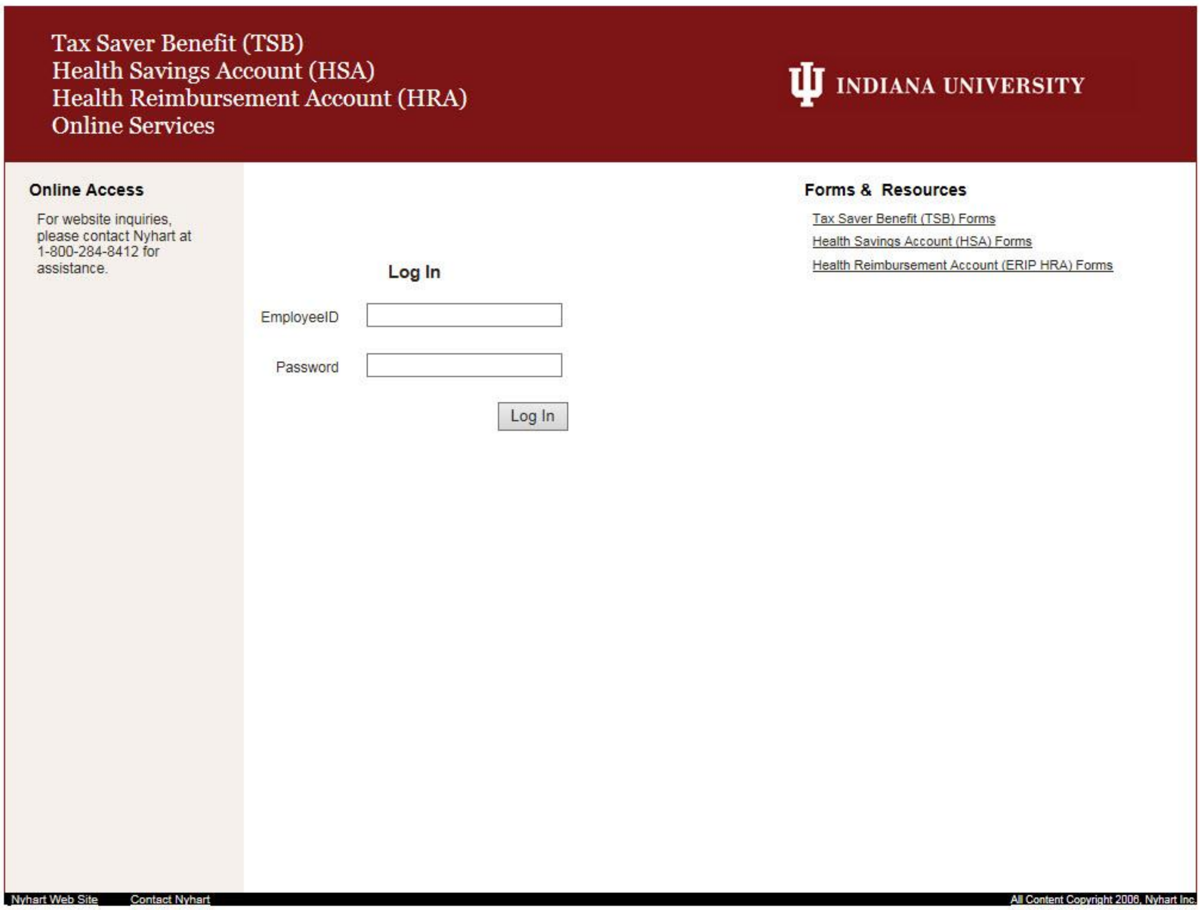
Quick Guide to Nyhart Online Services

Welcome to Nyhart's Online Services. This guide will walk you through how to login, how to check your balances, how to check receipts due, and several other activities.

