



## Benefitfocus Mobile App

## User Guide

## Table of Contents

Mobile App Overview .....	3
Mobile App Access .....	4
Activating the Mobile App .....	4
Navigating the Mobile App .....	8
Completing Required Training Items .....	9
Benefit Elections .....	12
Enrolling in Your Benefits .....	12
Part I – Enroll in Dental .....	12
Part II – Enroll in Medical .....	20
Reviewing Benefit Information .....	29
Profile Options .....	32
Reviewing Personal Details .....	32
Changing Your Password .....	34
Updating Your Email Address .....	36
Updating Your Phone Number .....	38
Adding Emergency Contact Information .....	40
Updating Emergency Contact Information .....	43
Removing Emergency Contacts .....	45
Dependents .....	47
Reviewing and Editing Dependent Information .....	47
Adding Dependents .....	49
Removing Dependents .....	51
Documents .....	52
Reviewing Documents .....	52
Adding New Documents .....	54
Deleting Documents .....	56
Video Library .....	57

# Mobile App Overview

---

Designed for iOS and Android mobile devices, the BENEFITFOCUS® Mobile App gives you instant access to plan details, including coverage levels, effective dates and co---pays as well as covered dependents and corresponding documentation. The educational BENEFITFOCUS® Video Library is also optimized for use on the app.

Using the App, you can:

- Enroll in your benefits for OE, Life Events and initial enrollment
- Review benefit details
- Update profile information (if permitted by your employer), including:
  - Email addresses and phone numbers
  - Passwords
  - Emergency contacts
- Review dependents
- Add and edit dependent information (if permitted by your employer)
- Enter and save important Insurance ID Card information (Member ID number, Group ID number)
- Upload an image of your Insurance ID Card to access in Mobile App Documents
- Upload and submit images of benefit eligibility documents required by your employer for dependent verification or for certain life events (such as a birth or marriage certificates) to access in Mobile App Documents
- Watch healthcare videos

Using an authentication code, you can download the App for free from Google Play and the iTunes Store. It's easy for you to get all your benefits information by simply logging on with your existing Benefitfocus username and password.

# Mobile App Access

## Activating the Mobile App

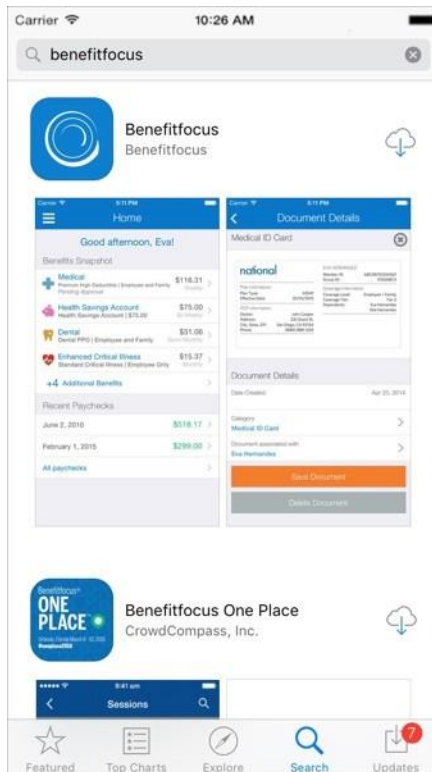
Before you download the Mobile App, you can log in to the BENEFITFOCUS® Communication Portal and access your company ID code; your Benefits Administrator may also provide you with this information. Then you can download the app from the applicable App Store.

1. Log in to the Communication Portal and notice the company ID code that you see in the widget. This code corresponds to your employer and ensures that all you are seeing your personal benefit information. **You will need this ID when you activate the Mobile App in Step 7 below.**



2. Log out of the Communication Portal.
3. Search for the Benefitfocus Mobile App on the Google Play or Apple App Store on your mobile device.

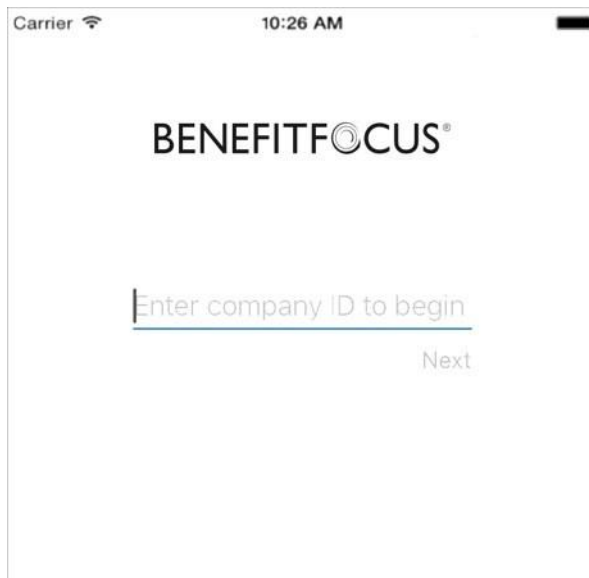
- Download the App; this example shows the App Store.



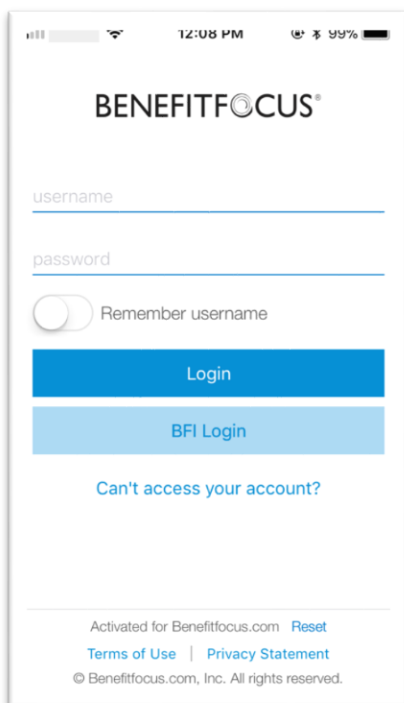
- Open the App and read the terms of service.
- Tap *Accept Terms of Use* when you have determined that you agree to the terms of service.



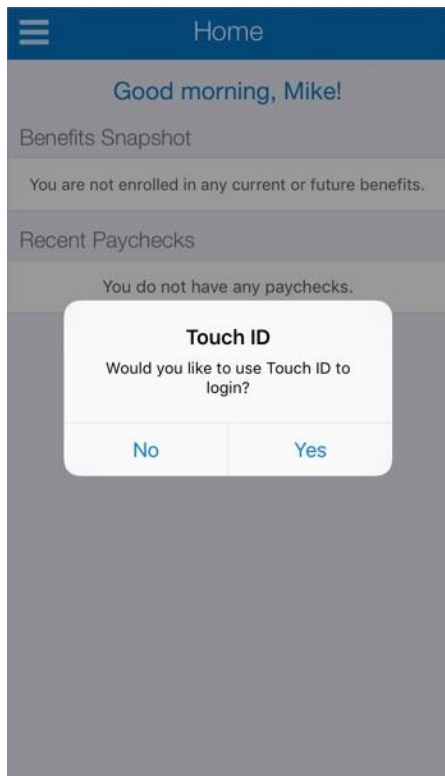
7. Enter the *Company ID*.
8. Tap *Next*.



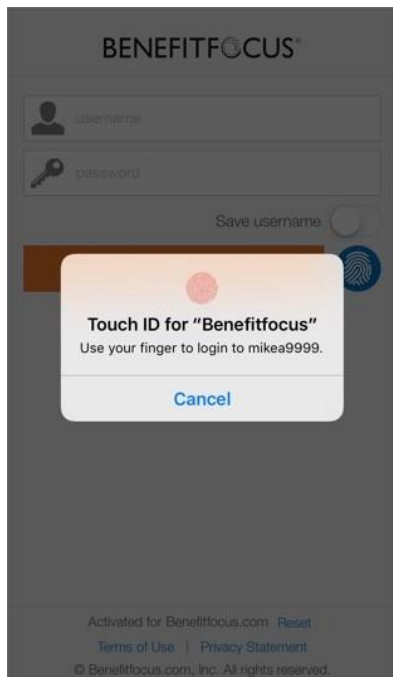
9. Enter your Benefitfocus *Username* and *Password* and tap *Login* to access the App. **Note:** if your organization allows you to use the Touch ID feature, where you can use your fingerprint to access the Mobile App, then you can establish the Touch ID setting where you log in with your Username and Password for the first time; continue with **Step 10**.



10. Tap Yes to use your fingerprint the next time you log into the Mobile App. Where you log out, continue with **Step 11**.



11. Place your finger on the appropriate place on your phone for fingerprint recognition. The Mobile App will recognize your fingerprint and log you into the App.



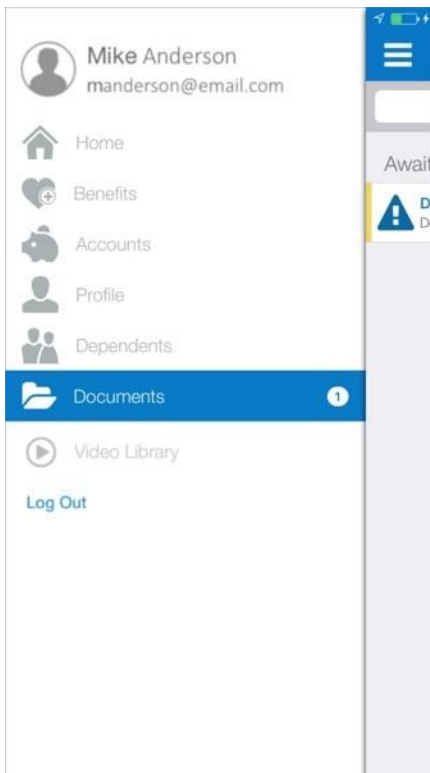
## Navigating the Mobile App

The Mobile App is simple to use and easy to navigate.

1. Log into the Mobile App.
2. Tap the menu icon to access the slide-out navigation menu.



3. Tap any of the items in the list to see more information.



4. Tap the back button in the top, left corner of the screen to return to a previous menu.



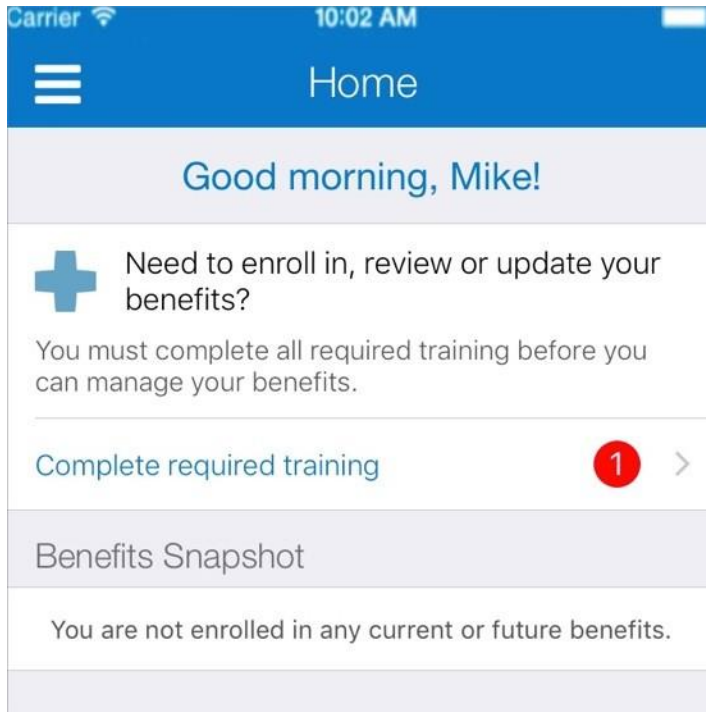
5. Tap *Log Out* from the slide-out navigation menu when you are finished using the App.



