

## Login Instructions

### Account Login

1. Go to [www.ebcflex.com](http://www.ebcflex.com).
2. Click "Log In" **A** at the top of the page and choose "Participants."
3. Log in with your Username and Password.

### Create an Account

If you do not have a Username and Password, you will first need to register.

1. Click on the "Register" button **B**.
2. Fill out the short form and follow the on-screen instructions.

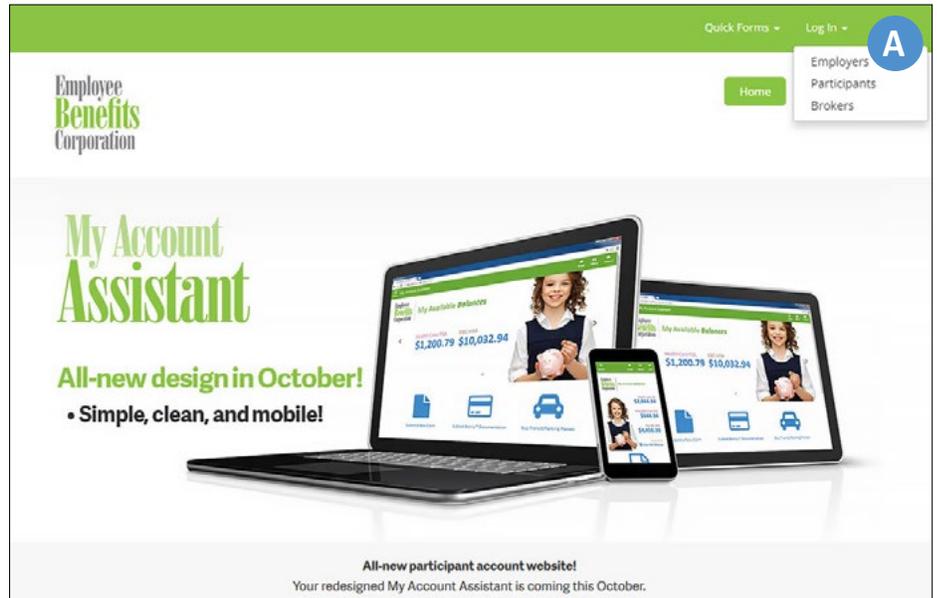
### Forgot your Username or Password?

To retrieve your login credentials:

1. At the log-in screen, click on "Forgot Username?" or "Reset Password?"
2. Enter your email address and click "Retrieve Username" or "Reset Password."
3. An email will be sent to you shortly with a link to your Security Question.
4. Provide the answer to your Security Question.
5. An email will be sent to you shortly with your Username included or instructions on how to reset your Password.

### Change your Username and Password

Once you log in, you may change your Username, Password, and Security Question. Simply open the menu and choose "My Security Settings" under "Change."



### Questions?

If you have any questions, feel free to contact Participant Services at **800 346 2126**, or email [participantservices@ebcflex.com](mailto:participantservices@ebcflex.com).

