

KEEPING YOUR ACCOUNT SAFE AND SECURE



HOW TO ACCESS YOUR TRI-AD ACCOUNT

Topics

Select a topic to see the info
you need



[Access the Login Page](#)



[How To Register](#)

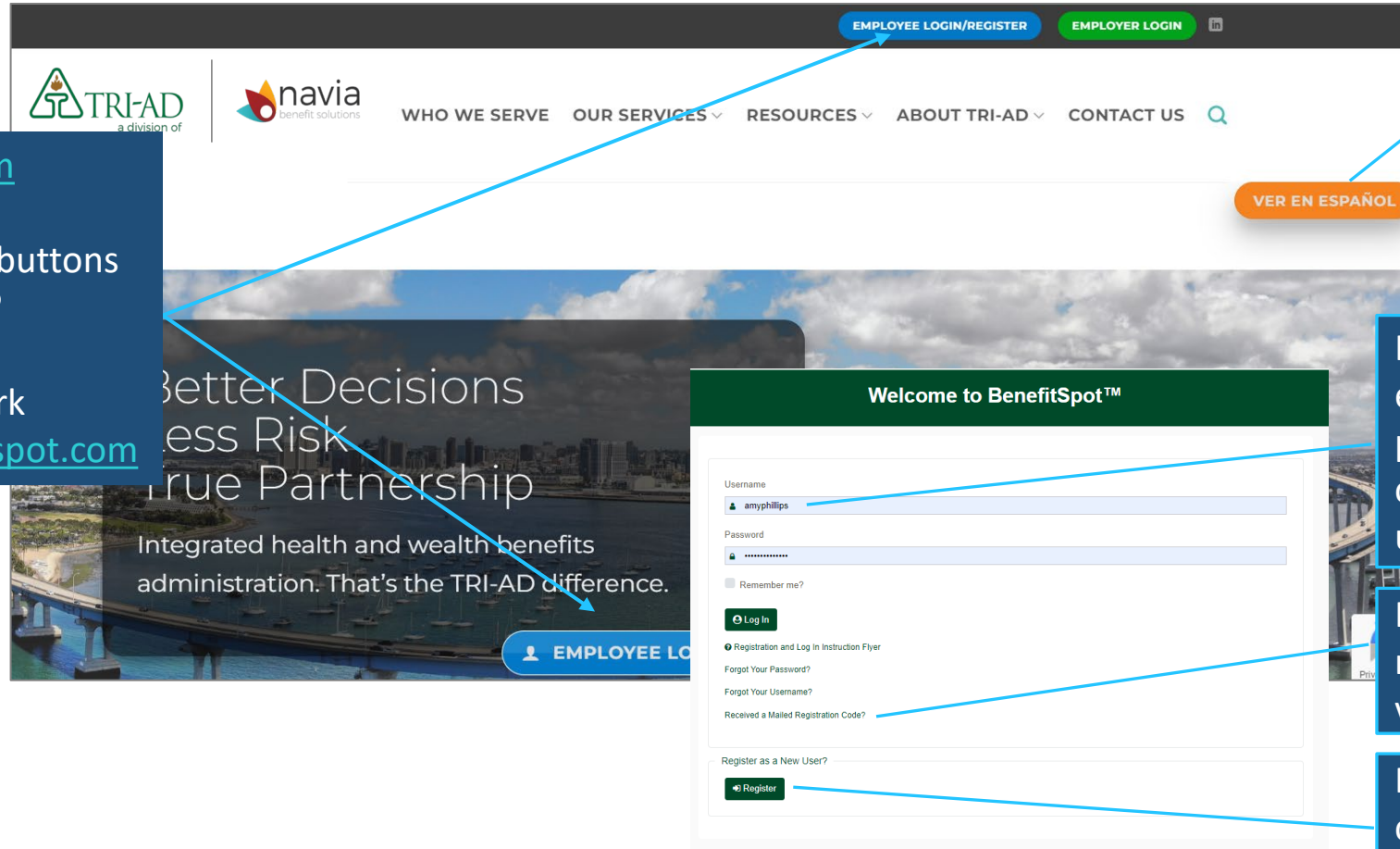


[Updating Your Login Credentials](#)



