HealthEquity®

Single login page experience

Delivering a simplified and secure login experience for HealthEquity users

HealthEquity does not provide legal, tax or financial advice. Always consult a professional when making life-changing decisions.

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We are committed to providing an engaging and seamless member and administrator experience. We will be providing a single place to login that lets users securely access and manage their benefits accounts. This enhanced login process will lead to greater satisfaction, increased security and provide a more efficient use of our benefits experience.

Experience

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Multi-factor authentication

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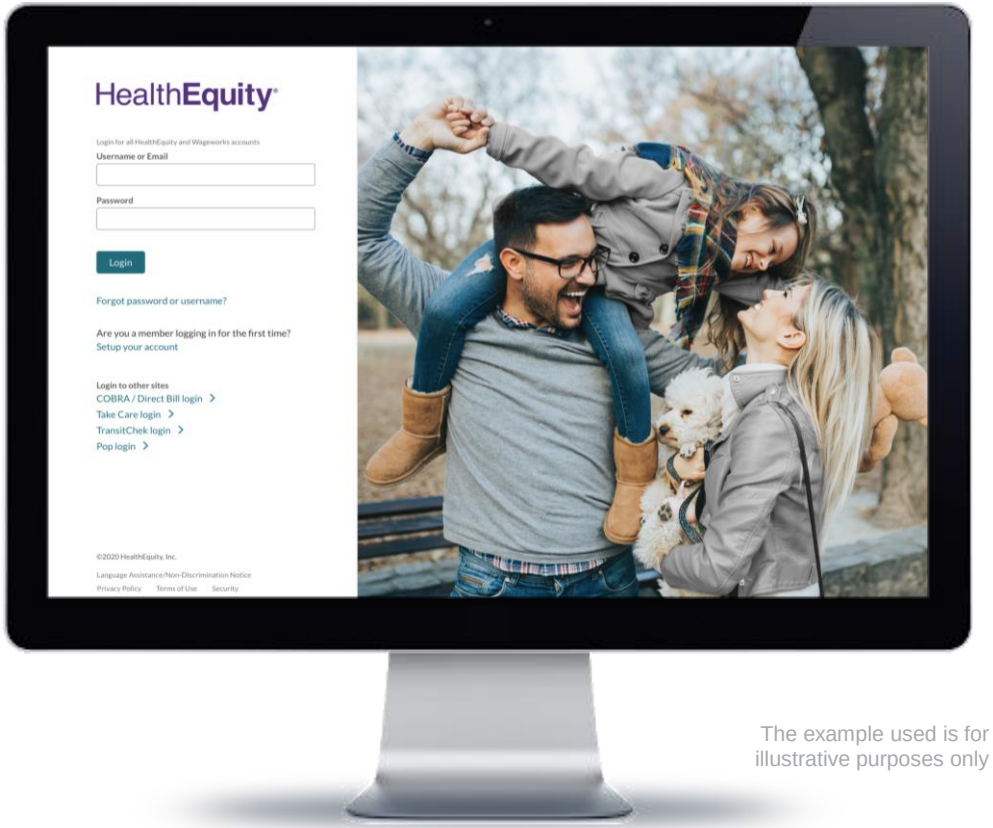
Users logging-in
from an unrecognized device will be required to pass an additional form of authentication.



The example used is for illustrative purposes only

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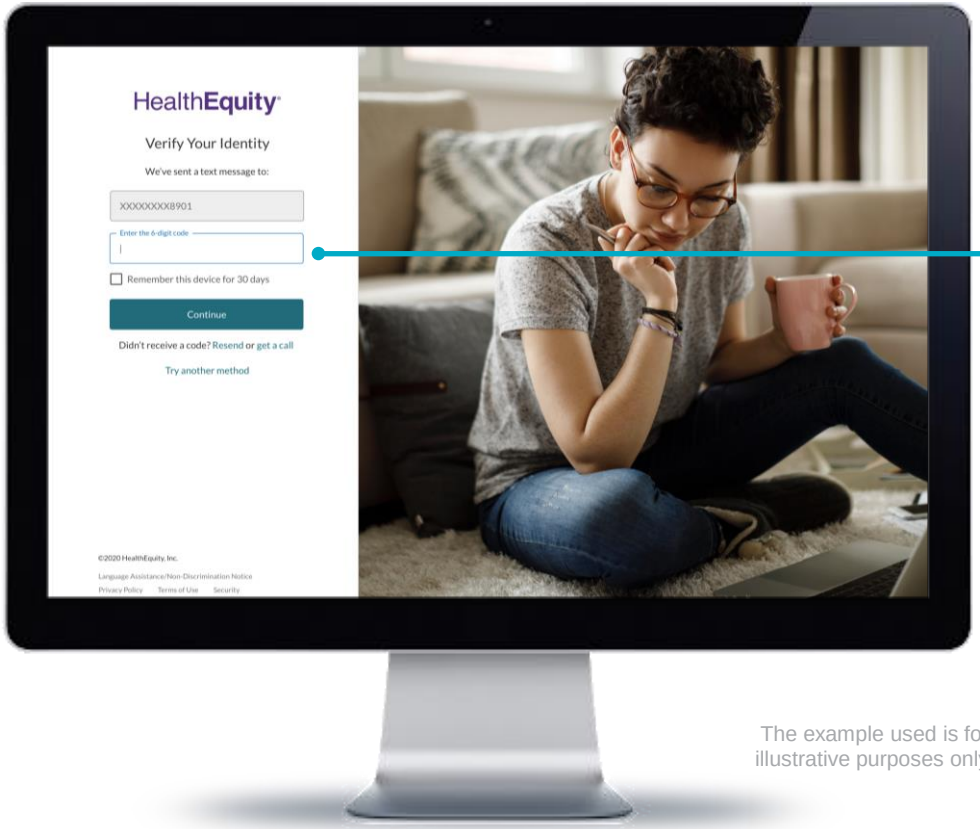

Users are prompted to enter their one-time passcode to gain access.

The example used is for illustrative purposes only

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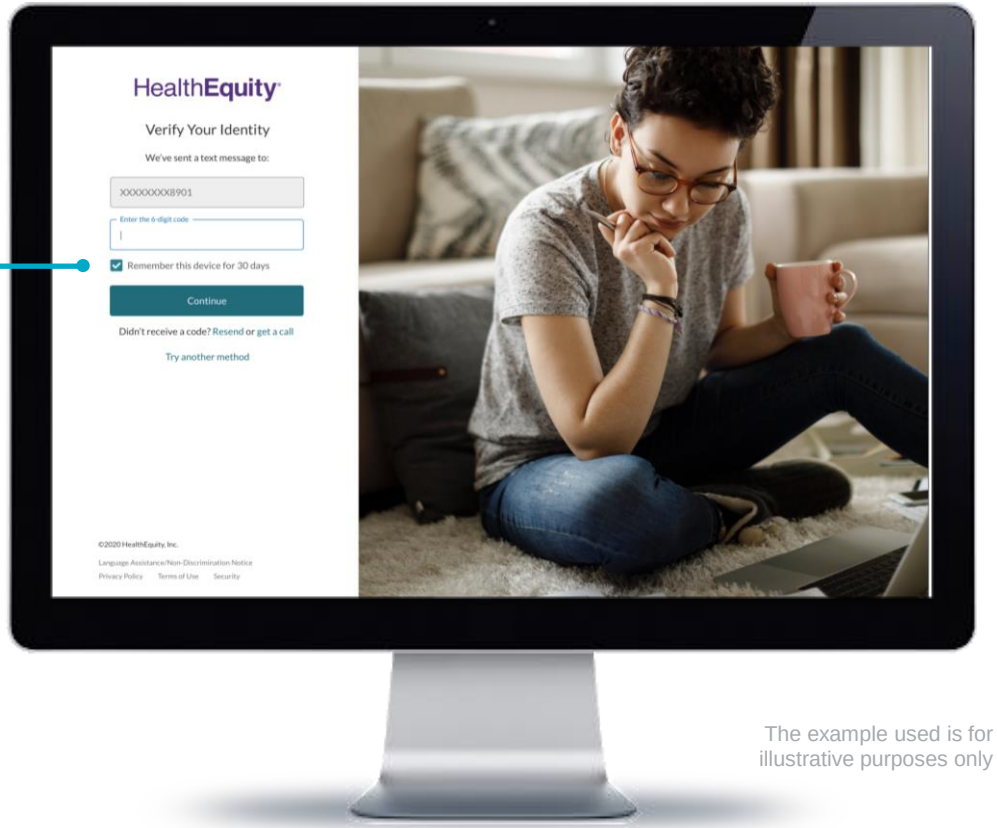
To streamline authentication for future logins users can select the ‘Remember this device’ checkbox.



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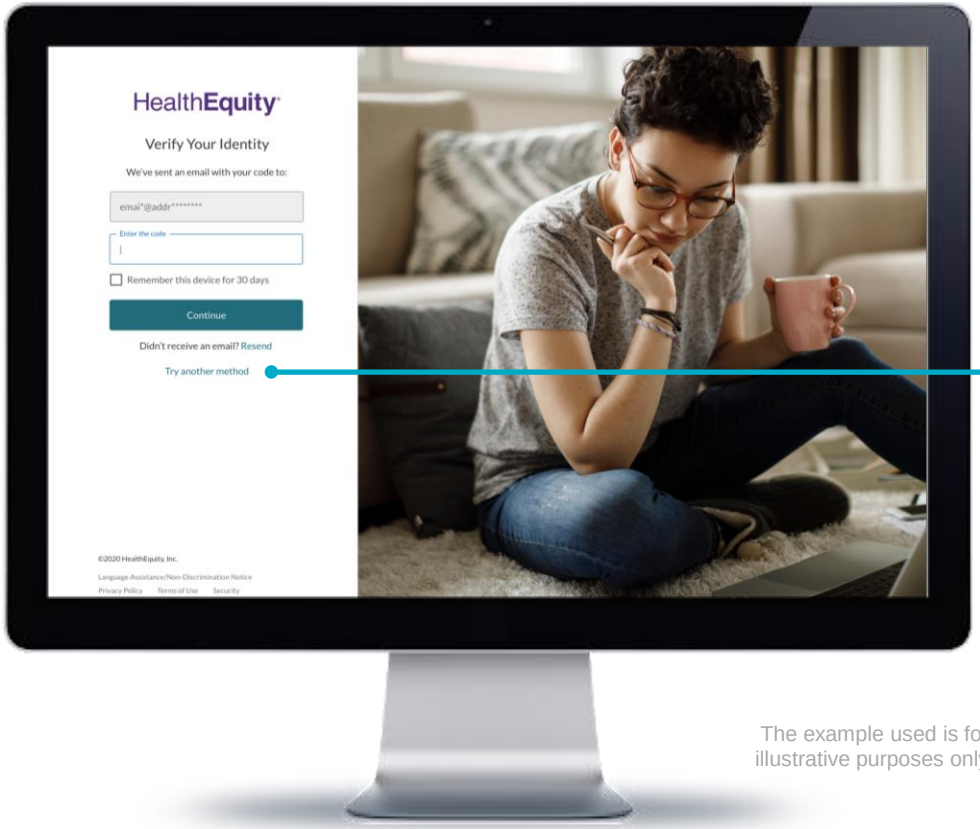

Users are also given the option to try other methods of receiving the one-time passcode.

