

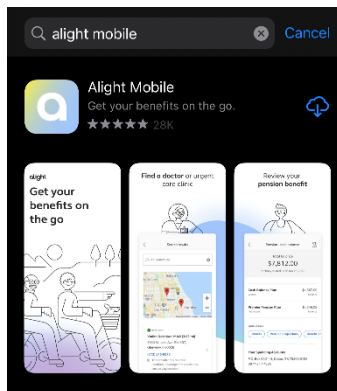
Instructions for Registering on the Alight Mobile App

With the Alight Mobile App, you may easily enroll for your FTI benefits anywhere at any time. Below are steps for FTI employees to follow when logging into and registering on the Alight Mobile App. Starting **October 10, 2025**, you may enroll for your 2026 benefits. You may reach the **FTI Benefits Center** enrollment website via FTI's OneLogin or, as an alternative enrollment option, you may use the Alight Mobile app. Whether using the FTI Benefits Center website or the Alight Mobile app, you are easily able to check your current coverage, enroll, make changes to benefits or update your dependents and beneficiaries.

Of note: most FTI employees will need to **register as a new user** following the instructions below. As detailed in the instructions, you will need your FTI Employee ID (i.e., your TK number, which can be found on [MyHRIS](#) in the **Personal Details** section). For the few employees who already have an Alight account (created by accessing Alight outside of FTI's OneLogin process), simply login using your unique User ID and password. This can be recovered by selecting **"Forgot user ID?"** from the mobile app's home screen.

If you are having trouble registering on the Alight Mobile app, please contact the **FTI Benefits Center** at 1.844.249.8586, or 1.312.843.5256 for international callers, from 8:00 a.m. to 8:00 p.m. ET, Monday through Friday.

- **Step 1:** From your mobile device, download the Alight Mobile App via the **Apple App Store** or **Google Play**.



- **Step 2:** Enter **"FTI Consulting"** as your employer from the home screen below.

alight mobile.

Hello!

Let's get started by finding your current or previous employer.

Your employer may be a company, organization, or plan.

[Can't find your employer?](#)

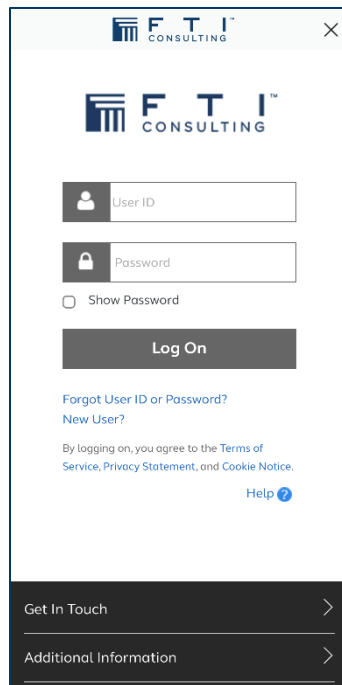
- **Step 3:** Once on the FTI Consulting home screen, select **“New user?”** as shown below.

The screenshot shows the FTI Consulting mobile app home screen. At the top is the FTI Consulting logo. Below it, the text 'Employer: FTI Consulting' is displayed, with a blue link 'Change employer' underneath. A text input field labeled 'User ID' is present, with a note below it stating 'This user ID is the same that is used to log on to the website.' Below the input field are two blue links: 'Forgot user ID?' and 'New user?'. A large blue button labeled 'Next' is centered below the links. At the bottom of the screen, there is a dark bar with two links: 'About this app' and 'Give us feedback'.

- **Step 4:** From the following page, select the **“Account Log On”** button as shown below.