[For Additional Assistance](#)

Access the Login Page



Go to www.tri-ad.com

Click one of the blue buttons to go to BenefitSpot®

You can also bookmark <https://www.benefitspot.com>

Para ver TRI-AD en Español

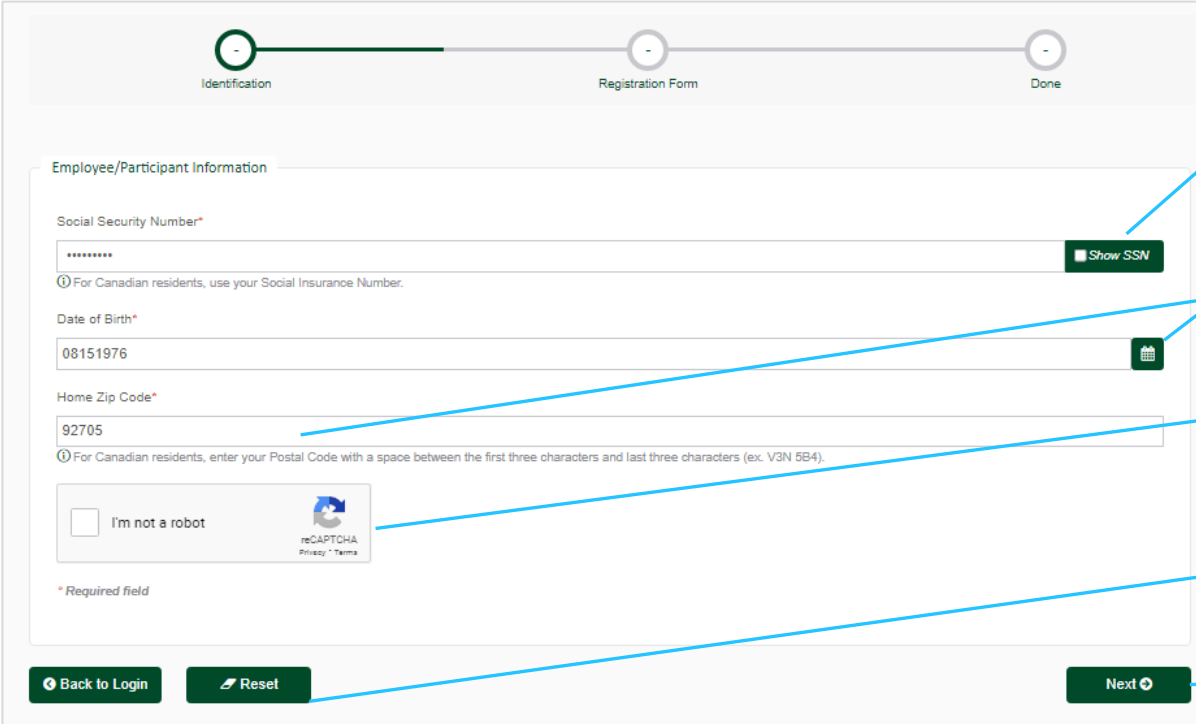
If you've already registered, enter your username and password and log in. You can retrieve your forgotten username or password.

If you have requested and received a registration code via mail, click here.

If you've never registered, click "Register as a New User"

How To Register

Complete the one-time registration to access your account. The registration and login processes ensure that all activity in your account is made securely, by you.



The registration form is titled "Employee/Participant Information" and includes the following fields and elements:

