

Getting started

The Flex Facts Participant Portal provides quick & easy access to manage your health savings account (HSA). This guide will help you understand how to use the online portal to manage your account and get the most value from your HSA.

Accessing the Flex Facts Participant Portal

The Flex Facts Participant Portal can be accessed by navigating to the following URL in your internet browser:

- www.flexfacts.com

Registration

Step 1. If this is your first time accessing your online account, simply click the *register* button atop the right corner of the home screen.

Step 2. Complete the registration form (as shown below). Choose a username and password, then enter the required demographic information. Please obtain your *employee ID* and *employer ID* from Flex Facts.

If you already have your HSA debit card, the card number can be used as the *employer ID* in the *registration ID* field. Before clicking *register*, be sure to accept the terms of use.

Step 3. Click *register*. This process may take a few seconds. Do not click your browser's back button or refresh the page.

Secure authentication

The registration process also involves setting up your secure authentication parameters. This helps ensure your account is safe and secure.

Step 1. Select your security questions. You'll select four security questions and provide your top secret answers. These questions will be asked randomly during subsequent login attempts – to ensure no unauthorized access to your account.

Step 2. Verify your email address. When prompted, enter your email address and click *complete*.

Step 3. Submit your information. On the next page, you'll be asked to verify the information you've entered during the secure authentication process. After reviewing and confirming the accuracy of this information, click *submit setup information*. Your registration process is now complete.

The screenshot shows the 'Sign in' page of the Flex Facts Participant Portal. At the top, there is a lock icon and a statement: 'We will maintain the confidentiality of your personal information in accordance with our privacy policy.' Below this is the 'Sign in' heading. There is a 'Username' input field, a 'Forgot your Username? Let us help' link, and a green 'SIGN IN' button with a checkmark icon. A blue information box states: 'To protect your personal information, we collect your password on a separate page.' At the bottom, there is a 'Don't have an account?' link and a green 'REGISTER' button with a person icon.

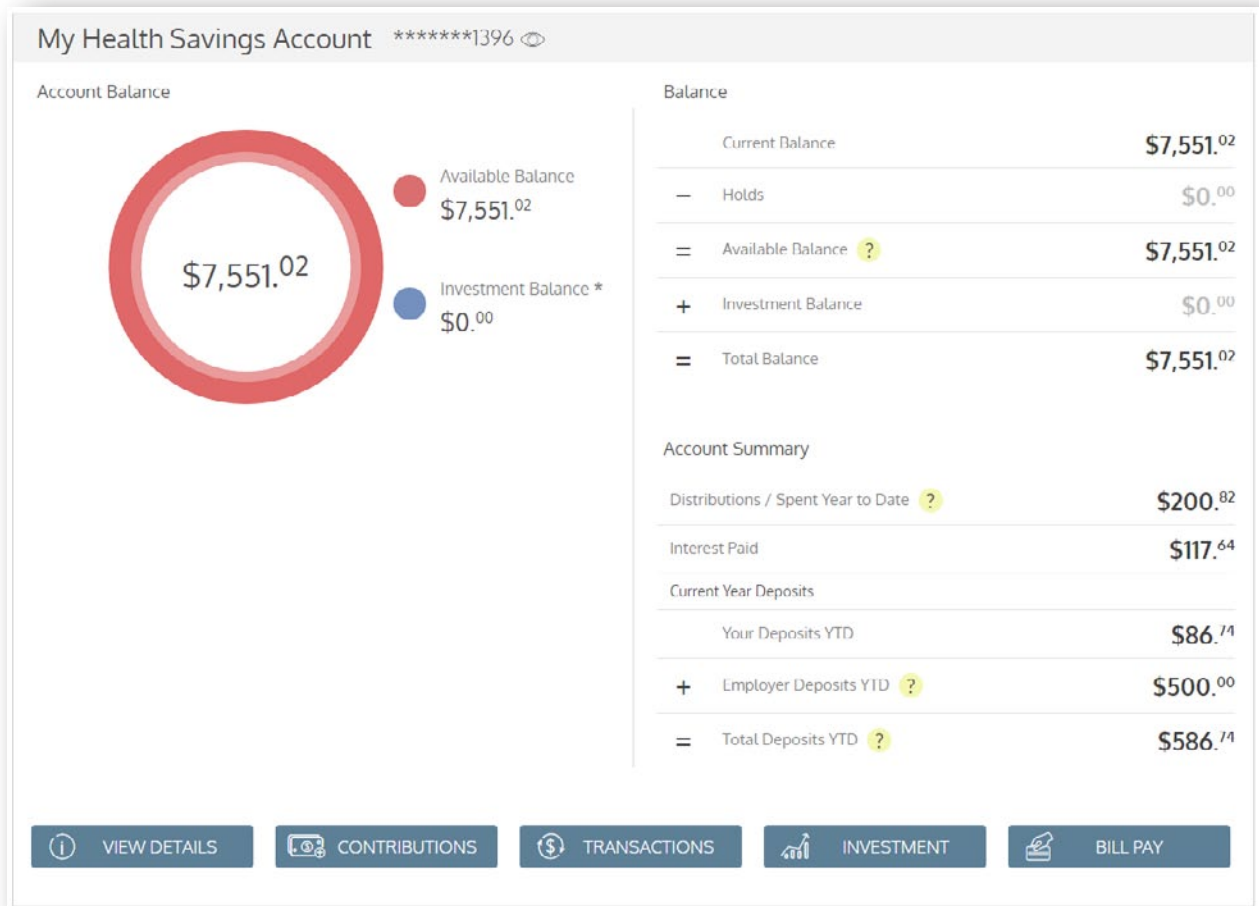
The screenshot shows the registration form. It includes the following fields: 'Username *', 'Password *', 'Confirm Password *', 'First Name *', 'Initial', 'Last Name *', 'Email *', 'Employee ID *', and 'Registration ID *'. The 'Registration ID' field has a dropdown menu with 'Employer ID' selected. At the bottom, there is a checkbox for 'I accept Terms of Use'.

Your first time logging in

After registering, all subsequent logins will prompt you for your username, 2 security answers, and your password.

How to access your account: Viewing basic account information

To view your HSA balance, interest, contributions, and other important account information, view the *benefit account summary* page and click on the HSA option.



Additional details can be found on the *account details* page by clicking the *view details* button at the bottom left of the page. This displays your account details, as shown below. This page displays information related to your current balance, investment balance, current and prior year deposits, and other important account information.

