WealthCare Portal

Customer Service Guide for FSA/HRA
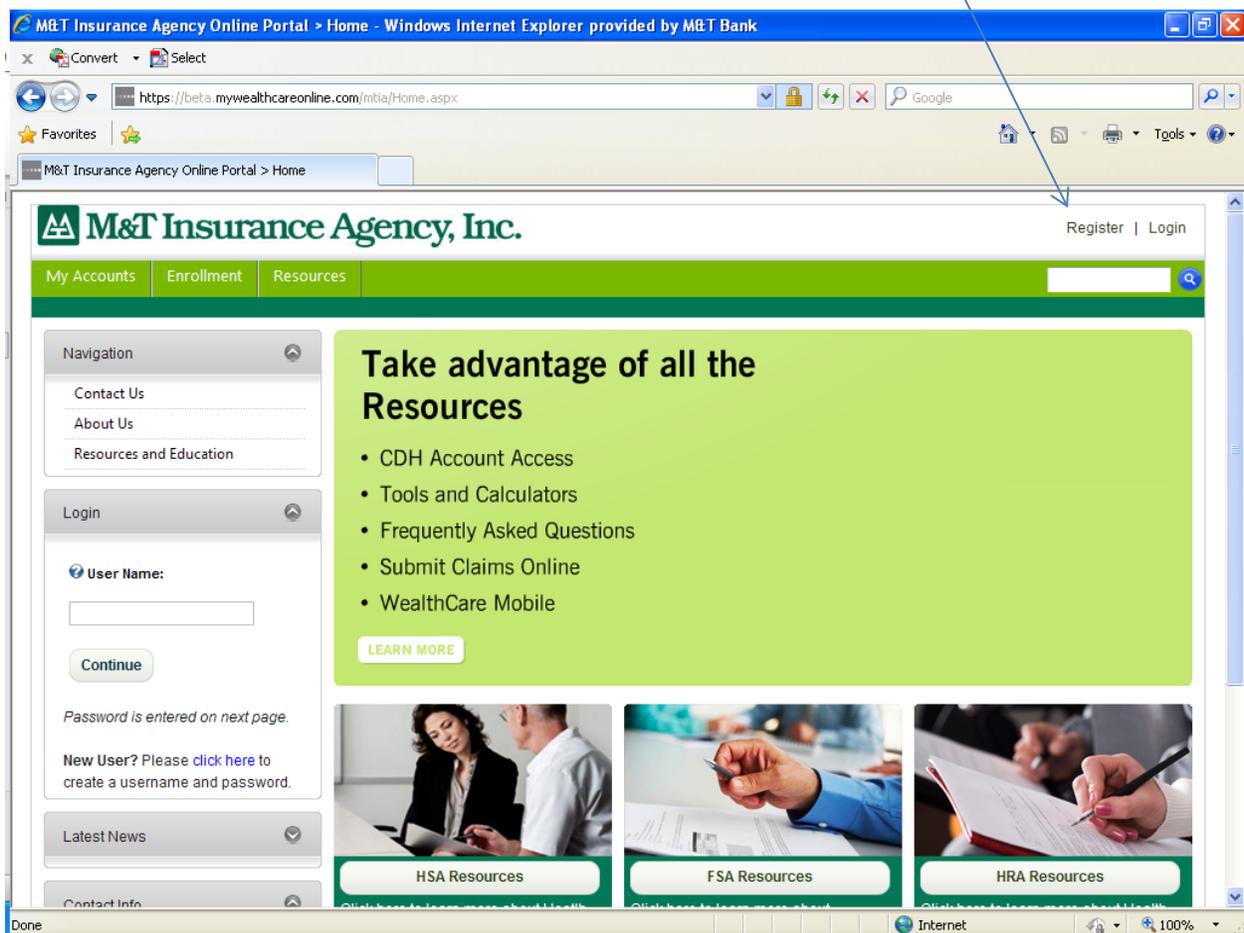
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Client Site URL

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.

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:

Step1 Example

Step 2. Select Security Questions and Answers

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

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.

Step 4. Provide Information

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

Set Up Secure Authentication   FQAs

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: John

Last Name: Bull

Email: john.bull@fisglobal.com

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

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

Computer Registration — Change information

Do Not Register This Computer.

Provide Information — Change information

First Name: John

Last Name: Bull

Email Address: john.bull@fisglobal.com

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: _____

Confirm Password: _____

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.

