

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](#)

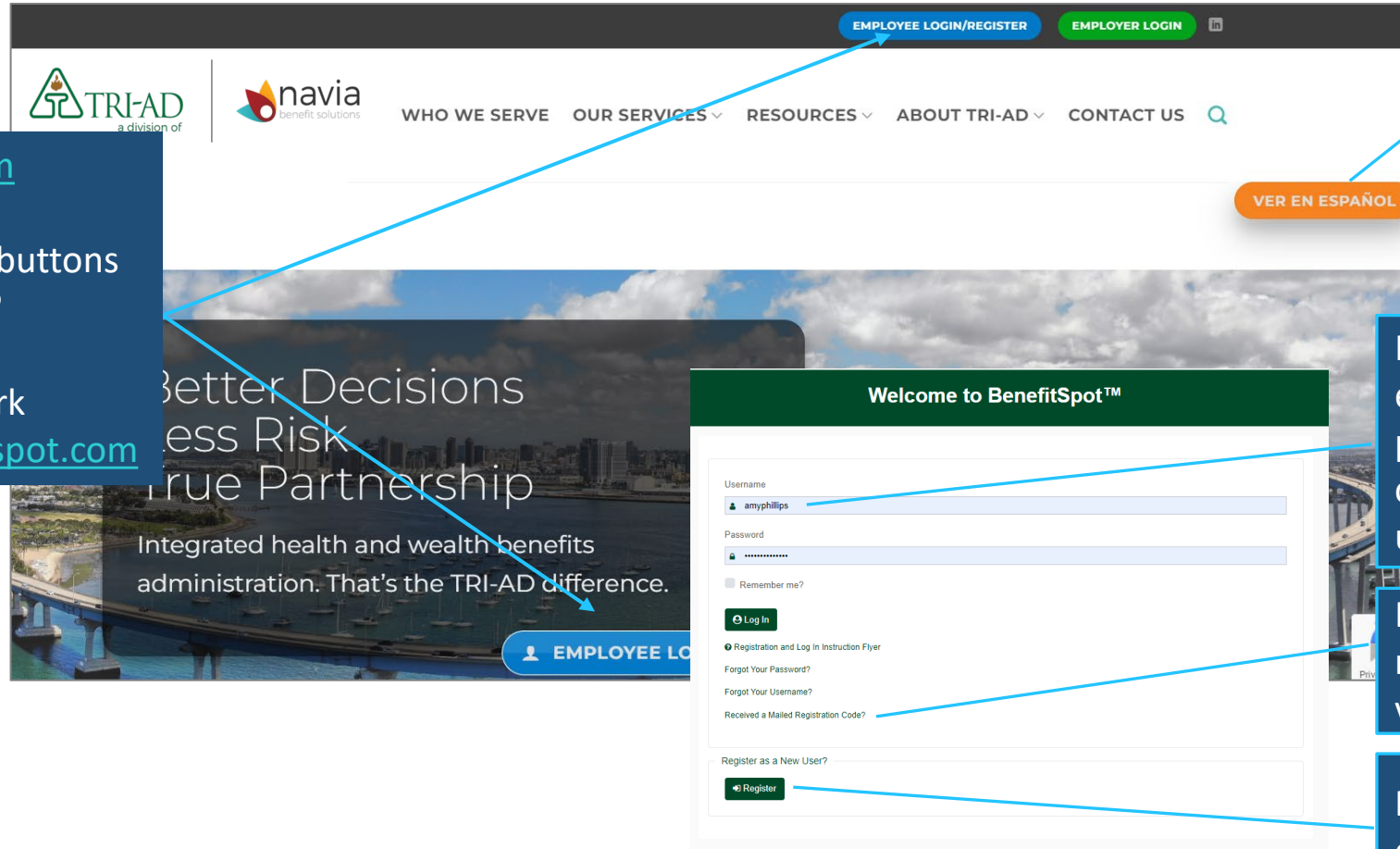


[Updating Your Login Credentials](#)



