

How to Register on the Navia Portal as a Participant

In this article you will learn how to...

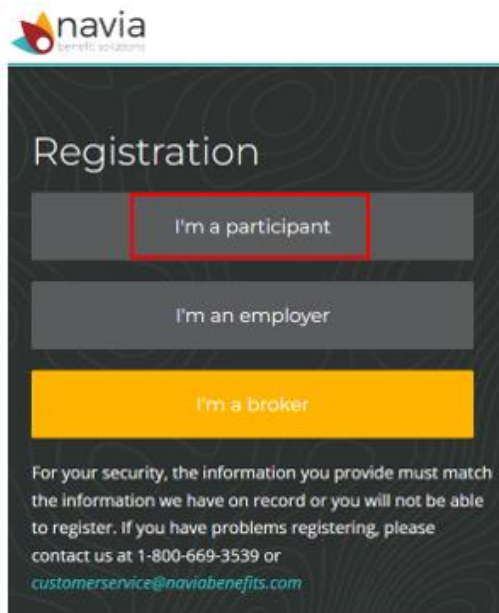
- Register your account on the Navia Participant Portal

How to Register on the Navia Portal as a Participant

1. Visit www.naviabenefits.com and select the "Register" button located in the top right corner of the page.

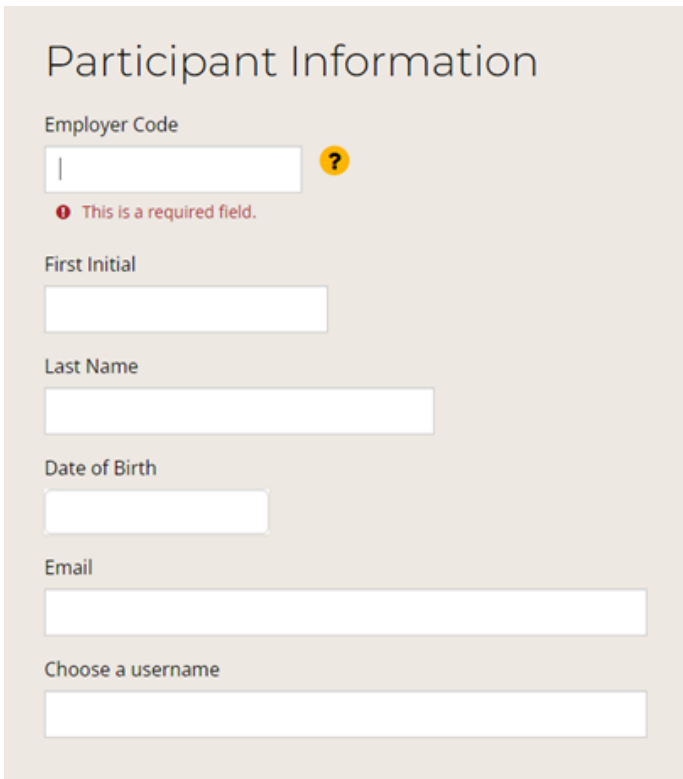


2. On the next screen, select "I'm a participant".



3. Complete all fields under Participant Information. The below information and examples will assist you:
 - **Employer code:** Your 3-digit, employer code can be found in the welcome email sent at the beginning of each plan, or on the front of your Navia Benefits debit card, under your name. If you need assistance finding your employer code, please email: customerservice@naviabenefits.com and provide them with your full name, date of birth and company name.
 - **First name initial:** Enter just your first initial (ex: T)
 - **Full last name:** Enter your full last name (ex: Jones)
 - **Date of birth:** MM/DD/YYYY (ex: 04/12/1979)

- **Email address:** The email address you provide us during the registration process will become your primary email address on file with Navia. You can update it later, if needed, after you are fully registered.
- **Choose a username:** Your username must be unique. The system will tell you if the username you've chosen has been taken.



Participant Information

Employer Code
 ?
 ⓘ This is a required field.

