



# www.healthierbenefits.com

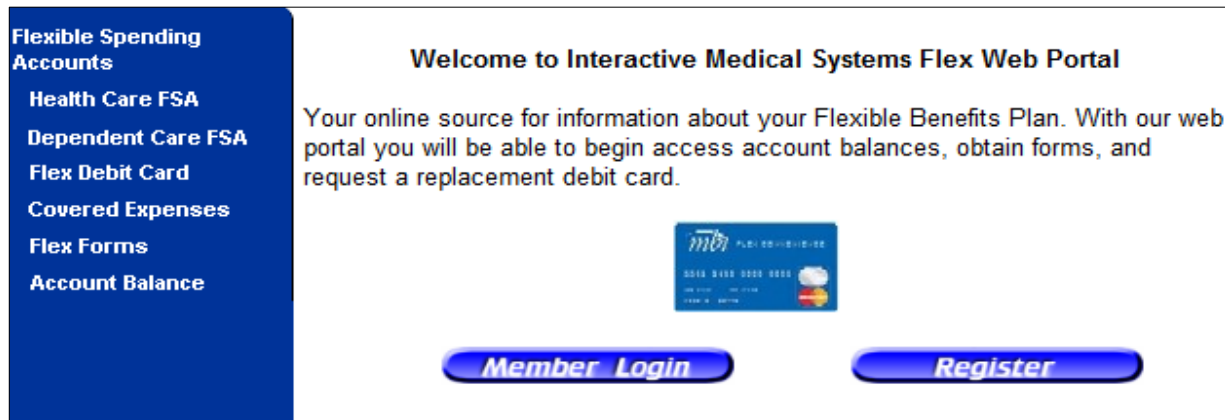
## Access to Online Tools

Accessing the system is a two-part process: Registration and Secure Authentication.

Participants who already have a username and password will skip the registration process. Instead, they will enter their current participant portal user name and password and complete the Secure Authentication Setup process (see page two).

## Registration Process

New users or users who do not have a current user name and password must register and then complete the Secure Authentication Setup process.



- Access [www.healthierbenefits.com](http://www.healthierbenefits.com)
- Click 'Register'
- A Registration Page will display with all required values. The user must populate all the required fields.

### Instructions

1. Please enter your desired **User Name**
2. Enter your **First Name** and **Last Name** as they were provided to your employer at enrollment.
3. Provide an **Email Address**.
4. Enter a **password** with at least 8 characters and at least 1 non-alpha character. Please do not use your name within your password.
5. Enter your **Employee ID**.
6. For **Registration ID**, select the ID type you wish to use and then enter your Employer's Registration ID or your Benefit Debit Card Number.
7. Check the **Accept the Terms of Service** check box.
8. Click **Register**

- Employee ID - your social security number with no dashes or spaces
- Employer ID - leave blank
- Registration ID - choose card number



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Access to Online Tools

## Secure Authentication Setup Process

Once participants complete the registration process, they will automatically be prompted to complete the Secure Authentication Setup process. Participants who already had a username and password will select login and enter their current user name and password. They will then complete the Secure Authentication Setup process. A step-by-step instruction screen will provide information for each step of the setup process. You may need to clear your cached pages by pressing Control and Refresh to access the website

Step 1: Provide answers to challenge questions.

**Step 2 – Provide answers to challenge questions.**

Please use the following drop-down lists to choose four questions which are relevant to you, and then enter answers to those questions. These questions may be asked during the sign on process to confirm that an authorized individual can access account information online. When you are done, click "Continue Setup".

Note: We recommend you provide answers which you can easily remember. For best results, do not enter made-up or fake answers, and avoid answers with tricky spelling or punctuation.

Question:

Answer:

Question:

Answer:

Step 2: Register your computer (Optional).

**Step 3 – Register your computer (or not).**

With your permission, we can automatically register this computer as a location that is authorized to access your account information. When we recognize a computer that is registered to you, you'll be able to sign on quickly without having to answer challenge questions. *Please remember:* You can register more than one computer, but we *don't recommend registering public computers.*

**Register this computer.** Check this option if you wish to register this computer as a location that is authorized to access your account information. A registered computer allows for faster sign on.

**Do Not Register This Computer.** Check this option if you do not want to have this computer identified as a registered location for accessing your information. Instead, challenge questions will be asked when you sign on to protect your personal information.



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Step 3: Provide Information.

**Step 4 – Verify Email Address.**  
Please verify your name and email address below. You may change your email address directly on this page. When you are done, click "Continue Setup".

The email address entered is used for security encryption only. It is not used for solicitation purposes.

First Name: Jane  
Last Name: Smith  
Email:

Users have a chance to confirm or edit their information; the confirmation page displays a summary of prior steps with the ability to edit fields.

Setup is now complete.

Set Up Secure Authentication

**You have successfully completed the setup process.**  
You are now set up for Secure Authentication into *Client Demo Portal*. The next time you sign on to access your account information:

- You will be asked for your username.
- We will then display your picture and personal phrase (so you know it's us).
- After verifying your picture and personal phrase, you will be asked for your password.

In addition, when you sign on from a computer that is not registered, you will also be asked challenge questions.  
Thank you for helping us make a *Client Demo Portal* more secure.



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Access to Online Tools

## Forgotten Passwords

To reset a password, a user must:

- Enter his/her user ID in the login box
- Answer two security questions (if applicable)
- Click the "Forgot your password?" link
- Enter a New Password - The password must meet the password criteria
- Confirm Password

## User Lock Out

A user will become locked out by: three successive failed attempts to answer challenge questions or three successive failed attempts to enter a correct password. If a participant failed to answer security questions, Interactive Medical Systems must unlock the account. The user should contact IMS. IMS will assign a temporary password.

The participant will then enter the current username and be asked to enter the temporary password. Once the temporary password is entered correctly, the user will setup a new picture, passphrase, security questions/answers and will have the opportunity to enter a new password.