

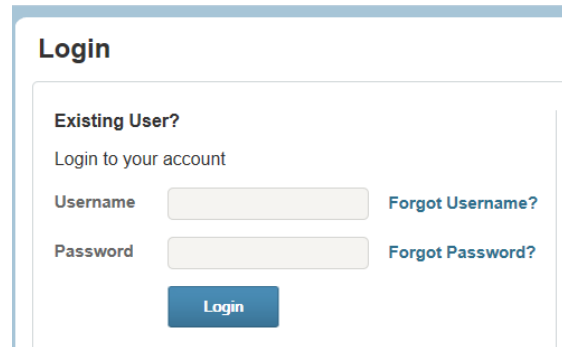
Welcome to your Infinisource Benefits Accounts Consumer Portal. This portal gives you anytime access to view information and manage your account.

It enables you to:

- File a claim online
- Upload receipts
- View up-to-minute account balances
- View your account activity, claim history and payment (reimbursement) history
- Update your personal profile information
- Change your login ID and/or password
- Download plan information, forms and notifications

To login to your home page, follow these steps:

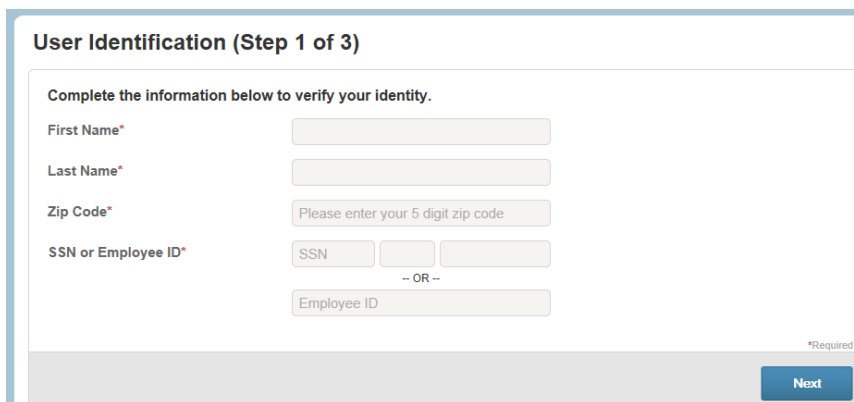
1. Navigate to the [Infinisource login page](#).
2. Enter your Username and Password. First time users will login using lower case first initial, last name and last four digits of your Social Security Number as both Username and Password.



The screenshot shows a 'Login' form with the following elements:

- Existing User?** section with the instruction 'Login to your account'.
- Username** field with a 'Forgot Username?' link to its right.
- Password** field with a 'Forgot Password?' link to its right.
- A blue **Login** button at the bottom.

3. Enter your First Name, Last Name, Zip Code and SSN or Employee ID. Click **Next**.

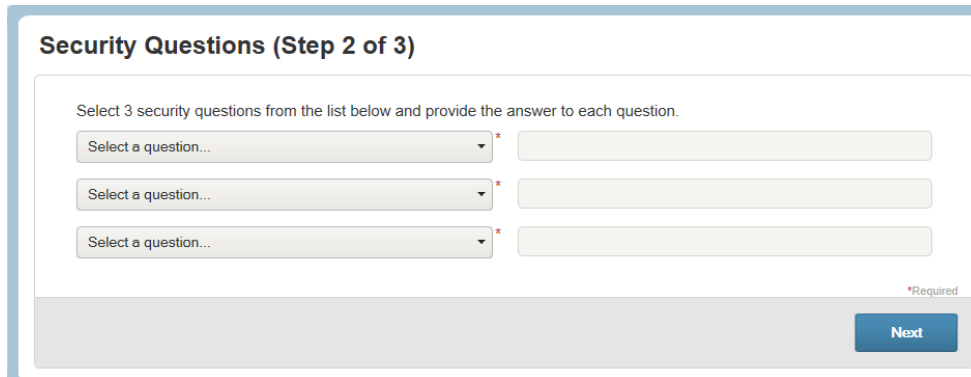


The screenshot shows the 'User Identification (Step 1 of 3)' form with the following elements:

- Instruction: 'Complete the information below to verify your identity.'
- First Name*** field.
- Last Name*** field.
- Zip Code*** field with the placeholder text 'Please enter your 5 digit zip code'.
- SSN or Employee ID*** section with two input boxes for SSN, a '-- OR --' separator, and an input box for Employee ID.
- A small '*Required' label at the bottom right.
- A blue **Next** button at the bottom right.



4. You will be prompted to **answer security questions** when you login and change your username and password. (You will only be asked these questions upon logging in to the website the first time.) Answers to security questions are case sensitive.



5. Set up your **Username** and new **Password**. (Note: Your username may contain alphanumeric characters and any of these special characters: period (.), at sign (@), underscore (_) and dash(-). Your password must have a minimum of six characters, not be one of your last three passwords, contain upper and lowercase letters and contain at least one number.

