

KEEPING YOUR ACCOUNT SAFE AND SECURE

HOW TO ACCESS YOUR  
**APTIA365** ACCOUNT

# Topics

Select a topic to see the info  
you need



[Access the Login Page](#)



[How To Register](#)



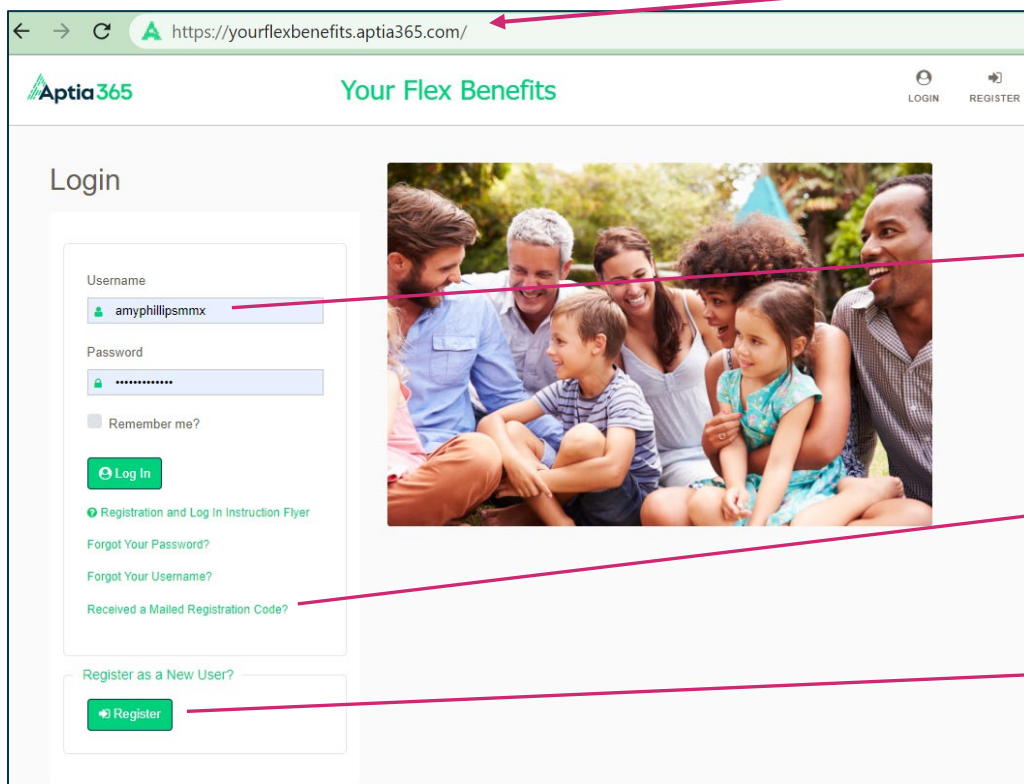
[Updating Your Login Credentials](#)



[For Additional Assistance](#)