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.
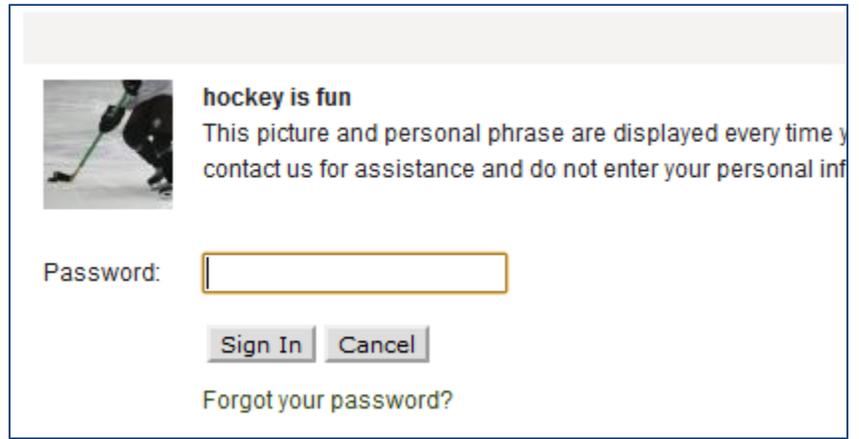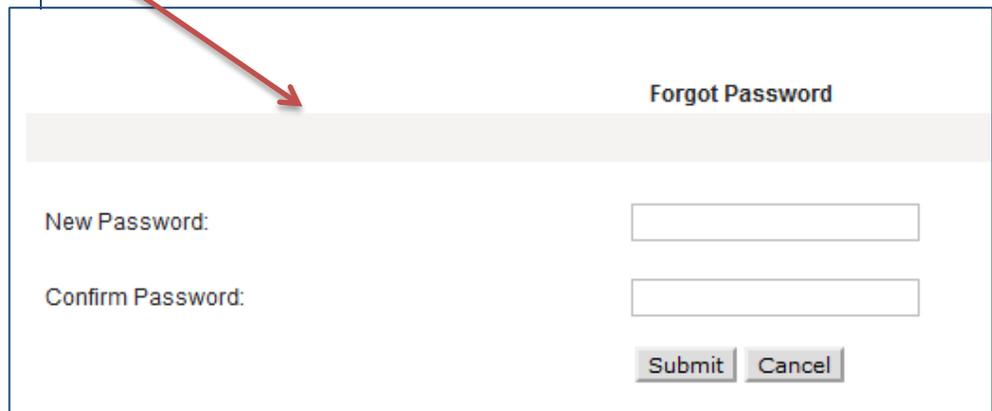
   hockey is fun
   This picture and personal phrase are displayed every time y
   contact us for assistance and do not enter your personal inf

   Password: [   ]

   [Sign In] [Cancel]

   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.
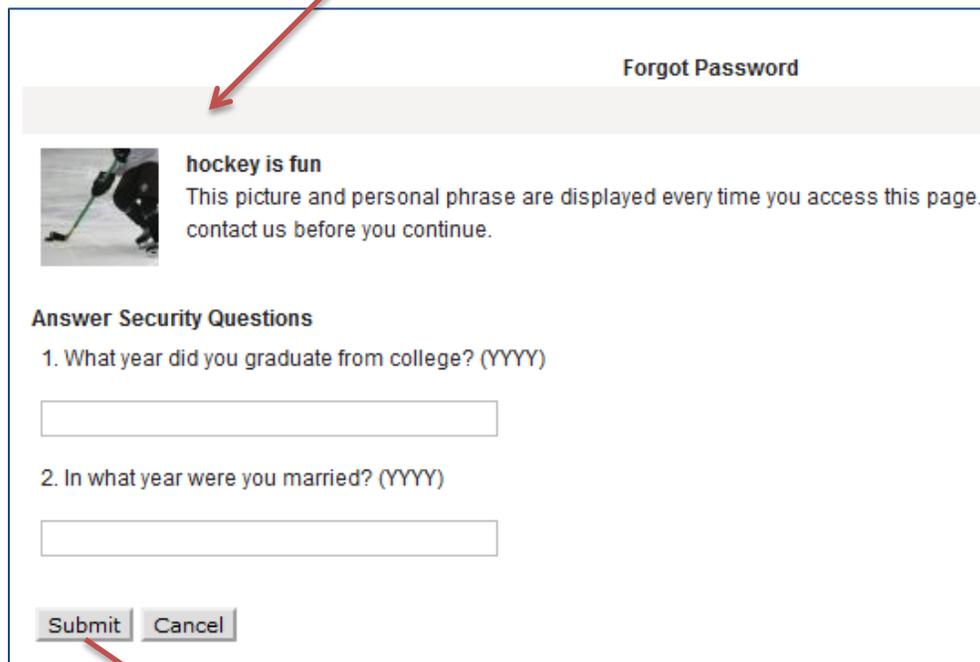
   Forgot Password

   hockey is fun
   This picture and personal phrase are displayed every time you access this page.
   contact us before you continue.

   Answer Security Questions
   1. What year did you graduate from college? (YYYY)

   [   ]

   2. In what year were you married? (YYYY)

   [   ]

   [Submit] [Cancel]

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

   Forgot Password

   New Password: [   ]

   Confirm Password: [   ]

   [Submit] [Cancel]