

# HELPFUL HINTS . . .

Using *MyFlexOnline.com*  
To Manage Your FSA

MyFlexOnline<sup>SM</sup>

Registered Participants

User Name

Password

[Log in](#)

[Password Reset and User Name Retrieval](#)

New User?

[New User Registration](#)

Click here to establish your username and password to manage your account.

Periodic password changes are recommended to improve account security.

Forgot Your Username or Password? Click Here and Enter Your Info!

**LIVE LINK TO RETRIEVE FORGOTTEN PASSWORD**

This option may also be used to reset your account if "User Name Retrieval" doesn't work. The information is sensitive to how your name exists in the software (i.e. "Jr.", "Sr.", etc.)

Click "Settings" to:

- update email address
- add text/email alert settings
- edit options for direct deposit
- change username and password

MyFlexOnline | Benefits Overview - Windows Internet Explorer

https://www.myflexonline.com/Benefits

MyFlexOnline | Benefits Overview

BENEFLEX  
A TOWNSBANK COMPANY

Help | Log Out

Benefits | Claims & Payments | Card Center | Go Mobile | Settings | Contact Us

August 8, 2013

Benefits

View Previous Year

Dependent Care  
**FSA - Dependent Care**  
Use it from: 1/1/2013 to 12/31/2013  
Claim it by: 3/1/2014  
What's covered?

Available Balance: **\$211.30**  
Election Amount: \$4,999.80

[See Savings & Spending](#)

Submit a Claim

You Owe

\$298.00 Show details  
[Make a payment](#)

Alerts & Reminders

**1 New Message**

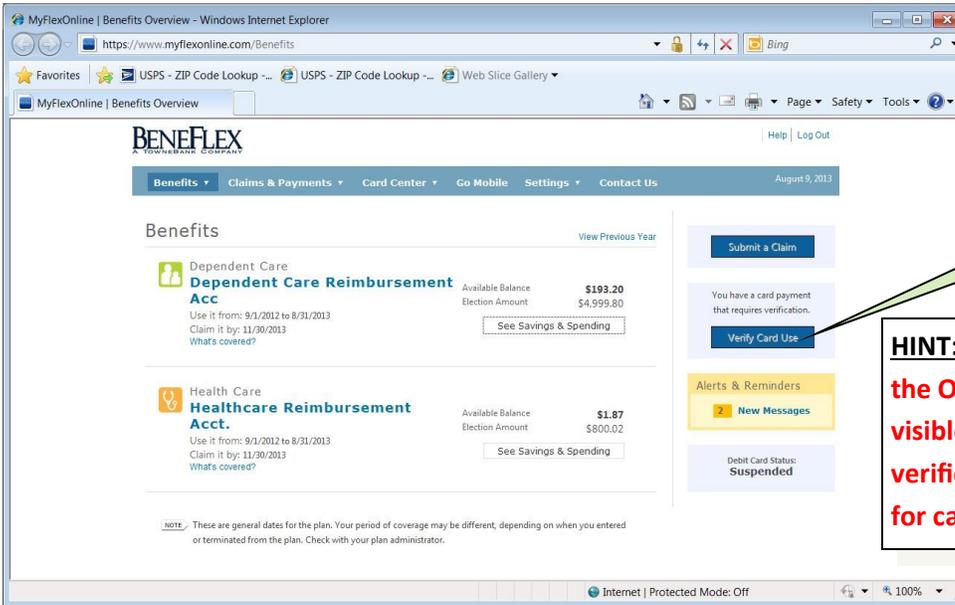
Debit Card Status: **Suspended**

NOTE: These are general dates for the plan. Your period of coverage may be different, depending on when you entered or terminated from the plan. Check with your plan administrator.

