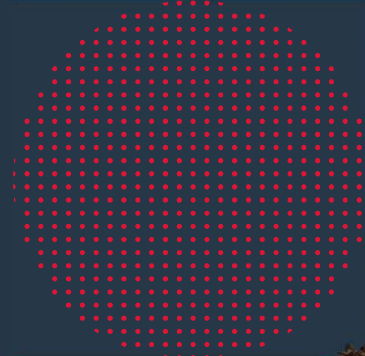
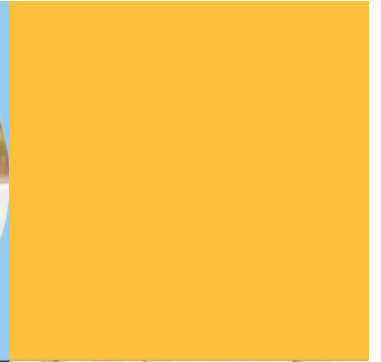




Caltech

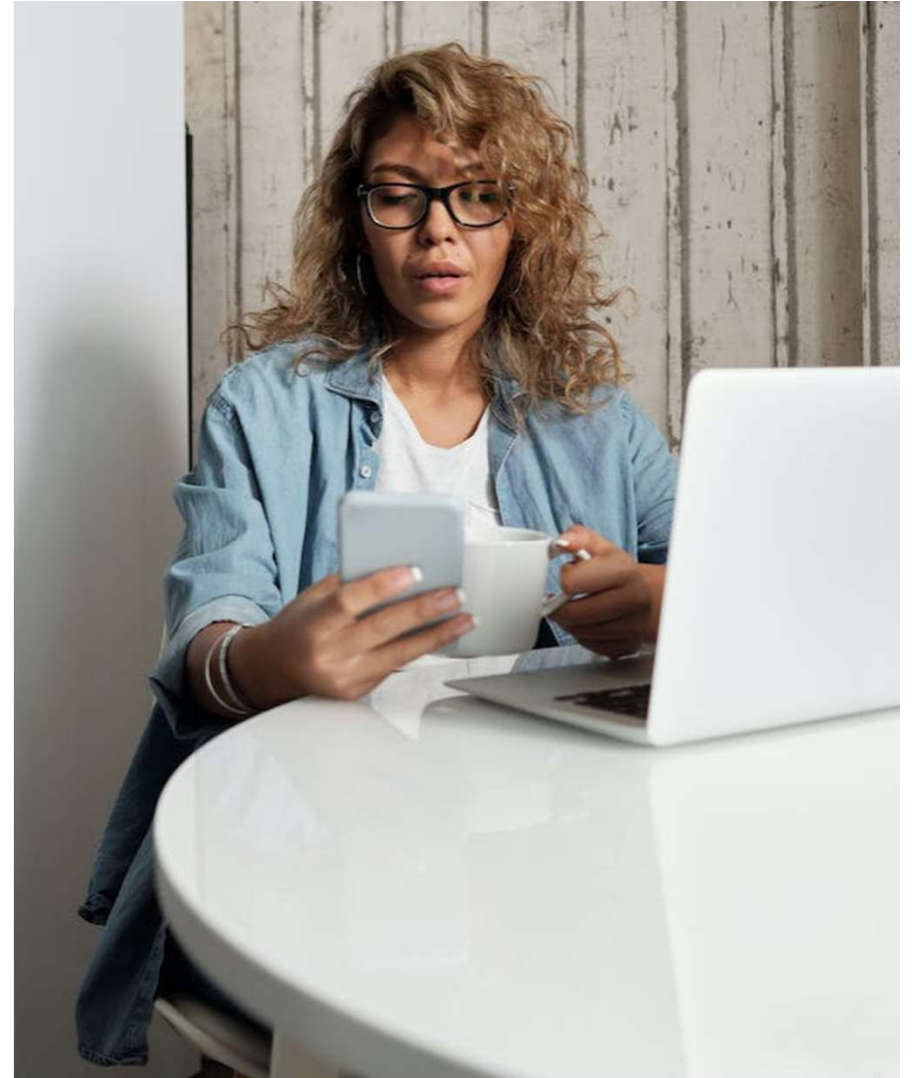
Mobile App: How to reset your
username and password





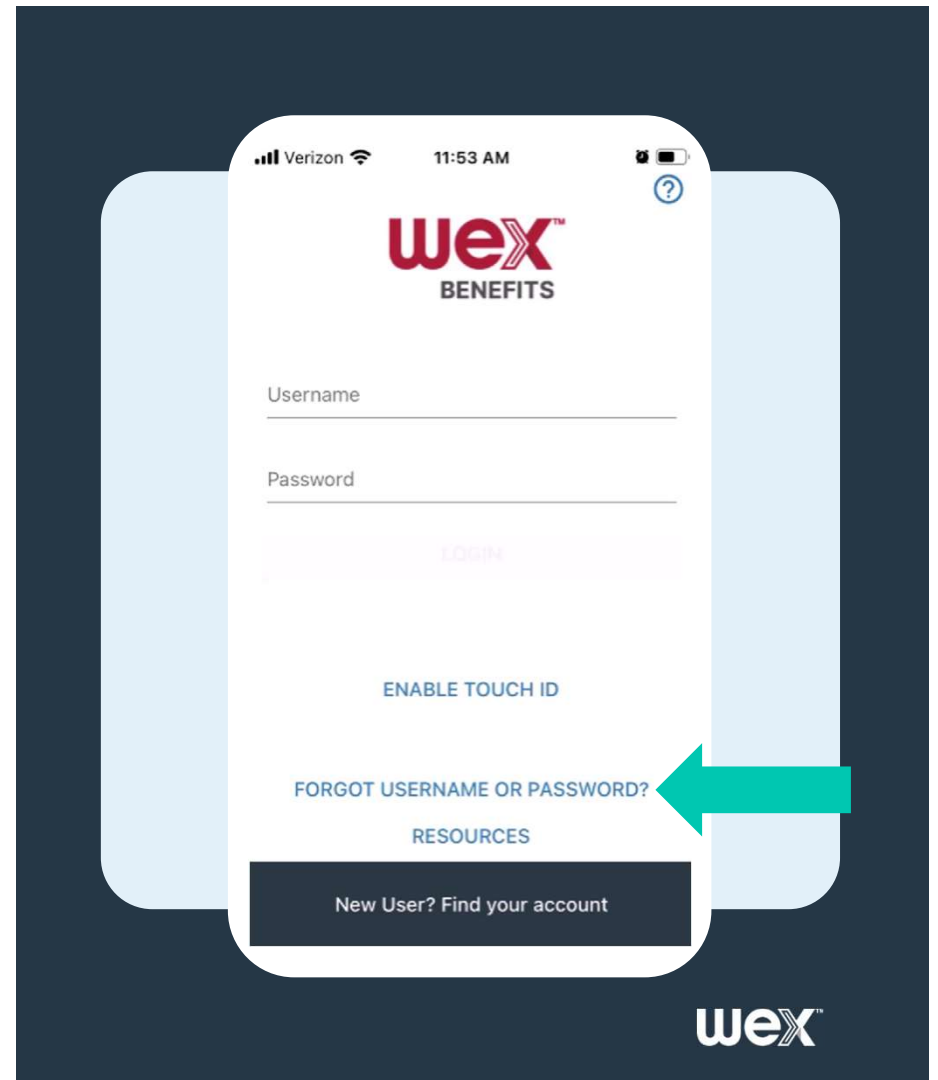
How to reset your username and password in the mobile app

