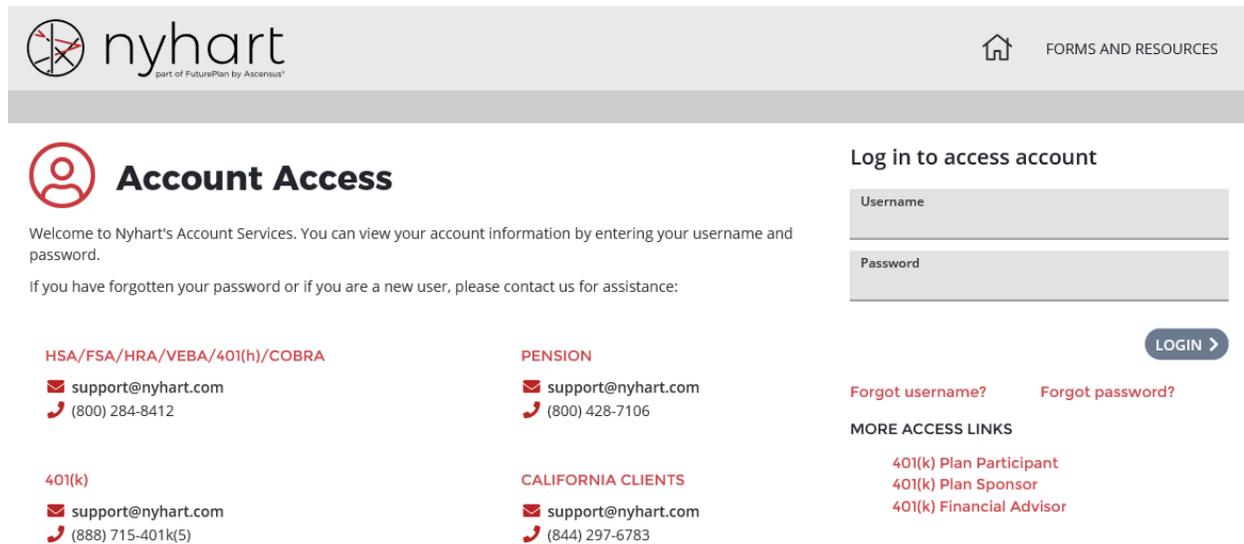


## Guide to Nyhart's Online FSA Services

Welcome to Nyhart's Online FSA Services. This guide will walk you through how to login, check your balances, upload receipts, view documents, and update personal information.

### How to login to Nyhart's Online FSA Services

1. Go to <https://my.nyhart.com>



The screenshot shows the Nyhart website's account access page. At the top left is the Nyhart logo. At the top right is a home icon and the text "FORMS AND RESOURCES". Below the logo is a red circle icon with a person silhouette and the heading "Account Access". The main text says: "Welcome to Nyhart's Account Services. You can view your account information by entering your username and password. If you have forgotten your password or if you are a new user, please contact us for assistance:". To the right is a login form with fields for "Username" and "Password", and a "LOGIN" button. Below the form are links for "Forgot username?" and "Forgot password?". At the bottom, there are four columns of contact information for different services: HSA/FSA/HRA/VEBA/401(h)/COBRA, PENSION, 401(k), and CALIFORNIA CLIENTS. Each column includes an email address and a phone number.

**Account Access**

Welcome to Nyhart's Account Services. You can view your account information by entering your username and password.

If you have forgotten your password or if you are a new user, please contact us for assistance:

**Log in to access account**

Username

Password

**LOGIN**

[Forgot username?](#) [Forgot password?](#)

**MORE ACCESS LINKS**

- [401\(k\) Plan Participant](#)
- [401\(k\) Plan Sponsor](#)
- [401\(k\) Financial Advisor](#)

**HSA/FSA/HRA/VEBA/401(h)/COBRA**

support@nyhart.com  
(800) 284-8412

**PENSION**

support@nyhart.com  
(800) 428-7106

**401(k)**

support@nyhart.com  
(888) 715-401k(5)

**CALIFORNIA CLIENTS**

support@nyhart.com  
(844) 297-6783

2. Enter your Username and Password and select Login. Your default Username and Password are as follows:

Username:	SSN (no spaces or dashes)
Password:	5 digit Zip Code

3. If you have forgotten your Username or Password, select "Forgot username?" or "Forgot password?" on the <https://my.nyhart.com> site and follow the prompts to reset your Username or Password.

[Forgot username?](#)

[Forgot password?](#)

4. If you have already logged in and wish to change your Email, Username, or Password you may do so by selecting the appropriate option and following the prompts.

