



THE *benefits* HUB

Enrollment Instructions

Version 1

Introduction

THEbenefitsHUB gives you access to your benefits 24 hours a day, 7 days a week from anywhere you have internet connection.

This guide is meant to walk you through the simple enrollment process, taking you page-by-page through your enrollment screens and providing information on how to efficiently complete your enrollment walk-through.

Logging In

When you log in for the first time, you will be asked to change your password and/or electronically sign two acknowledgement pages. Outlined below is how to complete these actions, and what they mean.

If your company utilizes LDAP, your first-time login process will differ from what is outlined below. Please follow the instructions on your company's log in page.

Change Password:

When logging in for the first time, you will be brought to a page prompting you to update your password following your company's password policy. Once your new password has been set, click

System Acknowledgements:

The System Acknowledgements page is displayed when you log in to the system as an employee. Read this section carefully as it contains disclaimer information and requires an electronic signature.

To continue in the online enrollment process, read through each section, checking each applicable box to signify acceptance of the acknowledgment.

When you have checked all applicable boxes, click at the bottom of the page to proceed. Note that by clicking this button, you are agreeing to the terms.

This will take you to the Company Acknowledgements page.

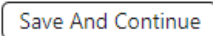
Company Acknowledgements:

The Company Acknowledgements page is specific to your company. Read through each section, checking each applicable box to signify acceptance of the acknowledgment.

Click to continue.

Please note, there may be documents presented containing additional information for both your System and Company Acknowledgements pages. If you have already given your electronic signature you will not be asked to sign again, but you can view your previous acknowledgments in the File Cabinet.





Demographic Information

The Employee Information Entry process requires you to enter demographic information. You will need to review any pre-filled information for accuracy. Complete new or missing information and click on the  button when you are ready to proceed to the next step.


Please Note: All fields in BOLD are required.

Personal Information:


In addition to any other information, enter an email address if you have one. If you need to use the Forgot Password link on the Login page, the system will deliver your new login credentials to this email address.

To add a dependent, click on the  icon. To edit an existing dependent, click on the  icon or the name of the dependent listed. Click on the  button after successfully adding information for each dependent. Click at the  bottom of the page after all dependents have been added.

Please make sure to indicate if your child is a full-time student and/or claimed on your tax return as this could affect eligibility on some benefit plans.

To revisit any of the sections mentioned select  the button to return to the previous page.

Benefits Enrollment

When you have completely entered all of your personal and dependent information, you will begin your online enrollment for any of the benefits in which you are eligible. Each benefit will appear on individual pages for your review. Choose your election and then click the  button to proceed to the next benefit.

- **View Important Plan Information:**
 - Your benefits administrator or carrier may have important information regarding plan features or disclaimers. The top of the enrollment page contains sections with plan information, as well as links to plan documents and websites. If multiple types of plans are available within the same benefit, you will see tabs at the top of the enrollment page; select a tab to see the documents and information applicable to that plan type.
- **Product Videos**
 - Some products may have videos to explain the purpose, function, and importance of the benefit. These videos will display in the top-left of the enrollment page. If multiple videos are available, you may click the arrows beneath the video to switch to the next one.

- **View Plan Cost:**
 - Click on the checkbox next to each eligible family member or choose the coverage level you would like. The cost will automatically appear in the box to the right of the members' names. Additionally, the "Election Summary" box will be updated as coverage adjustments are made.
- **View Total Plan Cost:**
 - While selecting plans, the cost will automatically adjust in the "Election Summary" box in response to your selections.
- **Forms:**
 - One or more of your Benefit Plans may require a paper form to be submitted with the Insurance Carrier. If this is the case, THEbenefitsHUB will prompt you to print the necessary forms during your online enrollment session.

EVIDENCE OF INSURABILITY

This page is present if you have elected coverage pending carrier approval. For coverage to be submitted for carrier approval, please complete and submit any applicable Evidence of Insurability forms present.

Clicking the button will take you to your next step.

Beneficiary Information

You will be taken to the Beneficiary Information page if you have elected benefits that require beneficiary designations.

Once you have selected your beneficiaries, you will be taken to the Consolidated Enrollment Form.