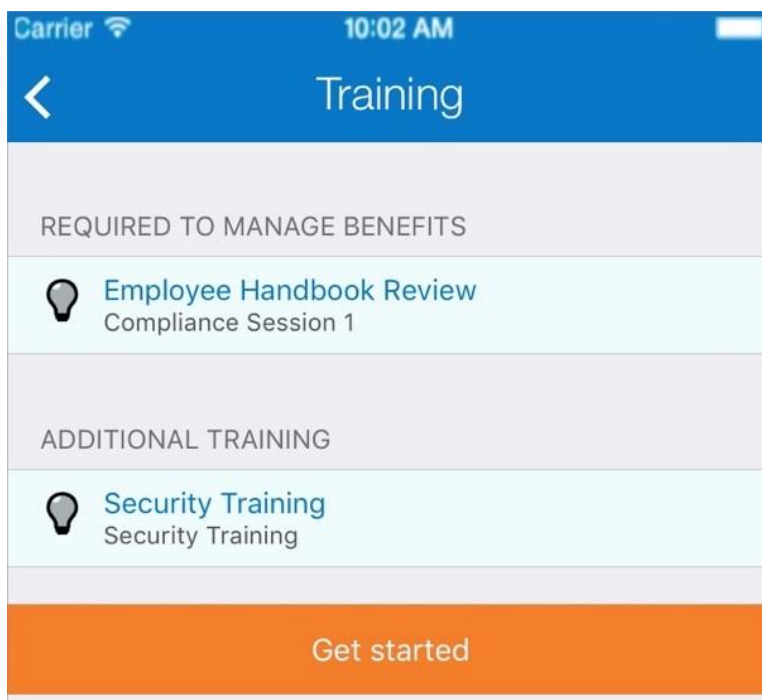
## Completing Required Training Items

Training items may include video or documents that you must review before you begin enrolling in your benefits. When you log into the Mobile App, you will see the training items link on the Home page.

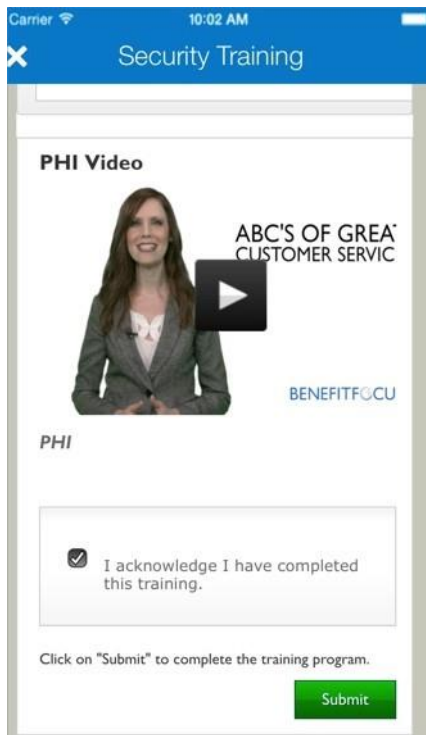
1. Log into the Mobile App.
2. Tap *Complete required training*.



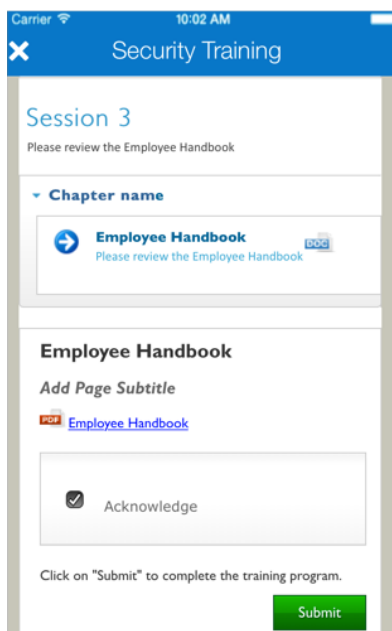
3. Tap the training you want to begin.



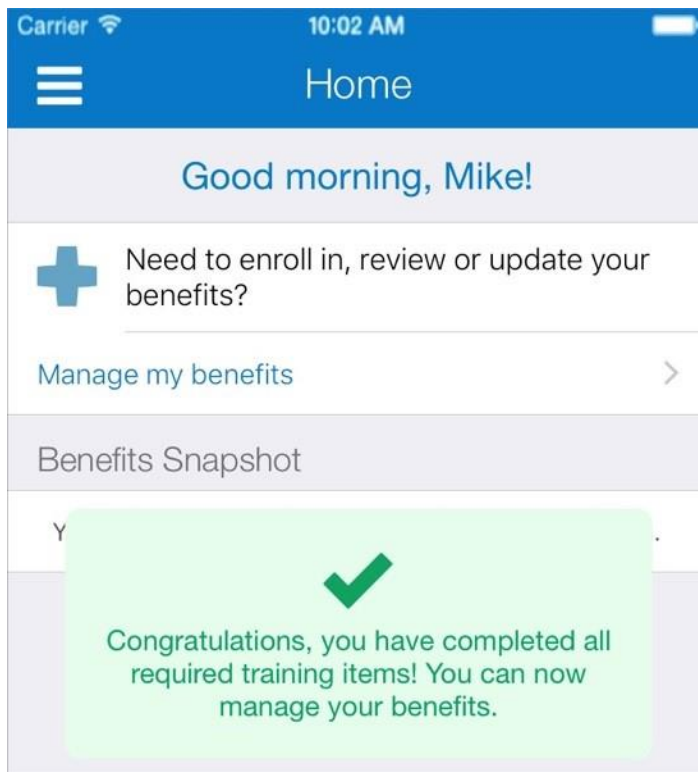
4. Review the training. In this example, there is a video associated with the training program.
5. Tap the acknowledgement box once you have completed the training.
6. Tap *Submit*. The training program will be removed from the list of items you must complete.



7. Continue with the next training. In this example, there is a document associated with the training program.
8. Tap the acknowledgement box once you have completed the training.
9. Tap *Submit*. The training program will be removed from the list of items you must complete.



Once you have completed all training, you will see the *Congratulations* message. You can then begin enrolling in your benefits.



# Benefit Elections

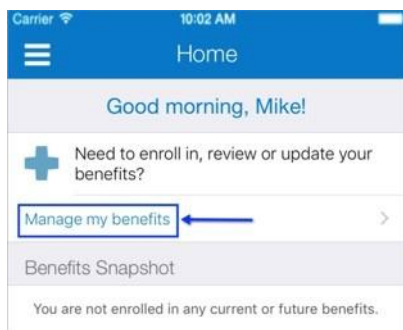
---

## *Enrolling in Your Benefits*

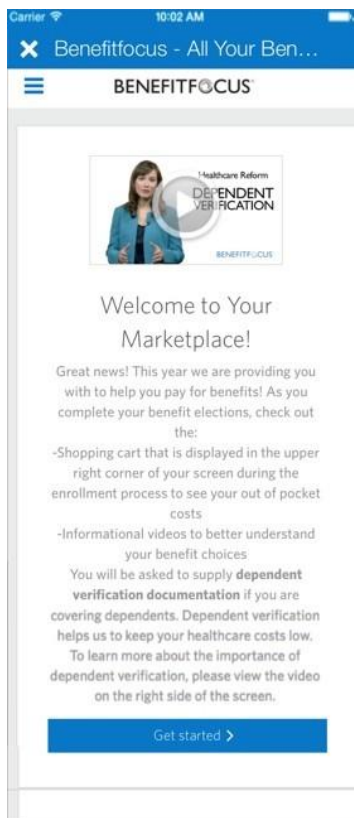
The following are sample steps for completing typical Dental and Medical benefit elections as a new hire with the option to enroll in the same benefits for Open Enrollment. *Note that your actual scenarios and the order in which benefits are presented to you will vary, depending on information required by your employer and insurance carrier.*

### Part I – Enroll in Dental

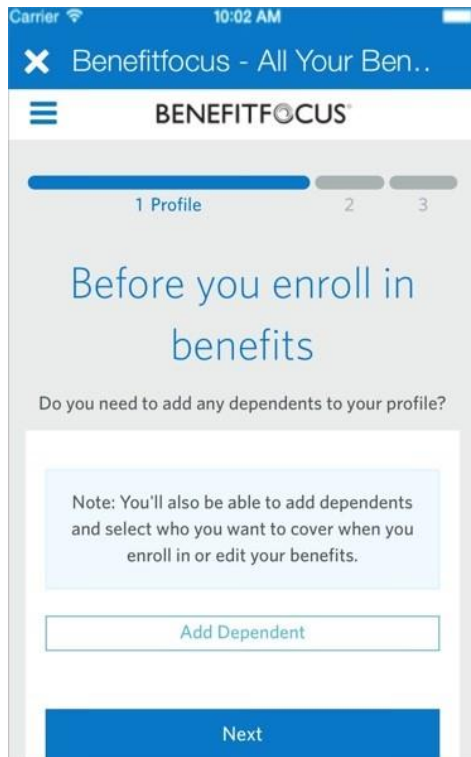
1. Log into the Mobile App and tap *Manage my benefits*.



2. Read the welcome information and tap *Get Started*.



3. Choose one of the following options:
  - a. Tap *Add Dependent* if you need to add dependents to include in your benefit elections; continue with **Step 4**.
  - b. Tap *Next* to continue enrolling in benefits without adding dependents. Go to **Step 5**.



4. Enter dependent demographic information. Required fields are indicated with an asterisk (\*).
  - a. Tap *Save* once you have entered all dependent information.

The screenshot shows the 'Add Dependent' form in the Benefitfocus mobile app. The form is titled 'Add Dependent' and includes the following fields and options:

- First Name \***: Text input field.
- Middle Name**: Text input field.
- Last Name \***: Text input field.
- Suffix**: Dropdown menu with the option '---Please Select---'.
- Preferred Name**: Text input field.
- Date of Birth \***: Date picker with a calendar icon.
- Gender \***: Radio buttons for 'Male' and 'Female'.
- SSN \***: Text input field. Below the field is a note: 'SSN is required for dependents 6 months and older. If your dependent is less than 6 months old, you may leave this field blank. However, you will be required to provide this information when the dependent reaches 6 months old.'
- Relationship \***: Dropdown menu with the option '---Please Select---'.
- Email**: Text input field.
- Home Phone**: Text input field.
- Cell Phone**: Text input field.
- Alternate Phone**: Text input field.
- Address**: Section header with a radio button for 'Use Employee Address'.
- Buttons**: 'Save' (green), 'Save & Add Another' (blue), and 'Cancel' (grey).

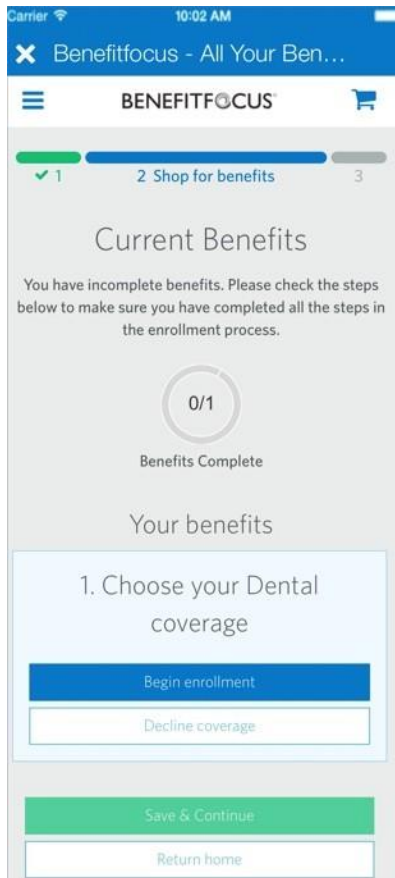
- b. Review the information on the screen and tap *Next* to begin enrolling in your benefits.

The screenshot shows the Benefitfocus app interface. At the top, there's a blue header with a close button (X) and the text "Benefitfocus - All Your Ben..". Below the header is a white bar with the Benefitfocus logo. The main content area has a light gray background and displays the name "Jane Anderson" in bold. Below the name, the following information is listed: "Relationship: Spouse", "Date of Birth: 01/01/1965", and "Gender: Female". At the bottom of the screen, there are four buttons: "Actions" (with a dropdown arrow), "Add Dependent", "Next" (highlighted in blue), and "Previous".

