



## **SETUP NEW PASSWORD BEFORE INSTALLATION – SEE INSTRUCTIONS BELOW!**

Before installing PBAMobile you must setup a new Mobile Password. Because of an added layer of security in this mobile app, you will not be able to log into PBAMobile using the username and password that you use to access your account on [www.pbaclaims.com](http://www.pbaclaims.com). Please follow the instructions below to setup your Mobile Password.

### Create Your Mobile Password

1. On your web enabled device or home computer log into your PBA benefits portal account by going to [pbaclaims.com](http://pbaclaims.com) and clicking on **SECURE LOGIN > EMPLOYEE**.
2. If you don't have an existing benefits portal account, follow the instructions to create a new account that were included with your PBA ID card.
3. Once logged into your account, click on **MY FLEX ACCOUNT > VIEW FLEX ACCOUNT** then **PROFILE > LOGIN INFORMATION**.
4. Expand the password dialog box by clicking **CHANGE YOUR PASSWORD**.
5. Enter your **MOBILE VALIDATION CODE** under **CURRENT PASSWORD**. Your **MOBILE VALIDATION CODE** is all lower case and consists of your first initial, the last 4 digits of your social security number, followed by the 2 letter abbreviation for the state you live in. For example, John Smith's **MOBILE VALIDATION CODE** might be "j1234il".
6. Create a new **MOBILE PASSWORD** and enter it in the **NEW PASSWORD** field then confirm this password. Your password must conform to the password rules listed below the **NEW PASSWORD** field.

### Install the App

PBAMobile is compatible with Android™-powered devices as well as iPad®, iPhone®, and iPod®. Install the app as you would install any other app from either the App Store<sup>SM</sup> or Android Market<sup>TM</sup> or by scanning one of the QR codes below.

For Android



For iOS



Launch PBAMobile on your device. When prompted, enter your username. Your username is your employee ID number and can be found on your PBA ID card or by clicking your name in the upper right hand corner of the PBA flex website (it's listed as your Consumer Communication ID). Now enter your newly created Mobile Password. Once these login credentials are entered, PBAMobile for iPad, iPhone, or iPod will ask you to set a 4 digit passcode which will allow you to skip entering your username and mobile password from this point on. PBAMobile for Android will give you the option to save your login information, but will not prompt you to setup any additional code.

PBAMobile will now securely display your account details.

### Support

For PBAMobile app support please call (800) 435-5694 or email [fsa@pbaclaims.com](mailto:fsa@pbaclaims.com).