



Consumer Portal QuickStart Guide

Welcome to your **Sheet Metal Workers Local 20 Benefit Portal**.

This one-stop portal gives members 24/7 access to view and manage their **Health Reimbursement Account (HRA)**.

Please see reverse side for details.



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The portal enables members to:

- File a claim online
- Upload receipts and track expenses
- View up-to-the-minute account balances
- View your account activity, claims history and payment (reimbursement) history
- Report a lost/stolen Card and request a new one
- Update your personal profile information
- Change your login ID and/or password
- Download plan information, forms and notifications

The portal is designed to be easy to use and convenient. You have your choice of three ways to navigate this site:

1. Work from sections within the Home Page,
2. Hover over the six tabs at top of Home Page to see drop-down menus, or
3. Follow links at the bottom of each page.

How do I log on to home page?

1. Go to <https://SMWLocal20.lh1ondemand.com>
2. Enter your **login ID** and **password**:
 - User name – first initial, last name, last four digits of ssn
 - Password – first time full ssn.
3. Click **Login**.

The Home Page is easy to navigate:

- The top section shows messages from your employer and links to employee information.
- The **Action Required** section displays alerts and relevant links that enable you to keep current on your accounts.
- The **Accounts** section has links to account balances and activity details. On the far right, **View Account Summary** links to the **Account Summary** page, where you can see and manage your accounts.
- If you are having problems logging in and need information on balance inquiries or claims, please call NEBA at **1-877-836-7620**.

For balance inquiries or claims questions,
please call NEBA at **1-877-836-7620**.