



Consumer Portal - Setup Guide

csONE Benefit Solutions is proud to offer a robust and easy to use consumer portal. The portal allows you to submit claims & documentation, view real-time claims & balance information, receive statements & notifications and set up direct deposit.

Let's Get Started.

Go to www.csone.com

Note: Consumer Portal is not compatible with Safari browser.

click "FSA & HRA PARTICIPANTS"

click "Login"

click "Create your new user name and password"

csONE Benefit Solutions Login Screen

A new screen will appear

enter first name, last name, zip code and SSN.

click "Next" button.

Create 5 security questions.

click "Next" button

You will be assigned a username & you can create a password.

Home Page

- View account balances
- Manage Expenses
- Access the Message Center
- View graphs showing claims paid by category

Dashboard

- View all expenses
- Save claims for future submission
- Upload documentation for debit card substantiation or additional claims information as needed

Our Flex Benefit team is here to support you:

Monday - Friday 8:00am to 4:30pm

Call Us: 1 888 227-9745 ext. 2040

E-mail: flexiblebenefits@csONE.com

Tools & Support

Your online guidance resource containing:

- Important Documents and Forms
- Plan Summaries
- Quick help and tutorials for most needed functions

Message Center

The message center contains any notifications from csONE. If documentation is needed, a message detailing what is needed will be found there.

FSA Claims Submission

Its easy to file an FSA claim online.

click "Accounts"

Under the "I Want to:" on the top right of the screen, click "Submit a Claim" and follow the **step-by-step wizard** and enter the requested information to load in your FSA claim.

Your claim information will appear under the "Account Activity" tab at left.

Ready to Submit the claim: once the "Terms and Conditions" are accepted, **click** "Submit"

You will receive an email from flexiblebenefits@csone.com confirming receipt of your claim(s). You will also receive an email confirming when the claim has been processed.

How to Opt-In to Text Messaging

You can opt in to receive text messages regarding your claims and account status alerts.

click "Message Center"

Enter mobile number, carrier information and email address. You can also set preferences around the types of claims and status of claims you would like to receive notifications on.

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