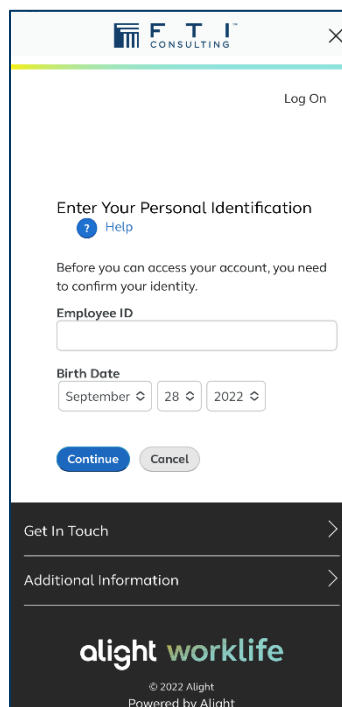
The screenshot shows the FTI Consulting mobile app log on screen. At the top is the FTI Consulting logo and a close button (X). Below the logo, the text 'Log On' is displayed. A blue button labeled 'Account Log On' is centered on the screen. At the bottom of the screen, there is a dark bar with two links: 'Get In Touch' and 'Additional Information', each with a right-pointing arrow. Below the links is the 'alight worklife' logo, followed by the text '© 2022 Alight' and 'Powered by Alight'.

- **Step 5:** From the next screen, click on “**New User?**” again to create your new account.



The screenshot shows the login interface of the FTI Consulting mobile app. At the top is the FTI Consulting logo. Below it are two input fields: "User ID" and "Password". A "Show Password" checkbox is located below the password field. A "Log On" button is positioned below the input fields. Underneath the button are links for "Forgot User ID or Password?" and "New User?". A disclaimer states: "By logging on, you agree to the Terms of Service, Privacy Statement, and Cookie Notice." A "Help" link with a question mark icon is also present. At the bottom, there are two menu items: "Get In Touch" and "Additional Information", each with a right-pointing chevron.

- **Step 6:** On the next screen, enter your FTI Employee ID (i.e., your TK# which can be found on [MyHRIS](#) in the **Personal Details** section) and your birth date.



The screenshot displays the "Enter Your Personal Identification" screen within the FTI Consulting mobile app. The title "Enter Your Personal Identification" is at the top, accompanied by a "Help" link. Below the title, a message states: "Before you can access your account, you need to confirm your identity." There are two input fields: "Employee ID" and "Birth Date". The "Birth Date" field is a date picker showing "September", "28", and "2022". At the bottom of the form are "Continue" and "Cancel" buttons. The bottom navigation bar includes "Get In Touch" and "Additional Information" with chevrons, and the "alight worklife" logo with the text "© 2022 Alight Powered by Alight".

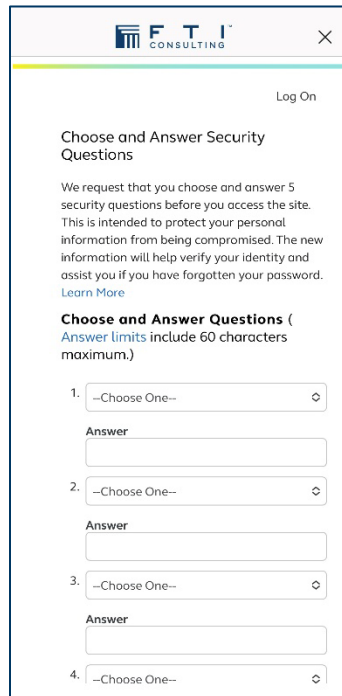
- **Step 7:** On the next screen, you may be asked to provide additional identification to confirm your identity as shown below.

The screenshot shows the 'Provide Additional Identification' screen within the FTI CONSULTING mobile app. At the top, there is a header with the FTI CONSULTING logo and a close button (X). Below the header, the text 'Log On' is visible. The main heading is 'Provide Additional Identification' with a blue circular icon containing a question mark and a 'Help' link. A paragraph explains that to verify identity, the user must enter requested information and will then be prompted to create a new user ID and password. There is a 'Zip Code' label above a text input field. Below the input field is a blue 'Continue' button. At the bottom, there are two links: 'Get In Touch' and 'Additional Information', each with a right-pointing chevron. The footer features the 'alight worklife' logo, the copyright notice '© 2022 Alight', and 'Powered by Alight'.

- **Step 8:** On the next screen, you will be asked to CREATE a **Username** and **Password**. The username and password you create does **not** need to mirror your FTI log in details.

