Setup Instructions: Essence Flex Spend Mobile App

Important! Read before logging in to the app.

If you've gone online to check your personal Flex Card balance, use the Merchant Locator tool or report your Flex Card lost or stolen, it's likely you have an account on the WEX Flex Card site. **Before you log in to the app,** you'll need to access the WEX site and set up security questions. You'll answer one of the security questions while recovering your account information in the app. See the instructions on this page to get started.

If you've never accessed the WEX Flex Card site, or if you're unsure how to proceed, see page 2.

Download Essence Flex Spend from your iOS or Android device.

The WEX Flex Card site would've been accessed through EverythingEssence.com. If you've clicked the "Visit WEX" button (shown in step 2) or accessed the WEX page (shown in step 3), you might have an existing account.

If You've Accessed the WEX Flex Card Site Before
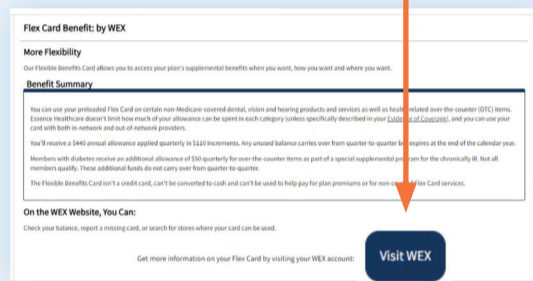**Create security questions and reset your password.**

1 Log in to EverythingEssence.com and click the "Flex Card" button on your "My Coverage" page.
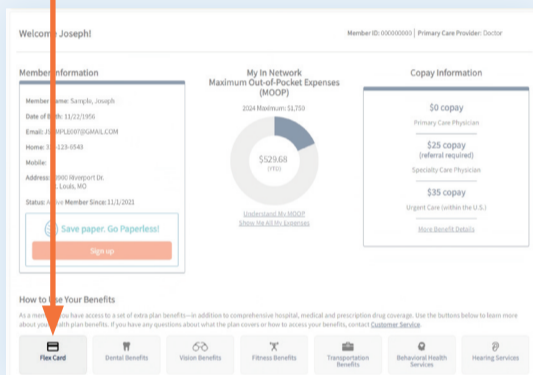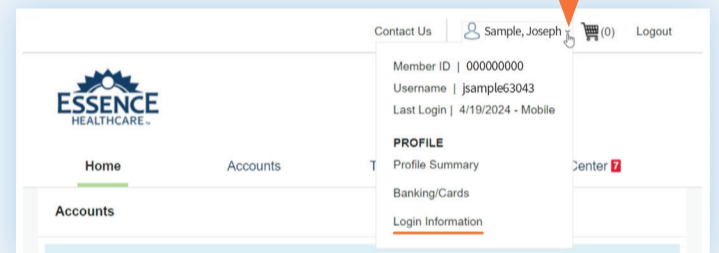
2 On the "Flex Card" page, click "Visit WEX."

3 Once you're on the WEX site, you might be prompted to create security questions. If so, enter your questions and answers and move to step 5.

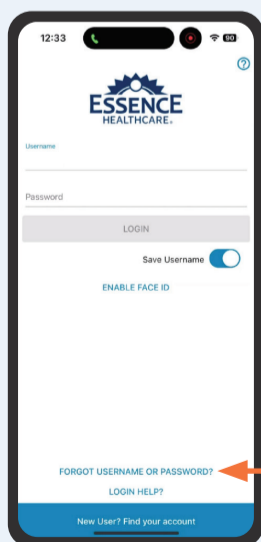If you're not prompted, click your name at the top of the page and then click "Login Information."