Proprietary & Confidential



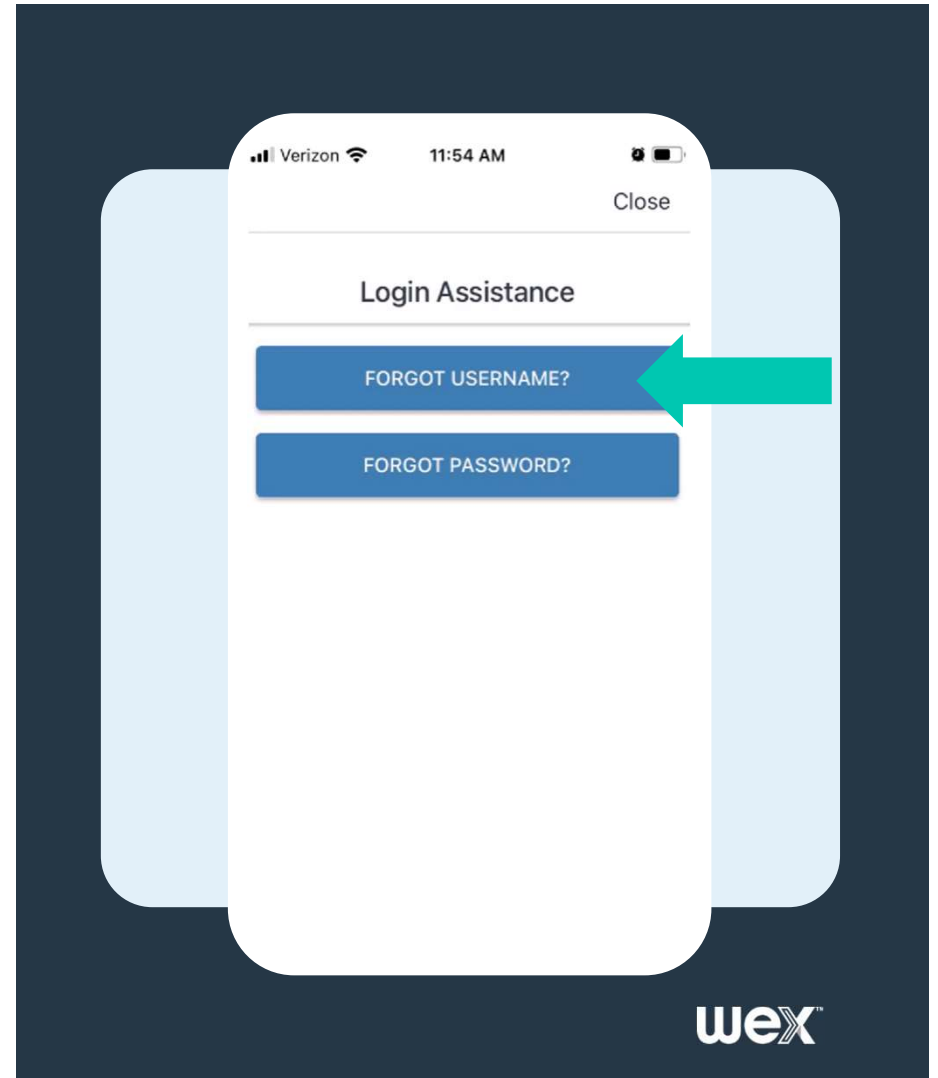
> How to reset your username in the WEX Benefits mobile app

- 1 Select "Forgot Username or Password?"



> How to reset your username in the WEX Benefits mobile app

2 Select "Forgot Username?"



> How to reset your username in the WEX Benefits mobile app

3 Provide email address and full name

- Select "Next"

Proprietary & Confidential

AA benefitslogin.wexhealth.com

Forgot Username

Forgot your Username?

If you do not have an email address on record for your account please contact your administrator for assistance. If you have an email address on record, enter the information below. We will send your username to the email address on record.

