

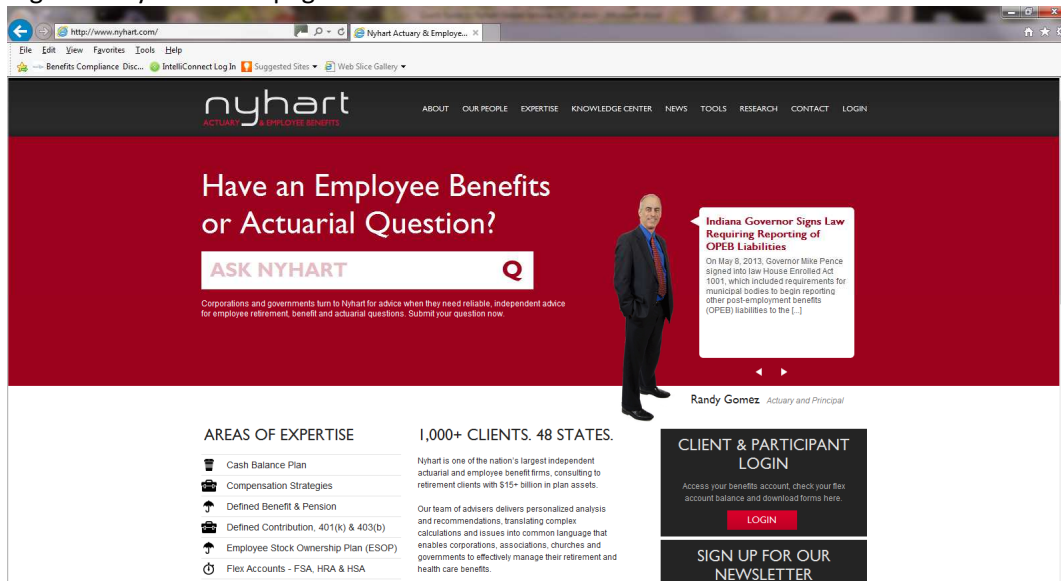
Quick Guide to Nyhart Online Services

Welcome to Nyhart's Online Services. This guide will walk you through how to login, how to check your balances, how to check receipts due, and several other activities.