The **Home Page** is easy to navigate:

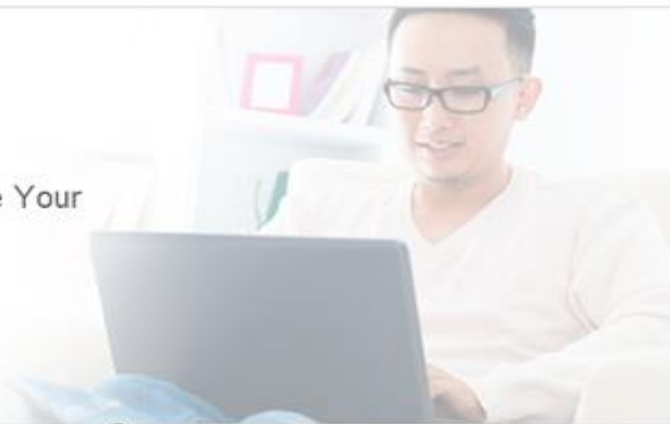
- The top section shows messages from your employer and links to employee information.
- The **Message Center** section displays alerts and relevant links to keep current on your accounts.
- The **Account Balance** section has a link to account balances and activity details.
- The **Next Scheduled Reimbursement** section details when and how much you are projected to receive.
- **File a claim** directly from the Home Page.
- **Get your money faster** (direct deposit), under Message Center click on **get your money faster**. This will direct you to enter your bank information and click submit.

HOME
ACCOUNTS
PROFILE
NOTIFICATIONS
FORMS
LINKS

Sample Company ▾
Last Login: 9/9/2013 - Online | [Logout](#)

Welcome

We're Making it Easy to Manage Your Healthcare Expenses [View More](#)



I Want To...

File A Claim

WiredCommute

Available Balance

Health Reimbursement	\$1,000.00
FSA Healthcare	\$2,492.50

Message Center 3

! 1 receipt(s) needed to approve your claims

[Download Mobile App](#)

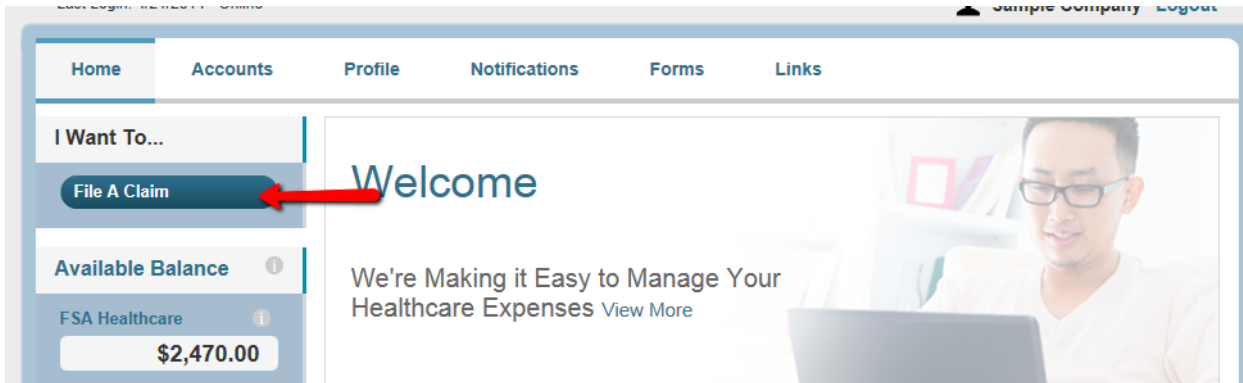
To get your money faster , set up a bank account for direct deposit



How do I file a claim and upload documentation?

- Important: Itemized receipts or an Explanation of Benefits (EOB) is required. Charge slips or check copies are not eligible documentation.
- Claims can be submitted online or via the Mobile App for iPhone and Androids.

1. On the Home page, click **File a Claim**.



2. Click **File Claim** next to the account you want to file a claim.



3. Upload your receipt and enter your claim information on the form that appears and click **Add Claim**. The claim will be added to the **Claims Basket**. (When uploading a receipt it must be in .doc, PDF, bmp or gif format.)

To submit more than one claim, click **File New Claim**, select the plan and complete the form and click **Add Claim**.

File Claim: FSA Healthcare Claims Basket (0)

Please enter your claim information below. If all or part of your claim is not reimbursable due to auditing factors (i.e. claim exceeds available balance in your account), then you will only be reimbursed the approved amount. You will be notified of any pending or denied claim amounts.