Enter your account email address*

Enter the name on the account

First Name*

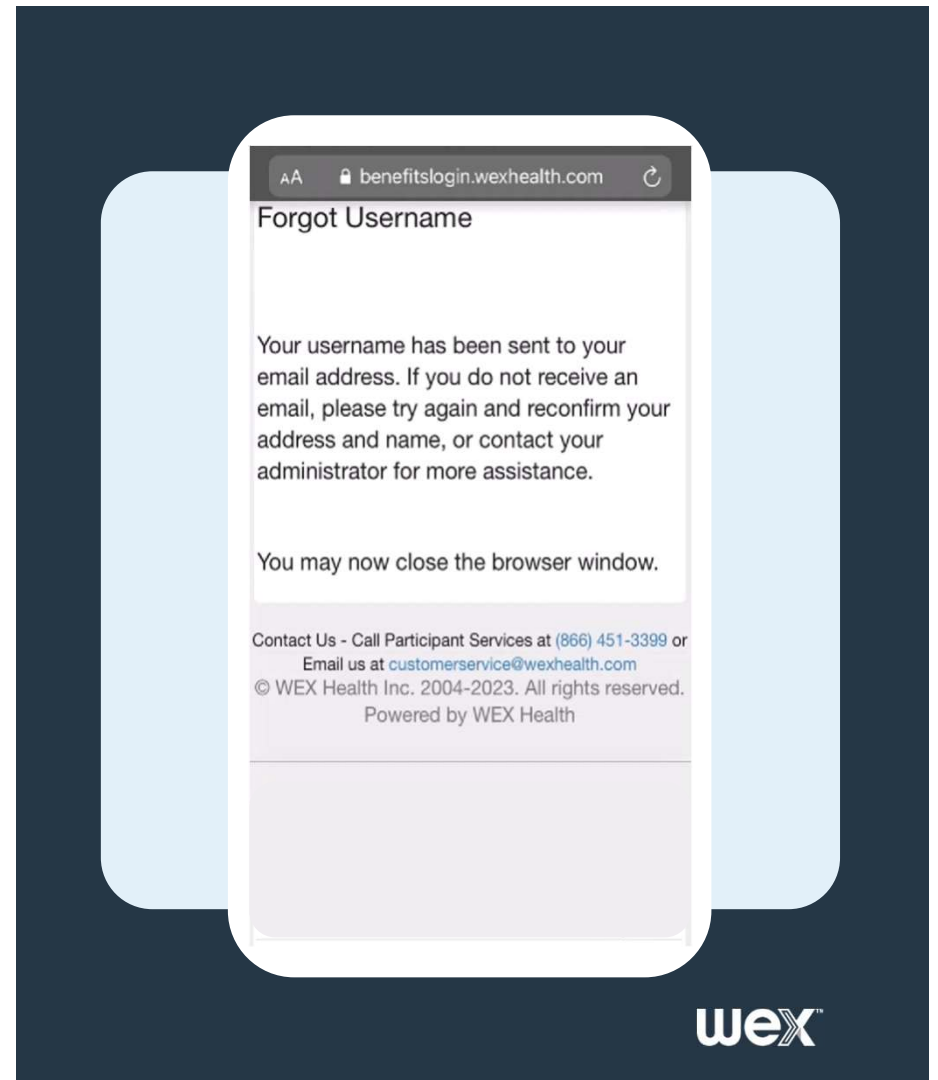
Last Name*

Next

wex™

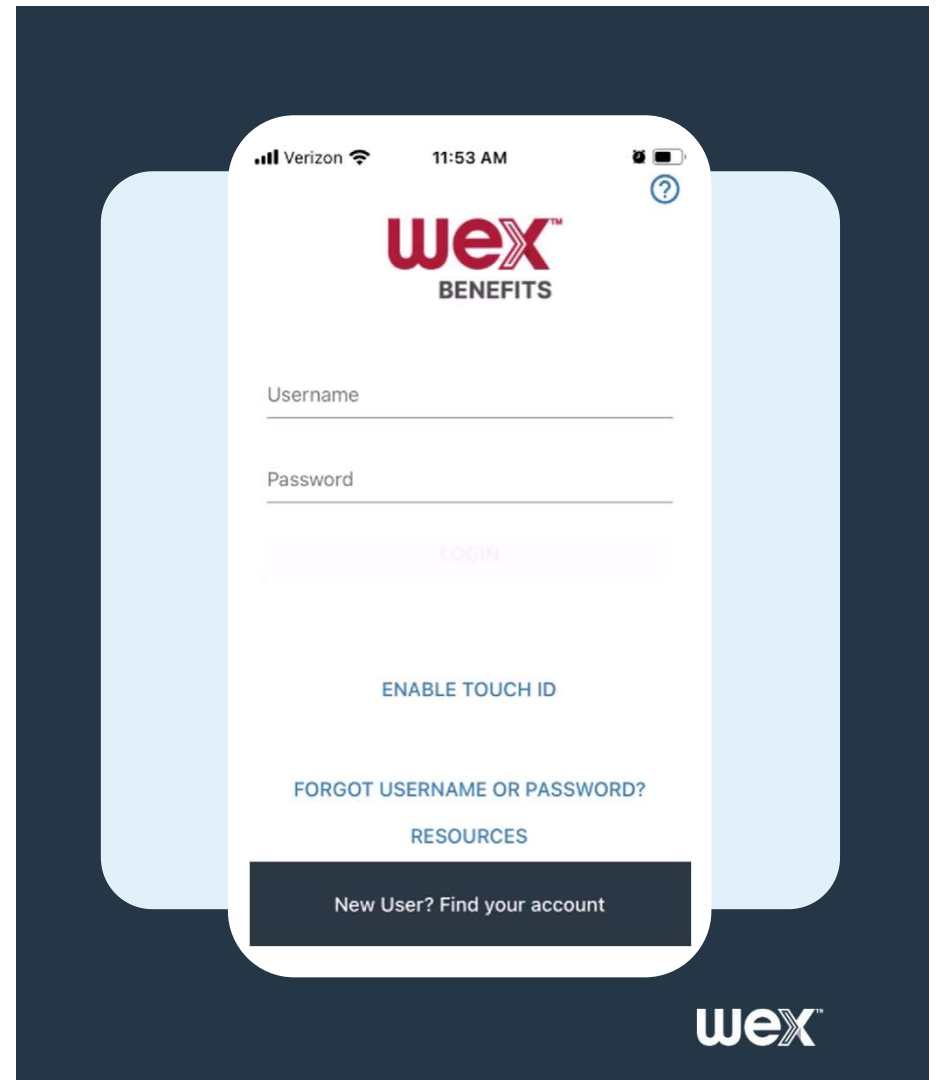
> How to reset your username in the WEX Benefits mobile app

