

Setup Instructions: Essence Flex Spend Mobile App

Follow the instructions below to download the app and to create an account. Contact Essence Customer Service if you need additional support.



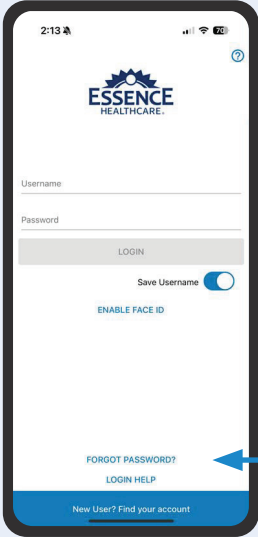
Download Essence Flex Spend from your iOS or Android device.



Changed plans and have a new member ID number? Create a new Essence Flex Spend mobile app account using your new member ID number.

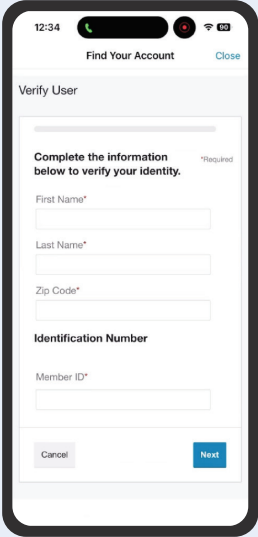
If you’re an Essence Member who’s visited the Essence Flex Card Portal before, follow these steps to create your Flex Spend app account.

1



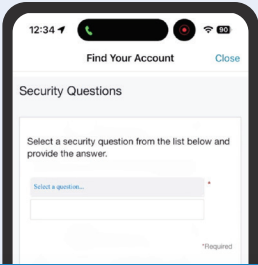
Download and open the Essence Flex Spend app, and then click “Forgot Password.”

2



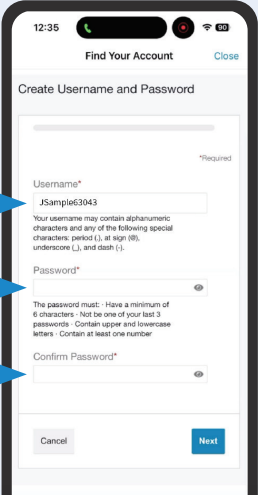
Enter your identity verification details exactly as shown on your member ID card: name, suffix (ex Jr. or Sr.), Essence member ID, etc.

3



Answer a security question and click “Next.”

4



Your existing username will be prepopulated in the username field. After creating a password, click “Next.” Once you complete your account update and see a “Done” button, exit that page, navigate back to the app and log in.



If you set a **Flex Spend app password when you accessed the Flex Card Portal** from the Essence Member Website, download the app and directly sign in with your username and password. You might be prompted to answer a security question. If you need help remembering your password, use the "Forgot Password" feature to reset your password.



If you’ve **never accessed the Flex Card Portal** from the Essence Member Website, download the Essence Flex Spend app and click “New User? Find your account” at the bottom of the screen. Follow the steps on screen to enter your identity verification details, establish security questions and create a password.

Questions?

If you need any support with creating an account, contact Essence Customer Service at 1-866-597-9560 (TTY: 711) from 8 a.m. to 8 p.m., seven days a week.

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