The example used is for illustrative purposes only

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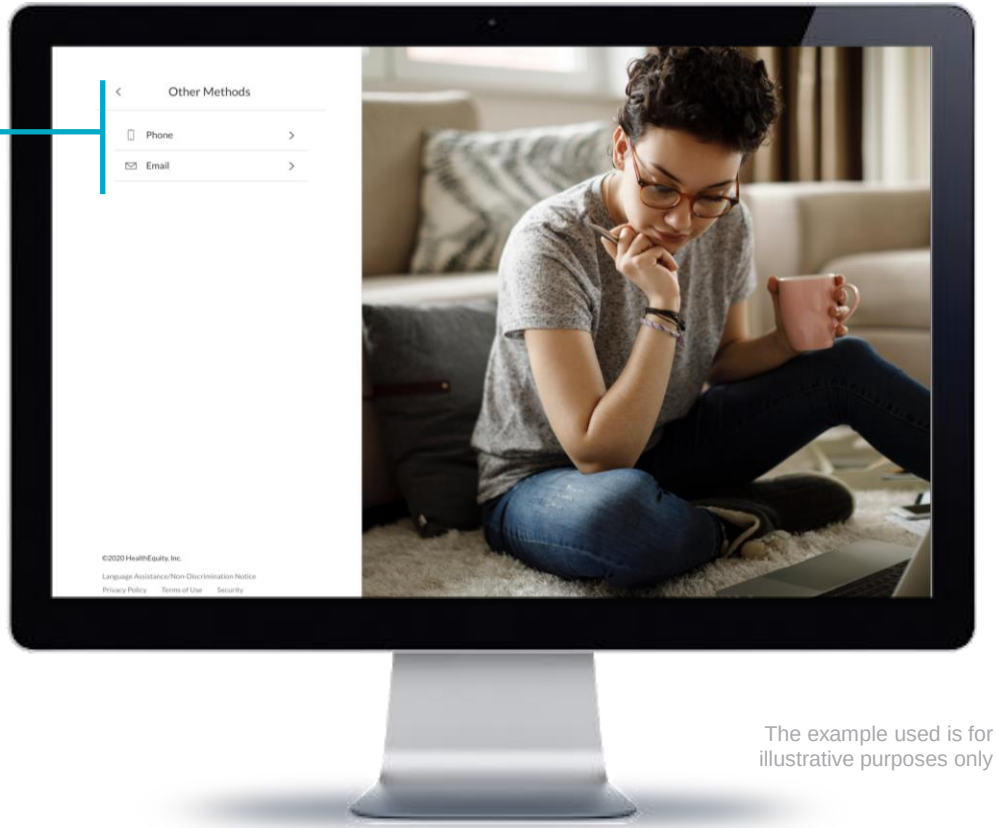
Other options are displayed to choose from for delivery of the one-time passcode.



The example used is for illustrative purposes only

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Missing phone number

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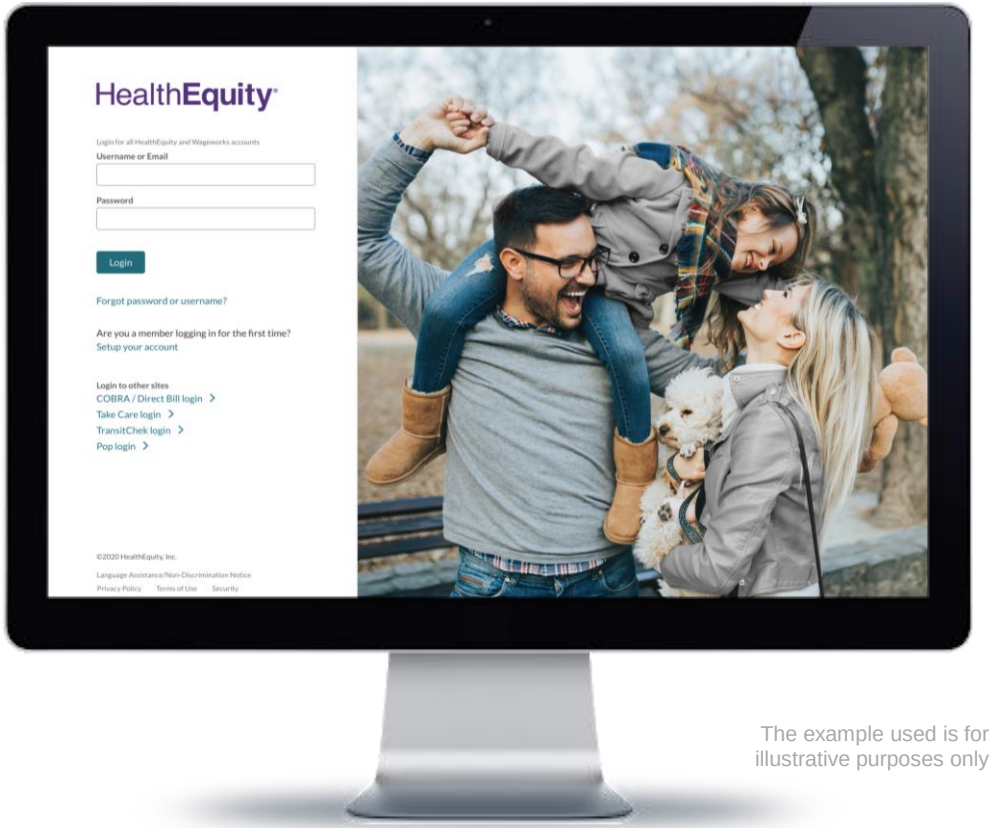
Users missing a phone number upon login will be required to provide one.



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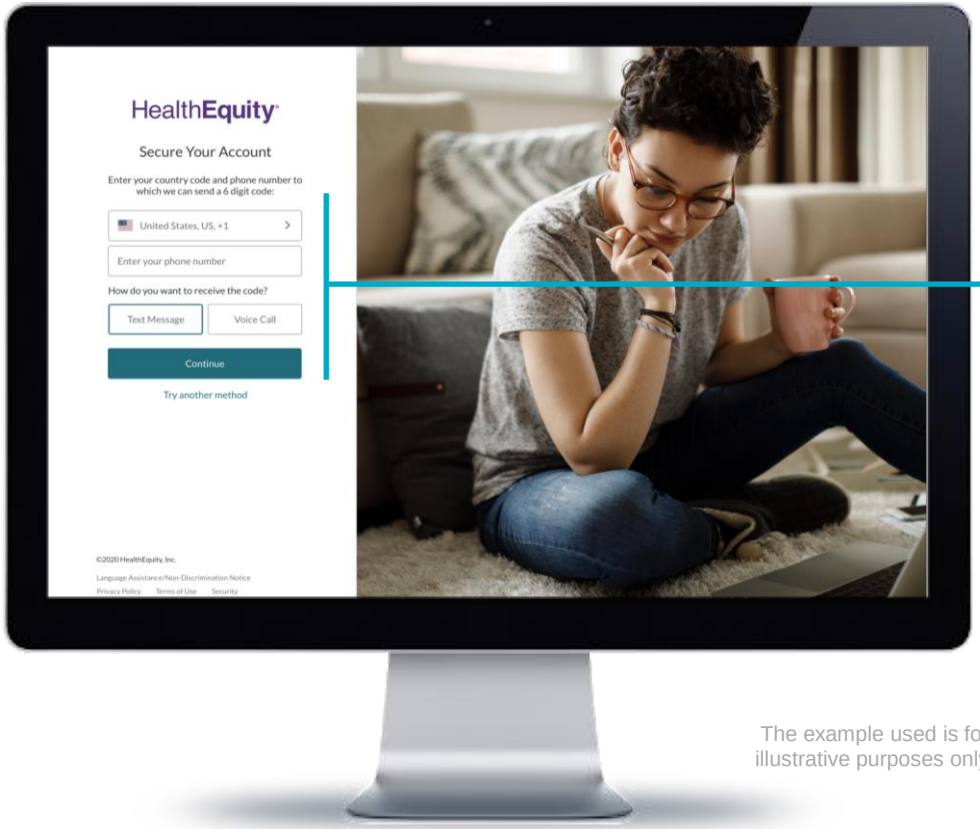

The system recognizes a missing phone number prompting users to enter one and indicating how they would like to receive their one-time passcode.

The example used is for illustrative purposes only

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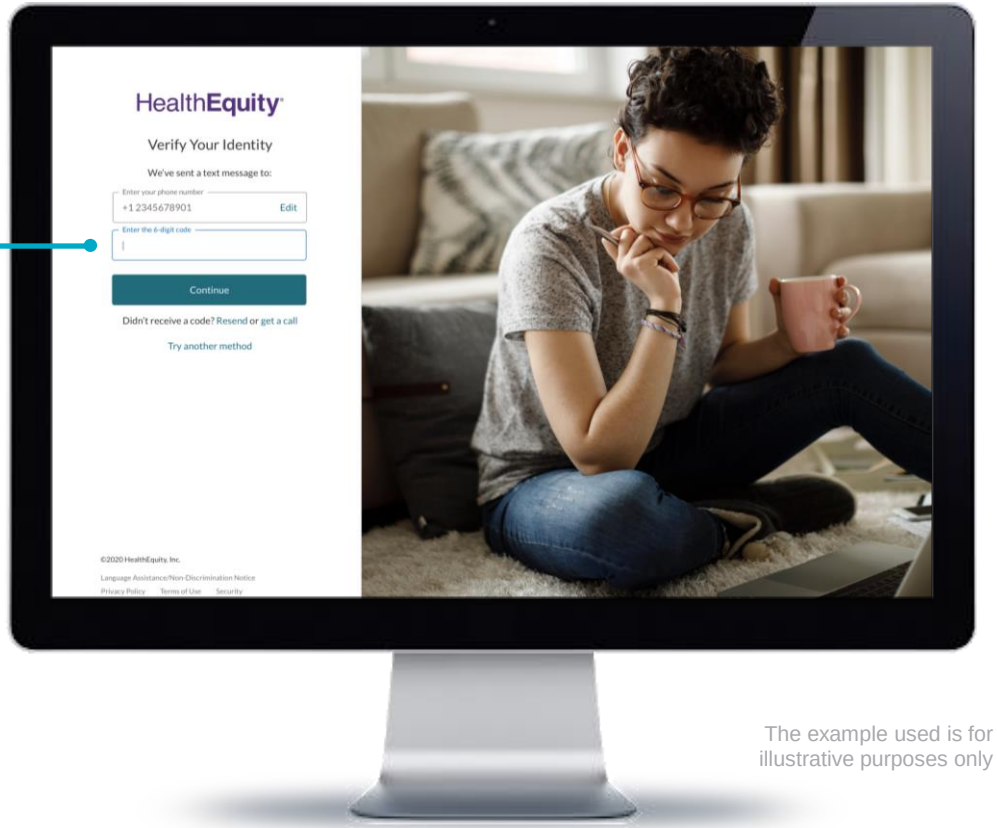
Upon receipt of the one-time passcode users are prompted to enter it for confirmation.