4 Retrieve your username from the email and reopen the app



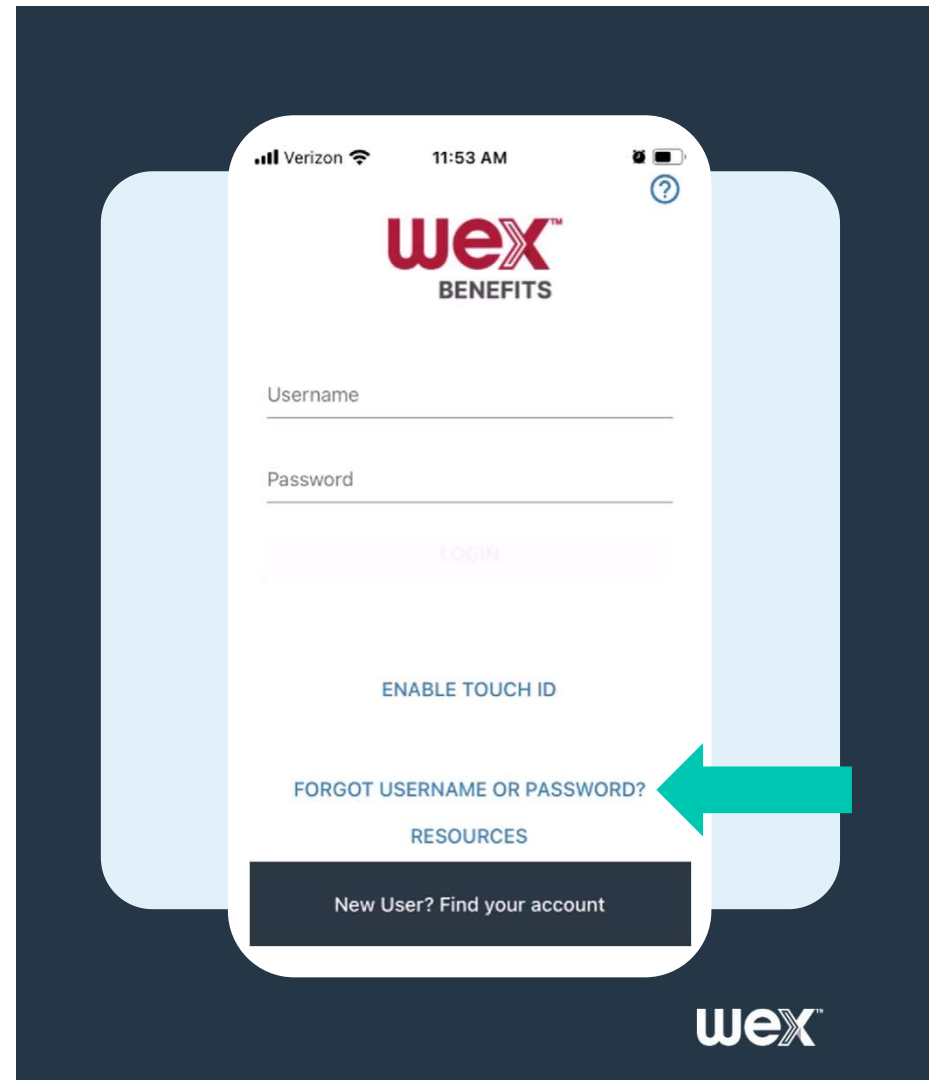
> How to reset your username in the WEX Benefits mobile app

5 Use the username retrieved from your email to log in



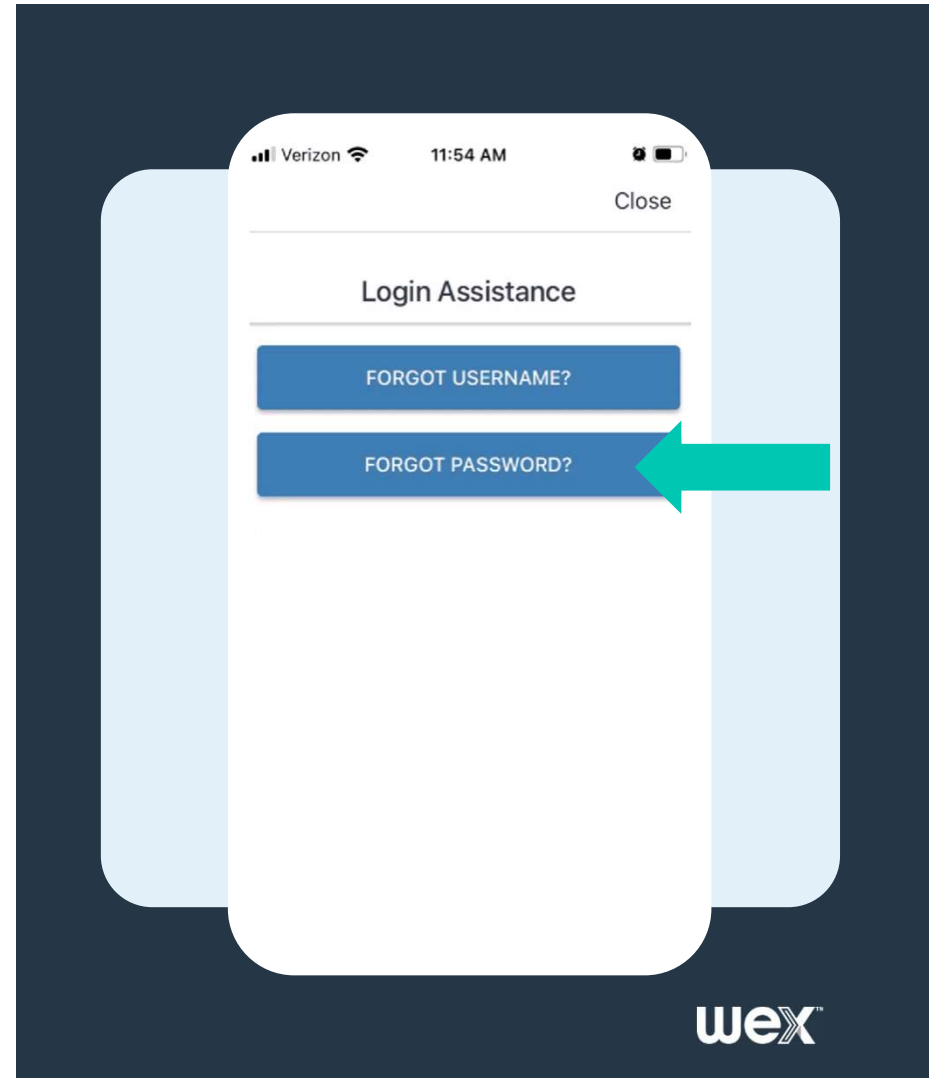
> How to reset your username in the WEX Benefits mobile app