# Access the Login Page

Go to <https://yourflexbenefits.aptia365.com>



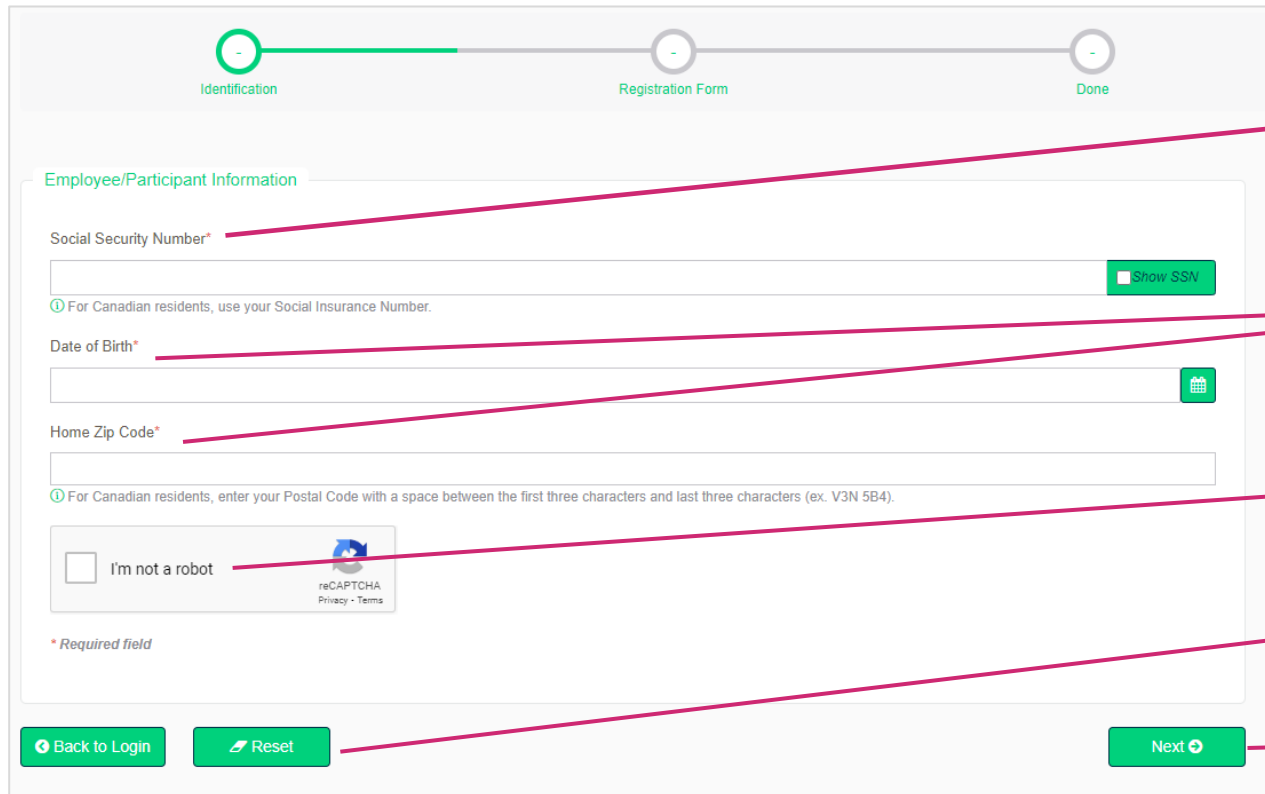
If you've already registered, enter your username and password and log in. You can retrieve your forgotten username or password.

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 is part of a three-step process: Identification, Registration Form, and Done. The form includes the following fields and elements:

- Social Security Number\***: A text input field with a "Show SSN" button. A note below states: "For Canadian residents, use your Social Insurance Number."
- Date of Birth\***: A text input field with a calendar icon.
- Home Zip Code\***: A text input field. 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)."
- I'm not a robot**: A checkbox next to a reCAPTCHA widget.
- Buttons**: "Back to Login", "Reset", and "Next" buttons.

Annotations with pink lines point to the following elements:

- Social Security Number field
- Date of Birth field
- Home Zip Code field
- I'm not a robot checkbox
- Reset button
- Next button

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

Click here to use a calendar or enter your birthday MM/DD/YYYY  
Enter your Home Zip Code

