

Inspira Mobile® app update

FAQs for Accountholders

Member Portal Location: [Frequently Asked Questions \(FAQs\) | Inspira Financial](#)

How do I get the Inspira Mobile® app?

You can download the app from your mobile device's app store.

What devices support the app?

iOS version 16.0 or above on iPhone® 5S, iPad Air®, iPad Mini® 2 or newer models.
Android version 13 (Tiramisu) and above (on phones or tablets)

Should I update the app?

Yes. Keeping the Inspira Mobile® app updated will ensure you have the latest features.

How do I update the app?

Visit the App Store or Google Play Store, search for the Inspira app, and select **"Update."** They should not delete or reinstall the app unless advised by support.

How will I know if I need to update the app?

App users will be notified of app updates, including:

- In-app notifications
- Push alert notifications
- Advance messaging from Inspira with update details

Will app updates impact my ability to access my accounts?

No. Login authentication has been improved and existing users will be able to log in with existing credentials.

How often is the app updated?

Updates happen periodically throughout the year.

What if I have trouble signing in?

Click on "Forgot password" on the login page.

I have a flexible spending account (FSA). What can I do on the Inspira Mobile® app?

- View your account balance, deposits, and payments
- Submit claims for reimbursement
- View your Inspira Card® purchases and submit documentation (if applicable)
- View account alerts and contact information

I have a health reimbursement account (HRA). What can I do on the Inspira Mobile® app?

- View your account balance, deposits, and payments
- Submit claims for reimbursement
- View your Inspira Card® purchases and submit documentation (if applicable)
- View account alerts and contact information

I have a health savings account (HSA). What can I do on the Inspira Mobile® app?

- View your account balance, deposits, and payments
- Deposit funds in your HSA from a linked bank account
- Transfer funds from your HSA to a linked bank account
- Pay your health care provider directly from your HSA
- View account alerts and contact information

Can I submit a claim using the app?

If you have an Inspira FSA or HRA, you can use the app to submit a claim to pay yourself back for an eligible expense you paid out of pocket. After you log in to the app, select “**Manage**” to get started. To send documents with your claim, simply take a picture and upload it through the app.

Can I use the app to transfer funds to and from my HSA?

Yes. If you have an Inspira HSA, you can transfer funds through the app to a linked bank account. After you log in to the app, select “**Manage**” to get started. You can deposit funds into your HSA or request funds from your HSA be transferred to a linked bank account.

Is the app secure?

Yes. Here are a few of the ways we make your security our priority:

- Log in with Secure Touch ID
- Get protected access to your account information
- Use the same secure username and password you use on this website

I need app support. What do I do?

Give us a call. If your issue is account related, you can get help via your online account.

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