First Time User Instructions

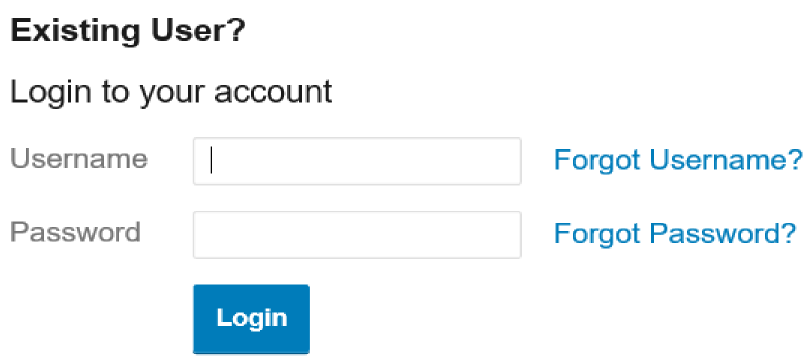
Webber Advisors Consumer Portal Access

How to Access Your Online Account

Follow the steps below to access your online account. If you would like to receive your reimbursements via direct deposit, please follow steps #3 to setup your direct deposit information via Consumer Portal.

1. Navigate to the website

⇨ Using your internet browser, navigate to: **https://webberadvisors.lh1ondemand.com**



⇨ You are automatically assigned a temporary Login ID and Password once you are enrolled. **Please Note:** You DO NOT need to click “Setting up a New Account”. Please go to the “Existing User” section

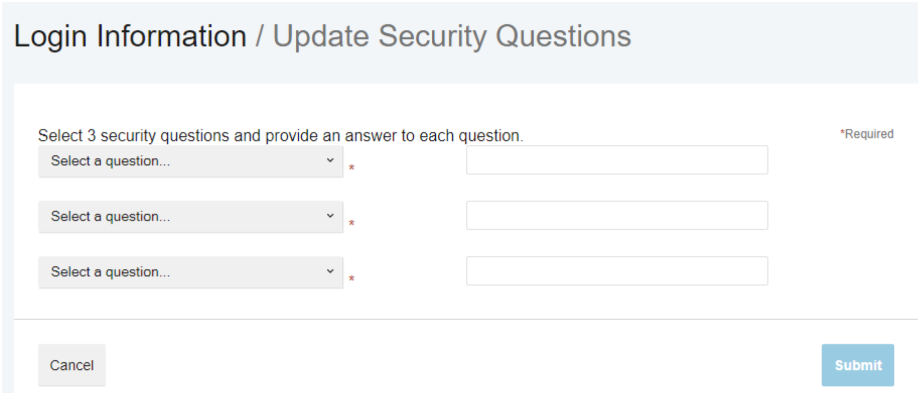
Temporary Login ID: First Name Initial, Full Last Name, Last 4 of SSN
Example: Jane Smith = JSmith1999

Temporary Password: Full SSN no dashes

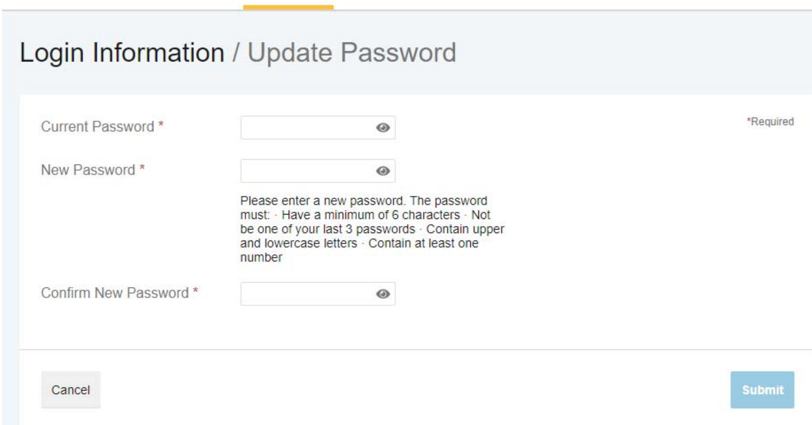
⇨ Type your **Username** and **Password** into the appropriate fields, and click LOGIN

