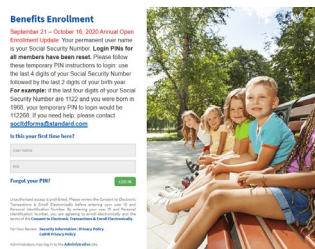### Logging In/Forgot Login Information

- Open the online portal site at standard.benselect.com/california.

- Your username is your nine digit Social Security number with no dashes.
- When you first log in, your personal identification number (PIN) will be the last four digits of your Social Security number followed by the last two digits of your birth year.
- *If you have previously logged in and forgot your password, click* Forgot your PIN?

Changing your PIN

- You will be prompted to change your PIN the first time that you log in. You will enter your new PIN of choice. Your personalized PIN must be a minimum of eight characters and include at least three of the following: UPPER case letter, lower case letter, number and a special character but cannot start with a special character.
- Answer security questions and enter your email address.
- Once you have entered your information, click **SAVE NEW PIN**.
- *If you have previously logged in, click* Forgot your PIN?

Home Screen

- Once you have logged in, click **NEXT**. This will guide you through the entire enrollment process.
- You will be able to logout and re-enter the portal any time to continue the process or modify your enrollments.
- Any changes or elections you make will be saved each time you logout or time out due to inactivity.

Personal Information

Verify your personal information is correct. If any information is not correct, follow the instructions on the screen, then click **NEXT**.

Benefit Elections

- Review the short video about each benefit.
- Choose your benefit elections by selecting a level of coverage.
- Where applicable, slide the bar to increase or decrease the benefit amount and cost. Click **NEXT** after making your election.
- To learn more about each benefit, click on the benefit summary link or the icon in the upper right corner

    of the screen. It may look like .

Navigation

- If at any point you would like to go back to a plan to make a change, you can use <u>My Benefits</u> at the top to navigate back to any coverage.

- To make a change to the coverage, click the **UNLOCK** button and continue through the enrollment process.

Submit Enrollment

After verifying your benefit elections, you will be brought to the "Submit Your Enrollment" screen.

Your enrollment <u>is not complete until you have clicked</u> the **I AGREE** button on the bottom of this screen.

Enrollment Confirmation Statement

You can access your enrollment confirmation statement in two ways.

1. Upon completion of your enrollment
   - You may obtain copies of your enrollment summary by scrolling to the bottom of the "Sign/Submit Complete" screen and clicking <u>Enrollment Summary</u>.
   - Please note: If you do not advance through the "Submit Enrollment" screens, you will not have an enrollment summary.

2. Home Page
   - Log back into the system. On the right side of the screen, select <u>Review forms that I signed</u>.
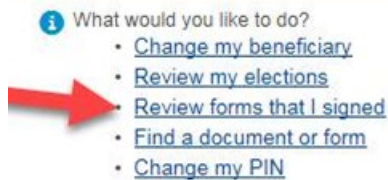
   - Select the enrollment summary for the period you are looking for.

Cancelling Coverage

1. Logging In
   - Open the online portal site at standard.benselect.com/california.
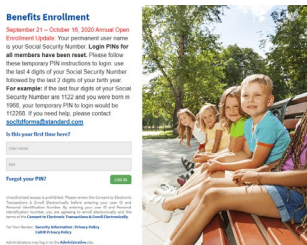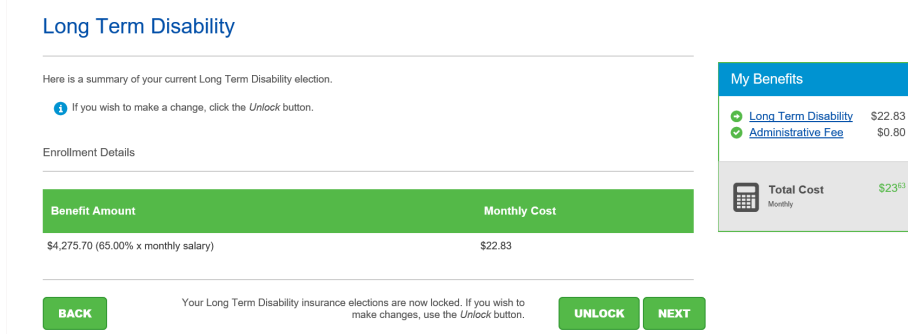

   - Your username is your nine digit Social Security number with no dashes.
   - Enter your PIN.
   - *If you have forgotten your password, click* <u>Forgot your PIN?</u>

2. Home Screen

- o Once you have logged in, click **NEXT**.

- o You will then select **My Benefits ▾** and select <u>Long Term Disability</u> from the drop-down menu.

- o You will then see the follow screen, select the <u>Unlock</u> button.

- o Once you have unlocked the benefit, you will be in "edit" mode and will be given the options below, select <u>I wish to CANCEL this coverage</u>.

- o You must navigate through each screen to complete the cancellation request.

3. Confirmation of Cancellation

- o After verifying your benefit elections, you will be brought to the "Submit Your Enrollment" screen. Your enrollment is not complete until you have clicked the **I AGREE** button on the bottom of this screen.

- o Please note: If you do not advance through each enrollment screen, you will not have an electronically signed enrollment summary.