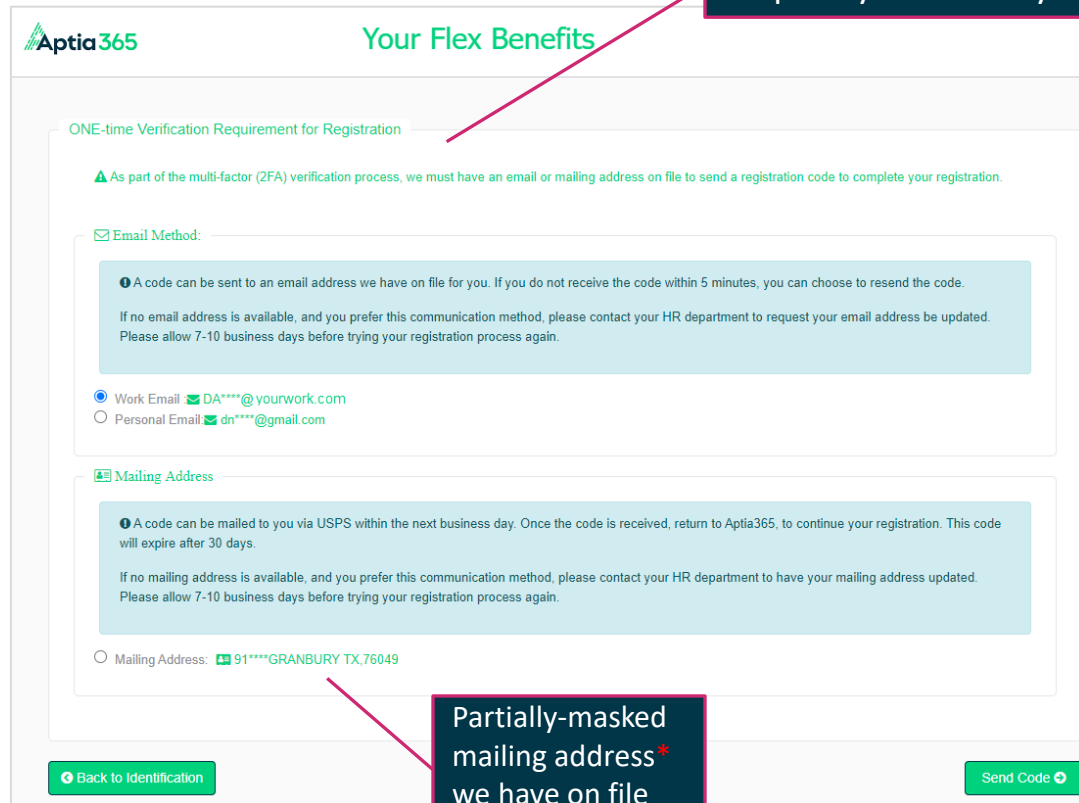
Click *I'm not a robot*

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

Click *Next* to continue

# Getting Your Two-Factor Code - Email

We go the extra mile to confirm it is you – and to keep your account secure.



**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 to send a registration code to complete your registration.

**Email Method:**

❶ A code can be sent to an email address we have on file for you. If you do not receive the code within 5 minutes, you can choose to resend the code.

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

☒ Work Email 📧 DA\*\*\*\*@yourwork.com

☐ Personal Email 📧 dn\*\*\*\*@gmail.com

**Mailing Address**

❶ A code can be mailed to you via USPS within the next business day. Once the code is received, return to Aptia365, to continue your registration. This code will expire after 30 days.

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

☐ Mailing Address: 📍 91\*\*\*\*GRANBURY TX, 76049

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

Request your code by email or USPS

For email, enter the code you receive and click **Next**



**Progress:** Identification (✓) → Send 2-Factor Code (✓) → Enter 2-Factor Code (○) → Registration Form (○) → Done (○)

Please enter the code we just sent you.

