



Customer Service Guide for FSA/HRA

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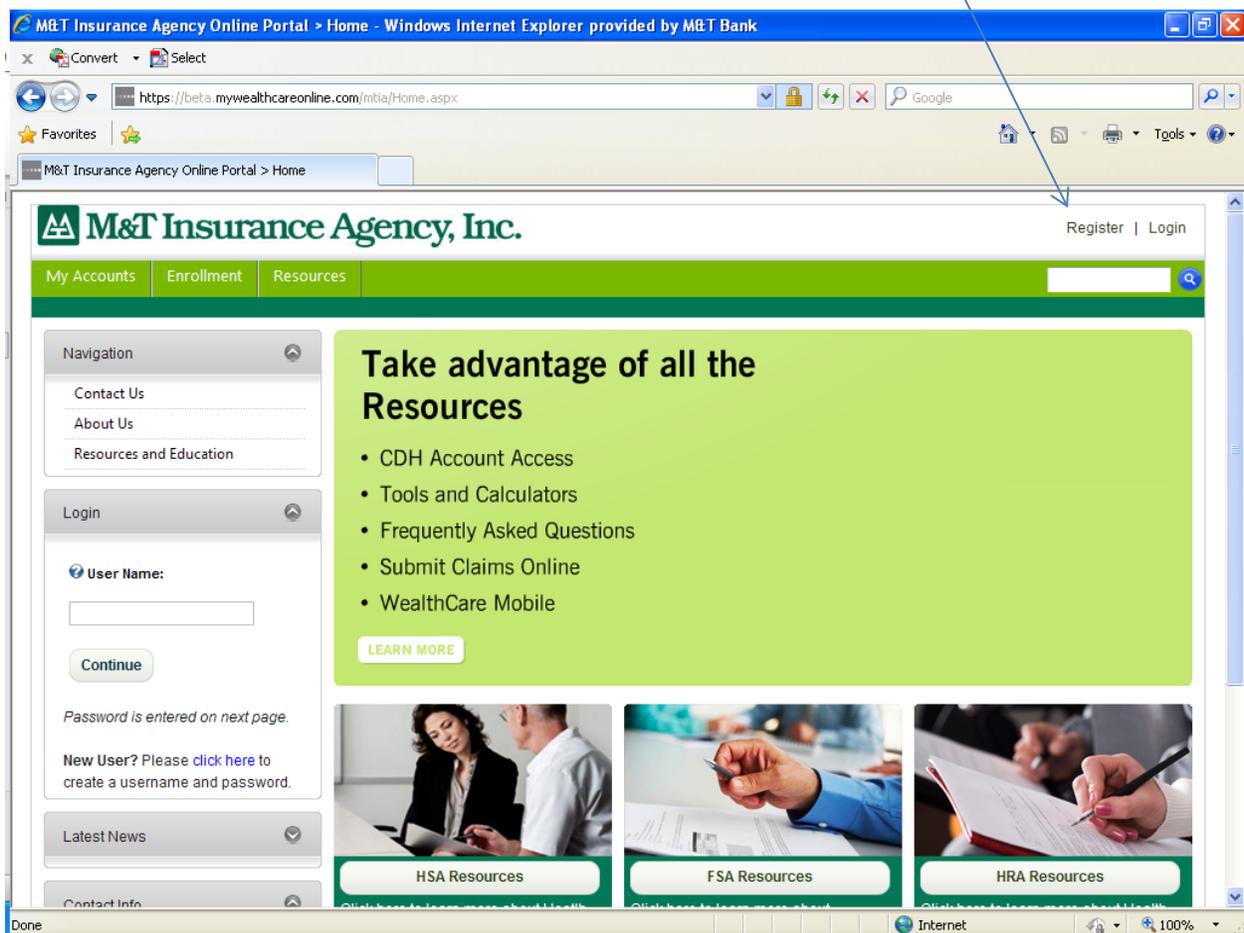
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Client Site URL

Log on to:

<https://www.mywealthcareonline.com/mtia>

First time users click onto the “Register” icon.



WealthCare Portal Registration Process

Begin Registration - User Registration.

Users must click “Register” in the upper right hand corner of the site and then complete all required fields on the registration page. The data entered for First Name, Last Name, Registration ID and Participant ID must be entered exactly as it is on file with your Employer. The **password** must be at least eight characters with at least one non-alpha character.

IMPORTANT: Registration ID = Debit Card Number and Participant ID = Your Social Security Number.

