

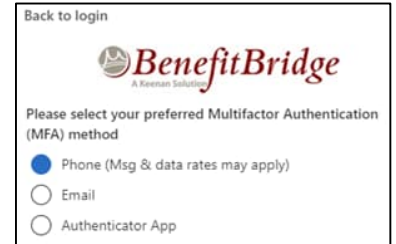
A Multifactor Authentication (MFA) code is required to confirm your identity each time before you can log in to the system. Below are instructions to help you obtain your MFA code.

Registration and Login

Already have login credentials?

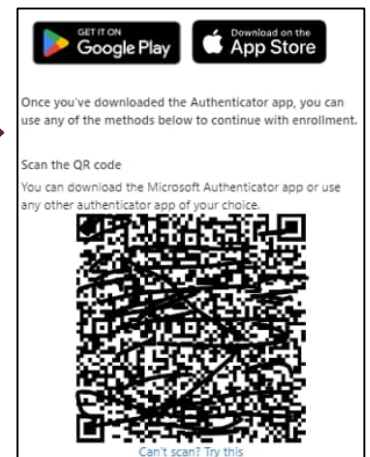
Login to BenefitBridge at www.benefitbridge.com/Add You Employer Code
Enter Username and Password.

1. For your first login only, you will be asked to change your password.
 - If you have forgotten your password, click on Forgot User Name/Password? And follow the prompts.
2. The MFA selection popup will appear.
3. Select the MFA method you would like to use and select "Continue".
4. Different popup windows will appear, depending on your selection.



MFA Methods:

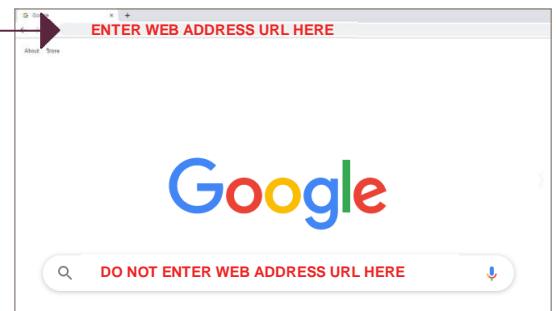
1. Phone – select Send Code or Call Me in the verification popup window.
 - Send Code: Enter 6 digit verification code and select Verify Code.
 - Call Me: You will receive a call to authenticate. Follow instructions provided during call.
2. Email – Verify email in the verification popup window and select "Send verification code".
 - Enter verification code contained in email and select Verify Code & Continue.
3. Authenticator App – You will be directed to an instructions page.
 - Download the Microsoft Authenticator app (or any other authenticator app of your choice) to your phone device using the Google Play Store or the Apple App Store.
 - Scan the QR code which will appear on the screen after you make your MFA method selection; then select Continue.
 - Obtain verification code, enter code in the provided field in BenefitBridge and select Verify.



NOTE: *If you do not have a phone number or email listed in BenefitBridge, those options will not be available to you as preferred methods. Please contact your Benefits department to have your phone number and email address updated in BenefitBridge.*

Need to create login credentials?

1. In the address bar, type www.benefitbridge.com/Add You Employer Code (Not in the Bing, Google, Yahoo search engine field)
2. Click the Enter key, then follow the instructions below to register:
 - STEP 1: Select Register to Create an Account
 - You will need to create an account using your first and last names as they appear on your payroll statement.
 - STEP 2: Create a Username and Password
 - STEP 3: Select a picture, as instructed. You will be redirected to the User Login page to sign in.
 - Step 4: Follow instructions in the [MFA Methods](#) section above.



For BenefitBridge technical assistance only, please contact BenefitBridge Customer Care at:

800-814-1862

Monday - Friday, 8:00 AM - 5:00 PM, PST or email benefitbridge@keenan.com