

Instructions to Create an Account Online

Log into the WealthCare Portal at www.mywealthcareonline.com/stirlingbenefits
(Save to your 'Favorites' for future visits)

1. Enter User Name, and then click "continue." Enter Password and click "Sign In."
OR
2. If this is the first time accessing this information, select "click here" under New User.

To Create an Account to enter the following information:

- User Name (to be chosen by you - must contain at least six alphanumeric characters)
- First Name
- Last Name
- Email address
- Password (to be chosen by you – 8-16 characters) **See Below for complexity rules
- Employee ID – **SSN without spaces or dashes**
- Registration ID – Click on **Debit Card Number** and enter employee's debit card number without spaces or dashes
 - **If you do not have a debit card, contact our office for the Employer ID**
- Accept Terms of Service ✓
- Select Picture and Passphrase
- Select Security Questions and Answers
- Register Computer, confirm information, sign off

**Password Complexity rules

- Your password cannot contain your username, a space, or repeating character i.e., aaa 111
- Your password **MUST** contain at least **three (3)** of the following:
 - An upper case character (**A**)
 - A lower case character (**a**)
 - A special character (**!, @, %, *, !, +, =, #**)
 - A number (**9**)
 - No spaces are allowed
 - Examples:
 - GoodExample1 (upper, lower and number)
 - Good*xample2 (upper, lower, special, number)
 - BadExample (only upper and lower)
 - *adexample (only special and lower)

The following information can be viewed online:

- PIN for debit cards – Go to Debit Card tab, click on View PIN link
- Account balance information
- Transaction history and claims status - approved, pending, denied
- Report a card lost/stolen and re-issue a new card
- Provide us with your email address and we can send you account information to help you monitor your benefit status
- Frequently Asked Questions
- Customized forms and Summary Plan Description
- Resources, videos and FSA/HSA calculators

Direct Deposit (if offered by your employer)

- Click on My Account, and then Reimbursement Settings to enter your bank account information

Participant Claim Entry:

- Click on My Account, then Reimbursement Request to enter your claims and upload your receipts

If you have any questions or need assistance, please contact Stirling Benefits, Inc. at 800-447-6689 and press option 8 to be directed to the Consumer Health Plan Unit.