



Using the Chard Snyder Employer Portal



www.chard-snyder.com

Access the Employer Portal

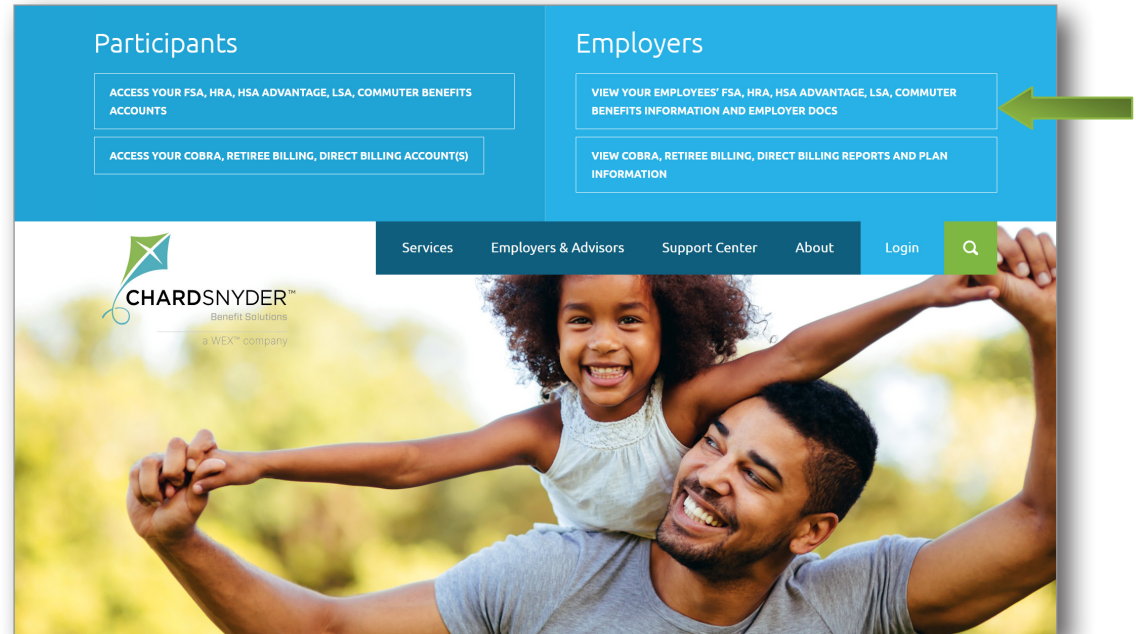
Welcome to the Chard Snyder Employer Portal. The portal provides you the tools you need to better support your employees in the management of their benefits plans.

The Employer Portal is convenient and easy to use. Any-time access to the portal allows you to:

- View current and prior year plan information
- Access forms and documents
- Retrieve scheduled reports or notifications
- View participant account summary and balances, enrollments, contributions, claims, and payments
- Add, update, and enroll employees

To access the portal, follow these steps:

1. Go to www.chard-snyder.com.
2. Click on the *Login* button in the upper right corner of the page. The page will slide down to reveal the login options.
3. Select *VIEW YOUR EMPLOYEES' FSA, HRA, HSA ADVANTAGE, COMMUTER BENEFITS INFO AND EMPLOYER DOCS* from the Employers section on the right.
4. Enter the username and password provided to you by Chard Snyder. (Upon first login, you will be prompted to change the password.)



Using the Employer Portal

Access the tabs on the left side of the page for easy navigation.

Home

Quickly find the information you need from the home page. Check on the status of data import files, set up recurring contributions, view employee-level data, and review recent reports.

Reports

Readily access, run, and download reports and notifications. Select the enrollment, financial, or plan information report you are interested in and it will automatically be displayed.

Employees

Save time searching for employee-specific information. Search for an employee by any or all fields to view summary information, enrollments, activity, contributions, and claim history (as allowed by HIPAA).

Tools

Tools & Support resources include:

- **Portal Links**
Links to helpful websites such as Chard Snyder, the FSA Store, and the Eligible Expense Table are found here.
- **Plans**
Summaries of any plans being offered to your employees can be seen here.
- **Resources**
The HRA Plan Summary (if applicable), Claim Form (FSA), Claim Reimbursement Terms and Conditions, and other resources found useful for your plan may be seen here.

Analytics

Explore interactive data and compare your business to the industry to fully understand how employees are interacting with their benefits and improve future offerings.

Please note that some features are only available for certain plan designs or may require the user to have a specific role assigned. If you have any questions or would like access to additional features, please contact us.