5. (If applicable) Answer any pre-enrollment questions. This may include questions about Medicare, tobacco usage, healthcare-related questions to estimate the best-match plan for you. Pre-enrollment questions will help determine your benefit eligibility as well as which plans are best suited for you and your family.

The screenshot shows the Benefitfocus app interface. At the top, there's a blue header with a close button (X) and the text "Benefitfocus - All Your Ben..". Below the header is a white bar with the Benefitfocus logo. Below the logo is a progress bar with three steps: "1 Profile", "2", and "3". The current step is "1 Profile". The main content area has a light gray background and displays the title "My Tobacco Survey". Below the title is a white box containing the question "Do you or any members of your family use tobacco products?". Below the question, the name "Mike Anderson" is displayed. There are two radio button options: "Yes" and "No". At the bottom of the screen, there are two buttons: "Save & Continue" (highlighted in blue) and "Cancel".

6. Tap *Begin enrollment* to start enrolling in benefits.



Carrier 10:02 AM

Benefitfocus - All Your Ben...

BENEFITFOCUS

✓ 1 2 Shop for benefits 3

### Current Benefits

You have incomplete benefits. Please check the steps below to make sure you have completed all the steps in the enrollment process.

0/1

Benefits Complete

### Your benefits

#### 1. Choose your Dental coverage

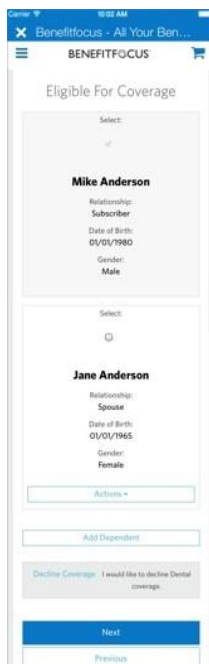
Begin enrollment

Decline coverage

Save & Continue

Return home

7. Determine who will be covered on the plan and select *Next*.



Carrier 10:02 AM

Benefitfocus - All Your Ben...

BENEFITFOCUS

### Eligible For Coverage

Select:

Mike Anderson

Relationship: Subscriber

Date of Birth: 01/01/1980

Gender: Male

Select:

Jane Anderson

Relationship: Spouse

Date of Birth: 01/01/1965

Gender: Female

Actions

Add Dependent

Decline Coverage I would like to decline Dental coverage.

Next

Previous



8. Select the *Select Plan* button once you have decided on a benefit plan that best suits your needs.

Carrier 10:02 AM

Benefitfocus - All Your Ben...

BENEFITFOCUS

1 2 Shop for benefits 3

Choose your Dental plan.

Please choose your coverage level and select your plan.

Profile

2016 Dental PPO

\$17.50

Semi-Monthly Cost

Select plan

Decline Coverage

I would like to decline Dental coverage.

Previous

Cancel

9. (If applicable) Determine if you want to enroll in the same benefits for Open Enrollment and tap *Next*.

Carrier 10:02 AM

Benefitfocus - All Your Ben...

BENEFITFOCUS

1 2 Shop for benefits 3

Dental

\*Please Note

You are eligible for the same benefits in the upcoming benefit year. Would you like the same update to Employee and Spouse coverage for the 2017 Dental PPO plan in the upcoming benefit year?

☐ Yes

☐ No

Next

Previous

Cancel

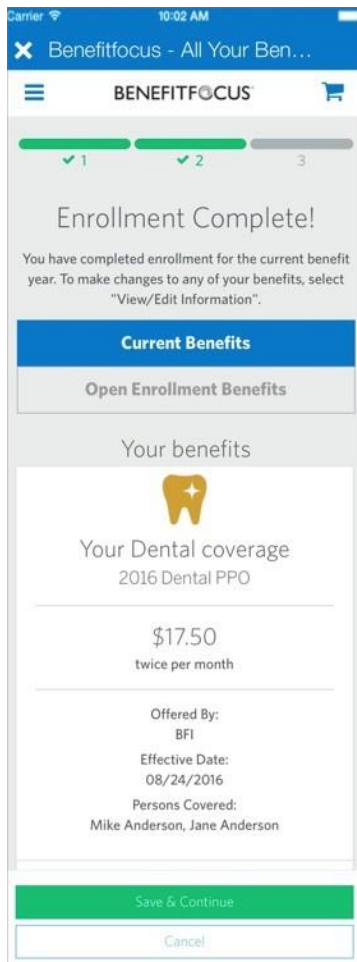
10. Review your benefit election information and tap *Save* once you have completed all elections.

The screenshot shows the Benefitfocus app interface. At the top, there's a status bar with 'Carrier' and '10:02 AM'. Below it is a blue header with a close button (X) and the text 'Benefitfocus - All Your Ben...'. The main header area has a hamburger menu icon, the 'BENEFITFOCUS' logo, and a shopping cart icon. A progress bar below the header shows three steps: '1' (completed, green), '2 Shop for benefits' (active, blue), and '3' (disabled, grey). The main content area is titled '2016 Dental Summary'. Below the title, it says: 'Your 2016 Dental benefit summary is shown below. To make changes, click Edit. Please note that your benefits have not been saved. You must click Save to complete the section.' The summary card features a yellow tooth icon with a star, the word 'Dental', '2016 Dental PPO', 'Offered By: BFI', 'Effective Date: 08/24/2016', and 'Persons Covered: Mike Anderson, Jane Anderson'. There is an 'Edit coverage' button. Below the summary card is a 'Cost Summary' section with the text 'This is a summary of your current benefit elections.' and 'Benefit Elections (1 items)' with a dropdown arrow. It lists 'Semi-Monthly Dental' for '\$17.50'. Under 'You Pay', it shows 'Semi-Monthly Total' for '\$17.50'. At the bottom of the screen are two buttons: a green 'Save' button and a white 'Cancel' button.

11. (If applicable) Read the information regarding benefits for the upcoming year and tap *Next*.

The screenshot shows the Benefitfocus app interface. At the top, there's a status bar with 'Carrier' and '10:02 AM'. Below it is a blue header with a close button (X) and the text 'Benefitfocus - All Your Ben...'. The main header area has a hamburger menu icon, the 'BENEFITFOCUS' logo, and a shopping cart icon. A progress bar below the header shows three steps: '1' (completed, green), '2 Shop for benefits' (active, blue), and '3' (disabled, grey). The main content area is titled 'Please Note'. Below the title, it says: 'Dental elections have been successfully applied to the upcoming benefit year.' At the bottom of the screen is a blue 'Next' button.

12. Tap *Save and Continue*. Continue with *Part II – Enroll in Medical* below.



## Part II – Enroll in Medical

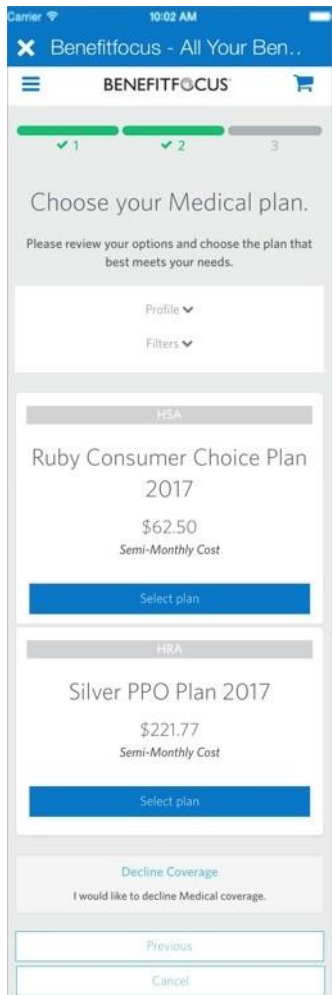
1. Tap *Begin enrollment* to see your medical plan options.

The screenshot shows the Benefitfocus mobile app interface. At the top, the status bar indicates 'Carrier' and '10:02 AM'. The app header is blue with a white 'X' icon, the text 'Benefitfocus - All Your Ben..', and the 'BENEFITFOCUS' logo. Below the header is a progress bar with three steps: step 1 is complete (green checkmark), step 2 is active (green checkmark), and step 3 is pending (grey). The main heading is 'Open Enrollment Benefits'. Below this is a paragraph: 'Whether you want to change your benefits or keep them the same as last year, it's still important that you carefully complete each step in the enrollment process to make sure all of your benefits are covered for the upcoming plan year.' A circular progress indicator shows '1/2' and 'Benefits Complete'. Below this is a section titled 'Current Benefits' with a blue button labeled 'Open Enrollment Benefits'. Underneath is a section titled 'Your benefits' with a light blue box containing the text '1. Choose your Medical coverage' and 'Message for Open Enrollment while Incomplete'. At the bottom of this box are two buttons: 'Begin enrollment' (blue) and 'Decline coverage' (light blue).

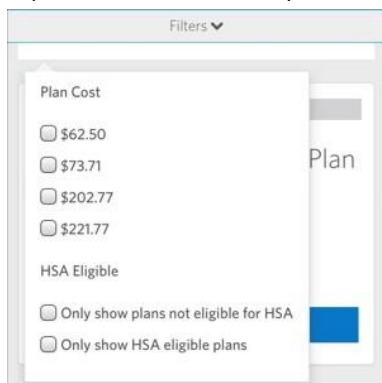
2. Determine who will be covered on the plan and tap *Next*.

The screenshot shows the 'Eligible For Coverage' screen in the Benefitfocus mobile app. The header is the same as the previous screen. Below the header is a section titled 'Eligible For Coverage'. It contains two entries, each with a 'Select' button and a checkbox. The first entry is for 'Mike Anderson', with details: Relationship: Subscriber, Date of Birth: 01/01/1980, Gender: Male. The second entry is for 'Jane Anderson', with details: Relationship: Spouse, Date of Birth: 01/01/1965, Gender: Female. Below these entries is an 'Actions' button. At the bottom of the screen are three buttons: 'Add Dependent' (light blue), 'Decline Coverage' (light blue), and 'Next' (blue). A 'Previous' button is also visible at the very bottom.

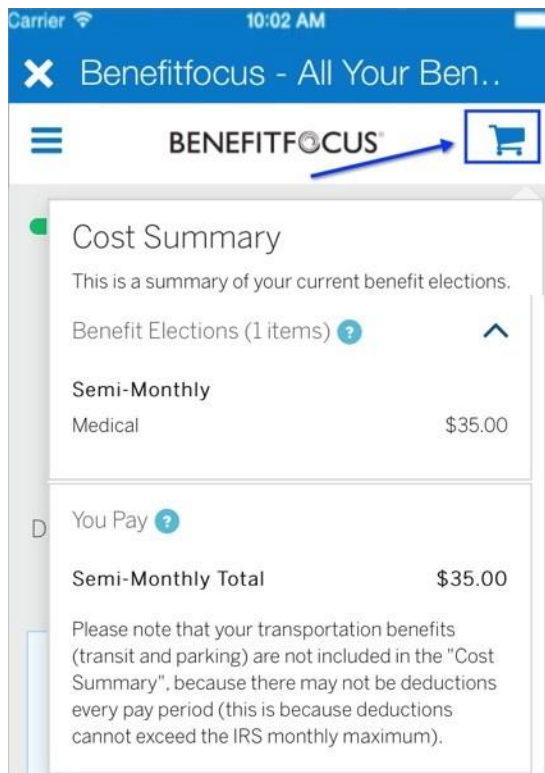
3. Review your medical benefit plan options.



4. (If available – optional) Tap *Filters* and select criteria to narrow the display of plans.
5. Tap *Select Plan* to enroll in your benefit plan.

