



## Login Help?

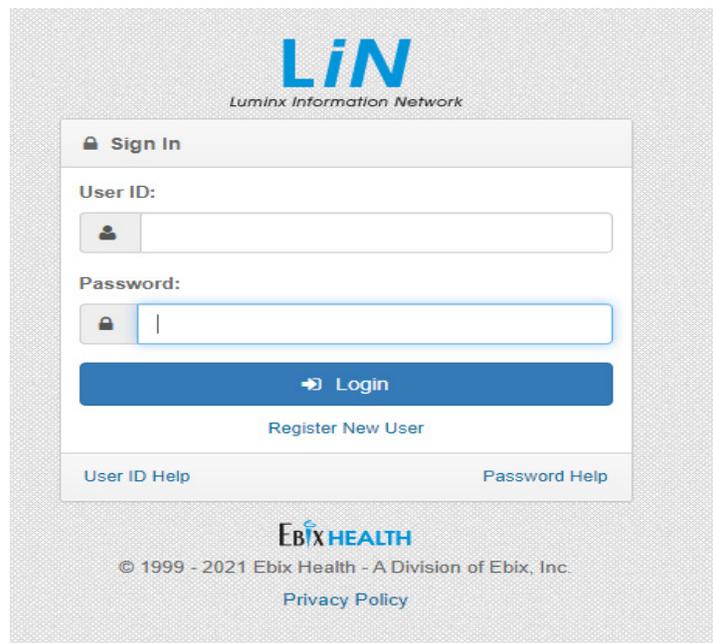
In order to reset your password or obtain your User ID – you must have previously registered on our website. An email will be sent to the email address that you entered when you registered.

**If you have not registered, please see how to register guide on home page – middle section.**

**Just a reminder that both the User ID and Password are case-sensitive.**

Using Chrome as your browser: Click here: <https://acswww.ebixhealth.com/lin/faces/LinLogin.jsp>

Click the words- **User ID Help** or **Password Help** at the lower left or right corner of the login section:



## Click User ID Help

Enter your email address and once you click submit, your User ID will be emailed to you in a few minutes.x

The screenshot shows the 'Email my User ID' form within the LiN (Luminix Information Network) interface. The form includes a title bar with a user icon and the text 'Email my User ID'. Below the title bar, there is a paragraph of instructions: 'Enter the email address listed on your account. If available, your user ID will be emailed to you shortly.' This is followed by a label 'Email Address: \*' and a text input field with an envelope icon on the left. At the bottom of the form are two buttons: 'Cancel' and 'Submit'. The footer of the page features the EBIX HEALTH logo, the copyright notice '© 1999 - 2021 Ebix Health - A Division of Ebix, Inc.', and a link to the 'Privacy Policy'.

The screenshot shows the 'Email me my Password Hint' form within the LiN (Luminix Information Network) interface. The form has a title bar with a user icon and the text 'Email me my Password Hint'. Below the title bar, there is a paragraph of instructions: 'Enter your valid system User ID. If available, your password hint will be emailed to you soon.' This is followed by a label 'User ID: \*' and a text input field with a user icon on the left. At the bottom of the form are two buttons: 'Cancel' and 'Submit'. The footer of the page features the EBIX HEALTH logo, the copyright notice '© 1999 - 2021 Ebix Health - A Division of Ebix, Inc.', and a link to the 'Privacy Policy'.

## If you Click Password Help

Enter your User ID and you will be emailed a password hint. This is a hint that you entered when you registered.

Follow the instructions on the email to access your account.

**If you have registered and do not remember your User Id or Password, you will have to do both of these steps above by clicking on User ID Help and Password Help.**

If this does not work – please send an email with subject: **Login Help** to [websupport@acsbenefitservices.com](mailto:websupport@acsbenefitservices.com).

**Members: Please provide your name, company name, member ID requesting help with login.**

**Provider offices only** - Please include your name, tax id, and User ID when sending an email for login Help to [websupport@acsbenefitservices.com](mailto:websupport@acsbenefitservices.com)

**Our Web Support team will reply back in 2 business days.**