2. Complete the required fields once you have accessed your online account

- Establish security questions, then click submit

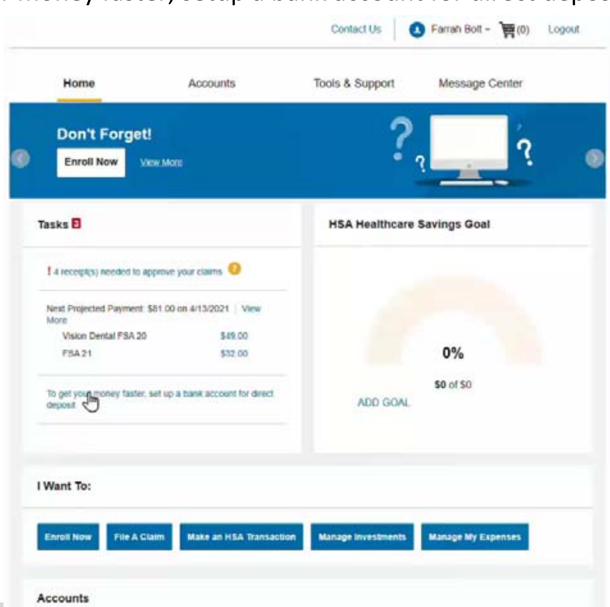


- Update your password, then click submit

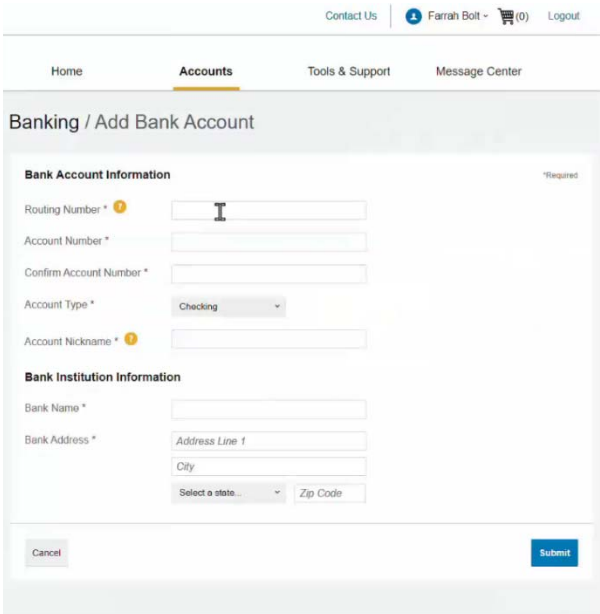


3. Set up direct deposit for quick and secure reimbursements

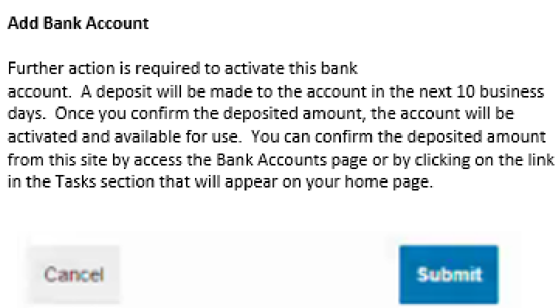
- Click on "To get your money faster, setup a bank account for direct deposit"



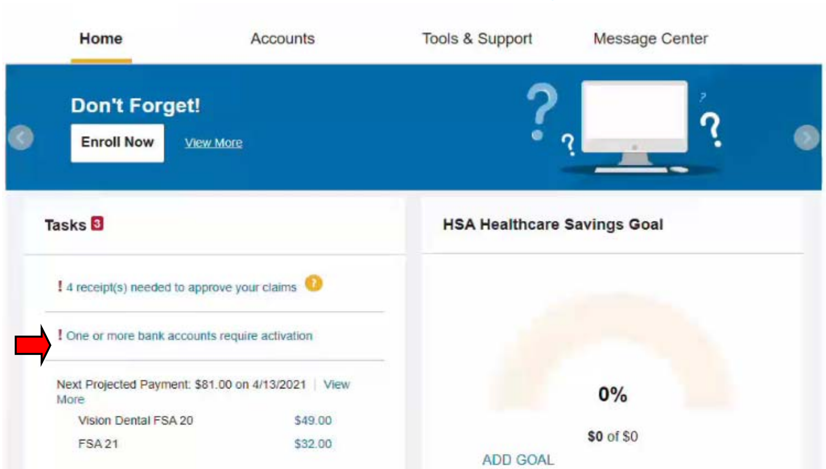
Add your bank account information, when completed, click submit



