

# My Account Assistant

## Quick Reference Guide

### Log In

1. Go to [www.ebcflex.com](http://www.ebcflex.com)
2. Click “Log In” at the top of the page **A** and choose “Participants.”
3. Log in with your Username and Password. To create an account, click on the “Register” button.

### Mega Menu

Everything you need – all in one place.

Click on the “MENU” icon **B** in the top left of any page to expand the Mega Menu. Here, you will find a list of **everything** you can do in My Account Assistant.

The contents of the menu are specific to you and your plan. Some items only appear depending on the time of the plan year, such as enrollment activities.

### Navigation Buttons **C**

#### Homepage

Click to return to the homepage.

#### My Message Center Inbox

Click here to view important messages about your account including Benefits Card substantiation requests.

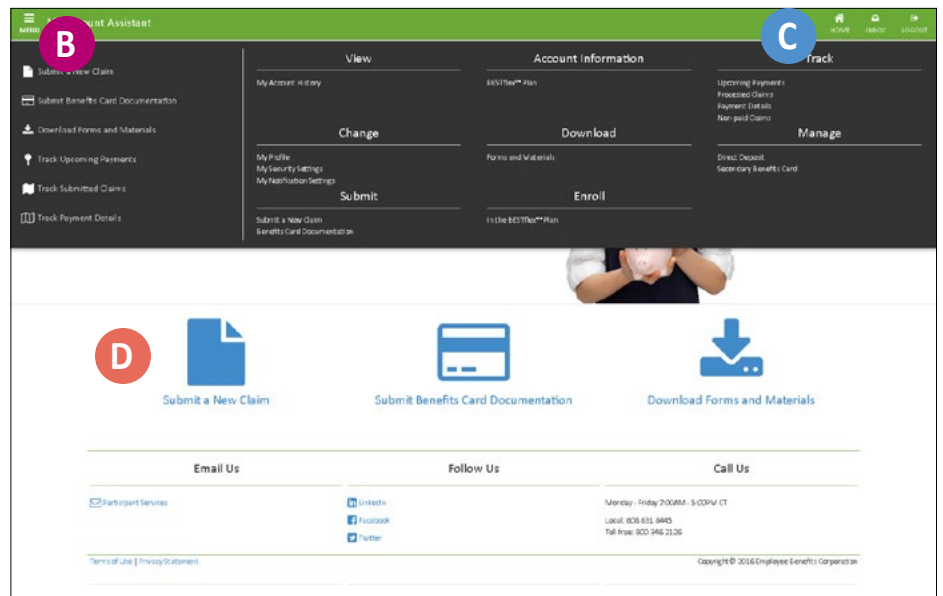
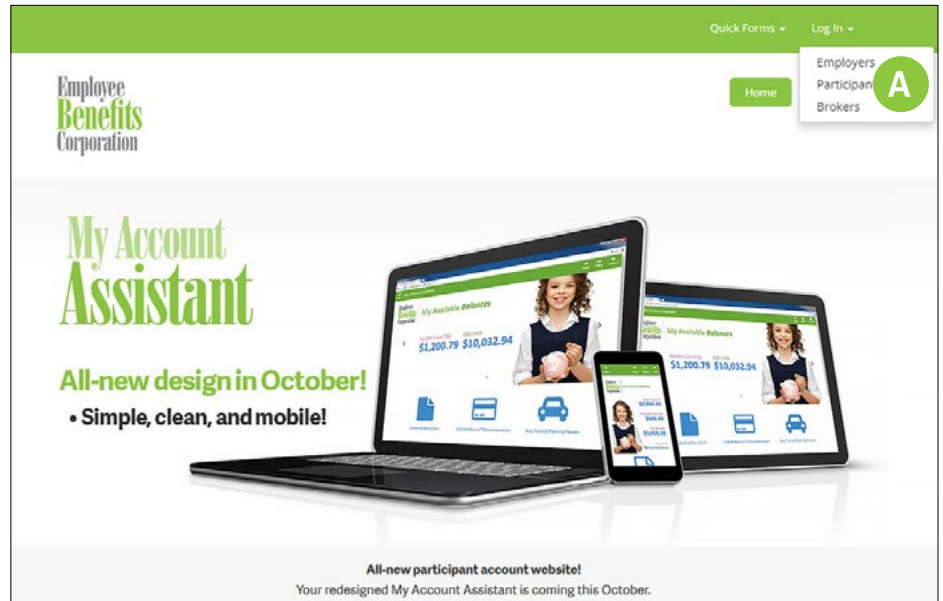
#### Logout

Click to exit your session.

