Article ID: PROD-4297

How to set up your benefits online account

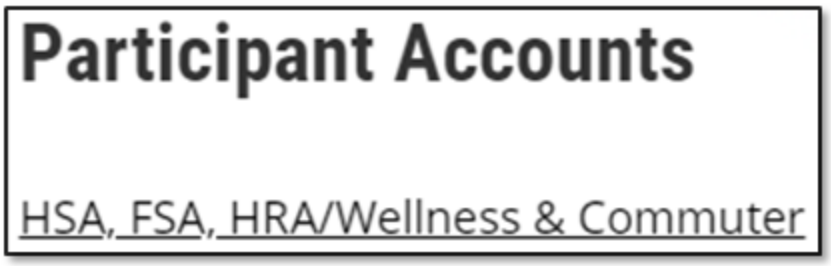
This article outlines instructions for participants to set up their benefits online account. For instructions on how to set up the WEX benefits mobile app, see How to set up the WEX benefits mobile app.

Note: To watch a video tutorial, click here.

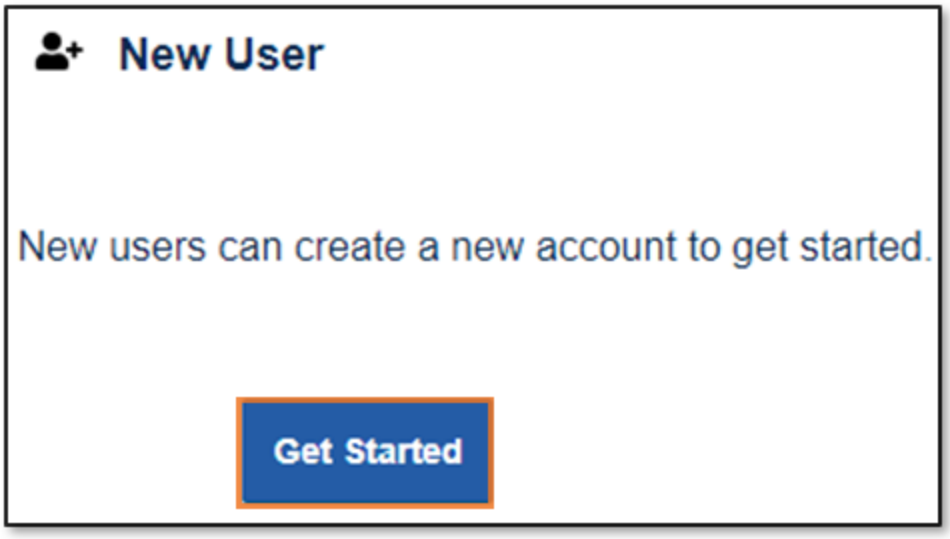
To set up your account, complete the following steps:

1. Navigate to our website, hover over "Login" in the top right-hand corner, and select "Benefit Accounts" from the drop-down list.

