



IMPORTANT UPDATES: Passcode Feature and PIN information

Dear Member,

We wanted to let you know about a few updates that have been implemented to keep your FSA benefits account more secure. We know that it is critical that you have the information you need to view and access your benefits account, which you can do through our **mobile app** and **online portal** (instructions below).

Our registration process now includes a one-time passcode (OTP) to help verify your identity when you log in for the first time. OTPs are unique, randomly generated alphanumeric codes and are among the most widely used fraud risk protection measures across virtually all industries and a common feature of modern applications.

When you attempt to register on the **mobile app** or **online portal** for the first time, an OTP will be sent to you via email and/or cell phone. You will then input this code in the system to complete the registration process. Periodically after the initial registration, you will be required to input an OTP to ensure the continued integrity of your account.

Your Debit Card PIN will no longer be mailed to you upon your enrollment; you will need to follow the instructions detailed on the next page in order to obtain your PIN. Please know, you are able to use your FSA Debit Card as credit card as well. For your security, Diversified Group Administrators are not able to access your PIN number for you.

Instructions for Online Access to your Health Flexible Spending and Dependent Care Accounts

Copy the Link below into your browser or right click on the link:

<https://dgmyflex.wealthcareportal.com/Page/Home>

Click on Register

If this is your first time accessing your account via the Wealthcare Admin Participant Portal:

- **Click on Register in the right-hand corner of the screen**
- **Step 1:** Follow the Instructions on the Registration Screen (First Name, Last Name, Zip Code). You will need to enter your benefit card number if your employer issues debit cards with your account.
- **Step 2:** You will then be prompted to receive and enter a one-time passcode (OTP)
- **Step 3:** You will need to enter a User Name, email and password.

Password validation

A valid password must contain between 8 and 16 characters.

A password must contain 3 of the following types of characters:

- AN UPPER-CASE LETTER
- lower case letter

- Special Character (% , @ , etc.)
- A number

A password cannot contain:

- The same character repeating 3 or more times
- The word "password"
- The username
- Spaces

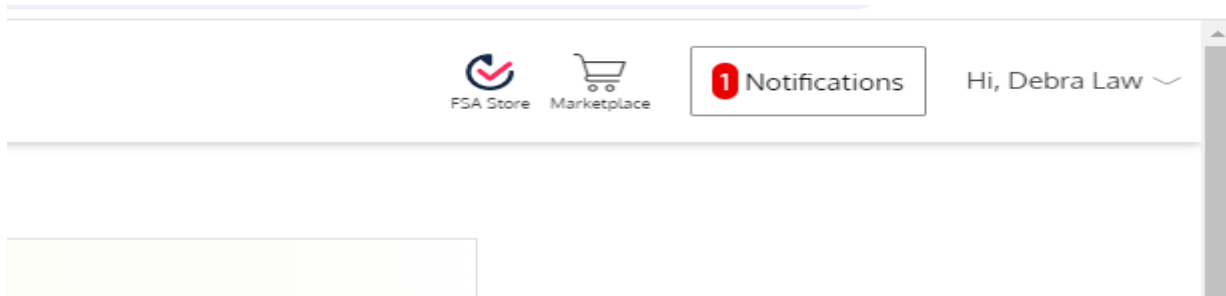
- **Step 4:** You will need to answer 4 security questions. These will not be utilized in the future; our vendor is in the security question to passcode transition phase and these questions cannot be removed until the transition is completed.
- **Step 5 & 6:** Are just data entry verification steps.
- You will then receive a message indicating that you have successfully completed the registration process and your plan information will appear.

Once you have completed the online access registration process you can then use your **same username and password** to access your account information via our free mobile app which will look like the Icon below on the Apple App Store or the Google Play Store: enter **Diversified Group My Flex**, the below icon will appear. You will then click install and follow the prompts.

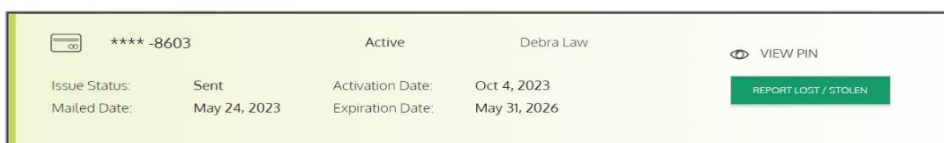


PIN information will no longer be mailed to your home. You are able to obtain your PIN by following the instructions listed below:

- 1) Click the drop down to the right of your name, next to the notifications box, as shown below:



- 2) Select Debit Cards ...



- 3) And then click on the eye icon next to pin and it will appear.
- 4) If you are unable to log on and/or obtain your PIN following the above/attached instructions, please call or email Jamie Fazio jfazio@diversifiedgb.com. Thank you!