

Change to HealthEquity Account Access

HealthEquity, the vendor that administers your Health Reimbursement Arrangement, Health Savings Account, and/or Flexible Spending Account (for eligible employees at limited locations only), announced that they are replacing the current password method for accessing accounts with mobile passkey authentication. HealthEquity is launching this new passkey method to enhance protection from fraud, streamline the log in process, and help prevent lockouts. Passkeys are required for all HealthEquity logins to web, mobile, and member resources support.

If you haven't already done so, download the HealthEquity mobile app and add or update your phone number, **which is required to set up a passkey**. If you don't have a verified phone number on file, you will be locked out of your account. If you haven't set up your online account, visit [HealthEquity's login help page](#) to get started.

When the passkey login becomes available for your account, you will receive an email from HealthEquity notifying you that your passkey is ready to be set up. Follow [these instructions](#) to create your passkey. When you log in to your HealthEquity account, you will be prompted to set up a passkey using built-in security, such as Face ID, fingerprint, or device PIN. You will need this passkey to access your benefits, either through the mobile app or on the web through your desktop. You won't be able to opt out of using a passkey. If you don't have a smartphone, you can still set up a passkey and authenticate on a desktop or tablet device by using a PIN or fingerprint. You will still be able to access your account using a passkey on supported desktop or tablet devices. Although a smartphone isn't required, it is the recommended method for secure access.

For more information about Passkeys, including FAQs, visit the [HealthEquity Help Center](#) and [Member Resource Hub](#). You may also contact HealthEquity's support team at 844.373.6979 for passkey setup assistance or login questions.

If you have any questions, please contact the RCAB Benefits Department at benefits@rcab.org or 617-746-5640.