

## For Employees of the City of Winston-Salem: Setting Up Your Online Participant Portal Account

Congratulations on your election to participate in your employer's Flexible Spending Account and/or Dental Reimbursement benefit plan. The following steps will walk you through the process of setting up an online Participant Portal account, where you can check your account balance, view a history of your account transactions and reimbursement claims, and more.

Before you can access the Participant Portal, you must first visit the Participant Portal site to register and create a user account as described in the steps below. Afterwards, you will simply log on using the account information you created during the registration process.

**Enrollees in the Flexible Spending Account Plan (FSA):** Your online Participant Portal account information became available with your plan enrollment. You may register at any time.

**Enrollees in only the Dental Reimbursement Plan:** Your online Participant Portal account will be available *after* your first dental reimbursement claim has been processed. Once your first dental claim has been processed, you may then register at any time.

- 1) Access the Participant Portal website by going to <http://www.SaversAdmin.com/FSALogin>
- 2) If you have already registered your online Portal account, enter your login information and proceed to the Portal site. If you need assistance with your Username or Password, contact Savers Admin.
- 3) If you have not yet created your user account, click **Register** on the Portal site, then follow the steps below.
- 4) **Username and Password.** Create a Username and Password following the on-screen instructions for these fields.
- 5) Enter your **First Name, Middle Initial, and Last Name.** First and Last Names are required; Middle Initial is optional. These must match exactly to the information on file on your account. Contact Savers Admin for assistance if you are unsure of how your account is listed.
- 6) Enter your **Email** address. Your e-mail address will only be used for security purposes and to provide you with information about your account.
- 7) Enter your **Employee ID.** This is your five-digit City of Winston-Salem Employee ID Number. The Participant Portal site is a secure site; your information will be encrypted during transmission.
- 8) Enter the **Registration ID.** From the drop-down list, select either *Employer ID* or *Card Number*. If you received a MasterCard Benefit Card for use with your account, you may select *Card Number*. Then, in the field just below the drop-down list, enter your 16-digit card number. If you do not have a Benefit Card, select *Employer ID* and enter: SAVCWSNC
- 9) Check the box to **Accept Terms of Use.** To review the Terms of Use, click the Terms of Use link.
- 10) Once you have completed all fields, click **Next.** If there are any problems with the information provided you will be notified after you click Submit. Simply correct the problem and click Submit again. If you need assistance please call Savers Admin at 800-949-0311 or email [FLEX@SaversAdmin.com](mailto:FLEX@SaversAdmin.com)
- 11) Next, you will be prompted to create a set of Security Questions. You may be asked to answer your Security Questions during future login sessions, or if you need to reset your password or make changes to certain account settings.
- 12) Once you have created your set of Security Questions, click **Next.**
- 13) Confirm your email address, then click **Next.**
- 14) Confirm your Security Questions and your Personal Information. You may click the EDIT INFO links to go back and edit your information if needed.
- 15) Once you have confirmed that your information is correct, click **Submit.**
- 16) Read the information on the next screen, then click **Done** to complete your Participant Portal registration.
- 17) You will be taken to your Personal Dashboard screen that provides summary information about your account. The menus at the top of the screen are drop-downs with links to additional pages with more detailed information.
- 18) When you are ready to exit the Portal site, click the **Log Out** link in the upper right corner.



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