KEEPING YOUR ACCOUNT SAFE AND SECURE

TRI-AD
a division of

navia
benefit solutions

HOW TO ACCESS YOUR TRI-AD ACCOUNT

Topics

Select a topic to see the info you need
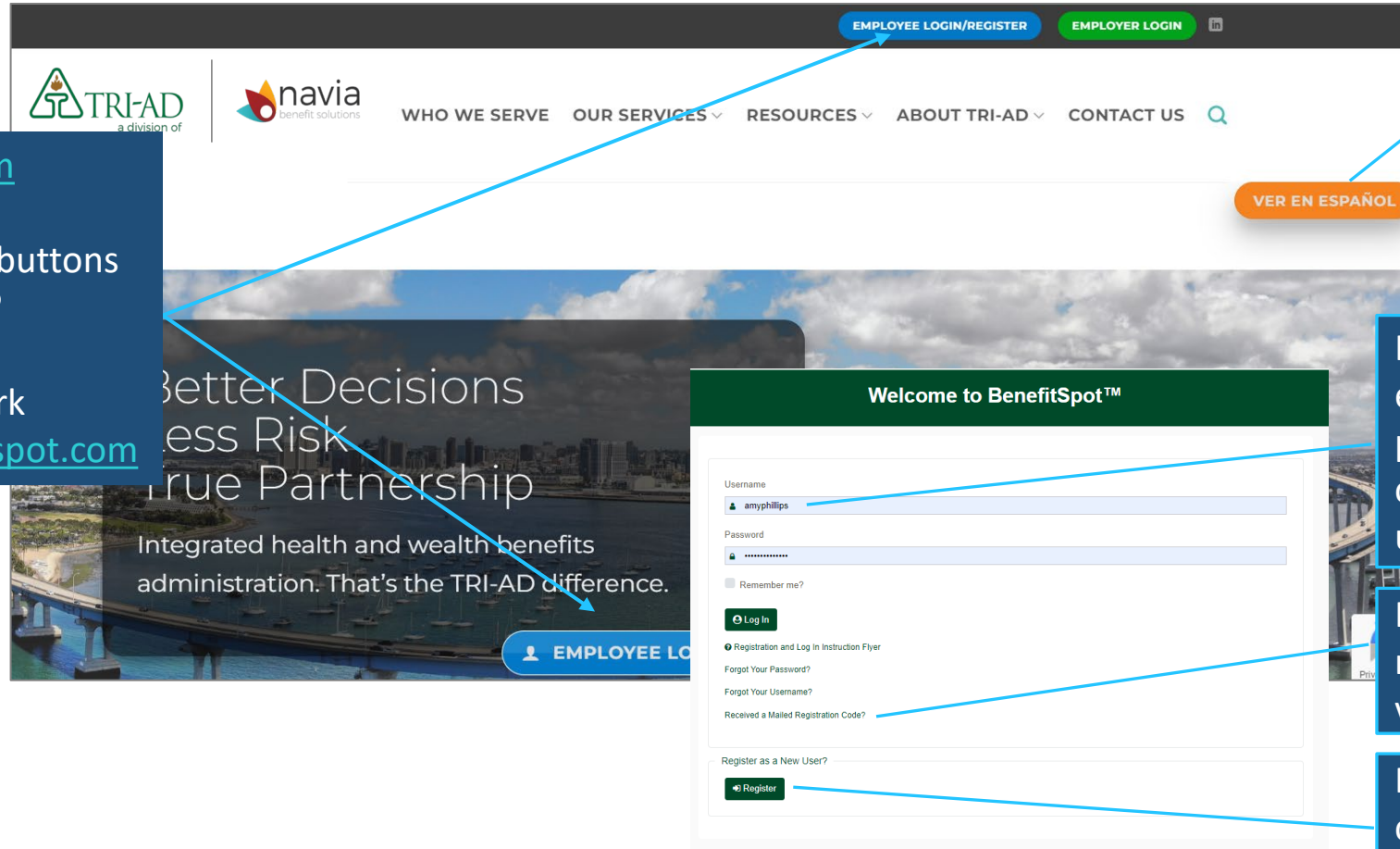
Access the Login Page

