Benefit Strategies Participant Mobile App
(Android)

Initial Log-in


This is the screen you will see when opening the Android Mobile App for the first time. Please enter your current login information. If you are unsure of this information, please contact us using the options found by clicking on the application settings button on your mobile phone.

If you reach out to a representative via phone, email or chat, the temporary login information provided can be entered onto this screen via the app. You will only have to visit www.benstrat.com if you wish to reset your password using the "forgot password" link.

At this time, answering your security questions can only be done via the website.

Passcode Create Screen
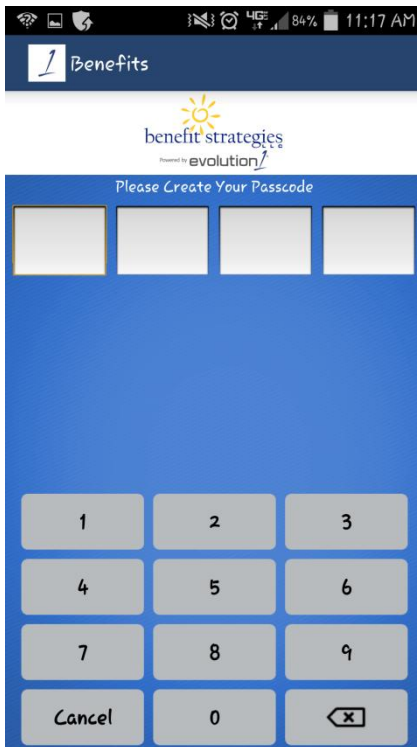
After entering in the username and password, you will then be prompted to create a 4-digit Passcode.

Enter the Passcode a second time, to confirm.

Going forward, you will login using the Passcode screen. There is no need to keep entering in the username and password.

Home Screen

Once logged in, you will be brought to the Home Screen. From here you are able to perform most of the functions provided by the app.

File a Claim- Available for Health Care Reimbursement Accounts Only. You are currently able to view Dependent Care Account; however, filing claims is not possible at this time.

Expenses - View information entered into Expense Tracker (a virtual filing cabinet)

Quick View- brings up the graph section you see when viewing the user's online profile

Clicking on either account name will bring up the Account Activity for that account

Filing a Claim

Plan Information

Available Balance: $2,500.00
For 2014 Health Care Spending Acct. (Jan 1 14 – Dec..

Details

You must have a valid receipt to file a claim   ?

Date of Service   Friday, June 20, 2014

Amount $ _____

Provider _____

Category & Type   Please select

Description _____

Recipient   Sample Person

Clicking this will show a drop down menu of dependents

Clicking this will opens a window showing category types

Clicking this will open the phone's camera allowing you to take a picture of your documents

Clicking this will file the claim. No additional steps are needed

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New Claim

Category & Type   Please select

Description _____

Recipient   Sample Person

How are miles claimed?   ?

Miles Driven _____

Receipts

Upload Receipt   +

Submit my claim

By Submitting this claim you agree to the terms and conditions for filing claims (available on the portal).

Add Claim

The screen above will become visible by clicking the "File a Claim" button on the home screen. You may scroll up and down for a better view. Please note Health Care Reimbursement Accounts will automatically be chosen as 'account type' as this is the only type of claim that can be filed at this time.

Once the information has been entered, please click on "Add Claim". This will file the claim immediately.

ALL ACCOUNTS

2014 Health Care Spending Acct. $2,500.00
Jan 1 14 – Dec 31 14 EB

2014 Dependent Care Assistance Acct. $2,500.08
Jan 1 14 – Dec 31 14 EB

When you click on the account name from the Home screen, it will bring up the account activity information. This shows information such as payroll deductions, paid claims, denied claims, and pending items.

Clicking on a specific item from the list will display specific details.

The icons at the top of the App bring you to the Home, Message or User Information pages.

The Message page will list any communications.