# My Account Assistant

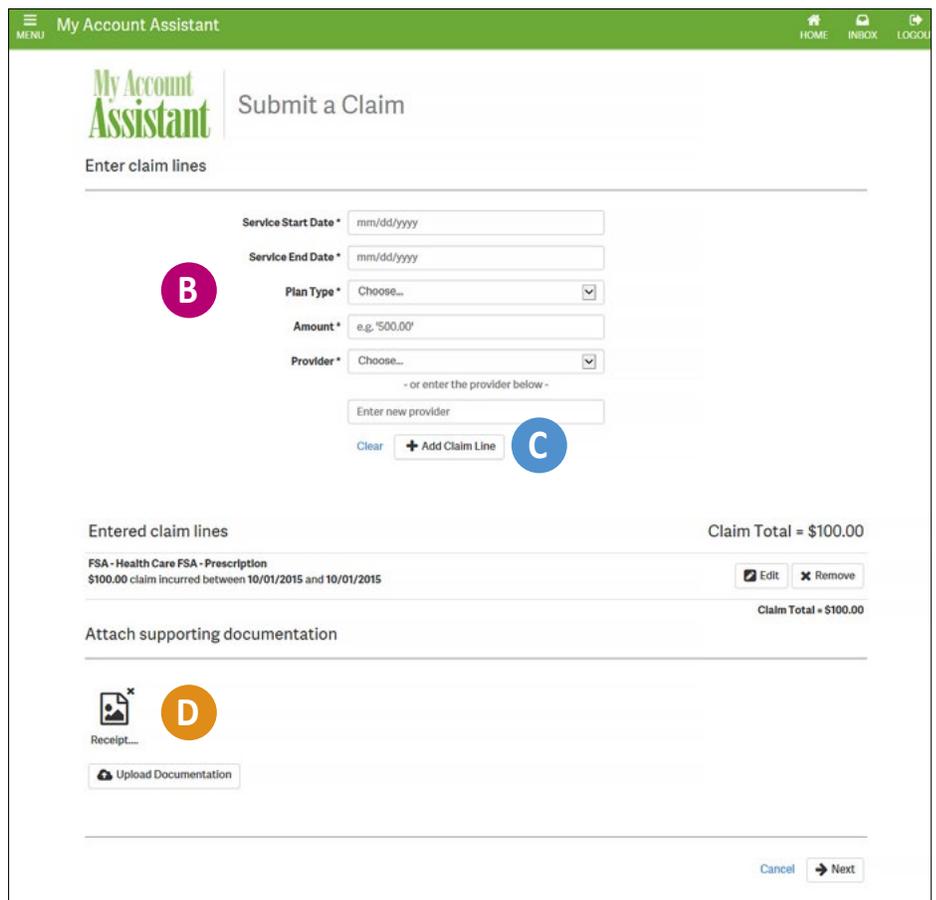
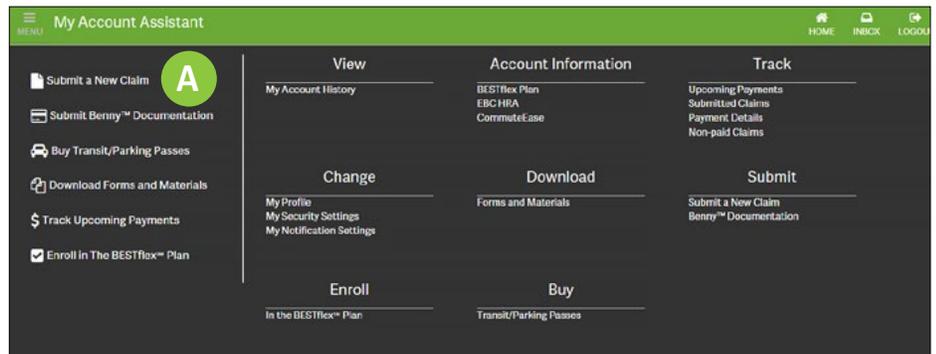
## Submit a Claim *Online*

### Log In

1. Go to [www.ebcflex.com](http://www.ebcflex.com).
2. Click “Log In” at the top of the page and choose “Participants.”
3. Log in to My Account Assistant with your Username and Password. To create an account, click on the “Register” button.

### Submit a New Claim

1. Open the menu and select “Submit a New Claim” **A**.
2. Complete the form **B** for an expense.  
**EBC HRA note:** If your insurance carrier submits your claims automatically, HRA will not be listed under Plan Type.  
**Benefits Card note:** Please do not file a claim for an expense you paid for with the Benefits Card.
3. Click “Add Claim Line” **C** when done. Enter as many claim lines as you need.
4. Click “Upload Documentation” **D** to attach a scanned receipt, Explanation of Benefits (EOB), or other document that shows each expense is eligible.  
Your files must be less than 10 MB each. Click the “x” to remove a document.
5. Click “Next.”
6. Review your claim lines and supporting documentation for accuracy.
7. Click “Submit” when ready.
8. Accept the Claim Submission Terms & Conditions in the pop-up box to finish.



### Questions?

If you have any questions, feel free to contact Participant Services at **800 346 2126**, or email [participantservices@ebcflex.com](mailto:participantservices@ebcflex.com).