[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

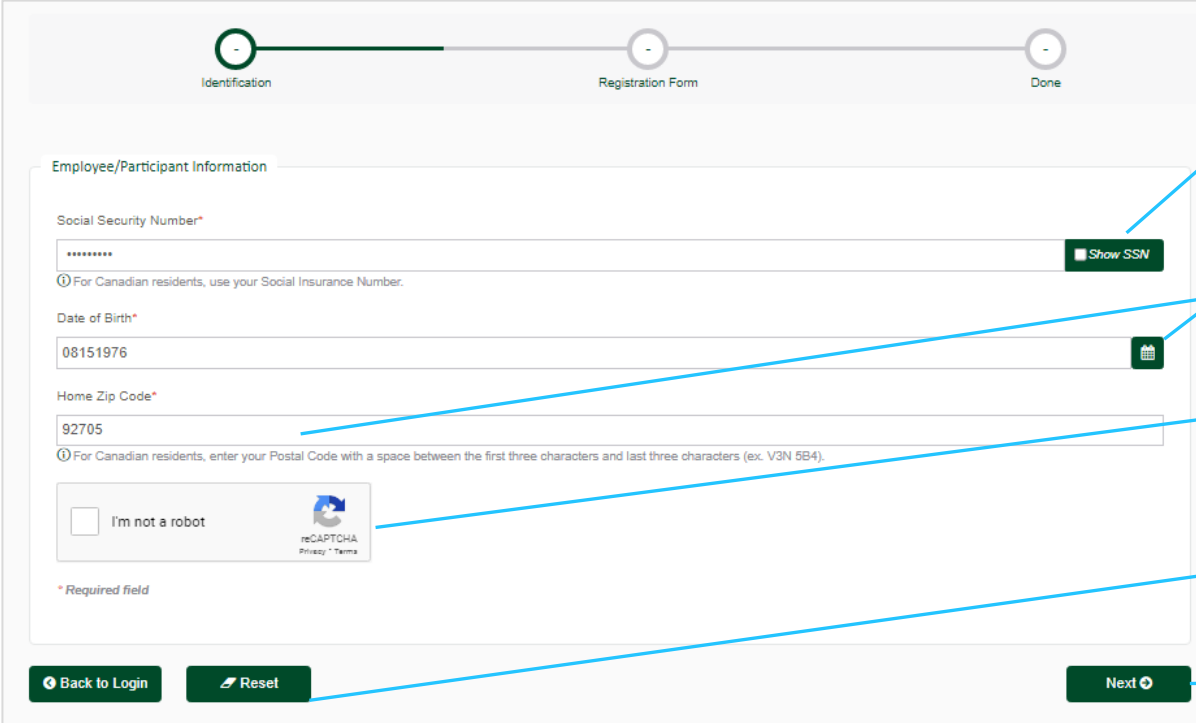
If you've already registered, enter your username and password and log in. You can retrieve your forgotten username or password.

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

If you've never registered, click "Register"

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 callout points to this field.
- Date of Birth*:** A text field containing "08151976". A calendar icon is to the right. A callout points to this field.
- Home Zip Code*:** A text field containing "92705". A callout points to this field.
- reCAPTCHA:** Includes the checkbox "I'm not a robot" and the reCAPTCHA logo. A callout points to this section.
- Buttons:** "Back to Login", "Reset", and "Next" (with a right arrow) are at the bottom. A callout points to the "Next" button.

Enter your Social Security Number with no dashes. Click here to Show SSN

Click to use a calendar or enter your birthday MMDDYYYY

Enter your Zip Code

Click "I am not a robot" and complete the CAPTCHA

Click "Reset" if you need to start over at any time

Click "Next" to continue

Two-Factor Code Options

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

ONE-time Verification Requirement for Registration

⚠ As part of the multi-factor (2FA) verification process, we must be able to send a code to an email address, mailing address or phone# to complete your registration.

