

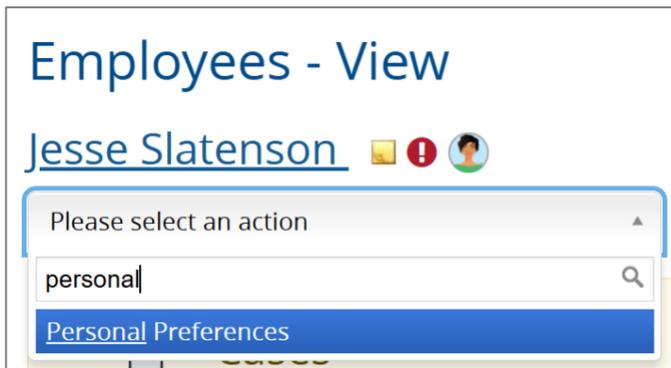


Updating Member Contact Information & Resetting Multi-Factor Authentication

This document provides instructions on how to update your member's email and cell phone number through personal preferences and how you can perform a Multi-Factor Authentication (MFA) rest on the member record page.

Edit Member's Personal Preferences

1. From the **Action** menu on the member record, select **Personal Preferences**.



2. Enter the member's email address.

Important! The work email may be locked down. If so, place the email in the **Personal Email Address** field.

Electronic Mail Paper Mail

Email Address Primary

Personal Email Address Primary All emails will be sent to this address

Cell Phone Number 555-555-0001

Text messages (optional)

I would like to receive text messages

- I would like to receive news and updates about my benefits
- I accept the [Terms and Conditions](#)
- I agree to receive informational text messages from Businessolver, Inc. Consent is not a condition of purchase. Messages frequency will vary. Message and data rates may apply. Reply HELP for help or STOP to cancel.

3. Enter the member's phone number and **request permission** to select the checkbox to opt in to receive text messages.

Note: **Member permission is required to opt a member into text messaging.** Opting in to SMS is NOT REQUIRED for the member to use their cell phone for MFA. There may be additional information on this page that may require a selection (i.e., document delivery





and/or claims consent). You will need to read the information to the member and get their desired selection.

Document Delivery

Electronic Consent for Affordable Care Act - Important Tax 1095-C Documentation Preference

Electronic 1095 Delivery Consent:

IMPORTANT TAX DOCUMENTATION

Starting in 2015, the IRS is requiring individuals to report on their healthcare coverage. Your employer is required to supply you this information on a standard form, IRS Form 1095. You will use this form when preparing your taxes. You may choose to receive this form electronically or via mail.

By selecting "yes" I consent to the delivery of the 1095 Employee Statement electronically. This document will then be made available in my personal documents by January 31 the year following a year when I am eligible for or enrolled in Health Coverage. A paper copy will not be sent to me unless I withdraw this consent.

I may withdraw this consent at any time by contacting Businessolver at 844-215-5100 or by going to "My Profile" at www.benefitsolver.com and changing my consent from Yes to No.

I understand that once generated, my completed 1095 form will be available in my Personal Documents as long as Businessolver.com, Inc. is the administrator of my employer's benefits.

This notice will remain in effect until I withdraw consent or until there is a material change in the consent, at which time I will need to reconfirm my consent

4. Scroll down and click **Continue**.

I understand that once generated, my completed 1095 form will be available in my Personal Documents as long as Businessolver.com, Inc. is the administrator of my employer's benefits.

This notice will remain in effect until I withdraw consent or until there is a material change in the consent, at which time I will need to reconfirm my consent for electronic delivery.

Do you agree?

Yes No

- The next time a member logs in using their username or password, they'll be prompted to complete authentication using the email and/or cell number that was added to their account. They'll receive a code at that device or email, and going forward, they'll use that method to log in. If they ever need to change their authentication method, they can update it in their profile.
- Example of what members will see:

Welcome

Fields marked with an asterisk (*) are required

User Name *

case sensitive

Password *

case sensitive

[Don't have an account?](#)

Register to create your user name and password.

When the member enters their username and password, they will be taken to the **Secure your Account with MFA** page.





- If your member doesn't have a username and password set up, instruct them to go to www.benefitsolver.com. Then, tell them to click the **Register** button. If they have already logged in, they can start from **Trouble Logging In**. From there, they will be prompted to complete the username and password process shown in screenshots below and then to authenticate the email address or phone number that was added to their account.





Info

Fields marked with an asterisk (*) are required

Social Security Number *

123-45-6789

Date of Birth *

MM/DD/YYYY

Zip Code

Enter a valid US zip code, US zip code+4, Canadian, or Foreign postal code. If you do not have a postal code on file, leave blank.

Company Key
xeus [Change](#)

Directions

All fields are required.

If you don't already have your Company Key, contact your benefits administrator.

Welcome

Fields marked with an asterisk (*) are required

User Name *

case sensitive

Password *

case sensitive

[Login >](#)

[Trouble Logging In?](#)

Don't have an account?

Register to create your user name and password.

[Register](#)

Password Reset

Verify User Information

Fields marked with an asterisk (*) are required

Social Security Number *

123-45-6789

Date of Birth *

MM/DD/YYYY

Zip Code

Enter a valid US zip code, US zip code+4, Canadian, or Foreign postal code. If you do not have a postal code on file, leave blank.