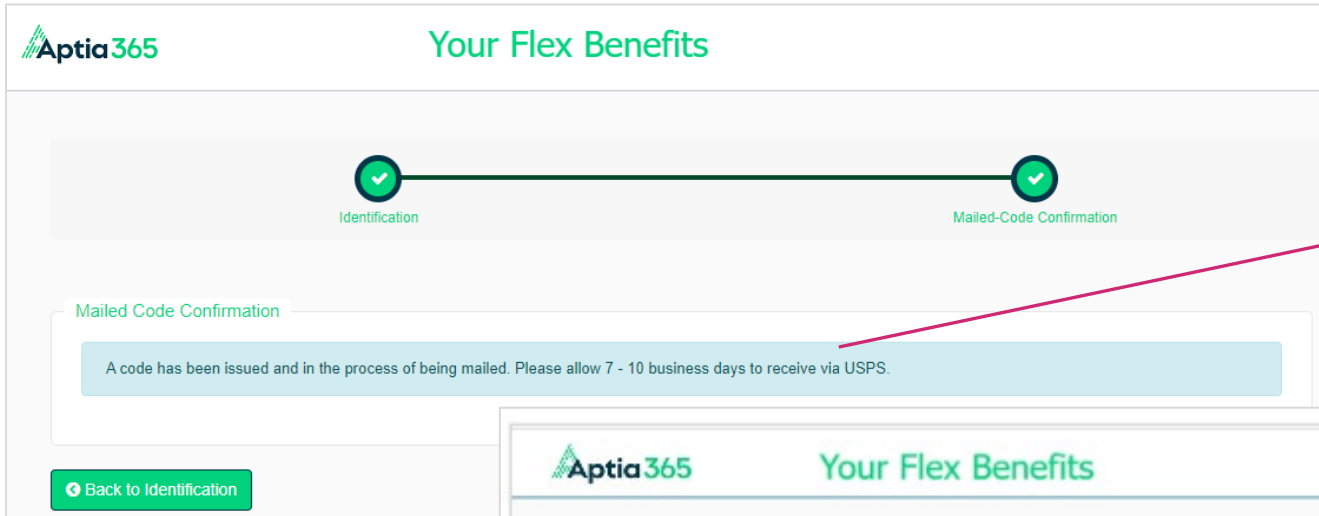
Registration Code

[Resend Code](#) [Next](#)

❶ Please allow up to 5 minutes to receive your code. If you do not see an authentication code email in your primary inbox, please check your spam folder. After 5 minutes, the "Resend Code" button will be available to request a new code.

\*If you are **actively employed**, your email address and mailing address were provided by your employer. If either address is incorrect in our system, you **MUST** update this information with your employer. If you are **retired** and need to update your email address and/or mailing address, please contact 888-434-1144.

# Getting Your Two-Factor Code – USPS MAIL



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Identification Mailed-Code Confirmation

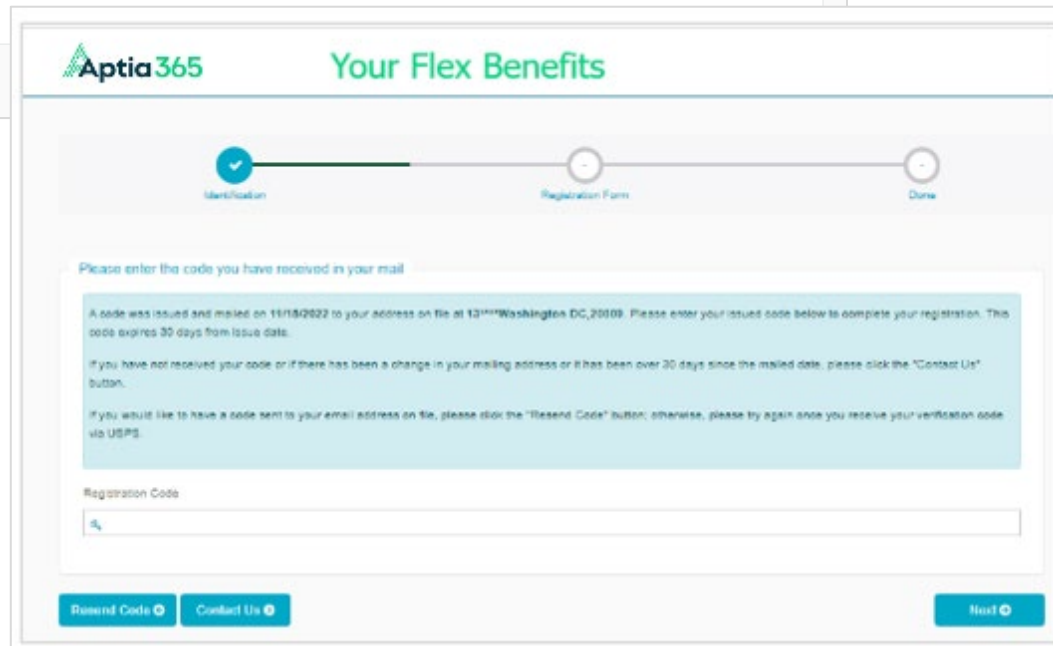
Mailed Code Confirmation

A code has been issued and is in the process of being mailed. Please allow 7 - 10 business days to receive via USPS.

