Flexible Spending Account
### Please note:
This guide is intended as a simple overview for using your online account. It does not cover every detail of the website.
Visit our public website at www.conexis.com to log in to your account, or go directly to the login page at mybenefits.conexis.com.

Not registered with CONEXIS? Get started here.
If registered, enter your username and password to access your account.
Retrieve a forgotten username or password here.
Enrollment

When logged in, you can enroll in an FSA. If your employer sends us all of the necessary information for your FSA enrollment, skip to page 6.

1. Select the FSA plan you want and enter your election amount. Once done, click Next.

OR

2. Select Waive if you do not want to enroll in one of the FSA plans. Click Next.
Confirmation

1. Verify all FSA details.

2. Read the confirmation statement and agree to the terms by entering your initials, then click Next.

3. Double-check your information.

4. If everything is correct, click Elect. This completes your FSA enrollment. If needed, print a copy of this webpage for your records.
1. Once enrolled and logged in, you’ll see the **My Accounts** page. This is also your FSA account home page. Here you can view a summary of your account.

2. For a quick look at your plan information for the year, simply hover over the plan name (highlighted in blue) and a pop-up box will appear.

3. If you have important notices about your account or account activity, an envelope image appears on your home page. Clicking on the envelope takes you to the Notices webpage. For details, see the Notices section of this guide.
The sidebar menu on the left allows you to easily access the following:

4 Quick Links – View other plan options offered by your employer, if available.
5 My Accounts – See your account details, request reimbursements, sign up for direct deposit, and enroll in Real-time Alerts.
6 Benefit Card – View your card activity, submit card receipts, make online payments, report a lost or stolen card, order a dependent card, and see a list of participating card merchants.
7 Forms and Notices – Find forms you may need and read important account notices.
**Account Activity**

1. View details of your account.

2. Click the **Account Activity**, **Card Activity** or **Statement** tab.

3. Select the dates and transaction type for the details that you’d like to see.

4. Click **Submit** to continue or **Clear** to enter different dates or transaction type.

5. For even more information on a transaction, click **Details**.

6. **Print** or **Export** (download into a Microsoft Excel document) any of these details to keep for your records.
Request Reimbursement

1. Submit a claim for reimbursement.

2. Under submission type, select **Reimbursement Request Form**.

3. Select a submission method. Then simply follow the instructions to upload, fax, or mail your supporting documentation with the selected form.
Direct Deposit

1. Click here to sign up for direct deposit for claims reimbursement.
2. Select an action from **Choose an Option**.
3. Choose checking or savings, and then enter and verify your bank information.
4. When finished, click **Next**.
5 Review your Authorization Agreement and then check the box if you agree to the terms.

6 Click **Submit** to complete your enrollment in direct deposit and see your confirmation page. Or click **Previous** to go back a page.
Real-time Alerts
Subscribe to Real-time Alerts to receive messages about your benefit card activity.

1. Sign up for Real-time Alerts or change previous subscriptions.

2. To sign up for Real-time Alerts, choose which alerts you’d like to receive.

3. Click Next.
4 Verify the address on the account or add an alternate email address for your alerts. Click **Next**.

5 Check the box if you agree to the terms. Click **Next**.
6 Confirm your information, and then click **Finish**.
Benefit Card
Card Activity

1 View your card activity details.

2 For Denied Transactions or Transaction History, simply search by date range.

3 Click Details at the end of a row for more information on that transaction. For example, details under Transactions Requiring Action may let you know you need to submit supporting documentation to verify a card purchase.

4 Click Submit to see the results of a date search or Clear to enter different dates.
Submit Card Receipts

1. Submit supporting documentation to verify an unresolved card transaction.

   ![MyCONEXIS screenshot]

   - Under submission type, click **Benefit Card Return Form**.
   - Select a submission method. Then simply follow the instructions to upload, fax, or mail your supporting documentation with the selected form.
Online Payment

1. Make an online payment to pay back your plan for unresolved or ineligible card transactions.

2. Select the transaction you’d like to resolve.
3 Choose your one-time payment method and complete your account information. When finished, click **Make Payment Now**.

