



Guide to Password Setup & App Installation

Getting Started

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**, but you must create your pbaclaims.com account before you install the app. For help creating your pbaclaims.com account see pbaclaims.com/portal/start. Please follow the instructions below to install the app and setup a new mobile password.

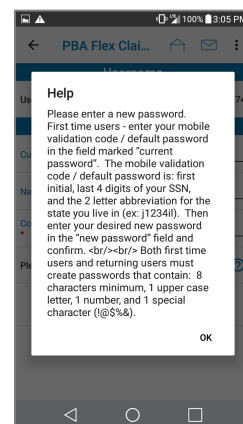
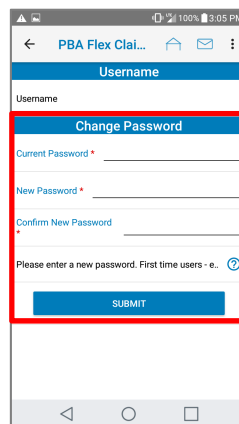
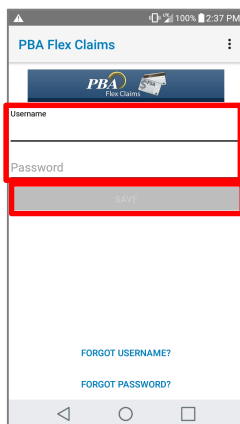
Install the App

PBA Flex Claims is compatible with Android™ devices and iPad® / iPhone® devices. Install the app from the App StoreSM or Google Play™ or by scanning one of the QR codes below.

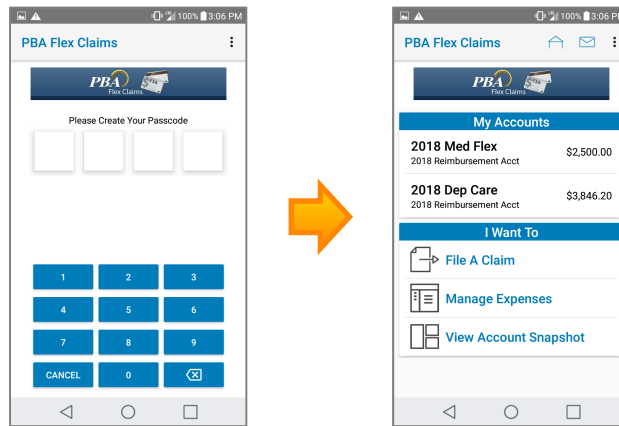


Login

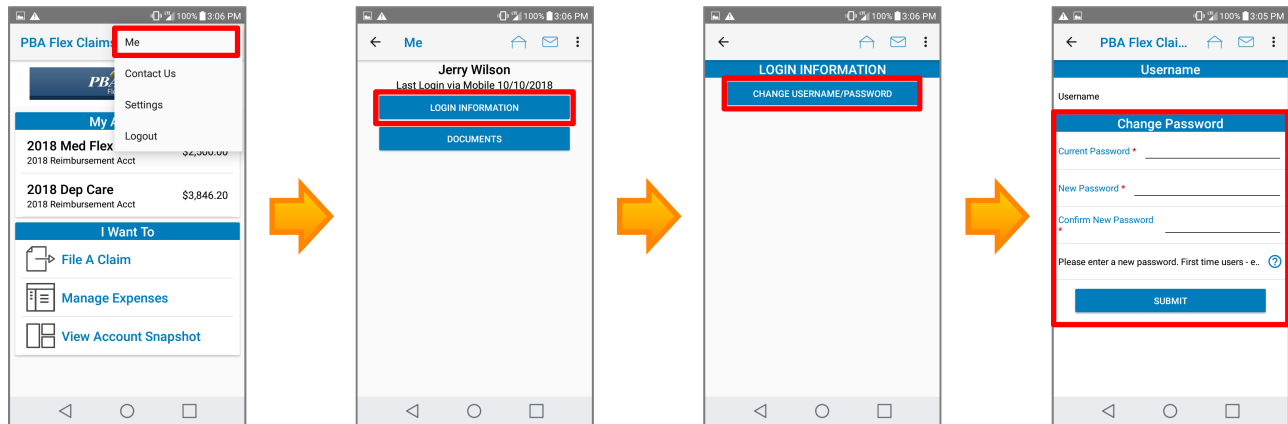
1. Launch the app and enter your member ID in the username field. Your member ID appears on your PBA ID card.
2. Enter your mobile validation code in the password field. Your mobile validation code is all lower case and consists of: your first initial, the last 4 digits of your social security number, and the 2 letter abbreviation for the state you live in.
3. Click Save
4. The app will now prompt you to create a new mobile password. Please make sure that your password obeys the password rules. Touch the question mark to view the password rules.



5. 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. You can use the password management tools in the app to complete the password change. To access the password management tools, 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 (800) 435-5694 or email mobilesupport@pbaclaims.com.