CIS-Connect Employee Instructions

Registering a New Account as a New Hire or Existing Employee

CIS-Connect is the new enrollment system effective May 1, 2020 and requires registration. Go to www.cisbenefits.org and click on the CIS-Connect Login to get started. If you need help with the registration and enrollment process, call the CIS Benefits Helpline at 855-763-3829.

Before getting started, please read the below information outlining required documentation if you're including dependents on your coverage. This applies whether you are enrolling initially as a new hire or mid-year due to a qualifying life event (see the Enrollment & Eligibility Guide).

- Spouse or Domestic Partner
    - o Marriage Certificate or Oregon Certificate of Registered Domestic Partnership
- Children
    - o Birth Certificate or Legal Adoption Paperwork
    - o If Stepchild or Child of Domestic Partner (not your child), a copy of the Marriage Certificate or Oregon Certificate of Registered Domestic Partnership is also required
- Legal Guardianship
    - o Guardianship/Custody documents issued by a court
- Social Security number for dependent(s)
    - o Not required at enrollment for newborns and children under six months of age
- Date of Birth for dependent(s)

Please note: If you don't have the required documentation at the time of enrollment, you should still complete the enrollment process. You have 60 days from the date of the event to provide the documentation. If not provided by that date, the dependents will be deleted from coverage retroactive to the effective date. If you are unable to obtain the required documentation by that time, please call the CIS Benefits Helpline.

Getting Started - Registration Process

Once you've been added to the system by either CIS or your employer, register for your account <u>using the email address entered by your employer</u>, set up your password, and complete a dual-factor authentication process. While this step may feel unnecessary, it's necessary to keep your personal and insurance information secure. If you need assistance confirming the correct email or with the registration process, contact your employer or CIS Benefits.

Step 1 – Click the "Register Now" button under New User Registration.
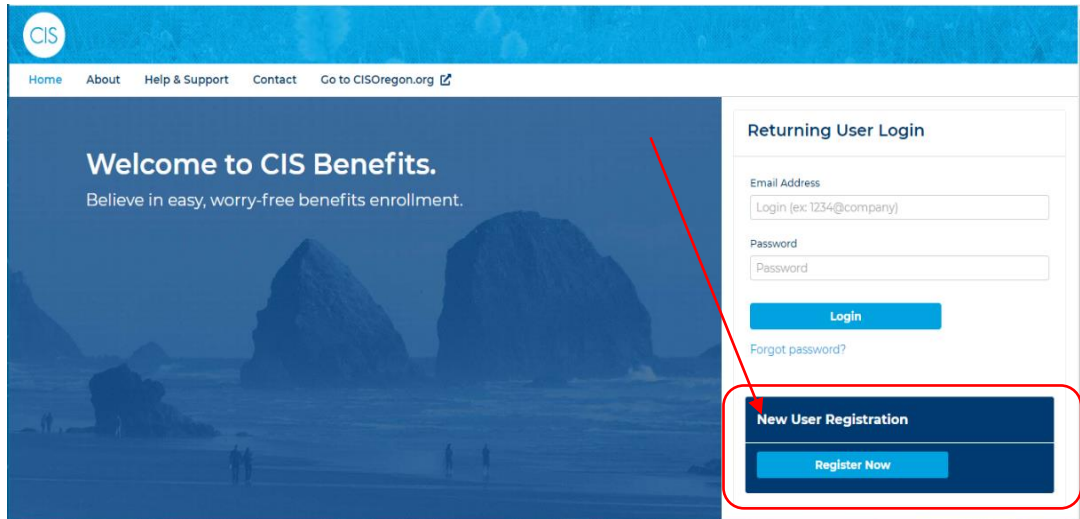
Step 2 – A pop-up window will appear asking for the email address that was used to set up your account. For most, this will be your work email address. Enter the email address and click "Send Link." A success message will appear if the email address is associated with you. If the email is not found, either you have not been added to the system yet by your employer, or the email address entered by your employer is different than what you are using.
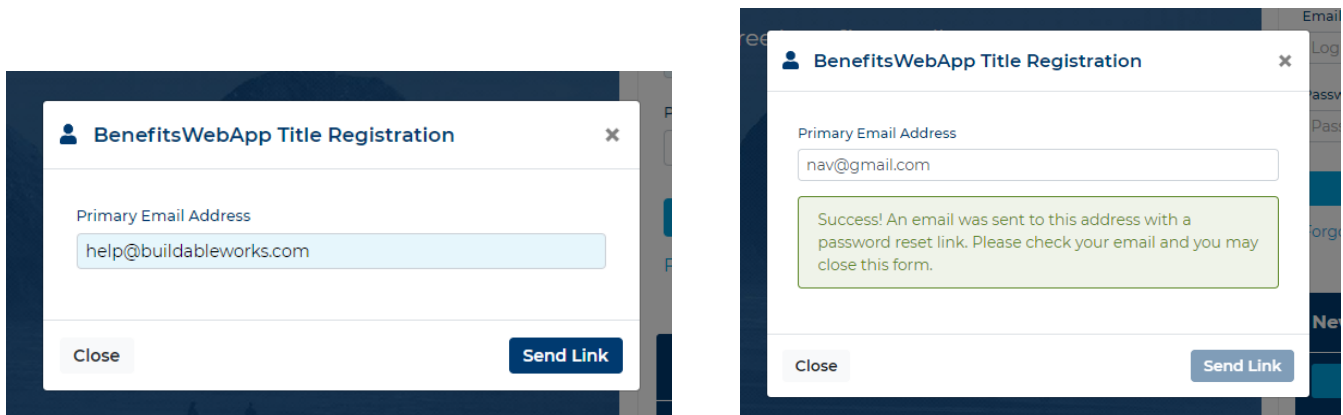
Step 3 – Go to your email account to retrieve the registration email that was sent. Find the link in the body of the email and click on the link.

