



# PacificSource Administrators online account access for participants

## Manage your accounts from the convenience of your home or office

At PacificSource Administrators, Inc. (PSA), we're committed to providing you with flexible, personalized service. One way we do that is through the PSA website. By logging in, you can access information about your accounts 24 hours a day. Whether you have a flexible spending account (FSA) or health reimbursement arrangement (HRA), you can find everything you need at [PacificSource.com/PSA](https://PacificSource.com/PSA).

### Visit [PacificSource.com/PSA](https://PacificSource.com/PSA) to:

- **Learn more** about your benefits debit card.
- **Download forms and materials** including claim forms, direct deposit forms, and more.
- **Review eligible expenses.**
- **Find answers** to frequently asked questions.

### Secure FSA/HRA consumer website overview

The website is organized as follows:

#### Home page

- Overview
- View balances, recent transactions, and more
- File a claim or manage your expenses

#### Accounts menu

- Account Summary
- Account Activity
- Dashboard
- Claims
- Payments
- Statements
- Profile Summary
- Banking/Cards
- Payment Method
- Login Information

#### Tools & Support menu

- Documents and forms
- How-to

#### Message Center link

- Click to see messages about recent activity

#### Email

[PSACustomerService@PacificSource.com](mailto:PSACustomerService@PacificSource.com)

#### Phone

##### Toll-free

800-422-7038  
TTY 711

##### En Español

866-281-1464

[PacificSource.com/PSA](https://PacificSource.com/PSA)



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## How to log in:

- 1. To begin, simply visit our website,** [PacificSource.com/PSA](https://PacificSource.com/PSA), and click the "FSA/HRA Benefits" button.
  - 2. Click the FSA/HRA login at the top of the page.** All participants are automatically assigned a username and password by PSA.
  - 3. Enter your username** and click the "Login" button.
    - If you have previously participated and changed your username or password, please log in using your existing information.
- If this is your first time logging in, please refer to your Welcome Letter (sent in the mail when you first enrolled) for initial login instructions. If you need assistance logging in, call Customer Service at 800-422-7038.
  - Follow the on-screen instructions.
  - Once you are logged in, you will be prompted to enter or confirm your information and create security questions.



## Tips

- Access the consumer web portal directly at [PSA.Consumer.PacificSource.com](https://PSA.Consumer.PacificSource.com)
- Access additional information, forms, and materials at [PacificSource.com/PSA](https://PacificSource.com/PSA)



## Questions and answers

### How can I be sure my personal information is secure?

Our FSA/HRA consumer website is secure. All information you send to us via this site will be encrypted.

### Can I change my password?

Yes, you can change your password at any time. To do so, select "Login Information" from the Accounts menu. Click on "Change Username" and follow the on-screen instructions.

### Can I change my address through the site?

Yes, just select "Profile Summary" from the Accounts menu. Click on "Update Profile" and make your changes. Once you save your change, it will be routed to Customer Service for updating. You can monitor the submitted change on your home page. Keep in mind that you will still need to notify your employer of the change.

### Does the site provide information about my Transportation Benefit?

Yes, if you have a Transportation account with PacificSource Administrators, the site allows you to view your transportation claims, payments, and balances.

### How do I submit a claim?

To request reimbursement online, click "File A Claim" on the Home page and follow the on-screen instructions.

### I get an error message when I click my browser back button.

#### How do I fix this?

If you get an error message, try refreshing your screen. Use the site menu to navigate instead of your browser back button.

### Who should I contact if I have technical problems?

If you have any difficulties with logging in or the site, call Customer Service. We'll look into it and follow up with you right away.