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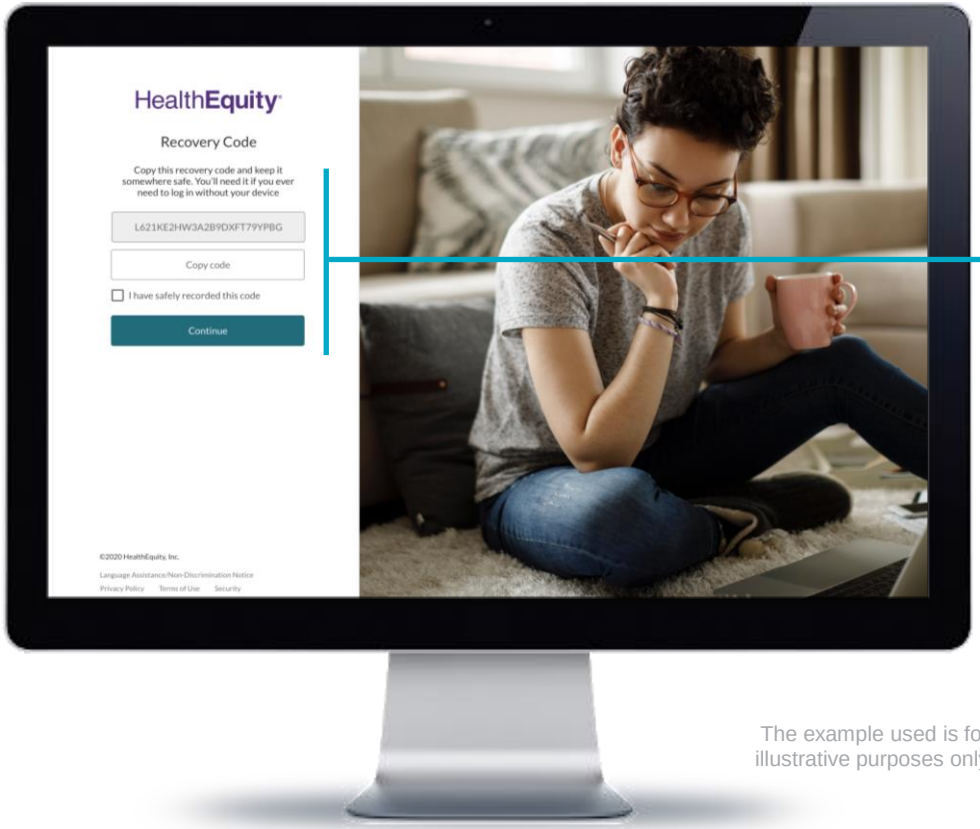

A recovery code is then supplied for users to copy and use if logging-in without their device.

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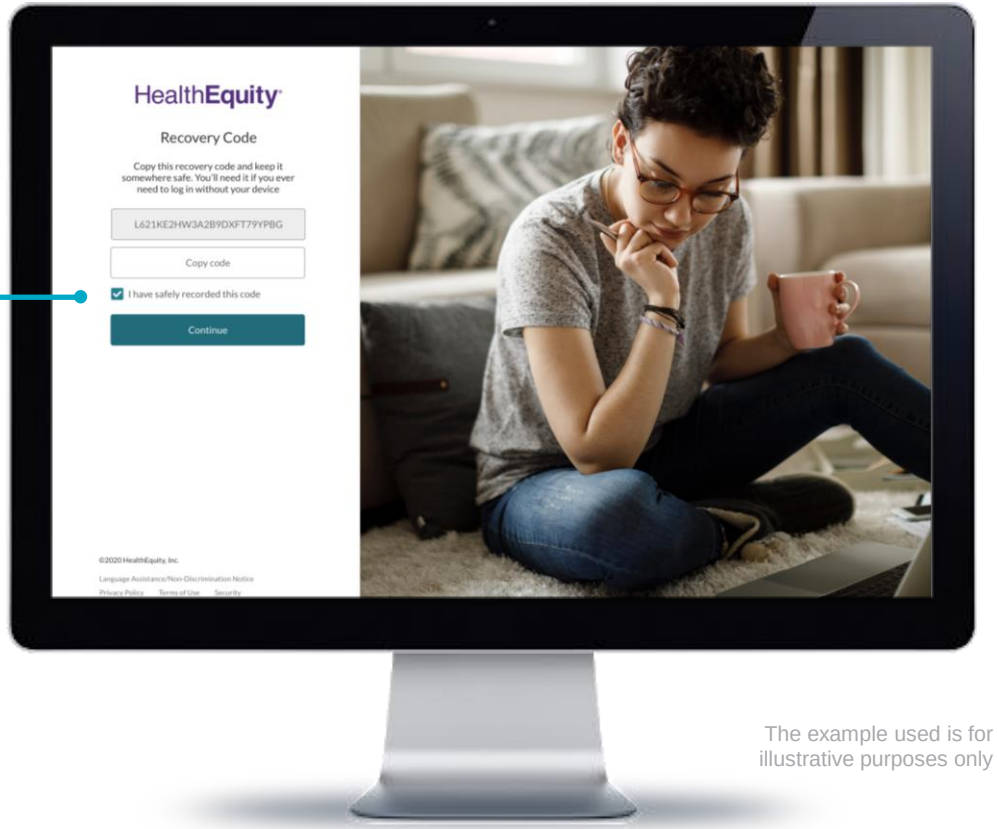
Users acknowledge that they have safely recorded their recovery code and continue.



The example used is for illustrative purposes only

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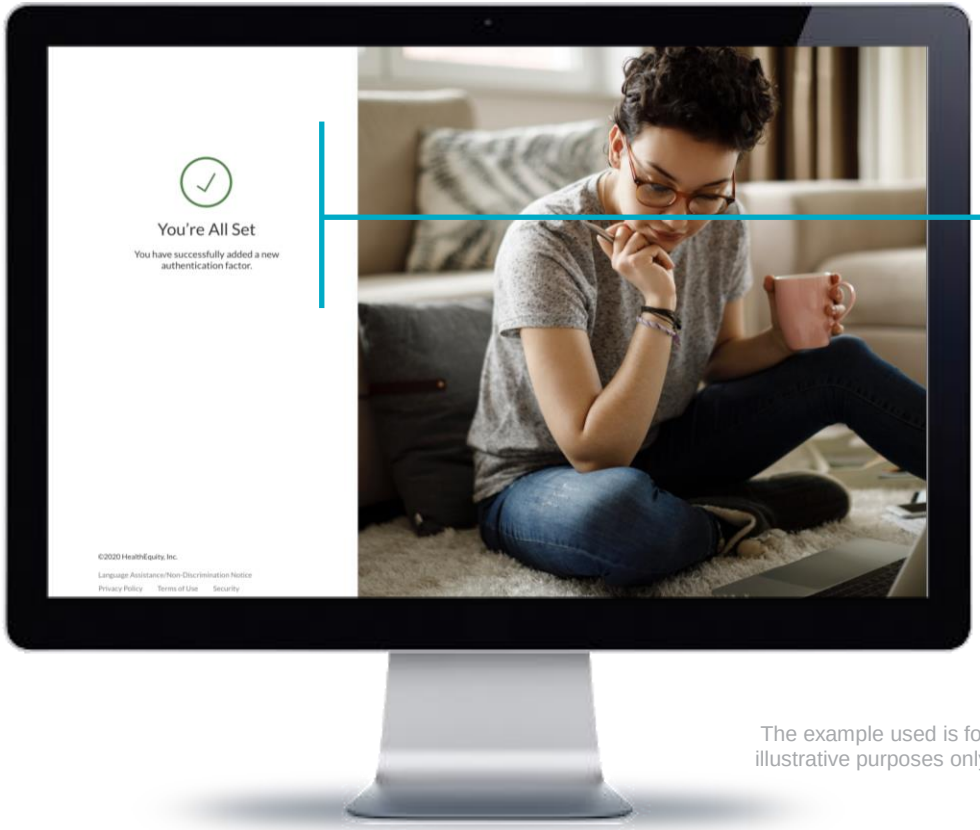

Users receive confirmation of successfully adding a new authentication factor and are granted access by re-directing them to the portal.

The example used is for illustrative purposes only

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Missing username

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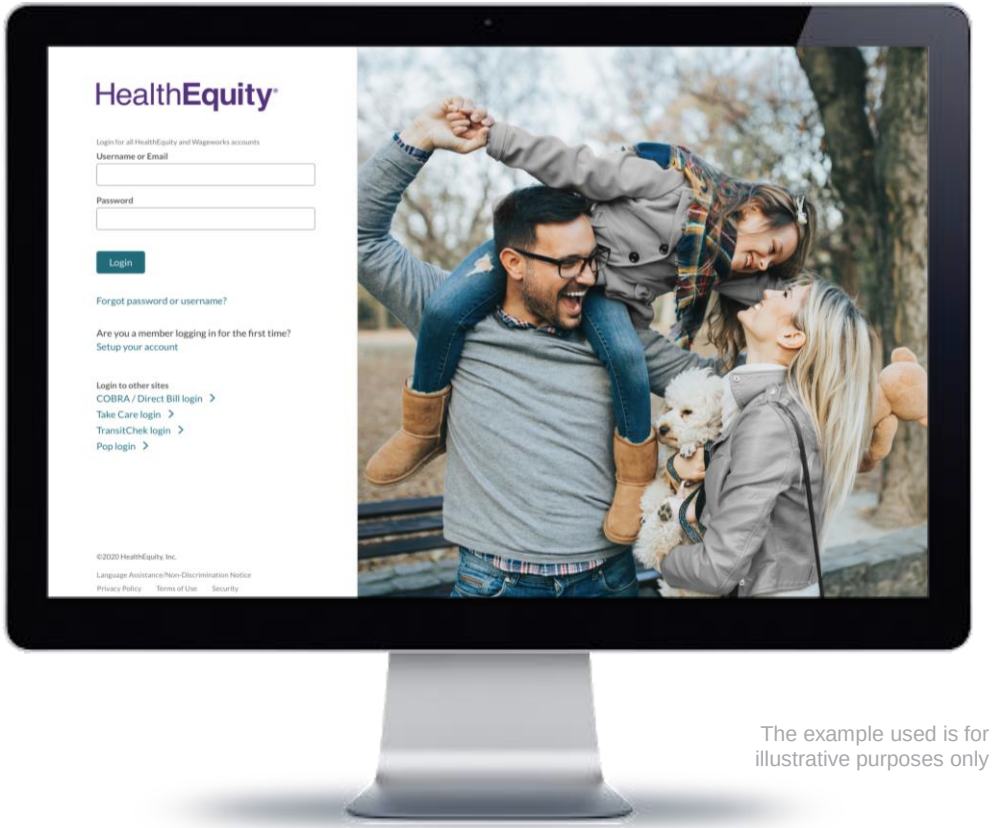
Users missing a username upon login will be required to provide one.



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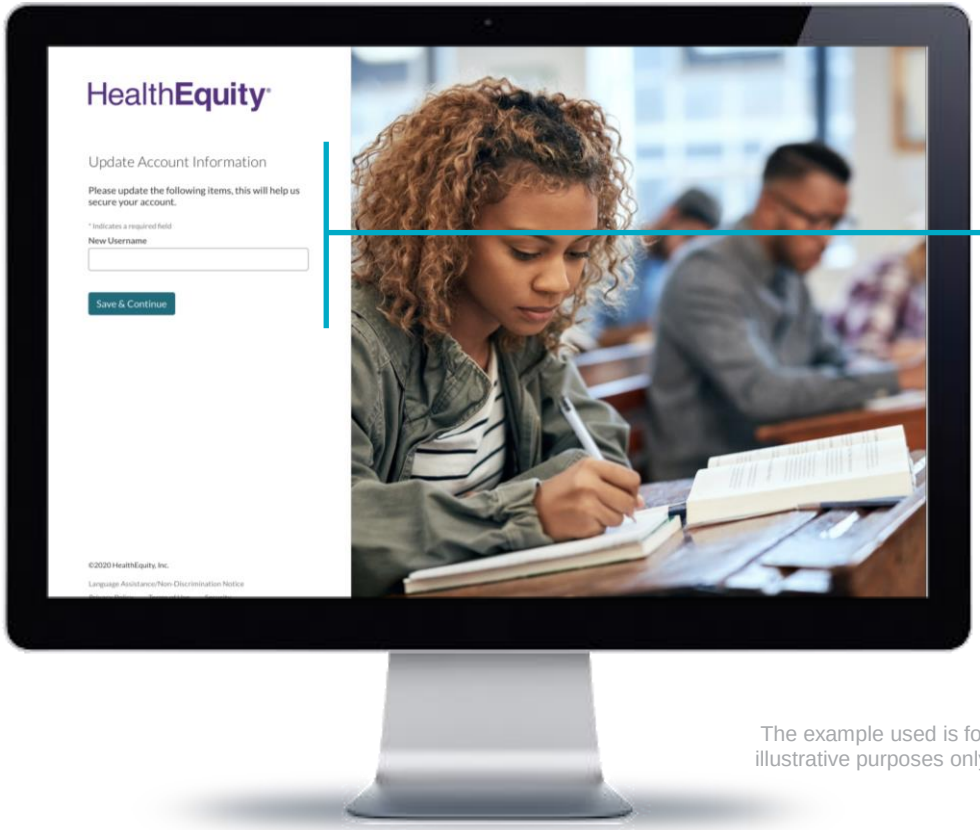

The system recognizes a missing username prompting users to enter one.