Manage Beneficiaries:

You can select a dependent or add a new beneficiary. Push the button to confirm that the information is correct. Bolded fields are required. Click

Beneficiary Designation:

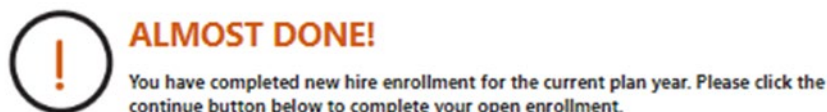
Choose what percentage of your benefits go to each beneficiary. You may not exceed a total of 100% for your primary or contingent beneficiary designation for each product.

Enrollment Preparation Page

The Enrollment Preparation Page displays elections that the system has attempted to roll forward into the new year (if configured). If you are within your New Hire window, this page will be located just before the Consolidated Enrollment Form of the new hire portion of your enrollment; if you are not a New Hire, this page will be located just before the first benefit in your Open Enrollment process. Please note that due to changes in product offerings, you should still always continue and complete your enrollment process.

Consolidated Enrollment Form

If your Consolidated Enrollment Form says, “Almost Done!”



You have completed your New Hire enrollment but still need to complete your company’s Open Enrollment. Click to begin your Open Enrollment.

If your Consolidated Enrollment Form says “Congratulations!”

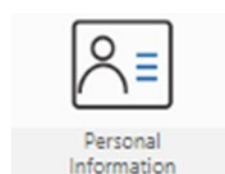


this signals the end of your enrollment and the page will display information summarizing your enrollment. You may make changes to anything that is incorrect by clicking on the Benefit Plan name to restart your enrollment.

When you have completed your benefit selections, click the button and you will be redirected to the Employee Menu screen.

Employee Menu

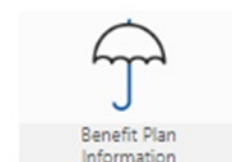
After you have completed your enrollment in the system, you will see the following Employee Menu icons:



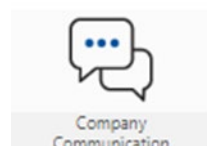
Personal Information: You can access and edit your information by selecting the menu items under [Personal Information](#). This section will also allow you to change your [Password](#).



Dependent Information: You can access and edit information for Dependents in this section. *Make sure the HR Department knows of any changes made as this may change eligibility status or give an opportunity to change enrollment in certain benefits!*



Benefit Plan Information: You can access and view benefits in this section. You will not be able to change benefit elections unless it is during your annual enrollment period. See a quick overview of all your elected information on the [Consolidated Enrollment Form](#). In addition to accessing the Evidence of Insurability, Beneficiary Information, and Consolidated Enrollment Form pages, you can also access the File Cabinet, which will contain enrollment snapshots of pages like the Acknowledgments and Consolidated Enrollment Form



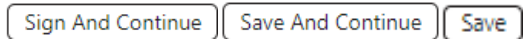
Company Communication: You can access and view certain employee documents in this section. It allows you to download forms, view news & bulletins from your company, consult your employee handbook, and view your company directory.

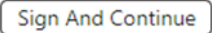


Navigating & Information Entry Tips

Below are tips to help you familiarize yourself with the **THEbenefitsHUB**:

- **HELP?** If you need assistance during the enrollment process, select HELP located at the upper right corner of the screen.

- **BACK & FORTH:** Please do not use your web browser’s “back” or “forward” arrows while in the system. Use the navigation buttons in the **THEbenefitsHUB** instead.



- **REQUIRED INFORMATION:** As noted on each page, the field names in **BOLD** are required to contain information before continuing to the next page. The more information you supply the system, the better the system will work for you. But you may skip non-bolded items if they do not apply.
- **MOVING ON:** When each election page is complete, go to the bottom of the page and select either the  button or the  button.
- **UNABLE TO FINISH?** If for any reason you are unable to complete the enrollment process you may log out and log in at a later time. When you log in again, you will walk-through the same process. The information previously entered will be stored.
- **WHAT IS THAT SYMBOL?**  = Edit
- **LINKS:** Any words, names or phrases that are written in your company’s primary color are links to a designated section. They will become underlined once clicked.

Thank you for using THEbenefitsHUB!

If you have any questions or concerns about your enrollment process, please feel free to contact your account representative.



Benefits enrollment done right.

At **allsynx**, we're pushing ourselves to become the best Benefit Administration solution for both brokers and group administrators. With more than 13 years of experience, we have partnered with carriers and brokers to help innovate and simplify the heavy-lifting that goes on behind the scenes in the world of employee benefits.

Connect with us! Find us by using our handle, @allsynx.