Please review the information below provided by your employer. If any information is missing or incorrect, contact your employer to update accordingly. Once notified, please allow 7-10 business days before trying your registration process again.

📞 Employer Provided Phone

📌 Choose a US-based phone number to send a verification code. The phone number must be able to accept SMS text messages.

☐ Cell Phone 📱 *****8439

📧 Employer Provided Mailing Address

📌 Choose a mailing address below to send a verification code. A code will be mailed to you via USPS within the next business day. Once the code is received, return to BenefitSpot, to continue your registration. This code will expire after 30 days.

☒ Mailing Address: 📍 61****NORTH MERRICK NY,11566

👤 Other Final Verification Option

PLEASE USE ONE OF THE PREFERRED METHODS ABOVE TO ACCESS YOUR ACCOUNT.

If none of the preferred methods are available, this option allows you to verify an alternate landline or mobile phone number associated with you.

📌 This is a service that can verify your landline or mobile phone number. Once verified, a code can be sent to your phone.

[Use Phone Verification ➡](#)

You may request your secure two-factor code through a verified source:

- Email
- SMS Text
- USPS Mail or
- Phone Verification

Getting Your Two-Factor Code

ONE-time Verification Requirement for Registration

▲ As part of the multi-factor (2FA) verification process, we must be able to send a code to an email address, mailing address, or cell phone. Please review the information below provided by your employer. If any information is missing or incorrect, contact your employer within 5 business days before trying your registration process again.

📞 Employer Provided Phone

❗ Choose a US-based phone number to send a verification code. The phone number must be able to accept SMS text messages.

☐ Cell Phone: 📞 *****8439

📍 Employer Provided Mailing Address

❗ Choose a mailing address below to send a verification code. A code will be mailed to you via USPS within the next 3 business days. This code will expire after 30 days.

☒ Mailing Address: 📍 61****NORTH MERRICK NY, 11566

📄 Other Final Verification Option

PLEASE USE ONE OF THE PREFERRED METHODS ABOVE TO ACCESS YOUR ACCOUNT.

If none of the preferred methods are available, this option allows you to verify an alternate landline or mobile phone number.

❗ This is a service that can verify your landline or mobile phone number. Once verified, a code can be sent to your phone.

[Use Phone Verification](#)

Progress: Identification ✓ Send 2-Factor Code ✓ Enter 2-Factor Code ○ Registration Form ○ Done ○

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 based on information we have on file for you *

Request your code by email, SMS Text, or USPS mail

For email or text, 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 you are an active employee and either are incorrect you **MUST** update this information with your employer.

Alternative Phone Verification

Other Final Verification Option

PLEASE USE ONE OF THE PREFERRED METHODS ABOVE TO ACCESS YOUR ACCOUNT.

If none of the preferred methods are available, this option allows you to verify an alternate landline or mobile phone number associated with you.

ⓘ This is a service that can verify your landline or mobile phone number. Once verified, a code can be sent to your phone.

[Use Phone Verification](#)

⚠ Your security is our top priority. A US-based phone number is now required to secure your account access.

[Back to Two-Factor Authentication](#)

Phone Number

Enter or update a US-based number to receive a verification code. If a number pre-populates below, it was provided by your employer.

+1

[Verify Phone](#) [Reset](#)

✔ 4422624664 has been verified. To proceed, please click one of the choices below to receive a code.

[Send an SMS/Text One-Time Passcode](#) [Send a Voice One-Time Passcode](#)

If you are unable to authenticate via email, text or the mailing address on file, you can select the option for **Use Phone Verification**.