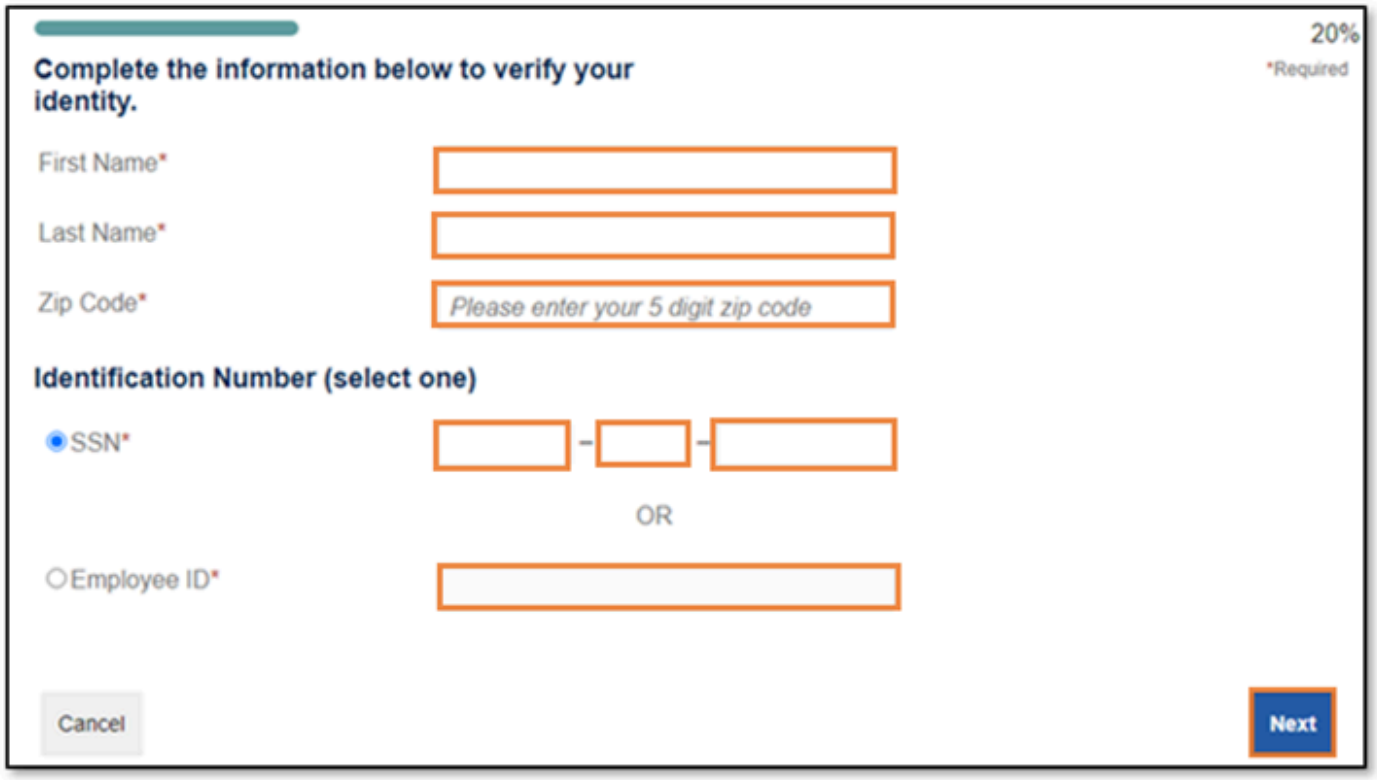
2. Select the HSA, FSA, HRA/Wellness & Commuter option under Participants Accounts.