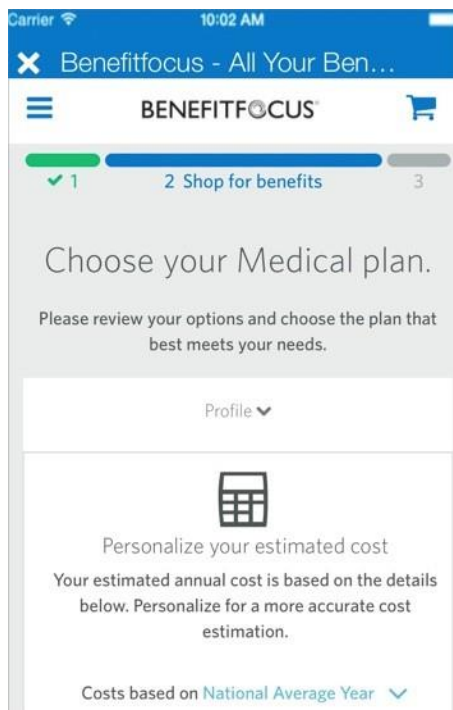


6. Tap the cart icon to see detailed cost information for any of the plans you have selected.



7. (If available) Tap *National Average* to review the estimated healthcare costs; continue with **Step 7.a.** below; otherwise, continue with **Step 8.**

*Note:* In addition to the *National Average* data, you may also see your company's *Group Average Claims Data* and your personal *Individual Claims Data*, depending on settings established for your company.



- a. Review the cost information and tap *Done* when finished.



- b. (Optional) Tap *Customize Usage* tab to customize your estimated healthcare costs based on your experience.
- c. Drag the sliders to show the related costs.



- d. (If available) Tap the *Add Contribution* to estimate your tax savings for any plan that has a tax-savings account (such as an HSA or FSA) associated with it.



- e. Enter applicable income and contribution information. You will see the *Total Savings* update as you enter amounts.
- f. (Optional) Tap *Contribute Maximum* to see the maximum amount you can contribute.

**HSA**

**Annual Contribution**

\$

[Contribute Maximum](#)

**Total savings:** **\$0.00** ?

**Contribution Limits**

	Maximum	55+ Additional
Single	\$3,350.00	\$1,000.00
Family	\$6,750.00	\$1,000.00

[Done](#)

[Cancel](#)

- g. Tap *Done* to collapse the tax information.
8. (If applicable for plans with a Health Savings Account) Review HSA options. Your employer may contribute to your HSA account, and you may also have the ability to add an initial, scheduled or ongoing amount to your HSA.

Continue with **Step 9** below to contribute to your HSA; otherwise, select *Next* to skip adding a contribution amount and go to **Step 12**.



9. Tap *Add Contribution* to enter an amount to contribute to your HSA.

Carrier 10:02 AM

Benefitfocus - All Your Ben...

BENEFITFOCUS

✓ 1 ✓ 2 3

### Contribute to your Health Savings Account (HSA)

Amount: **\$1,000.00**

Frequency: **1x**

Date: **01/01/2017**

Description: **Employer's initial contribution**

Amount: **\$4.17**

Frequency: **23x**

Date: **01/01/2017 - 12/31/2017**

Description: **Employer's ongoing contribution**

**+ Add Contribution**

#### Estimated Contributions

**\$1,100.00 of \$6,750.00**

Summary

Your contribution total: **\$0.00**

Employer contribution total: **\$1,100.00**

Contribution total: **\$1,100.00**

**Next**

Previous

Return home

10. Enter the contribution amount.

11. Tap *Add contribution*.

The screenshot shows the 'Benefitfocus - All Your Ben...' app interface. The main heading is 'Contribute to your HSA'. Below it, a message states: 'Enter the amount you would like to contribute to your HSA. The total amount that you can contribute for this benefit year is \$5,650.00'. The 'Contribution type' is set to 'Repeating'. There is a link to 'Change contribution start and end dates'. Below this are three input fields: 'Starting paycheck \*', 'Ending paycheck \*', and 'Per paycheck \*'. The 'Per paycheck \*' field has a dollar sign icon. A light blue note box says: 'Please note, calculated amounts are estimates and may vary slightly.' At the bottom, there are two buttons: 'Add contribution' (blue) and 'Clear' (light blue).

12. Review your benefits; scroll down to see all of your information. The *Cost Summary* shows specific plan cost and contribution information. Tap *Edit plan* to make changes to a specific benefit.
13. Tap *Save* when you have completed all of your information.

Carrier 10:02 AM


Benefitfocus - All Your Ben..

BENEFITFOCUS

✓ 1 ✓ 2 3

### 2017 Health and Welfare Offer Summary

Your 2017 Health and Welfare Offer benefit summary is shown below. To make changes, click Edit. Please note that your benefits have not been saved. You must click Save to complete the section.



Medical

**Ruby Consumer Choice Plan 2017**

Requested Coverage Level: Employee and Spouse

Effective Date: 01/01/2017

Persons Covered: Mike Anderson, Jane Anderson


[Edit plan](#)

#### Cost Summary

This is a summary of your OE benefit elections.

Benefit Elections (2 items) ✓

Semi-Monthly	
Medical	\$62.50
Dental	\$17.50

 Pending approval. Costs are subject to change

<b>Semi-Monthly Total</b>	<b>\$80.00</b>
---------------------------	----------------

#### Tax Advantage Accounts (2 items) ✓

Semi-Monthly	
Health Savings Account (HSA) Employer Ongoing Contributions	+\$4.17
Health Savings Account (HSA) Employer Initial Contribution	+\$1,000.00

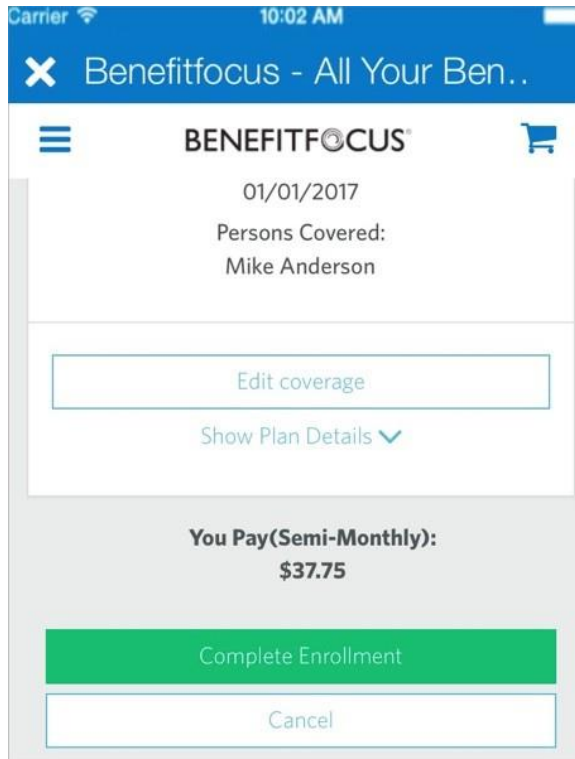
<b>Semi-Monthly Contributions Total</b>	<b>\$4.17</b>
<b>Initial Contributions Total</b>	<b>\$1,000.00</b>

#### You Pay

<b>Semi-Monthly Total:</b>	<b>\$80.00</b>
----------------------------	----------------

[Save](#)

14. Tap *Complete Enrollment* when you have completed all benefit enrollments.



## Reviewing Benefit Information

You can review your benefits via the Mobile App.

1. Log into the Mobile App.
2. Review the *Benefits Snapshot* on the *Home* page (or tap *Benefits* from the slide-out navigation menu).



3. Tap any of the benefits to see more information.

The screenshot shows a mobile app interface for medical benefits. At the top, there's a blue header with a back arrow and the word "Medical". Below this, a grey bar contains a blue plus icon and the text "2015 HDHP Standard - \$5000/\$10000 Sample Carrier". A table lists plan details: Effective Date (01/01/2015), Coverage Level (Employee Only), Cost (per pay period) (\$138.80), Employer contribution (\$138.80), and You pay (\$0.00). Below the table is a link "Coverage Details" with a right arrow. Further down, a section titled "Identification Numbers" contains fields for "Member ID #" (with a link "Tap here to enter your Member ID #") and "Group ID #" (with the value "323824"). A "Covered Persons" section shows a profile icon and the name "Mike Anderson (You)".

Effective Date:	01/01/2015
Coverage Level:	Employee Only
Cost (per pay period):	\$138.80
Employer contribution:	\$138.80
You pay:	\$0.00

[Coverage Details](#) >

Identification Numbers

**Member ID #:**  
[Tap here to enter your Member ID #](#) >

**Group ID #:**  
323824 >

Covered Persons

Mike Anderson (You) >

4. (If applicable) Tap the *Coverage Details* link to see specific plan attributes (including In-Network versus Out-of-Network costs, etc.).

The screenshot shows the "Coverage Details" page. It has a blue header with a back arrow and the text "Coverage Details". Below the header, a section titled "In-network" contains a table of plan attributes. The table lists various cost-sharing details for in-network services, including deductibles, coinsurance, and out-of-pocket maximums for different types of care.

In-network	
Annual Deductible (Single)	\$5,000
Annual Deductible (Family)	\$10,000
Plan Coinsurance	100%
Individual Out of Pocket Maximum	\$0
Family Out of Pocket Maximum	\$0
Physician Office Visit	Deductible, 100%
Inpatient	Deductible, 100%
Outpatient	Deductible, 100%
Emergency Care	Deductible, 100%
Prescription Drugs	Deductible, 100%

5. (If applicable) Tap the links to *Member ID #* or *Group ID #* links to enter or update your information.

A screenshot of a mobile app screen titled "Member ID Number". At the top, there's a blue header with a back arrow and the title. Below it, a form field labeled "Member ID" is empty. An orange button labeled "Save Member ID Number" is positioned below the field. At the bottom, a standard QWERTY keyboard is visible with a "Done" button.

A screenshot of a mobile app screen titled "Group ID Number". At the top, there's a blue header with a back arrow and the title. Below it, a form field labeled "Group ID" contains the text "323824". An orange button labeled "Save Group ID Number" is positioned below the field. At the bottom, a numeric keypad is visible with a "Done" button.

6. (Optional) Tap the link for *Covered Persons* to see more information about your profile or about your dependents.

A screenshot of a mobile app screen showing a user profile for "Mike Anderson". The screen has a blue header with a back arrow and the name. Below the header, various personal details are listed in a table-like format:

Name	Mike Anderson
Address	10 Beth Street Charleston, SC 29405 USA
Work Phone Number	8885551212
Mobile Phone Number	888-888-4881
Primary Email Address	manderson@yahoo.com
Secondary Email Address	manderson@email.com
Social Security Number	999-37-9999
Relationship	SUBSCRIBER
Date of Birth	04/04/1970
Gender	M
Marital Status	SINGLE

# Profile Options

---

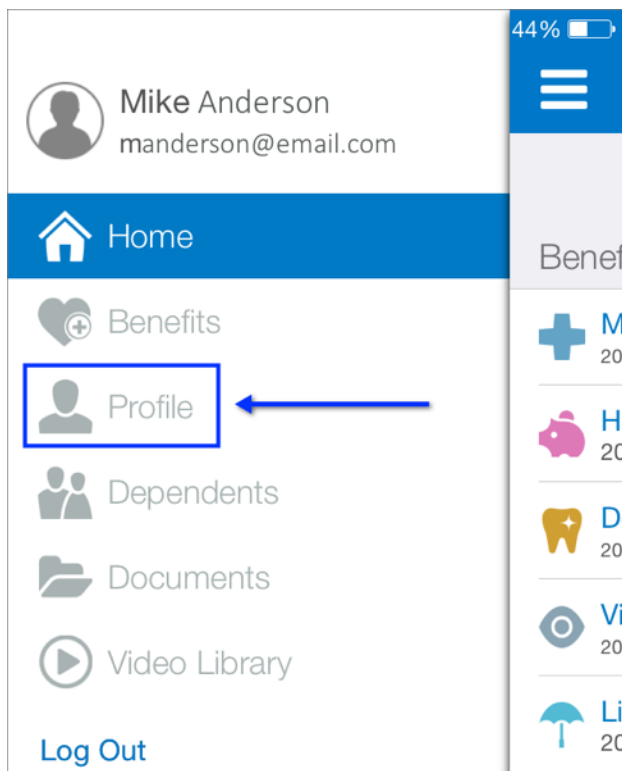
Depending on settings established for your company, you may be able to update your password, email addresses, phone numbers, and/or emergency contact information.

