



## FREQUENTLY ASKED QUESTIONS

### 1 How do I access the Participant Edge URL?

<https://edge.zenith-american.com>



From your computer using one of the following browsers: FireFox, Chrome, or Safari.

### 2 How do I access Participant Edge from my cell phone or tablet?

Download the Participant Edge Mobile Application on your Apple or Android device.



### 3 How do I register for an account?

If you are a new participant or you have not set up an account, access the website via the URL or Mobile App, click on the Register button and fill in the requested information.

Register

### 4 I forgot my username or password.

If you forgot your Username or Password, click on the "Forgot your password?" link and fill in the requested information.

### 5 I'm unable to register for an account, help!

The Username you choose must contain 4 to 15 characters. It may consist of any combination of letters (A-Z) or numbers (0-9).

The Password must contain 8 to 12 characters. It may consist of any combination of letters (A-Z) or numbers (0-9). Spaces, punctuation and special characters are not valid characters.

### 6 My internet browser won't load the webpage. What do I do?

Participant Edge is best supported by FireFox 34+, Chrome 38+, and Safari 7+.

### 7 I'm using a supported web browser and the webpage still won't load. What do I do?

Try clearing your browser history as follows:

#### CHROME

1. At the top of the "Clear browsing data" window, click Advanced.
2. Select the following: Browsing history. Download history. Cookies and other site data. Cached images and files.
3. Click Clear Data.
4. Exit/quit all browser windows and reopen the browser.

#### FIREFOX

1. From the History menu, select Clear Recent History.
2. From the Time range to clear: drop-down menu, select the desired range. To clear your entire cache, select Everything.
3. Next to "Details", click the down arrow to choose which elements of the history to clear. To clear your entire cache, select all items.

#### SAFARI

1. Click Safari in the upper left hand side of your screen. In the menu that appears, click Preferences.
2. In the window that appears, click the Privacy tab.
3. Click the button Remove All Website Data.
4. Click Remove Now in the pop-up window that appears.

*If clearing your browser history doesn't work, try restarting your computer. If you have tried all trouble shooting tips and are still experiencing difficulties, please contact customer service at 651-256-1800.*

# THE MN/ND/SD BRICKLAYERS VACATION SAVINGS DEBIT CARD



## FREQUENTLY ASKED QUESTIONS

### 1 How do I access my Vacation Account?

<https://edge.zenith-american.com>



From your computer using one of the following browsers: FireFox, Chrome, or Safari.

Once logged in, select the Vacation Savings button on the left side of the menu.

Select "Login to my Vacation Savings Account"

### 2 I do not have a Participant Edge Account. How do I register?

If you are a new participant or you have not set up an account: Click on the Register button and fill in the information requested.

Register

### 3 I'm unable to register for an account, help!

The Username you choose must contain 4 to 15 characters. It may consist of any combination of letters (A-Z) or numbers (0-9).

The Password must contain 8 to 12 characters. It may consist of any combination of letters (A-Z) or numbers (0-9). Spaces, punctuation and special characters are not valid characters.

### 4 I forgot my username or password.

If you forgot your Username or Password, click on the "Forgot your password?" link and fill in the requested information.

[Forgot your password?](#)

### 5 How do I access my account from my cell phone or tablet?

Download the Participant Edge Mobile Application on your Apple or Android device.



### 6 How do I use my Vacation Card?

Use it as a Credit Card. Swipe it at the store or enter the card number to pay.

### 7 Can I transfer money from my Vacation Account into my Bank Account?

Yes. Sign up for direct deposit through your Participant Edge Account or the Mobile Application.

### 8 Can I take money out at an ATM?

Yes. You can withdraw up to \$300 daily with a \$5.00 fee per withdrawal.

**Please Note: other fees may apply**

### 9 When will my Vacation Balance be loaded onto the card?

A payout of Vacation benefits occurs twice each calendar year.

The first payment will load to the card on or about May 1st of each calendar year, 70% of the amount collected in your Vacation Fund account during the previous calendar year, less any expenses or charges assigned to the account.

The second payment will load to the card on or about December 1st of each calendar year, 30% of the amount collected in your Vacation Fund account during the previous calendar year, less any expenses or charges assigned to the account.

### 10 What if my card gets declined at a Merchant?

Due to high fraudulent behaviors, purchases at Clock, Jewelry, Watch and Silverware Stores will be denied.

If this occurs or you want to make a purchase at the stores noted above, you will need to sign up for direct deposit on your account.