

## Introduction

PBA Flex Claims requires you to reset your password once a year. Follow the password reset instructions below to complete this process. Additionally, if you become “locked out” of the app, you can call PBA mobile support at 800-435-5694, request a new password, and then follow the instructions in this document to reset your password and “unlock” the app on your mobile device.

## Resetting Your Password

If you are locked out of the app, call PBA mobile support at 800-435-5694 and have them reset your account. This process will generate a new, temporary password and email it to you. Once you receive the temporary password (you must have a correct email address on file) follow the instructions below to reset your password and unlock the mobile app.

If, instead, you are prompted to complete the mandatory annual password reset, the process is almost exactly the same, the only difference is that you do not need to contact PBA mobile support for an account reset or temporary password. Instead, in step 4, enter your old password in the **CURRENT PASSWORD** field. Follow the remaining steps to add the new password to the mobile app and choose a new PIN.

1. On your web enabled device or computer, log into your PBA benefits portal account by going to [pbaclaims.com](http://pbaclaims.com) and clicking on **SECURE LOGIN > EMPLOYEE**.
2. Once logged into your account, click on **MY FLEX ACCOUNT > VIEW FLEX ACCOUNT** then **PROFILE > LOGIN INFORMATION**.



3. Expand the password dialog box by clicking **CHANGE YOUR PASSWORD**.



4. Enter your **TEMPORARY PASSWORD** under **CURRENT PASSWORD**. **DO NOT** re-enter your mobile validation code in the **CURRENT PASSWORD** field. This validation code is only used for your initial password setup.
5. Enter a **NEW MOBILE PASSWORD** in the **NEW PASSWORD** field then confirm this password. Your password must conform to the password rules listed below the **NEW PASSWORD** field. Click **SAVE**.
6. Launch the app on your mobile device. The app should automatically take you to the 4 digit **PIN ENTRY SCREEN**. Click the **FORGOT/CHANGE PASSCODE** link below the PIN entry boxes to return to the **LOGIN SCREEN**.



7. Once on the **LOGIN SCREEN**, enter your username and new password and touch **SAVE**.
8. You'll now be prompted to choose a new PIN. Enter your new PIN and confirm it.
9. You should now be able to access the app.

## Support

If you have any difficulty performing these steps or if you have any questions not addressed in this document, feel free to contact PBA Flex Claims app support at (800) 435-5694 or by email at [mobilesupport@pbaclaims.com](mailto:mobilesupport@pbaclaims.com).