## *Reviewing Personal Details*

1. Log into the Mobile App.
2. Tap the menu icon to access the slide-out navigation menu.

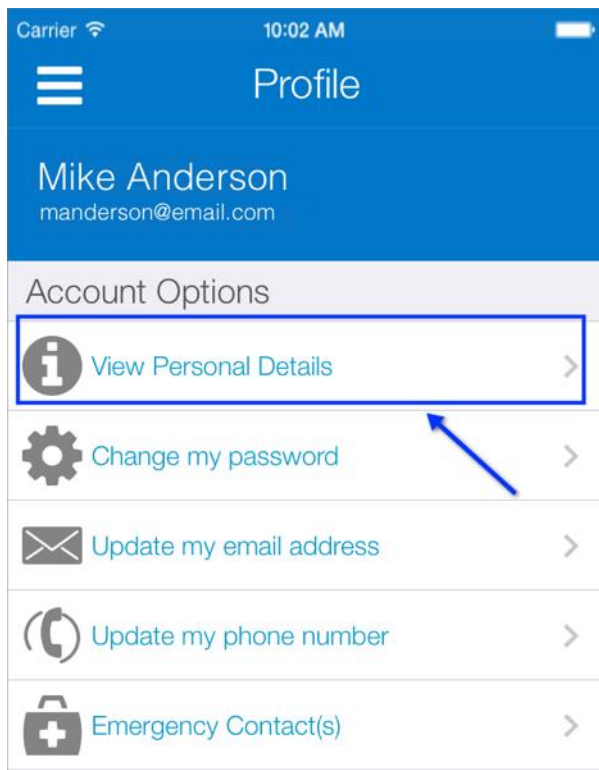


3. Tap the *Profile* icon.

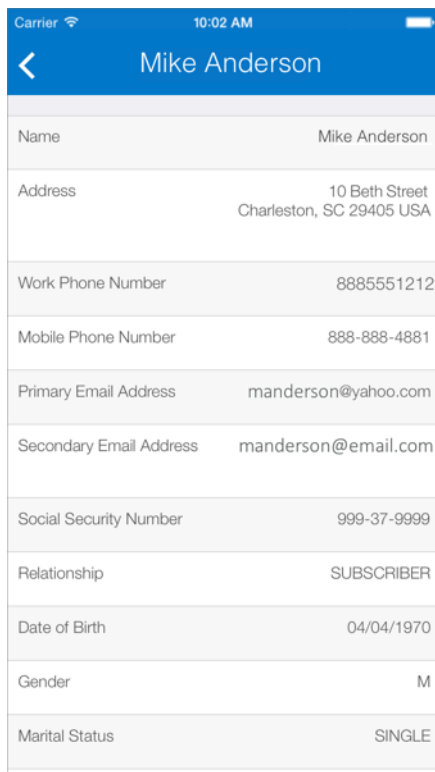




4. Tap the *View Person Details* link.



5. Review your information.



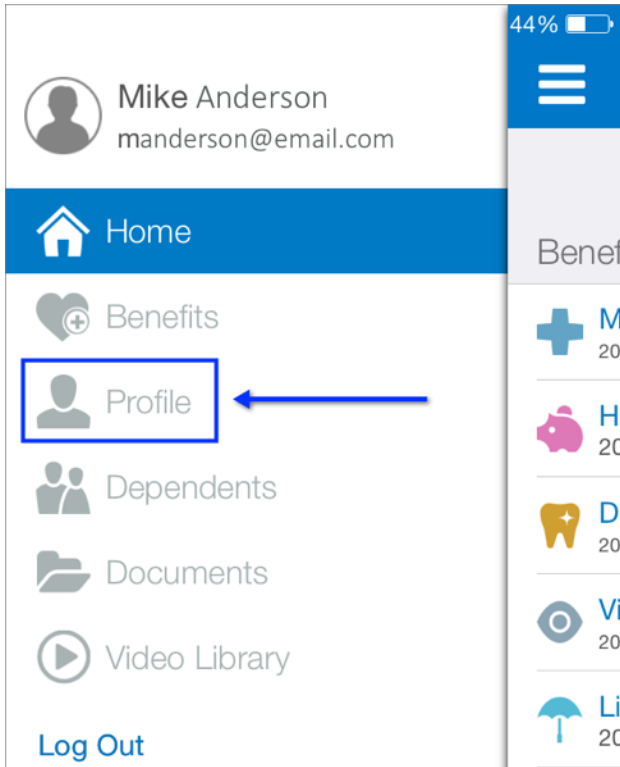
6. Tap the back icon to return to the Account Options menu.

## Changing Your Password

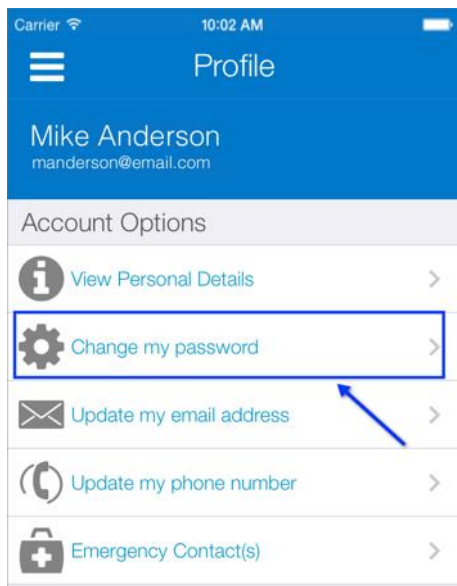
1. Log into the Mobile App.
2. Tap the menu icon to access the slide-out navigation menu.



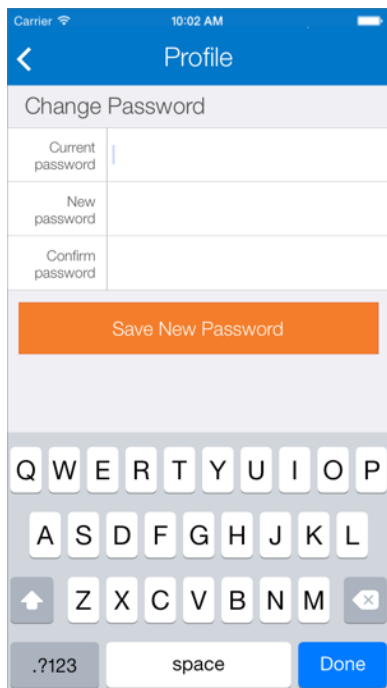
3. Tap the *Profile* icon.



4. Tap the *Change my password* link.



5. Enter your current password.
6. Enter a new password.
7. Confirm your password.
8. Tap *Save New Password*.



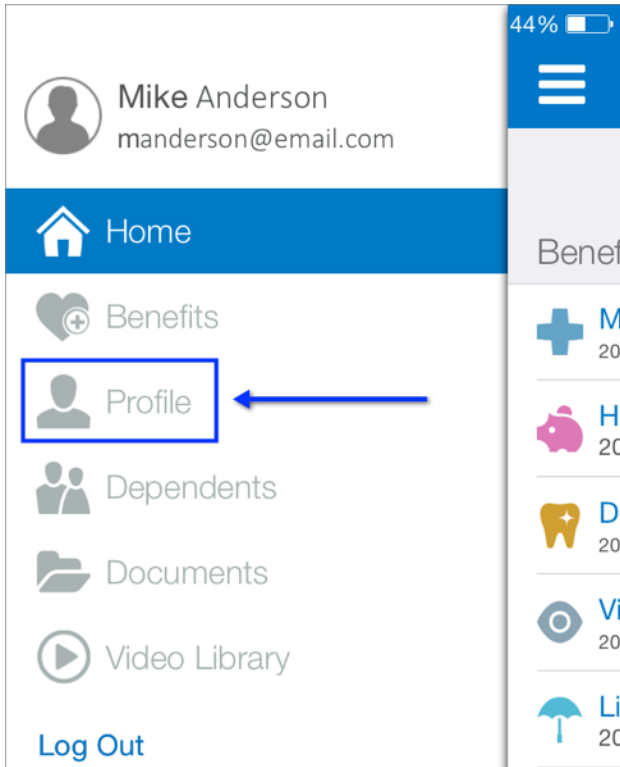
9. Tap *OK* on the confirmation screen.
10. Tap the back icon to return to the Account Options menu.

## Updating Your Email Address

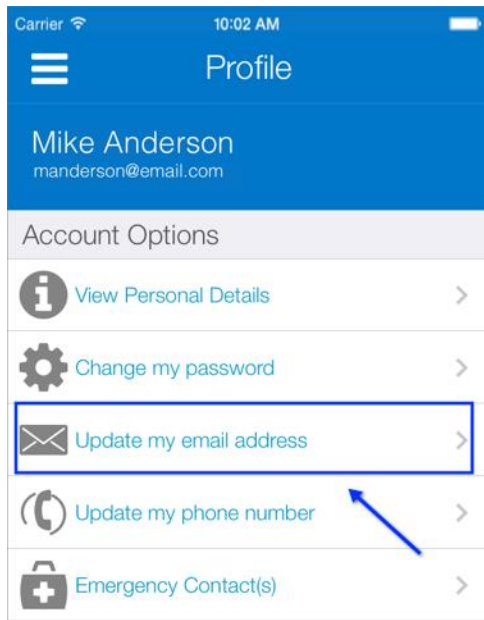
1. Log into the Mobile App.
2. Tap the menu icon to access the slide-out navigation menu.



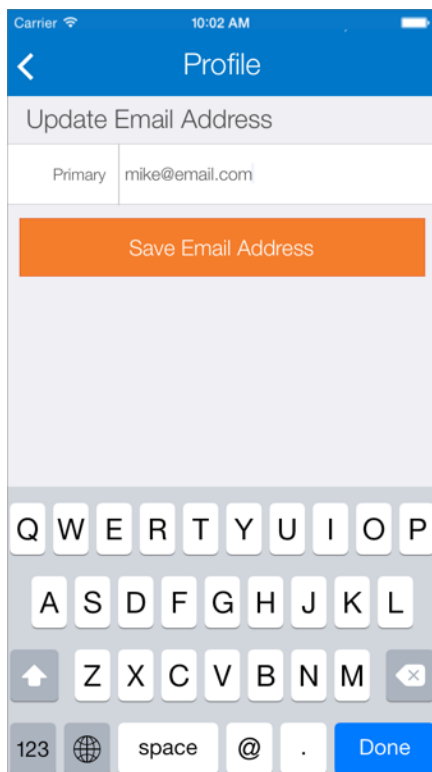
3. Tap the *Profile* icon.



4. Tap the *Update my email address* link.



5. Enter your email address.
6. Tap *Save Email Address*.



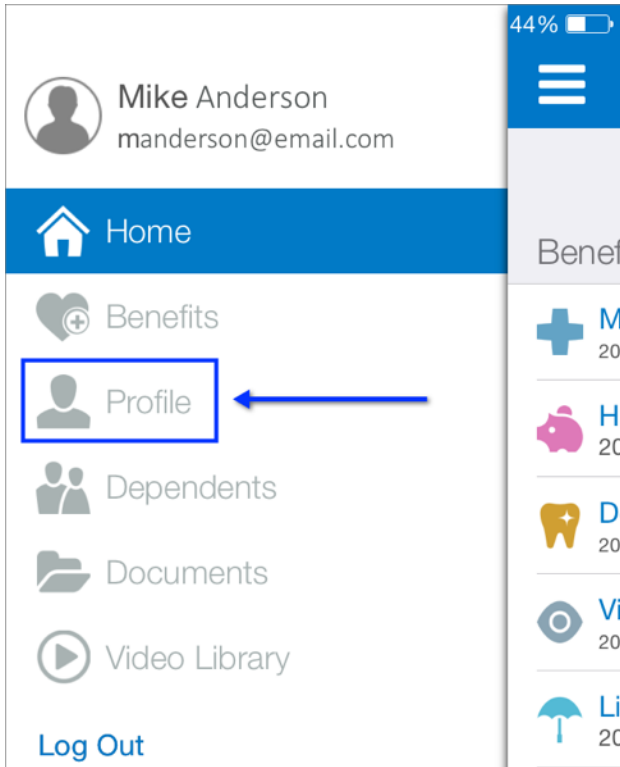
7. Tap *OK* on the confirmation screen.
8. Tap the back icon to return to the Account Options menu.

