

ACCESSING YOUR ACCOUNT ONLINE

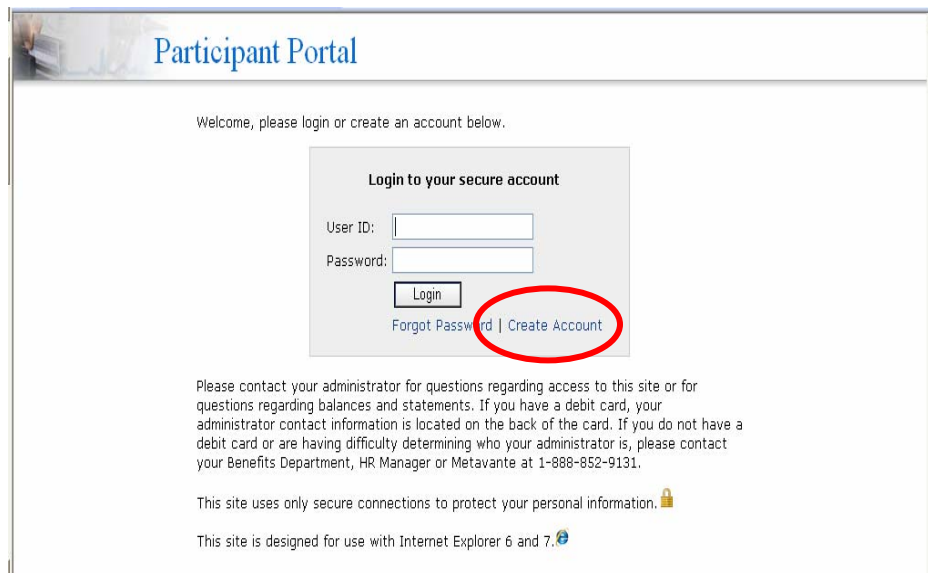
CareFlex Benefit Solutions
Phone: (888) 577-2762
Fax: (410) 414-8432
questions@careflex.com
www.careflexexpress.com

Employees participating in a CareFlex benefit plan can access their account information online 24 hours a day, 7 days a week through www.careflexexpress.com. Important Note: you will need to disable pop-up blockers to access your online account. A simple login process is required during your initial visit.

Select the [Account Holders / View My Account](#) link.



At the Participant Portal screen, select the [Create Account](#) link.



At the Account Creation screen, enter your first and last name as it appears on your benefits card. Enter your Employee ID: first initial of your first name (upper case), first initial of your last name (upper case), and the last four digits of your social security number. (Example: James Cardholder's social security number is XXX-XX-1212; therefore, his Employee ID is: JC1212.)

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Next, enter the **Card Number** from your *CareFlex Express Benefits Card*. Entering dashes between numbers is optional. If you have not been assigned a benefit card, leave this field blank and contact CareFlex for your Employer ID.

Create a **New User ID** to identify you to the system. You will use this User ID when logging into the system. (User ID criteria: 6 characters min/20 characters max, no special characters – this field is case sensitive.) Next, create a **Password**. (Password criteria: 7 characters min/20 characters max, must contain at least one letter and one number and no special characters – this field is case sensitive.) Re-type your password for confirmation. Create a **Security Word** and enter your **Birth City**. Enter your email address to receive notifications regarding your account. Select the **[Submit]** button at the bottom of the page.

Your online account has been created. Enter the **User ID** and **Password** you created to access your account. You will be directed to the Getting Started page of the Participant Portal.

Participant Portal

Welcome nfisher | Logout

Home
Getting Started
Announcements

My Accounts
Balance Summary
View Claims Pending
Transaction History

My Cards
Card Status
Lost/Stolen Card

My Information
Personal Information
Dependent Information
Direct Deposit Info
Change Password

Forms
Download Forms

Support Center
Contact Administrator
FAQs

Administration
Customize

Getting Started

Welcome, on this site, you can view balance summary, transaction history, and claim status, as well as manage your personal information. To get started, select a topic heading to the left or one of the quicklinks below.

- View Balances**
Here you can view your account balances and access account transactions.
- View Activity**
Here you can view your account history.
- Report a Lost or Stolen Card**
If your card has been lost or stolen, report it here.
- View FAQs**
View answers to Frequently Asked Questions about your account.

If you would like to change your password or other personal information, select the appropriate link under **My Information** on the left hand column of the screen.

Now that you have accessed your account information, you will be able to view your account balance, view/print statements or review transaction history – anytime and from anywhere. To begin, just select the **My Accounts** tab located on the left hand column of the screen.

IMPORTANT NOTE:

In order to protect your privacy and personal information, the Participant Portal is set for passwords to expire every 90 days. When requested to update/change your password, you will need your Employee ID assigned by CareFlex. **Your Employee ID is the first initial of your first name (upper case), first initial of your last name (upper case), and the last four digits of your social security number.** For example: James Cardholder's social security number is XXX-XX-1212; so his Employee ID is: JC1212. If you have questions about your Benefits Card or your account, please contact CareFlex by phone, fax or email.