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How to add an authorized representative in your online ...

This article outlines how to add an authorized representative in your online account if you'd like someone else to be able to contact us on your behalf.

Important: While authorized representatives do gain access to more detailed account information, they cannot receive your login credentials or make changes to your account like resetting your password or ordering additional benefits debit cards.

To add an authorized representative in your online account, complete the following steps:

1. Log in to your online account.
2. Under the Profile tab, click "Add Authorized Representative."



3. Complete the required information for the authorized representative being added and then click "Submit."

The screenshot shows a form for adding an authorized representative. The form includes fields for Name (First Name, MI, Last Name), SSN, Type (dropdown menu), Birth Date (mm/dd/yyyy), Address (Address Line one, Address Line two, City, Select a state..., Zip Code), and Phone. The 'Type' dropdown menu is open, showing options: 'Select a type...', 'Authorized Representative', 'Guardian', and 'Parent'. The 'Authorized Representative' option is highlighted with an orange box. There are 'Cancel' and 'Submit' buttons at the bottom.

Note: Required fields are marked with an asterisk (*).

4. View your newly added authorized representative in the Profile tab.

Scenario

Action

You want to update an authorized representative.

Click "Update" under the authorized representative listed in the Profile tab.

You want to remove an authorized representative from your account.

Submit an Authorized Representative Form. See Authorized representative FAQ for more information.

You can view this article at:

<https://discoverybenefits.egain.cloud/system/templates/selfservice/dbiwss/help/customer/locale/en-US/portal/30890000001000/content/PROD-4105/How-to-add-an-authorized-representative-in-your-online-account>