## Updating Your Phone Number

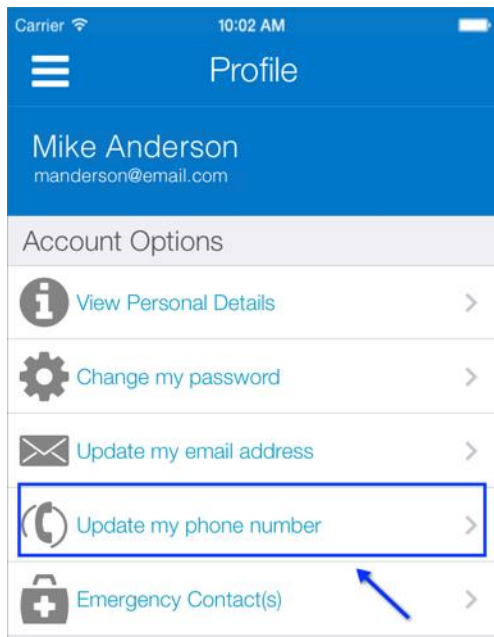
1. Log into the Mobile App.
2. Tap the menu icon to access the slide-out navigation menu.



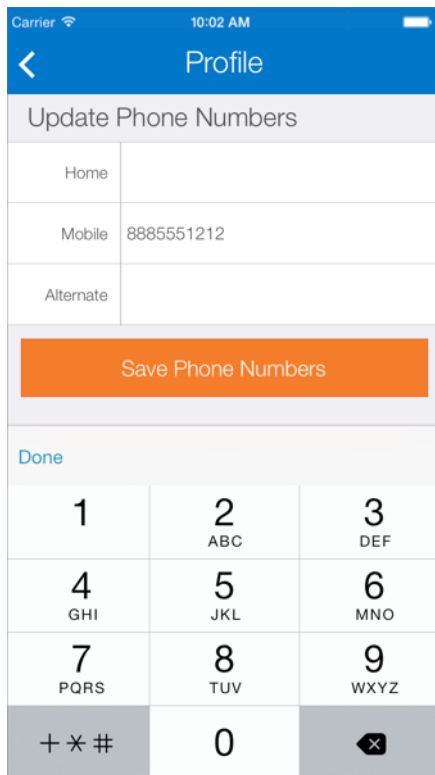
3. Tap the *Profile* icon.



4. Tap the *Update my phone number* link.



5. Enter your applicable phone numbers.
6. Tap *Save Phone Numbers*.



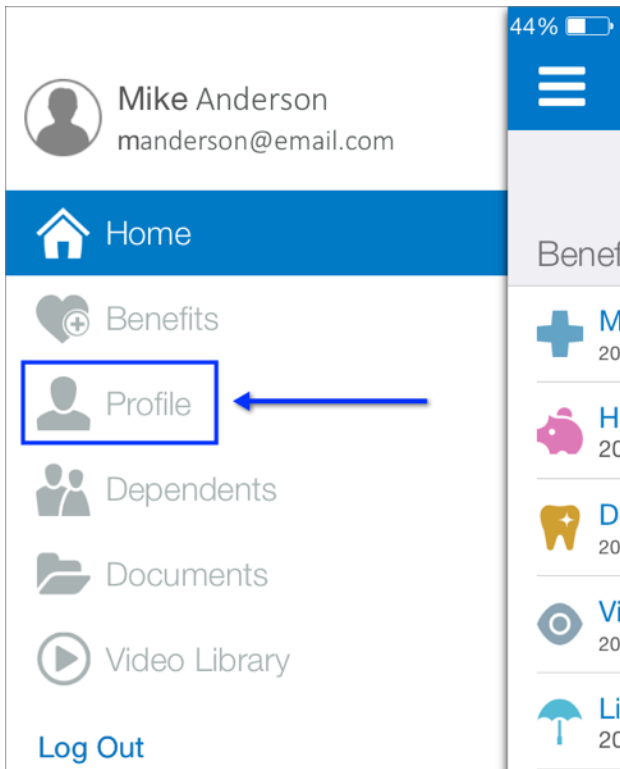
7. Tap *OK* on the confirmation screen.
8. Tap the back icon to return to the Account Options menu.

## Adding Emergency Contact Information

1. Log into the Mobile App.
2. Tap the menu icon to access the slide-out navigation menu.

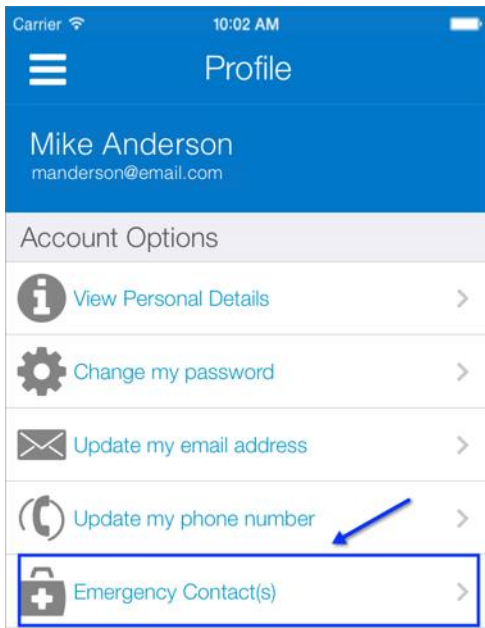


3. Tap the *Profile* icon.

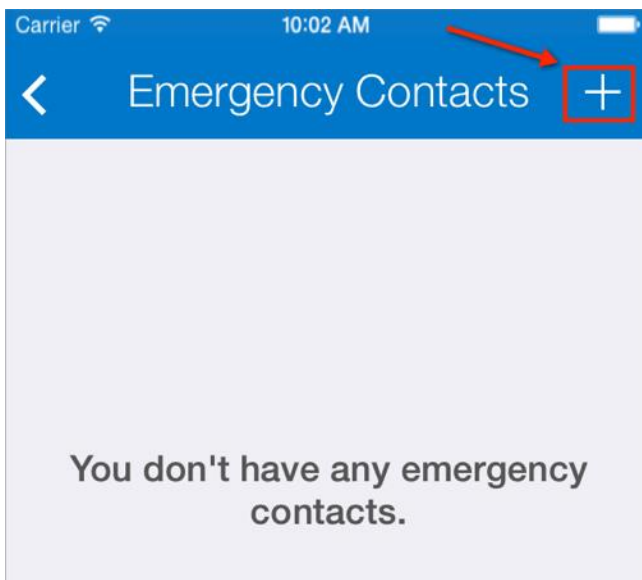




4. Tap the *Emergency Contact(s)* link.



5. Tap the plus sign to add a new contact.



6. Enter the applicable emergency contact information as needed.

7. Tap *Save*.

Carrier 10:02 AM

< Cancel Add Contact Save

Use my address for contact ☐

Primary contact ☐

Relationship

Full Name \*

Email Address

Phone Number

Alternate Phone

Contact Information

Address 1

Address 2

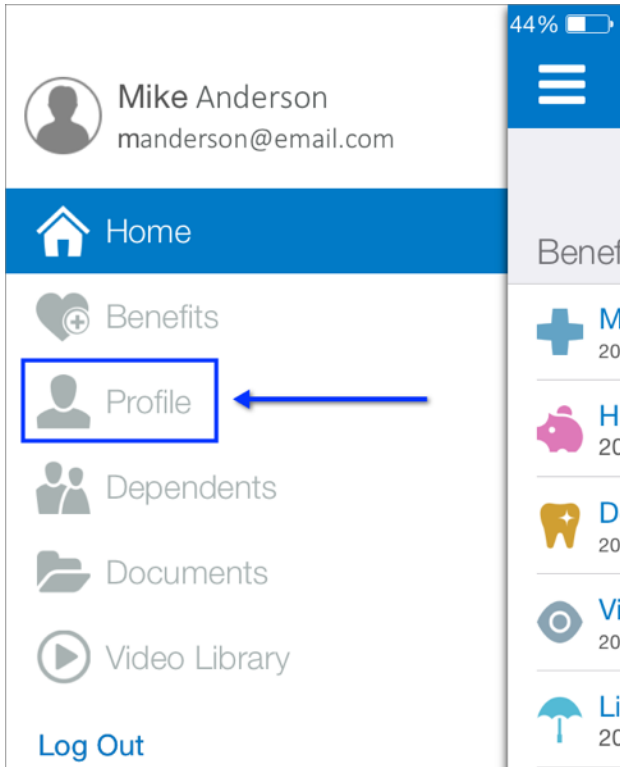
8. Tap *OK* on the confirmation screen.
9. Tap the back icon to return to the Account Options menu.

## Updating Emergency Contact Information

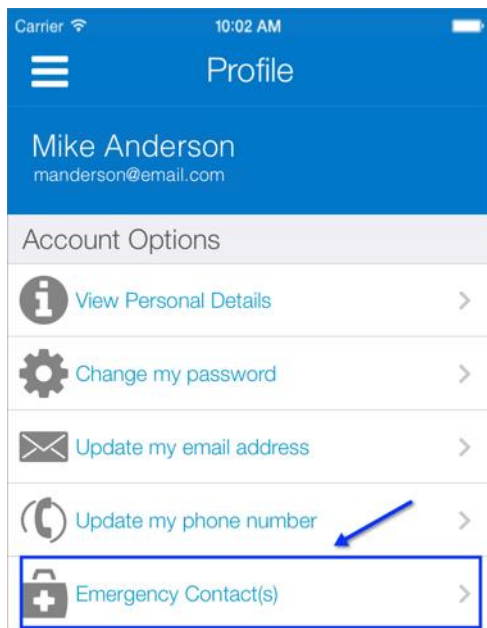
1. Log into the Mobile App.
2. Tap the menu icon to access the slide-out navigation menu.



3. Tap the *Profile* icon.



4. Tap the *Emergency Contact(s)* link.



5. Tap the contact you need to update.
6. Update the information as needed.
7. Tap *Save*.

A screenshot of the 'Edit Contact' screen in the app. At the top, there's a blue header with a back arrow, 'Cancel', 'Edit Contact', and 'Save'. Below this are two toggle switches: 'Use my address for contact' (off) and 'Primary contact' (on). The main section contains a table with contact information:

Relationship	
Full Name *	Jennifer Hall
Email Address	jennifer.hall@email.com
Phone Number	888-889-8881
Alternate Phone	
Contact Information	
Address 1	10 Beth Street
Address 2	

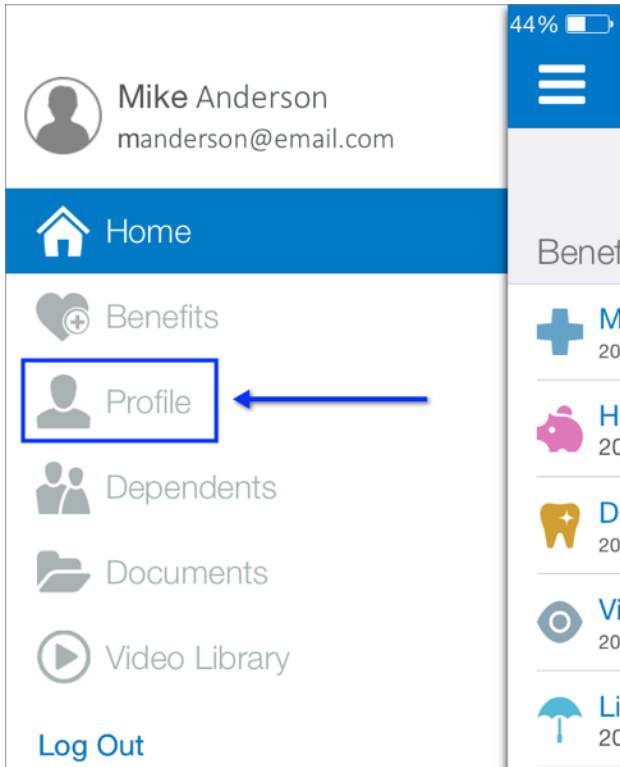
8. Tap *OK* on the confirmation screen.
9. Tap the back icon to return to the Account Options menu.

