

# MyBenefitsChannel - Recover User Login Information



In a situation where a user is unable to remember their username, please complete the following steps to allow them to recover their username then reset their password and/or security question:

- Access MyBenefitsChannel via <https://www.mybenefitschannel.com/>



New User? [Learn More](#)

Register Here

Log into your account

Username  \* Required

Password  \* Required

Forgot Login? Log In

- Click the “Forgot Login?” button



Account Recovery

Please enter your username or email address associated with your account.

Cancel Continue

[I don't know my username or email associated with my account](#)

Having trouble? For help, call 1-800-435-5023 option 2 or [email us](#).  
Support is available Mon – Fri between the hours of 7:00 AM and 5:00 PM Central Time.

- If you **know** your username or email address associated with the account:
  - Enter it into the field above
  - Click the “Continue” button

OR

- If you do **not know** your username or email address associated with the account:
  - Click the link for “I don’t know my username or email associate with my password”

Username or email address **KNOWN**:



Account Recovery

We need to verify your identity to reset your account.  
Please select a verification method:

Send reset instructions to my email  
 Use my registration info and secret question

Having trouble? For help, call 1-800-435-5023 option 2 or [email us](#).  
Support is available Mon – Fri between the hours of 7:00 AM and 5:00 PM Central Time.

- Select:
  - Send reset instructions sent to my email (associated with the account)OR
  - Use my registration info and secret question
- Click the “Continue” button

Username or email address **UNKNOWN**:



Account Recovery

Are you trying to recover a guest account or member account?

Member Account  
 Guest Account

A guest account is a limited account that only has access to secure messaging.  
A member account is provided by an employer or third party that has access to multiple site features.

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- Select whether this is a Member or Guest account (most employees will have a **Member** Account)
- Click the “Continue” button

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Remaining steps identical for username **KNOWN** and **UNKNOWN**:



Account Recovery

Please enter your registration data

Last Name

Date of Birth  ex. 1/3/1980

Last 4 digits of your SSN or Unique ID (Member ID)

Having trouble? For help, call 1-800-435-5023 option 2 or [email us](#).  
Support is available Mon – Fri between the hours of 7:00 AM and 5:00 PM Central Time.

- Enter “Last Name”
- Enter “Date of Birth” (MM/DD/YYYY format)
- Enter the “Last 4 Digits of your SSN or Unique ID”
- Click the “Continue” button



Account Recovery

Please enter the answer to your secret question to continue:

What is the name of the elementary school you attended?

Having trouble? For help, call 1-800-435-5023 option 2 or [email us](#).  
Support is available Mon – Fri between the hours of 7:00 AM and 5:00 PM Central Time.

- Enter the answer to your security question (questions will vary depending upon initial registration settings)
- Click the “Continue” button



### Account Recovery

Create your account credentials

Username [Click here for requirements](#)

 \*

[X] Close

- Usernames must be unique across all accounts
- Usernames must contain between 8 and 50 characters
- Usernames cannot contain certain special characters like <, >, ', " and &
- Using your email address as your username is recommended

Password [Click here for requirements](#)

 \*

[X] Close

- Passwords must contain between 8 and 128 characters
- Passwords must contain at least 1 uppercase letter (A-Z)
- Passwords must contain at least 1 lowercase letter (a-z)
- Passwords must contain at least 1 digit (0-9)
- Passwords cannot contain certain special characters like <, >, ', " and &
- Passwords cannot contain your first name, last name or username
- Passwords cannot contain certain common passwords
- Passwords cannot match any of your previous 3 passwords

Confirm Password

 \*

Security Question

 \*

Security Answer

 \*

Confirm Security Answer

 \*

- *Optional:* Change or update "Username" (link for username requirement information link available above field)
- Enter new desired "Password" (link for Password requirement information link available above field)
- Confirm new "Password"
- *Optional:* Change "Security Question"
- *Optional:* Change or update "Security Answer"
- Confirm "Security Answer"
- Click the "Save" button

### Having trouble?

For help:

Call 1-800-435-5023, option 2

OR

Email us at [support@mybenefitschannel.com](mailto:support@mybenefitschannel.com)

Support is available Mon – Fri between the hours of 8:30 AM and 5:00 PM Central Time.