# Gateway Claims Portal

**EBS** EMPLOYEE BENEFIT SYSTEMS
HELPING ADMINISTER YOUR SUCCESS

The EBS *Gateway Claims Portal* provides a more efficient method to access your claims information electronically and provides you immediate access.

## Easy Steps for on-line access:

1. **First time accessing the Gateway Claims Portal** - log on to the EBS website at www.ebs-tpa.com and click on **First time Gateway users click here for your registration code** (underneath the Gateway Claims login). Answer the security questions and you will receive your secure registration code via email within one business day.

2. Once you receive your secure registration code, click on the orange **Gateway Claims login** button in the upper right hand corner of the EBS website. *(Gateway supports up-to-date versions of the following browsers: Chrome, Internet Explorer 11, Microsoft Edge, Firefox, and Safari.)*

3. Select **Click here to register and /or enroll** – then select the drop down and choose **Member**.

4. Enter the required information including the registration code you received from EBS via email.

5. Create your own unique username and password and submit.

6. An email will be sent to you to activate your account. Once activated you can log in.

**Technical Difficulties:**

**Already registered but forgot your username or password?** If you have already registered for **Gateway** but you have forgotten your username or password please email **gatewaysupport@ebs-tpa.com** and we will assist you further.

**What if my registration submission "Failed to Register" because "Member Information not Found"?** Check that the formatting of the Date of Birth matches what is shown on the website. (Slashes instead of dashes and the full four numbers of the year)

**What if I did not receive the registration confirmation email with the link?** Check your junk email or spam folder.

**Why aren't EOB's opening?** Check to make sure your browser is allowing pop-ups for this website.

**Why can't I see claims for all of my family members?** Due to HIPAA regulations, family members over the age of 18 have the right to privacy in terms of their claims information. Contact Gateway Support for assistance.

**Help, I'm still having technical difficulties.** Email (gatewaysupport@ebs-tpa.com) or call (800-373-1327) and ask for Gateway Support.