



Directions for Logging Into the PBS Website As a First Time User:

Log onto the Website at <http://www.ctpbs.com>

Under the Welcome State of CT Employee!, select "Click Here to Login to PBS On-line"

"For First Time Login Only" your Login ID and Password are the following:

Login ID: Your SSN, no dashes or spaces

Password: The last 4 digits of your SSN

The next screen will prompt you to change your username and password.

If you have already created a username and password, please login using this information.

If you need to have your username and password reset, please send an email to:

claims.support@pbs-info.net

To Sign up For Direct Deposit:

To sign up for Direct Deposit, go to Profile: Update Profile.

Enter your Bank Account Routing Number and Account Number and click Save at the bottom of the screen.

Once you have signed up for direct deposit, all future payments will be deposited into your account within 72 business hours.

To Submit A Claim Online:

To enter a claim online in the PBS system, go to My Account: New Claim.

If you can upload a receipt into the PBS system, please upload file name in RECEIPT box below and click save. Once complete, no further action is required. The Allowed file types of SCANNED documents include: Microsoft Word (.doc), Adobe Acrobat (.pdf), JPEG (.jpg), Bitmap (.bmp), GIF (.gif)

If you CANNOT upload a receipt into the PBS system -- please complete the claim form online and then print the confirmation page and submit claim and all applicable receipt(s) via email, fax, or mail to PBS at:

Email: claims.support@pbs-info.net

Fax: 203-234-1139

Mail to:

Progressive Benefits Solutions, LLC
23 Maiden Lane
North Haven, CT 06473

If you have any additional questions or problems, please contact PBS.

Our email address is: claims.support@pbs-info.net

Our toll-free number is 1-866-906-8023.