HOW TO LOGIN TO NYHART'S ONLINE SERVICES

1. Go to http://iu.nyhart.com

Figure 1: Nyhart Homepage

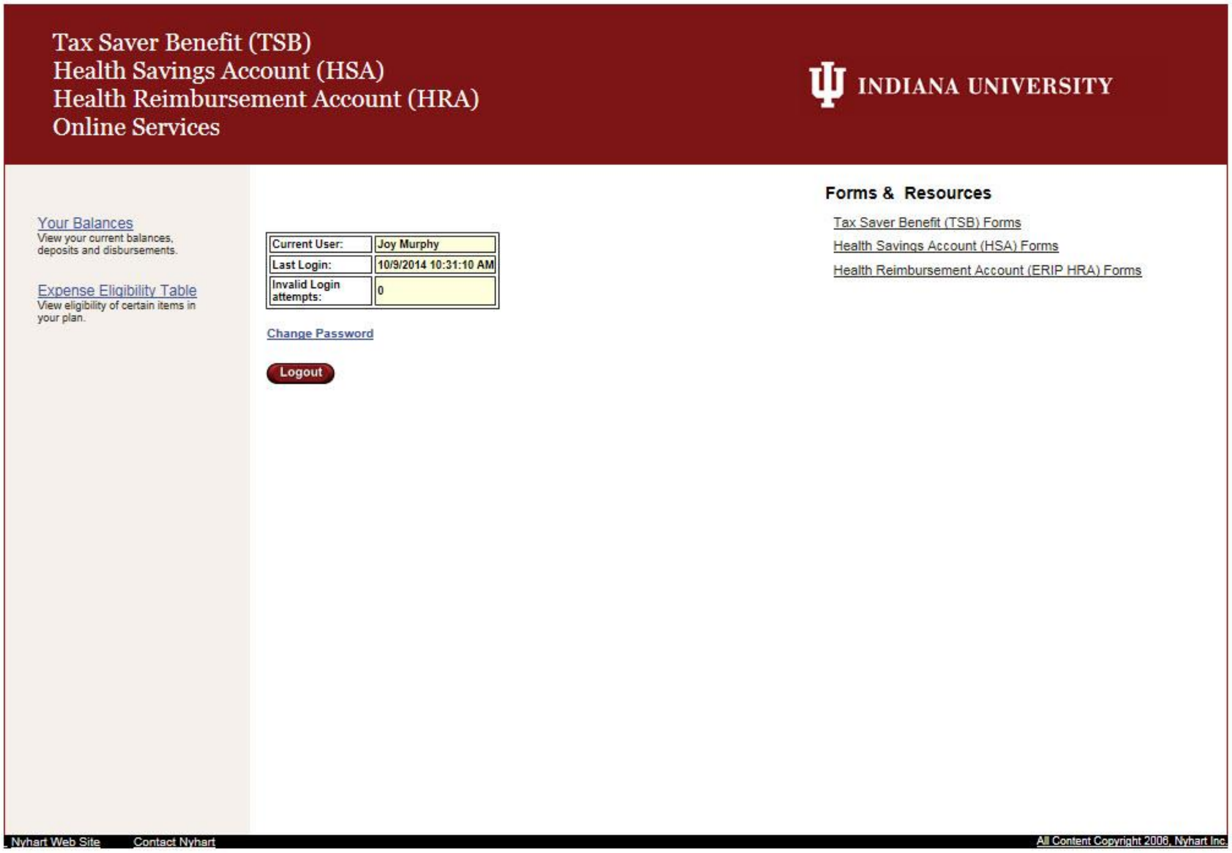


2. Enter your User Name and Password
   a. Your defaults will be:

User Name:	10 Digit Employee ID #
Password:	Employee's last 4 of SSN

3. Click **Login.** The next screen will appear as shown in *Figure 2: TSB Welcome Screen* below.

Figure 2: TSB Welcome Screen

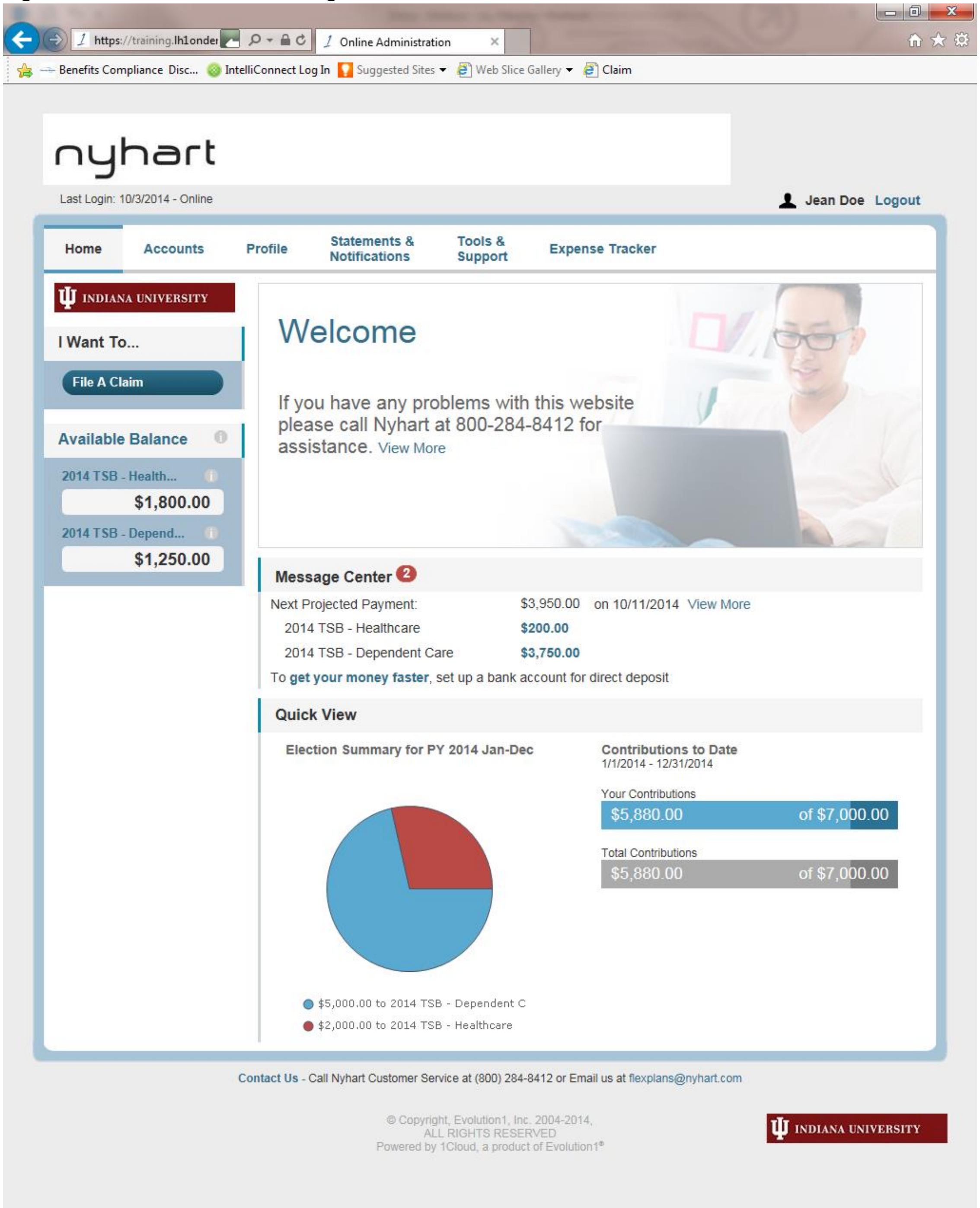


4. From this screen, you can select from the following options:
   Your Balances
   Expense Eligibility Table
   Change Password – as shown under the login box
   Forms & Resources

HOW TO VIEW CURRENT ACCOUNT BALANCES AND ACTIVITY

1. Click **Your Balances** from the Welcome Screen illustrated in *Figure 2: TSB Welcome Screen* above. Depending on your browser setup, another tab or window will open with the TSB Account Home Page as illustrated on the next page in *Figure 3: TSB Account Home Page*.

