<table>
<thead>
<tr>
<th>System</th>
<th>Flexible Spending Account (FSAFEDS)</th>
<th>Thrift Savings Plan (TSP)</th>
</tr>
</thead>
</table>
| New Users - Steps to Request a User ID and Password | 1. Contact FSAFEDS at 1-877-FSAFEDS (372-3337), TTY: 1-800-952-0450, Monday through Friday, 9:00 a.m. until 9:00 p.m., Eastern Time to set up your online account. You can also enroll online. Go to www.fsaafeds.com, and click on Enrollment. Be sure to have your bank account and routing numbers ready. | 1. Go to [www.tsp.gov](http://www.tsp.gov).  
2. In the “My Account” box under the TSP logo at the top of the page, enter your 13-digit TSP account number, which was mailed to you.                                                                                                                                 |
2. Click on “My Account Summary.”                                                                                                                                                                                                 | • Same as above.  
• Existing users can also create a user ID (information included under the Access Reminders section of this chart).                                                                                                                                                                      |
| Help Desk Contact Information              | • Phone: 1-877-372-3337  
• TTY: 1-800-952-0450  
• Email: FSAFEDS@adp.com                                                                                                                                                                                                 | • Phone: 1-877-968-3778  
• TDD: 1-877-847-4385                                                                                                                                                                                                 |
| Access Reminders                           | • If you forget your UserID or password, log on to FSAFEDS and click on “My Account Summary.” Then, click the appropriate link below the “FSAFEDS Enrollees Login” fields.                                                                                                                                 | • If you have forgotten your account number, you must call the TSP ThriftLine (see above) and ask TSP to mail it to you.  
• If you have forgotten your user ID, but still have access to your account number, use the account number to access your account and then create another user ID.  
• You can use your account number and user ID interchangeably to log in to your account.                                                                                                                                 |
## New Users - Steps to Request a User ID and Password

1. Go to [www.ltcfeds.com](http://www.ltcfeds.com).
2. Above the logo at the top of the page, click “My LTCFEDS Account/Login.”
3. Click “Register” in the “Current Enrollee” box.
4. Follow the instructions to register.

## Access For Existing Users

1. Go to [www.ltcfeds.com](http://www.ltcfeds.com).
2. Above the logo at the top of the page, click “My LTCFEDS Account/Login.”
3. Under “Enrollee Login,” enter your user ID and password.
4. Click the “Login” button.

## Help Desk Contact Information

Scroll to the bottom of the FLTCIP homepage to see the contact information:

- Phone: 1-800-582-3337
- TTY: 1-800-843-3557
- [Secure Email Form](#)

From the BENEFEDS homepage, click "Contact Us" for:

- Phone: 1-877-888-3337
- TTY: 1-877-889-5680
- Mail: BENEFEDS P.O. Box 797 Greenland, NH 03840-0797
- [Email form](#)

## Access Reminders

- Your FLTCIP User ID and Password are unique to your FLTCIP online account and are provided to you when you complete the registration process.

- If you forgot your BENEFEDS User ID or Password, choose the appropriate link under “Log In” on the BENEFEDS.com homepage.

- If you have forgotten your BENEFEDS User ID, you will need to provide your Social Security number (SSN) to retrieve it.

- If you have forgotten your BENEFEDS Password, you will need to provide your BENEFEDS User ID and your date of birth.