

How to access your FSA or HRA account online



To access your flexible spending account (FSA) or health reimbursement arrangement (HRA) online, you need to visit our consumer portal and log in. There are a few steps you'll need to follow carefully to successfully log in. This document will guide you through those steps.

Logging in for the first time

1. Access the online PSA consumer portal

PacificSource Administrators, Inc. (PSA) is the company that administers your FSA or HRA account. The PSA consumer portal is a website where you can access and manage your account. You can do things like check your balance, upload receipts, and file claims for reimbursement.

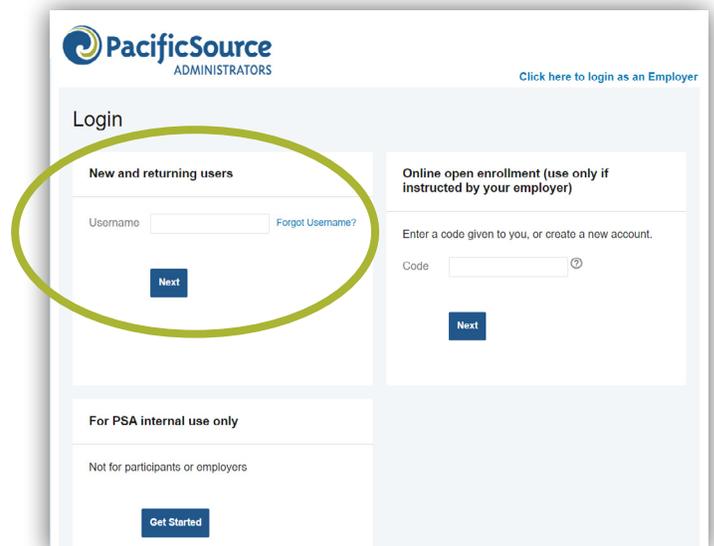
Access the consumer portal by visiting PacSrc.co/psa-portal-login or scanning this QR code:



Note: You must log in to the PSA consumer portal within 60 days of receiving your welcome letter. If you wait longer than 60 days, you will need to contact our customer service team at **800-422-7038** for help resetting your login credentials.

2. Where to log in on the PSA consumer portal

You will land on the consumer portal Login page. You'll be logging in within the **"New and returning users"** section. Do not attempt to log in using the "Online open enrollment" section, unless instructed to by your employer.



3. Your username and password

We have created a temporary username and password for you to enter the first time you log in to the consumer portal. The temporary username and password are the same. The formula for your temporary username and password is:

- The first letter of your first name
- Your full last name
- Your date of birth in the DDMMYY format

For example, if your name is Jane Smith and you were born on October 13, 2003, then your temporary username and password will be: **jsmith131003**.

To log in, enter your username. Then click **Next**. Then enter the same username into the Password field and click **Login**.

Please note: Your date of birth will be expressed as the DAY first, then the MONTH, and then the YEAR. Many login failures occur as a result of trying to follow the normal pattern of entering your birthday, with the month first.

Also, if your last name includes punctuation, such as an apostrophe or dash, please don't include that when you first log in. Our system doesn't allow punctuation in the temporary username and password.

Need login help?

If you have followed the directions above and are unable to log in to the consumer portal, please contact our customer service team for help at **800-422-7038**.

4. Answer security questions

Once you have successfully logged in for the first time, you will be prompted to answer three security questions that will help in the future, in case you forget your password. Choose your questions and enter your answers, then click Next.

5. Change your username and password

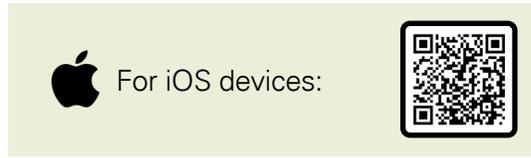
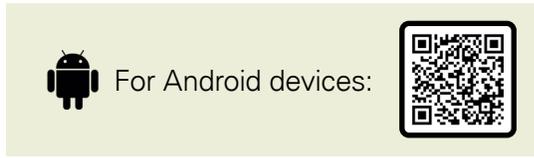
After choosing and answering the security questions, you will be asked to change your password. You will also have the option to change your username. Please create a new username (if desired) and a new password, and save these login credentials somewhere safe so that you will have them the next time you log in. Click **Submit** and you should receive a message that your updates were successful.

Congratulations, you can now start using the PSA consumer portal to manage your FSA or HRA account.

The PSA mobile app

1. Download the mobile app

Scan the QR code to be taken to the PSA app on your device's app store.

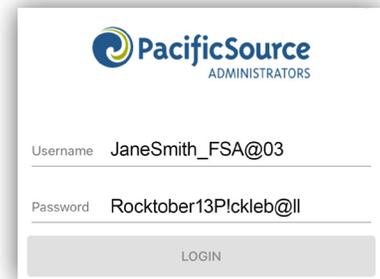


Or, type "psa pacificsource" into the search bar of your mobile device's app store, and select the app called **"myPacificSource Admin (PSA)"**.

Note that there is a different app for PacificSource Health Plans health insurance, called "myPacificSource."

