

First time login to member portal

How do I get started with the member portal?

To log in to the HealthEquity member portal, please follow these steps:

Verify your identity

1. Navigate to the member portal at www.MyHealthEquity.com.
2. Click 'Create user name and password' located under the message 'Are you a member logging in for the first time?'
3. Enter the verification code that appears on the screen.
4. Enter your personal information (first name, last name, zip code and birth date) and click 'Next.'
5. Enter the last four digits of your social security number and the last four digits of your debit card number.
 - After entering the card number correctly, you can [set up your account](#).
 - Otherwise, leave that field blank and click 'Next.'
6. Enter a phone number for verification, select 'Text Me' or 'Call Me' and then click 'Next.'
7. You will receive a call or text with a temporary password. Enter the password and click 'Next.'
 - After entering the passcode correctly, you can [set up your account](#).
8. If you cannot verify your phone number, click 'I don't have a phone.' A popup message will appear stating that additional questions are required. Click 'Answer questions.'
9. You will be asked a few questions (usually three or four) on subjects such as:
 - Vehicle ownership history
 - Education history
 - Job history

After answering these questions, you can [set up your account](#) (see below).

Set up your portal account

1. Choose a username, password and security question and then click 'Next.'
2. Enter your email address and click 'Next.'
3. You will receive an email with a unique link. Click the link to activate your account.
4. Review the terms and conditions and then accept.

Once these steps are complete, you can log in to the portal with your username and password.