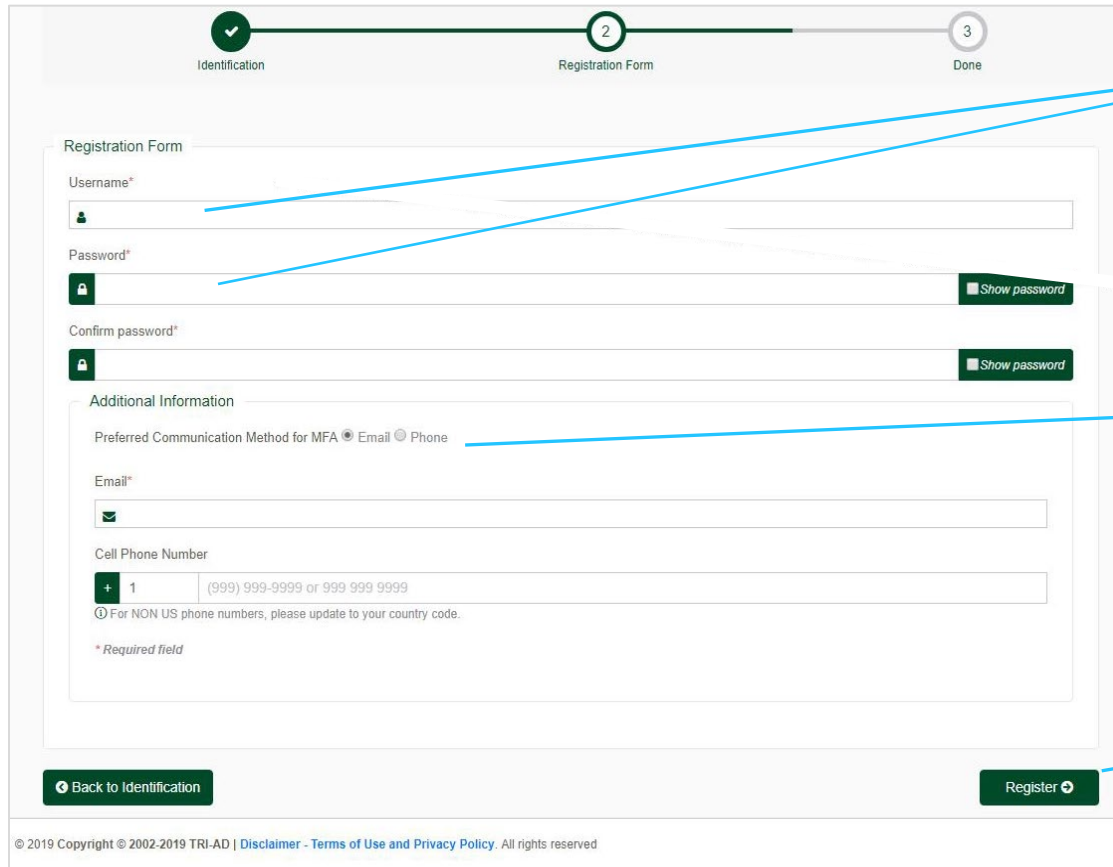
You will be prompted to enter a phone number that is not already on file and select **Verify Phone**. If your phone number is already on file, please use the alternative verification options.

Once the phone number is verified, you will have the option to select to receive a code via text message or via a phone call. You will be able to enter the code on the following page.

If you fail to verify your phone number twice, the alternative phone verification option will be disabled for 24 hours, and you will be prompted to use an alternative verification option. *

*Call Participant Services at 888-844-1372 if you are unable to complete your registration using any of the verification options.

Set Up Your Login Credentials



The screenshot shows a three-step registration process. Step 1 (Identification) is complete. Step 2 (Registration Form) is active, showing fields for Username, Password, Confirm password, Email, and Cell Phone Number. Step 3 (Done) is the final step. Callouts point to the Username and Password fields, the Email and Cell Phone Number fields, and the Register button.

