

# HOW TO USE IGOE MOBILE



Igoe Mobile is now available on the Android and Apple markets. The app is free and provides you with real time balance information, mobile claim submission and more! To get started, make sure you have the following information handy:

- Your Employee ID (SSN or Employee Number)
- Employer ID as listed on the email blast

If you do not have your Employee or Employer ID...contact us at 800-633-8818 option 1 or via email at [flex@goigoe.com](mailto:flex@goigoe.com)

Now, download the free app and select the “Register” option as shown below.



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## Registration Tips:

For security purposes, Igoe Mobile will close during the registration process if you run other applications, such as texting. This prevents other applications from gaining access to secure registration information. Registration should take no more than 5 – 10 minutes.

When establishing your Igoe Mobile User Name, you are able to use upper and lower case letters, numbers, and symbols. Empty spaces will not be recognized, so we ask that you refrain from including spaces in your User Name.

When setting up the password, you will be required to use between 8-16 characters, containing at least 3 distinct characters (Upper case letter, symbol, and number). These requirements ensure that you have established a strong and secure password.

Once you have established your desired profile identifiers (User Name and strong password), you will be asked to complete your profile by entering your first name, last name, email address, Employee ID, and Employer ID.

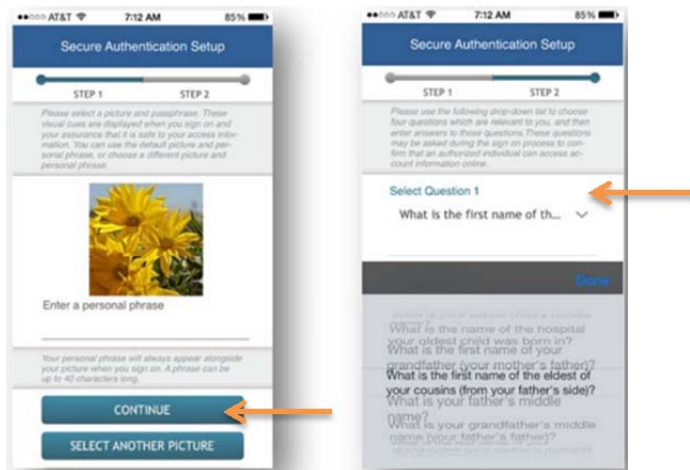
**IMPORTANT:** The **REGISTRATION ID = EMPLOYER ID.**

The image displays two sequential screenshots of the Igoe Mobile registration interface. The left screenshot shows the 'Register' screen with the following fields: User Name, Password (with a note: 'A valid password must contain between 8 and 16 characters. A password must contain 2 of the following 4 types of characters: An Upper Case Letter, Lower Case Letter, Special Character (% , ! @, etc.), A number'), Confirm Password, First Name, Last Name, Email Address, Employee ID, and Registration ID. The right screenshot shows the same screen with the 'Registration ID' dropdown menu open, displaying 'Employer ID'. An orange arrow points from the 'I agree with Terms of Use' checkbox to the 'REGISTER' button.

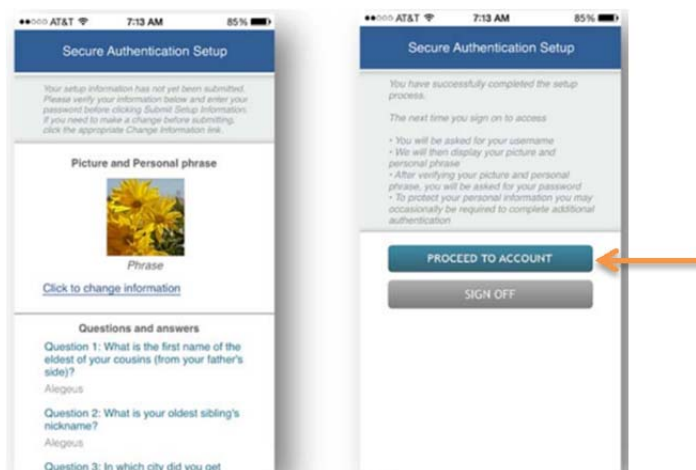
Make sure to agree to the “Terms of Use” and select “Register” to proceed to the final few steps of the registration process.

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As security is of paramount importance, you will be asked a series of questions that will be used to both establish your Igoe Mobile identity. Make sure you select questions and answers you will easily remember as you will be asked to answer two of these security questions at random each time you open the app. You will not be able to memorize your log in on your phone so that your privacy remains optimally protected.



Once you have selected your four security questions, your registration is complete! You can now proceed directly to your account to start using Igoe Mobile.



To learn more about the Apps key features, feel free to review the account feature tips outlined in the next portion of this guide.