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
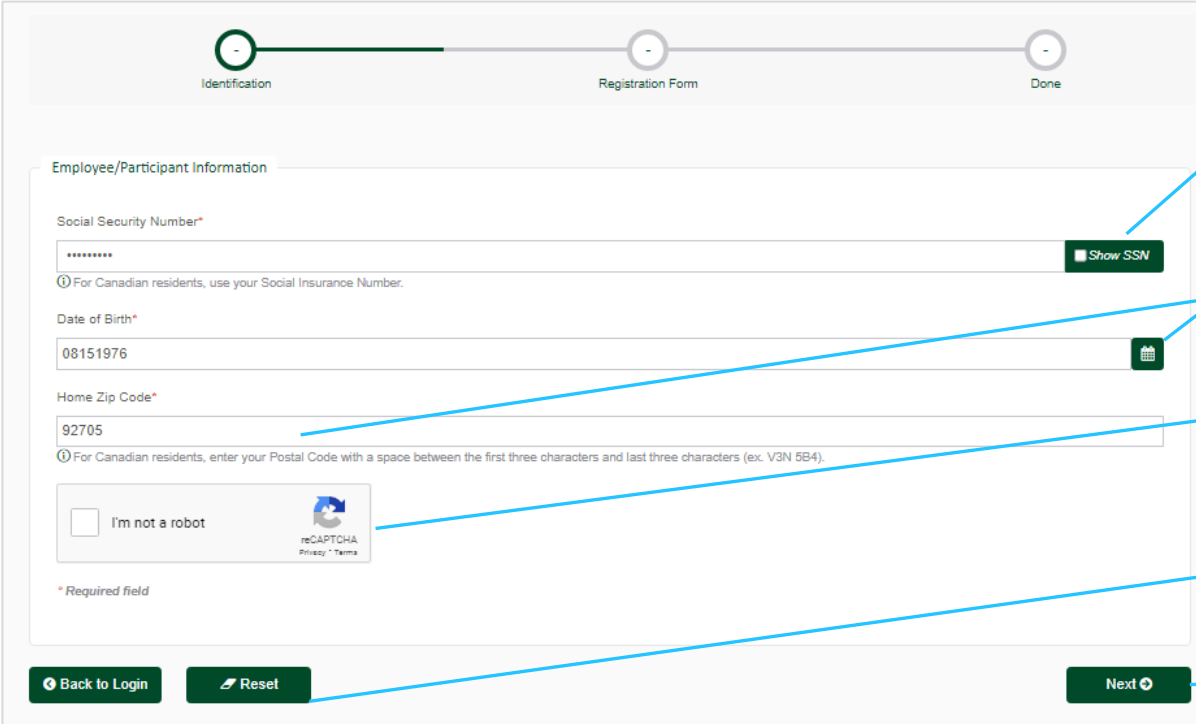
Para ver TRI-AD en Español

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.

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

Getting Your Two-Factor Code

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

Partially-masked mailing address * information we have on file for you
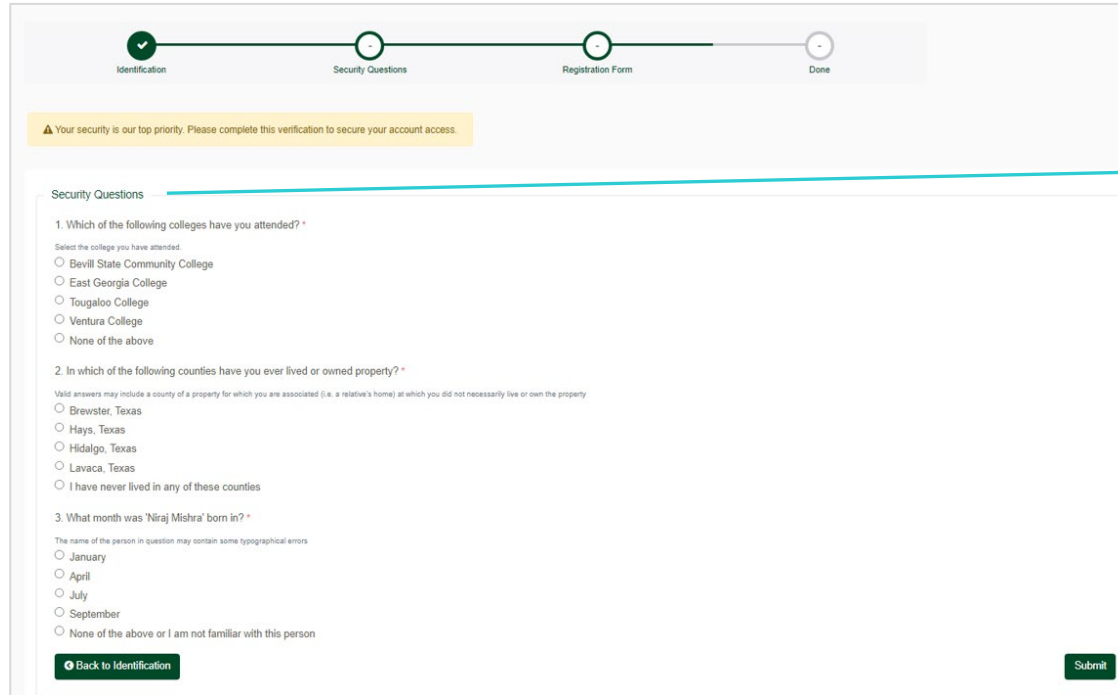
Request your code by email or USPS

