



ProBenefits
The benefit of trust.

Using the ProBenefits Mobile App

To check account balances, submit claims and card documentation, and more, download the ProBenefits Mobile App, available for iOS and Android. Just search for ProBenefits on the App Store or Google Play, and look for the yellow apple icon.

Logging In

If you already have a login from the web portal, you'll use the same username and password to log in to the app. If you've never logged in to the web portal or the app before, tap "First-time user?" at the bottom of the app login screen to get started.

Checking Balances

Your account balances are the first thing you'll see after you log in to the app. Just tap the account to see more details.

Claims and Card Documentation

The easiest and most secure way to submit a reimbursement claim or requested debit card documentation is to log on to your account on the mobile app, or on the web portal. On the app, use your mobile device camera to snap a picture of your documentation to upload.



Reimbursement Claims: Once logged in, look for "I want to" and choose "File a claim." Follow the steps to upload your documentation and enter your claim details.

Debit Card Documentation: If you are submitting requested documentation to substantiate a debit card transaction, please don't submit a new reimbursement claim – there's a chance your claim could be duplicated. Instead, look for the "Receipt needed to approve your claim" item in your Tasks menu, and upload the documentation right to the transaction.

Managing Debit Cards

The fastest way to report your debit card as lost or stolen is by logging on to the mobile app or web portal. Look for Profile, then Manage Debit Cards or Banking/Cards. You may also call us at 888.722.8382 during regular business hours.