

Setup New Password Before Installation – See Instructions Below

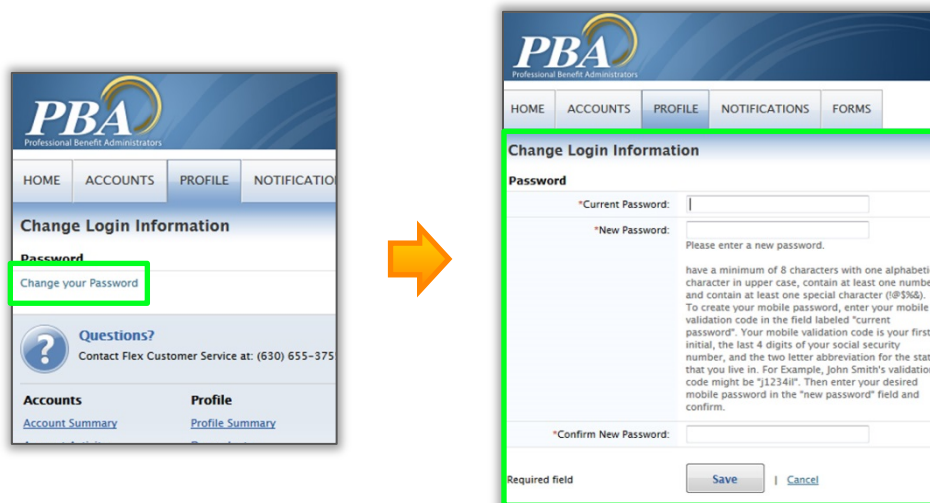
Before installing PBA Flex Claims you must setup a new Mobile Password. Because of an added layer of security in this mobile app, you will not be able to log into PBA Flex Claims using the username and password that you use to access your account on www.pbaclaims.com. Please follow the instructions below to setup your Mobile Password.

Create Your Mobile Password

1. On your web enabled device or computer log into your PBA benefits portal account by going to pbaclaims.com and clicking on **SECURE LOGIN > EMPLOYEE**.
2. If you don't have an existing benefits portal account, follow the instructions to create a new account that were included with your PBA ID card.
3. Once logged into your account, click on **MY FLEX ACCOUNT > VIEW FLEX ACCOUNT** then **PROFILE > LOGIN INFORMATION**.



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



5. Enter your **MOBILE VALIDATION CODE** under **CURRENT PASSWORD**. Your **MOBILE VALIDATION CODE** is all lower case and consists of your first initial, the last 4 digits of your social security number, followed by the 2 letter abbreviation for the state you live in. For example, John Smith's **MOBILE VALIDATION CODE** might be "j1234il".
6. Create a new **MOBILE PASSWORD** and enter it in the **NEW PASSWORD** field then confirm this password. Your password must conform to the password rules listed below the **NEW PASSWORD** field.

Please note that PBA Flex Claims has a required yearly password reset. The reset process is similar to the password setup process detailed above, but it uses the password you just setup instead of the **MOBILE VALIDATION CODE** in the **CURRENT PASSWORD** field. See the [Password Reset Procedures document](#) for more details.

Install the App

PBA Flex Claims is compatible with Android™-powered devices as well as iPad®, iPhone®, and iPod®. Install the app as you would install any other app from either the App StoreSM or Google Play™ or by scanning one of the QR codes below.



Login

Launch PBA Flex Claims on your device. When prompted, enter your username. Your username is your employee ID number and can be found on your PBA ID card or by clicking your name in the upper right hand corner of the PBA flex website (it's listed as your Consumer Communication ID). Now enter your newly created Mobile Password. Once these login credentials are entered you'll be prompted to setup a 4 digit passcode which will allow you to skip entering your username and mobile password from this point on. PBA Flex Claims will now securely display your account details.



Support

For PBA Flex Claims app support please call (800) 435-5694 or email mobilesupport@pbaclaims.com.