

Participant Portal User Guide

Revised March 2012

Contents

- **Introduction**
- **Access Your Account**
- **Create your Account**
- **Online Access**

Introduction

Welcome! The *Participant Portal User Guide* is designed to give you guidance on how to create your own accounts and to access information about your benefits plan and current payment status for items in your accounts.

Access Your Account

A button on our website www.polestarbenefits.com will direct you to the access portal or type in the direct link <https://mywealthcareonline.com/polestar/>. If you plan on visiting the Participant Portal frequently, we would recommend bookmarking the login page.

The screenshot shows the PoleStar Beta WealthCare Portal homepage. At the top, the logo for polestarbenefitsinc is displayed with the tagline "YOUR GUIDING LIGHT FOR INSURANCE & ADMINISTRATION". To the right of the logo are links for "Register" and "Login". Below the logo is a navigation bar with "My Accounts" and "Enrollment" tabs, and a search box. The main content area is titled "Welcome to PoleStar Beta WealthCare Portal" and includes a welcome message: "Through this site, you can manage your benefit accounts all in one place, view transaction history, submit claims online, view your communication history and take advantage of other services. Before you can access your account, you must register with the site and create a username and password." Below this message are three columns, each with an image and a button: "Register" (with the text "If you have not registered for the site (created a username and password), please do so now."), "Log in" (with the text "If you have registered and you would like to access your account, please log in but clicking the button above."), and "Contact US" (with the text "Have a question, then feel free to contact us."). On the left side of the page, there are three panels: "Navigation" with links for "Contact Us" and "About Us"; "Login" with a "User Name:" field and a "Continue" button; and "Contact Info" with phone numbers (855-222-2258 and 503-946-3298) and an email address (claims@polestarbenefits.com). At the bottom of the page, there is a footer with links for "My Accounts" and "Enrollment", a "Privacy Statement" link, "Terms Of Use" link, "About Us" link, and the website URL "www.polestarbenefits.com". The footer also includes the version and build date information: "Ver: 5.8.0.1 Build Date: 03/01/2012 6:15 AM Server: HCS-BETA-WCPWB2".

On your first visit to the site you will need to create an account.

Create Your Account



To create your Participant Account, click on the register button in the middle of the login page.

The next step to creating your account will be to enter information about yourself and employer.

User Registration

Important: To register with this site, you must have an **Employee ID** and a **Registration ID**, which is either your Employer's Employer ID or your Benefit Debit Card Number.

Instructions

1. Please enter your desired **User Name**
2. Enter your **First Name** and **Last Name** as they were provided to your employer at enrollment.
3. Provide an **Email Address**.
4. Enter a **password** with at least 8 characters and at least 1 non-alpha character. Please do not use your name within your password.
5. Enter your **Employee ID**.
6. For **Registration ID**, select the ID type you wish to use and then enter your Employer's Registration ID or your Benefit Debit Card Number.
7. Check the **Accept the Terms of Service** check box.
8. Click **Register**

All fields marked with a red arrow are required. - (Note: - Registration may take several seconds. Once you click the Register button please wait until the system responds.)

Enter a password. Your password must be at least 8 characters in length with at least one non-alpha character

[Accept the Terms of Service](#)

QUICK TIPS

Employee ID This is your Social Security Number (without any dashes).

