

**Company name:** \_\_\_\_\_

**Online enrollment opens:** \_\_\_\_\_

**Online enrollment closes:** \_\_\_\_\_

Welcome to your isolved Benefit Services Benefits Accounts Consumer Portal, where you have 24/7 access to view information and manage your account.

This portal enables you to:

- Enroll online
- File a claim online
- Upload receipts
- View up-to-the-minute account balances
- View your account activity, claim history and payment (reimbursement) history
- Update your personal profile information
- Change your login ID and/or password
- Download plan information, forms and notifications

## How to login

Navigate to the [isolved Benefit Services login page](#).

For security purposes, it is important for you to login to setup your Username and Password. isolved Benefit Services provides you with a 120-day timeframe to access your account to assist with the security of your account. If you access your account after the 120-day timeframe, you will need to contact isolved Benefit Services to receive a temporary password.

Enter your username and password.

First time users will login using lower case first initial, last name and last four digits of your Social Security Number as both Username and Password.

The screenshot shows a login form with the following elements: a title 'Login' in pink; a 'Username' field with a search icon and a 'Forgot Username?' link; a 'Password' field with an eye icon and a 'Forgot Password?' link; a 'Remember Me' checkbox; and a pink 'Login' button.

The screenshot shows a 'Security Questions (Step 1 of 2)' page. It includes a heading, a paragraph explaining the purpose of security questions, a dropdown menu labeled 'Select a question...', an input field for the answer, and a pink 'Next' button.

First time users will be prompted to **answer security questions** upon login and change the username and password. (You will only be asked these questions upon logging in to the website the first time.) Answers to security questions are case sensitive.

Set up your **username** and new **password**.

Note: Your username may contain alphanumeric characters and any of the following special characters: period (.), at sign (@), underscore (\_) and dash (-). Your password must have a minimum of six characters, not be one of your last three passwords, contain upper and lowercase letters and contain at least one number.

*A few reminders: strong passwords are very important part of your account remaining secure; use a different password for each of your online accounts; do not use people's names or special dates as passwords; mix it up with upper- and lower-case letters, numbers and special symbols.*

It's time to enroll! On the home page, click **Enroll Now**.

The next page describes the plan in detail.

You can click on **Plan Description** to get a FAQ on the plan or you can click on **Begin Your Enrollment Now** to start your enrollment process.

**Step 1 & 2, Participant Profile/Dependents** - Update personal information. Required fields are with \* next to them. These fields must be filled in before going to step two.

(Please note: you must enter your dependents at this time if you are enrolling in the Dependent Care plan.)

Once complete, click **Continue**.

**Step 3 Plan Rules** – Under Terms and Conditions, check the applicable **I have read and understand** box on the FSA and Dependent care rules. Click **Continue**.

**Step 4 Elections** - Enter the annual election amount for each elected plan. Click **Calculate**.

Once you click calculate, it will provide you the total election for the year, amount of payroll deductions and the total savings for the year. If the election amounts are correct, click **Continue**. If you want different amounts, you can adjust the election amounts and click Calculate until you have the election you want.

**Step 5, Payment Method**- Select either check or direct deposit, click **Continue**.

**You will be asked to provide your bank information if you choose Direct Deposit.**

**Step 6, Enrollment Verification** - This allows you to confirm all of your account information and to go back and edit if needed. If all information is correct, click **Submit**.

**Enrollment Confirmation** - Summary of what was elected. Print this for your records. Once enrolled, you will receive via email a Consumer Portal Guide to assist with claims submission and view account history.