

Active Employees

Life@Work (L@W) Mobile App Instructions

Download from the App Store or Google Play

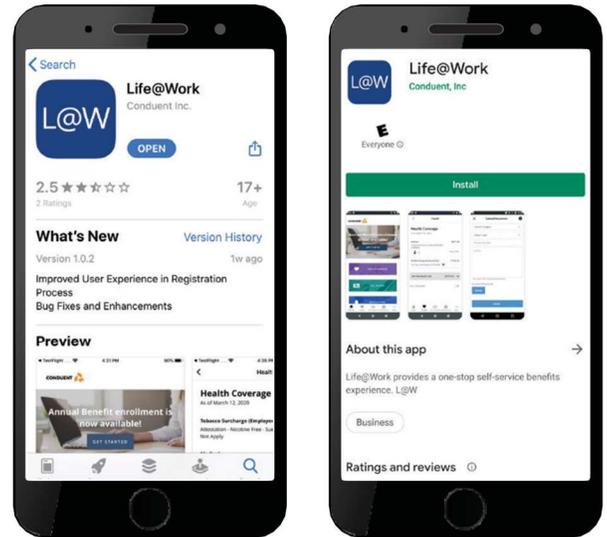
Download the L@W mobile app from either the App Store or Google Play.

Apple iPhone / iOS Device Users:

1. Launch the App Store app on your mobile device.
2. Search for **Life@Work**.
3. Tap the **GET** icon to begin download.

Android Phone and Device Users:

1. Launch the Google Play app on your mobile device.
2. Search for **Life@Work**.
3. Tap **Install** to begin download.



Mobile App Registration

Now that the L@W mobile app is downloaded and installed on your device, you must register your device using one of the login methods: your Company Email or Company Code. **NOTE:** You must be already registered on the ExxonMobil Benefits Service Center portal www.lifeatworkportal.com/exxonmobil.html before you can register on the app.

1. Tap **Begin Registration** on the initial screen
2. **Log in using your Company email or Company Code**

When registering using Company Email or Company Code, follow the instructions on the L@W mobile app.

Note: Company Code registration uses code EXX01

3. On your device, log in to the ExxonMobil Benefits portal site using your username & password

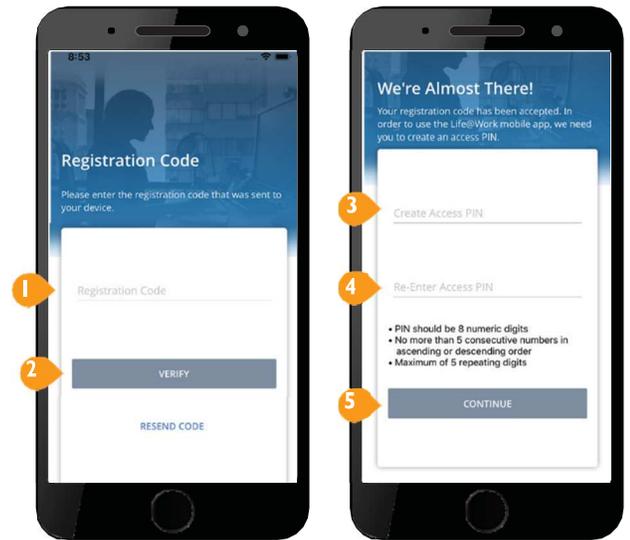


Device Registration –Enter Your Registration Code

1. **Check either your email or text messages** for the device registration code that was sent you. Enter the device registration code.
2. **Tap VERIFY**

Create an 8-digit access PIN (personal identification number). Make sure to remember this number, as you will be prompted to enter your access PIN each time you use the L@W mobile app.

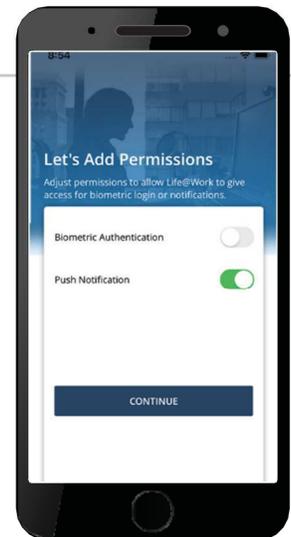
3. **Create your new access PIN**
4. **Re-enter your new access PIN**
5. **Tap CONTINUE**



Registration Complete – Log into the L@W Mobile App

Your Registration is Now Complete – Now finish by choosing to allow biometric authentication and push notifications.

Congratulations on successfully registering your device!
You are now ready to log in to the L@W mobile app!



Enter Your 8-Digit Access PIN

1. Use the number pad to enter the PIN you created in the registration process.

If you opted to turn on biometric authentication, you can use this method to login.

The L@W Mobile App Home Screen

2. From the home screen, you can navigate to your personal benefits information and other important features by simply tapping on the navigation bar at the bottom on the screen.



