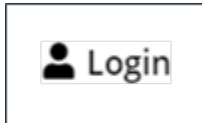
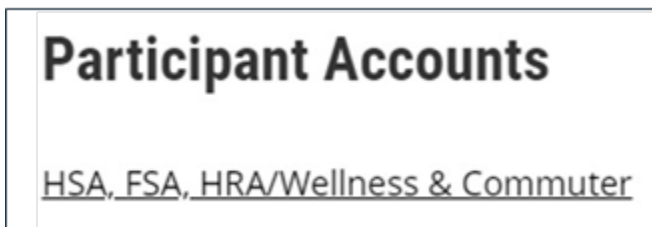


How to set up your Benefits online account

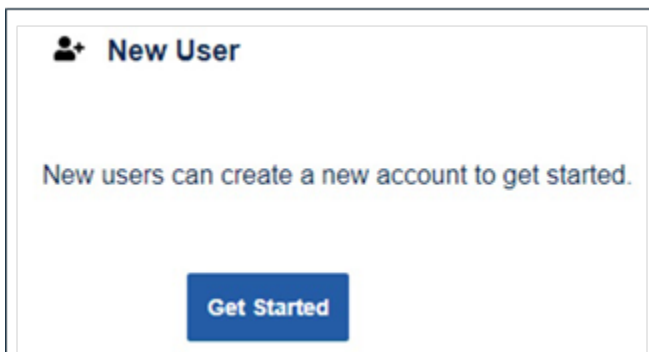
1. Navigate to our website, www.wexinc.com, and select “Login” at the top of the page.



2. Then select “WEX Benefits”. Under “Participant Accounts” select “HSA, FSA, HRA/Wellness & Commuter.”



3. Under “New User” select “Get Started.”



4. Complete the required fields to verify your identity and select “Next.”
Important: Your information must match what your employer provided to us.
5. Check your email*, provide the one-time password you received, and then select “Next.”
Note: We’ll send the one-time password to the email address we have on file.
6. Complete the required fields for your personal information and select “Next.”
7. Enter all applicable contact information as this will help recover your account if you forget your username or password. Select “Next.”
8. Set up your five security questions and select “Next.”
Note: Your security answers aren’t case-sensitive.
9. Change your username and set up your password, and then select “Submit.”

Important: If you don't want to change your username, keep track of the system-generated username provided to you.

10. Add a mobile number and any authorized representatives, if desired, and finalize your account setup.

*An email address on file with us is required to set up your account.

How to file a claim in your online account

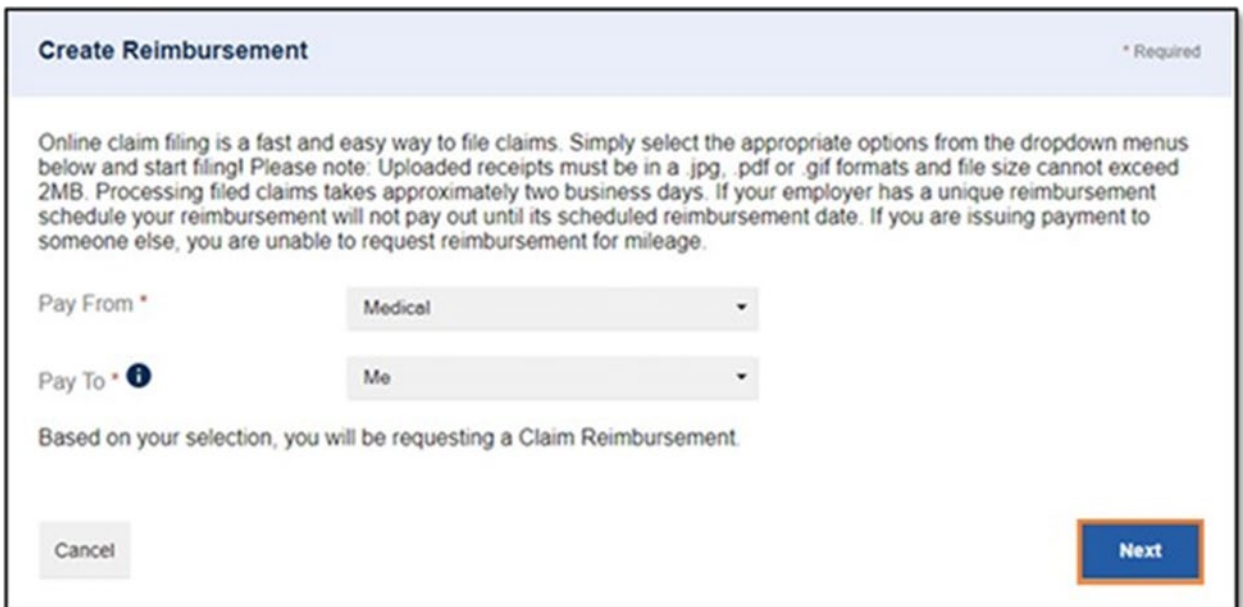
Note: Don't file claims for expenses paid with your WEX benefits card, as this could result in duplicate claim payments.