Internet | Protected Mode: Off

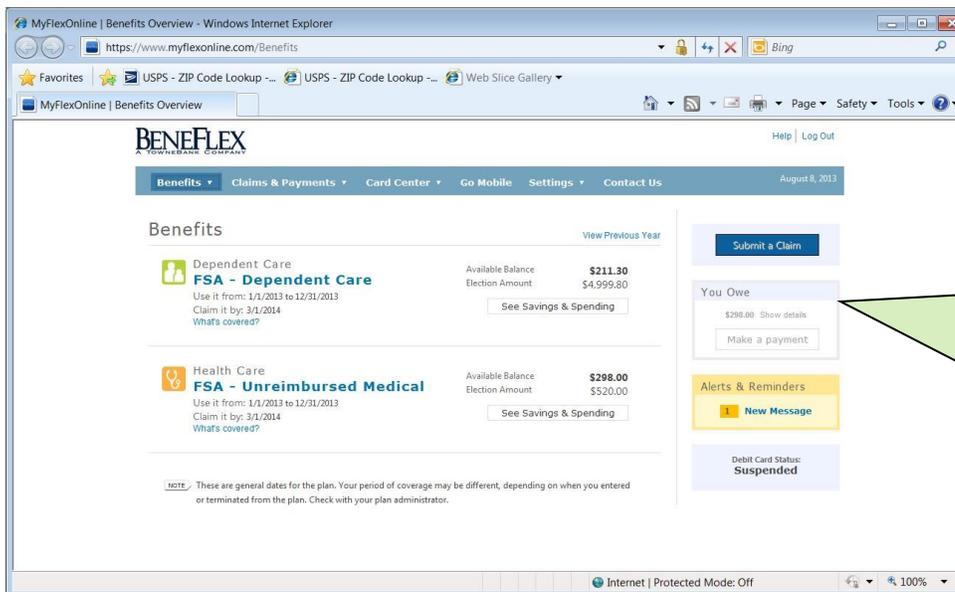
Always check the **YELLOW** box for messages **FIRST**.

# USING A DEBIT CARD?



Click  
"Verify Card Use"

**HINT:** When verifying debit card use, this is the **ONLY** link to use and this link is **ONLY** visible when a card transaction requires verification. Do not use "Submit a Claim" for card verification.

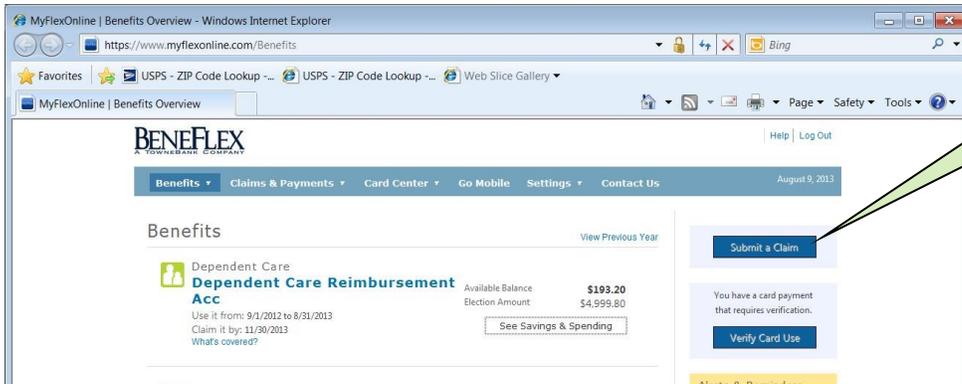


When repayment of account is required, choose "you owe".

Always click this link regarding Flex Card transactions.