6 Select "Forgot Username or Password?"



> How to reset your username in the WEX Benefits mobile app

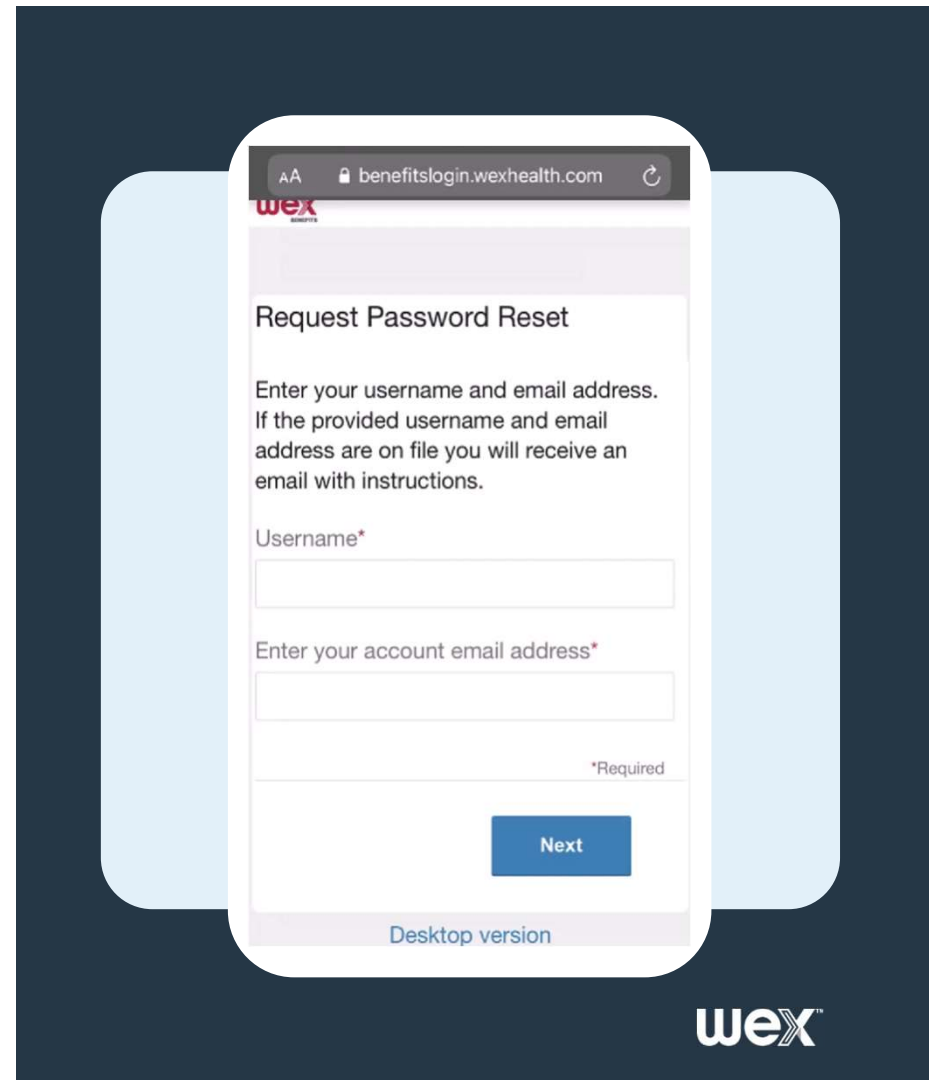
7 Select "Forgot Password?"



> How to reset your username in the WEX Benefits mobile app

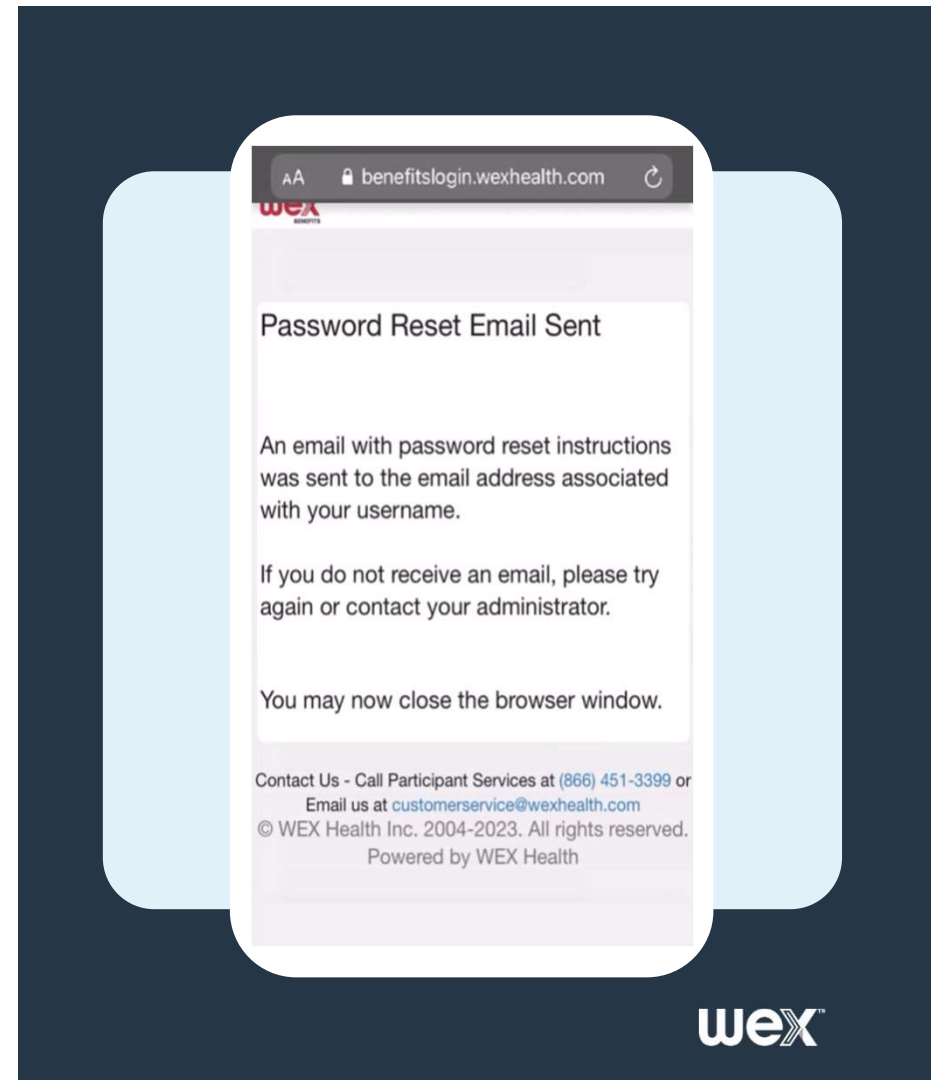
8 Provide username and email address

- Select "Next"