HOW TO LOGIN TO NYHART'S ONLINE SERVICES

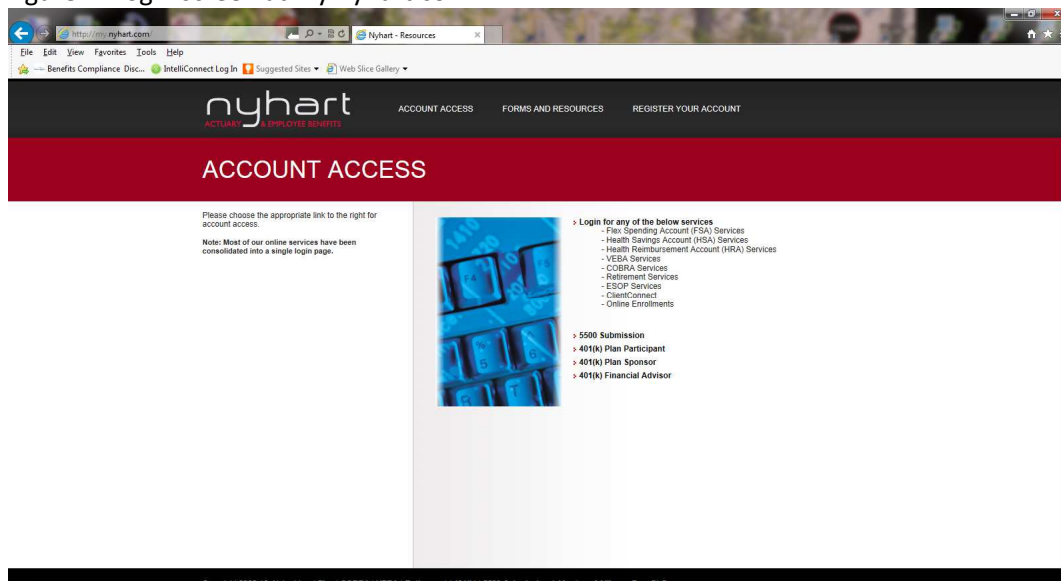
1. Go to <http://www.nyhart.com>

Figure 1: Nyhart Homepage



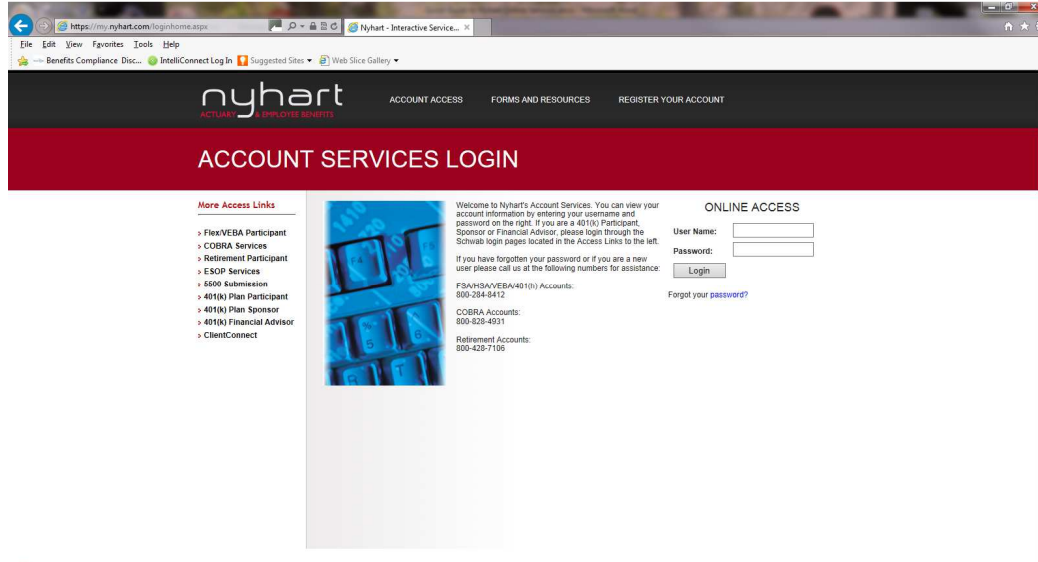
2. Click on the red **Login** button located in the black box on the right side of the homepage.

Figure 2: Login screen at my.nyhart.com



3. Click **Login for any of the below services** as illustrated in Figure 2 above. The mouse cursor will become a hand when you are over the link.

Figure 3: Account Services Login screen

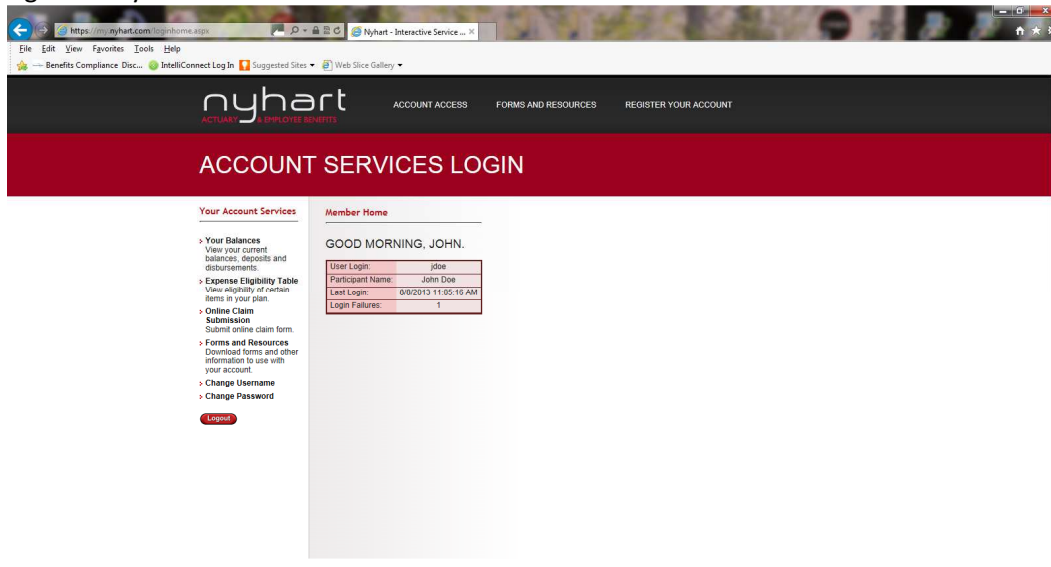


4. Enter your User Name and Password
 - a. Your defaults will be:

User Name:	Member's SSN
Password:	Member's Zip Code

5. Click **Login**. The next screen will appear as shown in Figure 4 below.

Figure 4: Nyhart Welcome Screen



6. From this screen, you can select several options:

- Your Balances**
- Expense Eligibility Table**
- Online Claim Submission**
- Forms and Resources**
- Change Password**
- Change Username**

We will go into further detail on several of these topics in this Guide.

NEW: HOW TO RESET PASSWORD

In Figure 3, you will see a “Forgot your password?” link added below the login boxes. This will give you the ability to change a forgotten password with a few clicks of the mouse.

1. Click on **password?** to open the Password Assistance screen as shown below in Figure 5.

Figure 5: Password Assistance Screen

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ACTUARY & EMPLOYEE BENEFITS

ACCOUNT ACCESS FORMS AND RESOURCES REGISTER YOUR ACCOUNT


NYHART PASSWORD ASSISTANCE

Password Reset Request

Enter the e-mail address associated with your my.nyhart.com account, then click Continue. We'll email you a link to a page where you can create a new password.

