CONSUMER PORTAL QUICKSTART GUIDE

Welcome to your Plansource Benefit Accounts Consumer Portal. This one-stop portal gives you 24/7 access to view information and manage your reimbursement accounts.

HOW DO I LOG ON TO THE HOME PAGE?

1. Go to: https://plansource.lh1ondemand.com/Login.aspx
2. Your initial login ID is your SSN without dashes and password is changeme *
3. Click **Login**

**If you have previously logged in, the default login will not work. Please use the setting you created.*

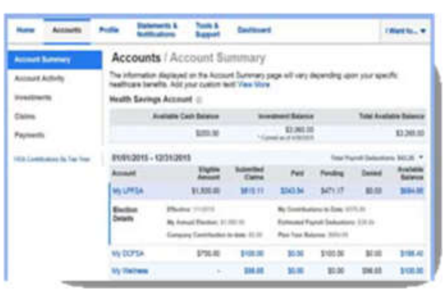
HOW DO I FILE A CLAIM AND UPLOAD A RECEIPT?

1. On the **Home Page**, you may simply select the "**File a Claim**" section which can be located on the left-hand side of the homepage. **OR** from any page on the portal, expand the "**I want to…**" section on the right-hand side of any screen.
2. The claim filing wizard will walk you through the request including entry information and uploading a receipt.
3. For submitting more than one claim, click **Add Another**, from **Transaction Summary** page.
4. When all claims are entered in the **Transaction Summary**, agree to the terms and conditions click **Submit** to send the claims for processing.
5. The **Claim Confirmation** page displays. You may want to print the **Claim Confirmation Form** as a record of your submission. If you did not upload a receipt, you can upload the receipt from this screen or print a **Claim Confirmation Form** to submit to the administrator with required receipts.

HOW DO I VIEW CURRENT ACCOUNT BALANCES AND ACTIVITY?

1. For current Account Balance only, on the **Home Page**, see the **Available Balance** section.
2. For all Account Activity, click on the **Available Balance** link from the Home Page to bring you to the Account Summary Page. Then you may select the underlined dollar amounts for more detail. For example, click on the amount under the "Eligible Amount" to view enrollment detail.

NOTE: You can see election details by clicking to expand the line item for each amount.



payBAC Mobile

The payBAC app makes it far easier to submit claims, view your account(s), and more. If you have any questions, feel free to e-mail reimbursement@plansource.com or call (866) 546-9134.

1. **Download the app**: go to your Android or Apple app store, and conduct a search using the phrase, "**payBAC**". When it appears, click the install button to ensure it gets to your phone.
2. **View Account Balances**: the balance of your account(s) will automatically show up on the home screen when you pull up the app on your phone.
3. **Use the App to File Claims**: to file a claim, click "**File a claim**" and follow the prompts on the phone for each step. You'll be asked to take a picture of your receipt and upload it into the app.

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PLANSOURCE®

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HOW DO I VIEW MY PAYMENT (REIMBURSEMENT) HISTORY?

1. From the **Home Page**, under the **Profile**, click the **Banking/Cards** link on the left-hand side of the screen.
2. By clicking on the line of payment, you can expand the data to display additional details about the transaction.

HOW DO I REPORT A DEBIT CARD MISSING AND/OR REQUEST A NEW CARD?

1. From the **Home Page**, under the **Profile**, click the **Banking/Cards** link on the left-hand side of the screen.
2. Under the Debit Cards column, click **Report Lost/Stolen** or **Order Replacement** and follow instructions.

HOW DO I GET MY REIMBURSEMENT FASTER?

The fastest way to get your money is to sign up online for direct deposit to your personal checking or savings account. Before you begin, make sure that your employer is offering direct deposit setup online.

1. From the **Home Page**, under the **Tools & Support**, click **Change Payment Method** under the “How do I” section.
2. Select **Reimburse Myself Using Direct Deposit** and click **Change Payment Method**. Then **Add Bank Account: Direct Deposit Setup** page displays.
3. Enter your banking information, click **Submit**.
4. The **Payment Method Changed** confirmation displays.
5. If there is a bank validation requirement, you will be notified on the portal to look for a small transaction or “micro-deposit” in your designated bank account in the next couple of days to enter online, which will validate your account.

HOW DO I UPDATE MY PERSONAL PROFILE?

1. From the Home Page, under the Profile, you will find links to updated profile information including profile summary details and dependents.
2. Click the appropriate link on the Profile screen for your updates.

- Update Profile or **Add/Update Dependent**; some profile changes will require you to answer an additional security question.

3. Complete your change in the form.

HOW DO I VIEW OR ACCESS...

-Documents & Forms?

1. From the **Home Page**, click the **Tools & Support** tab.
2. Click any form or document of your choice.

-Notifications?

1. From the **Home Page**, click the **Statements & Notifications** tab.
2. Click any link of your choice. **Receipt Reminders**, **Account Statements**, **Advice of Deposits**, **Denial Letters**, or **Denial Letters with Repayments** are a few options.

-Plan Information?

1. On the **Home Page**, under the **Accounts** tab, you will be directed to the **Account Summary** page.
2. Click onto the applicable account name and the **Plan Rules** will open in a pop-up window. **OR** from the **Home Page**, under the **Tools & Support** tab, you may view **Plan Summaries** for Basic information. Then click each applicable plan to see the plan details.