The screenshot shows the WealthCare Portal registration page. At the top, there is a navigation bar with "Home", "Enrollment", "Resources", and "Employer" tabs. The "Register" link is in the top right corner. The main heading is "User Registration". Below it, there is a "How to Register" section with instructions. A note states: "All fields marked with a red arrow are required. - (Note: - Registration responds.)". The registration form includes fields for "User Name", "First Name", "Last Name", "Email Address", "Password", "Confirm Password", "Participant ID", and "Registration ID". The "Registration ID" field has a dropdown menu set to "Employer ID". A "Terms of Service" checkbox is at the bottom. A callout box on the right side of the page highlights the "User Name", "First Name", "Last Name", "Email Address", "Password", "Confirm Password", "Participant ID", and "Registration ID" fields, each with a red arrow icon indicating it is required.

W WealthCare Portal, INC Register | Login

Home Enrollment Resources Employer

User Registration

How to Register
To register with this site, you must have an EmployeeID and a Registration ID as your Registration ID..

Please enter your desired UserName and then enter your First Name

All fields marked with a red arrow are required. - (Note: - Registration responds.)

User Name:

First Name:

Last Name:

Email Address:

Enter a password.

Password:

Confirm Password:

Participant ID

Registration ID

Accept the Terms of Service

Step 1. Select Picture and Passphrase

The user will be provided with step-by-step instructions and once the click “Begin Setup Now,” the user will be taken to Step 1 of the Registration process and user must enter a personal phrase and select a picture. This picture and passphrase confirms for the user that he/she is on the WealthCare portal site the next time they log in.

Setup Steps and Instructions Sample:

Wealthcare Portal Site One Online Sign In

Set Up Secure Authentication FAQs

To protect your privacy, we have developed the SA service. Setup is required but takes just a few minutes. Here is what to expect.

- **Step 1 – Select a picture and personal phrase.** These visual cues are displayed when you sign on and are your assurance that it is safe to enter information.
- **Step 2 – Provide answers to challenge questions.** These questions may be asked during the sign on process to confirm that an authorized individual can access financial information online.
- **Step 3 – Register your computer (or not).** We ask that you register computers you commonly use to access your financial information online. This authorization helps us ensure that only recognized locations are accessing your information online.
- **Step 4 – Provide Information.** This information is used to securely encrypt the previously entered authentication information.

Click Begin Setup Now to start. This process takes only a few minutes to complete and is vital in our efforts to prevent fraudulent activity.

Here is the Page Notes on Question Pages

Step1 Example

Set Up Secure Authentication FAQs

Step 1 – Select a picture and personal phrase
To speed the setup process, we have selected a picture for you. Before you click Continue Setup, be sure to enter a personal phrase.

Enter a personal phrase:

 Your personal phrase will always appear alongside your picture when you sign on. A phrase can be up to 40 characters long.

If you'd like, click a different picture to replace the picture above.

If you have time, you can browse more pictures by category.

Category:

[Need To Cancel](#) ? We encourage you to complete the SA setup now. If you want to continue later, you'll need to start from the beginning.

Step 2. Select Security Questions and Answers

The user must select four (4) security questions and their respective answers in order to proceed.

Set Up Secure AuthenticationFQAs

Step 2 – Provide answers to challenge questions.

Please use the following drop-down lists to choose four questions that are relevant to you, and then enter answers for those questions. When you are done, click Continue Setup.

Note: It is very important that you provide answers you can remember easily. For best results, use true answers instead of made-up answers, and avoid answers with tricky spelling or punctuation.

Question:

Answer:

Question:

Answer:

Question:

Answer:

Question:

Answer:

Step 3. Register computer (or not)

The user has the option to register their computer. If they do so, then next time they login, they will not be challenged with security questions. If they do not register they will be challenged with security questions prior to entering their password. They will have the option each time they login to register their computer.

Set Up Secure AuthenticationFQAs

Step 3 – Register your computer (or not).

When you register your computer with the SA service, it helps us to know who you are when you sign on to Portfolio Online. If we do not recognize your computer, you will still be able to access Portfolio Online, but you will be asked to answer challenge questions as part of the sign-on process. So, for a faster sign-on process, you will want to register this computer.

Register this computer. Check this option if you commonly use this computer to access your financial information online. We will save a cookie to this computer to identify it as a registered location for accessing your financial information.

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, additional questions will be asked when you sign on to protect your personal information.

[Need To Cancel](#) ? We encourage you to complete the SA setup now. If you want to continue later, you'll need to start from the beginning.

Step 4. Provide Information

The user can confirm their first name, last name and email address.