Company Key *

case sensitive

Directions

Can't remember your user name or password?
Please enter your Social Security Number, Date of Birth, and Zip Code, then click "Continue" to retrieve your user name or reset your password.

Don't have an account?
Click cancel and register on the previous login screen.

[Cancel](#) [Continue >](#)





Note:

If they have never set up a username and password, the member will need to click on the **Register** button and enter their information.

Don't have an account?

Register to create your user name and password.



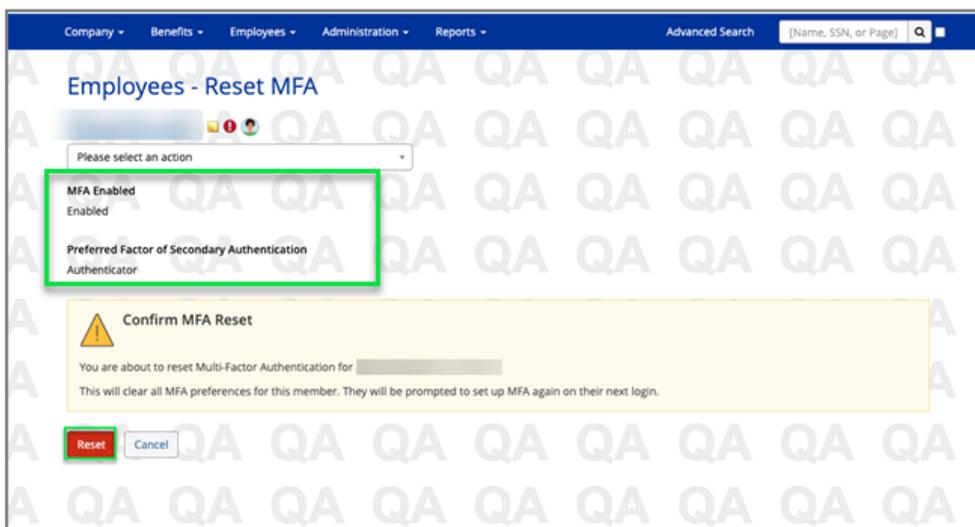
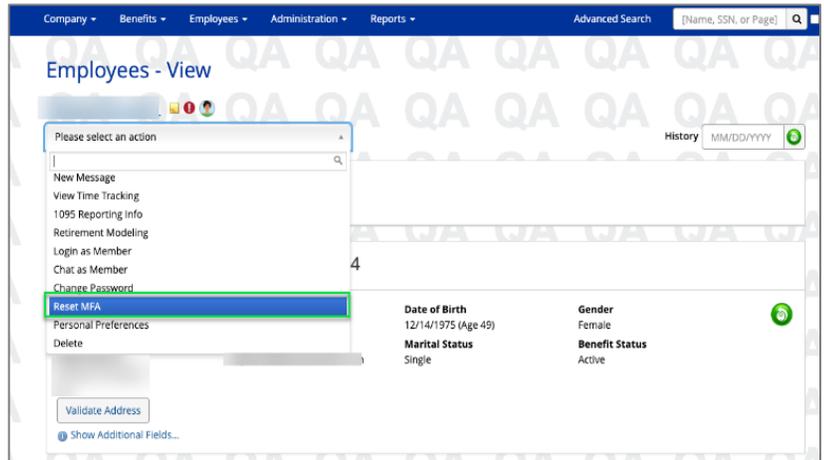
Reset MFA from Member Record

The **Reset MFA** option, under the **Action** dropdown on a member's record, allows admins to reset a member's MFA settings if they are locked out or need to reconfigure their MFA settings.

Note:

The option to reset MFA should **NOT** be automatically offered when someone is having issues.

5. Navigate to the member's record and click on the **Action** dropdown menu.
6. Select **Reset MFA**.
7. Click **Reset**



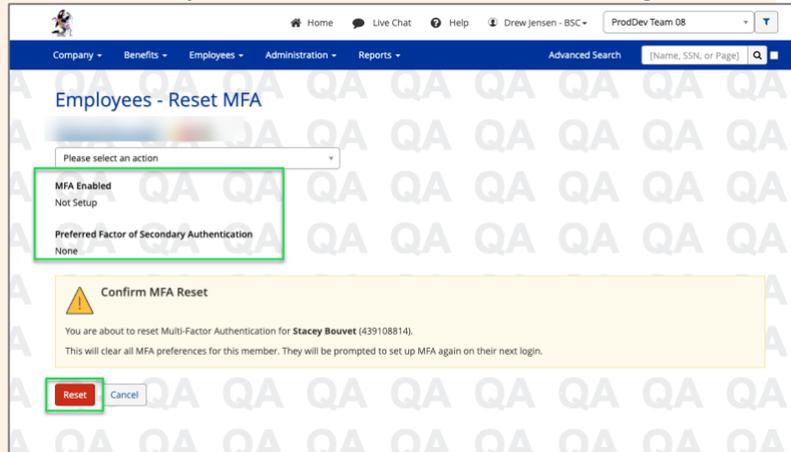


Note:

This will clear ALL MFA preferences for this member. Once their MFA configuration is reset, the member will be prompted to set up MFA during their next login.

Example:

This is what the page will display if the member has not set up MFA. In this scenario, you can still reset a member's MFA settings.



Note: For Spanish-speaking populations, the MFA interface will translate within the browser if the browser is set to Spanish, or if the member selects “Translate” on the browser.