3. Click "Get Started" in the New User section.

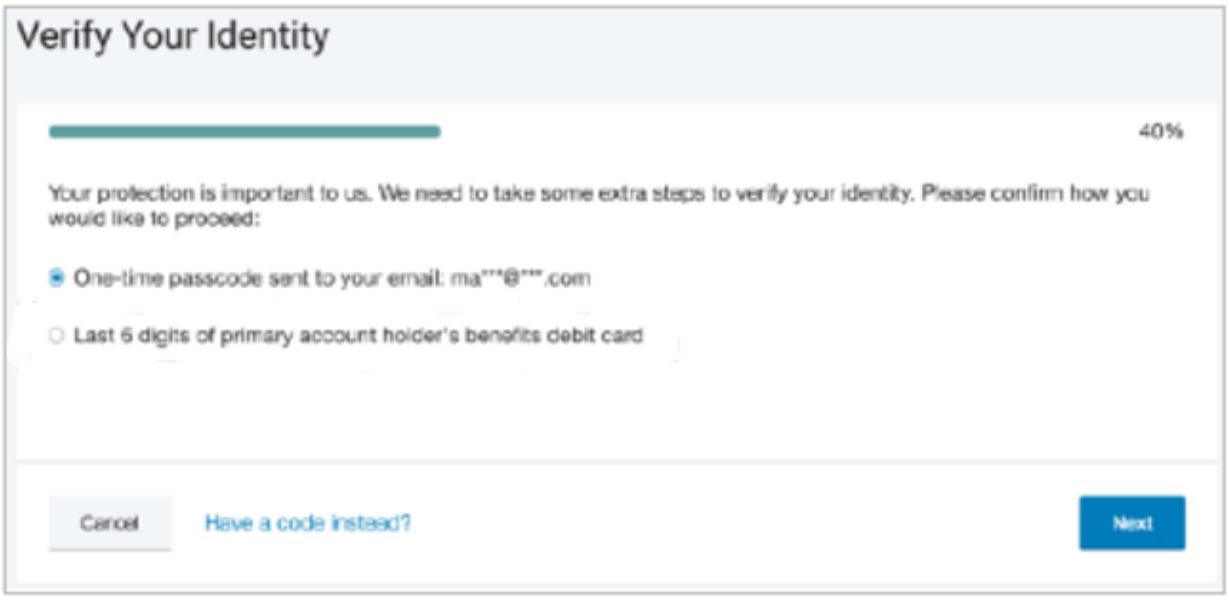


4. Provide your information and click "Next."

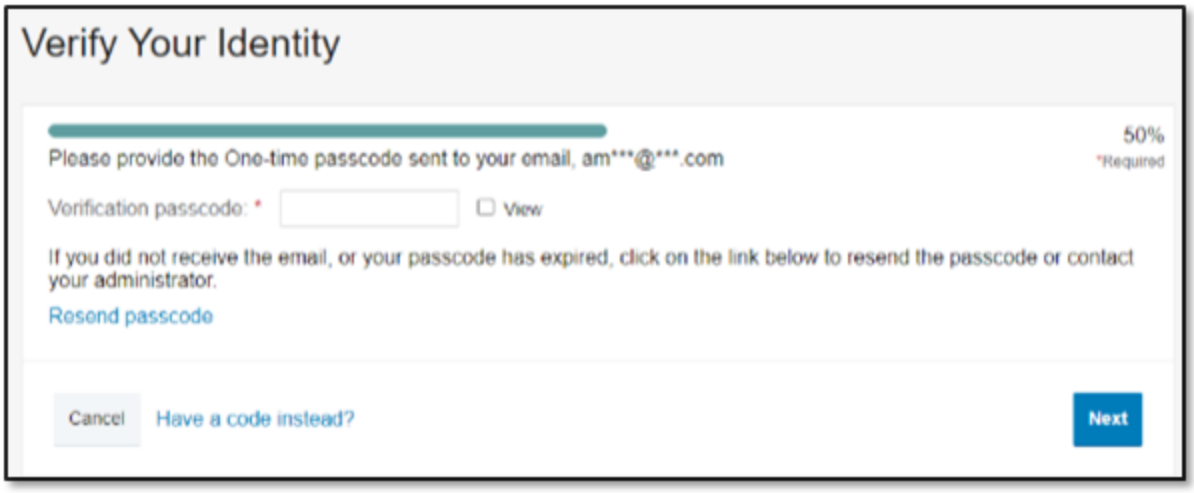


Important: Your information must match what your employer provided to us. If you already have a WEX account, use Employee ID to set up your new account.
Note: You are allowed three attempts within 30 minutes to enter the correct information. If you exceed three attempts, you will receive an error message. Wait 30 minutes, close your browser, and try again. This will reset the account.