Set Up Secure Authentication FAQs

Step 4 – Provide Information.
Please verify your information. You can change your information directly on this page. When you are done, click Continue Setup.

The information is used to securely encrypt all previously entered authentication information. The email address entered is used for security encryption only. It is not used for solicitation purposes.

First Name:

Last Name:

Email:

[Continue Setup](#)

Need To Cancel? We encourage you to complete the SA setup now. If you want to continue later, you'll need to start from the beginning.

Testing Page Note

Confirmation Page

The user receives a summary of their registration and may change information as necessary.

Set Up Secure Authentication		FQAs
Your setup information has not yet been submitted. Please verify your information and enter your password before clicking Submit setup information. If you want to make a change before submitting, click the appropriate change link.		
Picture and Personal Phase		Change information
	John Secure Login	
<hr/>		
Questions and Answers		Change information
In what year were you married? (YYYY)	Answer 1	
What is your oldest brother's middle name?	Answer 2	
What is your father's middle name?	Answer 3	
What year did you graduate from college? (YYYY)	Answer 4	
<hr/>		
Computer Registration		Change information
Do Not Register This Computer.		
<hr/>		
Provide Information		Change information
First Name:	John	
Last Name:	Bull	
Email Address:	john.bull@fisglobal.com	
<hr/>		
New Password		
Text: Your new password is a key part of Strong Authentication and must be submitted here with your setup request. This new password may be the same as your existing password but must be reentered below. The password should be 8-12 characters long and include alpha and numeric characters.		
New Password:	<input type="text"/>	
Confirm Password:	<input type="text"/>	
<hr/>		
Submit Setup Information		
Need To Cancel ? We encourage you to complete the SA setup now. If you want to continue later, you'll need to start from the beginning.		

Setup Complete

The user may sign in or sign-off.

Set Up Secure Authentication FAQs

Setup is complete and successful
You are now set up for Strong Authentication. The next time you sign on to Portfolio Online.

- You will be asked for your username.
- You will be shown your picture and personal phase(so you know it's us).
- You will be asked for your PIN.

If you sign on from a computer that is not registered, you will also be asked challenge questions.
Thanks for helping us make a Portfolio Online more secure.

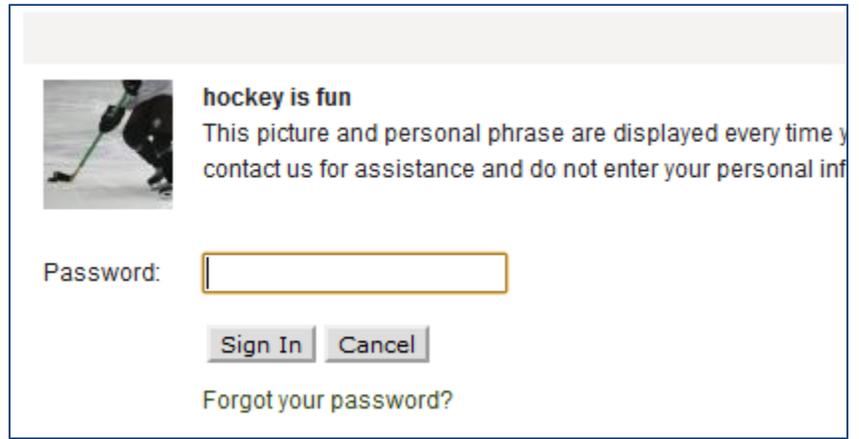
[Go to Home](#) [Sign Off](#)

[Need To Cancel](#) ? We encourage you to complete the SA setup now. If you want to continue later, you'll need to start from the beginning.

