

TAKE YOUR HEALTH CARE ON THE GO!

The **VEBA MOBILE APP** keeps your benefits information at your fingertips – 24/7 from your mobile device.

Access health and benefit details, provider phone numbers and websites all in one location.

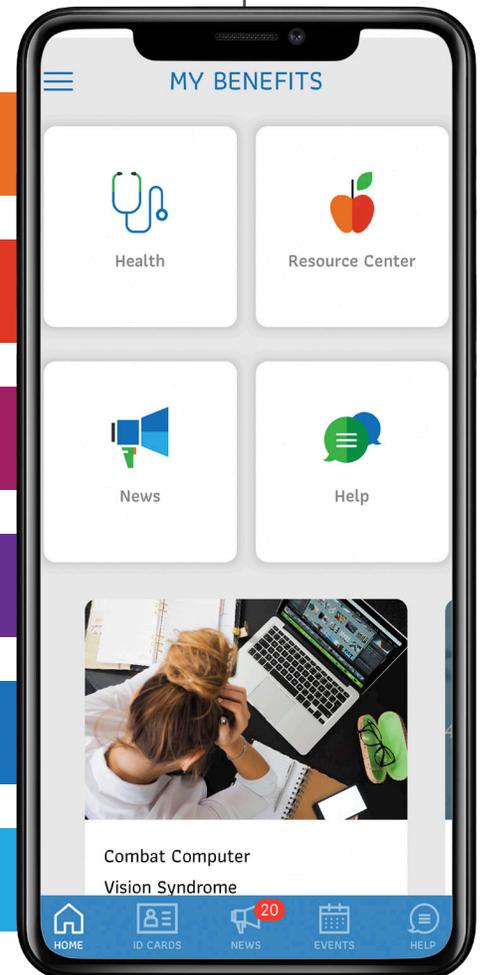
Save ID cards for everyone in your family so you can easily email an image to your doctor or pharmacy.

See upcoming VEBA events and add them to your personal calendar.

“Favorite” regularly used providers to quickly retrieve their contact information when you need it.

Get important benefit reminders and helpful push notifications.

View engaging well-being articles and videos.



To download the **VEBA** mobile app, search “California VEBA” on the Apple App Store or on Google Play.



Flip over for how to register on the app after you download.



Steps to Register on the VEBA Mobile App

As a VEBA member, after you download the app on your mobile device, you need to take a few steps to secure your personal health information by proving you are you.

- Step 1.** Open the app and have your VEBA PIN and Password handy to log in. (*Go to Step 2 if you do not know your VEBA PIN and Password.*)
- Step 2.** If you or your dependent don't know your PIN, follow the link "Forgot PIN/Password" at the bottom of the page.
- **Step 2a.** Tap "Recover PIN/Reset Password." You will then be taken externally to the ARES login page.
 - **Step 2b.** On this login page, click the "Forgot your PIN/Password?" button.
 - **Step 2c.** You are then taken to the ARES PIN recovery. Follow the steps as indicated in the ARES site.
 - **Step 2d.** After you have recovered your PIN, return to the app to log in. **Important:** *If you reset your password, please allow four hours after password reset before signing into the app.*

If you need assistance, email VEBAsupport@mcgregorinc.com or call 888-276-0250.

Frequently Asked Questions

Why do you need my Personal Identification Number (PIN)?

The VEBA app is personalized just for you. In order to prove that you are you, we need to ask for a unique identifier – or PIN – that protects your personal information.

Why do I have to access multiple external websites during the app download process?

For your security, you will be asked to log into your ARES account if you need to retrieve your PIN. We take your security seriously by incorporating best practices into our technology resources. ARES is VEBA's eligibility and enrollment system.

What do I do if I forget my password?

If you forget your password, please complete the "Forgot PIN/Password" process. This will not create a new account, it will just reset your password. You can do this as many times as you need.

What if I forget my PIN?

Click the "Forgot PIN/Password" process button to see your PIN.
