



HRC TOTAL SOLUTIONS

How to set up an account online:

Please go to our Online Account Setup page <http://hrcts.com/setup> for instructions on retrieving your username, creating an account password, and entering new user security questions to complete your online account profile. **Please note your online account will be available to you **within 30 days** of your plan effective date. If you already have an account you can login directly from <https://employee.hrcts.com>

Trouble accessing your account?

1. The **Password Length** must be a minimum of 6 characters and is case sensitive.
2. When resetting your password your answers to security questions are case sensitive.
3. **Password History:** Your password must not be one of your last **12 passwords** used.
4. **Account Inactivity:** After **180 days** of inactivity you must follow the password reset process in order to access your account again.

HRC Total Solutions Mobile:

Check your balance, final filing date, submit claims, and upload receipts on any **Android** or **iOS** device. View all claims requiring receipts and submit new receipts by taking a picture with your mobile device.



Google Play Mobile Application



Apple Store Mobile Application

Text Message Alerts:

SMS text message alerts are available for all mobile devices on AT&T, Nextel, Sprint, T-Mobile, Verizon, and Virgin Mobile networks! You can opt in/out via the **Consumer Portal** and configure which alerts you prefer.

- **Claim Confirmation**
- **Claim Denial**
- **HSA Account Summary**
- **Receipt Needed for Debit Card Transactions**
- **Receipt Reminder**
- **Expense Notification**

Automated Phone System (IVR):

- You can now access your Available Balance, Final Filing Date, Final Service Date, Eligible Amount and your most recent transactions all from a **Toll Free** Interactive Voice Response (IVR) phone service!
- This service is available 24x7 to all participants enrolled in an FSA, DCA, HRA, or HSA plan. Just select option 6 when calling HRCTS or you can reach this service directly by calling (877) 415-8093.
- You will need to have a “home” phone on file in your online account along with your zip code in order to use this service.

Exchange | HR Outsourcing | COBRA | FSA | DCA | POP | HRA | HSA | PRA | DRA | Commuter | Wellness | Payroll

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