

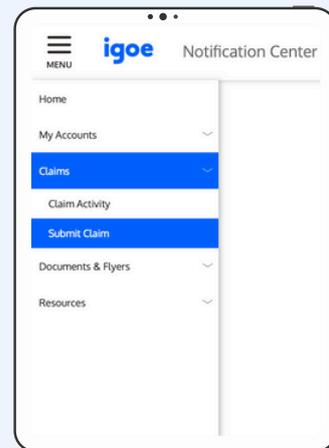
Add New Expense

This guide provides step-by-step instructions for participants to add a new expense in the Igoe Participant Portal. Use this guide if you paid for an item or service out-of-pocket and want to request reimbursement from your Igoe spending account.

Step 1. Access the Participant Portal

Login to the Igoe Participant Portal using your username and password. Navigate to the "Add Expense" section from the main dashboard.

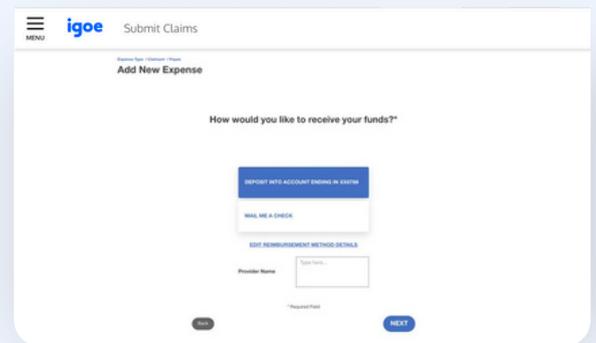
Helpful Tip
 Make sure your internet connection is stable to avoid any login issues. If you have trouble logging in, use the "Forgot Password" feature to reset your credentials.



Step 2. Click "Add Expense"

Select the "Add Expense" button from the "Expenses" tab. This will open the form for you to enter details about your new expense.

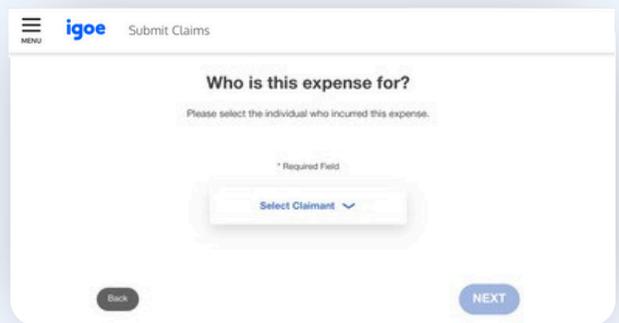
Helpful Tip
 Scan or photograph the receipt in a well-lit area to ensure the image is clear. Keep the file size under the maximum limit to avoid upload issues. Maximum file size is 28 MB for the Igoe Participant Portal.



Step 3. Enter the Expense Details

Enter the details of the expense, including the date of service, amount paid, and a brief description of the item or service. Make sure to select the correct account for reimbursement.

Helpful Tip
 Double-check the entered details for accuracy, as errors will delay the reimbursement process.

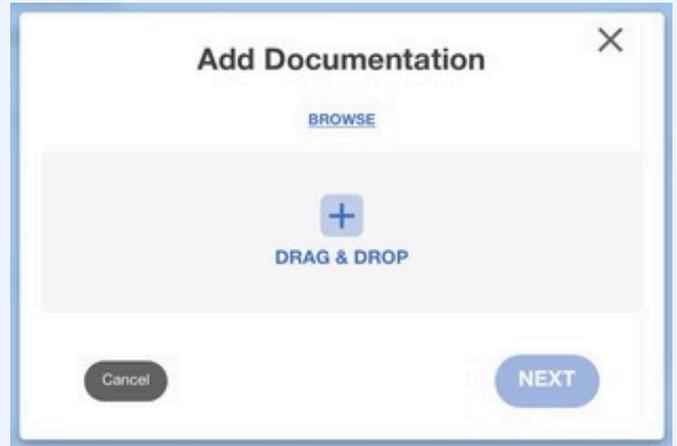


Step 4: Upload Your Receipt

Click "Upload" to attach your digital receipt. Make sure the file is in a supported format (PDF or JPEG) and is within the file size limit. Maximum file size is 28 MB for the Igoe Participant Portal.

Helpful Tip

If you experience issues uploading, try resizing the image or converting it to a PDF. A clear, well-lit image can prevent processing delays.



Step 5: Review and Submit Expense

After entering all required details, carefully review the information for accuracy. Click "Submit" to complete the expense entry. You will receive a confirmation message once your submission is successful.

Helpful Tip

If you register your mobile number on your personal account, you will also receive a text confirmation.

 **Your expense has been successfully submitted!**

You can monitor the status of your claim through the Igoe Participant Portal or the Igoe Mobile App. For quicker reimbursement, ensure you are signed up for direct deposit.