The example used is for illustrative purposes only

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The system recognizes that the username is not unique prompting users to re-enter.

The example used is for illustrative purposes only

The system presents a message notifying users that an e-mail with a verification link has been sent to the e-mail address provided to confirm the newly added username.

The example used is for illustrative purposes only

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Missing e-mail

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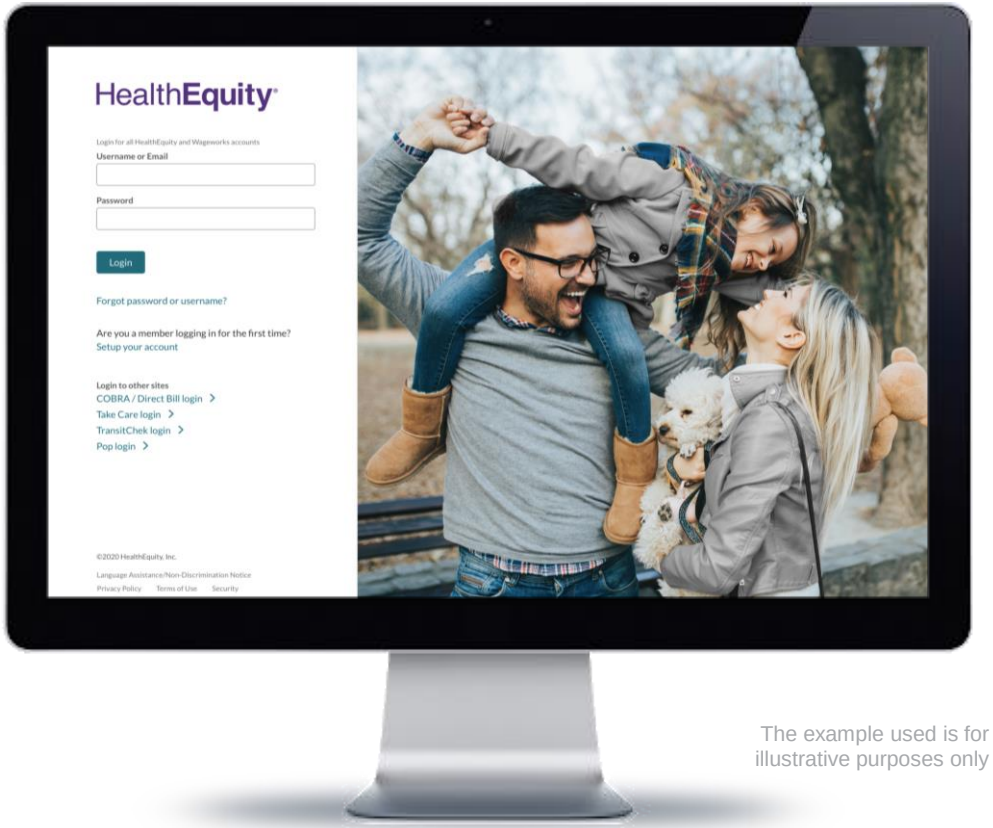
Users missing an e-mail upon initial login will be required to provide one.



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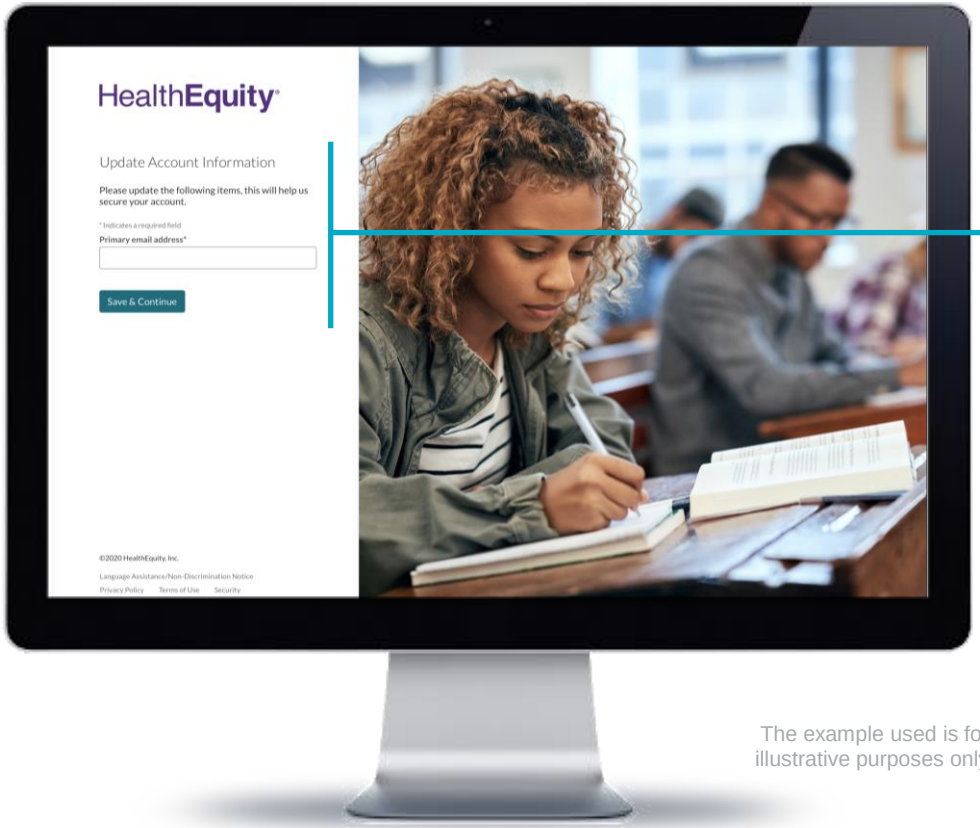

The system recognizes a missing e-mail prompting users to enter one.

The example used is for illustrative purposes only

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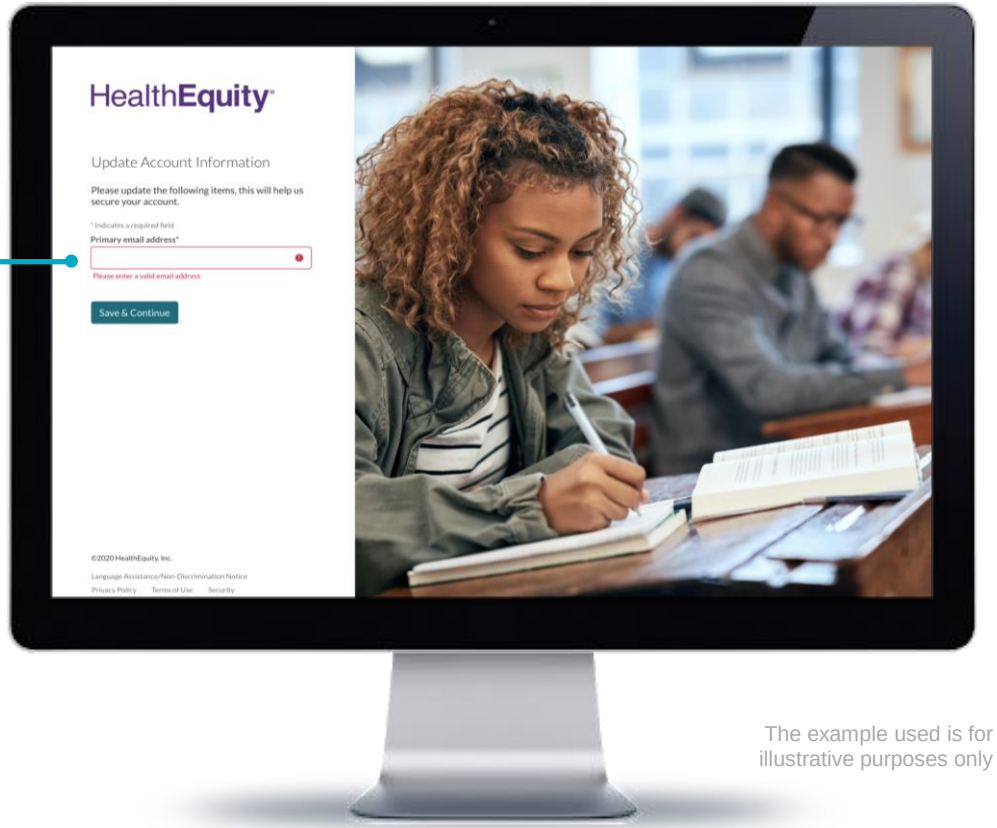
The system recognizes that e-mail enter is invalid because it is not in the proper e-mail format.



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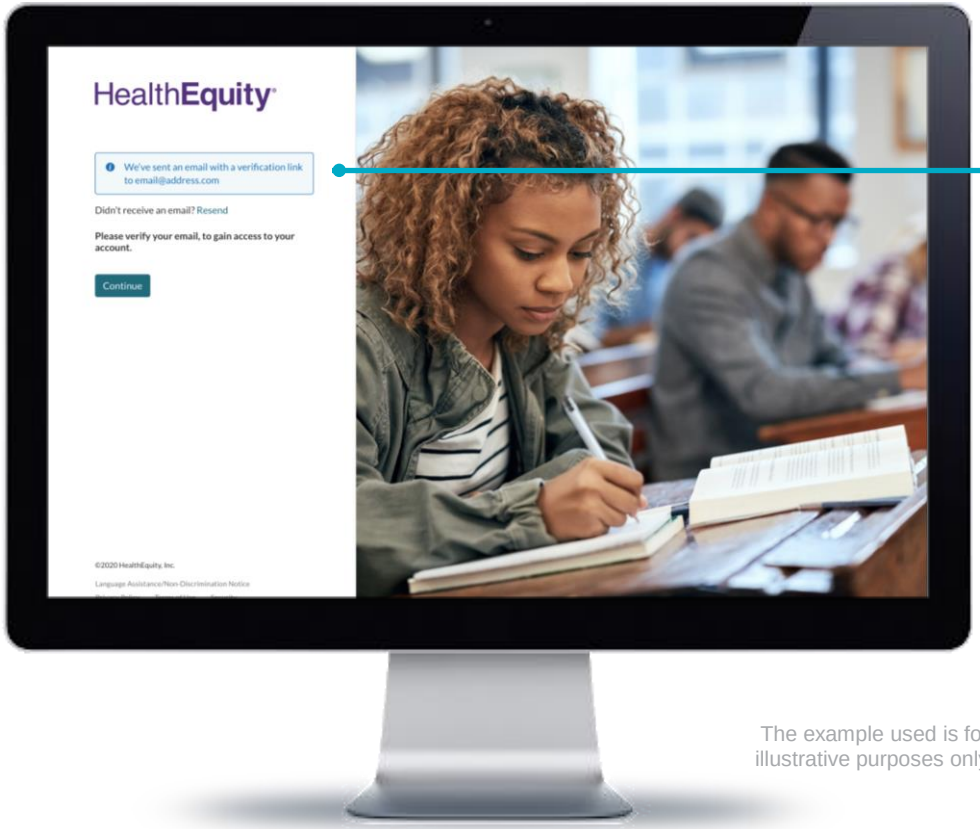

The system presents a message notifying users that an e-mail with a verification link has been sent to the e-mail address provided to confirm the newly added e-mail.