5. Verify your identity by selecting one of two options and click "Next."



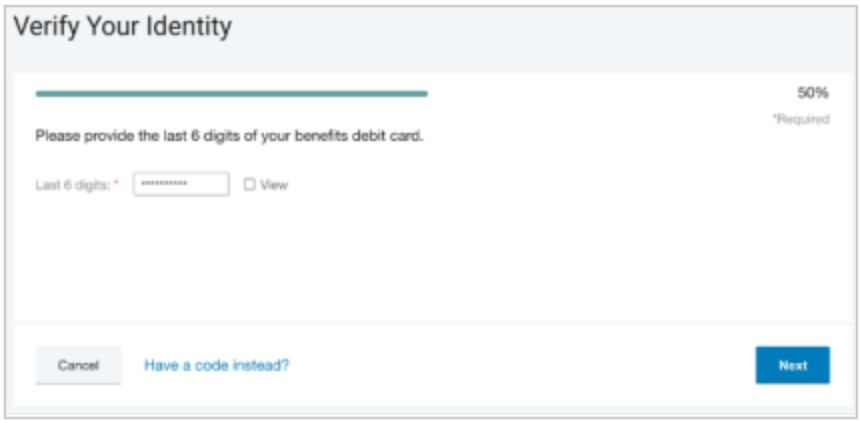
- Option 1: One-time passcode sent to your email. Check your email, provide the one-time passcode you receive, and click "Next."



Note: We will send the one-time passcode to the email address we have on file. If you did not receive the email or your passcode has expired, click on the "Resend passcode" link or Contact us.

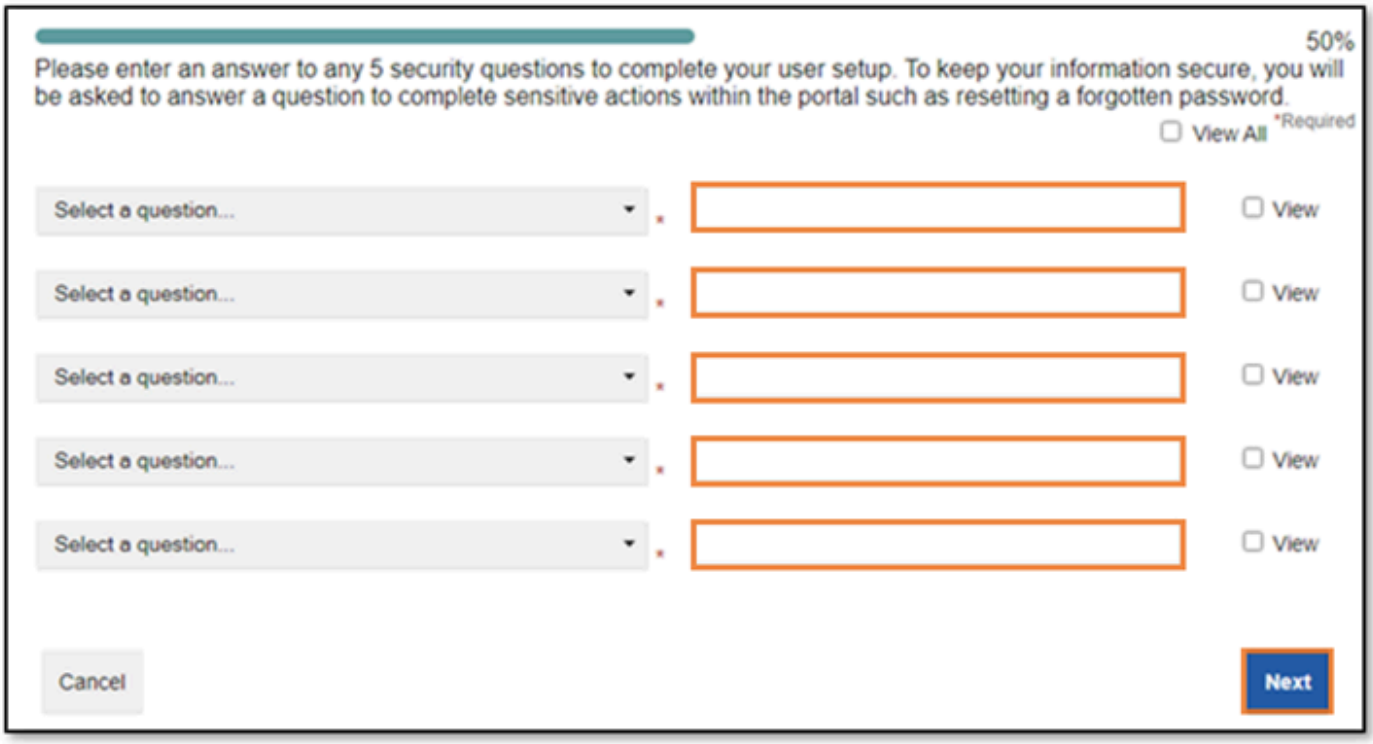
Scenario	Action
You have multiple email addresses.	Check all your email accounts to verify which one the one-time passcode was sent to.