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## Igoe Mobile Features

Upon successful Registration, you can now begin using the app to do the following things:

1. View your real time account balance
2. View your Pending Claims
3. Submit New Claims
4. View Communication Alerts
5. Access Contact Us Information

This guide will walk you through each of the above.

### Account Information

When you log in to your mobile app, your home page is your Accounts screen. This screen will display your current real time election balances. To view previous or future election balances, you will need to change your Filter.

Tap on an Account to  
view Account  
Transaction Details



Tap on "Filter" to  
view prior or future  
balance details

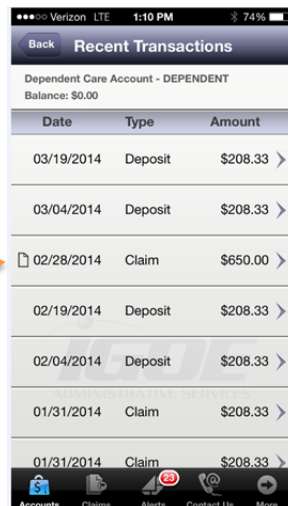
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## Transaction Details

This portion of the app displays all transactions that have occurred on your account: deposits, claim activity, benefit card transactions (if applicable), account corrections, etc.

Click on the “Page” icon to see a copy of your submitted receipt.\*

\*Receipt images are not stored on your phone but are retrievable using this feature.



Date	Type	Amount
03/19/2014	Deposit	\$208.33 >
03/04/2014	Deposit	\$208.33 >
02/28/2014	Claim	\$650.00 >
02/19/2014	Deposit	\$208.33 >
02/04/2014	Deposit	\$208.33 >
01/31/2014	Claim	\$208.33 >
01/31/2014	Claim	\$208.33 >

## Claim Options

By selecting the “Claims” icon on the bottom of your screen, you will be able to view pending claims and/or submit new claims.

### Viewing Pending Claims

If you have pending claims, they will automatically display on your screen when you tap on the “Claims” icon on the lower portion of the screen.



Date	Type	Amount
04/01/2014	Claim	\$897.50 >

You can tap on the claim itself to view your claim details. Once you open the claim, if you notice it still needs a receipt to complete the claim submission, click on the “Add Receipt” option. This option will allow you to take a picture of your receipt or upload a photo from your photo gallery. Once you have selected your photo, tap the “Preview” icon at the top of the screen and then tap on the “Submit” icon.

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## *Submitting a New Claim*

This feature is by far our favorite! By hitting the “Add” icon on the top of the screen, you can submit your claim securely and effortlessly to Igoe. All you need is your receipt, your camera, or a saved photo.

Tap on “Add” to enter a new claim

The screenshot shows the 'Claims' screen with a table of existing claims. The 'Add' button is in the top right corner. An orange arrow points to it from the text 'Tap on “Add” to enter a new claim'.

Date	Type	Amount
04/01/2014	Claim	\$897.50

Below the table is a large 'Add Receipt' button with a plus icon. An orange arrow points to it from the text 'Tap “Add Receipt” to attach your receipt substantiation'.

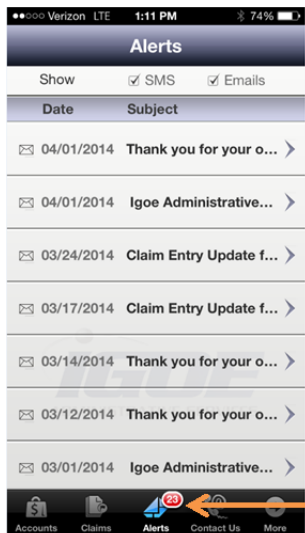
Tap “Add Receipt” to attach your receipt substantiation

This screenshot shows the 'Add claim' screen with a photo selection overlay. The overlay has three options: 'Take photo', 'Choose from gallery', and 'Cancel'. The 'Add Receipt' button is visible below the overlay.

Either take a photo of your receipt or choose a photo from your gallery. Once you have selected your photo, tap the “Preview” icon at the top of the screen and then tap on the “Submit” icon.

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## Communication Alerts



Through your online account, you have the ability to customize what communications you would like to receive from Igoe. By default, you are assigned to all communications as the communications are designed to keep you informed regarding your account activity. Copies of the communications are sent to you electronically and are also posted to the “Alerts” portion of your app, accessible by tapping on the “Alerts” Icon.

## Contact Us Information



Want to talk to a live person? Tap on the “Contact Us” icon and either call or email us.

We hope you enjoy the convenience of Igoe Mobile! Don't forget that your Participant Services team is always here to help you make using your account as easy as possible. Please contact us anytime you have a question. We are happy to help!