The example used is for illustrative purposes only

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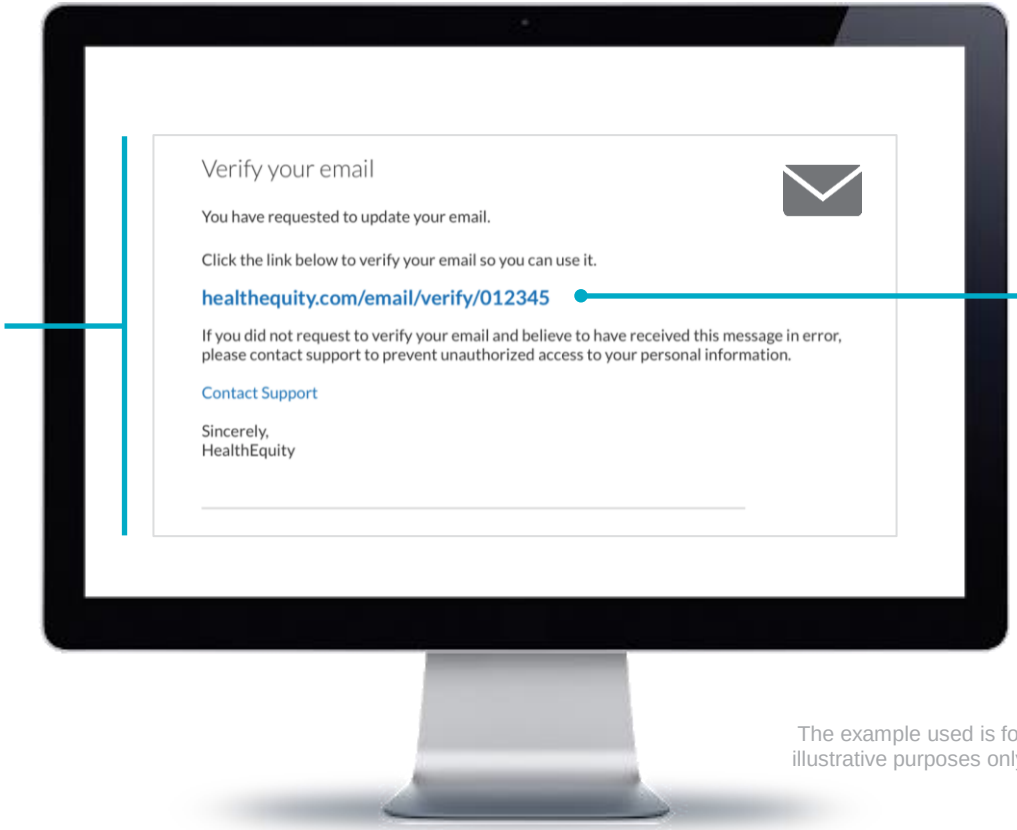
A system generated e-mail is sent to users to verify their e-mail by selecting the verification link.



The example used is for illustrative purposes only

An e-mail verification link is made available for users to select and quickly verify their e-mail.

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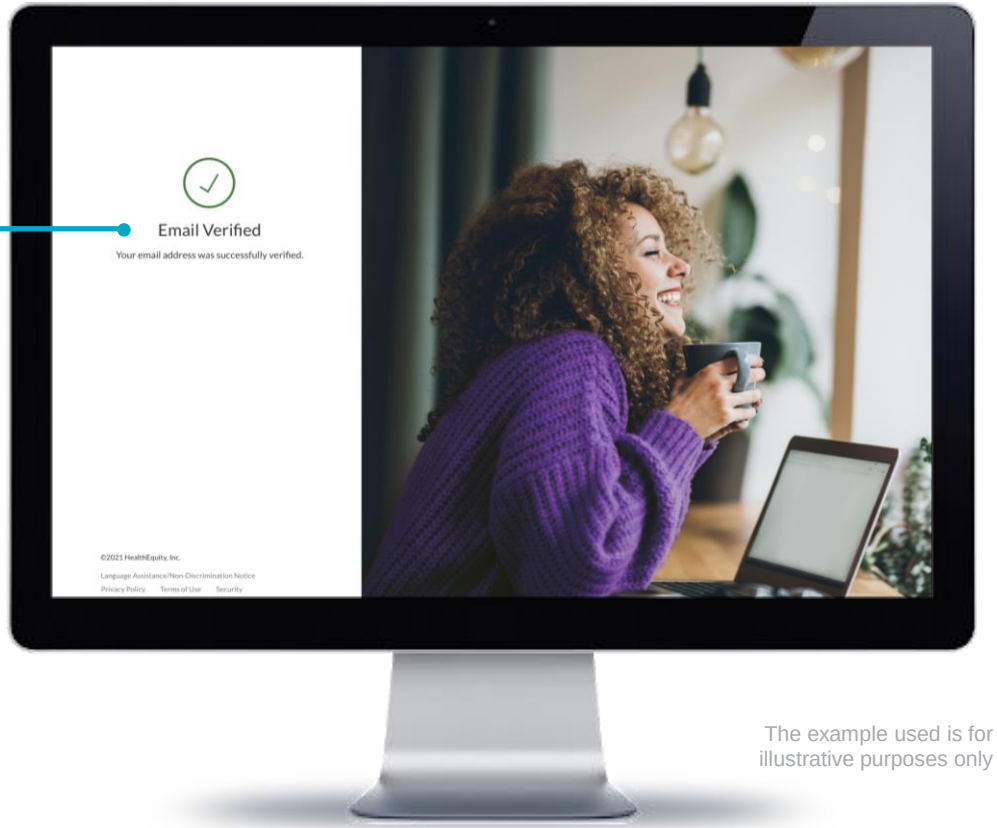
A system confirmation is presented that the e-mail address entered has been verified.



The example used is for illustrative purposes only

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Self-serve

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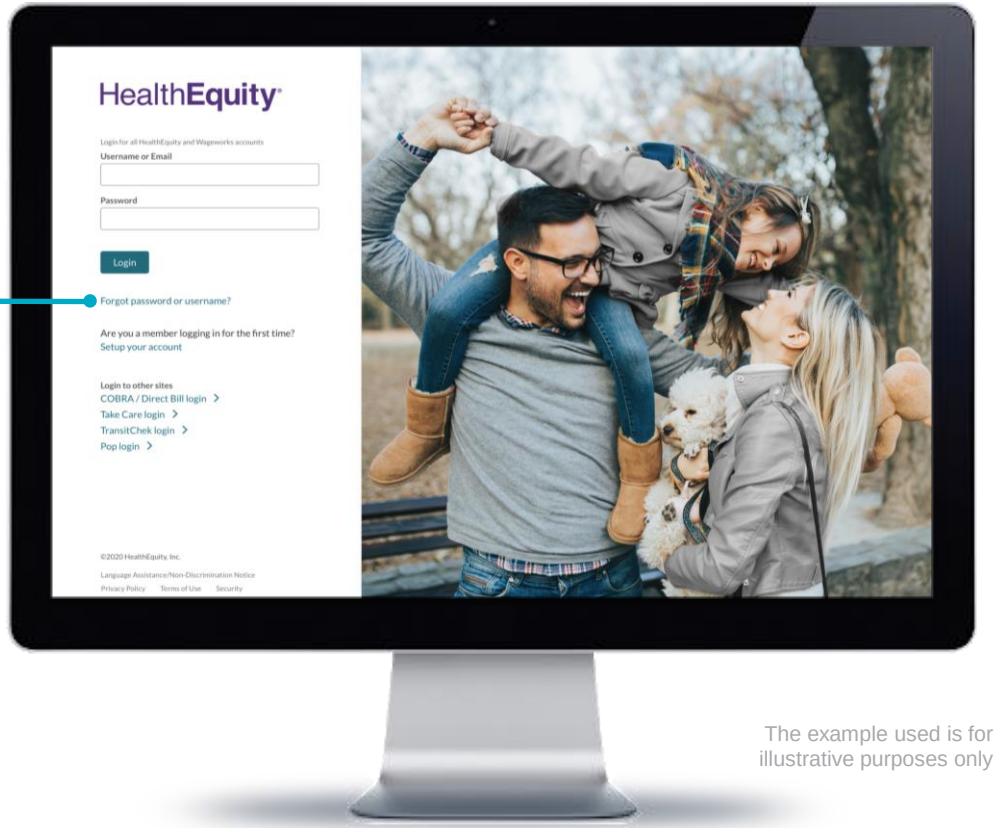
Users can self-help if they have forgotten their username or password.



The example used is for illustrative purposes only

Users are presented with two options to select from whether they need to reset their password or lookup their username.

The example used is for illustrative purposes only

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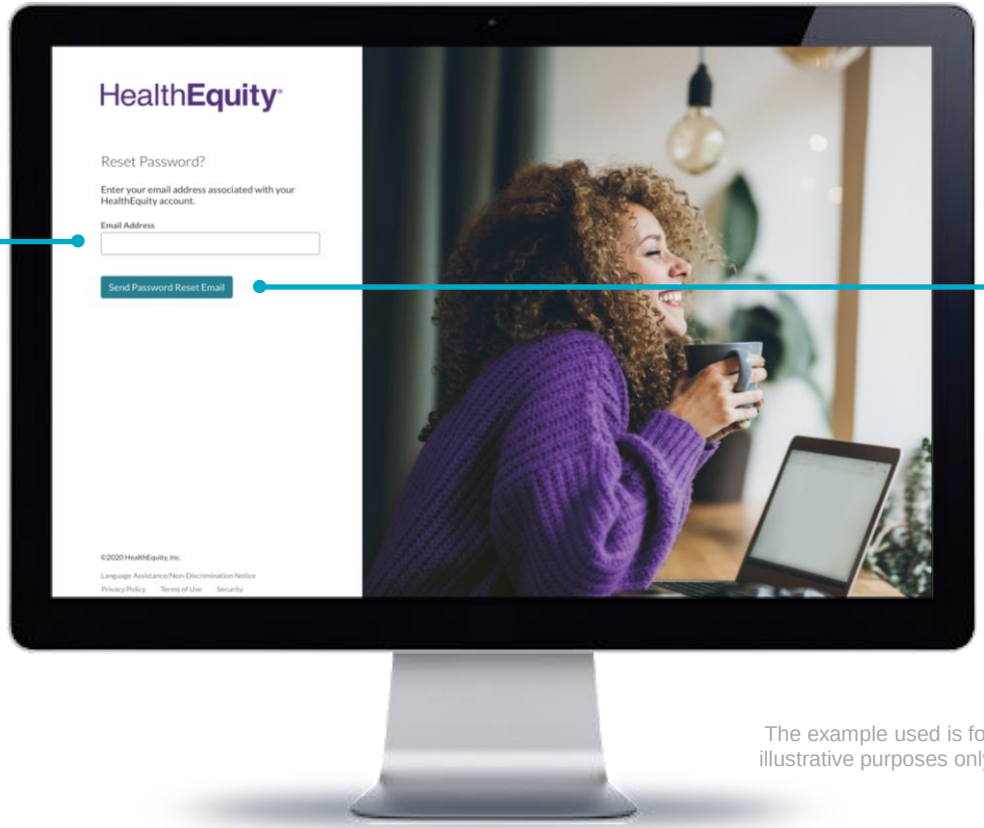
Reset password

The user's e-mail is required to verify the user's account.



A password reset e-mail is sent once the user selects the, 'Send Password Reset E-mail' button.