First Initial

Last Name

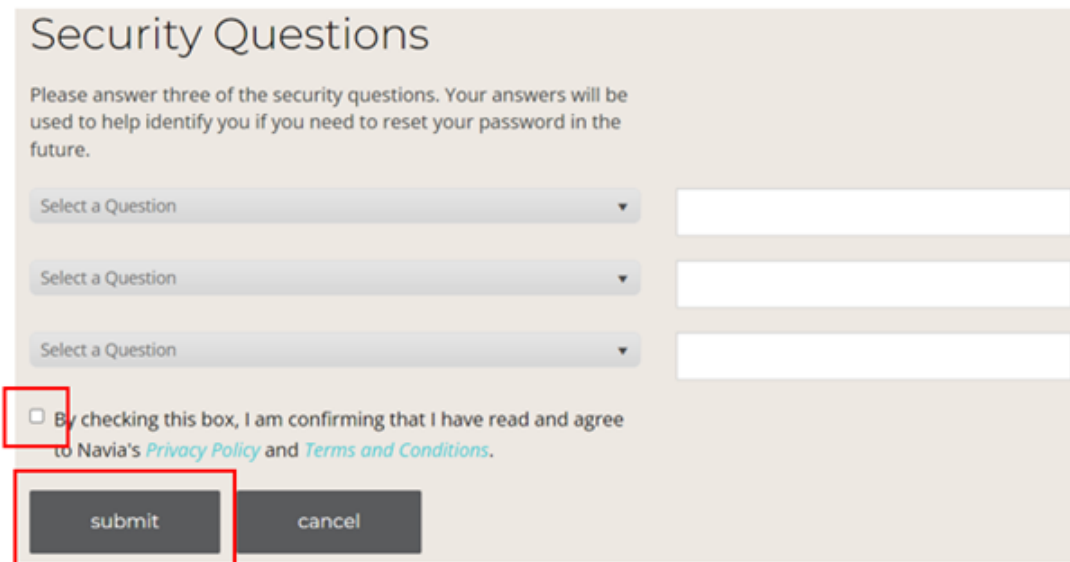
Date of Birth

Email

Choose a username

4. Scroll down and select three security questions and answers. This helps us protect your account and allows you to regain access quickly if you forget their credentials.

When all form fields have been entered, check the box to confirm to Navia's privacy policy, and terms and conditions. Click "submit".



Security Questions

Please answer three of the security questions. Your answers will be used to help identify you if you need to reset your password in the future.

Select a Question ▼

Select a Question ▼

Select a Question ▼

☐ By checking this box, I am confirming that I have read and agree to Navia's [Privacy Policy](#) and [Terms and Conditions](#).

5. A confirmation page will appear and instruct you to check their email. You have 24 hours to click the link

inside the email which allows you to choose a password and complete your registration. If you do not receive the email in your general inbox, please check your spam and junk folders.

Registration Successful!

You're almost done!

An email was just sent to you containing a link to complete your registration. This link will grant you temporary access to the portal so you can complete your online account setup and create your password. If you do not use the link provided within 24 hours, the link will expire and you will need to restart the registration process.

If you do not receive an email from us within one hour, first check your spam filter. If the email is not in your spam filter, please contact our Customer Service team at customerservice@naviabenefits.com or by phone at (800) 669-3539.

go to Navia home

6. The link in the email you received will direct you back to the Navia Participant Portal, where you will be asked to choose a unique password.

Choose a Password

Please create a password to access your Navia Account

Your password must be between 8 and 30 characters long and must contain characters from 3 of the following categories:

- uppercase letters
- lowercase letters
- numeric characters
- special characters: %\$#@!*?^~:;,.,\|_-=_()[]{}

7. The password must be between 8 and 30 characters long and **must** contain characters from 3 of the following categories:

- Uppercase letters
- Lowercase letters
- Numbers
- Special characters: %\$#@!*?^~:;,.,\|_-=_()[]{}

8. Congratulations, you're done! Now you can access your benefits on the Navia Participant Portal, and the MyNavia Mobile app, using the username and password you created.