

Debit Card PIN Retrieval Instructions

Effective April 1, 2013, cardholders may be prompted to enter a PIN when making purchases using their FSA or HRA debit card. A PIN has been assigned to the member's existing debit card. The member will need to obtain their PIN by accessing their online account at www.wealthcareadmin.com. The member can create an online account by following the instructions on the next page. Once logged into their account, the member should go to the 'Card Status' screen (on the left side of the screen as shown below).

Participant Portal

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Getting Started

Welcome
On this site, you can view balance summary, transaction history, and claim status, as well as manage your personal information. To get started, select a topic heading to the left or one of the quicklinks below.

View Balances
Here you can view your account balances and access account transactions.

View Activity
Here you can view your account history.

Report a Lost or Stolen Card
If your card has been lost or stolen, report it here.

View FAQs
View answers to Frequently Asked Questions about your account.

The member should click on the 'View PIN' option, which will take the member to a new screen where they will need to log in and register using their existing username and password. The registration process will require the member to select an identifying picture from a selection provided, enter a reminder phrase, and answer several security questions. After registering, the member should return to the 'Card Status' screen where they can now view their PIN.

Benefit Debit Card Status

Cardholder	Card #	Card	PIN	Is Dependent
Dependent, Wealthcare	XXXX-XXXX-XXXX-8181	Card Status: New Issue Status: Sent Mailed Date:	View PIN Requested: Mailed Date:	Yes
Employee, Wealthcare	XXXX-XXXX-XXXX-1218	Card Status: Temporarily Inactive Issue Status: Sent Mailed Date:	View PIN Requested: Mailed Date:	No

Your PIN number is:

8584

Please note that Amwins Connect Administrators does not have access to view the member's PIN and will not be able to provide the PIN number to the member.

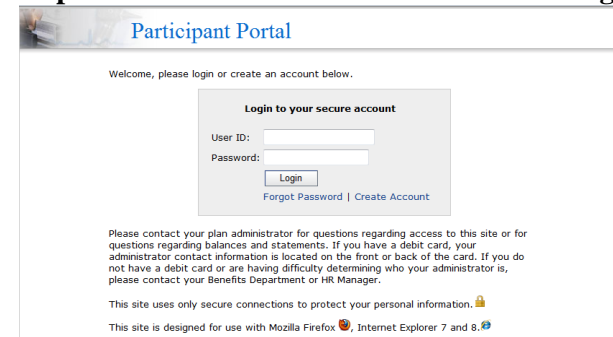
You can now access your specific account information online – 24 hours a day, 7 days a week – at www.wealthcareadmin.com. Our online services provide you with all the tools you need to manage your account, including your account balance and transaction history. When accessing your personal account for the first time, you will need to create a unique User ID and password. Be sure to keep your password in a safe place for future reference.

To register, go to www.wealthcareadmin.com and simply follow these Debit Card Participant Website Instructions.

Step 1 - Click on “Participant Login”



Step 2 - Click “Create Account” below the logon box



Step 3 – Complete the registration information and click “Submit”

Employee ID = Your social security number (no hyphens or spaces)

Employer ID = contact Amwins at 800-337-4973 (case sensitive)

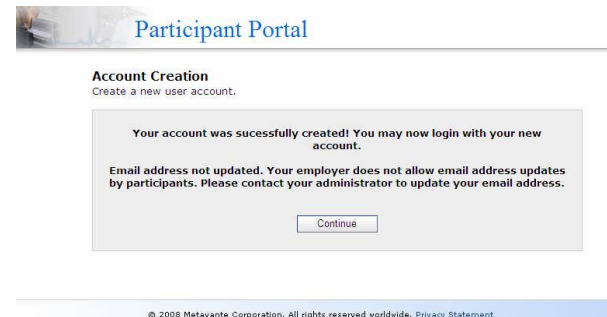
(Employer ID not required if you have your debit card number)

Create your user name (8-20 characters)

Create your password (must include one number, one upper case, one lower case)

The screenshot shows the 'Account Creation' form. It includes fields for 'Name *', 'Employee ID *', 'Employer ID *', 'Card Number *', 'New User ID *', 'Password *', 'Security Word *', 'Birth City *', 'E-mail Address', and 'E-mail Options'. There are also links for 'Forgot Password' and 'Create Account'.

Step 4 – You will receive the following message



You are now registered to use your online services. If you have any questions or problems with your online access or set-up, please contact our customer service department at 800-337-4973.