Frequently asked questions about online accounts:

HOW DO I LOG ON TO MY ONLINE ACCOUNT?

From our website, www.AdvantageAdmin.com, click on Login. From the left-hand side of the screen, under Employee Logins, you'll then click on “MyFlex”.

If you have previously accessed your online account, having already changed your username and password, you will continue to use the username and password you have established.

If you have never accessed your online account, your username is the first initial of your first name, followed by your last name, followed by your company code, followed by the last four digits of your social security number. Your password is Flexplan*1. Please note that while your username is not case sensitive, the password is. Once you click on “Log-In” you’ll be asked to set up a set of security questions & answers (which are case-sensitive), change the password, and have the option to change the username, as well.

If you are unsure of your company code, please check with your HR department, or contact us for clarification.

HOW DO I REQUEST A SET OF FLEX VISA CARDS?

1. From the Home Page, under Tools & Support, click Change Payment Method then Update
2. Change Primary Payment Method to Flex Visa Card
3. Select check or direct deposit as your Alternate Payment Method, then submit

HOW DO I REPORT A DEBIT CARD MISSING OR ORDER ADDITIONAL CARDS?

1. From the Home Page, under Tools & Support, click Report Card Lost or Stolen
2. Click Report Lost/Stolen or Order Replacement to order additional cards

HOW DO I SIGN UP FOR DIRECT DEPOSIT?

1. From the Home Page, under the Tools & Support tab, click Change Payment Method then Update
2. Select Direct Deposit as the Primary Payment Method or Alternate Payment Method then click Submit
3. Add Bank Account and Bank Institution Information, and click Submit
4. The Payment Method Changed confirmation displays.