

HOW TO RESET YOUR PASSWORD



Having the ability to keep track of your benefits and account balances in real time is an essential aspect of your Igoe powered benefit program. If you have forgotten your password, please follow the three steps below to reset your account.

1 STEP 1

From your computer, go to www.goigoe.com, click the "Sign In" button.

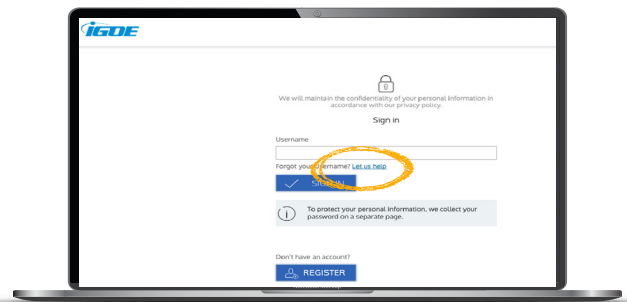


2 STEP 2

Enter your user name and click on the "Sign In" button, then click on the "Let Us Help?" link.

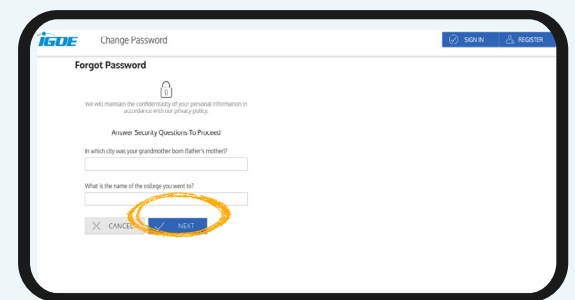


If you do not remember your user name, click on the "Cancel" button to get back to the previous screen. From the user name screen, click on the "Let Us Help?" link, enter your email and click the "Continue" button.



3 STEP 3

After clicking on the "Let Us Help?" link you will be prompted to enter 2 of the 4 security questions you established before you can reset your password.



User Tips

- Use the same credentials to access your account online and via the Igoe Mobile App
- Download the Igoe app by searching "Igoe Mobile" on Google Play or in the Apple App Store
- Save a copy of your security questions in a safe location as you may need to reference them later