

Member Portal and Mobile App

In addition to your new Iron Workers Supplemental Fund Prepaid Benefits Card, you will be able to access your Supplemental Benefit Fund through an easy-to-use Member Portal and Mobile App.

1. Member Portal will allow secure, 24/7 access to your accounts to:



- Check your Supplemental Fund balance
- View all plan, claims and payment detail
- File claims and submit receipts online
- View upcoming reimbursements
- Order new or report lost/stolen debit cards

2. A handy Mobile App to:

- Access available account balances on your iPhone®, iPod Touch®, iPad®, or Android®-powered device
- Submit claims and receipts using your device's camera
- Receive account balances and selected alerts via text message on any mobile device
- Use 'Quick View' to obtain key account info
- Check claims requiring receipts
- Enter & view expense info via 'Expense Tracker'



To get started, see reverse side for step-by-step instructions.

ACCESSING YOUR BENEFITS

To get started, follow these simple steps.

1 Member Portal Access

- Visit www.ironworkersdcwny.com, on home page click on Local 33 Members Supplemental Fund/HRA Debit Mastercard Tab, then click on Member Portal Access link
- Your username is your first initial, then your last name, followed by the last four digits of your SSN
Example: John Smith (SSN 111-22-3456) would have a username of jsmith3456
- The initial password is “proflex”
You will be required to change your password and setup three challenge questions upon logging in.*

2 Mobile App Access

- Download the Pro-Flex Ironworkers HRA Mobile App at the App Store or Google Play
- Your username is your first initial, then your last name, followed by the last four digits of your SSN (see above for example)
- The initial password is “proflex”
- You will be required to change your password and setup one challenge question upon logging in.*
- Setup fingerprint access (if your device allows) for easier access in the future!



Having trouble logging in? Contact the Fund Office at (585) 424-3510
or via email at staff@iwdcbenefits.com

** After initially setting up your account, future attempts to access your online account will allow for three incorrect username/password entries before your account becomes locked. You may reset your password using the “Forgot Password” link on the login page. To unlock your account, please contact the Fund Office at the phone number or email address listed above.*