

Logging in to Your ProBenefits Account for the First Time

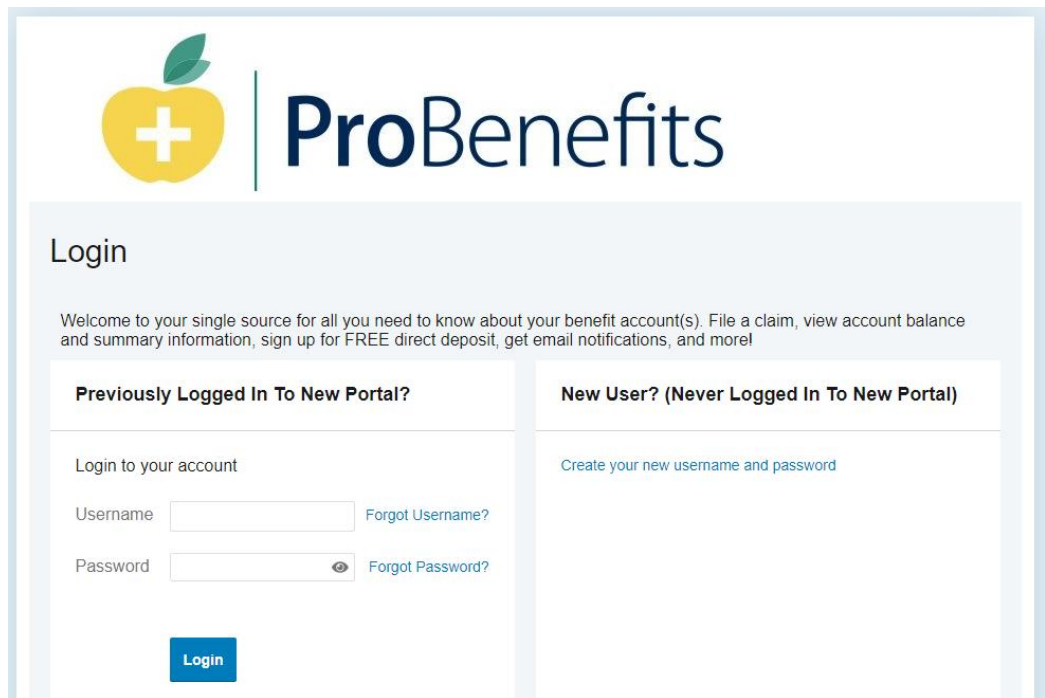
For ProBenefits FSA, HRA, HSA, and TRA Participants

The very first time you access your ProBenefits account, you will need to set up your username and password. Please note that if you have already logged in previously on the web portal or mobile app, these steps are not applicable.

On a desktop computer or laptop, begin by going to <https://my.probenefits.com> (or go to ProBenefits.com, click My Account in the upper right corner, and then click FSA/HRA/HSA/TRA Login under Participants on the left). On a mobile device, download the ProBenefits mobile app with the yellow apple icon from iTunes or Google Play. The images below are from the web portal, but the process is very similar on the mobile app.


On the web portal Login page, click the "Create your new username and password" link on the right under "New User?"

Or on the mobile app, tap "New User? Set up your account" at the bottom of the screen.





On the next screen, enter your first name, last name, Zip code, and social security number to verify your identity, and then click Next.



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User Identification (Step 1 of 3)

Complete the information below to verify your identity. *Required

First Name*


Last Name*

Zip Code*

SSN* - -

[Next](#)

Then set up some security questions to help secure your account, and click Next. You will be asked to answer these questions if you make changes to important data on your account in the future.



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Security Questions (Step 2 of 3)

Please enter an answer to any 3 security questions to complete your user setup. To keep your information secure, you will be asked to answer 3 of these questions to complete sensitive actions within the portal such as resetting a forgotten password. *Required

Select a question...

Select a question...

Select a question...

[Next](#)



Then choose your username and password, confirm the password, and click Submit. Be sure to follow the listed username and password requirements, or you won't be able to proceed.

The screenshot shows the ProBenefits logo at the top left. Below it, the text 'ProBenefits' is displayed in a large, dark blue font. Underneath the logo, the heading 'Create Username and Password (Step 3 of 3)' is centered. The form contains three input fields: 'Username*', 'Password*', and 'Confirm Password*'. Each field has a corresponding text box with a small eye icon to its right. Below the 'Password*' field, there are password requirements: 'The password must: · Have a minimum of 6 characters · Not be one of your last 3 passwords · Contain upper and lowercase letters · Contain at least one number'. A blue 'Submit' button is located at the bottom right of the form area.

And that's it – you're in!



To log in the next time, enter your username and password on the login screen on the web portal or mobile app. The same username and password will work for the portal and the app.

If you forget your username or password the next time you try to log in, use the "Forgot Username?" or "Forgot Password?" links to regain access your account.

And of course, if you have any trouble, please contact us by email at Trust@ProBenefits.com or by phone at 888.722.8382. We're here to help!