

## [NEXT STEPS for Consumer Portal and PIOPAC Mobile App](#)

### Participant Portal



The screenshot shows the PIOPAC Fidelity login page. At the top left is the PIOPAC Fidelity logo. Below it, the text "Login" is displayed. The main content area is titled "First Time User and Current Participant?" and "Login to your account". It features two input fields: "Username" and "Password". To the right of the "Username" field is a link "Forgot Username?". To the right of the "Password" field is a link "Forgot Password?". Below the input fields is a green "Login" button.

1. Search the internet for PIOPAC Participant Login or enter <http://piopacee.lh1ondemand.com> in your URL
2. Click **LOG IN** button
3. On the left-hand side of log in box, please enter your **USERNAME** - First Initial and Last Name (No Spaces)  
**PASSWORD** - Last 4 numbers of your Social Security Number
4. Choose and answer 3 Security Questions
5. USERNAME - Option to change or keep the same (This field is required)
6. Required to Reset Password - Must be at least 6 characters (At least 1 Upper case, 1 Lower case, and 1 Number)
7. You will be in your Participant Portal and now have access to your balance and filing claims.
8. Securely Log out

### MOBILE APP

#### Download PIOPAC Mobile App

1. iPhone and iPad users - Go to APP STORE and search "PIOPAC"
2. Android users - Go to PLAY STORE and search "PIOPAC"
3. Download App
4. Input same USERNAME and PASSWORD as Participant Portal. **You must log in successfully to the participant portal prior to logging into the mobile app.**
5. Select 4 digit PIN, Re-enter PIN.
6. You will be in the MOBILE APP and have access to your balance and ability to file claims.
7. Securely log out



Please call us at (808) 792-5226 or email [fsaclaims@piopac.com](mailto:fsaclaims@piopac.com) with any questions.