

# How to Access Your Account

You can check your plan balance, the status of a claim or change your username and password any time through the Chard Snyder website. To get started, go to [www.chard-snyder.com](http://www.chard-snyder.com) and follow these instructions:

Click on the My Account Login button, then select 'FSA, HRA, TRP & HSA Advantage'.

You are now on the login page. Use the 'Login to your account' section on the left. If you have previously accessed the web portal, please use the username and password that you set up at that time.

New Users will also log in with the 'Existing User?' section by using the following formula:

**Username** – 9 digit social security number or Employee ID

**Password** – Last 4 digits of your social security number or Employee ID

You will then be prompted to change your password and set up security questions.

**Login**

**Existing User?**  
Login to your account

Username  [Forgot Username?](#)

Password  [Forgot Password?](#)

**New User?**  
[Create your new username and password](#)

**Setting up a New Account?**

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Please use the section to the left and the Username and Password described in the instructions above

**Important Note:** If you have previously accessed the web portal, please use the username and password that you set up at that time. If you don't remember your username or password, use the 'Forgot Username?' or 'Forgot Password' links or contact our Customer Service Department for assistance.



You will then be prompted to set up several security questions so that we can verify your identity later when you are completing sensitive actions such as resetting a forgotten password.

### Security Questions (Step 1 of 2)

Please enter an answer to any 5 security questions to complete your user setup. To keep your information secure, you will be asked to answer 3 of these questions to complete sensitive actions within the portal such as resetting a forgotten password.

Select a question...	*	<input type="text"/>
Select a question...	*	<input type="text"/>
Select a question...	*	<input type="text"/>
Select a question...	*	<input type="text"/>
Select a question...	*	<input type="text"/>

\*Required

[Next](#)

Next, you will change your Username and Password.

### Change Username and Password (Step 2 of 2)

Please change your login information.

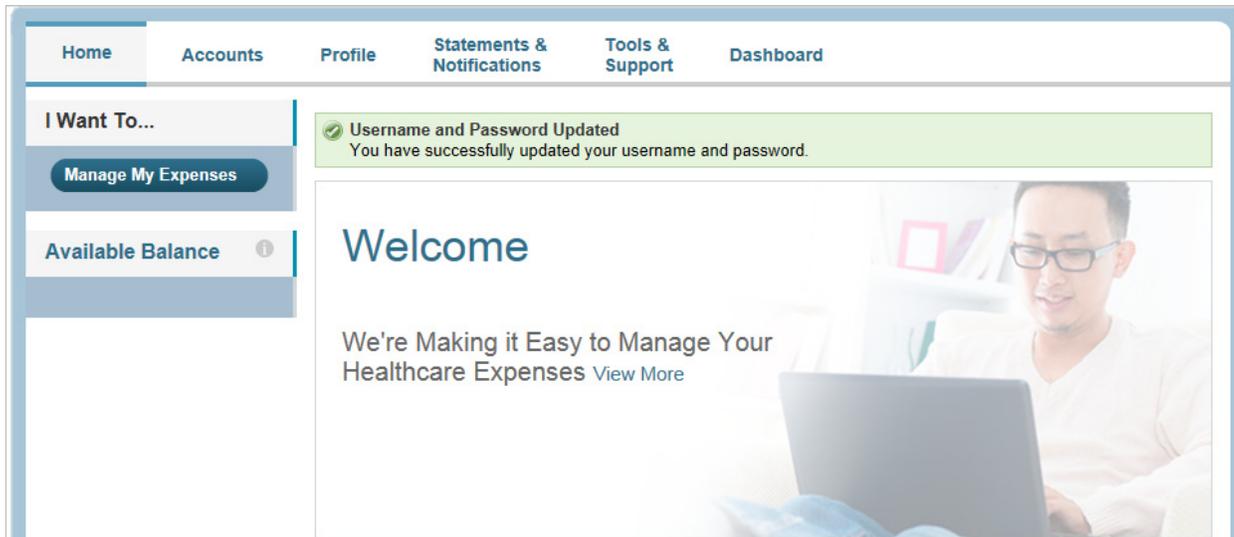
Username*	<input type="text"/>
Your username may contain alphanumeric characters and any of the following special characters: period (.), at sign (@), underscore (_), and dash (-).	
New Password*	<input type="text"/>
The password must: · Have a minimum of 6 characters · Not be one of your last 3 passwords · Contain upper and lowercase letters · Contain at least one number	
Confirm Password*	<input type="text"/>

\*Required

[Submit](#)



Once you have successfully entered the system, you will be on your Home Page. Click on any of the menu options at the top of the screen to see detailed information regarding your account.



If you have any questions about logging into your account, please contact our customer service department at 513.459.9997 or 800.982.7715.



800.982.7715 www.chard-snyder.com