Figure 3: TSB Account Home Page



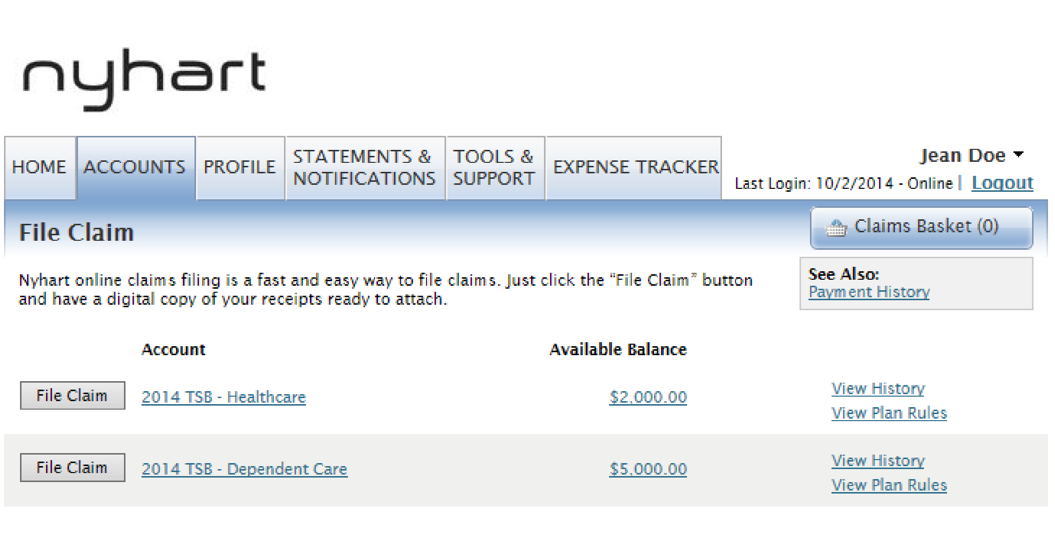
2. For an Account Summary of your account(s), click under the **Accounts** tab, and select **Account Summary** on the drop-down menu.
3. For all Account Activity, on the **Account Summary Page**, click on the **Available Balance Amount** link for the plan**.** The Account Activity screen will appear.

4. To view an Account Activity from another account, you will need to click on **View Account Activity for Other Accounts**. This will load another screen that will allow you to pick a plan year to view activity.

NEW: The Quick View section gives a breakdown of what category of claims have been paid and shows the amount of contributions paid to date.

HOW TO FILE A CLAIM AND UPLOAD A RECEIPT

Figure 4: File Claims Screen



1. Under the **Accounts** tab, click **File Claim** on the drop-down menu. The File Claim screen will appear as shown in *Figure 4: File Claims Screen* above. Click **File Claim** next to the applicable account.
2. Enter your claim information and upload the receipt on the form that appears.
3. Click **Add Claim**. The claim is then added to the **Claims Basket**.
4. For submitting more than one claim, click **File New Claim**. Select the plan, complete the form, and click **Add Claim**.
5. After uploading, you may also click **View Confirmation** and print the form for your records.
6. When all claims are entered in the **Claims Basket**, click **Submit** to send the claims for processing.
7. The **Claim Confirmation** page displays.

Figure 5: Receipts Needed Screen

NOTE: If you see a **Receipts Needed** link in the Message Center section of your Home Page, click on it. A listing of any **Claims Requiring Receipts** or **Debit Card Transactions Requiring Substantiation** will appear.

HOW TO VIEW YOUR CLAIMS HISTORY

1. Under the **Accounts** tab, click **File Claim** on the drop-down menu. Then click **View History** on the far right on the File Claim screen.