Email address:

Type the characters you see in this image.



[Show another code](#)

Type the code shown:

Has your e-mail address changed? If you no longer use the e-mail address associated with your my.nyhart.com account, you may contact Nyhart for help restoring access to your account.

2. In the email address box, you will need to enter the email address that you receive notifications to.
3. Enter the code shown above, and click **Continue**.
4. An email will be sent to your email address with a link and further instructions for resetting your password. (You will need to click the link sent to your email address to continue.)
5. The link will take you to a screen that lists the password criteria and will allow you to enter your new password twice.
6. After your password has been changed, you can sign in immediately with it.

Note: If you have trouble accessing your account, please call us at 1-800-284-8412. We are available 7:30 am to 5 pm Eastern Standard Time to assist you with questions about your account and one-on-one assistance with the website.

HOW TO VIEW CURRENT ACCOUNT BALANCES AND ACTIVITY

1. Click **Your Balances** from the Welcome Screen illustrated in Figure 3 above. Depending on your browser setup, another tab or window will open with the Nyhart Account Home Page as illustrated below in Figure 6.

Figure 6: Nyhart Account Home Page

The screenshot shows the Nyhart Account Home Page. The page has a navigation menu with 'HOME', 'ACCOUNTS', 'PROFILE', 'NOTIFICATIONS', and 'FORMS'. A 'Welcome, John' message is displayed. Below this, there is a table titled 'Accounts' with columns for 'Account', 'Available Balance', 'Final Service Date', 'Final Filing Date', and 'Actions'. The table shows one account: 'Flexible Spending Account PY 2013 Jan-Dec' with an available balance of '\$2,207.00'. A 'View Account Summary' link is present above the table. At the bottom, there are links for 'Accounts', 'Profile', 'Notifications', and 'Forms'.

Account	Available Balance	Final Service Date	Final Filing Date	Actions
Flexible Spending Account PY 2013 Jan-Dec	\$2,207.00	12/31/2013	1/30/2014	File Claim View Claim History

2. For current Account Balance only on the **Accounts** section, see the **Available Balance** column next to the applicable account.
3. For an Account Summary of your account(s), click under the **Accounts** tab, and select **Account Summary** on the drop-down menu.
4. For all Account Activity, on the **Home Page**, click on the **Available Balance Amount** link for the plan. The Account Activity screen will appear.
5. To view an Account Activity from another account, you will need to click on **View Account Activity for Other Accounts**. This will load another screen that will allow you to pick a plan year to view activity.

Note: This screen will show the previous year’s plan(s) that you were enrolled in. Looking at past activity may help when selecting your election amount in future years.

HOW TO FILE A CLAIM AND UPLOAD A RECEIPT

Figure 7: File Claims Screen

The screenshot shows the 'File Claim' screen for Jane Anderson. At the top, there are navigation tabs: HOME, ACCOUNTS, PROFILE, NOTIFICATIONS, FORMS, and LINKS. The user's name 'Jane Anderson' and a 'Logout' link are in the top right. Below the navigation is a 'File Claim' header with a 'Claims Basket (0)' button. A message states: 'Online claims filing is a fast and easy way to file your claims. Just click the "File Claim" button next to the account you wish to use and start filing!'. To the right, there is a 'See Also: Payment History' link. A red box contains an 'Action Required' message: '1 repayment(s) totaling \$5.00 due for claims you were paid and later denied' and '4 receipt(s) needed to approve your claims'. Below this is a table of accounts:

Account	Available
File Claim Health FSA	\$1,830.00 View History View Plan Rules
File Claim Dependent Care	\$208.33 View History View Plan Rules
File Claim HRA	\$200.00 View History View Plan Rules

1. Under the **Accounts** tab, click **File Claims** on the drop-down menu. The File Claim screen will appear as shown in Figure 7 above. Click **File Claim** next to the applicable account.
2. Enter your claim information, and upload the receipt, on the form that appears and click **Add Claim**. The claim is then added to the **Claims Basket**.
3. For submitting more than one claim, click **File New Claim**, select the plan and complete the form and click **Add Claim**.
4. After uploading, you may also click **View Confirmation** and print the form for your records.
5. When all claims are entered in the **Claims Basket**, click **Submit** to send the claims for processing.
6. The **Claim Confirmation** page displays. You may print this screen for your records.