## My Account Information

### Change Email

Update the email address associated with this account

### Change Username

Update the username associated with this account

### Change Password

Update the password associated with this account

5. Select the plan beneath My Plans to launch into the Home page of the portal.

## My Plans

HSA/FSA/HRA/VEBA/401(h)/COBRA

## My Account Information

### Change Email

Update the email address associated with this account

### Change Username

Update the username associated with this account

### Change Password

Update the password associated with this account

## How to view current account balances, detailed account information, and statements

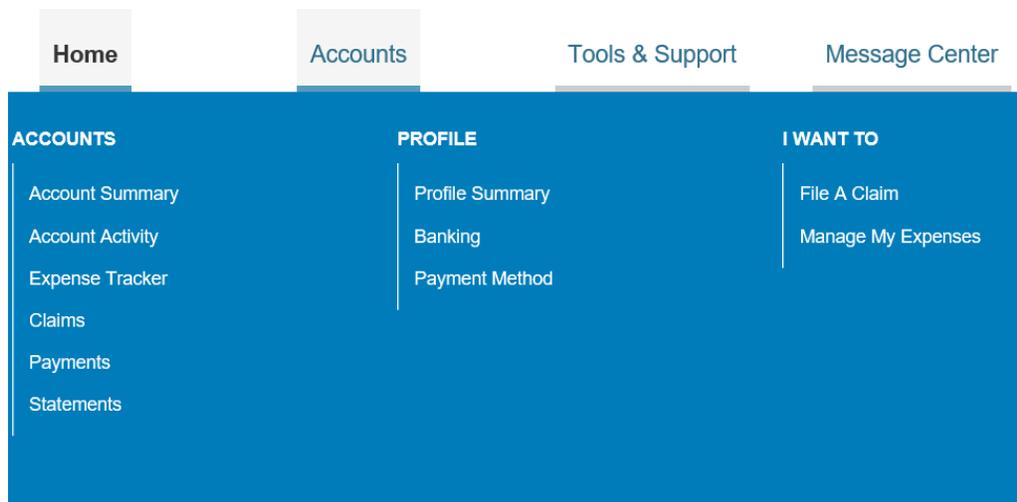
1. Your account and available balance display on the Home page of the portal.

Accounts	
PY 2019 JAN-DEC	
Flexible Spending Account 	AVAILABLE \$2,700.00
Dependent Care FSA 	\$5,000.00

2. Alternately, beneath the Accounts tab towards the top of the portal, select Account Summary to see a quick view of eligible amount and available balance along with submitted, paid, pending, and denied claims.

ACCOUNT	ELIGIBLE AMOUNT	SUBMITTED CLAIMS	PAID	PENDING	DENIED	AVAILABLE BALANCE
+ Flexible Spending Account	\$2,700.00	\$0.00	\$0.00	\$0.00	\$0.00	\$2,700.00
+ Dependent Care FSA	\$5,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$5,000.00

3. Beneath the Accounts tab, select claims, payments, or statements to review any of these items in further detail.



## How to file a claim and upload a receipt

1. On the Home page of the portal, select the “File A Claim” button to begin the claim filing process.  

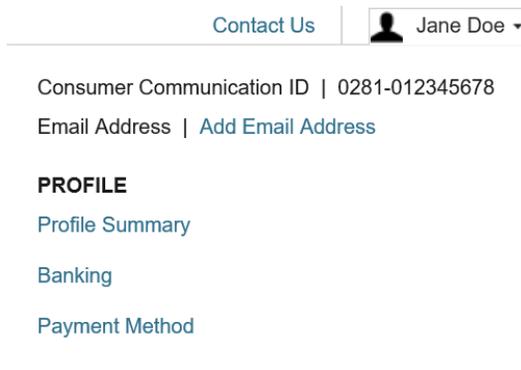
2. Select the account you wish to receive reimbursement from and to whom you are making the reimbursement.
3. Next, you will be required to upload valid documentation substantiating your request for reimbursement.
4. Then, you will be required to provide the claim details. This will include information such as the date of service, amount, and provider.
5. Lastly, you will review and submit the claim for reimbursement.

## How to view forms

1. If you are unable to use your Nyhart debit card or file a claim online, you can send in a paper claim.
2. Selecting Tools & Support towards the top of the portal will take you to helpful forms and resources including the Claim Reimbursement Form.

## How to update your personal profile and bank account information

1. At the very top of the portal, next to your name, there is a drop down menu that allows you to add or update personal information such as your email address, physical address, phone number, or bank account.



2. Alternately, there will be a Task on the Home page if you have not set up a bank account for direct deposit reimbursement. Selecting this Task will walk you through the process of setting up your bank account.

### Tasks **1**

To get your money faster, set up a bank account for direct deposit