4 You'll need to create security questions to reset your password in the app. Click "Change security questions." Choose three questions and type your answers in the text boxes.
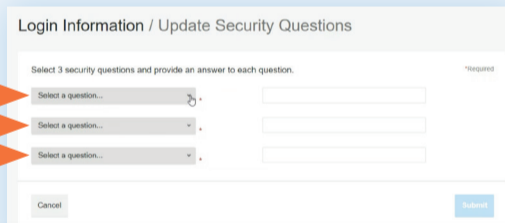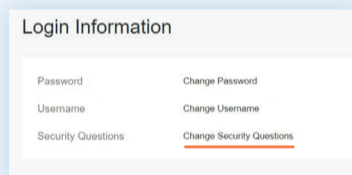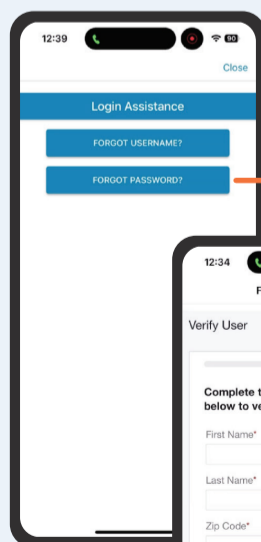
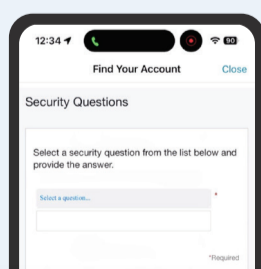**5** Download and open the Essence Flex Spend app, and then click "Forgot Username or Password."

6 Click "Forgot Password," and enter your identity verification details exactly as shown on your member ID card: name, suffix (ex. Jr. or Sr.), Essence member ID, etc.
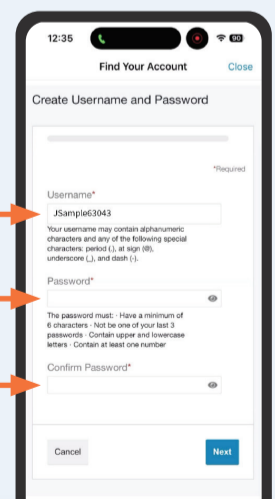
7 Answer a security question and click "Next."

8 Your existing username will be prepopulated in the username field.

After creating a password, click "Next." Once you complete your account update and see a "Done" button, exit that page, navigate back to the app and log in.
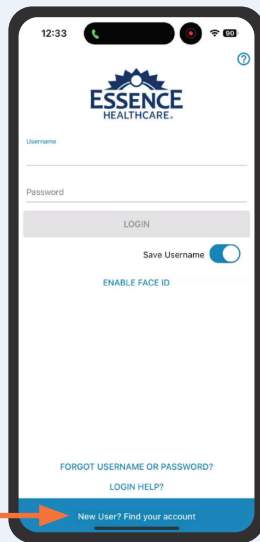
If You've Never Accessed the WEX Flex Card Site

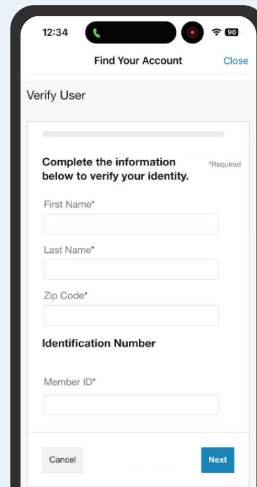**Create an app account and log in.**

1

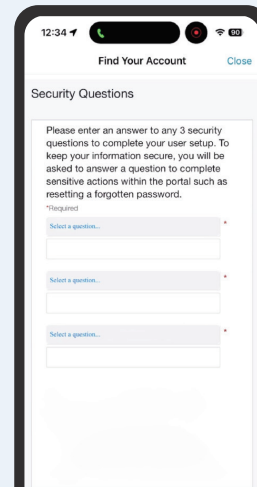Download and open the Essence Flex Spend app, and then click "New User? Find your account."

2

Enter your identity verification details exactly as shown on your member ID card: name, suffix (ex. Jr. or Sr.), Essence member ID, etc.
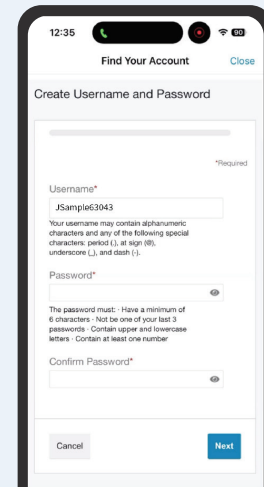
3

Choose security questions and answers.

4

A username will be created for you.

After creating a password, click "Next." Once you complete your account update and see a "Done" button, exit that page, navigate back to the app and log in.

Questions? Not sure if you've logged in before?

If you're not sure if you've accessed the WEX Flex Card site before, follow the steps on this page to create an app account. If you can't create an account, follow the steps on page 1. If you're still having trouble, please reach out to Essence Customer Service at 1-866-597-9560 (TTY: 711) from 8 a.m. to 8 p.m., seven days a week.

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