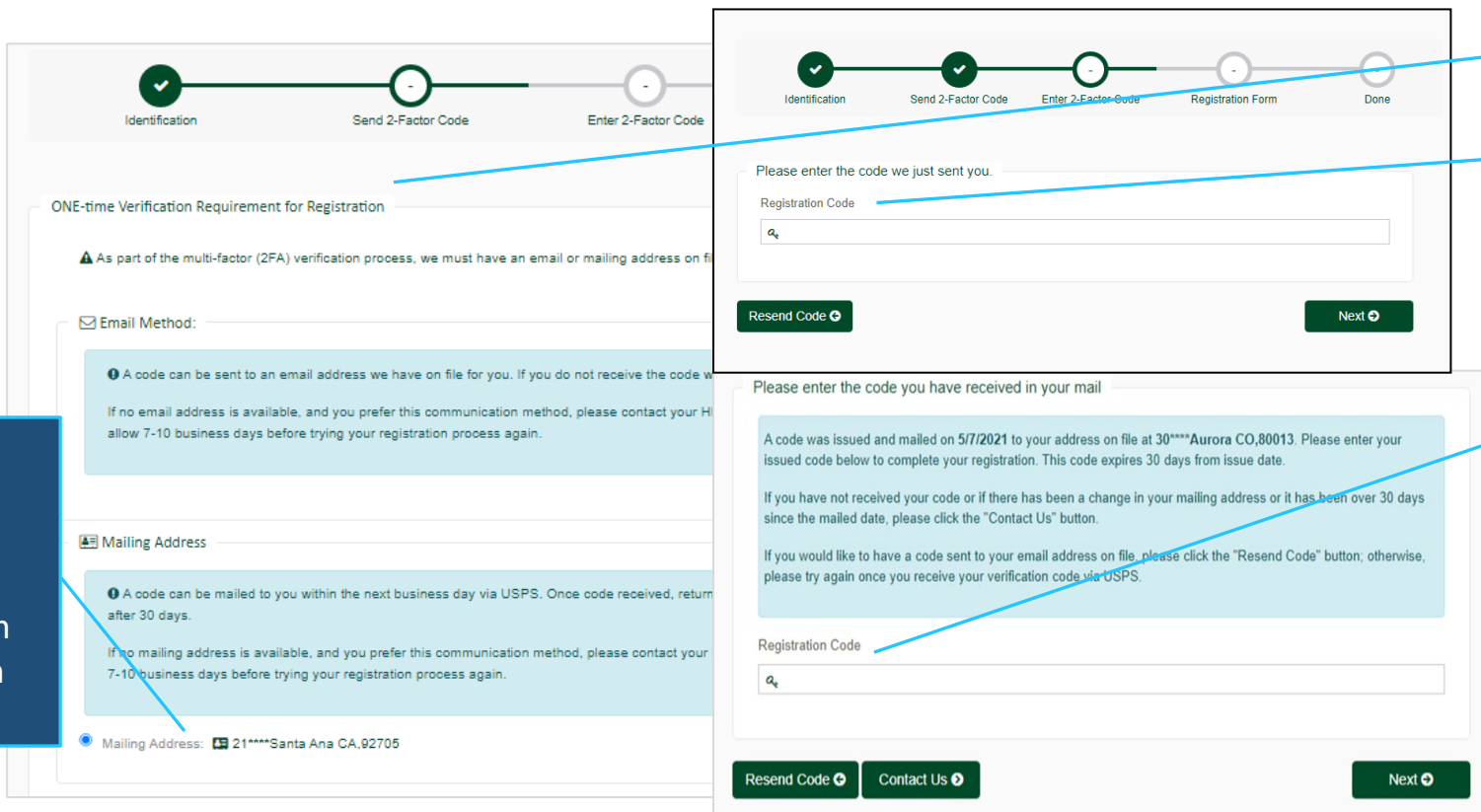
- Progress Bar:** Shows three steps: Identification (active), Registration Form, and Done.
- Social Security Number*:** A text field with masked characters (*****). A "Show SSN" button is to the right. A note below states: "For Canadian residents, use your Social Insurance Number."
- Date of Birth*:** A text field containing "08151976". A calendar icon is to the right.
- Home Zip Code*:** A text field containing "92705". A note below states: "For Canadian residents, enter your Postal Code with a space between the first three characters and last three characters (ex. V3N 5B4)."
- reCAPTCHA:** Includes a checkbox for "I'm not a robot" and the reCAPTCHA logo.
- Buttons:** "Back to Login", "Reset", and "Next" (with a right arrow icon).

Annotations (blue boxes with lines pointing to the form):

- Enter your Social Security Number with no dashes. Click here to Show SSN (points to the SSN field and "Show SSN" button).
- Click to use a calendar or enter your birthday MMDDYYYY (points to the Date of Birth field and calendar icon).
- Enter your Zip Code (points to the Home Zip Code field).
- Click "I am not a robot" and complete the CAPTCHA (points to the reCAPTCHA checkbox).
- Click "Reset" if you need to start over at any time (points to the "Reset" button).
- Click "Next" to continue (points to the "Next" button).