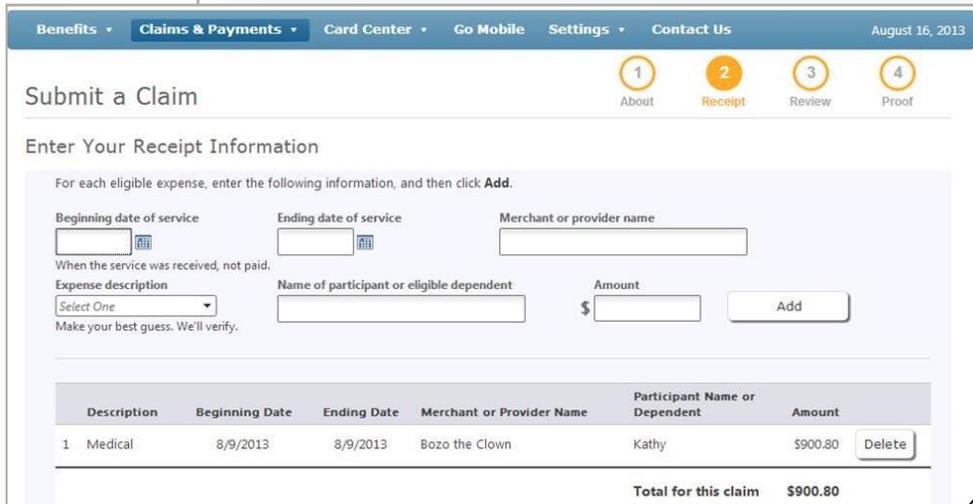
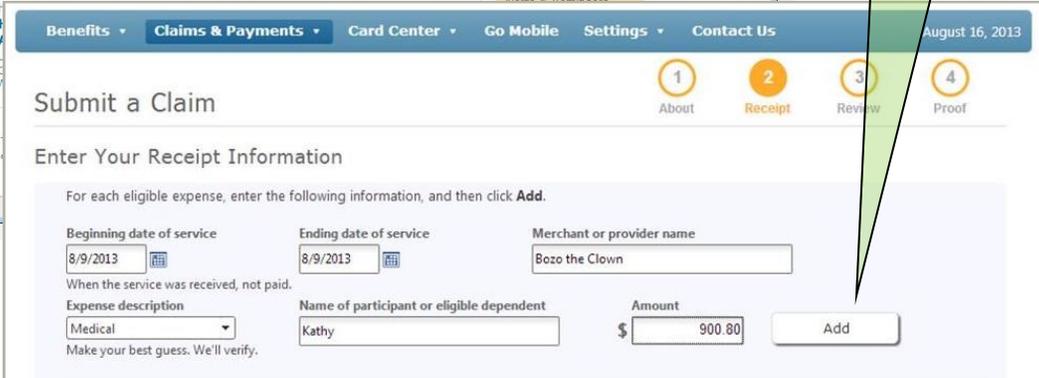
You have the option to repay your account OR you may still have the ability to create a claim form and submit documentation.

# NEED TO FILE A CLAIM (DEBIT CARD NOT USED)?



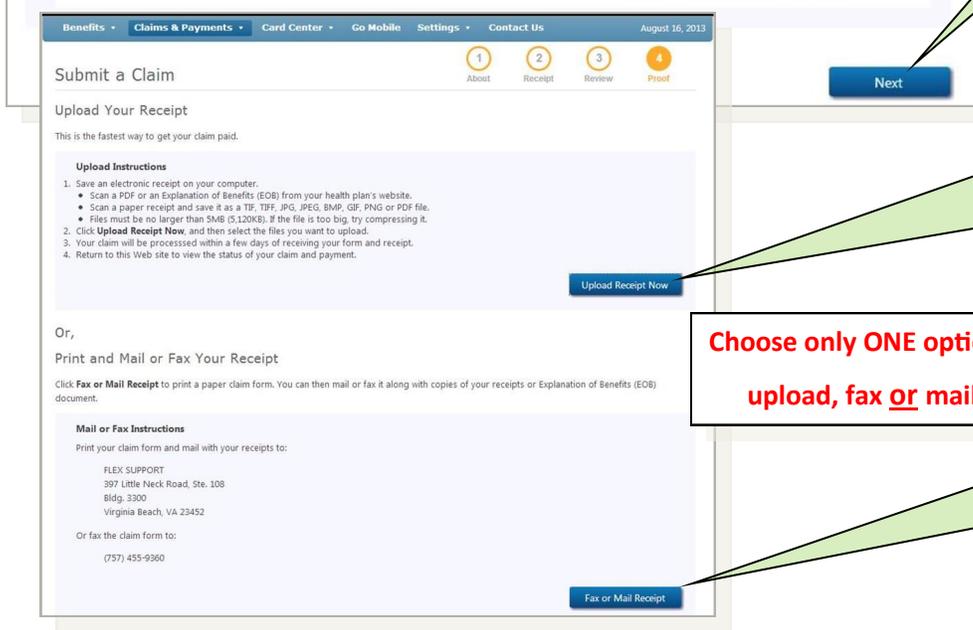
When filing for reimbursement, Click "Submit a Claim"

Enter claim information and click "ADD"



Click "NEXT" when you've reviewed the claim information

If you choose "UPLOAD", no further verification is required (unless Beneflex contacts you). Do not fax or email an uploaded claim.



Choose only ONE option...  
upload, fax or mail.

Scroll Down to see **ADDITIONAL OPTIONS (FAX/MAIL)** for submitting your claim receipt