



HRC TOTAL SOLUTIONS

How to set up an account online:

Please go to our Online Account Setup page <http://hrconcepts.biz/setup> for instructions on retrieving your username, creating an account password, and entering new user security questions to complete your online account profile. **Please note your online account will be available to you **within 30 days** of your plan effective date. If you already have an account you can login directly from <https://employee.hrconcepts.biz>.

Trouble accessing your account?

1. The **Password Length** must be a minimum of 6 characters and is case sensitive.
2. When resetting your password your answers to security questions are case sensitive.
3. **Password History:** Your password must not be one of your last 12 passwords used.
4. **Account Inactivity:** After **120 days** of inactivity you must follow the password reset process in order to access your account again.

HR Concepts' Mobile Benefits

Check your balances, transactions, and claim details on your Android or iOS device. View all claims requiring receipts and submit new receipts by taking a picture with your mobile device.

Apple Store iOS Mobile Application



- * Claims Requiring Receipts – View all your claims requiring receipts right from the main Accounts screen (only displayed when you have claims requiring receipts).
- * Add Receipts – Add receipts from the Claims Requiring Receipts screen or by selecting a claim from the Account Details screen. Take a picture of a receipt.

Android Market Mobile Application



- * Check available balances 24/7
- * View Receipts – View receipts submitted from your benefits portal or from the mobile app.
- * Reset Login Information – If your password has changed, you may tap this link on the login screen, allowing you to re-enter your username and password.

Text Message Alerts

SMS text message alerts are available for all mobile devices on AT&T, Nextel, Sprint, Verizon, and T-Mobile networks! You can opt in/out via the **Consumer** Portal and configure which alerts you prefer.

Web Browser Minimum Requirements:

- Internet Explorer needs to be version 6.0 or newer
- Firefox needs to be version 1.2 or newer
- Opera needs to be version 9.1 or newer
- Safari needs to be version 1.3.2 or newer
- **Adobe Reader 7.0 or newer (required for reports, statements, and forms)**

HR Concepts Email Communications

Please add the following domains to your "safe senders" white list to ensure you receive all email communications from HR Concepts.

Icpbounce.com - Email from this domain will include general reminders, updates, and notifications regarding enhancements, service issues, or plan offerings directly from HR Concepts.

Secure.psmtp.com - Email from this domain is for encrypted messages containing sensitive information.

Evolution1.com - Email coming from this domain is directly related to your online account.