

GETTING STARTED

Mobile App Guide

Check your accounts and send documents from your phone with the Benefit Extras Mobile App.

Download the app

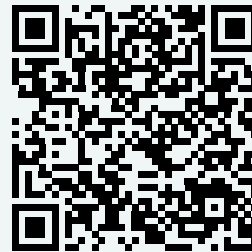
Scan the code for your device, or tap the store link when viewing this PDF on your phone. You can also search for **Benefit Extras Mobile** in your app store.

iPhone and iPad



[Open the App Store](#)

Android



[Open Google Play](#)

Sign in with your existing account

- 1 Open the app**
Install the app for your device, then open it.
- 2 Use your Consumer Portal credentials**
Enter the same username and password you use for the Benefit Extras Consumer Portal, unless you have received different instructions.
- 3 Follow the on-screen prompts**
Complete any identity verification or security setup requested. Allow camera access when you want to photograph a document.

First-time user or forgotten password?

Follow the initial login instructions in your Benefit Extras enrollment confirmation. Use the recovery option if you have forgotten your credentials, or call **952.435.6858** for help.

Features depend on your enrolled accounts, plan setup and app version. The app store will show whether your device is compatible.

USING YOUR APP

Manage accounts on the go

Available tools may include balances, claim details, receipt uploads and HSA transactions. Follow the options shown for your account.

Common tasks

What you need	What to do
Check your balance	Open the applicable account to review the available balance and activity.
Request reimbursement	Choose Reimburse Myself or the claim option. Enter details, attach documentation, review and submit.
Send a requested receipt	Open the existing claim or transaction. Photograph or upload the requested document and submit.
Use HSA tools	Review HSA activity or choose an available contribution or distribution option. Review details before submitting.
Get help with a card	Use the lost/stolen card option if available, or contact Benefit Extras for assistance.

Make your document easy to review

Photograph the full page on a flat surface in good light. Check that text is sharp, include all requested pages, and match the document to the selected expense.

Finish the request and check its status

Attaching a photo may not finish a claim. Complete the submission, look for confirmation and check for follow-up requests. Attach documents to the existing transaction to avoid a duplicate request.

If something is not working

Check your connection and whether an app update is available. If an option is missing, try the **Consumer Portal from the Employee page** or contact Benefit Extras. Some tools are not offered for every account.

Need help? Call 952.435.6858 or email flex@benefitextras.com. Never share your password or verification code.