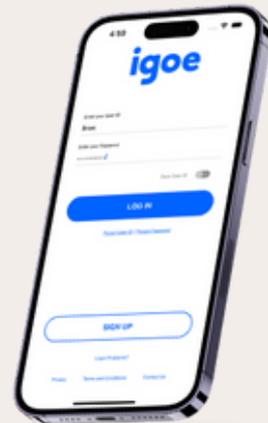


# Register for Igoe Mobile

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.

## 1 Download the Igoe Mobile App

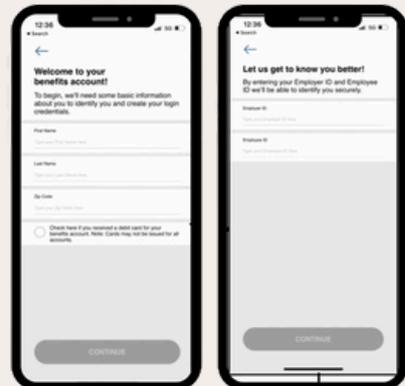
Search for "Igoe Mobile" on the Apple App Store or Google Play Market. Download and install the app on your device.



**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.

## 2 Enter Your Information

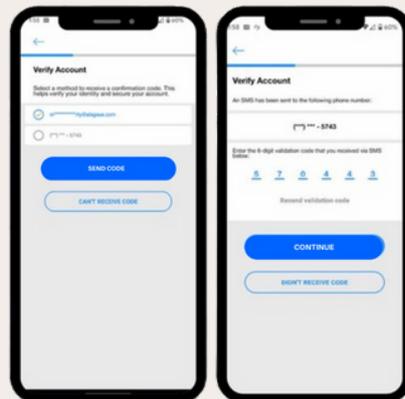
Open the App and enter your personal information to begin the registration process. If you have a Benefits Card, we recommend using its number for identification, especially if your name is common.



**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.

## 3 Select a Verification Method

Choose a method to receive your registration verification code. Options may include SMS or email.



**Helpful Tip**  
 Note: The code you receive is for one-time use and should be entered within 10 minutes of receipt. If you encounter delays, click on "Request New Code". A maximum of four verification codes can be requested. If requesting the code via a work email, please report code delays to your HR team so we can research any firewall security issues that may be preventing code delivery.

## 4 Create Username and Password

Set up your login credentials by creating a unique username and a secure password. Passwords must be 8 characters long, contain a combination of an uppercase/lowercase letter, a number, and a symbol.

### Helpful Tip

The email you provide in this step ensures you receive important communications regarding your spending account(s). Please provide an email address that you check regularly.

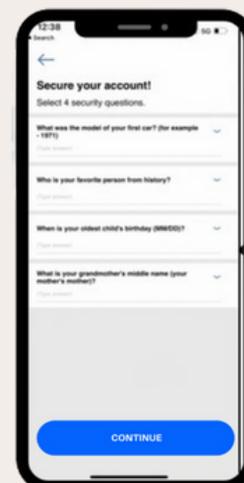


## 5 Set Up Security Questions

Select security questions and provide answers that only you would know. This adds an extra layer of security to your account.

### Helpful Tip

Your password and security Q&A remain confidential. Please keep a copy of your answers in a secure location. Our agents never have access to this data, ensuring the security of your personal information.

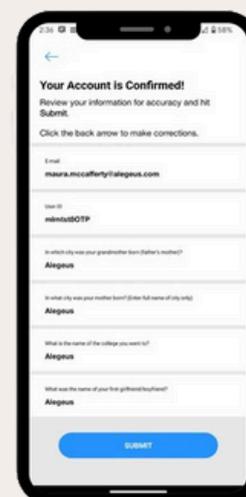


## 6 Confirm and Finalize Registration

Verify all your details and finalize your registration to activate your account.

### Helpful Tip

After verifying your Security Questions & Answers are accurate, make a personal note for your records in case you need this information to restore account access.



 **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!



### Tips for Your Best Experience

- Enroll in the Direct Deposit reimbursement option
- Monitor and manage your communications and alerts
- Access your accounts to keep track of spending timelines
- Order a Benefits Card for a spouse or dependent