

IGOE MOBILE APP USER GUIDE

REGISTER FOR IGOE MOBILE



Registering for an account provides access to real-time balances and activity on the go with the Igoe Mobile App. This guide will walk you through the Igoe Mobile registration process now incorporating a **One-Time Passcode (OTP)** for enhanced security. Follow these steps for a smooth and secure registration on Igoe Mobile. The app is an easy and powerful way to maximize your tax savings, view balances, search for services, file claims, and more. Follow these steps to ensure a smooth and secure registration experience.

Step 01

Helpful Tip

If you have already registered for an account on the Igoe Participant Portal, use those credentials to open the App. If needed, you can retrieve a forgotten user ID from the sign-in screen and reset a forgotten password from the password entry screen.

Download Igoe Mobile App

Step 1. Search for Igoe Mobile on the Apple App or Google Play store.

After downloading Igoe Mobile, click the **Sign Up** button

After tapping the **Sign Up** button on the home screen, you will be guided through the registration steps.



Step 02

Helpful Tip

If you have already received your Benefits Card, you may opt to mark the checkbox to reveal the Benefits Card input field. Providing your card number can be useful if you have a common name. The card number serves as a unique identifier.

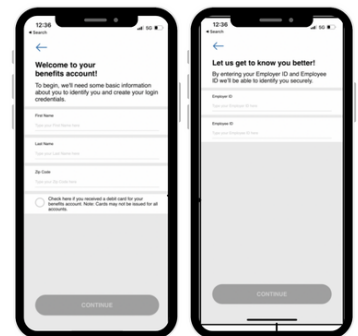
Help us locate your Enrollment

Step 2. To begin, enter your information

Enter **First name, Last Name, and Zip Code** as they appear on your enrollment through your employer.

If your details don't lead to a unique match, you'll be prompted to search by your **Employer's Name**.

Click **Continue** to proceed



Step 03

Helpful Tip

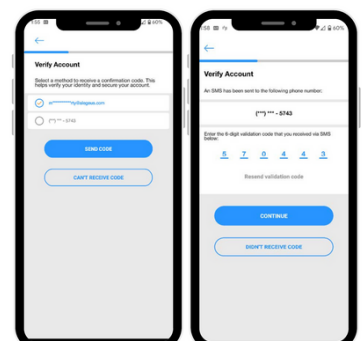
Note: The code you receive is for one-time use and should be entered within 10 minutes of receipt. If you encounter any issues or delays, click on **"Request New Code"**. A maximum of four verification codes can be requested.

Registration Verification Code

Step 3. Select a method to receive your registration verification code

Retrieve the **Code** from your **Email or Mobile Phone**

Enter the **Verification Code** into designated field.



Step 04

Helpful Tip

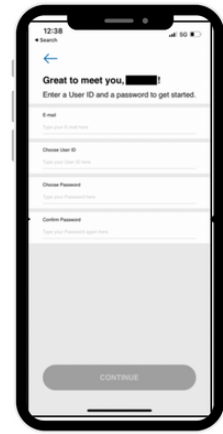
Password must be 8-16 characters long, and must include at least one uppercase letter, one lowercase letter, one number, and one special character.

Create Your Login

Step 4. Create username and password

Create **username**, establish the email address for your account, and a secure password.

Click **Continue** to proceed.



Step 05

Helpful Tip

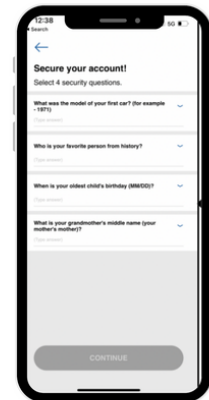
Your password and Security Q&A's remain confidential, exclusively for your use. Our agents never have access to this data, ensuring the security of your personal information.

Set-Up Security Questions

Step 5. Security Questions & Answers

For security and identification purposes, Choose four security questions from the available options and populate your confidential answers.

Once complete, click **Continue**.



Step 06

Helpful Tip

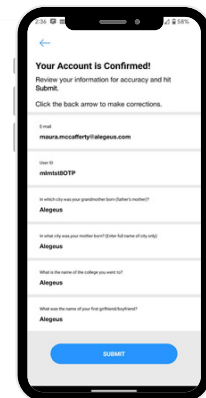
After verifying your Security Q&A's are accurate, make a personal note for your records as you may be asked to provide this information later.

Review and Finalize

Step 6. Review your account details to finalize your registration

Review your information for accuracy. Click the back arrow to make corrections

Click **Submit** to complete the registration process.



You are now registered!

Your account is now active, and you can start enjoying the benefits of easy access to your account information within the Igoe Mobile app and the web-based Participant Portal!

Additional Tips for Your Best Experience

- Sign up for Direct Deposit reimbursement
- Review and manage communications and alerts
- View accounts to track spending timelines and submission due dates
- Order a Benefits Card for a spouse or dependent over age 18