

FREQUENTLY ASKED QUESTIONS



Technology & Support

1	How do I access my benefits portal?	<ul style="list-style-type: none">• If applicable, go to http://LighthouseBenefitAdvisors.employee.navigators.com or click on 'Client Portal' in the top right corner of the Lighthouse Benefit Advisors website• Or contact the Human Resources Administrator if you do not know
3	What technology do I have access to?	<ul style="list-style-type: none">• Carrier Portal/Mobile App• TPA and/or PBM Mobile App• Employee Navigator
4	Who do I contact for technical support?	<ul style="list-style-type: none">• Your HR Administrator or applicable Account Manager
5	How do I reset my Employee Navigator password?	<ul style="list-style-type: none">• To reset your Employee Navigator password, navigate to the Employee Navigator login page and click on the "Forgot password?" link. Enter your username and click "Send Email". A password reset email will be sent to the email address associated with your account, which you can then use to update your password• Or, contact your Human Resources administrator for assistance