Troubleshooting Website Login (Reimbursement Accounts)

If you are having trouble logging into an online account, the following common errors may help resolve your issue:

- Passwords are case sensitive. Check to make sure your caps lock is off and you are entering your password as it was originally created.
- Ensure you are accessing the correct login screen.
    - Employer Portal for Plan Sponsors:
        - Visit sentinelgroup.com. Ensure you have "For Employers" selected in the upper left corner.
        - Click the green "Login" button. First time users can click the “Sign Up Now” link below the Sign In button and follow the setup instructions to create a password and enable multi-factor authentication.
        - Returning users enter your existing email address and password.
        - Additional information about the Employer Portal can be found here.
        - From the Home page of the Sentinel Employer Portal in the Your Accounts section, click "Reimbursement Accounts" to access the FSA/HRA/HSA portal.
    - Employee Consumer Portal for Participants: https://sentinelgroup.lh1ondemand.com/Login
        - Visit sentinelgroup.com. Ensure you have "For Individuals" selected in the upper left corner.
        - Click the green "Login" button. From the login box dropdown menu, select “Retirement Accounts" and enter your credentials.
- Employees receiving an error message when using the "Get Started" new user button to access their account for the first time should also attempt to gain access using the "Forgot Username" link.
- If your employee needs a password reset, follow the instructions linked here to reset for them.
- If you continue to have trouble accessing the Employer Portal please contact your account manager. Employees may contact the Sentinel Service Center for login assistance.