- Option 2: Provide the last six digits of your benefits debit card and click "Next."



Note: You must have an active debit card; dependent cards are not allowed.

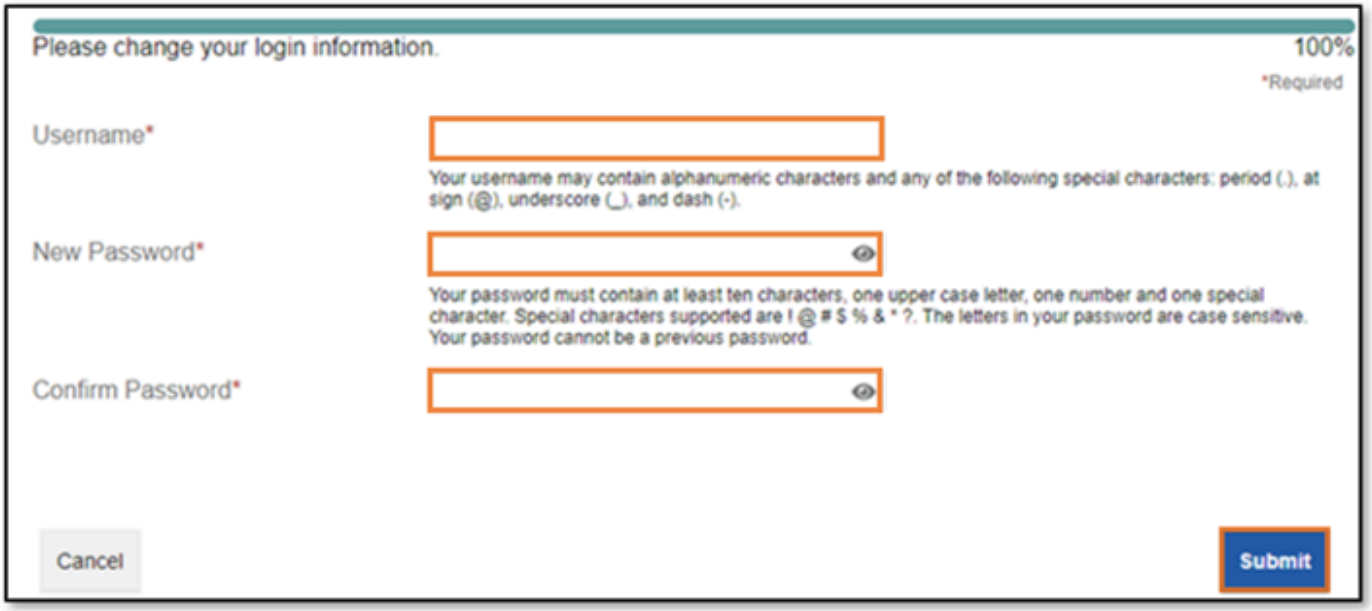
6. Set up your security questions and click "Next."



Note: Your security answers are not case-sensitive.

Scenario	Action
The questions do not pertain to you.	Close your web browser to restart the process with a new set of security questions.

7. Change your username and set up your password, and then click "Submit."



Important: If you do not want to change your username, keep track of the system-generated username provided to you.

8. Review the remaining prompts to add additional information, if desired, and finalize your account setup.

Got feedback? Submit your knowledgebase suggestions.

You can view this article at:
https://wexbenefitskb.egain.cloud/system/templates/selfservice/dbika/help/agent/locale/en-US/portal/308900000001002/content-version/PROD-4297/PROD-102768/How-to-set-up-your-benefits-online-account?query=new%20user