e-PIN Registration and Retrieval and Registration Process

The first time you access the e-PIN retrieval website you will need to Register.

Go to [www.mybenefitfunds.com/getmypin](http://www.mybenefitfunds.com/getmypin) and select “Register” from the top right hand corner and complete the registration process.
Initial Registration and Employee ID and Registration ID Validation

You will need the following information to complete the initial step of the registration process:

1. First and Last Name (as is displayed in our system)
2. Employee ID
3. Registration ID, which is either your Benefits Debit Card Number or your Employer’s Employer ID number.

This initial step of the registration process will also require you to select a User Name and Password and provide an email address.

User Name Requirements:
Your username must be unique to the Debit Card System. If you enter a username that is already in use by another cardholder, you will receive an error message. At this point, you will need to choose an alternate username and continue the process.

Password Requirements:
A valid password must contain between 8 and 16 characters.

In addition, the password must include 3 of the following 4 types of characters:

1. An Upper Case Letter
2. Lower Case Letter
3. A Special Character (such as %, !, @, etc.)
4. A Number

In addition, a password CANNOT:

- Contain the same character repeating 3 or more times, for example, 'AAA' is invalid
- Contain the word 'password'
- Contain the username
- Contain spaces

Please see the following page to view a screen shot of the initial Registration and Employee ID and Registration ID Validation webpage.
Additional e-PIN Registration Steps

Once you have completed the Initial Registration and Employee ID Validation page, you will be directed to a webpage that will prompt you to complete a series of 4 additional steps in the registration process.

These steps are as follows:

Step 1 – Select a picture and personal phrase
Step 2 – Provide answers to 4 challenge questions
Step 3 – Register your computer (this is an optional step)
Step 4 – Verify your email address
Step 5 – Verify your password
Step 1: Select a picture of your and enter a personal phrase.

Select a picture to identify you when you log in and create a personal phrase. Then hit “Continue Setup”.

![e-PIN Retrieval](image-url)
Step 2: Provide Answers To 4 Challenge Questions.

Select a Challenge question from each drop down list and provide the answer in the field below. Then select “Continue Setup”.

![e-PIN Retrieval](image)
Step 3: Register your computer (or not).

This step is optional. By selecting to register your computer, you will be able to complete the log in process quicker on future visits to the website when using

Make a selection and then select “Continue Setup”.

![e-PIN Retrieval](image)
Step 4: Verify your email address.

Enter your email address and then select “Continue Setup”.

![e-PIN Retrieval](image)
Step 5: Review registration information and verify your password.

Review your personal profile set up information and make any changes you wish. Then, enter and confirm your password. When finished select “Submit Set up Information”.

![e-PIN Retrieval Form](image)
Proceed to Account

Once you have completed the registration process, you will be directed to a webpage where you can select “Proceed to Account”. This selection will take you to the page where you can then view your PIN.

Pin Retrieval Page

From the Pin Retrieval web page, click on the “View PIN” hyperlink in blue. An image will pop up that will contain your 4 digit PIN. (NOTE: make sure to disable any pop up blockers on your internet options to allow the image to properly display).
Signing in to retrieve your PIN after the registration process has been completed.

To view your PIN once you have already registered on the e-PIN retrieval website, simply go to [www.mybenefitfunds.com/getmypin](http://www.mybenefitfunds.com/getmypin) and select the “Login” option and enter your Username.

After you enter your username, you will be prompted to enter answers to two security questions if you did not register your computer. Enter the answers to the two security questions. Then select if you want to register your computer. (Selecting “Register your computer” will bypass the need to answer security questions on future log ins). Then select “Continue”.

Enter your password and select “Sign In”

Pin Retrieval Page

From the Pin Retrieval webpage, click on the “View PIN” hyperlink in blue. An image will pop up that will contain your 4 digit PIN. (NOTE: make sure to disable any pop up blockers on your internet options to allow the image to properly display).
Forgotten Passwords and User Lockout

Forgotten Password
1. Enter his/her userid in the login box and click Continue.

2. Answer 2 security questions and then click Continue.
3. Click the ‘Forgot your password’ link below the Sign in and Cancel buttons

4. Answer 2 security questions again and click Submit
5. Enter a New Password and Confirm Password and hit Submit

* Please note, you cannot reuse a previous password and any new password must meet the password criteria.

The user is returned to the home screen to log back in with the new password.
User Lockout

A user will become locked out by one of the following events:

1. Challenge Question Failure: 3 successive failed attempts to answer challenge questions
   - If a user fails to answer their security questions correctly, then the account will be locked.
   - The user must contact their Administrator to unlock the account

2. Password Failure: 3 successive failed attempts to enter correct password
   - If a user enters an incorrect password three times, then user will still be prompted to enter password. However, at this point, the user is locked out and upon entry of a password. The user will then be brought back to the login page.
   - The user will then need to contact the Administrator to unlock the account and reset the password.