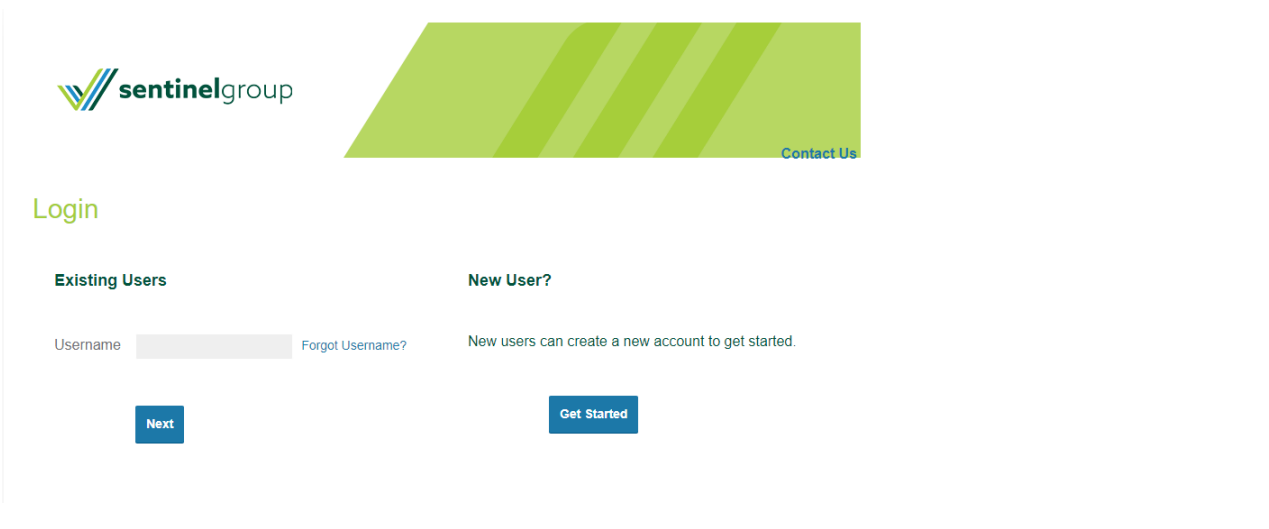# Logging Into Your LSA Account

1. To access your account, go to sentinelgroup.com. Ensure you have "For Individuals" selected in the upper left corner.
2. Click the green "Login" button. From the login box dropdown menu, select "FSA, HSA, HRA, Commuter Accounts". You will see a message that you are about to leave the Sentinel website. Click "Yes, Continue to Site".
3. Enter your Username and Password.
    - If you cannot recall your credentials, please select Forgot Username and follow the steps to access your account.
    - If you are a new user, select Create your username and password option on the right side of the page.
        - Your username may contain alphanumeric characters and include the following special characters: period (.), at sign (@), underscore (_), and dash (-). [There is no character limit for username]
        - Passwords should be between 6 (min) - 20 (max) characters. Requires mixed case and at least one number.
        - You will then be asked to select 5 different security questions and enter 5 different answers.

If you have not set up 5 security questions, or this is your first time logging in, you will be prompted to set up 5 security questions.

Security Questions

100%

Please enter an answer to any 5 security questions to complete your user setup. To keep your information secure, you will be asked to answer 3 of these questions to complete sensitive actions within the portal such as resetting a forgotten password.

*Required

Select a question... ▾	*	
Select a question... ▾	*	
Select a question... ▾	*	
Select a question... ▾	*	
Select a question... ▾	*	

Cancel   Submit

You may be prompted for a One Time Pin to be sent to you as part of our Multi Factor Authentication security process. You will need to choose the delivery method to receive the one time pin and then choose **Next**.

- If you only have one contact on file, you will only be presented with that contact option.

● Text Message   (***) ***-0596
Text messaging rates may apply.
View our privacy policy and terms of service.
1 message per attempt.

○ Email   jg***@***.com

Next

Once you click next, a verification passcode will be delivered to your preferred method.

Verify Your Identity

50%   *Required

A passcode was sent to your mobile number: (***) ***-0596

Verification passcode: * [   ]   ☐ View

If you did not receive the text message, or your passcode has expired, click on the link below to resend the passcode or contact your administrator.
Resend passcode

Next

Enter the verification passcode when prompted and click **Next** to be directed to your online portal.

Please note: You may not be asked to enter a one-time pin every time you login.