> How to reset your username in the WEX Benefits mobile app

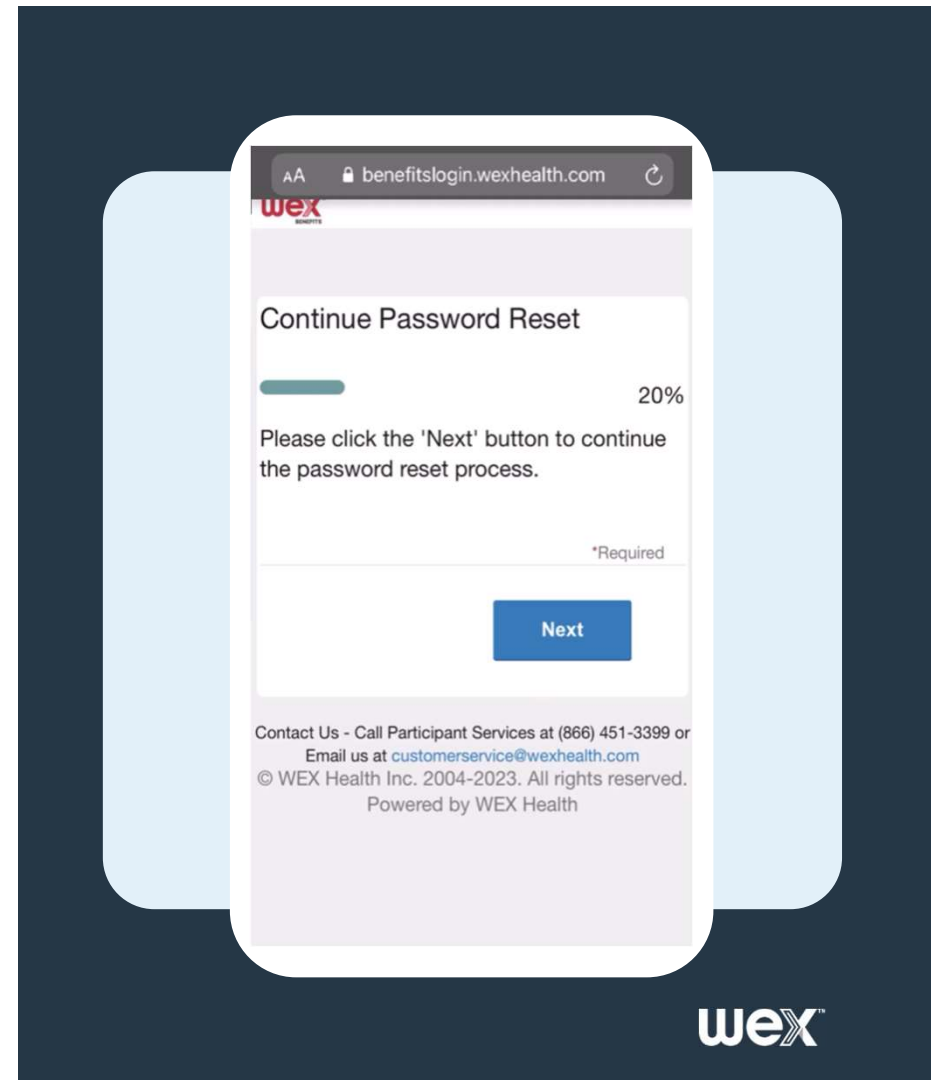
9 Check your email and select the password reset link



> How to reset your username in the WEX Benefits mobile app

10 Follow the link to continue the reset

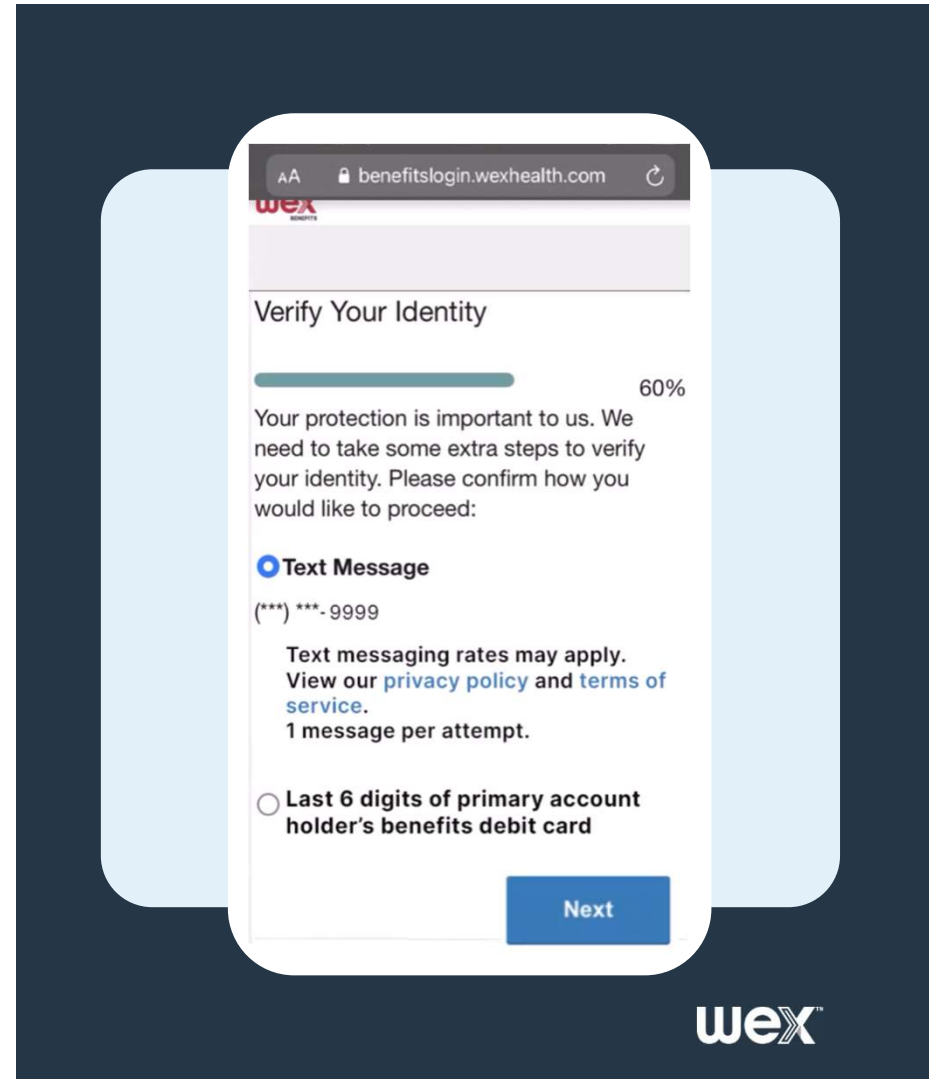
- Select "Next"



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11 Verify your identity by text message or last

