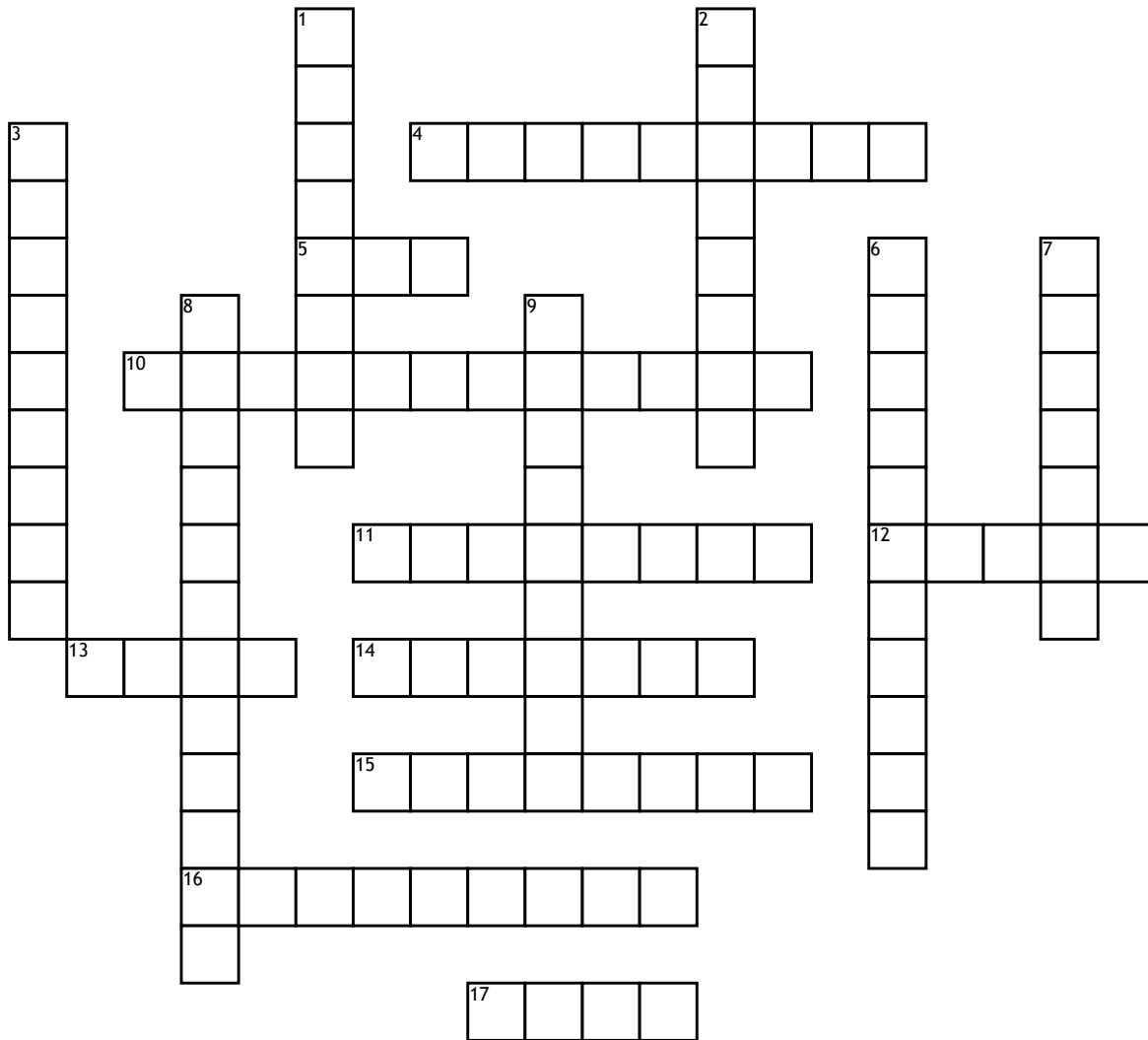


# Website Procedure Crossword



## Across

4. If Google Chrome users receive errors when accessing our website, users can change their settings to run in Incognito Browsing. Use these instructions to walk a caller through setting their Google Chrome browser to \_\_\_\_\_ mode
5. Let the account holder know that there will be \_\_\_\_\_ small test deposits from Optum Bank that will deposit into their personal account that they just added
10. The \_\_\_\_\_ is a tool for account holders to upload their receipts and track their expenses from their HSA online, instead of keeping paper copies.
11. \_\_\_\_\_ is a third party vendor that creates a hub for all health and wellness sites.
12. If the deposited amounts are entered incorrectly \_\_\_\_\_ times by the account holder, the account holder will have to start over again by removing and re- adding the external account information

13. Images uploaded to the Receipt Vault will remain available to the customer as long as they have the account \_\_\_\_\_.
14. When troubleshooting website issues we should always ask a series of \_\_\_\_\_ questions
15. An \_\_\_\_\_ account is an account holders personal checking or savings account, adding this account online will allow the two financial institutions to communicate to transfer funds in and out of Optum Bank.
16. \_\_\_\_\_ passwords must meet the same requirements as the passwords set by the account holder
17. If the customer doesn't remember what their username is, with \_\_\_\_\_ authentication of the account, we are able to provide the account holder with their chosen User Id.

## Down

9. Reminding customers to follow the instructions will help the process to be a \_\_\_\_\_ experience

2. When the website is telling the customer to contact customer support, we want to make sure that there is not a \_\_\_\_\_ on the account.
3. These small test deposits DO NOT come out of the account holder's HSA account, these funds come from \_\_\_\_\_
6. If an error message comes up, this is due to the amount, frequency, and/or initiation date being incorrect and will make the account holder over contribute to their account. \_\_\_\_\_ will need to be made.
7. \_\_\_\_\_ are a packet of data sent by an internet server to a browser. Used to identify the user or track their access to the server
8. We should remind the customer to follow the instructions listed under each field due to the username and password being specific to the \_\_\_\_\_
9. Let the account holder know that funds will take up to 5 business days to become \_\_\_\_\_ in their account to use