

Add Member and Request Debit Card Instructions

Step 1: Navigate to www.ffga.com and select the login button to the right of the family.

The screenshot shows the homepage of First Financial Group of America. At the top left is the company logo. To the right are navigation links: Customer Support, About Us, Contact Us, and 403(b) Agent Services. Below these is a search bar. A main navigation bar contains buttons for Home, For Individuals, and For Employers. The main content area features a large image of a smiling family with the text: "Over 45 years experience protecting families by offering insurance and investment products through your employer." To the right of this image is a box titled "Access My Account" with the text: "Log in to manage your Flexible Spending Account or Health Savings Account." Below this text is a blue button labeled "HSA/FSA Login" which is highlighted with a yellow border. Below the family image are three informational boxes: "Find Out What's Covered" with a checkmark icon and text about Medical Flexible Spending Accounts; "Employers & Carriers" with text about accessing the secure portal and a blue "Employers & Carrier Login" button; and a vertical list of blue buttons: "Forms and Benefit Information", "View Employer Benefits", "View Employer Retirement Plans", "COBRA Login", and "FAQs".

Step 2: Sign In with your username and password created when registered

The screenshot shows the login page of First Financial Administrators, Inc. At the top left is the company logo and the tagline "First in Service and Expertise". To the right is the phone number 866-853-3539. Below the phone number are two buttons: "SIGN IN" (highlighted with a yellow border) and "REGISTER". Below the buttons is a section titled "IMPORTANT NOTICE" with the sub-heading "UPDATED LOGIN PROCESS". The text in this section reads: "On Monday, Nov. 12, we streamlined the log-in process, reducing log-in stress for our Flex and Health Savings Account customers. The system enhancements will allow you to have one set of credentials for your online FSA/HSA portal and our mobile app. Due to this change, all customers are required to register their account. Previous logins no longer work. However, if you are using our mobile app or registered after Monday, Nov. 12, you do not need to register again. To register, you will need to enter either your Employer Name or 16-digit First Financial Benefits MasterCard number. You will then be prompted to enter your 9-digit Social Security Number without dashes." To the left of the notice is a promotional graphic for a mobile app, showing a smartphone and a tablet displaying the app interface, with the text "TRY OUR MOBILE APP" and logos for Google Play and the App Store.

Step 3: Once logged into your account you should be on your personal dashboard as seen below.

First Financial Administrators, Inc.
First in Service and Expertise

866-853-3539

555123456
Last login: 10:42am on Jun 27, 2018

My Accounts | Claims | Resources

Personal Dashboard

Your Accounts
Plan years to show: Previous Current Future

Get Reimbursed Faster
Add your bank account for direct deposit reimbursement [+ ADD](#)

Alerts
Right now you're only receiving email alerts. Click below to maximize the value of your account. Link your mobile phone and get real-time balance updates!
[SIGN UP](#)

May 17, 2018 12:24 pm **Participant Claim Entry** Online Claim Received
[SEE ALL](#)

Recent Transactions

| | | | |
|------------|---------------------------|----------|--------------------|
| (\$0.01) | Flexible Spending Account | Denied | Claim May 17, 2018 |
| (\$12.50) | Flexible Spending Account | Approved | Claim Sep 12, 2017 |
| (\$12.30) | Flexible Spending Account | Approved | Claim Sep 12, 2017 |
| (\$25.00) | Flexible Spending Account | Denied | Claim Sep 10, 2017 |
| (\$75.00) | Flexible Spending Account | Approved | Claim Sep 1, 2017 |
| (\$2.00) | Flexible Spending Account | Denied | Claim Jun 15, 2017 |
| (\$200.00) | Flexible Spending Account | Denied | Claim Jun 16, 2017 |
| (\$34.56) | Flexible Spending Account | Denied | Claim Sep 8, 2016 |
| (\$0.25) | Flexible Spending Account | Denied | Claim Nov 1, 2016 |
| (\$5.00) | Flexible Spending Account | Denied | Claim Oct 6, 2016 |

[SEE ALL](#)

Step 4: You'll select your name, found in the highlighted area below.

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Add your bank account for direct deposit reimbursement [+ ADD](#)






Step 5: Select the add family member button at the bottom of the user profile page.

First Financial Administrators, Inc. 866-853-3539

My Accounts Claims Resources 555123456 Last login: 10:42am on Jun 27, 2018 log out

User Profile

NOTE: To update personal information email techsupport@ffga.com. You will also need to update with your employer.

| | | |
|---|---|--|
|  change picture KATHY BLUNT Date of Birth no data Employee ID *****3456 Marital Status None Gender None |  Phone Email Address ffsolutionsdemo@ffga.com  Employer FFSolutions 2015 SSN no data Employee Status Active |  Home Address 123 NORTH 5TH AUSTIN TX, 75069 US Mailing Address ,  edit Reimbursement Method Check |
|---|---|--|

Family Members

[+ ADD FAMILY MEMBER](#)

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Step 6: Complete the form that populates. Ensure the box is selected for a debit card to be disbursed. Select Next to complete the transaction and add the member to the desired plan.

The screenshot shows the 'Add Family Member' form within a web portal. The form is titled 'Add Family Member' and is overlaid on a 'User Profile' page. The form contains the following fields and options:

- First Name ***: Text input field.
- Last Name ***: Text input field.
- Initial**: Text input field.
- Issue Dependent Card**: A checkbox that is highlighted in yellow.
- General Info**: A section header.
- Use your primary address**: A checkbox.
- Dependent ID ***: Text input field containing '555123456dl'.
- Relationship**: A dropdown menu with '-- Select One --'.
- Date of Birth ***: Text input field.
- Address 1 ***: Text input field.
- Address 2**: Text input field.
- City ***: Text input field.
- SSN ***: Text input field.
- State ***: A dropdown menu with 'Select state'.
- Gender ***: A dropdown menu with 'Select'.
- ZIP ***: Text input field.
- Phone**: Text input field.
- Country ***: A dropdown menu with 'Select country'.
- Full-time student**: A checkbox.

At the bottom of the form, there are two buttons: 'CANCEL' and 'NEXT'. The 'NEXT' button is highlighted in blue. The background page shows a 'Family Members' section with an 'ADD FAMILY MEMBER' button.