### Quick Links

These buttons **D** are quick links to activities we’ve determined you may find useful. These links change depending on the products you have or the time of the plan year.

These and all other activities you have access to will also be available in the menu.



## Interactive Data

- Sort and search data using the **dropdown button, search field, and arrows** in the area above your data **E**.
- Some rows in certain tables can be expanded by clicking on them **F**.
- Use the **buttons G** below a table to navigate a longer list of entries.

## Getting Started

### Account Information

Learn how your plan works with useful FAQs and download *My Company Plan*.

### Change your Username and Password

You may set a Username and Password of your choice. Open the menu and choose “My Security Settings” under “Change.”

### Update your Contact Information

It's important that you keep your contact information up to date, including your email address, in order to receive important messages from us. Click on “My Profile” under “Change.”


### Download Forms and Materials

Download and print PDF versions of the forms and materials you need for your employer's plan. Hover over the blue information icon for a brief description of each document.

## BESTflex<sup>SM</sup> Plan and EBC HRA<sup>SM</sup>

### Enroll in the BESTflex Plan

This process is only available during your employer's open enrollment period. Simply open the menu and click “Enroll in the BESTflex Plan.”


Track Submitted Claims

Choose submitted claim

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records per page

Claim Form ID	Date Submitted	Submitted Via	Amount Requested
1234567	06/02/2015	Online	\$50.00
1234567	06/01/2015	Fax	\$50.00
1234567	05/30/2015	BENNY	\$50.00
1234567	05/22/2015	BENNY	\$50.00
1234567	05/14/2015	BENNY	\$50.00

Claim Line ID	Start Date	End Date	Plan Type	Provider	Amount Requested	Claim For
12345678	05/12/2015	05/12/2015	Health Care FSA	PHARMACY	\$50.00	
12345678	05/12/2015	05/12/2015	Health Care FSA	PHARMACY	\$50.00	
1234567	05/05/2015			BENNY	\$50.00	
1234567	05/03/2015			BENNY	\$50.00	
1234567	05/01/2015			BENNY	\$50.00	
1234567	04/26/2015			BENNY	\$50.00	
1234567	04/15/2015			BENNY	\$50.00	

Showing 1 to 10 of 33 entries

G
← Previous
1
2
3
4
Next →

### Track Claims and Payments

View a detailed history of your claims and reimbursement payments under “Track.” Click on any row to view the full details. If a claim is not approved, it will appear in “Non-paid Claims” with the reason why it was not fully paid.

### Submit a New Claim

Fill out a simple form and upload your documentation to file a claim.

### Submit Benefits Card Documentation

View your Benefits Card transactions and upload your card transaction expense documentation, Explanation of Benefits (EOBs), invoices or other documentation.

### Sign Up for Direct Deposit

Have your reimbursement payments deposited directly into your bank account.

Click on “Direct Deposit” under “Activate.”

You can sign up for the first time, change your existing Direct Deposit information, or cancel your existing Direct Deposit.

## CommuteEase

### Buy Transit/Parking Passes

Click on “Buy Transit/Parking Passes” in the menu to access your online ordering platform.

## SimplyHSA

### Access Your Account

Click on “SimplyHSA” in the menu to access your account on the Avidia Bank website.

### Questions?

If you have any questions, feel free to contact Participant Services at **800 346 2126**, or email [participantservices@ebcflex.com](mailto:participantservices@ebcflex.com).