To file a claim for reimbursement in your online account, complete the following steps:

1. Log in to your online account.
2. Click "File A Claim" in the I Want To section of the Home tab.



3. Select which account you'd like to be reimbursed from in the Pay From drop-down list. Select "Me" from the Pay To drop-down list and then click "Next."

A screenshot of a web form titled "Create Reimbursement" with a "* Required" label in the top right. The form contains a paragraph of instructions: "Online claim filing is a fast and easy way to file claims. Simply select the appropriate options from the dropdown menus below and start filing! Please note: Uploaded receipts must be in a .jpg, .pdf or .gif formats and file size cannot exceed 2MB. Processing filed claims takes approximately two business days. If your employer has a unique reimbursement schedule your reimbursement will not pay out until its scheduled reimbursement date. If you are issuing payment to someone else, you are unable to request reimbursement for mileage." Below the text are two dropdown menus: "Pay From *" with "Medical" selected, and "Pay To *" with "Me" selected. Below the dropdowns is the text "Based on your selection, you will be requesting a Claim Reimbursement." At the bottom left is a "Cancel" button, and at the bottom right is a "Next" button.

4. Click "Upload Valid Documentation."

Receipt / Documentation * Required

Receipt(s) * Upload Valid Documentation

Summary

Pay From	Medical
Pay To	Me

Cancel Previous Next

5. Click "Browse for a file," select the file containing your receipt, and click "Open" and then "Submit."

Note: Receipts must be in a JPG, JPEG, GIF, PNG or PDF format and can't exceed 8 MB.

Upload Receipt(s) ✕

Upload options

Browse for a file on your computer.

Receipts must be in a JPG, JPEG, GIF, PNG or PDF format and cannot exceed 8 MB. The maximum number of uploaded receipts is 4.

Cancel Submit

6. Click "Next."
7. Complete the required fields and then click "Next."

Claim Details
* Required

Start Date of Service *

End Date of Service

Amount *

Provider *

Category * i

Type *

Description

Recipient *

Did You Drive To Receive This Product/Service?* i

Select a category...

Select a type...

If the category is 'Other' or 'Over-the-Counter Drugs', you must provide a description.

Scott Johnson

Add Dependent

Yes No

Summary

Pay From

Medical

Pay To

Me

Documentation Uploaded

Yes

Previous

Next

8. Review your transaction summary. If changes are needed, click "Update." Then click "Submit."

Transaction Summary (1)						
FROM	TO	EXPENSE	AMOUNT	APPROVED AMOUNT		
+ Medical FSA 01/01/2021-12/31/2021	Me	Over-the-Counter Products	\$10.00	\$10.00	Remove	Update
Total Amount			\$10.00	\$10.00		

9. You'll receive a confirmation message that verifies the claim was successfully submitted. Your documentation will process within two business days. Reimbursement will issue as a direct deposit or mail as a check, depending on your plan setup.

Confirmation						Print Confirmation
Your claim has been successfully submitted.						
Successfully Submitted						
FROM	TO	AMOUNT	APPROVED AMOUNT	RECEIPT STATUS		
+ Medical FSA 01/01/2021-12/31/2021	Me	\$10.00	\$10.00	Uploaded(1) Upload another Receipt		
TOTAL APPROVED AMOUNT			\$10.00			

Note: You'll be notified if further documentation is needed. If you have an email address on file, you'll be notified via email. Otherwise, you'll be notified by mail

View this article [here](#).