Reports Tab

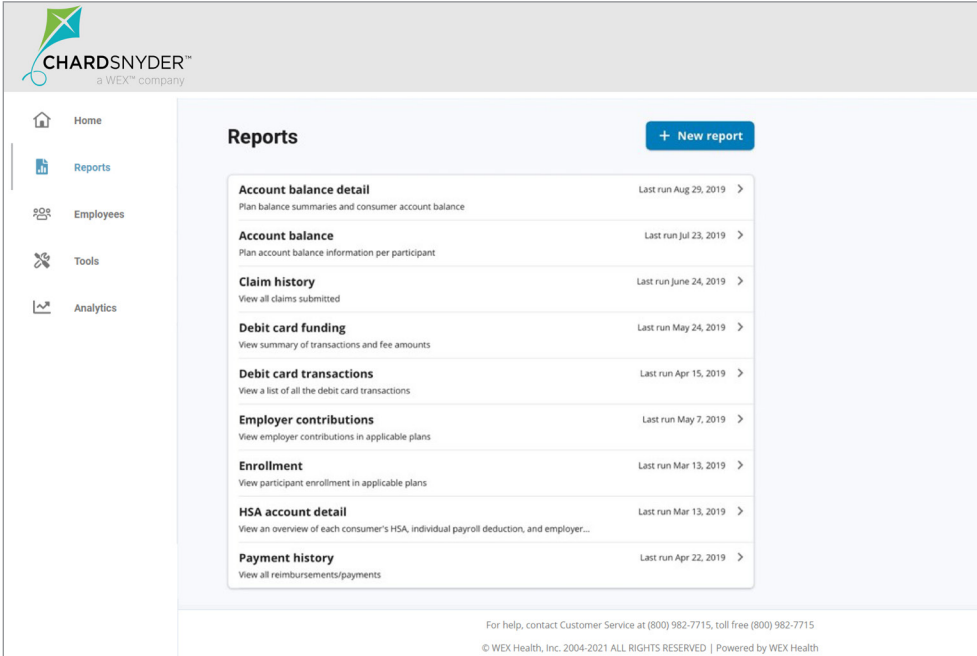
On the Reports tab you will see a list of all available reports that can be viewed. Simply select the relevant enrollment, financial, contribution, or plan information report desired and it will automatically be displayed.

An email notification will be sent on your reimbursement day for any scheduled report when it is available on the Employer Portal. The email will come from:

noreply@chard-snyder.lh1ondemand.com

You are also able to run your own reports by selecting Run New Report in the top right corner. Complete the fields marked with the red asterisk and click *Request*. Check the box if you would like an email notification when the report is available.

If there is a report that you need, but do not see, contact your Chard Snyder support team.



CHARDSNYDER™
a WEX™ company

Home
Reports
Employees
Tools
Analytics

Reports [+ New report](#)

Account balance detail Plan balance summaries and consumer account balance	Last run Aug 29, 2019 >
Account balance Plan account balance information per participant	Last run Jul 23, 2019 >
Claim history View all claims submitted	Last run June 24, 2019 >
Debit card funding View summary of transactions and fee amounts	Last run May 24, 2019 >
Debit card transactions View a list of all the debit card transactions	Last run Apr 15, 2019 >
Employer contributions View employer contributions in applicable plans	Last run May 7, 2019 >
Enrollment View participant enrollment in applicable plans	Last run Mar 13, 2019 >
HSA account detail View an overview of each consumer's HSA, individual payroll deduction, and employer...	Last run Mar 13, 2019 >
Payment history View all reimbursements/payments	Last run Apr 22, 2019 >

For help, contact Customer Service at (800) 982-7715, toll free (800) 982-7715
© WEX Health, Inc. 2004-2021 ALL RIGHTS RESERVED | Powered by WEX Health

Sample Email Notification

From: noreply@chard-snyder.lh1ondemand.com [mailto:noreply@chard-snyder.lh1ondemand.com]
Sent: Monday, November 11, 2019 6:04 AM
To:
Subject: <client short name> - <report name>

The <report name> is available for you to view on the Employer Portal at <https://chardemployer.lh1ondemand.com>.

Chard Snyder
 Customer Service
 (800) 982-7715
askpenny@chard-snyder.com

This is a system generated email. Please do not respond.



Employee-Level Data

Under the Employees tab, you can get real-time data on all enrolled employees.

You can search for employees using first name, last name or employee identifier (defined ID or SSN).

Once in the employee view, you can access additional information on the following tabs:

- Summary
- Claims and Payments
- Enrollments
- Contributions
- Activity

Adding, Updating and Enrolling New Employees

Depending on your assigned role and plan setup, you may also be able to add, enroll, and update employees through the portal. From the Employees tab, click on the *New Employee* button to get started. After you have added the employee's personal and employment information, make sure to add the plans they are enrolled in, the primary payment method, and the enrollment plan details.

Updating an Employee's Status

You may also update an employee's status. Do this by pulling up the employee and clicking on the status link right below their name. Then you can select a status from the drop-down menu. Enter the effective date, click *Show Status History*, and click *Add*.