2. Log in to the mobile app

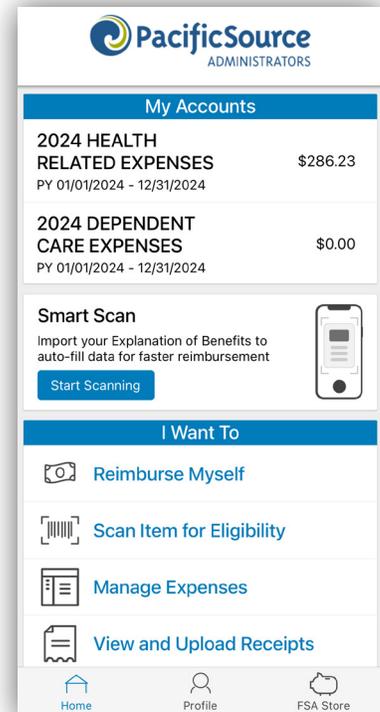
To log in to the PSA mobile app, you must use the same username and password you created on the PSA consumer portal from step 5 above.



The screenshot shows the login interface for the PSA mobile app. At the top is the PacificSource ADMINISTRATORS logo. Below it are two input fields: "Username" with the value "JaneSmith_FSA@03" and "Password" with the value "Rocktober13P!ckleb@!!". A "LOGIN" button is positioned at the bottom of the form.

3. Use the mobile app

The mobile app enables you to do a few things beyond what is available on the PSA consumer portal, including using your phone to take photos of receipts to submit with your claims for reimbursement. You can use the consumer portal, the app, or a combination of both, depending on your needs.



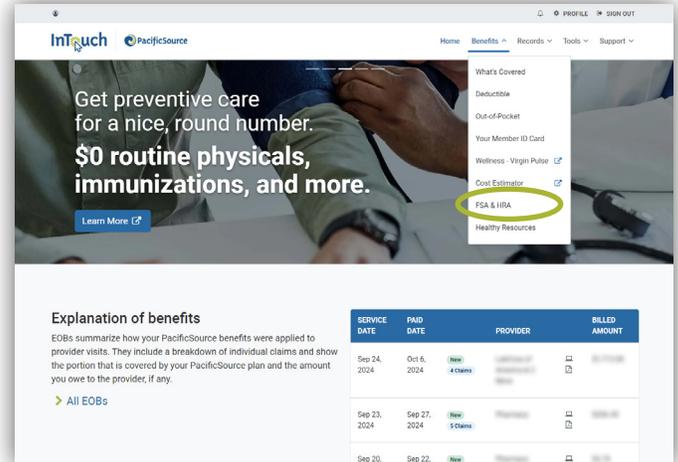
The screenshot shows the home screen of the PSA mobile app. At the top is the PacificSource ADMINISTRATORS logo. Below it is a "My Accounts" section with two entries: "2024 HEALTH RELATED EXPENSES" for \$286.23 and "2024 DEPENDENT CARE EXPENSES" for \$0.00. Below this is a "Smart Scan" section with a "Start Scanning" button and a mobile phone icon. At the bottom is an "I Want To" section with four options: "Reimburse Myself", "Scan Item for Eligibility", "Manage Expenses", and "View and Upload Receipts". A navigation bar at the very bottom contains icons for "Home", "Profile", and "FSA Store".

Additional considerations

1. Log in from InTouch (for PacificSource Health Plans members only)

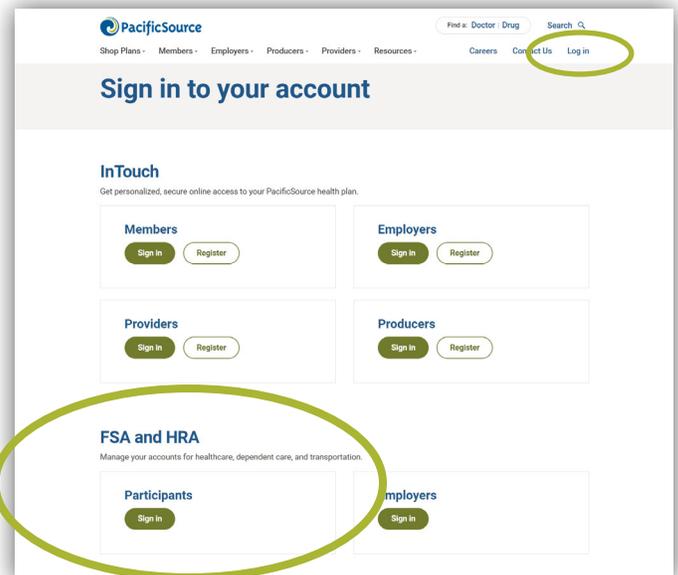
If you have a health insurance plan from PacificSource Health Plans *and* you have an FSA or HRA account from PacificSource Administrators, you can log in to the PSA consumer portal from your PacificSource InTouch member portal. But, you must first have successfully logged in to the PSA consumer portal and set up your account by following steps 1-5 above. If you attempt to log in to the PSA consumer portal from InTouch, without having completed steps 1-5 above, you will receive an error.

To log in to the PSA consumer portal from InTouch, select **Benefits** from the top navigation and then select **FSA & HRA** from the drop-down menu. This should automatically log you in to the PSA consumer portal.



2. Accessing the PSA consumer portal from PacificSource.com

If you prefer to navigate to the PSA consumer portal from the PacificSource.com website, you can visit [PacificSource.com](https://www.pacificsource.com) and click **Log in**. You will then need to scroll past the InTouch section until you reach the FSA and HRA portion of the page. Then, under Participants, click the **Sign in** button.



3. Using your prepaid benefits card

Some FSA and HRA accounts come with a prepaid benefit card for use in paying for qualified expenses. If you have a prepaid benefit card, you can access a helpful user guide from PacSrc.co/psa-login-card (PDF).