Back to Identification

Codes USPS-mailed are good for 30 days from the date of issue. Once you receive it, return to the login page and click *Received a Mail Registration Code?* This page will appear.

Enter the code and click *Next*



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Identification Registration Form Done

Please enter the code you have received in your mail

A code was issued and mailed on 10/18/2022 to your address on file at 13\*\*\*\*Washington DC, 20009. 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.

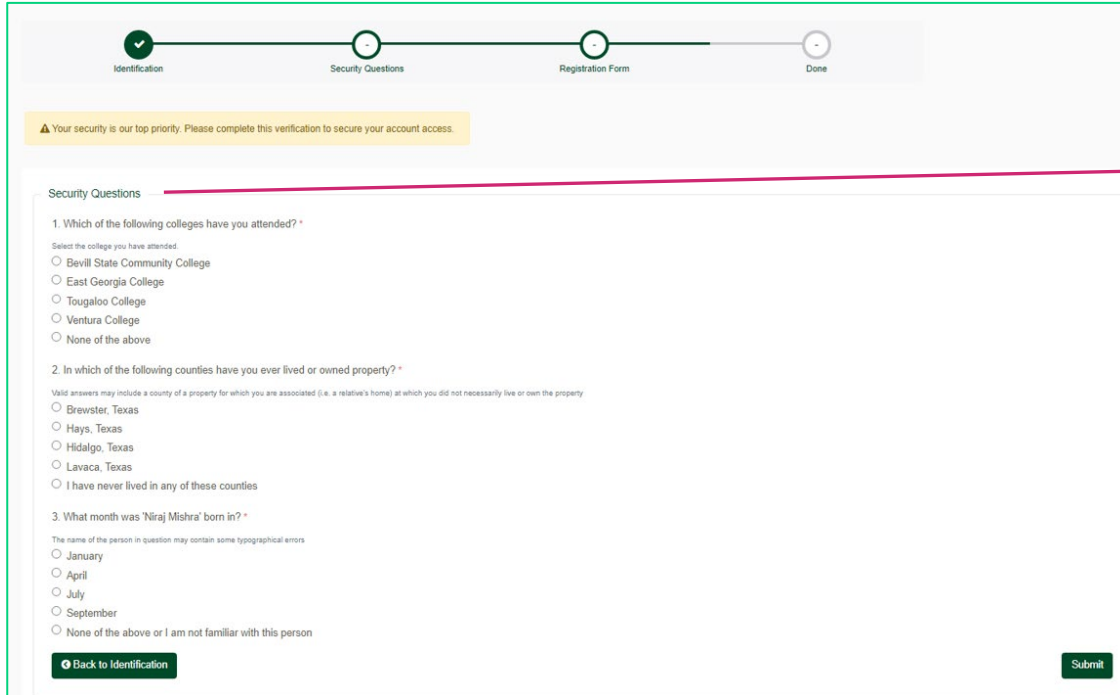
Registration Code

Resend Code Contact Us Next

\*If you are **actively employed**, your email address and mailing address were provided by your employer. If either address is incorrect in our system, you **MUST** update this information with your employer.

If you are **retired** and need to update your email address and/or mailing address, please contact 888-434-1144.