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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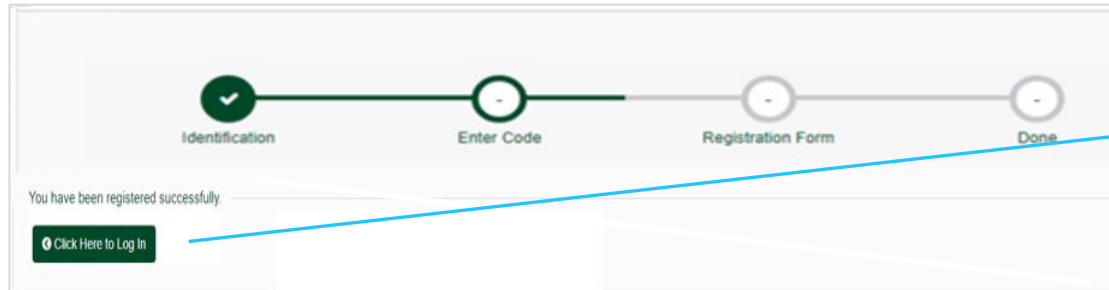
Create your Username and Password

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!

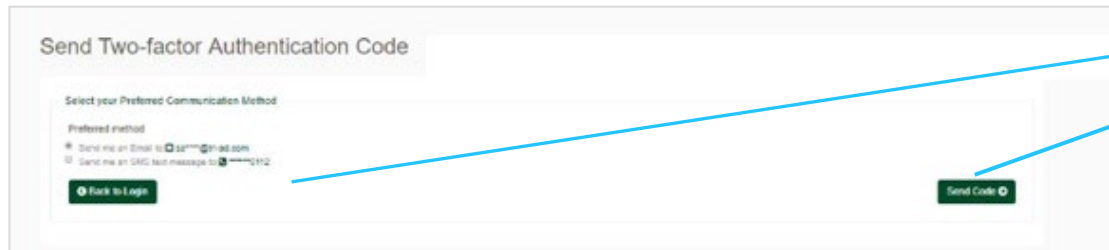


Identification — Enter Code — Registration Form — Done

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

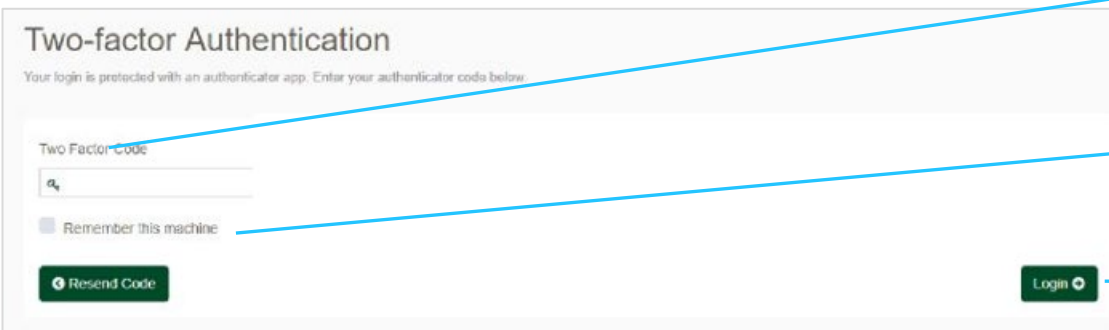
Preferred method

- ☒ Send me an Email to [j****@tri-ad.com](#)
- ☐ Send me an SMS text message to [\(714\) 212-****](#)

[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." You will also be presented with the alternative phone verification option to select if needed.

