Participant Portal Guide

ORDER ADDITIONAL BENEFITS CARDS

As a participant in an Igoe powered benefit, you have the option to add eligible individuals to your account to track expenses and issue them a Benefits Card (MasterCard) to use for payment. These individuals should be family members such as a spouse or qualified tax dependent over 18 years of age. Follow the steps below to add a family member to your account and order their payment card.

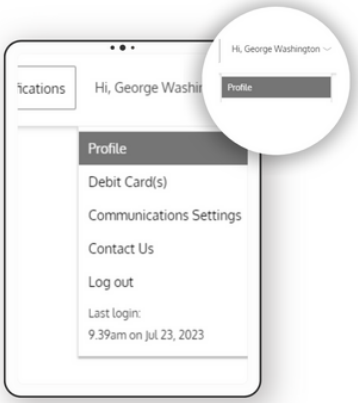
Step 01

Login

Step 1. Login to your account and select "Profile" from the upper right menu

Once you have logged in to your account at www.goigoe.com, you will be directed to your **Dashboard**. In the upper right corner of the screen, you will see your name.

Click on your name to access the drop-down options menu and select **"Profile"** from the list of options.



Step 02

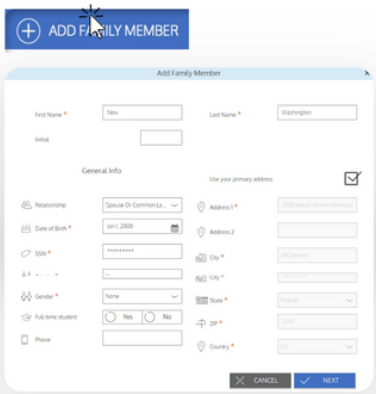
Add Family Member

Step 2. Add your family member

From your **User Profile**, select the "**+ Add Family Member**" button in the **Family Members** section toward the bottom of the page.

Complete the screen with the individual's details including the first and last name as they are to appear on the Benefits Card (MasterCard).

Select **"Next"** to continue.



Helpful Tip

Family members added to your account do not require a Benefits Card be issued. Add as many family members as you like to track their expenses. and only issue payment cards to those that are over age 18.

Step 03

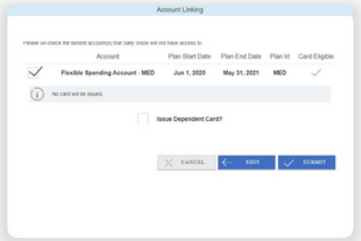
Connect

Step 3. Connect your family member to account(s) and order their payment card

After entering your dependent's information, connect them to accounts where they should have access by **checking the box** next to the account type.

If this family member should also have a Benefits Card for payment of eligible expenses from your account, check the **"Issue Dependent Card"** box.

Select **"Submit"** to finalize.



Helpful Tip

An email will be sent to you when the card is mailed. Cards typically arrive within 10 business days of the request and are sent in a plain white envelope with Igoe as the return sender.

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
- Reissue a Benefits Card if one has been misplaced