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Micro-Deposits for new or updated bank accounts


Dear FSA/HRA Participant,

Effective immediately, when submitting an enrollment or direct deposit bank form with new or updated bank information for your FSA/HRA account, further action will be required to activate the account.

A deposit will be made to the bank account within 1-3 business days. You will have 10 days to identify and confirm the deposited amount.

Login to the PIOPAC consumer portal, <https://piopacee.lh1ondemand.com>. On the Home Page, click the "required activation".

Tasks 

 One or more bank accounts require activation

Enter the confirmed deposit in the amount field.

Amount * \$

Enter the amount deposited into your account.

Once you confirm the deposited amount, the account will be activated and available for use.

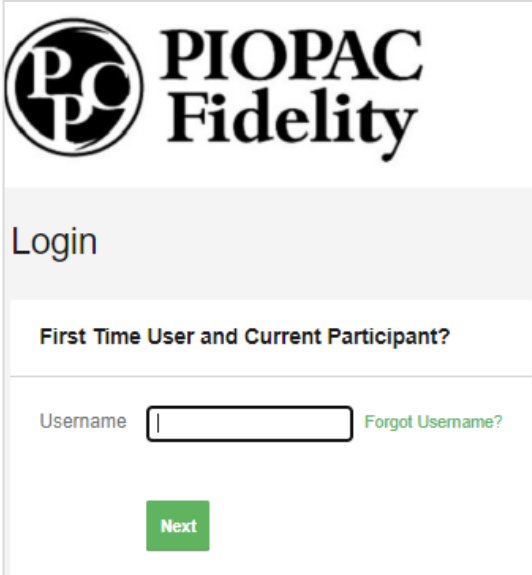
Please call (808) 792-5226 or email us at fsaclaims@piopac.com if you have any further questions.

Aloha.

PIOPAC Fidelity

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

Consumer Portal



The screenshot shows the PIOPAC Fidelity login page. At the top is the PIOPAC Fidelity logo. Below it is the word "Login". A section titled "First Time User and Current Participant?" contains a "Username" label, a text input field, and a "Forgot Username?" link. Below the input field is a green "Next" button.

Copy or click link to PIOPAC Consumer Portal
<http://piopacee.lh1ondemand.com>

*If you have registered and enrolled online, enter your username and password on the left-hand side.

*If you are a first-time user your login credentials are:

USERNAME - First Initial and Last Name (No Spaces)

PASSWORD - Last 4 numbers of your Social Security Number

1. Choose and answer 3 Security Questions
2. USERNAME - Option to change or keep the same (This field is required)
3. Required to Reset Password - Must be at least 6 characters (At least 1 Upper case, 1 Lower case, and 1 Number)
4. You will be in your Participant Portal and now have access to your balance and filing claims.
5. 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, email fsaclaims@piopac.com with any questions or fax your claims and/or receipts to 536-0430.