Figure 6: Claim History Screen

Claim Number	Claim Status	Receipt Status	Date of Service	Claim Amount	Paid	Pending	Denied
0028141002C0000112	Pending Reimbursement	Received	9/1/2014 - 9/30/2014	$250.00	$0.00	$250.00	$0.00
0028141002C0000111	Pending Reimbursement	Received	8/1/2014 - 8/31/2014	$250.00	$0.00	$250.00	$0.00
0028141002C0000110	Pending Reimbursement	Received	7/1/2014 - 7/31/2014	$250.00	$0.00	$250.00	$0.00
0028141002C0000113	Pending Reimbursement	Received	6/4/2014 - 7/3/2014	$1,500.00	$0.00	$1,500.00	$0.00
0028141002C0000109	Pending Reimbursement	Received	6/1/2014 - 6/30/2014	$250.00	$0.00	$250.00	$0.00
0028141002C0000108	Pending Reimbursement	Received	5/1/2014 - 5/31/2014	$250.00	$0.00	$250.00	$0.00
0028141002C0000107	Pending Reimbursement	Received	4/1/2014 - 4/30/2014	$250.00	$0.00	$250.00	$0.00
0028141002C0000106	Pending Reimbursement	Received	3/1/2014 - 3/31/2014	$250.00	$0.00	$250.00	$0.00
0028141002C0000105	Pending Reimbursement	Received	2/1/2014 - 2/28/2014	$250.00	$0.00	$250.00	$0.00
0028141002C0000104	Pending Reimbursement	Received	1/1/2014 - 1/31/2014	$250.00	$0.00	$250.00	$0.00

As shown in *Figure 6: Claim History Screen* will open a screen with list of all claims that have been filed. The status of Claims, Date of Service, Claim Amount, Paid, Pending and Denied amounts are listed. This provides an easy way to track the claims that have been submitted.

The website is updated in real time. This means that once a submission is received and processed, it is immediately available for viewing on your account.

HOW TO VIEW YOUR PAYMENT (REIMBURSEMENT) HISTORY

1. Under the **Accounts** tab, click **Payment History** on the drop-down menu.
2. You will see reimbursement payments made to date, including debit card transactions.
3. Click **View Detail** on the far right to see claim details.

HOW TO VIEW OR ACCESS:

Statements & Notifications

1. Click on the **Statements & Notifications** tab.
2. Click any form of your choice.

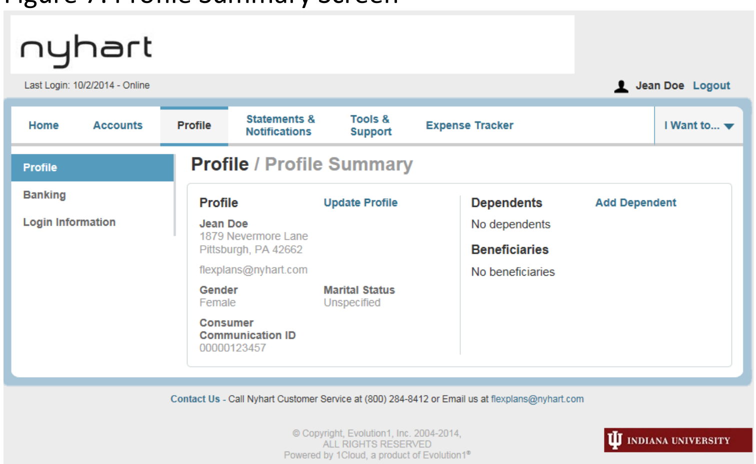
Tools & Support

1. Click on the **Tools & Support** tab.
2. Click the link of your choice under **Quick Links**.
3. **Nyhart's Contact Information** is listed in this screen as well as at the bottom of the website.
4. **Plan Summaries** are available for viewing in this section also.

HOW TO UPDATE YOUR PERSONAL PROFILE

1. Under the **Profile** tab, click your choice on the drop-down menu: **Profile Summary** or **Banking**. *Figure 7: Profile Summary Screen* shows the current Profile Summary.

Figure 7: Profile Summary Screen



2. Clicking **Update Profile** will only allow you to update your marital status. If you have a change in address, name, or other demographic, you will need to contact your Human Resources Representative.
3. Click **Banking.**
4. Click **Add Bank Account.** Some profile changes will require you to answer an additional security question.
5. Complete your changes in the form.
6. Click **Submit**.