The screenshot displays the CHARDSNYDER employee portal interface. At the top left is the CHARDSNYDER logo, a WEX company. A navigation sidebar on the left contains links for Home, Reports, Employees (highlighted), Tools, and Analytics. The main content area is titled 'Riley Griffin' with a 'View profile' button. Below the name, it shows 'Status: Active' and 'Debit card: Active'. There are tabs for 'Summary', 'Claims + Payments', 'Enrollments', 'Contributions', and 'Advance'. The 'Summary' tab is selected, showing a placeholder text block. Below this are three sections: 'Active enrollments' with a 'View all' link, 'Contributions' with a 'View all' link, and 'Riley's activity'. The 'Active enrollments' section lists HSA (Active, Effective Aug 24, 2011), Dependent care (Active, Effective Jan 1, 2020), and Pre-tax transit (\$100/month, Effective Jan 1, 2020). The 'Contributions' section lists \$208.41 for Dependent care + EC (Scheduled Dec 15, 2018), \$50.00 for Pre-tax transit + PC (Scheduled Dec 15, 2018), and \$208.33 for Pre-tax transit + PC (Scheduled Dec 15, 2018). The 'Riley's activity' section lists 'Enrolled in FSA' (Jan 1), 'Pre-tax transit updated' (Jan 1), 'Claim was paid \$50.00' (Dec 12, 2018), 'Filed a claim for \$125.00' (Dec 1, 2018), 'Claim was paid \$84.33' (Aug 5, 2018), 'Status changed to Active' (Jul 22, 2018), and 'HSA changed to Pending' (Jan 1, 2018). At the bottom, there is a footer with contact information and a copyright notice.

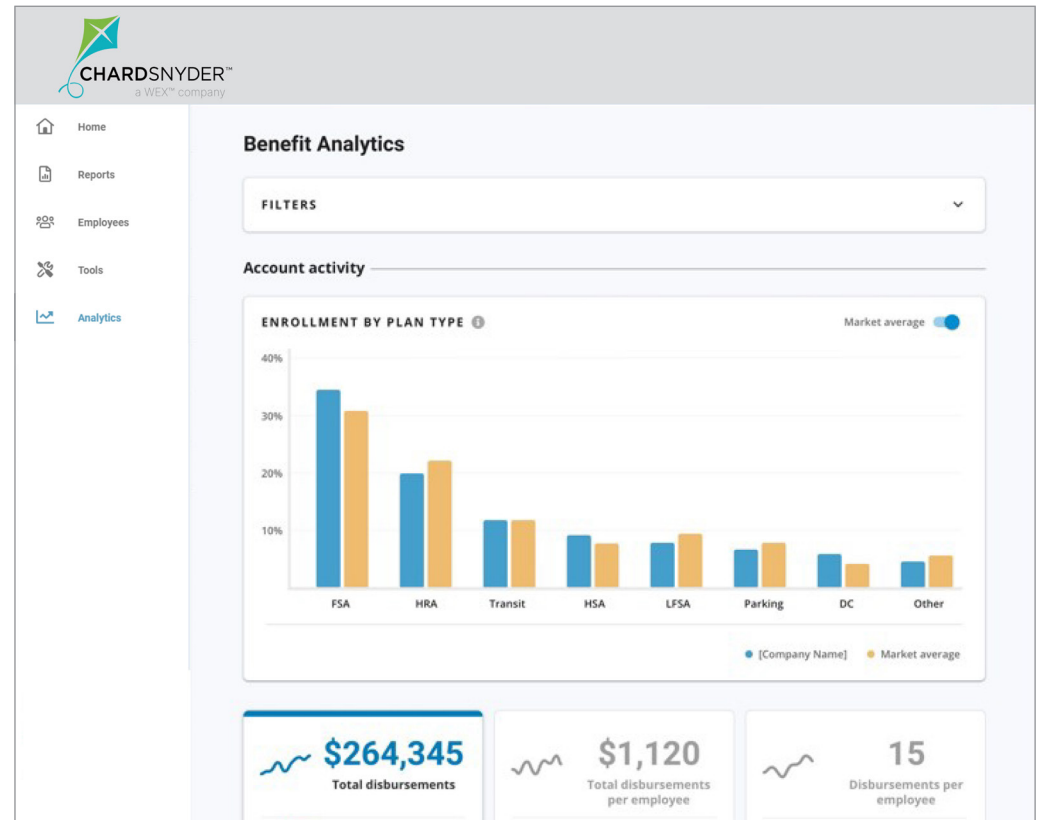
Analytics

Under the Analytics tab, you can view interactive data that analyzes benchmark comparisons to help you easily interpret your benefits.

You can track employee utilization to improve future benefit offerings, compare your participants to industry standards, or view how employees are interacting with their benefits.

Once in the analytics view, you can access additional capabilities and filters including:

- Financial readiness and engagement
- Market comparisons
- Enrollment by account type
- Account spending statistics



If you have any questions, or need assistance, while using the Chard Snyder Employer Portal, contact your support team.