Contacting Your WEBT Associate

LOG INTO YOUR WEBT ONLINE PORTAL

Once you are logged into your online portal, you will click on the Manage Support Cases tab.

Manage Support Cases

If you want to check on an existing case, you can view any that are available from the list. If you need to create a new case, click on the New Case button.

New Case

Then you will choose a Case Reason from the drop-down list. Once you've chosen a case reason, a box may appear asking for a member name. You can type whatever you would like in the description box. Here you will hit Save. Even if you have a document to attach - hit Save first.

Additional Information

Case Reason

| Benefits/Eligibility ∨ |

Member Name

| Test Test 🔍 |

Acknowledge Receipt/Close Case ☐

Description Information

Description

| I would like some assistance please |

Save **Cancel**

If you have a document to attach, then after you hit Save you can scroll down the page and hit the New button under Attachments. Once you attach your document, you are done!

Attachments

New