



CONSUMER PORTAL QUICKSTART GUIDE

Welcome to your RK flex Benefit Accounts Consumer Portal. This one-stop portal gives you 24/7 access to view information and manage your Flexible Spending Account (FSA), Health Reimbursement Account (HRA), Commuter Benefits, and Wellness/Incentive Accounts.

It enables you to:

- File a claim online
- View up-to-the-minute account balances
- View your account activity, claims history and payment (reimbursement) history
- Report a lost/stolen Card and request a new one
- Update your personal profile information
- Change your login ID and/or password
- Download plan information, forms and notifications
- Access The FSA Store

The portal is designed to be easy to use and convenient. You have your choice of two ways to navigate this site:

1. Work from sections within the Home Page,
2. Hover over or click on the six tabs at the top.

HOW DO I LOG ON TO HOME PAGE FOR THE FIRST TIME?

Please access the RK Flex Consumer Portal Link: <https://rki.lh1ondemand.com>

Username: first initial and last name (all lower case)

Password: last 4 digits of your Social Security Number

If you already have access to the RK Flex Consumer Portal, you continue to use your current Username & Password.

The **Home Page** is easy to navigate:

- Easily access the **Available Balance** and **“I Want To”** sections from the left-hand navigation area.
- The **I Want To** section contains the most frequently used features for the Consumer Portal.
- In the left-hand column **Available Balance** links to the Account Summary page, where you can see and manage your accounts.
- The **Message Center** section displays alerts and relevant links that enable you to keep current on your accounts.
- The **Quick View** section graphically displays some of your key account information.

For any questions, please contact: rkflex@rkinsurance.com Phone (518) 244-4243