# Answer the Questionnaire

A screenshot of the Aptia365 Security Questions page. At the top, a progress bar shows four steps: Identification (completed with a green checkmark), Security Questions (current step with a green circle), Registration Form (pending with a green circle), and Done (pending with a green circle). Below the progress bar is a yellow warning box with a triangle icon and the text: "Your security is our top priority. Please complete this verification to secure your account access." The main content area is titled "Security Questions" and contains three questions. Question 1 asks "Which of the following colleges have you attended?" with options: Bevil State Community College, East Georgia College, Tougaloo College, Ventura College, and None of the above. Question 2 asks "In which of the following counties have you ever lived or owned property?" with options: Brewster, Texas; Hays, Texas; Hidalgo, Texas; Lavaca, Texas; and I have never lived in any of these counties. Question 3 asks "What month was 'Niraj Mishra' born in?" with options: January, April, July, September, and None of the above or I am not familiar with this person. At the bottom left is a "Back to Identification" button and at the bottom right is a "Submit" button.

Identification Security Questions Registration Form Done

⚠ Your security is our top priority. Please complete this verification to secure your account access.

Security Questions

1. 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

2. 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

3. 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

⬅ Back to Identification Submit

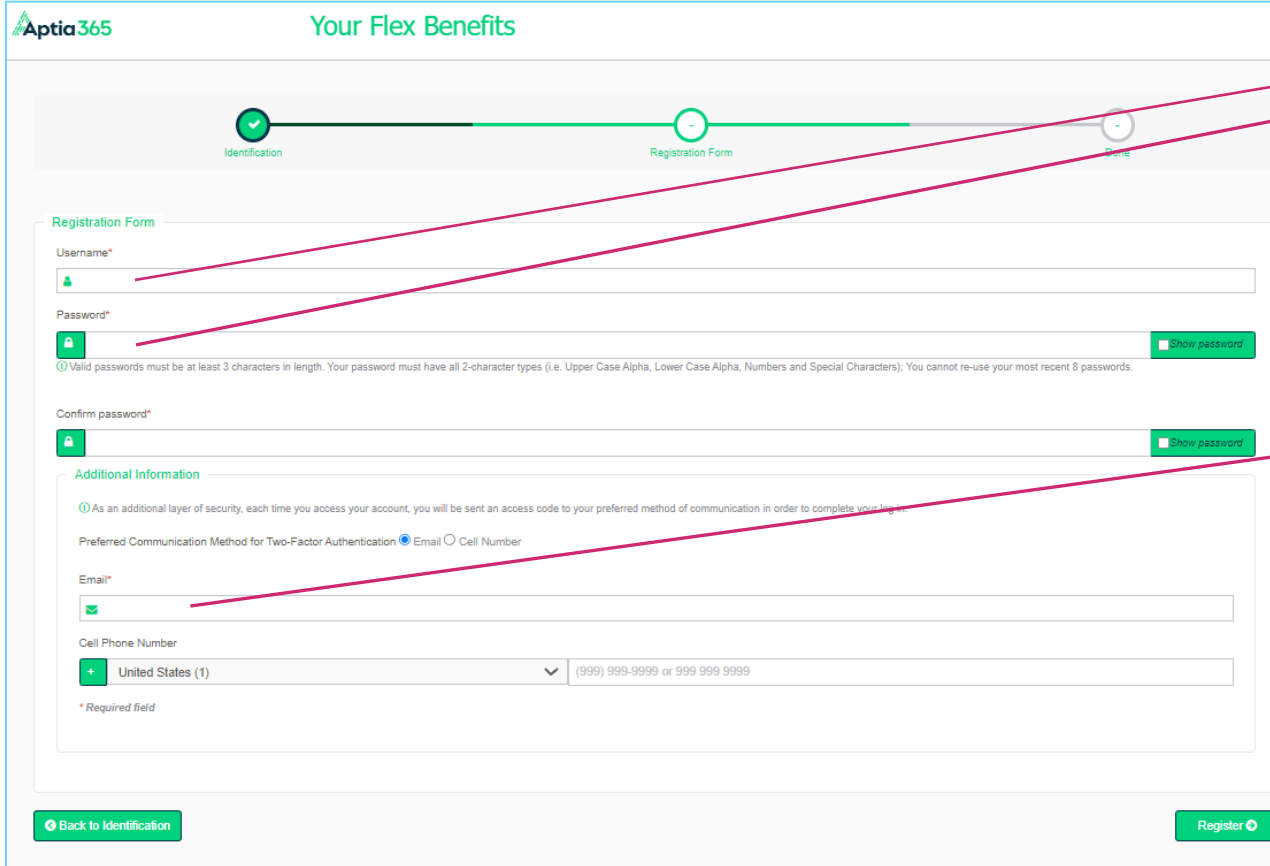
If you are unable to authenticate via email or the mailing address on file, you can select the option for **Answer Security Questions**.