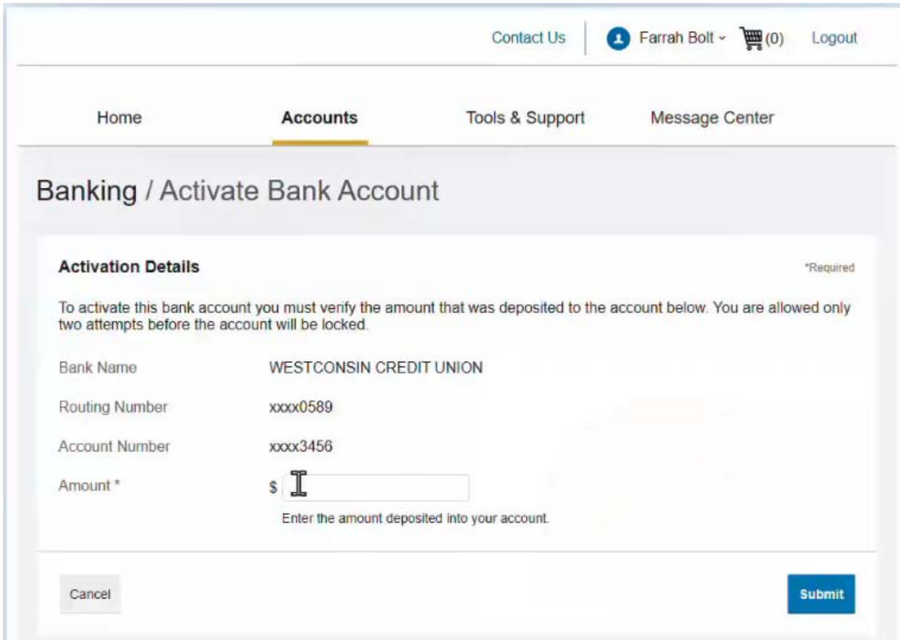
Next you will receive the notification that you will receive a credit/debit between $0.01 and $0.99 within 10 days to verify the account is setup correctly. Click submit once you have read the terms. **Please Note:** Your direct deposit will not be activated until the verification process is completed.



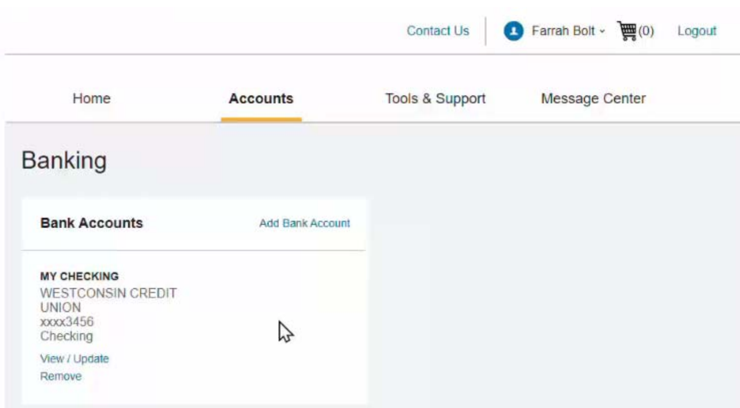
Once you receive the deposit, log into your account and under the Tasks section, click on "**!** **One or more bank accounts require activation**"



➡ The Banking/Activate Bank Account screen will appear, type in the amount deposited into your checking/savings and click Submit.



➡ Once completed, you will see that bank activation warning has disappeared. You may also check this by going to Accounts > Profile > Banking, you will see that the bank account is active



Important *Notes:*

- Prior to exiting the online portal, you will need to submit all claims you have entered. Any claims not completely submitted will be lost at the time of exiting the website.

- If you signed up for communications via email, please make sure DoNotReply@WebberAdvisors.lh1ondemand.com is added to your email approval listing.

For questions about your Flexible Spending Account and/or MERP/HRA, please contact Webber Advisors' Claims Department at (800) 326-9850 or e-mail claims@webberadvisors.com. Monday through Friday 8:00 a.m. to 4:00 p.m.