

First Time User Instructions

Webber Advisors  
Consumer Portal Access

## How to Access Your Online Account

Follow the steps below to access your online account. If you would like to receive your reimbursements via direct deposit, please follow steps #3 to setup your direct deposit information via Consumer Portal.

### 1. Navigate to the website

⇒ Using your internet browser, navigate to: <https://webberadvisors.lh1ondemand.com>

#### Existing User?

Login to your account

Username

[Forgot Username?](#)

Password

[Forgot Password?](#)

Login

⇒ You are automatically assigned a temporary Login ID and Password once you are enrolled. **Please Note:** You DO NOT need to click “Setting up a New Account”. Please go to the “Existing User” section

**Temporary Login ID:** First Name Initial, Full Last Name, Last 4 of SSN  
*Example: Jane Smith = JSmith1999*

**Temporary Password:** Full SSN no dashes

⇒ Type your **Username** and **Password** into the appropriate fields, and click LOGIN

## 2. Complete the required fields once you have accessed your online account

⇒ Establish security questions, then click submit

The screenshot shows a web form titled "Login Information / Update Security Questions". At the top, it says "Select 3 security questions and provide an answer to each question." followed by "\*Required". There are three rows, each with a dropdown menu labeled "Select a question..." and an asterisk, and a corresponding text input field for the answer. At the bottom left is a "Cancel" button and at the bottom right is a blue "Submit" button.

⇒ Update your password, then click submit

The screenshot shows a web form titled "Login Information / Update Password". It contains three input fields: "Current Password \*", "New Password \*", and "Confirm New Password \*", each with a toggle icon for visibility. The "New Password" field has a note: "Please enter a new password. The password must: - Have a minimum of 6 characters - Not be one of your last 3 passwords - Contain upper and lowercase letters - Contain at least one number". There is a "\*Required" label on the right. At the bottom left is a "Cancel" button and at the bottom right is a blue "Submit" button.

## 3. Set up direct deposit for quick and secure reimbursements

⇒ Click on "To get your money faster, setup a bank account for direct deposit"

The screenshot shows a user dashboard. At the top, there are navigation links: "Home", "Accounts", "Tools & Support", and "Message Center". Below this is a blue banner with "Don't Forget!" and an "Enroll Now" button. The main content area is divided into two columns. The left column has a "Tasks" section with a notification: "4 receipt(s) needed to approve your claims" and a table of payments: "Next Projected Payment: \$81.00 on 4/15/2024", "Vision Dental FSA 20: \$49.00", and "FSA 21: \$32.00". Below the table is a link: "To get your money faster, setup a bank account for direct deposit". The right column has an "HSA Healthcare Savings Goal" section with a progress bar at 0% and a goal of \$0 of \$0. At the bottom, there is a "I Want To:" section with buttons for "Enroll Now", "File A Claim", "Make an HSA Transaction", "Manage Investments", and "Manage My Expenses".

⇒ Add your bank account information, when completed, click submit

Contact Us | Farrah Bolt | (0) | Logout

Home | **Accounts** | Tools & Support | Message Center

Banking / Add Bank Account

**Bank Account Information** \*Required

Routing Number \*

Account Number \*

Confirm Account Number \*

Account Type \* Checking

Account Nickname \*

**Bank Institution Information**

Bank Name \*

Bank Address \*

Address Line 1

City

Select a state...

Zip Code

Cancel

⇒ Next you will receive the notification that you will receive a credit/debit between \$0.01 and \$0.99 within 10 days to verify the account is setup correctly. Click submit once you have read the terms. **Please Note:** Your direct deposit will not be activated until the verification process is completed.

#### Add Bank Account

Further action is required to activate this bank account. A deposit will be made to the account in the next 10 business days. Once you confirm the deposited amount, the account will be activated and available for use. You can confirm the deposited amount from this site by access the Bank Accounts page or by clicking on the link in the Tasks section that will appear on your home page.

Cancel

⇒ Once you receive the deposit, log into your account and under the Tasks section, click on “! One or more bank accounts require activation”

Home | Accounts | Tools & Support | Message Center

**Don't Forget!**

Enroll Now | View More

**Tasks** 3

! 4 receipt(s) needed to approve your claims

! One or more bank accounts require activation

Next Projected Payment: \$81.00 on 4/13/2021 | View More

Vision Dental FSA 20	\$49.00
FSA 21	\$32.00

**HSA Healthcare Savings Goal**

0%

\$0 of \$0

ADD GOAL

⇒ The Banking/Activate Bank Account screen will appear, type in the amount deposited into your checking/savings and click Submit.

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Home **Accounts** Tools & Support Message Center

### Banking / Activate Bank Account

**Activation Details** \*Required

To activate this bank account you must verify the amount that was deposited to the account below. You are allowed only two attempts before the account will be locked.

Bank Name WESTCONSIN CREDIT UNION

Routing Number xxxx0589

Account Number xxxx3456

Amount \* \$

Enter the amount deposited into your account.

Cancel Submit

⇒ Once completed, you will see that bank activation warning has disappeared. You may also check this by going to Accounts > Profile > Banking, you will see that the bank account is active

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Home **Accounts** Tools & Support Message Center

### Banking

**Bank Accounts** Add Bank Account

**MY CHECKING**  
WESTCONSIN CREDIT UNION  
xxxx3456  
Checking  
View / Update  
Remove

#### Important Notes:

- Prior to exiting the online portal, you will need to submit all claims you have entered. Any claims not completely submitted will be lost at the time of exiting the website.
- If you signed up for communications via email, please make sure [DoNotReply@WebberAdvisors.lh1ondemand.com](mailto:DoNotReply@WebberAdvisors.lh1ondemand.com) is added to your email approval listing.

**For questions about your Flexible Spending Account and/or MERP/HRA, please contact Webber Advisors' Claims Department at (800) 326-9850 or e-mail [LNE-Claims@leavitt.com](mailto:LNE-Claims@leavitt.com). Monday through Friday 8:00 a.m. to 4:00 p.m.**