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 Aptia Participant Services to get it unlocked.

\*Call Aptia Participant Services at 866-268-0142 if you are locked out of your account.

# Set Up Your Login Credentials



**Registration Form**

Username\*

Password\*

Confirm password\*

**Additional Information**

Preferred Communication Method for Two-Factor Authentication: ☒ Email ☐ Cell Number

Email\*

Cell Phone Number

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

\* Required field

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

Create your Username and Password.

Set up your email and cell phone contact information. We send a code to whichever you pick each time you log in.

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

Click "Register"

# Success!



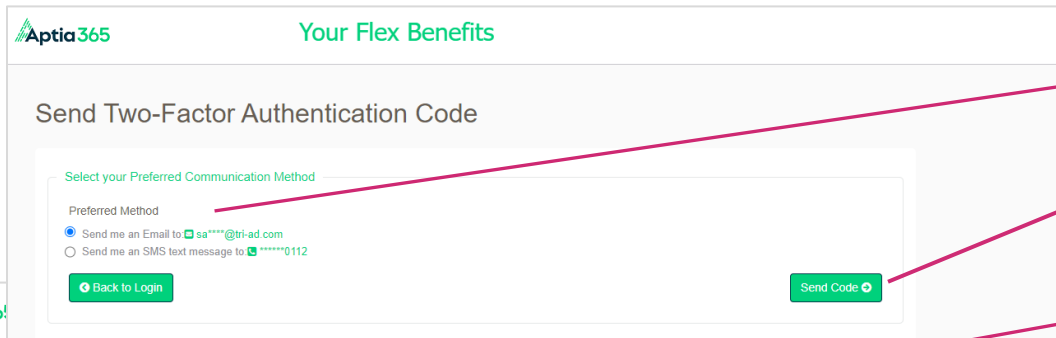
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Progress bar: Identification (checked), Registration Form (checked), Done (unchecked).

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.



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Send Two-Factor Authentication Code

Select your Preferred Communication Method

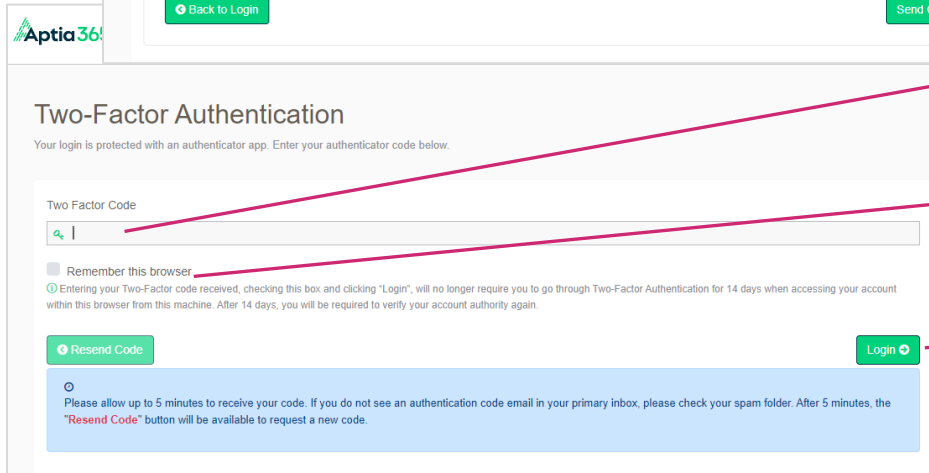
Preferred Method

- ☒ Send me an Email to [sa\\*\\*\\*\\*@tri-ad.com](mailto:sa****@tri-ad.com)
- ☐ Send me an SMS text message to [\\*\\*\\*\\*\\*0112](tel:*****0112)

[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*.