Enter the code emailed or texted



Two-factor Authentication

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

Two Factor Code

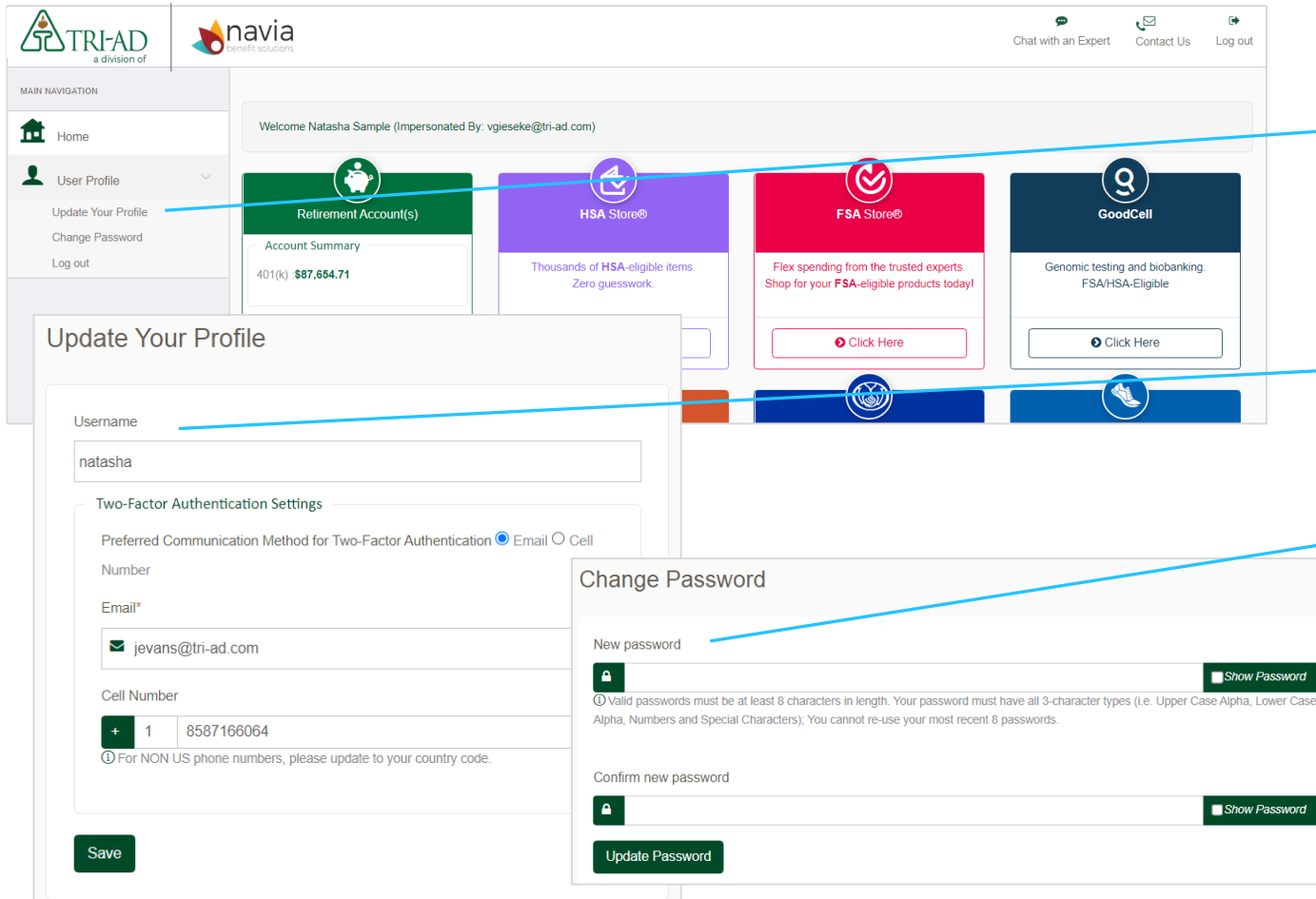
☐ Remember this machine

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

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 TRI-AD, a division of Navia. The main navigation menu on the left includes Home, User Profile, Update Your Profile, Change Password, and Log out. The User Profile section is highlighted, and a pop-up form titled "Update Your Profile" is shown. This form contains fields for Username (currently "natasha"), Email (currently "jevans@tri-ad.com"), and Cell Number (currently "+1 8587166064"). A "Save" button is at the bottom of the form. Another pop-up form titled "Change Password" is also shown, with fields for New password and Confirm new password, each with a "Show Password" toggle. A "Update Password" button is at the bottom of this form. The background shows the main 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