Additional resources:

- To watch a video tutorial, click [here](#).
- To pay a provider instead, see How to send a reimbursement check directly to a provider in your online account.

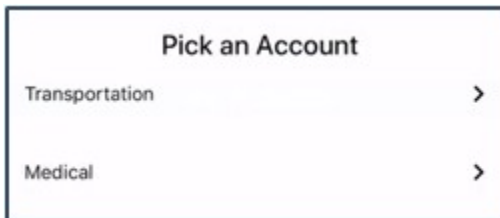
- You can also use the WEX benefits mobile app to file a claim and upload documentation. See [How to file a claim in the Benefits Mobile App](#) for instructions.

How to file a claim in the Benefits Mobile App

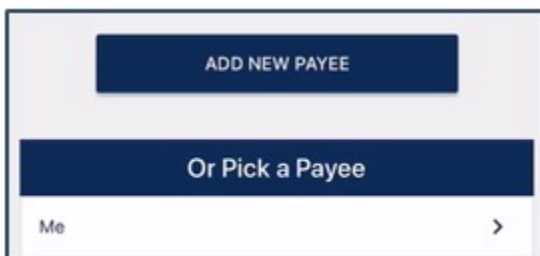
1. Tap “File a Claim”



Note: If you have multiple accounts, you'll be asked to select the one from which you're requesting reimbursement.



2. Tap “Add New Payee” or tap an existing payee from the list.



3. Complete the required fields on the Claim Details screen.
4. Scroll down and then tap “Upload Receipt” to upload the documentation associated with your claim.

Note: The camera on your device will automatically activate to allow you to take a picture of your documentation, or you may upload a document from your

storage files or a picture from your camera roll. If you have receipts saved in your receipt organizer, you can access them by clicking “Receipt Organizer.”



5. After the documentation is added to the claim, tap “Submit” to submit the claim for processing.




Additional information:

- Your documentation will process within two business days. Reimbursement will be issued as a direct deposit or mailed as a check, depending on your plan setup.
- You'll be notified if further documentation is needed. If you have an email address on file, you'll be notified via email. Otherwise, you'll be notified by mail.
- Don't file claims for expenses paid with your benefits debit card, as this could result in duplicate claim payments.

View this article [here](#).

How to add a dependent in your online account

Important: This article contains steps that require you to log in to your account. See [How to log in to your Benefits online account](#) for instructions.

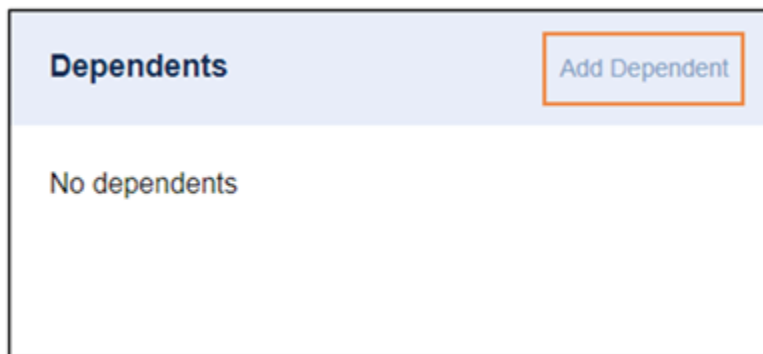
This article outlines how to add a dependent in your online account. To watch a video tutorial, [click here](#) 

When you add a dependent, he or she will be linked to the medical and dependent care plans in which you're enrolled. To enroll a dependent in a health reimbursement arrangement (HRA), please contact your Human Resources department.

Note: A dependent could be your spouse or an eligible dependent. See [How to determine an eligible dependent](#) for more information.

To add a dependent in your online account, complete the following steps:

1. Log in to your [online account](#).
2. Navigate to the Accounts tab.
3. Under Profile, click "Profile Summary."
4. Click "Add Dependent."




5. Complete the required information and then click "Submit."

Profile / Add Dependent

Dependent Information *Required

Name *

Birth Date * 

Gender

Full Time Student * Yes No

Relationship *

Dependents added will be enrolled in the medical and dependent care plans in which you are enrolled. Please contact your administrator to enroll a dependent in an HRA plan.