

# Platform Enhancement Notice

Keeping you in the loop as we introduce FloresHR



## Webinar Follow-Up FAQ : An Overview of the Enhanced FloresHR Benefit Accounts Portal

**Q: Will my employees need to create a new login if they were registered on the old platform?**

**A:** Yes, participants will be required to register their new FloresHR account. They can register on the new website <https://accounts.floreshr.com/> or via our new FloresHR mobile app, and only need to register once. Once registered, their new user ID and password can be used for both the portal and the mobile app.

We sent emails to participants from [alerts@floresHR.com](mailto:alerts@floresHR.com) in early January with instructions for registering, but they don't need that email to register. [This handout](#) can help them with the process.

Also, good news – employees no longer need a Flores PID to access our system. Now they will register using your company assigned ID (based on how you choose to report data to us - in most cases, SSN), and then create new login credentials to use going forward.

If an Employer ID is requested during registration (it will not be required in most cases) and they don't have the email which included it, our customer service team can assist.

**Q: If my employees had direct deposit on the old system, did that move over?**

**A:** Yes, direct deposit info was moved on your participants' behalf, and they should not need to reestablish their direct deposit details. We encourage them to review the information we have on file to ensure it is accurate. If they wish to make a change to their account details, please note that it does result in a 3-day lock on their account for security purposes.

**Q: Is there a new mobile app?**

**A:** Yes, we have a new participant mobile app – just search for “FloresHR” on the Apple App Store or Google Play.

**Q: How do my employees know which portal to use?**

**A:** Employees should have received an email in early January with information, and should also see banners if they log in on the legacy portal directing them to register at <https://accounts.floreshr.com/> to access the enhanced portal experience.

**Q: I can't get logged in to my employer account at <https://app.wealthcareadmin.com/>. What should I do?**

**A:** You should have received a registration email from [noreply@wealthcare.com](mailto:noreply@wealthcare.com) in early January. If you didn't receive the email, or if you've tried the “reset my password” tool on the website and you are not able to get in, please reach out to your account manager.

**Q: If I use FloresHR for both COBRA and benefit accounts (such as FSA, HRA, HSA, Lifestyle Spending, and Commuter), what is my experience?**

**A:** If you have both COBRA and other plans with us, you will access those on different portals with different credentials. COBRA administration will remain on the legacy [www.flores247.com](http://www.flores247.com) platform until you are notified that your enhanced COBRA experience is available. Once it's time for you to gain access to the enhanced COBRA platform, you will receive a series of email communications with details, and you will see notification banners when you log in on [www.flores247.com](http://www.flores247.com).

**Q: I am a broker but I don't see all of my clients in the new portal, why not?**

**A:** As a broker logged in to the new portal, you will only be able to see your clients who have gained access to the enhanced platform so far. Not all clients have the new experience available yet.

**Q: If I am currently sending data via file feed, are any changes needed?**

**A:** No, good news – no changes to your file feeds are required.

**Q: I have questions about the funding process and reporting. How can I learn more?**

**A:** You can find funding and reporting information our Platform Enhancement Guide website (<https://www.floreshr.com/platform-enhancement-guide/>), and more information will be forthcoming by email and webinar. Stay tuned!