


HOW TO RECOVER YOUR USERNAME AND RESET YOUR PASSWORD

1. Visit <https://fedcapbenefits.hrintouch.com> and click “Can’t access your account?”



 **Log in to your account**

Username*

Password*

[Can't access your account? ▶](#)

[Create an account ▶](#)

Supported Browsers

[Learn about Officially Supported Browsers](#)

2. To recover your username, choose “I forgot my username”

BENEFITFOCUS

Account access

Please begin by choosing an option below.

How can we help you?

I have a problem with my password

I forgot my username

3. Choose "Member"

BENEFITFOCUS™

Account access

Please begin by choosing an option below.

Select the role that best describes you:

- Member
- Benefits Administrator
- Agent
- Carrier Representative
- Vista Administrator

[Forgot your password?](#)

Member is the individual who has permissions to manage their own benefit enrollment.

Benefits Administrator is the Human Resources representative designated to manage benefit enrollment within an organization.

Agent/Broker is the designated representative from the agency hired by the employer to support benefit enrollment.

Carrier Representative is the designated representative from an insurance carrier to manage or review benefit enrollments for their clients.

Vista Administrator is the Benefitfocus employee.

4. Enter your last name, date of birth, and last four digits of your SSN. Click the box next to "I'm not a robot"


BENEFITFOCUS®

Forgot your username?

Provide your identifying information


Last Name *


Date of Birth * (mm/dd/yyyy)

Last four digits of Social Security Number *

Security check

 I'm not a robot


reCAPTCHA
[Privacy - Terms](#)

5. Answer the security questions you have set up previously

BENEFITFOCUS®

Forgot your username?

Answer your secret questions

What is your father's middle name? *

In what city were you born? *

In what city or town was your first job? *

6. Enter your new password into the new password and confirm new password spaces

BENEFITFOCUS®

Reset your password

Update your Password

Your username is: JINT9999

Enter and confirm your new password below.

New Password *

Confirm New Password *

Your password must contain:

- between 8-15 characters
- at least 1 number
- at least 1 upper and 1 lower case letter

Password cannot contain:

- more than two identical characters in a row
- Username or SSN
- You cannot reuse the last 8 passwords.