

Welcome, City of Milwaukee

We're excited you signed up for an Ameriflex account. For easy access to your account balance, transaction history, claims status and more, be sure to register your account online.

+ REGISTER YOUR ACCOUNT

1. Visit myameriflex.com/register
2. Fill out your last name and date of birth
3. Do not use your SSN, click **use your Ameriflex Benefits Card instead**. If you need help accessing your card information, please contact the Ameriflex Participant Service Team at 888.868.3539
4. Enter the last four digits of your Ameriflex card number and expiration date
5. To complete setup, enter an email address (work or personal) and choose a password, click **submit**

+ CHECK YOUR BALANCE

To check your available balance, log into your [Ameriflex account](#). The homepage will show your balance(s).

+ ADD DEPENDENT and REQUEST ADDITIONAL CARDS

1. From your [Ameriflex account](#), click **more**
2. Click **Profile**
3. Click **add dependent** (located in the top left corner)
4. Fill out name, birth date, gender and dependent type, click **add dependent**
*Any dependent over 18 that is added to the account will automatically receive a debit card

+ ORDER REPLACEMENT CARDS

1. From your [Ameriflex account](#), click **more**
2. Click **debit cards**
3. Select a recipient
4. Click **report card as lost or stolen and issue replacement**
5. Click **confirm replacement**

+ RESET YOUR PASSWORD

To reset your password, click **Forgot your password?**, enter your email and click **Verify**

+ SUBMIT ADDITIONAL DOCUMENTATION

If Ameriflex is unable to verify an expense, we will send you a notification asking for additional documentation, such as an itemized receipt, Explanation of Benefits, or a letter of medical necessity.

1. From your [Ameriflex account](#), look for the expense that says Waiting for Documentation
2. Click **Add Documentation**
3. Click **Upload File**
4. Select a file from your computer
5. Click **Submit**

+ WHERE TO GO FOR HELP

If you have any questions, you can contact the Ameriflex Participant Services team.

- Help Center: myameriflex.com/helpcenter
- Phone: 888.868.FLEX (3539)
- Email: service@myameriflex.com
- Chat: go to myameriflex.com and click on the Live Chat button at bottom right hand corner of the screen