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.
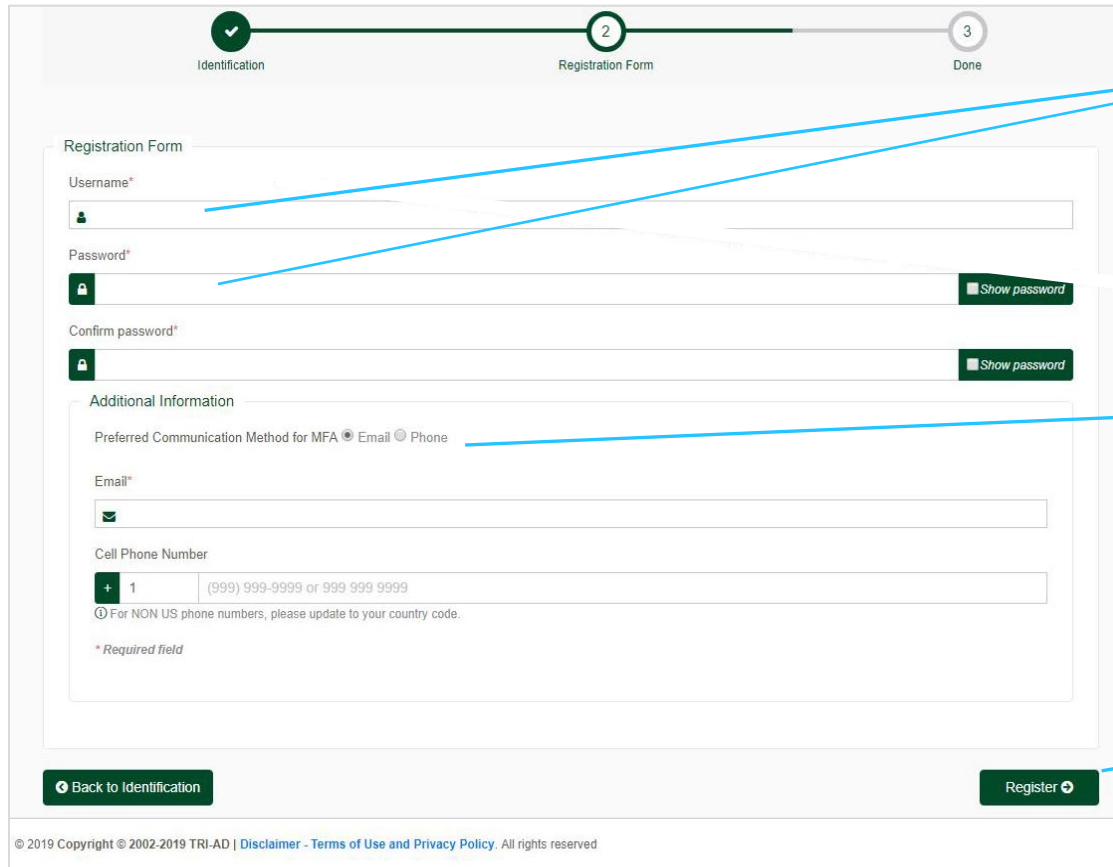
Answer the Questionnaire

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.
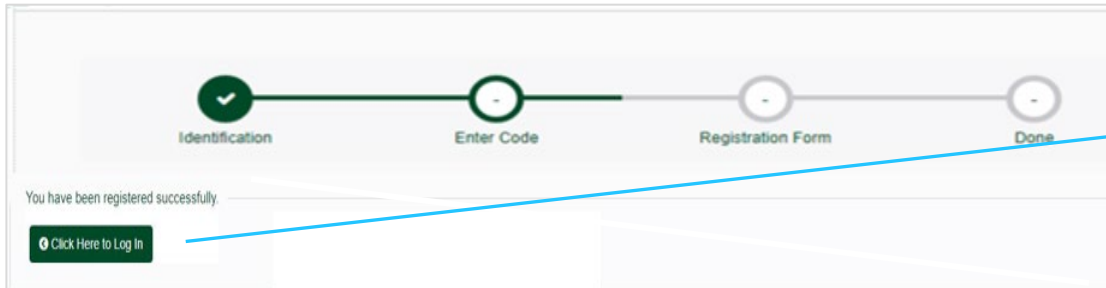
Set Up Your Login Credentials

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!