4 Need help finding your account number or routing number? Click here.
Report a Lost or Stolen Card

1. Have a lost or stolen benefit card? Click here to report it.

2. Locate the appropriate active benefit card to report it as lost or stolen. You will receive a new card in the mail with instructions on how to activate it.
Order a Dependent Card

1. Does your dependent need a benefit card? Click here to order one.

2. Add your dependent’s personal information and provide your consent. Once you click Next, you’ll receive confirmation that the card has been ordered. This card will be mailed to your address – not your dependent’s address.
IIAS Merchant List

Clicking this link allows you to view or print a list of participating Inventory Information Approval System (IIAS) merchants where you may use your card. These IIAS merchants include many national and local grocery stores, discount stores, and pharmacies.

Please note: Some merchants have implemented a custom IIAS solution and do not appear on the list of IIAS merchants. You may use your benefit card at these merchants as well. If a merchant does not appear on the IIAS merchant list, just ask the merchant if they use an IIAS before using your card.
From the **Benefit Card Status** tab, you can view current and canceled card information and see which plans are associated with your benefit card.

2. You can also report a lost or stolen benefit card here.

<table>
<thead>
<tr>
<th>Cardholder Name</th>
<th>Card Number</th>
<th>Status</th>
<th>Issue Date</th>
<th>Expiration Date</th>
<th>Status Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jane Doe</td>
<td>************</td>
<td>Active</td>
<td>4/12/2018</td>
<td>4/12/2026</td>
<td>4/12/2030</td>
</tr>
<tr>
<td>John Doe</td>
<td>***********</td>
<td>Cancelled</td>
<td>12/31/2020</td>
<td>4/13/2020</td>
<td>12/31/2020</td>
</tr>
</tbody>
</table>

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<th>Status Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jane Doe</td>
<td>************</td>
<td>Lost/Stolen</td>
<td>04/08/2020</td>
<td>04/08/2026</td>
<td>04/08/2020</td>
</tr>
<tr>
<td>John Doe</td>
<td>***********</td>
<td>Lost/Stolen</td>
<td>07/01/2020</td>
<td>07/01/2025</td>
<td>07/01/2020</td>
</tr>
<tr>
<td>Cindy Doe</td>
<td>***********</td>
<td>Lost/Stolen</td>
<td>10/01/2020</td>
<td>10/01/2025</td>
<td>10/01/2020</td>
</tr>
</tbody>
</table>

**Current Plans On This Card**

- **20100 KFSA**
  - **Status**: Suspended
  - **Additional Info**: You can no longer use your card to pay for eligible expenses under this benefit plan. You must return all unreimbursed card transactions.

- **20200 WA**
  - **Status**: Suspended
  - **Additional Info**: You can no longer use your card to pay for eligible expenses under this benefit plan. You must return all unreimbursed card transactions.

*Current status for all activated cards associated with the primary account.*
Need a form? Click here.

Our interactive forms are an easy way to submit a claim and verify unresolved card transactions. These forms already contain your account information. Simply print the form, sign, and date it. Then scan it with your supporting documentation to upload and submit these online. (You need access to a scanner to use the interactive form.)

Or you can choose a PDF form to submit via fax or mail.
1 View your account notices.

2 Click View to the right of the description and date to read a notice.
My Resources

1. View your library of helpful resources by clicking the **My Resources** tab.
2. From here, you can reference FAQs, an expenses guide, a savings calculator, and many other helpful resources.
From the **My Profile** tab, you can view your entire account profile.

2 Need to change your account password? You can do it here.

3 You can also edit your phone number and email address. (You may not edit your address in your online account. Contact your employer’s HR representative if you have an address change.)

4 Or click these links to change your email authorization settings, update or cancel direct deposit, and sign up for Real-time Alerts. Be sure to click **Email Authorization Settings** so that you receive e-notices from CONEXIS.

5 Then, simply review the authorization agreement, click to agree to the terms, and enter your initials as your electronic signature.

6 Click **Continue** to complete your email authorization.
From the **Message Center** tab, you can find important contact information.

2. Click here to send us a message through your online account. You will receive an email when you submit a support request, and we'll send you another email when you can view our response in your Message Center.

3. Have a question, concern, or want to submit a reimbursement request? Find contact details here.