Forgotten Password & Locked Out Users

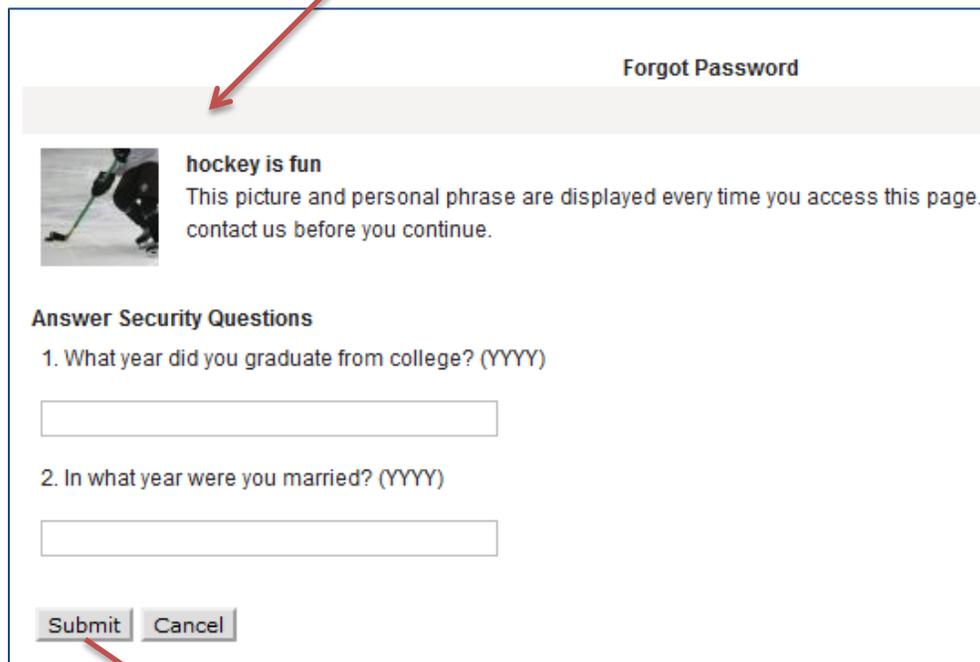
Forgotten Password

1. A user can reset their own password after entering userid, answering security questions (if applicable) and then clicking "Forgot your password" as shown below.



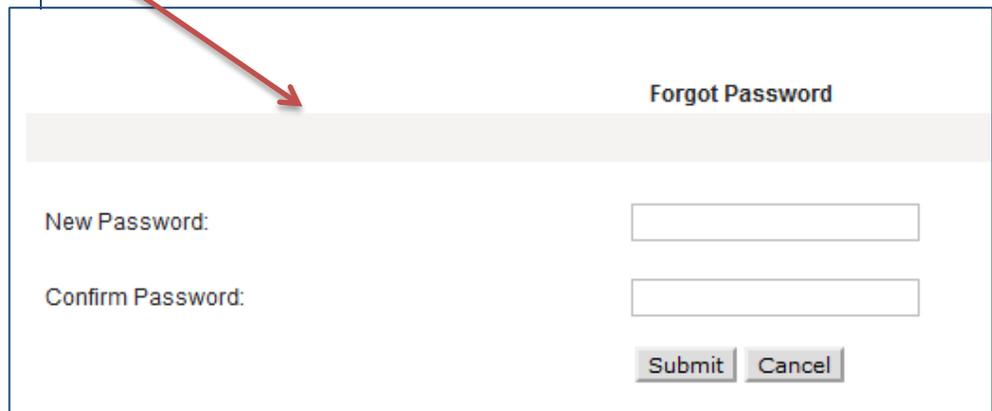
The screenshot shows a user interface for a "Forgot Password" page. At the top, there is a header with a profile picture of a hockey player and the name "hockey is fun". Below this, a text message reads: "This picture and personal phrase are displayed every time you contact us for assistance and do not enter your personal info". A "Password:" label is followed by an empty text input field. Below the input field are two buttons: "Sign In" and "Cancel". At the bottom of the form, there is a link that says "Forgot your password?".

2. The user will be challenged with their Security Questions upon answering successfully, the user will be able to set a New & Confirm Password.



This screenshot shows the "Forgot Password" page with a red arrow pointing from the "Forgot your password?" link in the previous screenshot to the "Answer Security Questions" section. The page title is "Forgot Password". It features the same profile picture and name as the previous screenshot. Below the profile information, a text message reads: "This picture and personal phrase are displayed every time you access this page. contact us before you continue." The "Answer Security Questions" section contains two numbered questions: "1. What year did you graduate from college? (YYYY)" and "2. In what year were you married? (YYYY)". Each question has an empty text input field below it. At the bottom of the form, there are two buttons: "Submit" and "Cancel".

3. The user will be able to enter a new password by entering a "New Password" & "Confirm Password."



This screenshot shows the "Forgot Password" page with a red arrow pointing from the "Submit" button in the previous screenshot to the "New Password" and "Confirm Password" input fields. The page title is "Forgot Password". It features the same profile picture and name as the previous screenshots. Below the profile information, a text message reads: "This picture and personal phrase are displayed every time you access this page. contact us before you continue." The "New Password:" label is followed by an empty text input field. Below that, the "Confirm Password:" label is followed by another empty text input field. At the bottom of the form, there are two buttons: "Submit" and "Cancel".