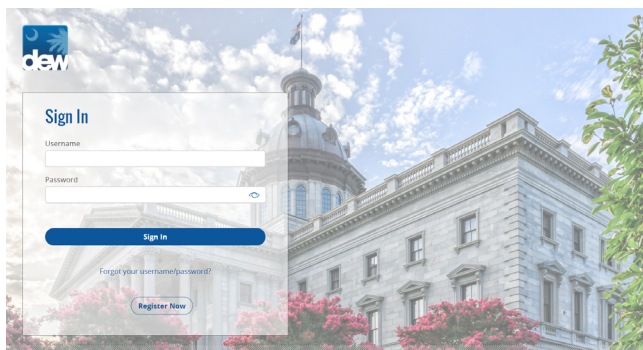
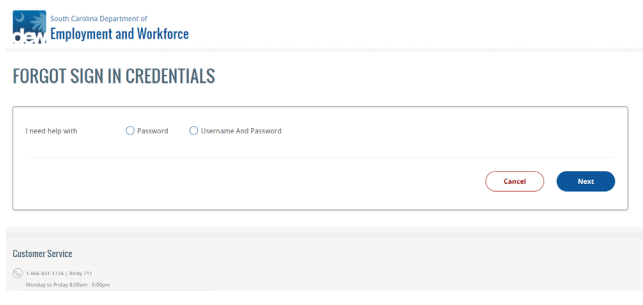


HOW TO RESET YOUR MYBENEFITS PORTAL USERNAME/PASSWORD & UPDATE SECURITY PREFERENCES



If a claimant forgets their username and/or password, the CSS portal provides the claimant with two options of resetting their password. They can reset their password by answering the security questions or by sending a security code via email/text to the email address or cell phone on file.

Claimant will click on Forgot your username / password link from the Account Login screen.



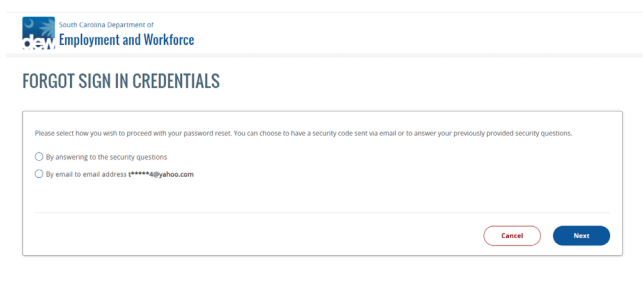
The system will display the Forgot Sign In Credentials screen.

Choosing Password will require the claimant to enter:

- Username
- SSN
- Date of Birth
- Email address (Email address associated with the account)

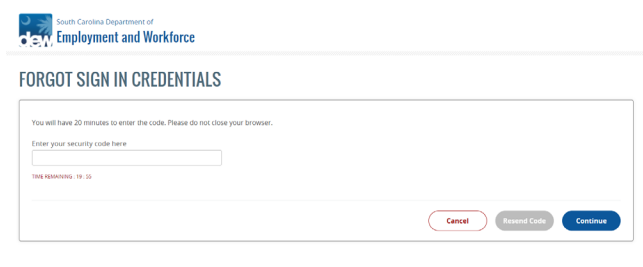
Choosing Username and Password will require the claimant to enter:

- SSN
- Date of Birth
- Email address (Email address associated with the account)



Once the claimant enters the required information, clicks the acknowledgment box, and clicks Continue, the system will present the options to reset their password.

If the claimant chooses to receive a security code via email, the claimant can use the option to answer security questions.



The system will navigate to the security code screen where the claimant is informed they have 20 minutes to enter the code received via email. The screen has a timer that counts down starting at 20 minutes. The code will expire after 20 minutes has passed.

The claimant will receive an email with the subject “SCUBI CSS Password Reset” that will include the security code that must be entered on the screen.

The system will navigate to the screen where the claimant can reset their password. If the claimant chose the “Username and Password” option, the Username will be displayed. Claimant will enter the new password, following the outlined password rules, and click Continue.

The system will present a successful message and a confirmation number. Clicking Continue will navigate the claimant back to the Account Login screen.

Once logged into the MyBenefits portal, claimants can also update security preferences by using the Welcome Name drop down list or from the My Profile menu.