The screenshot shows the 'Create Your Log On Information' screen within the FTI CONSULTING mobile app. At the top, there is a header with the FTI CONSULTING logo and a close button (X). Below the header, the text 'Log On' is visible. The main heading is 'Create Your Log On Information' with a blue circular icon containing a question mark and a 'Help' link. A paragraph states that the user must create their own user ID for increased security and flexibility. Another paragraph explains that a user ID uniquely identifies the user on the site and provides access to benefits information while protecting confidentiality. There is a 'New User ID' label above a text input field. Below this is a 'User ID Tips' section with a bulleted list: 'Enter 8 to 60 characters.', 'Spaces aren't allowed.', 'User IDs aren't case sensitive.', 'Only the following special characters are allowed: @ - _ .', and 'Can't contain the password.' Below the tips is a 'Learn More' link. There is a 'New Password' label above a text input field, and a 'Reenter New Password' label above another text input field. Below these is a checkbox labeled 'Show Password'. At the bottom, there is a 'Password Tips' section with a bulleted list: 'Enter 10 to 64 letters, numbers or special character' and 'Use a password that's easy for you to remember but hard for others to guess.'

- **Step 9:** In the next step, you will be asked to answer a series of security questions of your choosing.



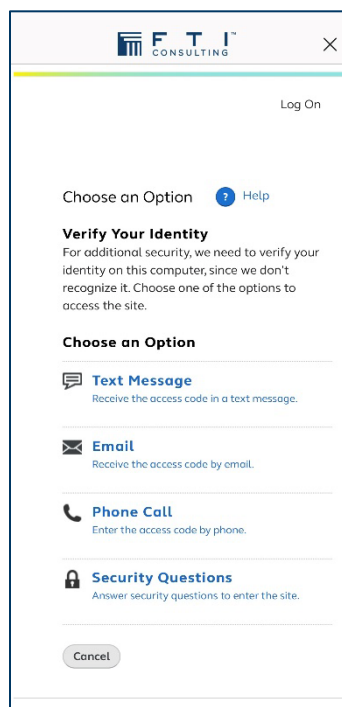
Choose and Answer Security Questions

We request that you choose and answer 5 security questions before you access the site. This is intended to protect your personal information from being compromised. The new information will help verify your identity and assist you if you have forgotten your password. [Learn More](#)

Choose and Answer Questions (Answer limits include 60 characters maximum.)

1.
 Answer
2.
 Answer
3.
 Answer
4.
 Answer

- **Step 10:** Once completed, you may be taken **back to the login screen** where you will enter the **Username and Password** that you created.
 - You will need to authenticate by entering the code sent via one of the verification options shown below.



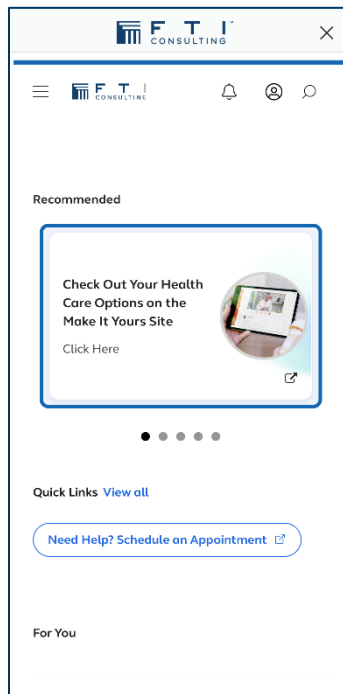
Verify Your Identity

For additional security, we need to verify your identity on this computer, since we don't recognize it. Choose one of the options to access the site.

Choose an Option

- Text Message**
Receive the access code in a text message.
- Email**
Receive the access code by email.
- Phone Call**
Enter the access code by phone.
- Security Questions**
Answer security questions to enter the site.

- Follow the steps to authenticate your login. Once authenticated, you will be connected to your FTI Benefits Center account.



■ Step 11: Enroll for your 2026 benefits!

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