Tips & FAQs

Below are some tips and answers to frequently asked questions about the Sentinel Portal.

I am not able to access the portal itself or certain pages on the portal because of my organization's security restrictions

Depending on the types of restrictions established within your network, you may need work with your IT department to whitelist one or more of the following:

- https://qtweb.sentinelbenefits.com/ (for retirement plan administration)
- https://sentinelgroup.sharefile.com (for the Sentinel Vault)
- https://sentinelemployer.lh1ondemand.com (for reimbursement account administration)
- https://cobrapoint.benaissance.com (for COBRA administration)
- https://portal.sentinelgroup.com (for the employer portal)

I do not see the buttons to access another system (i.e. Relius plan sponsor web, WEX admin portal, COBRAPoint admin portal, Sentinel Vault)

The most likely cause of this issue is an email address mismatch. If the email address you used to sign in to the employer portal is not the same as the one set up in another application, it will cause this issue. Please contact your Sentinel representative to correct the email address on file.

I am trying to log in, but I am not receiving the magic link sent to my email address.

First, check your junk or spam folder to see if the message may be there. If not, you may be not set up to access the employer portal using the email address you provided. If there may be a different email address used for your Sentinel Group accounts, you can try the setup using that email address. If you continue to experience this error, please contact your Sentinel representative for assistance.

The phone number set up for MFA access needs to be updated, or I want to switch to using an authenticator app.

If you need to update your phone number or want to change your method of MFA, please contact your Sentinel representative to have your MFA reset.

I forgot my password

The Sentinel Portal does not use passwords. Request a new magic link and complete MFA using your registered phone.

A former employer portal user no longer works with my organization and should no longer have access to plan information

Please contact your Sentinel representative to make us aware of the contact's change in status. We will disable the account upon this notification.

I do not see tasks, invoices, notices, or another feature I am expecting to see on the home page.

Portal features are controlled by account and plan-level permissions. Confirm that you are signed in with the correct email address. For further assistance, contact your Sentinel representative to confirm your access.

I do not see a task that requires approval.

Only designated approvers can approve or reject tasks.

Approval access is assigned at the plan level, so different plans under the same organization may have different approvers. A plan may also have more than one approver.

If you believe you should be able to approve a task but do not see the approval options, contact your Sentinel representative.