



SET UP YOUR ONLINE ACCOUNT

Go to our Online Account Setup page <http://hrcts.com/setup> for instructions on retrieving your username, creating an account password, and entering new user security questions to complete your online account profile.



Note: Your online account will be available to you **within 30 days** of your plan effective date.

If you already have an account you can login directly from <https://employee.hrcts.com>

TROUBLE ACCESSING YOUR ACCOUNT?

1. Your password must be a minimum of six characters, and is case sensitive.
2. When resetting your password, the answers to your security questions are case sensitive.
3. Password History: Your password must not be one of your last 12 passwords used.
4. Account Inactivity: After 180 days of inactivity, you must follow the password reset process in order to access your account again.

HRCTS MOBILE APP:

Download the **HRC Total Solutions App** and check your balance and final filing date, submit claims, and upload receipts on any Android or iOS device.

View all claims requiring receipts, and submit new receipts by taking a picture with your mobile device.

SMS TEXT ALERTS

SMS text message alerts are available for all mobile devices on AT&T, Sprint, Verizon, US Cellular and T-Mobile networks! You can opt in/out via the [Consumer Portal](#) and configure which alerts you prefer to receive by selecting "Update Notification Settings" under the Statements & Notifications tab. Some alert options include:

✓ Claim Confirmation	✓ Receipts Needed for Debit Card Transaction
✓ Claim Denial	✓ Receipt Reminder
✓ HSA Account Summary	✓ Expense Notification



AUTOMATIC PHONE SYSTEM

- You can access your available balance, final filing date, final service date, eligible amount, and your most recent transactions all from a toll-free automated phone service!
- This service is available 24/7 to all participants enrolled in an FSA, DCA, HRA, or HSA plan. Just select option 6 when calling HRCTS, or you can reach this service directly by calling (877) 415-8093.
- You will need to have a phone number on file in your online account, along with your zip code, in order to use this service.