Member First-Time Login Steps

HealthEquity®

Log in help | HealthEquity | Help Center **(Help Center Article - FAQs)**

Login Help | HealthEquity® **(Account access and registration website)**

HealthEquity Member Portal First-Time Login Web Process
HealthEquity Member Services for assistance at 866-346-5800; available 24/7/365.

1. Go to HealthEquity.com and click 'Login,' then select 'HealthEquity' > 'Members | For Individuals'.

2. Click 'Register Your Account' located under the message 'Are you a member logging in for the first time?'

3. Tab 1: Enter account holder's personal information as directed (first name, last name, zip code, and birth date) and click 'Next.'

4. Tab 2: Enter the last four digits of the account holder's social security number and the last four digits of their debit card number.
    -   After entering the card number correctly, they can set up the account.
    -   Otherwise, leave that field blank, check 'I do not have a card', then click 'Next.'

5. Tab 3: Enter a phone number for verification. Select 'Text Me' or 'Call Me,' and then click 'Next.'
    -   A call or text with a temporary password will be sent. Enter the password and click 'Next.'
    -   After entering the passcode correctly, they can then set up the account.

6. Tab 4: Answer a few simple questions to verify your identity and click 'Next.'

7. Tab 5: Choose a username, password then click 'Next.'

8. Tab 6: Enter member email address and click 'Next.'
    -   The member will receive an email with a unique link. Click the link to activate the account (this link typically expires after 15 minutes)

9. Review the terms and conditions and then accept.

10. Member will be logged in after creating their username and password.