Getting Your Two-Factor Code

We go the extra mile to confirm your identity – and to keep your account secure.



Identification Send 2-Factor Code Enter 2-Factor Code Registration Form Done

ONE-time Verification Requirement for Registration

As part of the multi-factor (2FA) verification process, we must have an email or mailing address on file for you.

Email Method:

A code can be sent to an email address we have on file for you. If you do not receive the code within 10 minutes, please contact your employer.

If no email address is available, and you prefer this communication method, please contact your employer to allow 7-10 business days before trying your registration process again.

Mailing Address

A code can be mailed to you within the next business day via USPS. Once code received, return to the BenefitSpot login page and click "Received a Mailed Registration Code?" This page will appear.

If no mailing address is available, and you prefer this communication method, please contact your employer to allow 7-10 business days before trying your registration process again.

Mailing Address: 21****Santa Ana CA, 92705

Please enter the code we just sent you.

Registration Code

Resend Code Next

Please enter the code you have received in your mail

A code was issued and mailed on 5/7/2021 to your address on file at 30****Aurora CO, 80013. Please enter your issued code below to complete your registration. This code expires 30 days from issue date.

If you have not received your code or if there has been a change in your mailing address or it has been over 30 days since the mailed date, please click the "Contact Us" button.

If you would like to have a code sent to your email address on file, please click the "Resend Code" button; otherwise, please try again once you receive your verification code via USPS.

Registration Code

Resend Code Contact Us Next

Partially-masked mailing address * information we have on file for you

Request your code by email or USPS

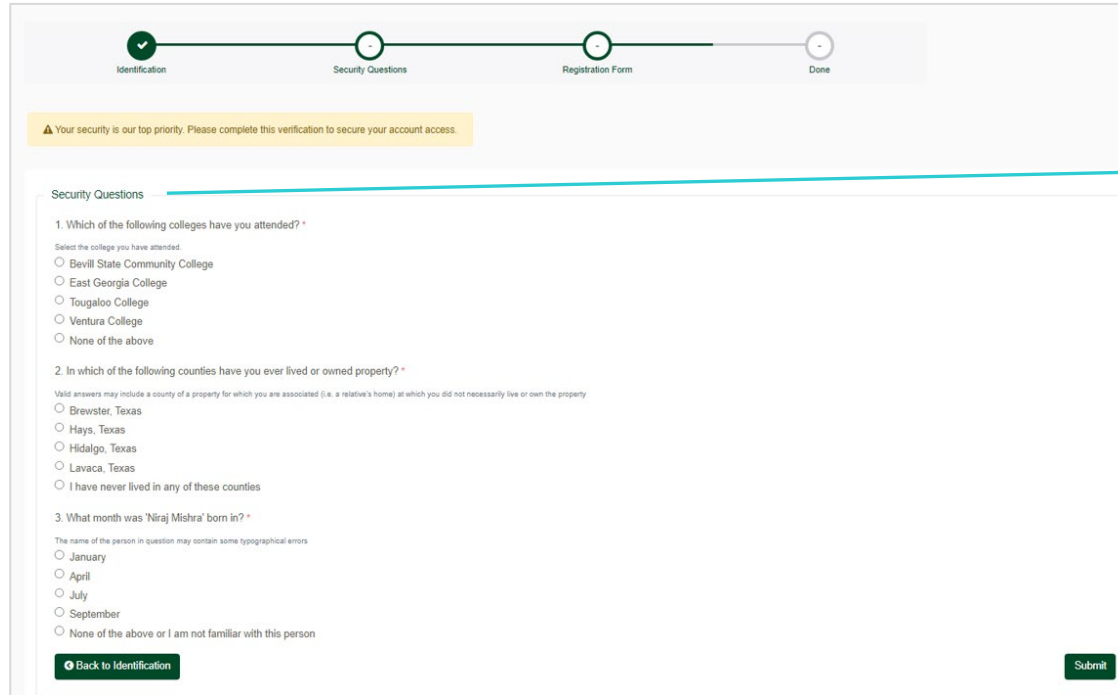
For email, enter the code you receive and hit "Next"

Codes USPS mailed are good for 30 days from the date of issue. Once received, return to the BenefitSpot login page and click "Received a Mailed Registration Code?" This page will appear.