Enter the code emailed or texted.



Aptia365

Two-Factor Authentication

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

Two Factor Code

☐ Remember this browser

ⓘ Entering your Two-Factor code received, checking this box and clicking "Login", will no longer require you to go through Two-Factor Authentication for 14 days when accessing your account within this browser from this machine. After 14 days, you will be required to verify your account authority again.

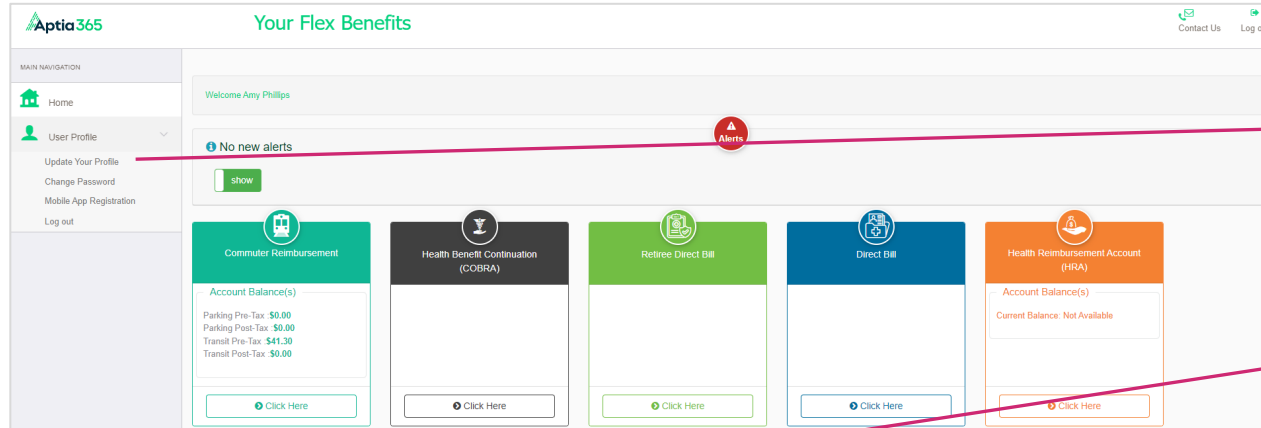
[Resend Code](#) [Login](#)

ⓘ Please allow up to 5 minutes to receive your code. If you do not see an authentication code email in your primary inbox, please check your spam folder. After 5 minutes, the "Resend Code" button will be available to request a new code.

If you prefer, you can have the system *remember this browser*, so it doesn't ask you for two-factor again.

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 Your Flex Benefits

Change your username, email\*, and phone number

Change your password

### Update Your Profile

Username  
amyphillips

**Two-Factor Authentication Settings**  
Preferred Communication Method for Two-Factor Authentication ☒ Email ☐ Cell Number

Email\*  
youname@company.com

Cell Number  
+ United States (1) (999) 999-9999 or 999 999 9999

Save

### Change Password

Current password  
[password field] [Show Password]

New password  
[password field] [Show Password]

Valid passwords must be at least 8 characters in length. Your password must have all 3-character types (i.e. Upper Case Alpha, Lower Case Alpha, Numbers and Special Characters). You cannot re-use your most recent 8 passwords.

Confirm new password  
[password field] [Show Password]

Update Password

\* If you are **actively employed** your communications email address and reimbursement mailing address were provided by your employer. If either address is incorrect in our system, you **MUST** update this information with your employer. If you are **retired** and need to update your communications email address and/or reimbursement mailing address, please contact 888-434-1144.

# Questions?

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**Website:** [yourflexbenefits.aptia365.com](https://yourflexbenefits.aptia365.com)

**Email us at:** [myflexbenefits@tri-ad.aptia365.com](mailto:myflexbenefits@tri-ad.aptia365.com)