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

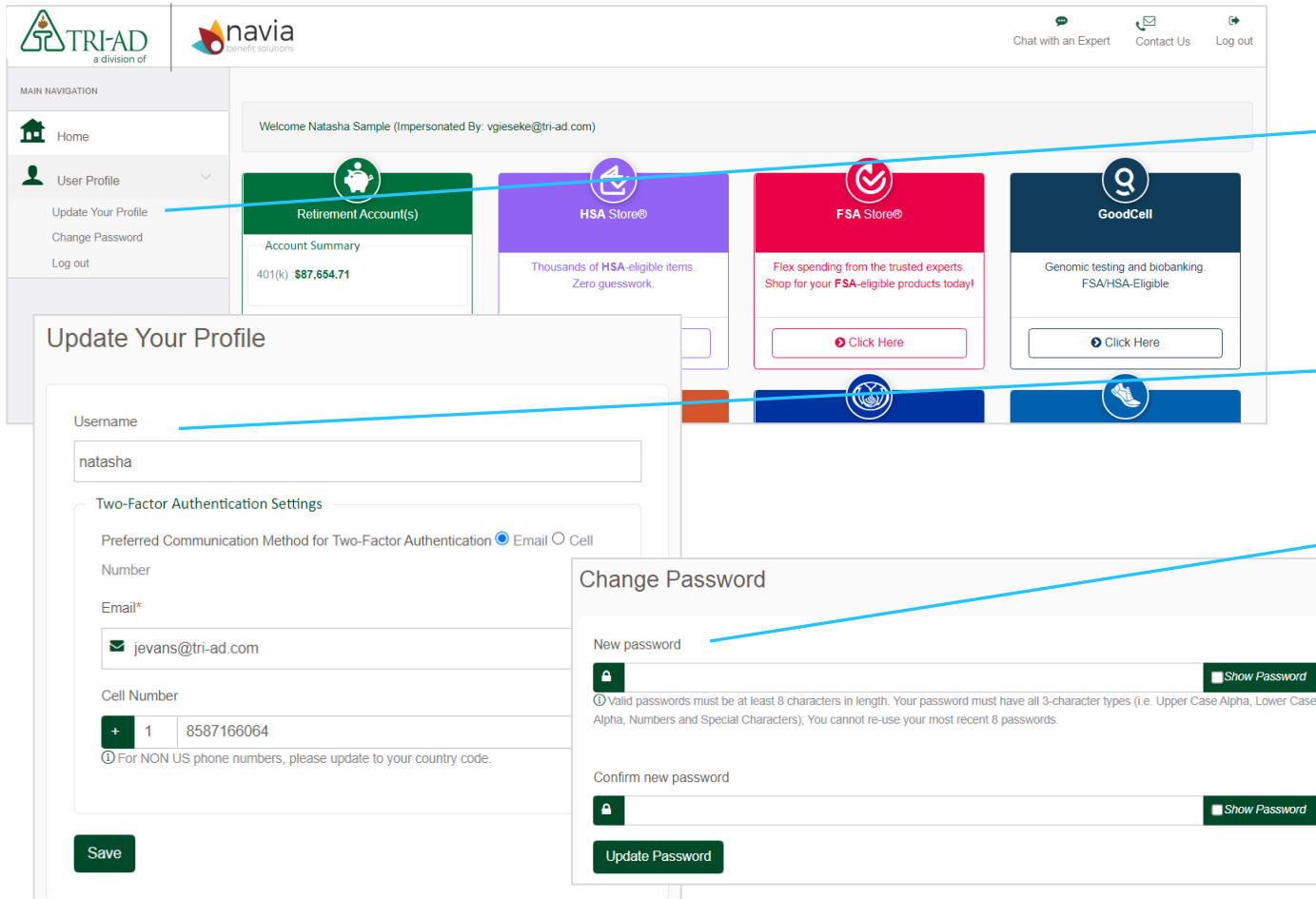Once you enter your username and password, you will request your authentication code be sent to you. Select email or cell phone and click "Send Code"

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

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