

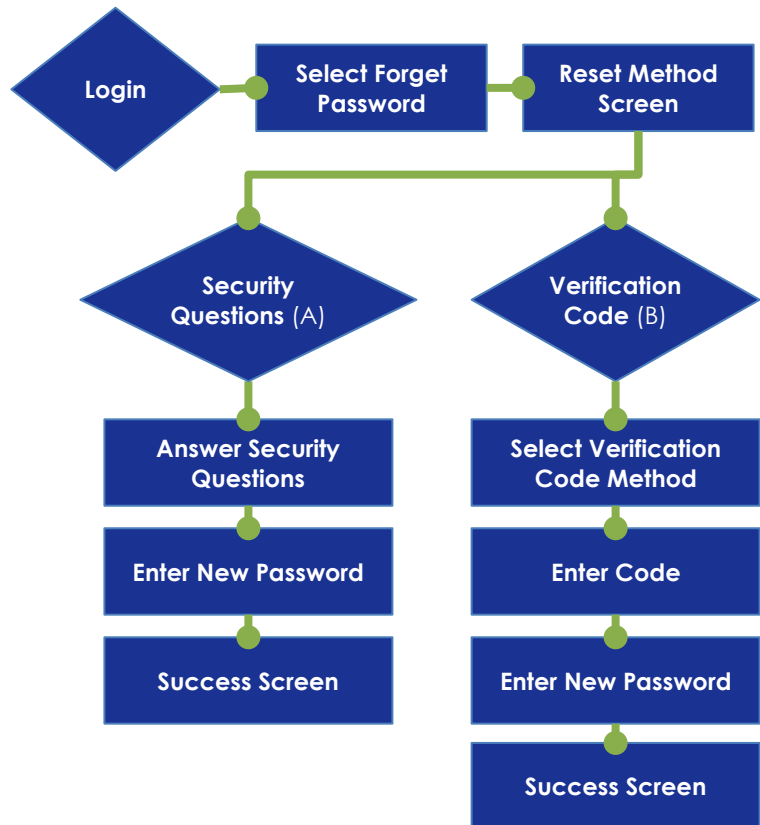
BenefitsCal | Quick Guide: Reset Password

Purpose

The purpose of the BenefitsCal Quick Guide is to provide instructions to help customers reset their BenefitsCal password.

Customers may reset their own password by using security questions selected when they set up the account or by using a verification code. Verification codes are sent via email, or via text message if a mobile phone number is present for the account.

High-Level Process Flow



FAQs

Q: Can the same password be used again?

A: The same password can't be used for the next 24 months.

Q: How many attempts can be made before the account locks?

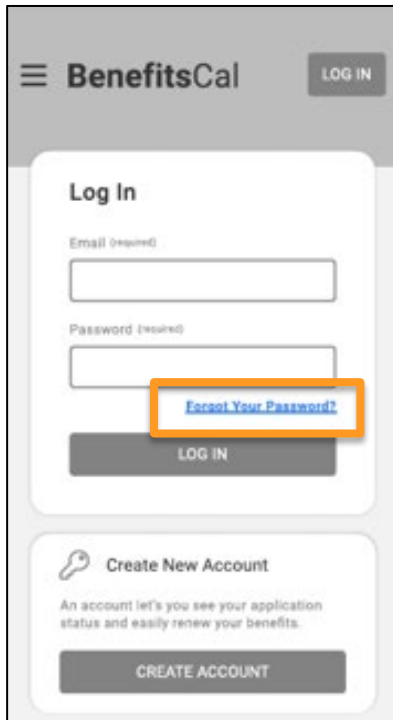
A: The customer can make five (5) attempts within 15 minutes before their account locks. Once the account is locked it will remain locked for 20 minutes.

Q: Customer doesn't have access to their email, what should they do?

A: Customers can answer security challenge questions or use their mobile number if the account has a mobile number.

Create Account Process:

1

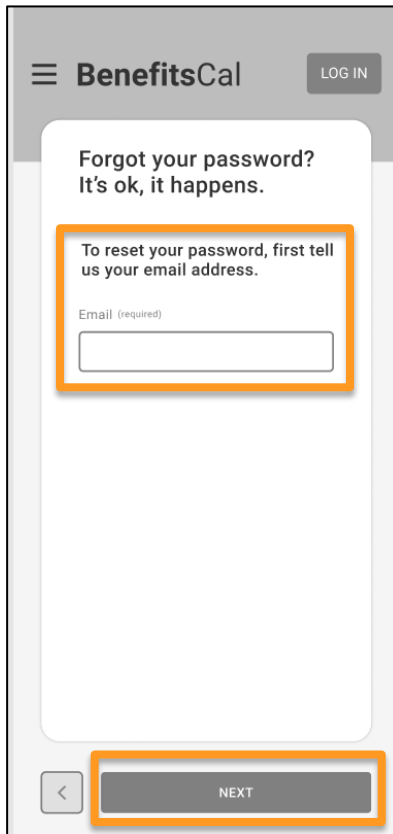


The screenshot shows the BenefitsCal mobile application interface. At the top, there is a hamburger menu icon, the text 'BenefitsCal', and a 'LOG IN' button. Below this is a 'Log In' section with two input fields: 'Email (required)' and 'Password (required)'. A blue link labeled 'Forgot Your Password?' is positioned below the password field and is highlighted with an orange rectangular box. Below the input fields is a 'LOG IN' button. At the bottom of the screen, there is a 'Create New Account' section with a key icon, a short paragraph of text, and a 'CREATE ACCOUNT' button.

Login

From the Login screen, click the **Forgot Your Password** hyperlink.