The example used is for illustrative purposes only

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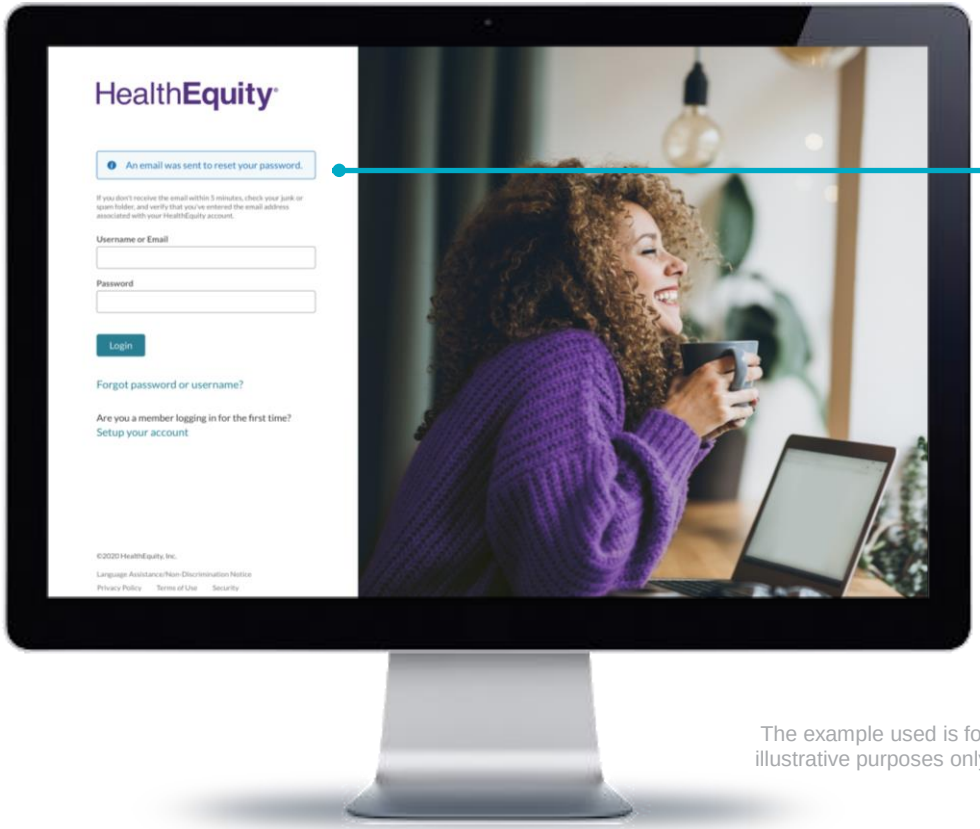
Reset password



A system message is presented notifying users that an e-mail was sent to reset the user's password.

The example used is for illustrative purposes only

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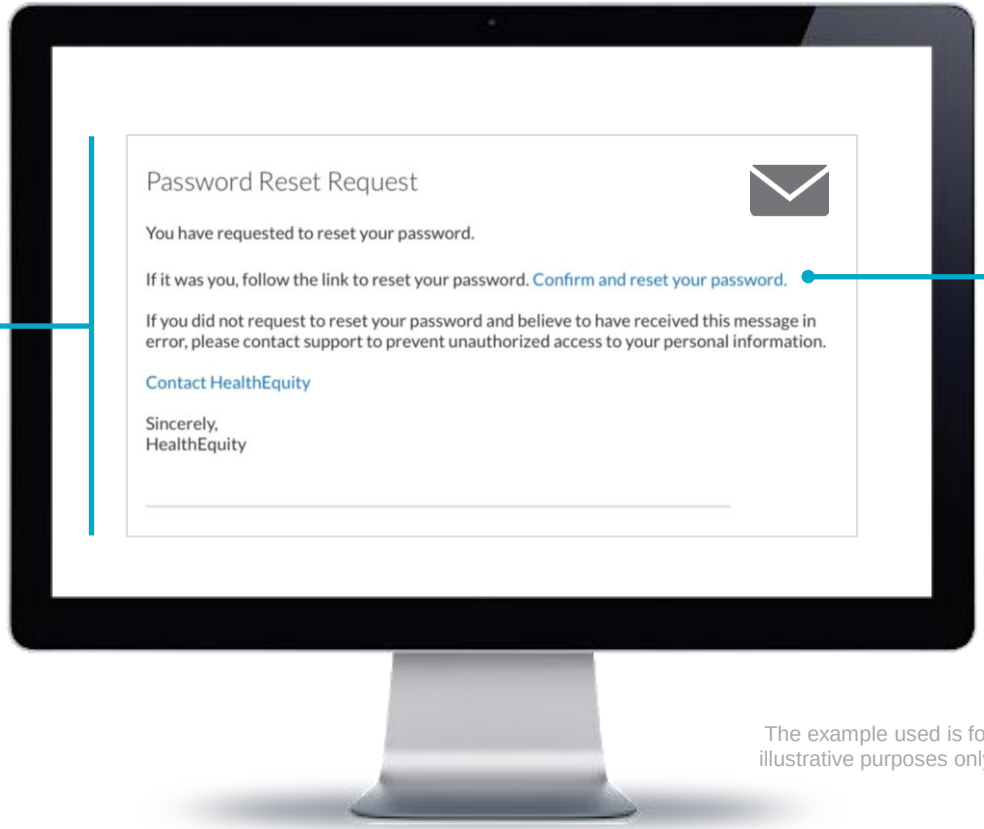
A system generated e-mail is sent to users to verify their e-mail by selecting the verification link.

Reset password



The example used is for illustrative purposes only

An e-mail verification link is made available for users to select and quickly confirm and reset their password.

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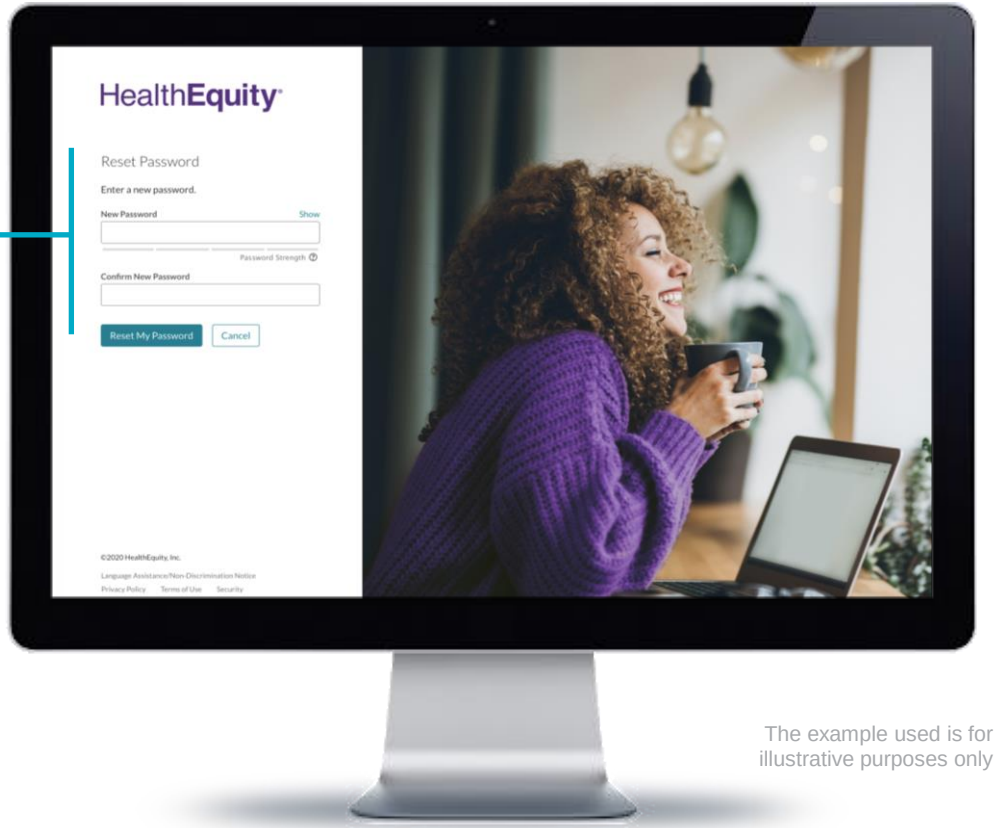
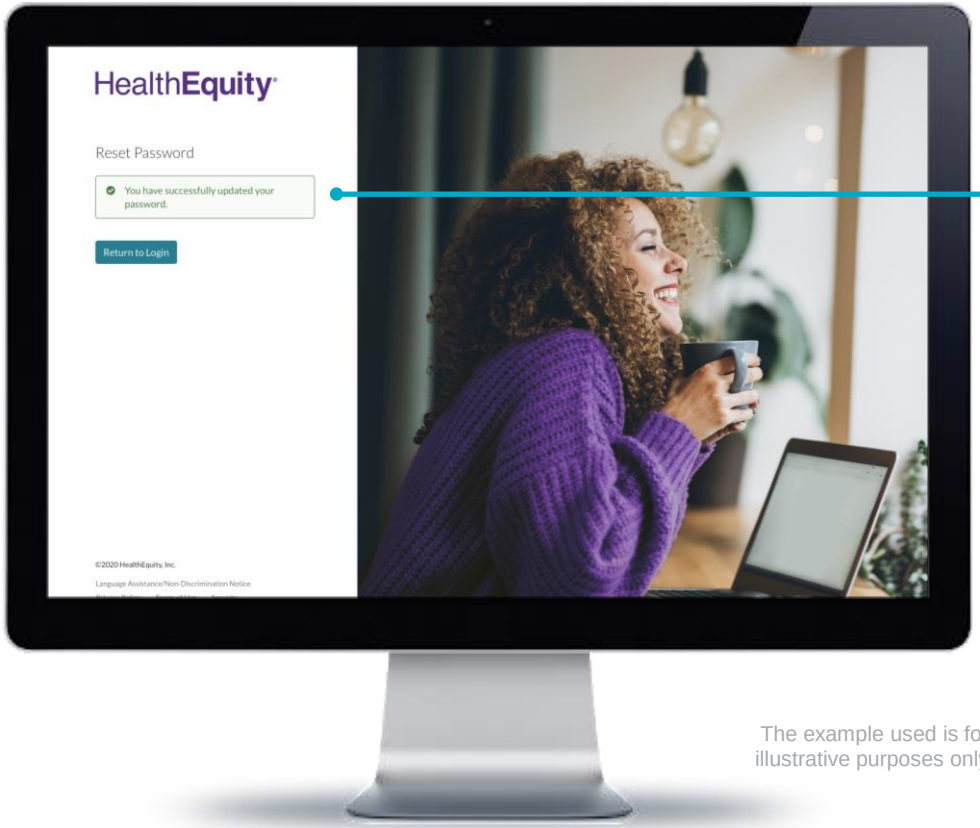
Reset password

New password is then entered and confirmed once the user selects the link within the e-mail they received.



The example used is for illustrative purposes only

Reset password



System confirmation that the password has been successfully reset.

