Benefit Payment System Login Instructions

The following is a guide for participants on how to access their Benefit Payment System (formerly MBI) account at **www.benefitspaymentsystem.com**.

Before You Begin

If you have popup blockers installed you will need to disable them to use the Benefits Payment System. The Benefits Payment System site is designed for use with Mozilla Firefox and Internet Explorer 6, 7, and 8; other browsers are not supported, and the system may not function correctly if they are used to access the site.

Creating An Account

1. To create an account: select **Participant Login** and then select **Create Account**.
2. Enter your first name, last name, and Employee ID number. Your **Employee ID** is your social security number with no dashes or spaces.
3. Next, enter your **Card Number**. All employees have a flex card number assigned to them, even if a card has not been issued. If you do not have your flex card number, please email **benefits@mypaperlessoffice.com** with your full name and employer name to receive this number.
4. Enter your **New User ID**. This will be the username you will use to access the system.
5. Create a **Password**. Enter a password that contains at least one letter and one number (no special characters) for first time login. The first time you log in you will be prompted to change your password. Please note that the password is case sensitive. For tips on how to create a strong password, visit **http://www.microsoft.com/protect/fraud/passwords/create.aspx**.
6. Enter a **Security Word** and your **Birth City**. This information is used to authenticate your identity should you forget your password.
7. Enter the **E-mail Address** where notifications about your account should be sent.

Logging In

After your account has been set up, you can log in to view your account information at the **Participant Portal** login page by entering your user ID and password.

If you are using the site to check the status of a claim, please keep in mind that your account is updated only after payment has been issued.

Contact Us

If you need assistance accessing your account up or have any questions on account items, please contact customer service at 888-832-8428 and select Option #3.You can reach us by phone Monday through Friday from 8AM to 5PM (PST). Alternatively, you can send us an email at **benefits@mypaperlessoffice.com**.