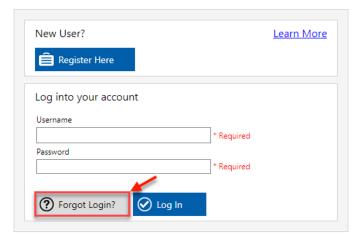


In a situation where a user is unable to remember their username, please complete the following steps to allow them to recover their username then reset their password and/or security question:

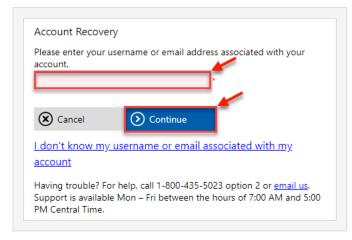
Access MyBenefitsChannel via https://www.mybenefitschannel.com/





• Click the "Forgot Login?" button





- If you **know** your username or email address associated with the account:
 - o Enter it into the field above
 - o Click the "Continue" button

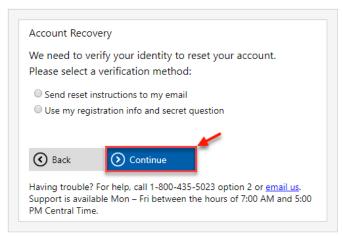
OR

- If you do **not know** your username or email address associated with the account:
 - o Click the link for "I don't know my username or email associate with my password"

Username or email address KNOWN:







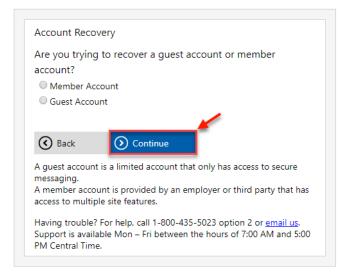
- Select:
 - o Send reset instructions sent to my email (associated with the account)

OR

- Use my registration info and secret question
- Click the "Continue" button

Username or email address UNKNOWN:





- Select whether this is a Member or Guest account (most employees will have a Member Account)
- Click the "Continue" button



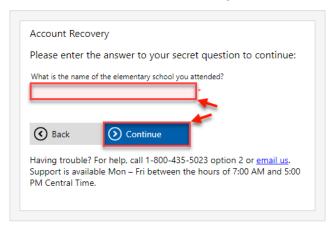
Remaining steps identical for username KNOWN and UNKNOWN:





- Enter "Last Name"
- Enter "Date of Birth" (MM/DD/YYYY format)
- Enter the "Last 4 Digits of your SSN or Unique ID"
- Click the "Continue" button

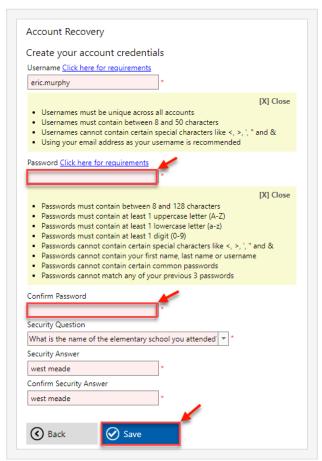




- Enter the answer to your security question (questions will vary depending upon initial registration settings)
- Click the "Continue" button







- Optional: Change or update "Username" (link for username requirement information link available above field)
- Enter new desired "Password" (link for Password requirement information link available above field)
- Confirm new "Password"
- Optional: Change "Security Question"
- Optional: Change or update "Security Answer"
- Confirm "Security Answer"
- Click the "Save" button

Having trouble?

For help:

Call 1-800-435-5023, option 2

OR

Email us at support@mybenefitschannel.com

Support is available Mon – Fri between the hours of 8:30 AM and 5:00 PM Central Time.