The example used is for illustrative purposes only

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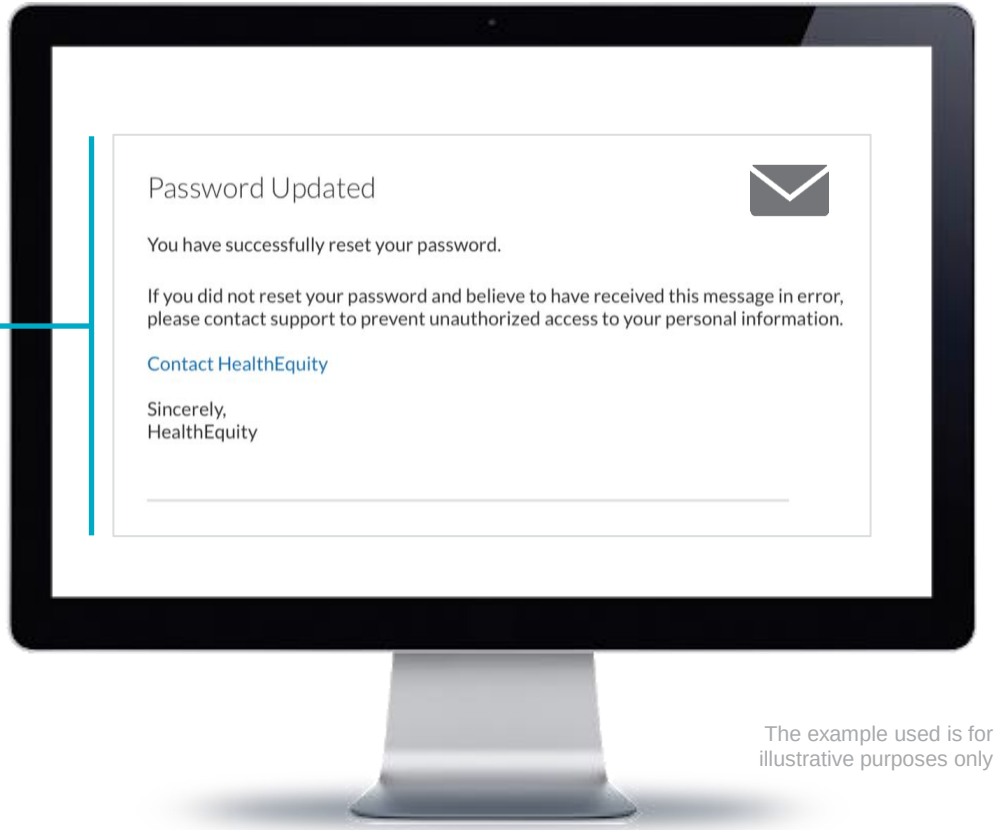
Reset password

A system generated e-mail is sent informing users that their password has been successfully reset.



The example used is for illustrative purposes only

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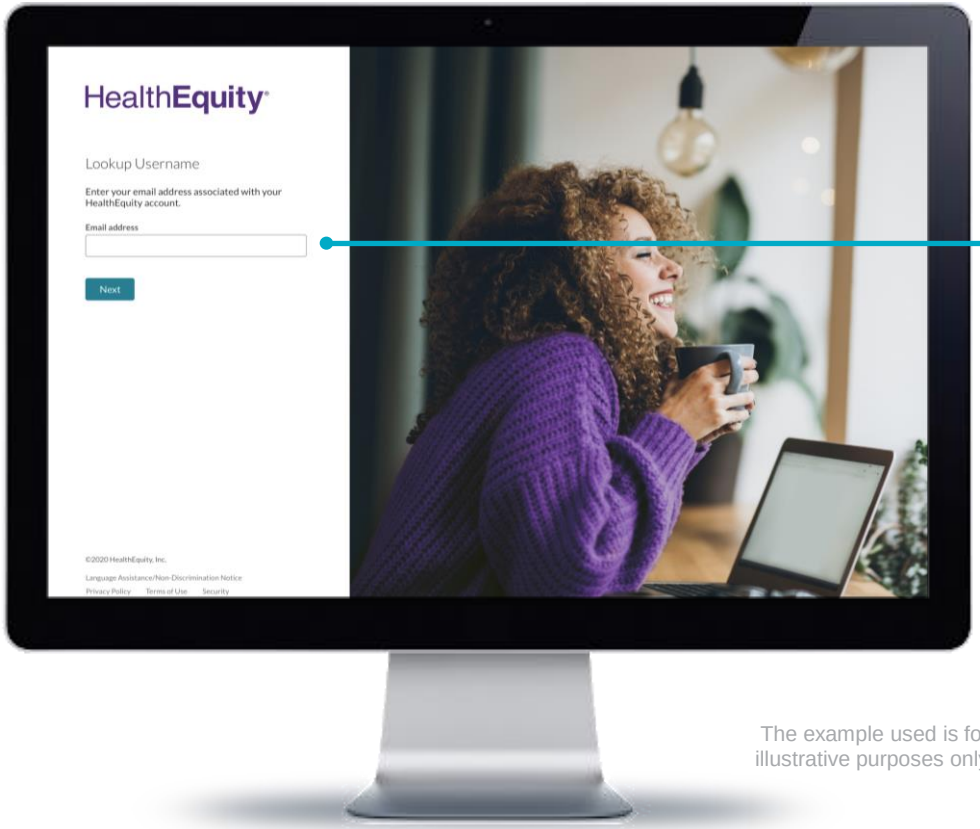
Lookup username



The user's e-mail is required to lookup the username.

The example used is for illustrative purposes only

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Lookup username

System message notifying users that an e-mail was sent to reset the user's password.

The example used is for illustrative purposes only

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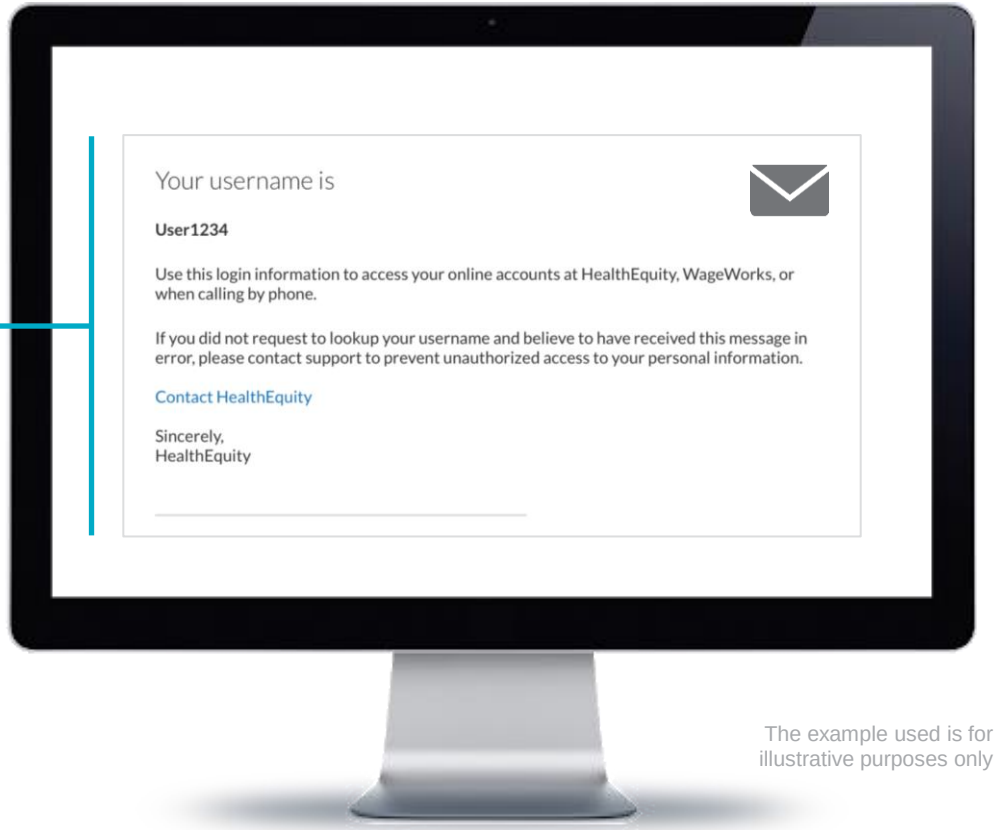
Lookup username

A system generated e-mail is sent providing users with their username.



The example used is for illustrative purposes only

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Login alerts

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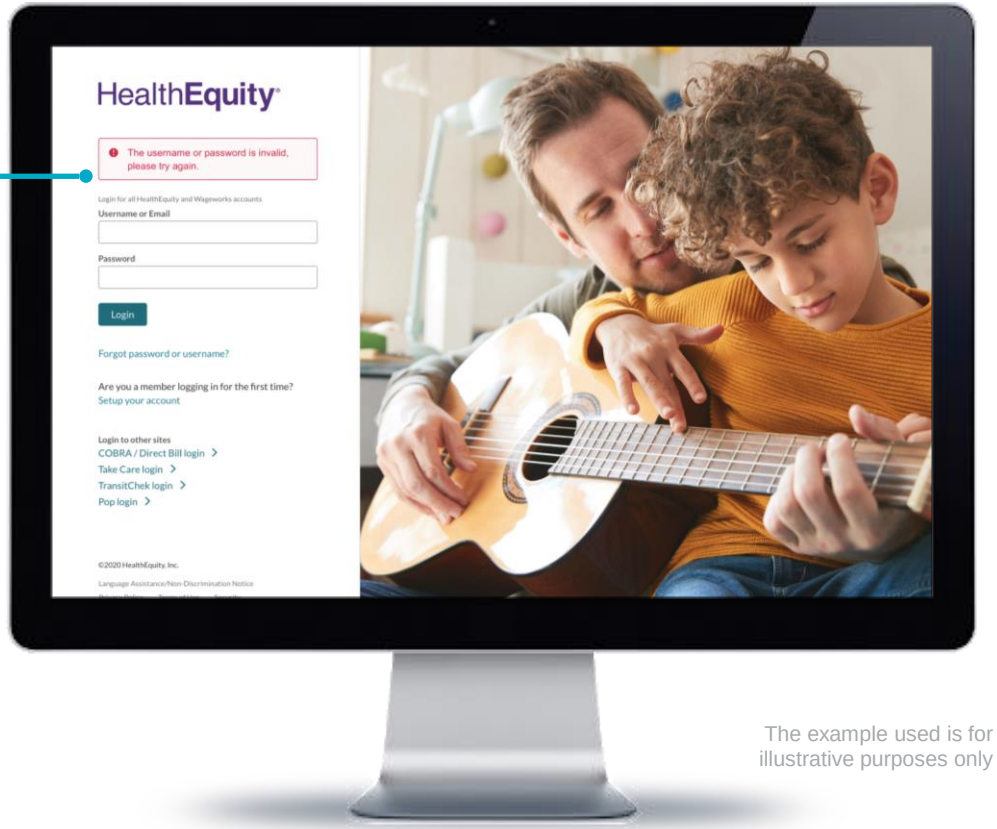
Invalid Username or Password

A system generated message is presented notifying users that either the username or password they entered is invalid.



The example used is for illustrative purposes only

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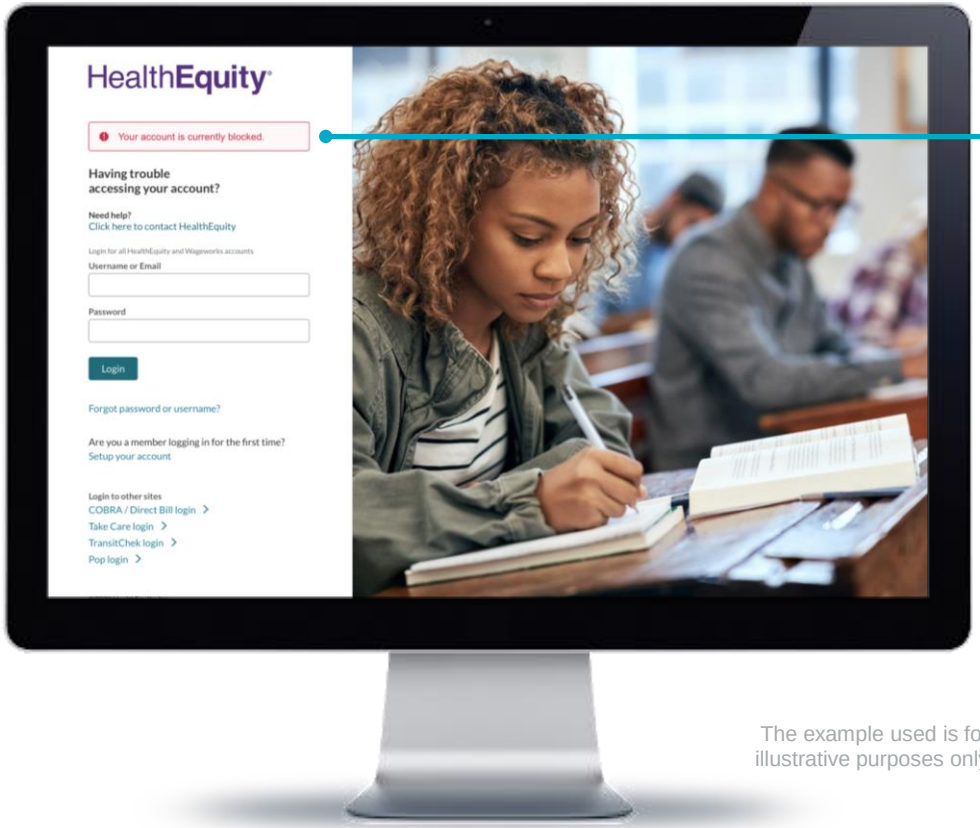
Account Blocked



A system generated message is presented notifying users that their account has been blocked.