From: Benefits Web App <benefits@cisoregon.org>
Sent: Thursday, January 23, 2020 4:32 PM
To: Kelly Navari <knavari@buildableworks.com>
Subject: FW: BenefitsWebApp Title - Welcome

Hello Kelly Navari

This is an automated email from the BenefitsWebApp Title website.

You are receiving this email because you recently registered an account. Please click on the link below, or copy to your browser, to finish creating your account. This link will expire in 48 hours.

http://web.cis.lvdev.net/user/complete-registration/7ee399fe00a78fb42bc729dea7dc1ff6523ca3356727ff74dd0203b84

Thank you

Step 4 – The link will take you back to the system where you can enter your password. Enter your new password twice and click "Complete Registration."

New User Registration

Welcome to the BenefitsWebApp Title Portal! Please verify your information and create a new password below.

Email
knavari@buildableworks.com

New Password*

Confirm New Password*

Complete Registration
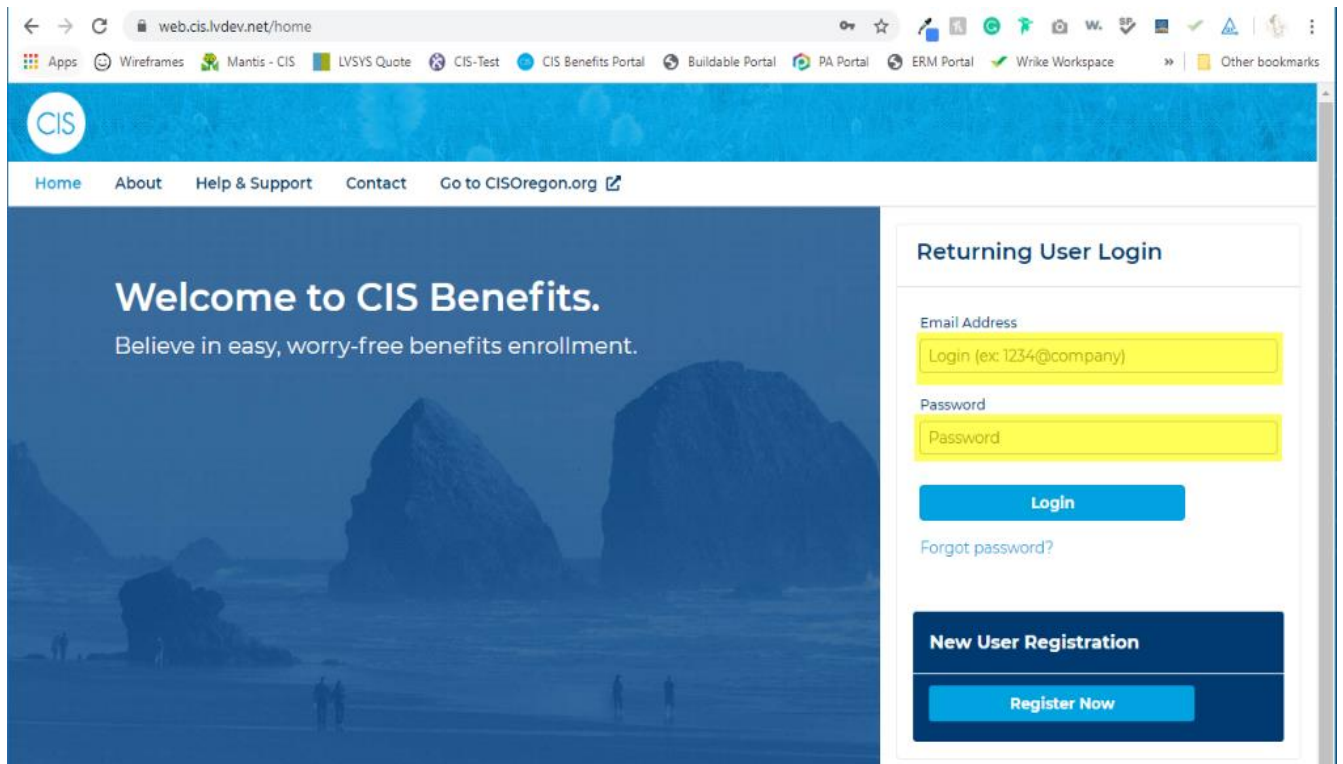
Step 5 – When your registration is successful, a green success message will appear along with a new button. Click the "Go to Login >" button to continue.

