

PBA Flex Claims





Guide to App Installation & Password Setup

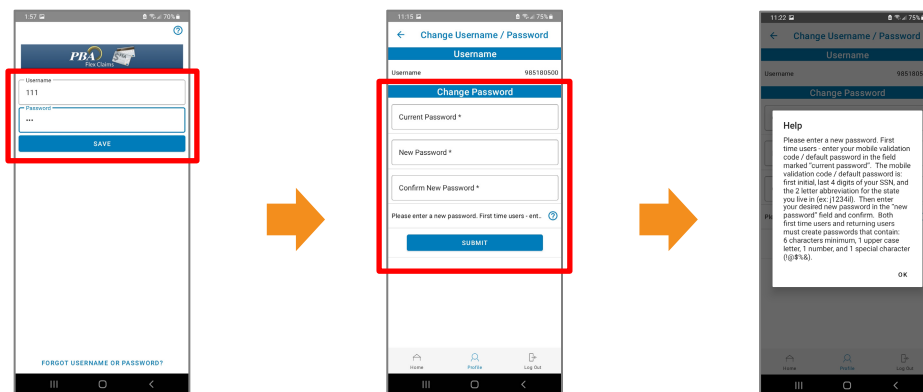
Before you Install the App

1. Create your PBA benefits portal website account or log into your existing account. Go to pbaclaims.com/portal/start/ if you need help creating a new account.
2. On the home page, click **View FSA / HRA / HSA** to launch your flex portal account.
3. Once the flex portal home page loads, hover over your name at the top of the screen and write down your **Consumer Communication ID**. Then log out of both the flex portal and the PBA benefit portal.

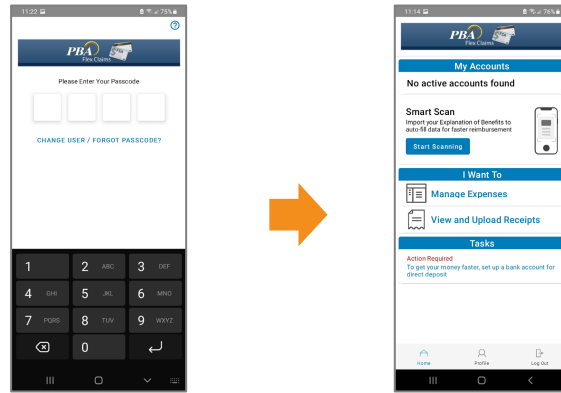
Because of an added layer of security in this mobile app, **you will not be able to log into PBA Flex Claims using the username and password that you use to access your account on pbaclaims.com.**

App Install, Validation, and Password Setup

1. Scan the code to install the app.    
2. Launch the app and enter your Consumer Communication ID from step 2 above in the username field.
3. Enter your mobile validation code in the password field. This code is all lower case, has no spaces, and consists of: your first initial, the last 4 digits of your social security number, and the 2-letter abbreviation for the state you live in. Click Save.
4. The app will now prompt you to create a new password. Please make sure that your password obeys the password rules. Touch the question mark to view these rules.



- At the next screen, type in a 4-digit passcode and confirm this code. From this point on, you can log in to the app using this 4-digit code instead of entering your full username and password.



Please note that PBA Flex Claims has a required yearly password reset. To access the password management tools, touch **profile > change username / password**. After you change your password, the app will prompt you to choose a new 4-digit passcode.



Support

For PBA Flex Claims app support please call (630) 655-3755 or email mobilesupport@pbaclaims.com. You can also scan the code to the right to view the “Getting Started with PBA Flex Claims” video.



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