Retiree

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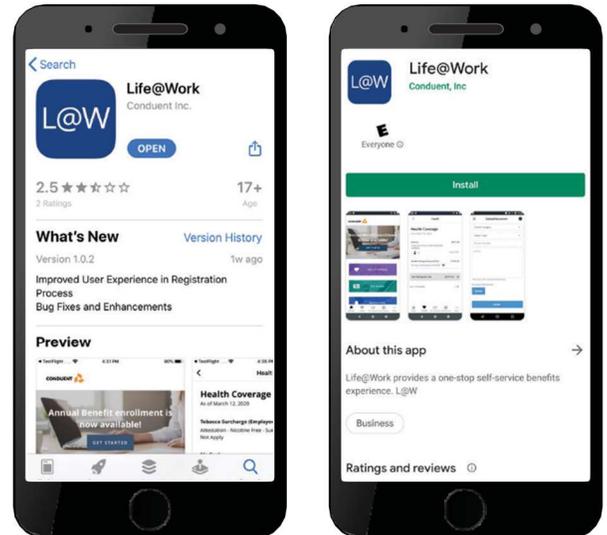
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Mobile App Registration

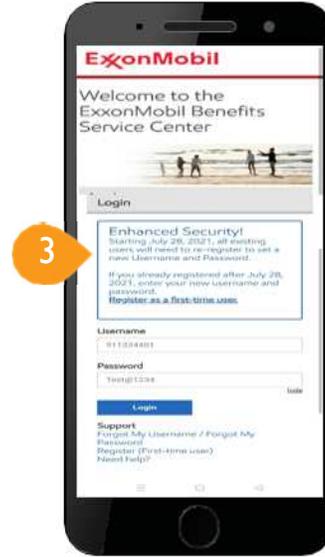
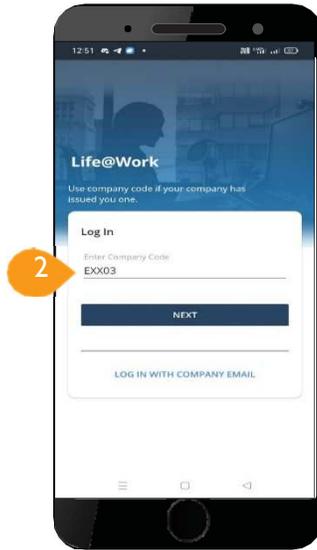
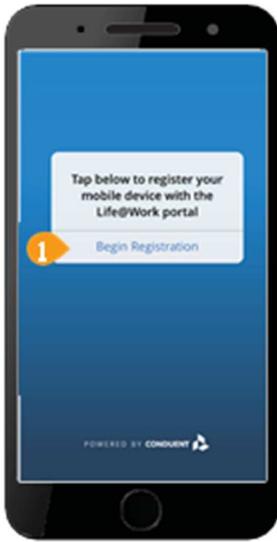
Now that the L@W mobile app is downloaded and installed on your device, you must register your device using Company Code. **NOTE:** You must be already registered on the ExxonMobil Benefits Service Center portal site www.lifeatworkportal.com/exxonmobil.html before you can register on the app.

4. Tap **Begin Registration** on the initial screen
5. **Log in using your Company Code**

Note: Company Code registration uses code EXX03

When registering using Company Code, follow the instructions on the L@W mobile app.

6. **On your device, log in to the ExxonMobil Benefits portal site using your username & password**

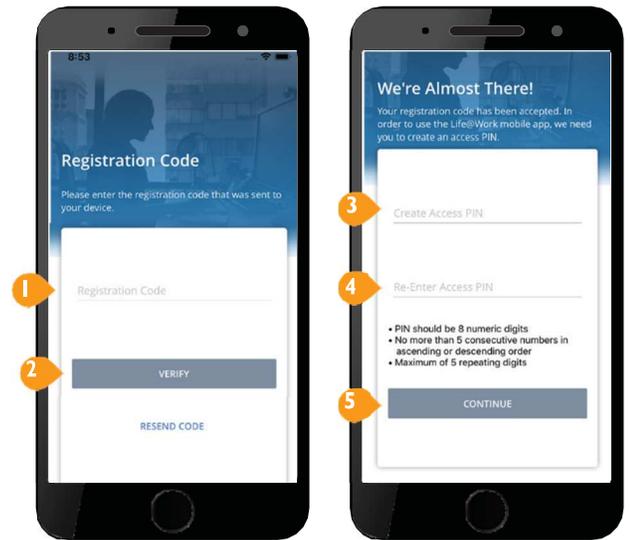


Device Registration –Enter Your Registration Code

6. **Check either your email or text messages** for the device registration code that was sent you. Enter the device registration code.
7. **Tap VERIFY**

Create an 8-digit access PIN (personal identification number). Make sure to remember this number, as you will be prompted to enter your access PIN each time you use the L@W mobile app.

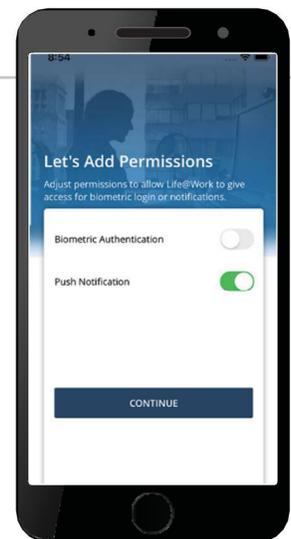
8. **Create your new access PIN**
9. **Re-enter your new access PIN**
10. **Tap CONTINUE**



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For questions, use the "Contact Us" ticket from the ExxonMobil Benefits portal or call the ExxonMobil Benefits Service Center at 800-682-2847.