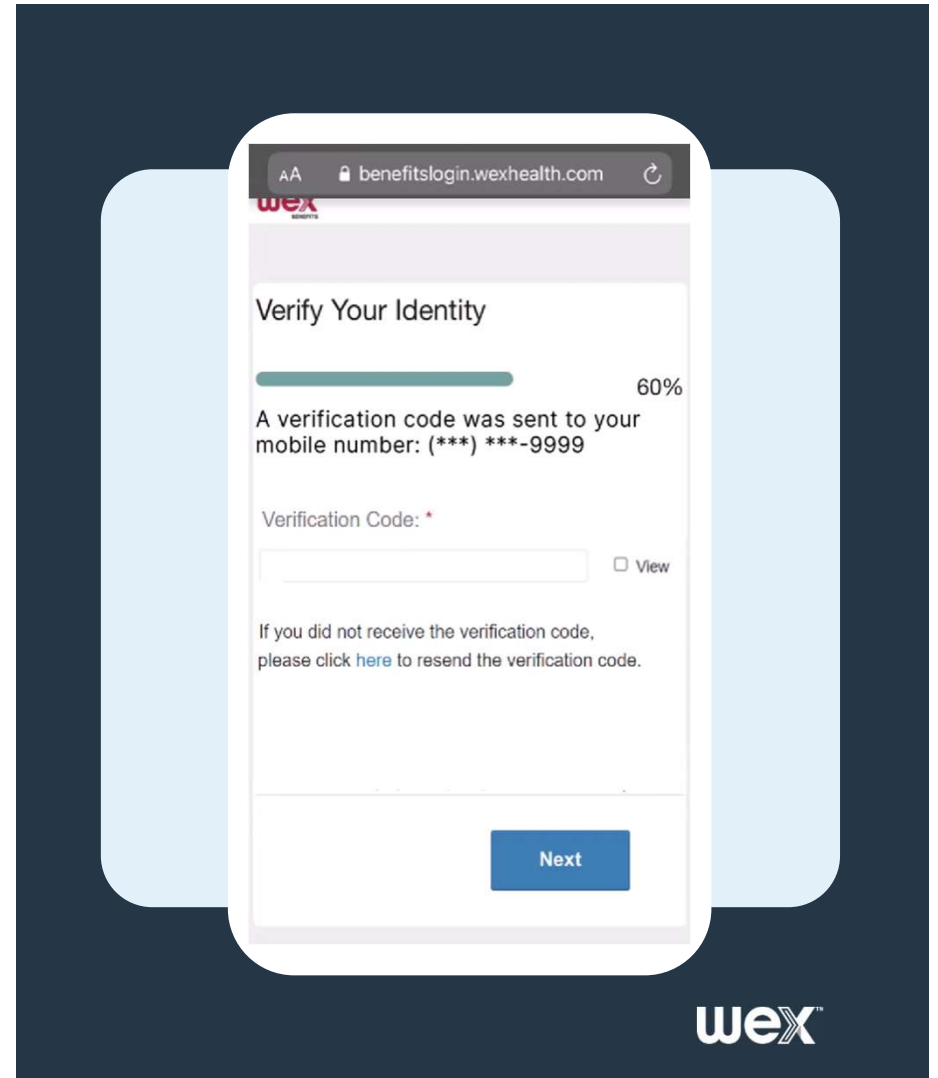
- Select "Next"



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12 Enter the appropriate information

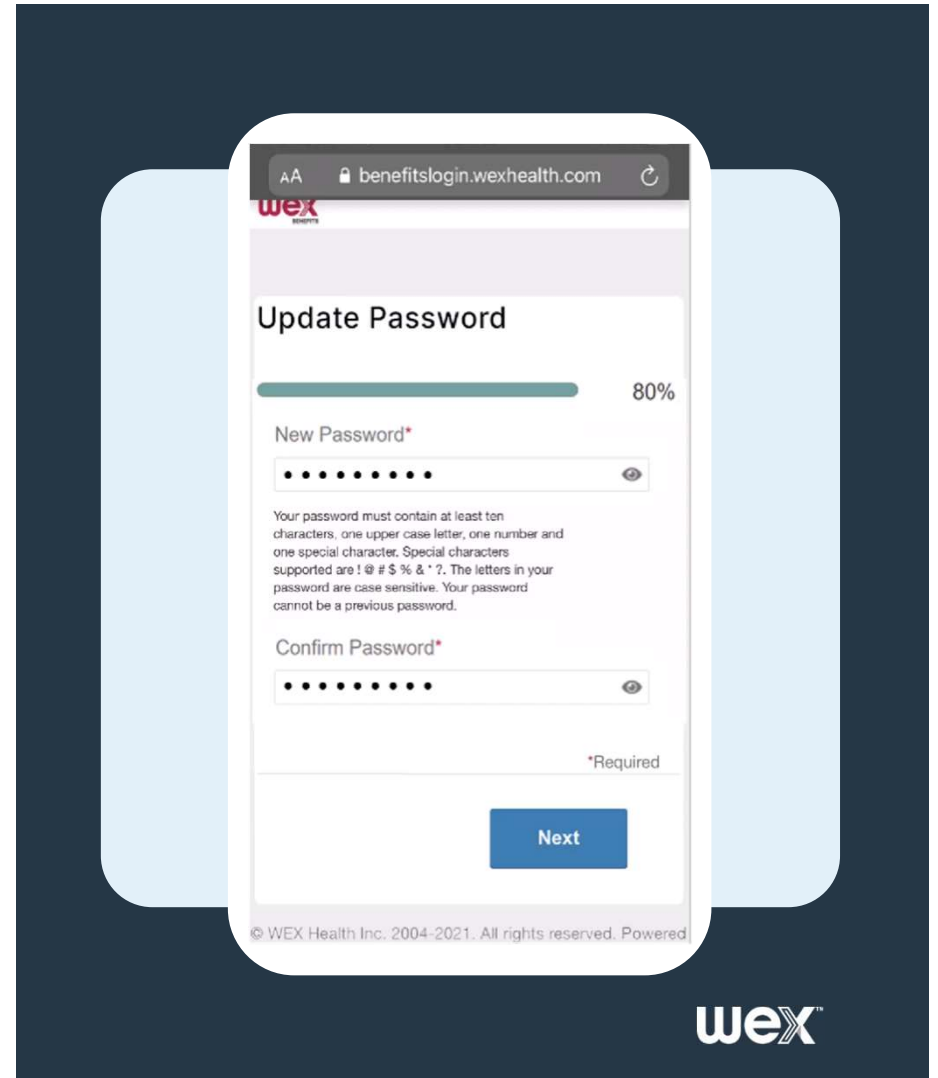
- Select "Next"



