

REGISTER FOR THE PORTAL

Registering for an account provides access to real-time balances and activity of your Igoe powered benefits. This guide will walk you through the Igoe Participant Portal registration process now incorporating a **One-Time Passcode (OTP)** for enhanced security. You will be required to use OTP verification in various situations for added security. This includes when you first register for your benefits account, if you have multiple failed login attempts or use the 'forgot password' feature, when changing your password, and at certain other points for additional account protection. Follow these steps for a smooth and secure registration on the Igoe Participant Portal.

Step 01

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. The card number serves as a unique identifier.

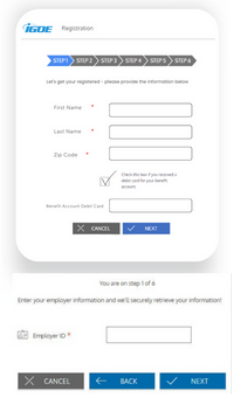
Help us locate your Enrollment

Step 1. Visit www.goigoe.com and Select Sign In button from the home page followed by Register.

Enter **First name**, **Last Name**, and **Zip Code** as they appear on your enrollment through your employer.

If your details don't lead to a unique match, you'll be prompted to search by your **Employer's Name**.

Select **Next** to continue.



Step 02

Helpful Tip

Note: The code you receive is for one-time use and should be entered within 10 minutes of receipt. If you encounter any issues or delays, click on "**Request New Code**". A maximum of four verification codes can be requested.

Registration verification Code

Step 2. Select a method to receive your registration verification code

Retrieve the **Code** from your Email or Mobile Phone. Enter the **Verification Code** into designated field.

Select the **Next** to continue.



Step 03

Helpful Tip

Please proceed to the next page for the final 3 steps of registration. Follow these steps carefully to complete the process and gain access to all benefits associated with your account.

Create Your Login

Step 4. Create username and password

Create **username**, establish the email address for your account, and a secure password.

Click **Continue** to proceed.



Step 04

Helpful Tip

Your password and Security Q&A's remain confidential, exclusively for your use. Our agents never have access to this data, ensuring the security of your personal information.

Set-Up Security Questions

Step 4. Security Questions & Answers

For security and identification purposes, you will be asked to answer several personal questions that can be used to validate identity at future logins.

Choose four security questions from the available options and populate your confidential answers.

Once complete, click **Next** to continue.

Step 05

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.

Review & Confirm Email

Step 5. Review & Confirm Email

Review and confirm that your email address has been correctly entered.

Select **Next** to continue.

Step 06

Helpful Tip

After verifying your Security Q&A's are accurate, make a personal note for your records as you may be asked to provide this information later.

Finalize your Registration

Step 6. Finalize Your Registration

Verify your Security Questions & Answers along with your Personal Information.

Select **Submit** to finalize your registration.



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!

Additional Tips for Your Best Experience

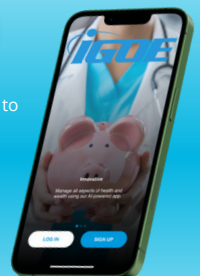
- Sign up for Direct Deposit reimbursement
- Review and manage communications and alerts
- View accounts to track spending timelines and submission due dates
- Order a Benefits Card for a spouse or dependent over age 18

800-633-8818 option 1

www.goigoe.com

Download Our App

Download Igoe Mobile to access all features



Web-Based Guide
Participant Portal