Step 6 – You will be returned to the home/login screen where you can now enter your "Email Address" and new "Password" and click "Login" to access the system for the first time.

Step 7 – You will then be brought to the page to set up the Dual Factor Authentication.

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Dual-Factor Authentication (DFA)

Because your account contains protected information, as an extra security precaution your benefits account requires dual (two) factor authentication every time you access your account. You'll enter a mobile (cell) phone number to receive a text or a mobile/landline number for a phone call to receive the authentication code. If you need assistance call the CIS Benefits Helpline at 855-763-3829.

Step 1 - On the User Profile page which will load the first time you log in or you can access by clicking on the username in the top right-hand corner of the screen and click on "User Profile".

Step 2 - You can receive the Authentication Code in one of two ways:

o By text message - enter your cell phone number in the "Mobile Phone" field and click "Verify now with a Text Message."
o By phone call - enter your cell/landline phone number in the "Other Phone" field and click "Verify now with a phone call." Click to verify now.

o Click the "Click here" button in the pop-up window to receive a code. Enter the code in the field provided and click "verify." This will take you back to the User Profile for Admin Screen.
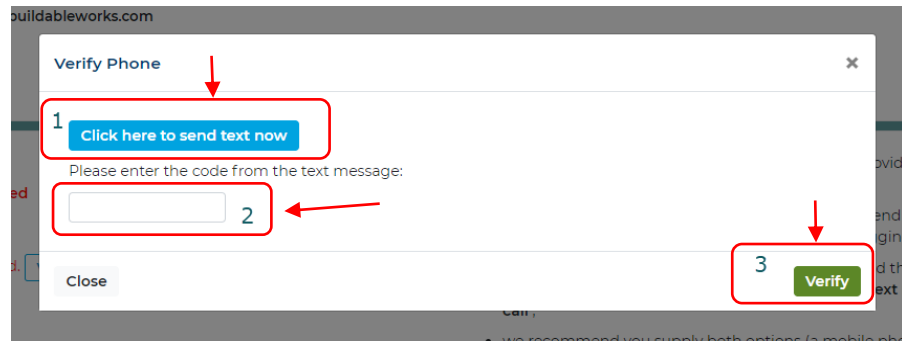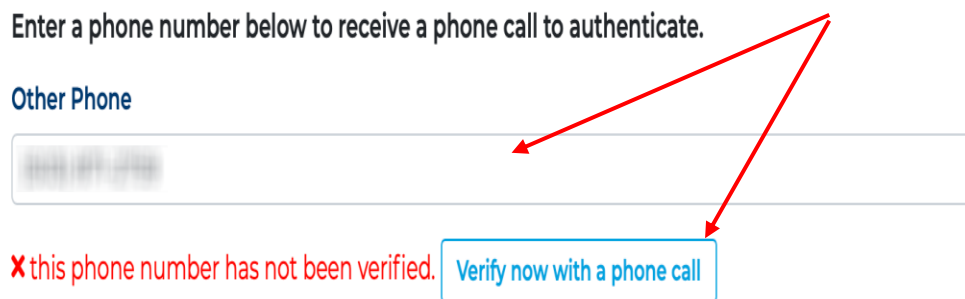

o Click the "Enable Dual Factor Authentication" button and you'll receive a success message.

Note: Adding a second DFA can be useful in case your primary method is not available (e.g., cell phone left at home).

1. To verify a second DFA method, click on your User Profile.
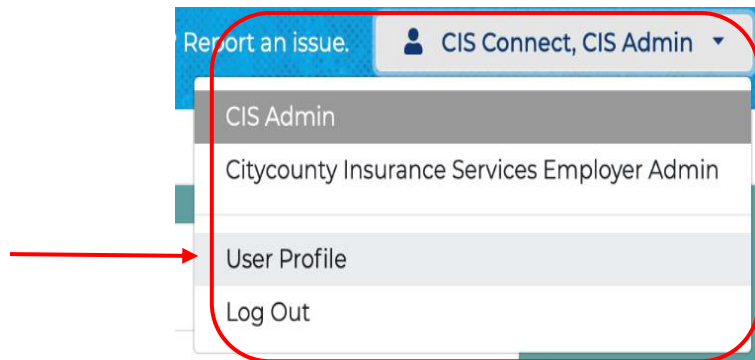
2. Then scroll down to the Other Phone field and click on the "Verify now" button.

Access Your CIS-Connect Account

You are now ready to access your account to start your new enrollment, view your current coverage, view/update your beneficiaries, contact information, or make changes to your enrollments by clicking on the applicable life event.