Enter the code and click "Next"

*Your email address and mailing address are from your employer (or former employer). If either are incorrect, you MUST update this information with your employer/former employer first.

Answer the Questionnaire



The screenshot shows a registration progress bar at the top with four steps: Identification (completed), Security Questions (current), Registration Form, and Done. A yellow warning banner states: "Your security is our top priority. Please complete this verification to secure your account access." The Security Questions section contains three questions:

- Which of the following colleges have you attended? *
Select the college you have attended.
☐ Bevil State Community College
☐ East Georgia College
☐ Tougaloo College
☐ Ventura College
☐ None of the above
- In which of the following counties have you ever lived or owned property? *
Valid answers may include a county of a property for which you are associated (i.e. a relative's home) at which you did not necessarily live or own the property.
☐ Brewster, Texas
☐ Hays, Texas
☐ Hidalgo, Texas
☐ Lavaca, Texas
☐ I have never lived in any of these counties
- What month was 'Niraj Mishra' born in? *
The name of the person in question may contain some typographical errors
☐ January
☐ April
☐ July
☐ September
☐ None of the above or I am not familiar with this person

At the bottom, there is a "Back to Identification" button and a "Submit" button.

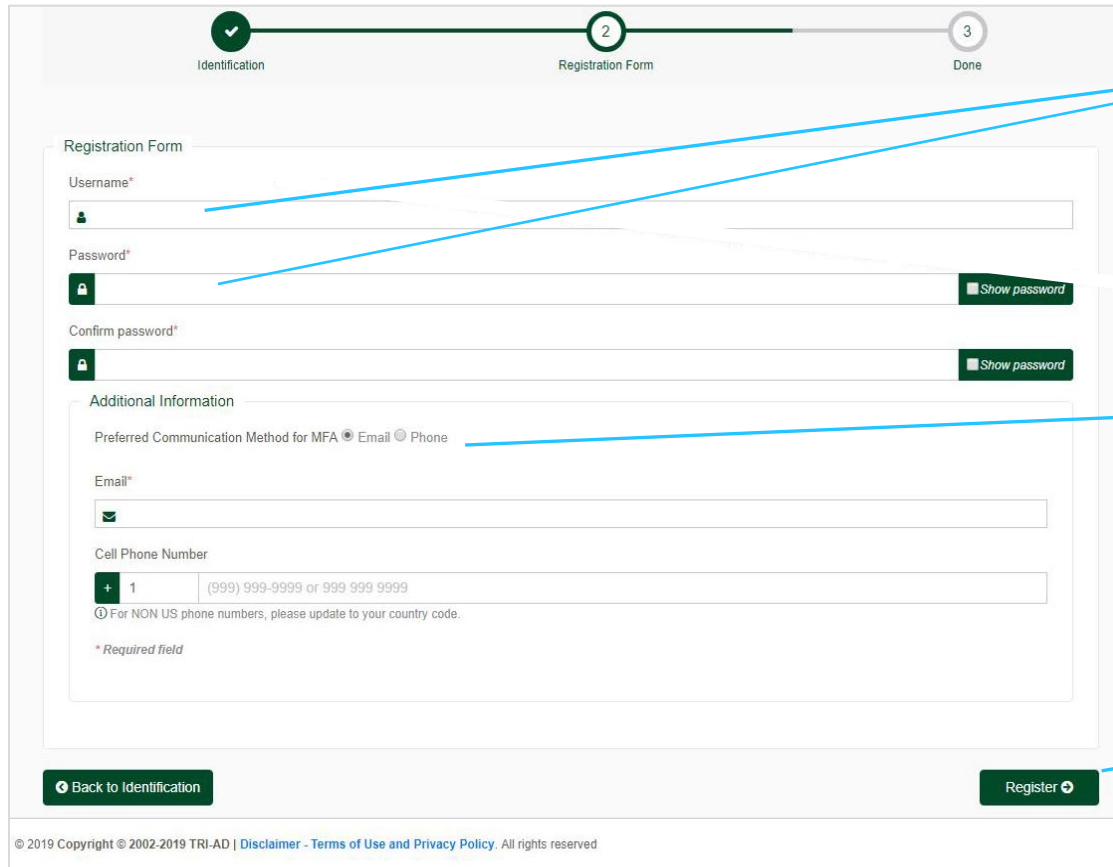
If you are unable to authenticate via email or the mailing address on file, you can select the option for **Answer Security Questions**.