2



The screenshot shows the 'Forgot Password' screen in the BenefitsCal mobile application. At the top, there is a hamburger menu icon, the text 'BenefitsCal', and a 'LOG IN' button. The main heading is 'Forgot your password? It's ok, it happens.' Below this is a text prompt: 'To reset your password, first tell us your email address.' Underneath is an 'Email (required)' input field, which is highlighted with an orange rectangular box. At the bottom of the screen, there is a back arrow icon and a 'NEXT' button, both of which are also highlighted with orange rectangular boxes.

Forgot Password

Enter the email address associated with the user account in the **Email** field.

Click **NEXT**.

3

BenefitsCal LOG IN

There are two ways to set a new password.

We can text or email a one-time verification code or ask you your security questions. Which would you prefer?

Security Questions

Verification Code

NEXT

Reset Method

Click the radio button to indicate preference.

Go to step 4 for Security Questions and step 5 for Verification Code.

Click **NEXT**.

4

BenefitsCal LOG IN

To reset your password, answer the security questions below.

What is the name of the street where you grew up? (required)

What is your mother's maiden name? (required)

[Don't know your answers? Choose another method.](#)

SUBMIT

Security Questions

Answer the **Security Questions**.



Two (2) of three (3) security questions display for the customer to answer.



Don't remember click **Don't know your answer? Choose another method** hyperlink.

Click **SUBMIT**.

5

BenefitsCal LOG IN

How do you want to receive your verification code?

(...)-3493

j.....e@gmail.com

NEXT

Verification Code

Click the radio button next to your preferred method of receiving a verification code.



Only verified phone numbers will display.

When the mobile number radio button is selected go to step 7.

When the email radio button is selected go to step 6.

Click **NEXT**.

6

BenefitsCal 12 [Profile Icon]

A code is on its way to verify your email.

Enter the six-digit code sent to j.....e@gmail.com.

Verification Code (required)

This code expires in 15 minutes.

[Didn't get a code? Try again.](#)

SUBMIT

Enter Code

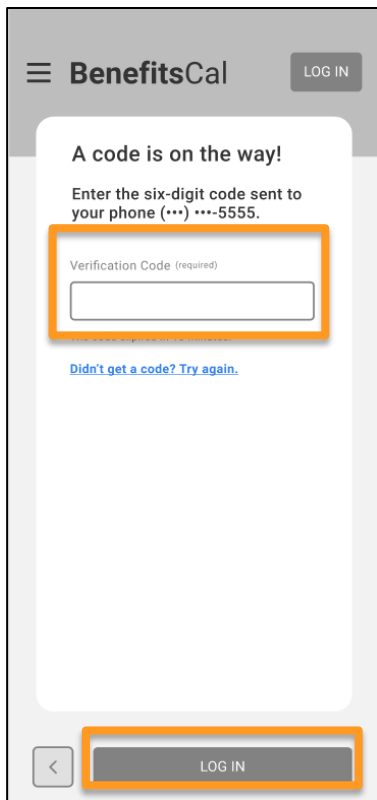
Check email account for the email containing the verification code and then enter the code in the **Verification Code** field.



The verification code expires in 15 minutes.

Click **SUBMIT**.

7

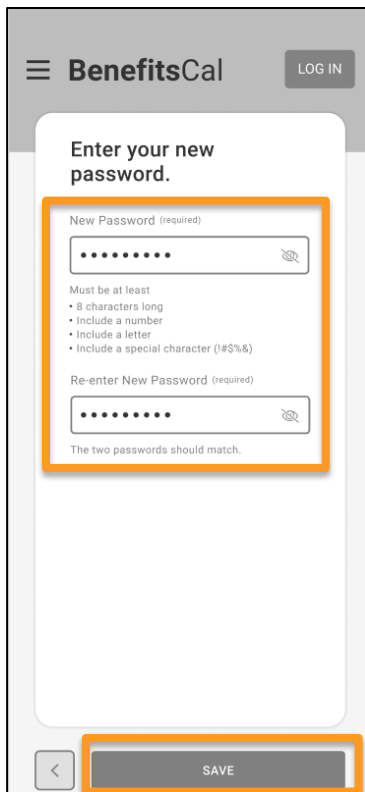


Verification Code

Check mobile phone for the text containing the verification code and then enter the code in the **Verification Code** and enter.

Click the **LOG IN** button.

8



Enter New Password

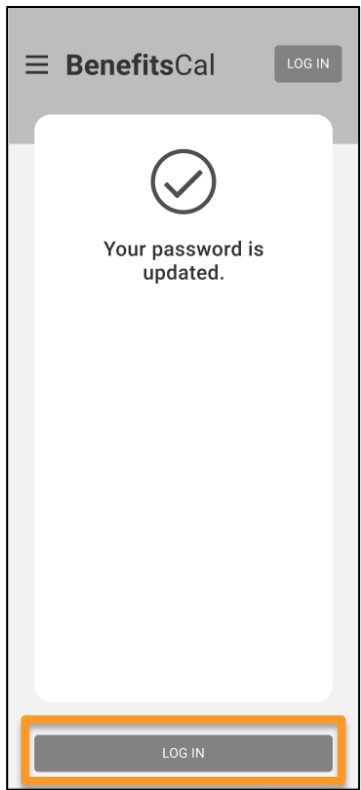
Create a new password. The password must be eight (8) or more characters and include at least one (1) of each of the following:

- ✓ Number
- ✓ Letter
- ✓ Special character (%\$#)

Clicking the eye will display the password entered in the field.

Click **SAVE**.

9



Success

Password is updated, and now the account is ready to login.

Click the **LOG IN** button.