The User Information page lists the last account login and also allows the you to change the username and password information. Additionally, on this page there is a place to view all uploaded documents.
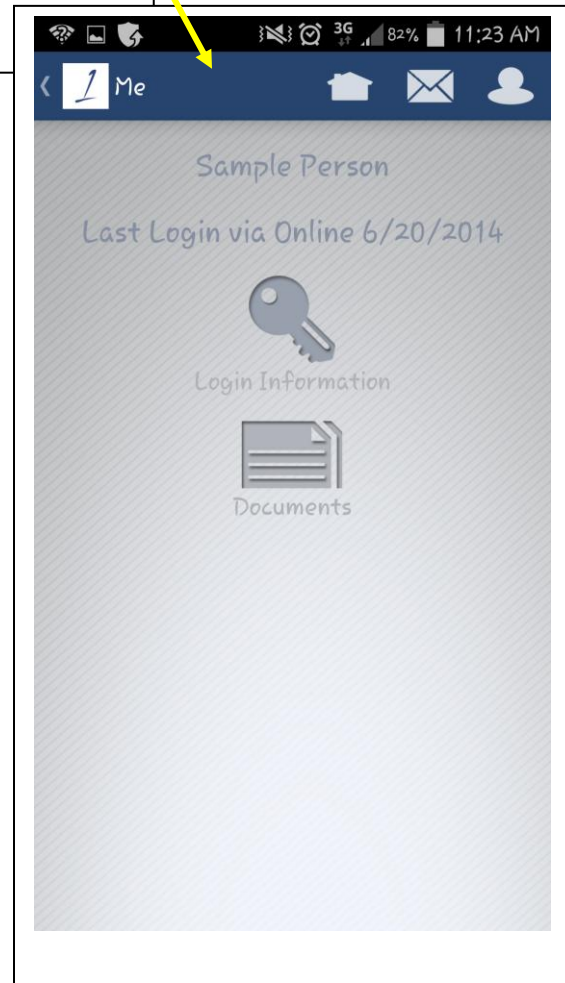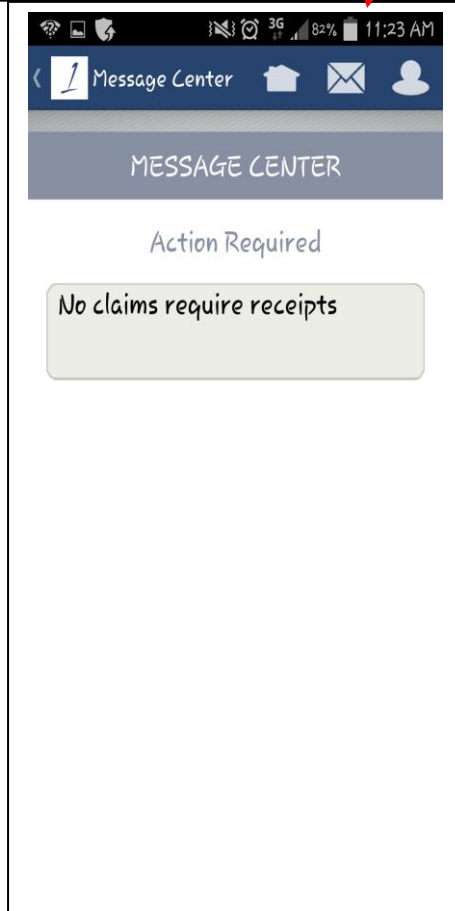
Troubleshooting

Please be sure the correct App is being used. There is a different App for Android, Apple iPhones and Apple iPads. Be sure to choose the correct App for your particular device.

Also be sure to use "Benefit Strategies" rather than "Benstrat". Your participant log in will not work if the incorrect title is entered.

