

# New User Registration Instructions for Web Based Benefit Services

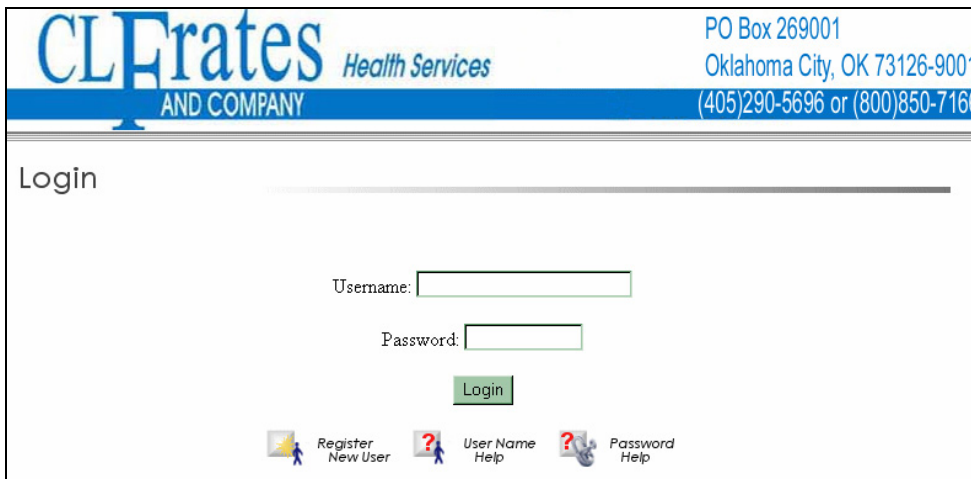
## C. L. Frates and Company

C. L. Frates and Company now offers a comprehensive web-based benefit service allowing you as the participant (or your covered dependents) to view information on medical, dental and flexible spending account claims. Copies of Explanation of Benefits (EOB) may be viewed and printed for all processed claims.

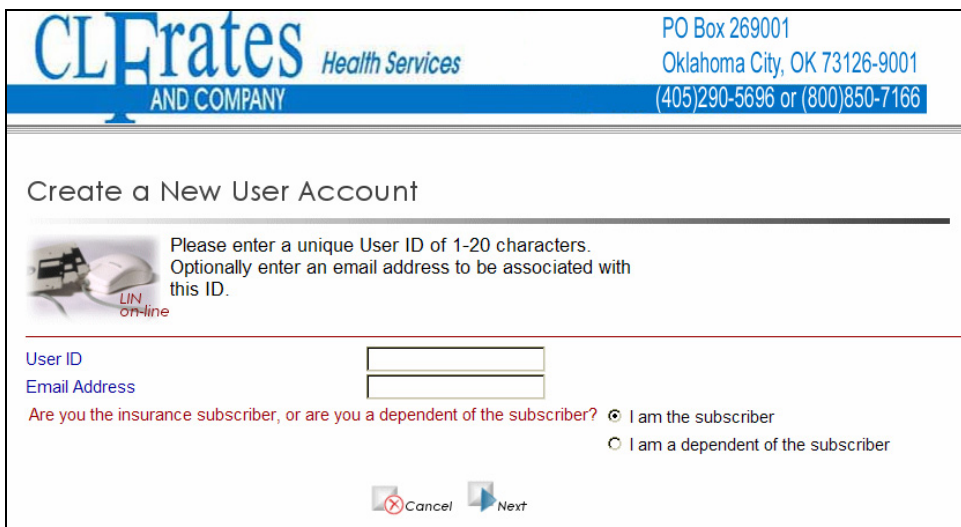
The only requirement for this service is that you have your current Member ID number, an Internet connection and an acceptable Internet browser. If you do not have an ID card with your member ID number, you may obtain your Member ID number from your Human Resources Manager or by contacting our office at (800) 850-7166.

Set-up instructions for new users:

1. Enter the C. L. Frates and Company Log In page web address <https://www.clftpaedi.com/> into your internet browser.
2. The following "Login" window should appear:



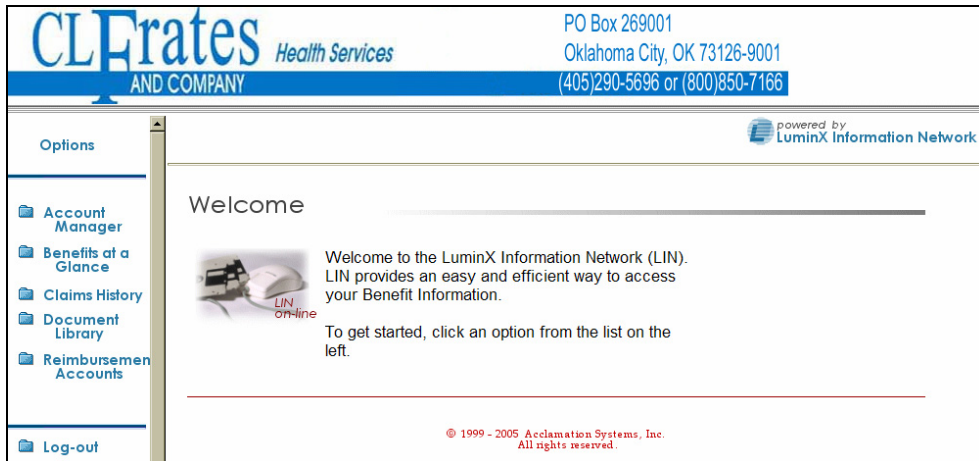
3. Select the **Register New User** button and the "Create a New User Account" window will appear:



4. In the **User ID** field, type in a unique Login Name. This can be any combination of letters and numbers up to 20 characters. This is the name that you will use along with your password to enter the website on later visits. **The User ID field is case sensitive.**
5. Type your e-mail address in the **E-mail Address** field. This will be the e-mail address that your password hint will be e-mailed to if you ever lose your password and need password help.
6. Click whether you are the Subscriber (Participant Employee) or the Dependent.
7. Click **Next** and the "Verify Your Identity" screen will appear:

8. Enter your Member ID Number in the **Participant ID** field exactly as it appears on your ID card.
9. Enter your last name in the **Participant Last Name** field exactly as it appears on your ID card.
10. Enter your zip code in the **Participant Zip Code** field.
11. Enter your date of birth in Month, Day, and Year in the **Participant Date of Birth** field using the format as indicated on screen.
12. Click **Next** and the "Establish your Password" screen will appear:

13. Type the Password you want to use in the **Enter Password** field. **The password field is case sensitive.**
14. Re-type the Password in the **Verify Password** field.
15. Type a password hint in the **Password Hint** field. This hint will be e-mailed to you in the event you forget your password.
16. Click **Submit** and the "Welcome" screen will appear. You should now be logged in and can view your EOB and Benefit Information.



NOTE: Members who are termed will not be able to register as a new user. Members whose coverage has not yet started, may register, but will not see their elected coverage until it becomes effective.

## Available Services (Options Window)

### Account Manager

Allows a participant to change their password or e-mail address.

### Benefits at a Glance

The Benefits at a Glance option displays to a participant his/her enrollment information.

### Claims History

Participants are able to view a list of all claims that have been received by C. L. Frates and Company. A link to a copy of the EOB is available for all completed claims.

### Document Library

Participants may view important documents that are used in conjunction with their enrollment or plan(s).

### Reimbursement Accounts

If C. L. Frates and Company administers the flexible spending account, this section will give the participant access to important information such as claim details, pledge amounts and current account balances.

### Log-out

Use to correctly close the internet session.