Figure 8: Receipts Needed Screen

The screenshot shows the 'Receipts Needed' screen for Spear Mint. At the top, there are navigation tabs: HOME, ACCOUNTS, PROFILE, NOTIFICATIONS, FORMS, and LINKS. The user's name 'Spear Mint' and a 'Logout' link are in the top right. Below the navigation is a 'Receipts Needed' header. Below the header is a table with the following data:

Plan	Date of Service	Merchant / Provider	Recipient	Claim Amount	Receipt Status	
MedFlex FSA	12/20/2011	Stillwater Medical Group	Spear Mint	\$10.00	Required	Upload Receipt View Confirmation
HRA	1/12/2012	Target	Spear Mint	\$5.00	Required	Upload Receipt View Confirmation

NOTE: If you see a **Receipts Needed** link in the Action Required section of your Home Page, click on it. A listing of any **Claims Requiring Receipts** or **Debit Card Transactions Requiring Substantiation** will appear.

HOW TO VIEW YOUR CLAIMS HISTORY

1. Under the **Accounts** tab, click **File Claim** on the drop-down menu. Then click **View History** on the far right on the File Claim screen.

Figure 9: Claim History Screen

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HOME ACCOUNTS PROFILE NOTIFICATIONS FORMS John Doe | Logout

Claim History: Flexible Spending Account

Plan Year Ending on 12/31/2013

Claim Number	Claim Status	Receipt Status	Date of Service	Claim Amount	Paid	Pending	Denied
0281130529C0010102	Paid	Received	4/22/2013	\$15.00	\$15.00	\$0.00	\$0.00
0281130529C0010101	Paid	Received	3/13/2013 3/18/2013	\$253.00	\$253.00	\$0.00	\$0.00
0281130529C0000101	Denied	New Needed	2/1/2013	\$30.00	\$0.00	\$0.00	\$30.00
0281130529C0010103	Paid	Received	1/30/2013	\$25.00	\$25.00	\$0.00	\$0.00

Questions?
Contact Nyhart Customer Service at: (800) 284-8412 Or toll free at: (800) 284-8412 or flexplans@nyhart.com

Accounts
[Account Summary](#)
[Account Activity](#)
[File Claims](#)
[Receipts Needed](#)
[Payment History](#)
[Election Summary](#)
[Change Payment Method](#)
[Plan Descriptions](#)

Profile
[Profile Summary](#)
[Dependents](#)
[Bank Accounts](#)

Notifications
[Notification History](#)

Forms

As shown in Figure 9, Claim History will open a screen with list of all claims that have been filed. The status of the claims, Date of Service, Claim Amount, Paid, Pending and Denied amounts are listed. This provides an easy way to track the claims that have been submitted.

The website is updated in real time. This means that once a submission is received and processed, it is immediately available for viewing on your account.

HOW TO VIEW YOUR PAYMENT (REIMBURSEMENT) HISTORY

1. Under the **Accounts** tab, click **Payment History** on the drop-down menu.
2. You will see reimbursement payments made to date, including debit card transactions.
3. Click **View Detail** on the far right to see claim details.

HOW TO VIEW OR ACCESS...

...FORMS

1. Click on the **Forms** tab.
2. Click any form of your choice.

...NOTIFICATIONS

1. Under the **Notifications** tab, click **Notification History** on the drop-down menu.
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.

HOW TO UPDATE YOUR PERSONAL PROFILE

1. Under the **Profile** tab, click your choice on the drop-down menu: **Profile Summary** or **Bank Accounts**. Figure 10 shows the Profile Summary Screen. It gives you the ability to **Update Profile, Add Dependent, and Update** your bank information.

Figure 10: Profile Summary Screen

The screenshot displays the Nyhart Profile Summary Screen. At the top, the Nyhart logo is on the left, and the user's name 'John Doe' with a dropdown arrow and a 'Logout' link are on the right. Below the logo is a navigation bar with tabs for HOME, ACCOUNTS, PROFILE (selected), NOTIFICATIONS, and FORMS. The main content area is titled 'Profile' and includes an 'Update Profile' link. The user's information is listed in two columns: Name (John S Doe), Employee Number (0281-123456789), Employer Employee ID, Gender, Marital Status, Address (123 Main St, Chambers, IN 12345), Country (United States), Home Phone, and Email Address (clare.chambers@nyhart.com). Below this is the 'Eligible Dependents' section with an 'Add Dependent' link and the text 'No dependents'. The 'Bank Accounts' section contains a table with columns for Account Usage, Account Nickname, Bank, Account Type, and Account Number. One account is listed: Direct Deposit, Account Nickname, ABC Bank, Checking, and xxxxx0000, with an 'Update' link. At the bottom, there is a 'Questions?' section with contact information and a footer with links for Accounts, Profile, Notifications, and Forms.

Account Usage	Account Nickname	Bank	Account Type	Account Number	
Direct Deposit		ABC Bank	Checking	xxxxx0000	Update

2. Click any link on the Profile screen: **Update Profile** or **Add/Update Dependent** or **Update Bank Account**. Some profile changes will require you to answer an additional security question.
3. Complete your changes in the form.
4. Click **Submit**.