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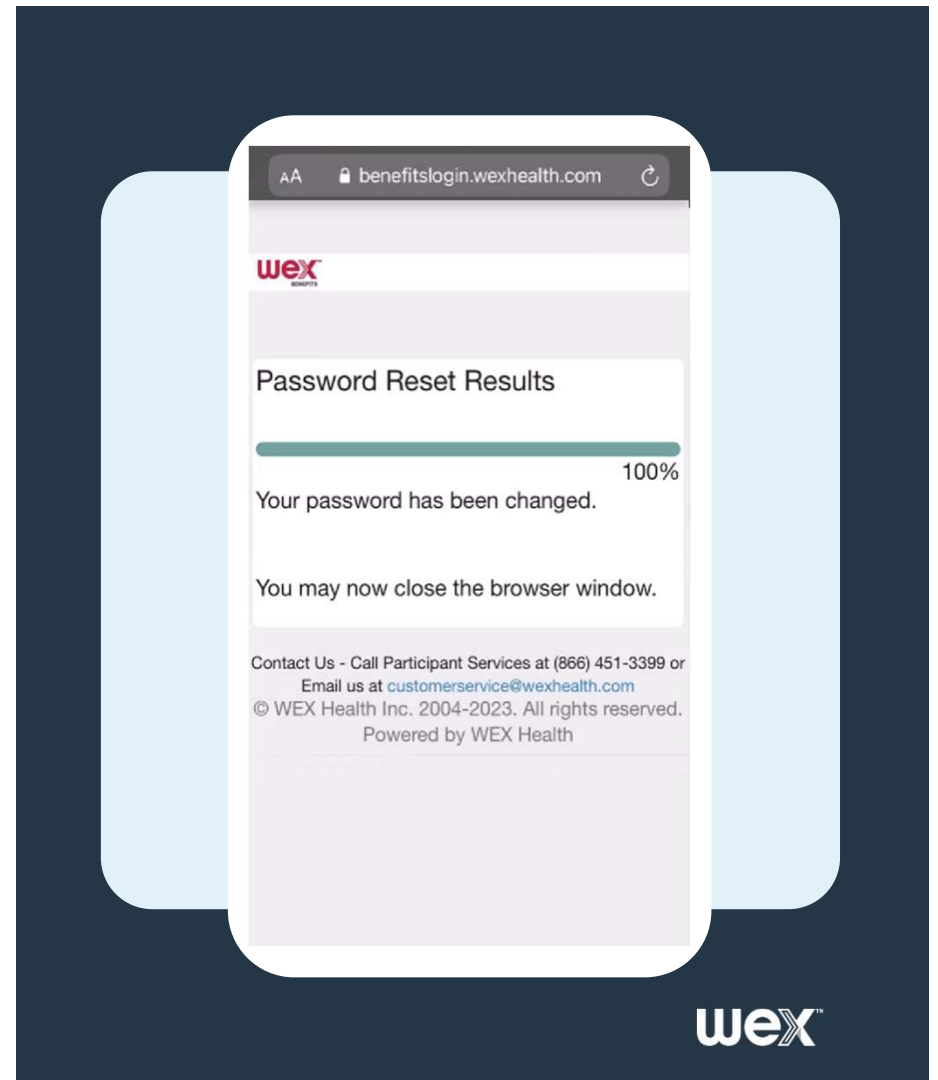
13 Enter and confirm your new password

- Select "Next"



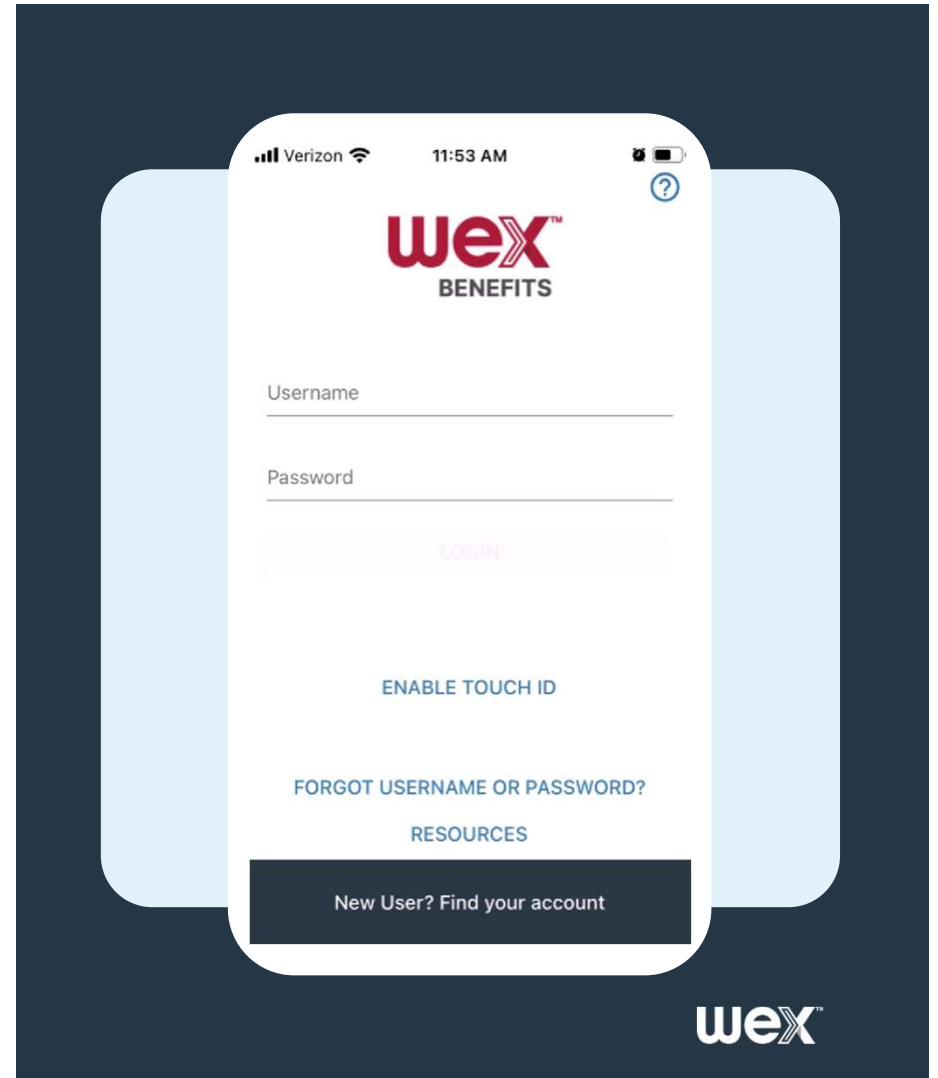
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14 You'll receive confirmation the password is updated



> How to reset your username in the WEX Benefits mobile app

15 Log in using your new password



Contact Participant Services

Our Participant Services team is available Monday through Friday, from 6 a.m. to 9 p.m. CT, except holidays.



Live Chat

Log into your online account



Website

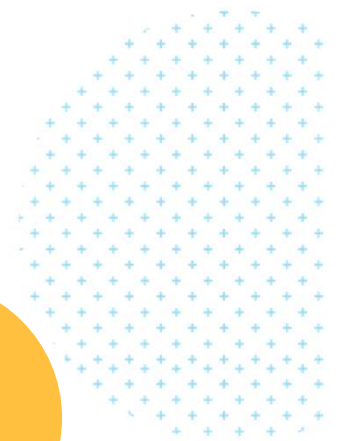
www.wexinc.com



Phone

Current WEX participants:

844-561-1334



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