If you fail to answer the questions correctly twice, you will be temporarily locked out and cannot access the Answer Security Questions for 24 hours.

If you become permanently locked out of registration, you will need to contact Participant Services to get it unlocked.

*Call Participant Services at 888-844-1372 if you are locked out of your account.

Set Up Your Login Credentials



The screenshot shows a three-step registration process. Step 1 (Identification) is complete. Step 2 (Registration Form) is active, containing fields for Username, Password, Confirm password, Email, and Cell Phone Number. Step 3 (Done) is the final step. A 'Register' button is at the bottom right, and a 'Back to Identification' button is at the bottom left.

Registration Form

Username*

Password*

Confirm password*

Additional Information

Preferred Communication Method for MFA ☒ Email ☐ Phone

Email*

Cell Phone Number

+ 1 (999) 999-9999 or 999 999 9999

① For NON US phone numbers, please update to your country code.

* Required field

[Back to Identification](#) [Register](#)

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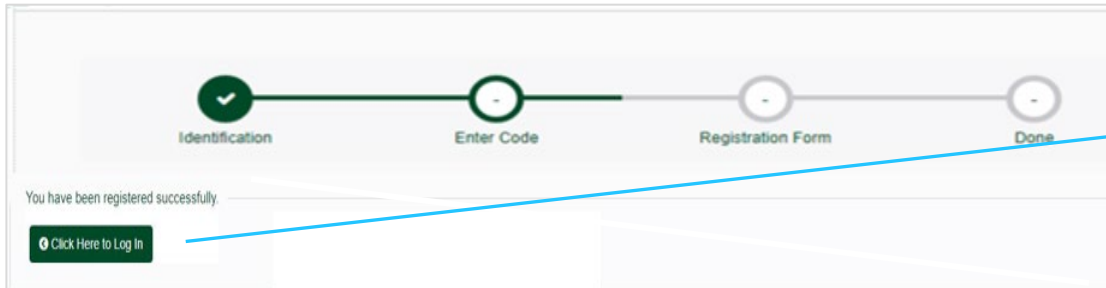
Create your Username and Password

Provide your email and cell phone contact information. Choose your preferred communication

We recommend you use a personal email and phone number, so you always have access

Click "Register"

Success!



Identification — Enter Code — Registration Form — Done

You have been registered successfully.

[Click Here to Log In](#)

You'll see a message that you have registered successfully. Click the button to log in



Send Two-factor Authentication Code


Select your Preferred Communication Method

Preferred method

- ☒ Send me an Email to [email address]
- ☐ Send me an SMS text message to [phone number]

[Back to Login](#) [Send Code](#)

Once you enter your username and password, you will request your authentication code be sent to you. Select email or cell phone and click "Send Code"



Two-factor Authentication

Your login is protected with an authenticator app. Enter your authenticator code below.

