

FlexSource, LLC

August 19, 2009

ACTION REQUIRED

Your employer has made available to you online access for your FSA or HRA Plan. FlexSource is making a change to its online access for all FSA/HRA reimbursement accounts. The last day you can access the old portal will be August 16th. **Online access will not be available from August 17th through the 19th.** This is the black-out period that will allow the conversion to take place. Starting August 20th, 2009 you will access the new participant portal by using the following instructions:

Go to the **FlexSourceone.com** website to **click on the available link** to the new portal. **Select Participant Login** from the Metavante Benefits Payment System screen.

You will need to set up a new user account. **Click on create account** which is located in the bottom right hand corner of the gray login box. Provide the following information:

Name: *First and Last Name*

Employee ID: *Your Social Security Number*

Employer ID: _____ *(only for non-debit card clients)*

or

Card Number: *(only for debit card clients)*

(If you are **not a debit card client** you will need to **enter your employer ID** which has been supplied for you. If you **are a debit card client** you will need to **enter your debit card number.**)

New User ID: You will use this user ID when logging in the system in the future.

Password: The password must contain at least one letter and one number, and no special characters. This field is case sensitive.

Security Word: *Mother's Maiden Name*

Birth City: *The city you were born in.*

Email Address: **This is not for solicitation.** By **entering your email** and **checking the "send emails" box** you will receive your correspondence regarding the plan via email.

Any participants that have direct deposit must enter an email address in order to be notified of payments via email. We will no longer be sending hard copy reimbursement notifications to participants that have direct deposits.

After reviewing the information, **click the submit box** and you will be taken into the software.

If you have any questions feel free to contact us.

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