## Removing Emergency Contacts

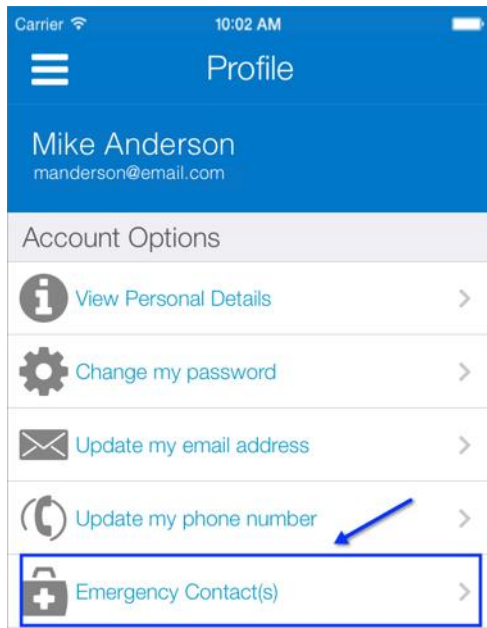
1. Log into the Mobile App.
2. Tap the menu icon to access the slide-out navigation menu.



3. Tap the *Profile* icon.



4. Tap the *Emergency Contact(s)* link.



5. Tap the contact you want to remove.
6. Tap the *Remove* button at the bottom of the screen.
7. Tap *Yes* on the confirmation screen.
8. Tap the back icon to return to the Account Options menu.

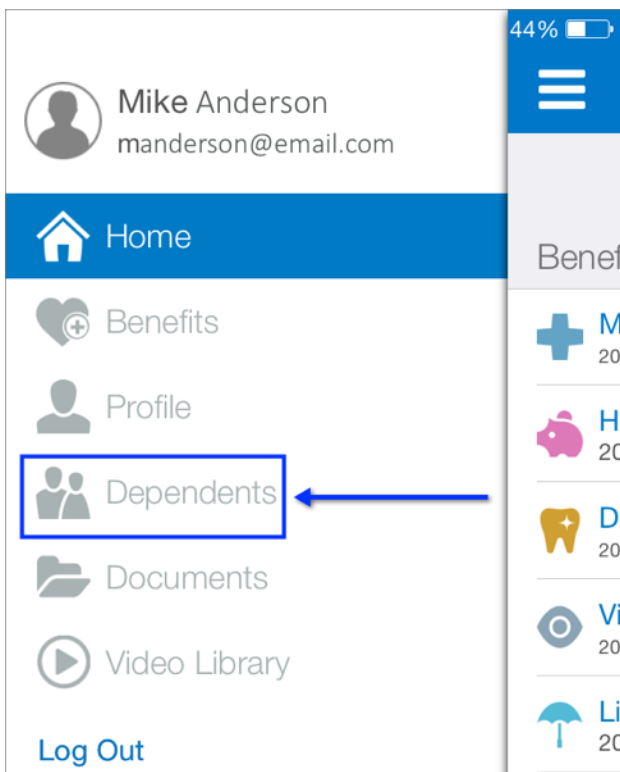
# Dependents

## *Reviewing and Editing Dependent Information*

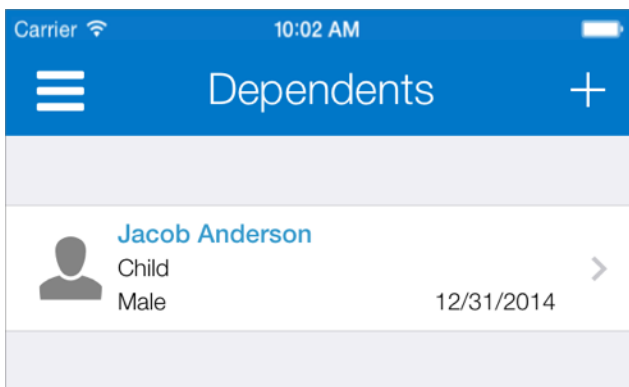
1. Log into the Mobile App.
2. Tap the menu icon to access the slide-out navigation menu.



3. Tap the *Dependents* icon.



4. Tap the name of the dependent you want to review.



5. Review the dependent's information.
6. Update any information as needed.
7. Tap *Save* when completed.

Carrier 10:02 AM

< Cancel Edit Dependent Save

Use Employee Address ☒

First Name *	Jacob
Middle Name	
Last Name *	Anderson
Suffix	>
Preferred Name	
Date Of Birth *	2014-12-31
Gender *	Male >
SSN	999-99-9999
Relationship *	Child >

Remove

8. Tap *OK* on the confirmation screen. You are returned to the Dependents screen.

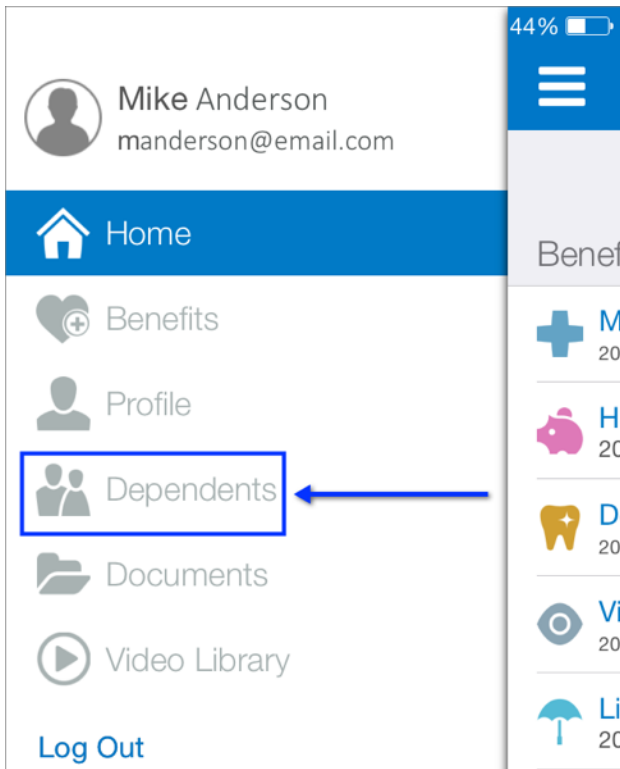


## Adding Dependents

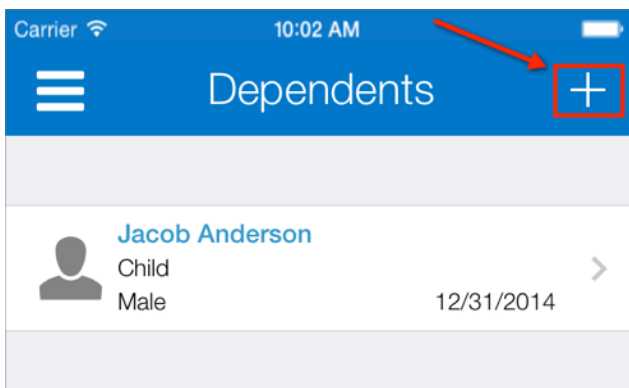
1. Log into the Mobile App.
2. Tap the menu icon to access the slide-out navigation menu.



3. Tap the *Dependents* icon.



4. Tap the plus sign at the top of the screen to add a new dependent.



5. Enter the dependent's information.

6. Tap *Save* when completed or tap *Save and Add Another* to add another dependent.

Carrier 10:02 AM

< Back Add New Dependent Save

Use Employee Address ☒

First Name *	
Middle Name	
Last Name *	
Suffix	>
Preferred Name	
Date Of Birth *	
Gender *	>
SSN	
Relationship *	>

Save and Add Another

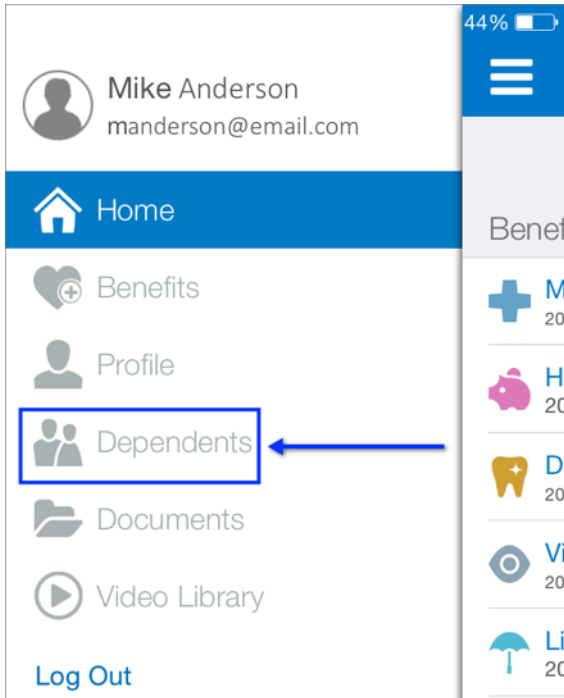
7. Tap *OK* on the confirmation screen. You are returned to the Dependents screen.

## Removing Dependents

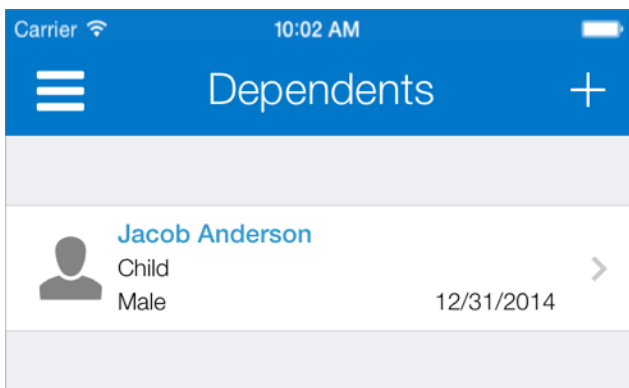
1. Log into the Mobile App.
2. Tap the menu icon to access the slide-out navigation menu.



3. Tap the *Dependents* icon.



4. Tap the dependent you need to delete.



5. Tap *Remove*.
6. Tap *Yes* to remove the dependent.
7. Tap *OK* on the confirmation screen. You are returned to the Dependents screen.