* Do You Have a Valid Receipt?	<input checked="" type="radio"/> No <input type="radio"/> Yes	What is a valid receipt?
Receipt:	<input type="button" value="Upload Receipt"/>	What expenses are eligible?
You may submit receipts electronically after you successfully submit your claims.		
* Date of Service:	<input type="text"/>	
Format date as mm/dd/yyyy.		
* Claim Amount:	\$ <input type="text"/>	
* Provider:	<input type="text"/>	
* Category:	Choose from list...	What expenses are eligible?
* Type:	Choose from list...	
Description:	<input type="text"/>	
If the category is "Other" or "Over-the-Counter Drugs", you must provide a description.		
* Recipient:	<input type="radio"/> Sample Company Add Dependent	
* Make Payment to:	<input checked="" type="radio"/> Me <input type="radio"/> Someone Else When making payment to someone else, a check will be sent to the address you specify below.	What if funds are not available to pay the payee in full?
* Did You Drive To Receive This Product/Service?	<input checked="" type="radio"/> No <input type="radio"/> Yes: <input type="text"/> miles	How is mileage claimed?

Mileage Reimbursement:
Total Claim Amount:

* Required field | [Cancel](#)

4. When all claims are entered in the **Claims Basket**, check the **box** next to *I have read and agree to Terms and Conditions*. Click **Submit Claims** to send the claims for processing.

Plan	Expense Details	Claim Amount	Approved Amount*	Actions
FSA Healthcare	\$10.00 on 1/1/2013 From Test for Sample Company Medical Copay Payable to Sample Company	\$10.00	\$10.00	Update Remove
		\$10.00	\$10.00	

* The approved claim amount will be reimbursed based on your available balance. If a plan requires funds to be contributed prior to the reimbursement of claims, you will be reimbursed as funds become available in your plan account.

Terms and Conditions

I have read and agree to the [Terms and Conditions](#).

[Submit Claim\(s\)](#) | [Add Another Claim](#) | [Cancel](#)

5. The **Claim Confirmation** page will display. Print the Claim Confirmation Form as a record of your submission. If you did not upload your receipt, print another Claim Confirmation Form, attach the required receipts and submit to the administrator. If a receipt is required, you will see the **Upload Receipt** link. Click on it and the **Receipts Needed** screen displays.

Denial Date	Plan	Date of Service	Claim Amount	Receipt Status	
5/15/2013	Health Reimbursement	5/13/2013	\$50.00	New Needed	View Denial Upload Receipt View Confirmation

Note: If you see Receipts Needed link in the Message Center section of your Home Page, click on it. A listing of the claims requiring receipts will appear.

How do I view current account balance and activity?

1. For the current Account Balance only, on the **Home Page**, under **Available Balance** shows the available amount next to the applicable account.
2. For an Account Summary of your account(s) that includes current Account Balance(s), click on **Available Balance** link or under the **Accounts** tab, click on **Account Summary** on the drop-down menu.
3. On your iPhone/Android, download the iFlex app and view your account information.

How do I view my claims history?

1. On the **Home Page**, under **Accounts** tab,
 - a. Click **View Claim History** next to the applicable account, or
 - b. Click **File Claim** on the drop-down menu, then click **View History** on the far right of the file claim screen, or
 - c. Click **View Account Summary** on the far right, then click on the dollar amount in the **Submitted Claims** column next to the applicable amount.

How do I view my payment (reimbursement) history?

1. On the **Home Page**, under the **Accounts** tab, click **Payment History** on the drop-down menu. You will see reimbursement payments made to date, including debit card transactions.
2. Click **View Detail** on the far right to see claim details.

How do I update my personal profile?

1. On the **Home Page**, under the **Profile** tab, click either **Profile Summary** or **Bank Accounts** on the drop-down menu.
2. Click any link on the **Profile Screen: Update Profile, Add/Update Dependent or Update Bank Account**. Some profile changes will require you to answer an additional security question.
3. Complete your changes in the form.
4. Click **Submit**.

How do I change my login and/or password?

1. On the **Home Page**, under the **Profile** tab, click **Login Information** on the drop-down menu.
2. Follow the instructions on the screen. (For a new account, the first time you log in, you will be prompted to change the password that was assigned by your plan administrator. Follow the instructions.)

How do I view or access ...

Notifications?

1. On the **Home Page**, under **Notifications** tab, click **Notification History** on the drop-down menu.
2. Click any link of your choice. **Receipt Reminders, Account Statements, Advice of Deposits, Denial Letters, or Denial Letters with Repayments** are a few options.

Plan information?

1. On the **Home Page**, under the **Accounts** tab, click **Account Summary** on the drop-down menu.
2. Click on the applicable account in the first column on the left and the **Plan Rules** open in another browser OR on the **Home Page**, under **Accounts** tab, click **Plan Description** on the drop-down menu for basic information. Then click each applicable plan to see the Plan Detail Screen.

Questions?

Contact Infinisource Customer Service Representatives at 866-370-3040 or email at fsa@infinisource.com.