

Notification Services by Text and E-mail

There are three different notices available:

1. Manual claim has been processed (entered and posted in MyFlex Account).
2. Debit card declined.
3. Substantiation required (once card swipe had settled in MyFlex Account).

E-mail is the default communication option. However, an Employee can opt in to receive text messages instead of E-mails. If both E-mail and text are selected, the Employee will receive both notices. An Employee can change these settings on MyFlexOnline real-time.

Employees should check to make sure that their current E-mail address is registered in their MyFlexOnline Account.

Employees can update their notification options in MyFlexOnline by selecting the **User Info** tab and then choosing **Notifications**. Please refer to the sample below:

MyFlexOnline

View Account
Request Payment
Flex Debit Card
User Info
Contact Us
Help

Personal Info Change
Password
Current Benefits
Notifications
Direct Deposit

Notifications

Provide the following information for notifications:

Email Information

Current address: Update your address

✖ [Redacted] .com

Text/Message Information

Current mobile number: Update your number

✖ [Redacted] - Verizon

10 digits, no dashes
(Select Carrier) ▼

Select the following options if you'd like to be notified when:

	eMail	Text/Message
<p>Debit Card Declined A debit card swipe has been declined</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p>Need Receipt Please provide a receipt for verification.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p>Received Claim Your claim has been received</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Please be aware that charges from your mobile carrier for text messaging services may apply.
Account changes will not be made until you press the 'Save Changes' button below.