The example used is for illustrative purposes only

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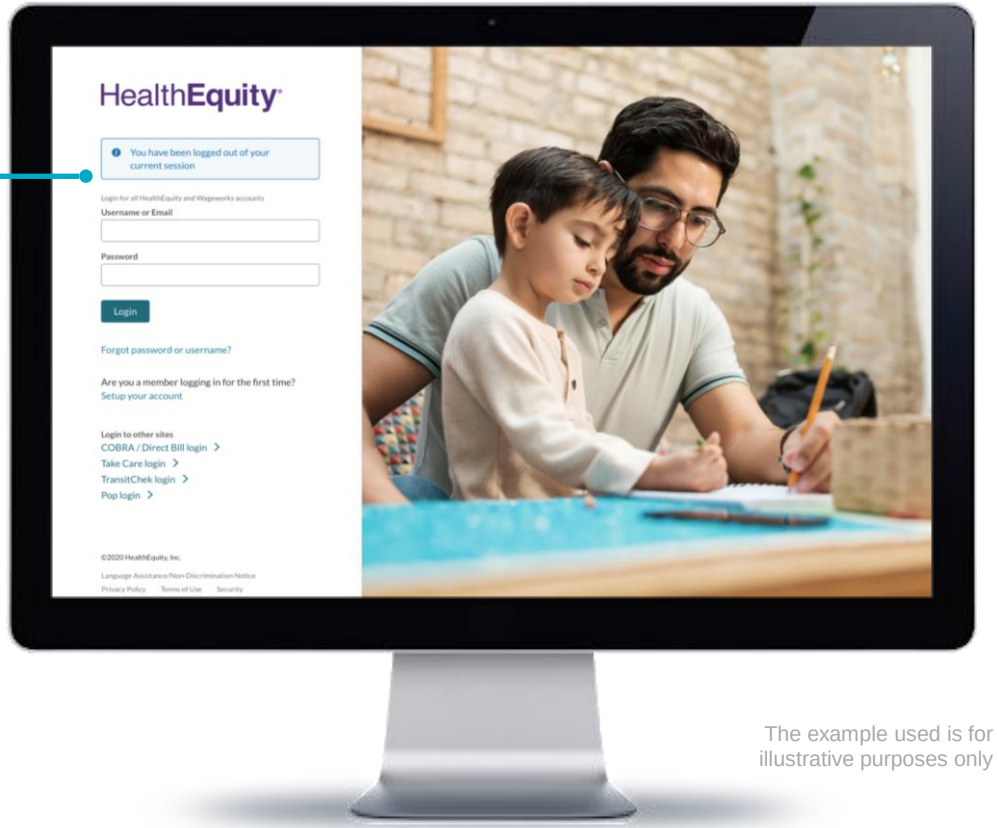
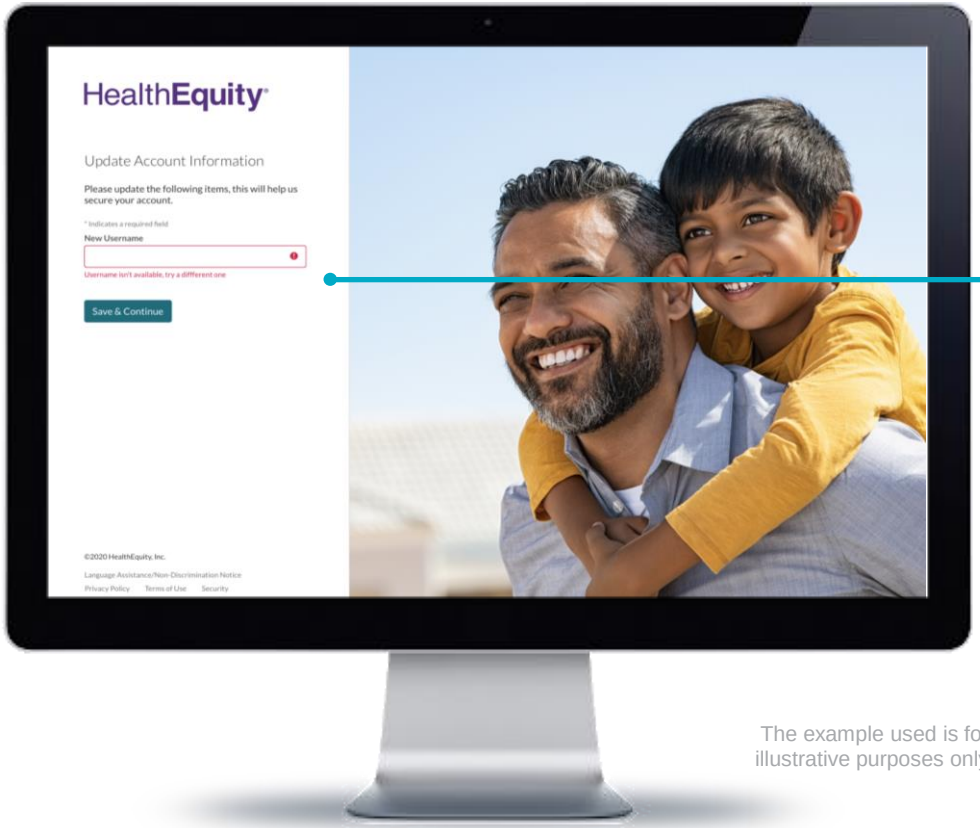
Account Logout

A system generated message is presented notifying users that they have been automatically logged-out due to inactivity.



The example used is for illustrative purposes only

Username Unavailable



A system generated message is presented notifying users that their username isn't available.

The example used is for illustrative purposes only

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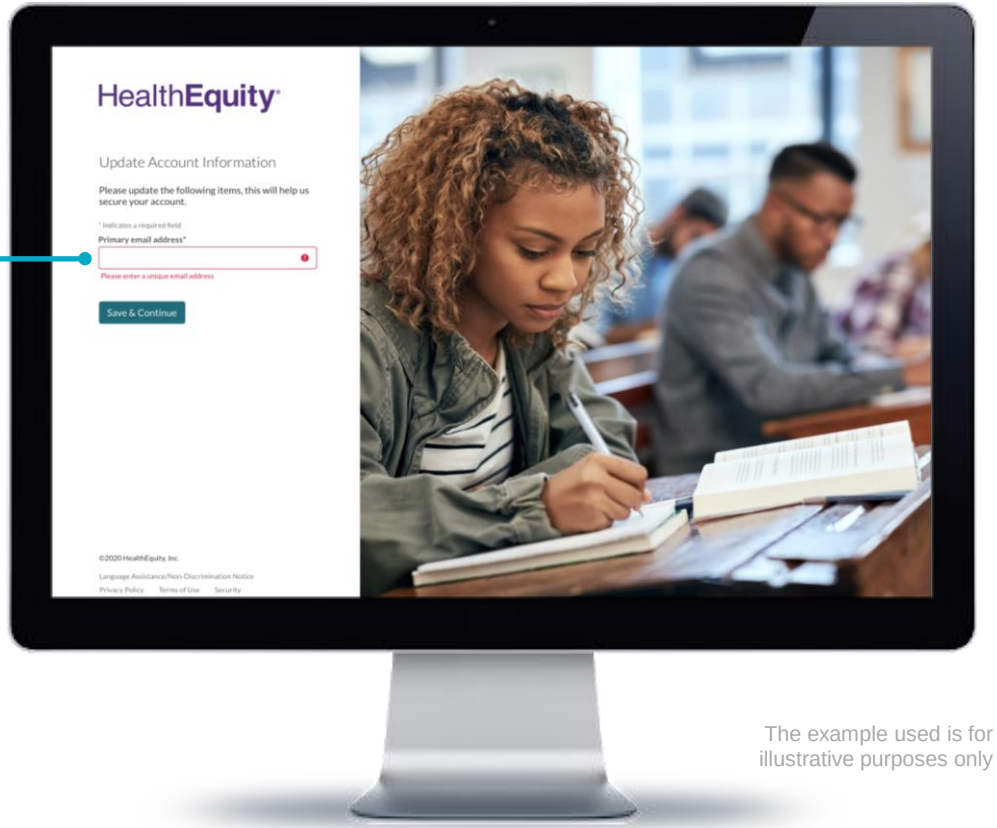
E-mail Not Unique

A system generated message is presented notifying users that the e-mail used is not unique.



The example used is for illustrative purposes only

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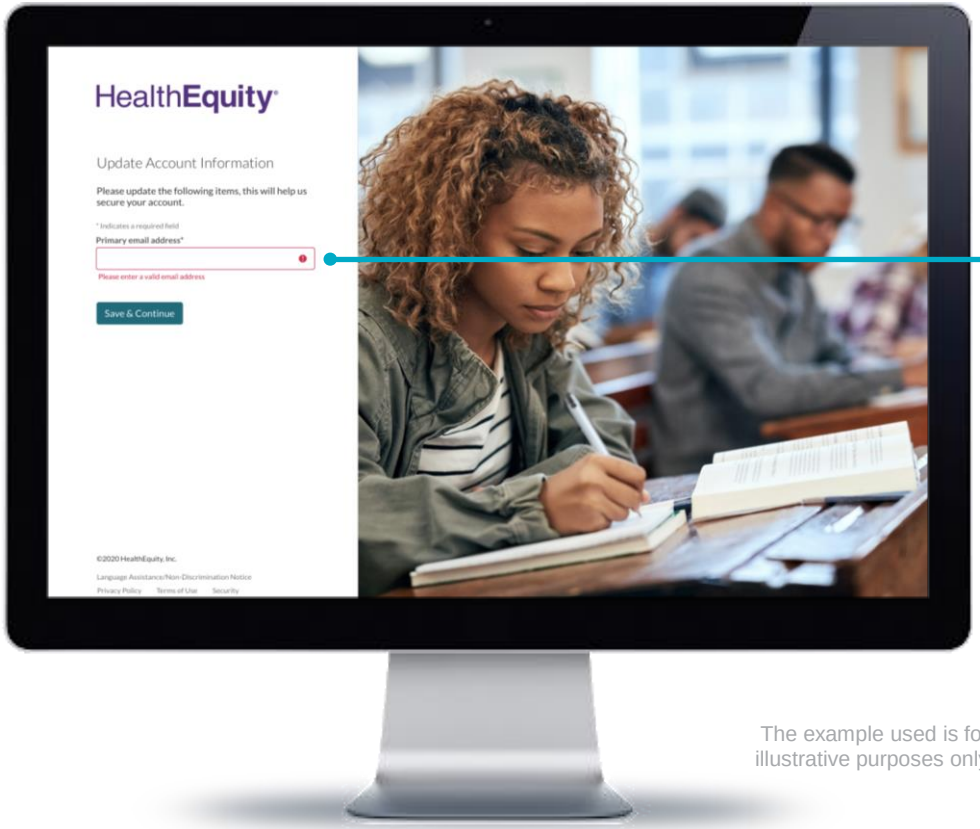
Invalid e-mail



A system generated message is presented notifying users that the e-mail that was entered is invalid.

The example used is for illustrative purposes only

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