# Documents

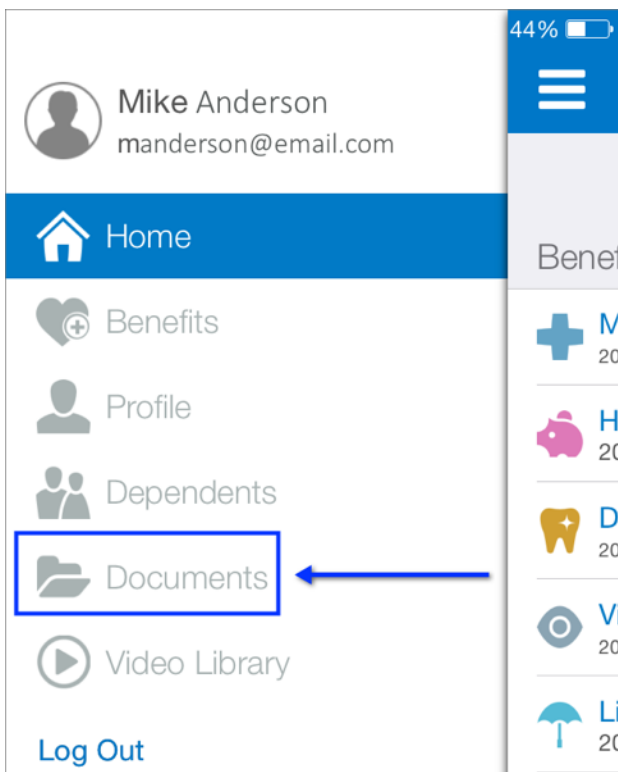
---

## Reviewing Documents

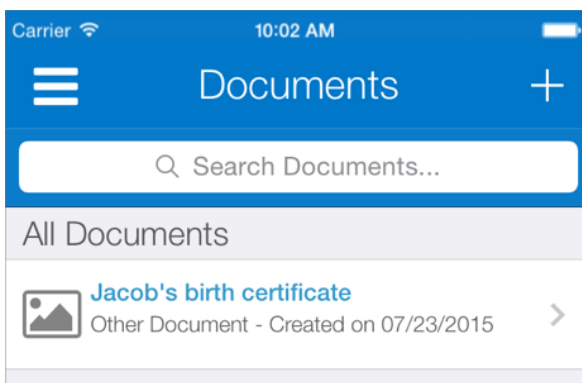
1. Log into the Mobile App.
2. Tap the menu icon to access the slide-out navigation menu.



3. Tap the *Documents* icon.



4. Tap the name of the document you want to review.



5. Update the information as needed



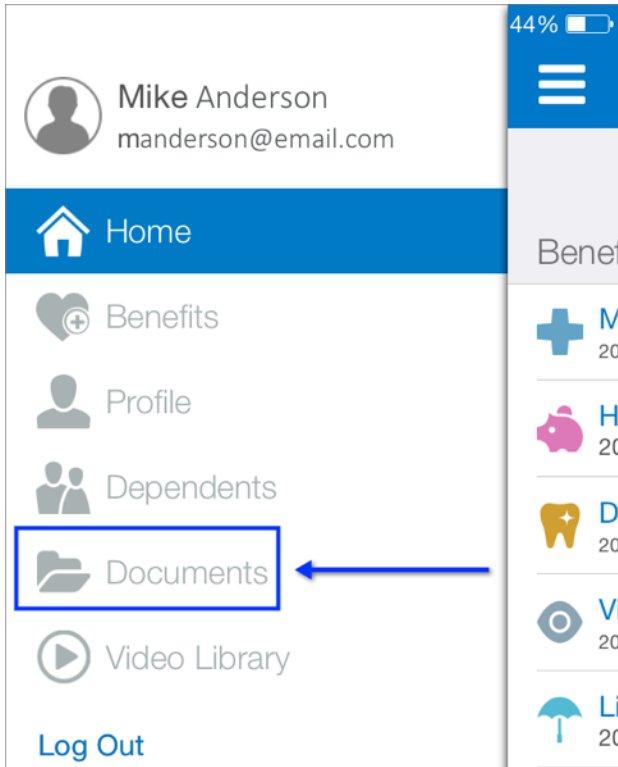
6. Tap *Save Document*.
7. Tap *OK* on the confirmation screen. You are returned to the Documents screen.

## Adding New Documents

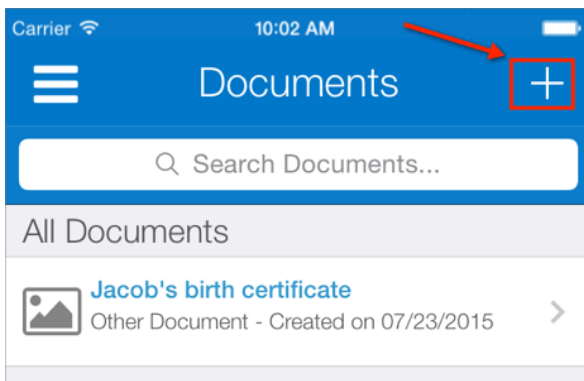
1. Log into the Mobile App.
2. Tap the menu icon to access the slide-out navigation menu.



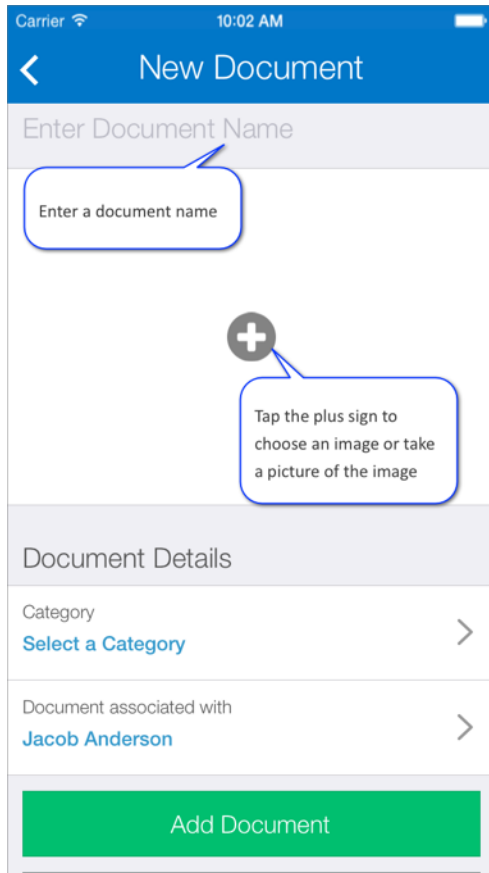
3. Tap the *Documents* icon.



4. Tap the plus sign at the top of the screen to add a new document.



5. Enter a *Document Name*.
6. Tap the plus sign on the New Document screen to take a photo or choose an existing photo as the document you want to add.
7. Select a category for the document.
8. Associate the document with a specific person.



The screenshot shows a mobile app interface for creating a new document. At the top, a blue header bar contains a back arrow, the title 'New Document', and status icons for carrier, signal, time (10:02 AM), and battery. Below the header is a light gray section titled 'Enter Document Name' with a text input field. A callout bubble points to this field with the text 'Enter a document name'. Below the input field is a large gray square with a white plus sign in the center. A callout bubble points to this plus sign with the text 'Tap the plus sign to choose an image or take a picture of the image'. Below this is another light gray section titled 'Document Details'. It contains two rows: 'Category' with the text 'Select a Category' and a right arrow, and 'Document associated with' with the text 'Jacob Anderson' and a right arrow. At the bottom is a green button with the text 'Add Document'.

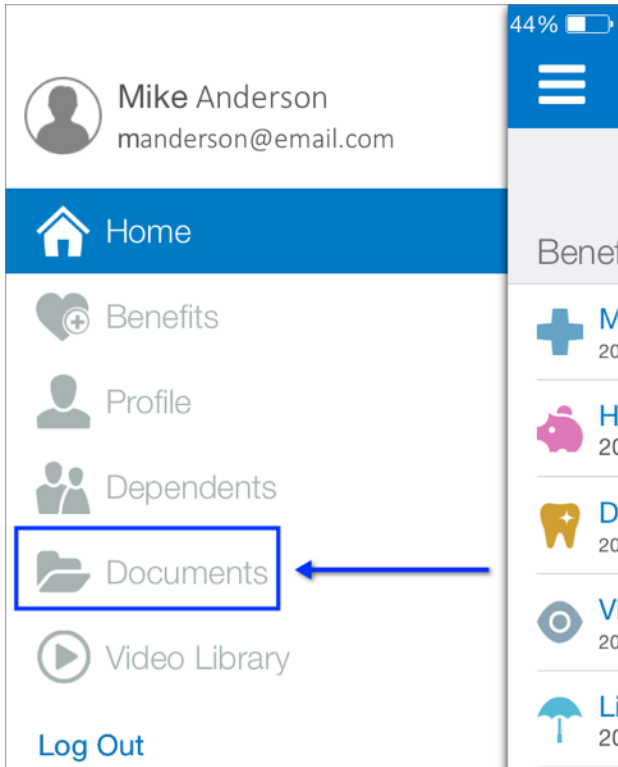
9. Tap *Add Document*.
10. Tap *OK* on the confirmation screen. You are returned to the Documents screen.

## Deleting Documents

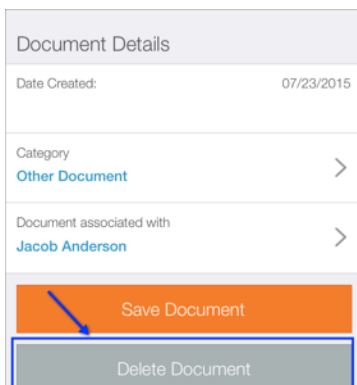
1. Log into the Mobile App.
2. Tap the menu icon to access the slide-out navigation menu.



3. Tap the *Documents* icon.



4. Tap the name of the document you want to remove.
5. Tap *Delete Document* at the bottom of the screen.



6. Tap *Yes* to remove the document.
7. Tap *OK* on the confirmation screen. You are returned to the Documents screen.



# Video Library

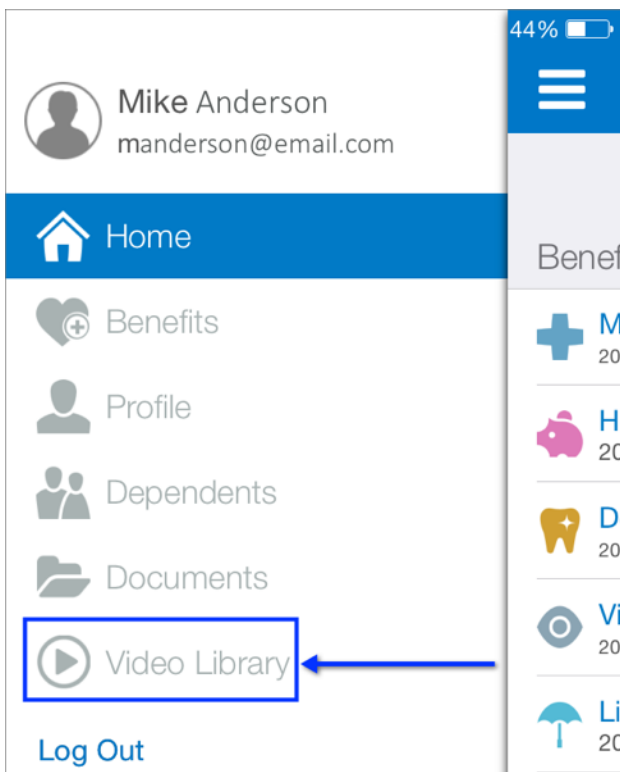
---

You can watch healthcare videos right from the Mobile App.

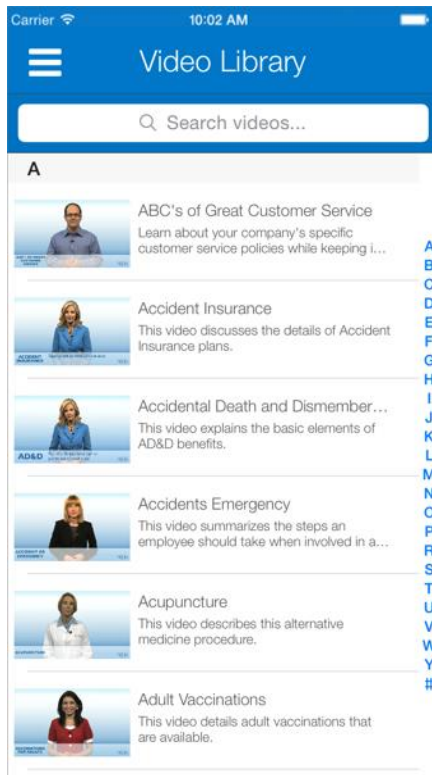
1. Log into the Mobile App.
2. Tap the menu icon to access the slide-out navigation menu.



3. Tap the *Video Library* icon.



4. (Optional) Enter a search term to narrow the results of videos that display in the library.
5. Tap the video you want to watch.



6. Tap *Done* on the video to return to the list of videos in the Video Library.