To reset your login information, please call, email or chat with a representative. The "Forgot Password" link is only available through the actual website.
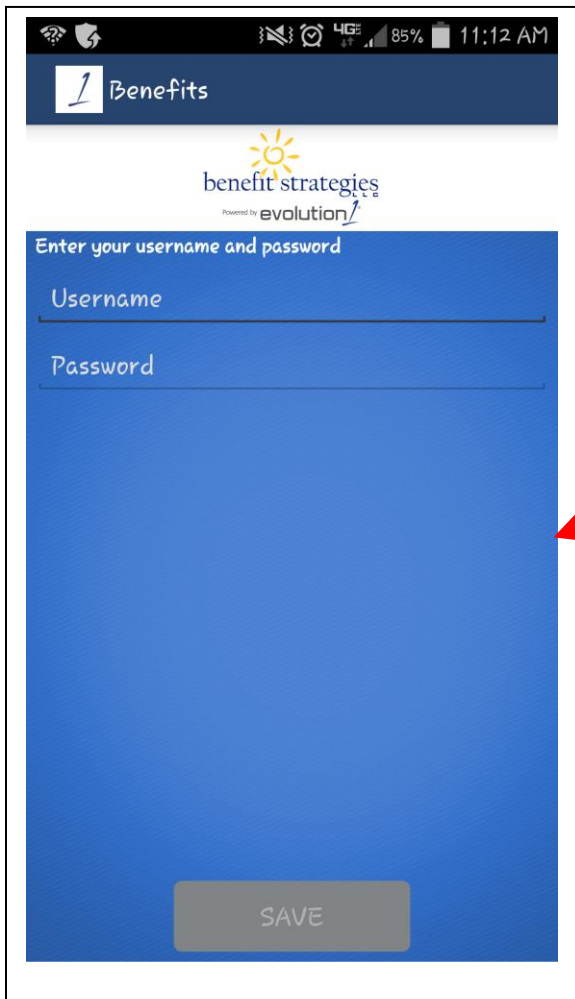
Forgot Passcode

If you are unable to remember your Passcode, 2 options are available. Both will bring you to the same place.

Choosing "Change Passcode" will give provide a warning, before transferring you to the original Log-in screen
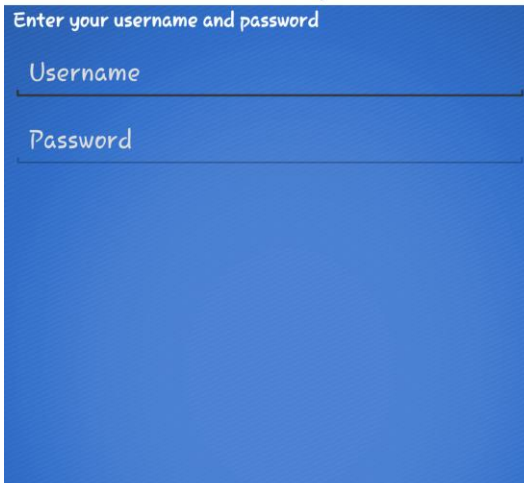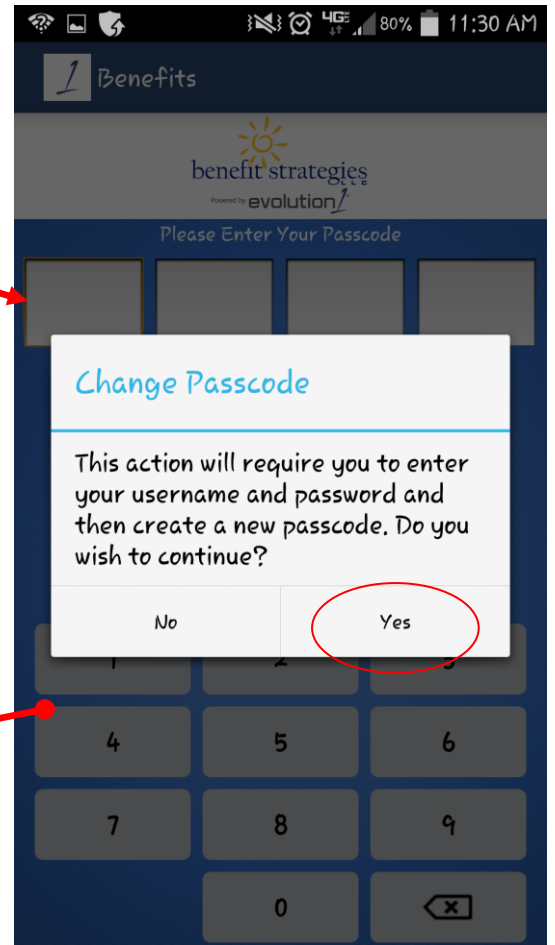
Alternatively, you have 5 attempts to enter in the incorrect Passcode. On the fifth incorrect attempt, you will receive an error message.

Clicking "OK" will bring you back to the Log-in screen

Error

You have exceeded the maximum passcode entry attempts. Your setup information will now be reset and you can create a new passcode.

OK

Benefits

benefit strategies
Powered by evolution1

Enter your username and password

Username

Password

SAVE