Two Factor Code

☐ Remember this machine

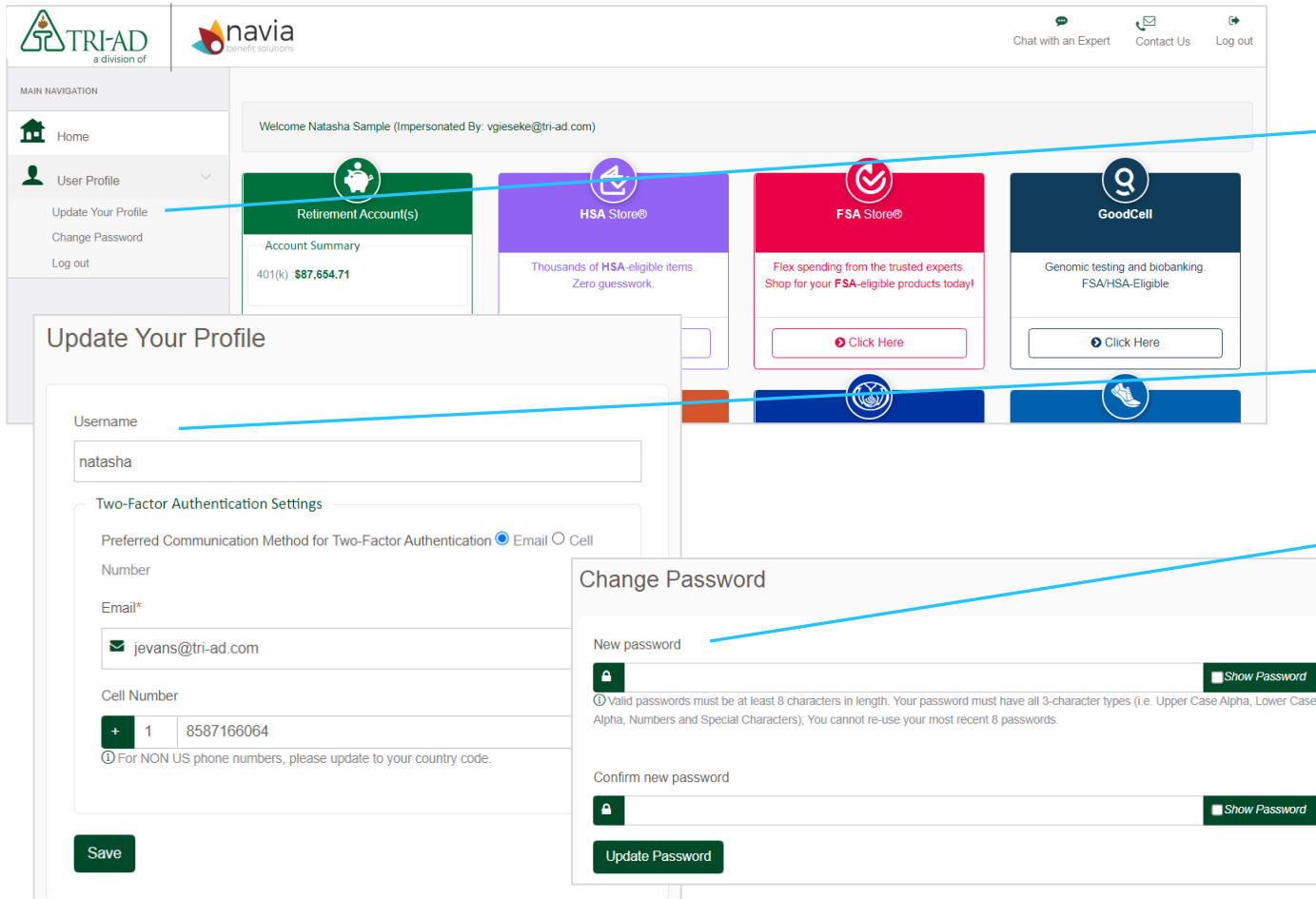
[Resend Code](#) [Login](#)

Enter the code emailed or texted

If you prefer, you can have the system "*Remember this machine*" so it doesn't ask you for two-factor for 30 days

Click "Login"

Updating Your Info in the Future



The screenshot displays the user interface for updating profile information and changing a password. The main navigation menu on the left includes 'Home', 'User Profile', 'Update Your Profile', 'Change Password', and 'Log out'. The 'Update Your Profile' form is open, showing fields for Username (natasha), Email (jevans@tri-ad.com), and Cell Number (1 8587166064). The 'Change Password' form is also open, showing fields for New password and Confirm new password. The background shows a dashboard with various account summaries and links to update information.

Update Your Profile: you can change your username, email, phone, and password at any time in the future on BenefitSpot

Change your username, email, and phone number

Change your password

Questions? Contact TRI-AD



Website: visit www.tri-ad.com or benefitspot.com to log in

Email:

Retirement questions: 401kmail@tri-ad.com

Reimbursement questions: flexmail@tri-ad.com

COBRA questions: cobmail@tri-ad.com