The **Employer ID** is **PBILANE**

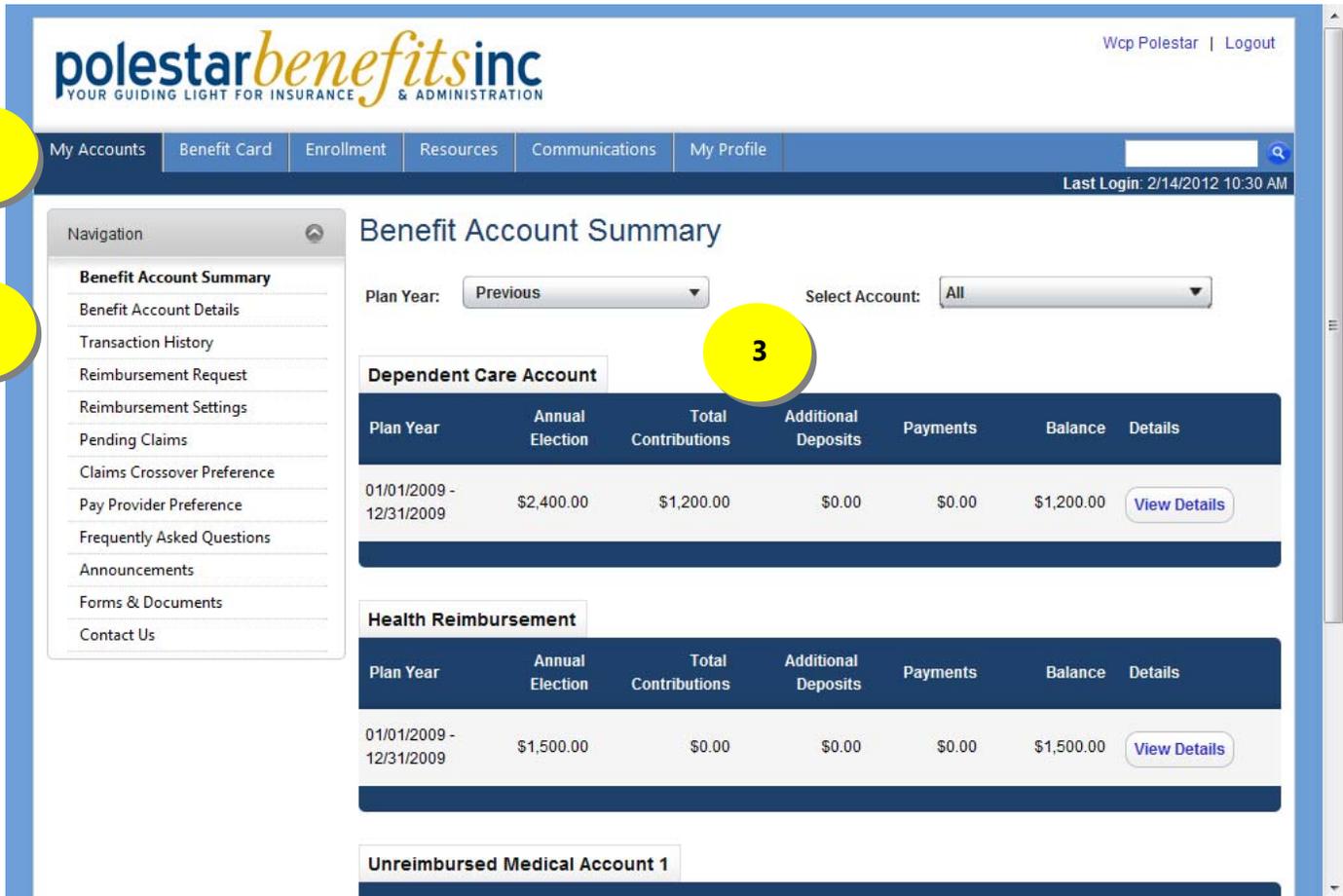
Card Number If you received your card in the mail, you can enter this information in lieu of the Employer ID.

Once you have completed the steps successfully you will be directed back to the login screen. Enter in the User ID and password you have just created and then you will access the User Interface.

If you are having difficulty with these steps, please contact us M-F between 8AM-5PM (PST)

Online Access

After successfully logging in you will have full access to all the information of your account.



1	Menu Bar	<p>There are menu options in this section that allow you choose what information you are looking for:</p> <ol style="list-style-type: none"> 1. My Accounts – provides details of all the administration account details, transaction history, online reimbursement submission, etc. 2. Benefit Card - If you lose your card, click on this link to order a new one. 3. Enrollment – During open enrollment this link may be active so you can choose next year’s benefit elections 4. Resources – There is a FAQ section here to provide details about the online system. 5. Communications – If you are receiving an email, letter in the mail, etc. details about the message are in this section 6. My Profile – This is area to update address, email, direct deposit and other info about you.
2	Navigation	This is a quick link menu to review all areas of your administration accounts
3	Account Summary	Depending on the Navigation choice, this section provides those details. Initially this is a summary of your account benefits, available balance, etc.

This is the conclusion of this User Guide. If you wish to have further training or need clarification on any these processes, please contact your HR Administrator.