

# MyFlex: Online Account Access for Participants

## Access Your Account Information Online

At PacificSource Administrators (PSA), we're committed to providing you with flexible, personalized service. One way we do that is through the PacificSource.com/PSA website, which includes a participants-only area called MyFlex. By logging in with a user name and password, you can access personalized information about your FSA or HRA accounts 24 hours a day. If you prefer doing business online to phoning a customer service representative, you'll appreciate the convenience of MyFlex.

Whether you have a Flexible Spending Account or Health Reimbursement Arrangement, you can find everything you need at PacificSource.com/PSA.

## Visit our website, PacificSource.com/PSA to:

- View FAQs and helpful fliers.
- Download claim forms, direct deposit forms, and more.
- Get the latest regulatory and industry news on FSAs and HRAs.

- Login to MyFlex to:

File a claim online (requires capability to upload scanned documentation)

Access information on the most recent reimbursement payments, including payment dates and amounts.

See payment details, including account type and form of payment.

View your recently processed claims along with their payment status.

Check your account balances, annual election, and year-to-date deposits.

Change your address and other personal information online

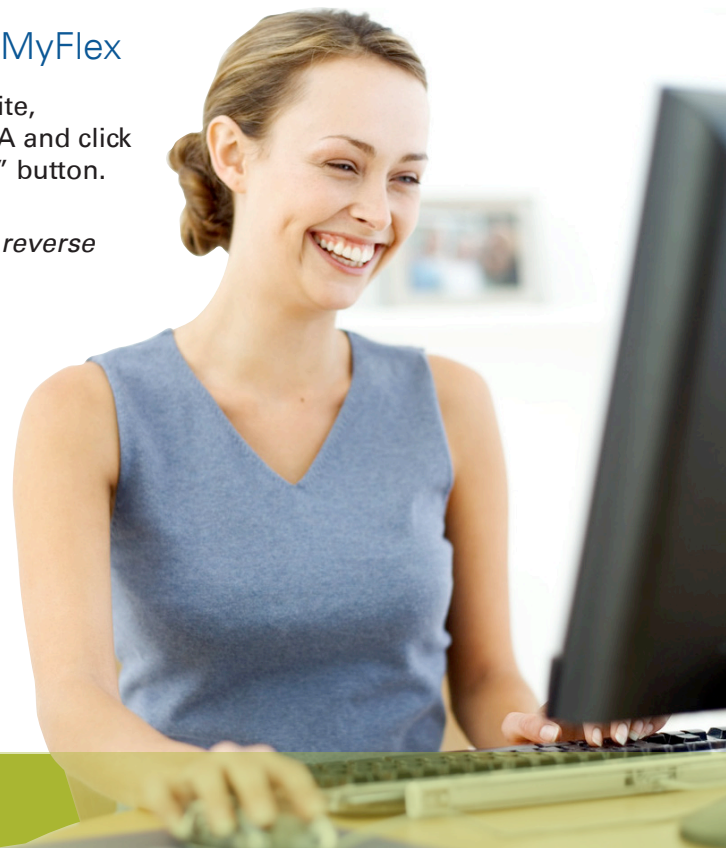
Create basic reports.

***Manage your FSA or HRA account—from the convenience of your home or office!***

## Getting Started on MyFlex

1. Simply visit our website, PacificSource.com/PSA and click the "My Flex Benefits" button.

*continued on reverse*



## MyFlex: Online Account Access for Participants

2. Click the MyFlex "Login" link at the top of the page, which will take you to the MyFlex login screen.
3. Enter your member ID number in the Username field. You received your member ID number in the mail when you first enrolled. If you cannot locate your number, you will need to call Customer Service (800-422-7038) and ask for it. Note: Your member ID will always begin with "ZZMAN." You must enter these letters with the number to login.
4. Enter your date of birth in the password field. This is intended to be a temporary password. Once you are logged in, you can change your username and password to something easier for you to remember.
5. To submit a claim, float your mouse pointer over "My Account" on the black menu bar, and click on "New Claim." Detailed instructions can be downloaded from the "Document Library".

### It's Easy!

If you're already shopping or banking online, then using MyFlex will be a breeze. Even if you're an Internet rookie, we're sure you'll find the system easy to use, and our Customer Service Representatives are happy to help if you get stuck. The next time you're online, give MyFlex a try — then tell us what you think!

## Questions and Answers

### How can I be sure my personal information is secure?

MyFlex is a secure site. All information you send to us via the Web will be encrypted. If another Internet user intercepts the communication, they will only be able to see it in an encrypted (garbled) format. Certificate technology allows us to decrypt the information, and view it in plain text form.

### Can I change my password?

Yes, you can change your password to another unique password at any time. To do so, click on Profile and choose the Username and Password option. You can choose to change just your username, password or both.

### Can I change my address through MyFlex?

Yes, just click on Profile and choose the Update Profile option. Once you save your change, it will be routed to our Customer Service Department for updating. You can monitor your submitted pending change on your home page. Keep in mind that you will still need to notify your employer of the change.

### Can MyFlex answer questions about my Transportation Benefit?

Yes, if you have a Transportation account with PacificSource Administrators, MyFlex allows you to view your transportation claims, payments, and balances.

### My employer offers the Benny™ debit card. Will my balances and payment information shown on their website match MyFlex?

Not always. Because there may be variances in dates payments are posted, we cannot guarantee that our data will be the same as the data shown on the MyBenny.com website. Any discrepancies, however, should be temporary. If you believe there is an error in the information presented on MyFlex, please contact us for assistance.

### Who should I contact if I have technical problems?

If you have any difficulties with MyFlex, you're welcome to call our Customer Service Department. We'll look into it and follow up with you right away.

**Have another question? Our Customer Service Representatives are always happy to help.**

**Phone: 541.485.7488 or toll-free 800.422.7038**

**Email: [psacustomerservice@pacificsource.com](mailto:psacustomerservice@pacificsource.com)**



**Direct:** 541.485.7488

**Toll Free:** 800.422.7038

**[PacificSource.com/PSA](http://PacificSource.com/PSA)**