

University System of Georgia Benefits



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## 2017 Benefits Open Enrollment October 31 - November 11, 2016

The University System of Georgia Shared Services Center (SSC) has compiled the following resources to provide assistance with updating your 2017 Open Enrollment Benefit elections in the ADP Portal.

- [Register as a User](#)
- [Password Reset Self Service Portal User \(Employee\)](#)
- [Password Reset Administrator Portal User \(Practitioner\)](#)
- [View Current Benefit Elections](#)
- [Update Your Benefits for Open Enrollment](#)

For 2017 Open Enrollment information, visit the University System of Georgia Human Resources Benefits website at <http://www.usg.edu/hr/benefits>.

### SSC Extended Business Hours

To assist you during the 2017 Open Enrollment period, the SSC Customer Support Team will extend normal business hours and will be available during the hours listed below:

#### October 31 – November 4

Monday – Friday, 7:30 AM – 6:00 PM

#### November 7 – November 11

Monday – Wednesday, 7:30 AM – 6:00 PM

Thursday – Friday, 7:30 AM – 8:00 PM

**How may the  
Shared Services  
Center (SSC) assist  
you?**

**Contact us:**

**Phone:** (478) 240-6500

**Toll Free:** (855) 214-2644

**Fax:** (478) 240-6414

**Email:** [helpdesk@ssc.usg.edu](mailto:helpdesk@ssc.usg.edu)

**Website:** [www.ssc.usg.edu](http://www.ssc.usg.edu)



UNIVERSITY SYSTEM OF GEORGIA  
SHARED SERVICES CENTER

## OVERVIEW

Before you can access any ADP web applications, you will need to register as an ADP Portal user and create a Password. The ADP web applications allow you to access your electronic time card (when applicable), enroll in benefits (when applicable), view your pay statements, view your W-2s, and much more. Once you receive confirmation from HR that your hiring process is complete, you will follow these instructions to create your account. To create your account, you will need:

- Your Social Security Number (SSN)
- USG Passcode

To obtain the USG Passcode, contact the USG Shared Services Center (SSC) toll free at (855) 214-2644 or email us at [helpdesk@ssc.usg.edu](mailto:helpdesk@ssc.usg.edu).

For additional assistance, you may view a video demonstration provided by ADP at [https://support.adp.com/netsecure/pages/pub/clientuser/1.0/ssr/ADP\\_Employee\\_Self\\_Service\\_Registration.htm.htm](https://support.adp.com/netsecure/pages/pub/clientuser/1.0/ssr/ADP_Employee_Self_Service_Registration.htm.htm).

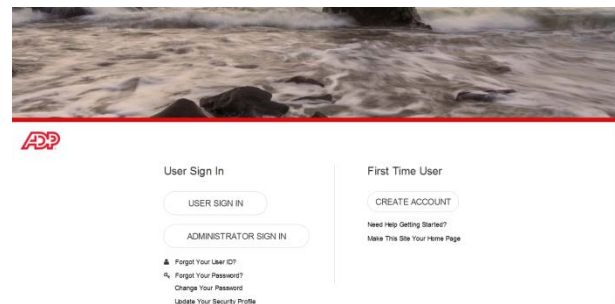
## Need Assistance

If you need assistance with these instructions, receive an error message at any step in the process or have any concerns once you are logged in, please contact our Shared Services Center (SSC) Customer Support team for assistance. Our normal business hours are Monday through Friday 8:00 A.M. – 5:00 P.M. except holidays. You can call us toll free at (855) 214-2644 or email us at [helpdesk@ssc.usg.edu](mailto:helpdesk@ssc.usg.edu).

## INSTRUCTIONS

### 1. Access the ADP Portal at <https://portal.adp.com>

- a) Under **First Time User**, click **CREATE ACCOUNT**.



## 2. Begin Registration

### 2.1. Find Your Record

- a) Enter the Registration Code you obtained from the Shared Services Center in the **Registration Code** field.
- b) Click **Go**.



Before you register, help us find you in our records.

Registration code\*

What is this?

### 2.2. Verify Identity

- a) If another organization other than "University System of Georgia" is on the screen, click **Start over**.
- b) Enter your personal information to verify your identity. *You will need your Social Security Number (SSN).*
  - Enter your **First name**.
  - Enter your **Last name**.
  - Enter your full **SSN, EIN, or ITIN** (You will need to enter twice to confirm.)
- c) Click **Confirm**.



Before you register, help us find you in our records.

Registration code\*

What is this?

Board Of Regents Of The University System Of Georgia

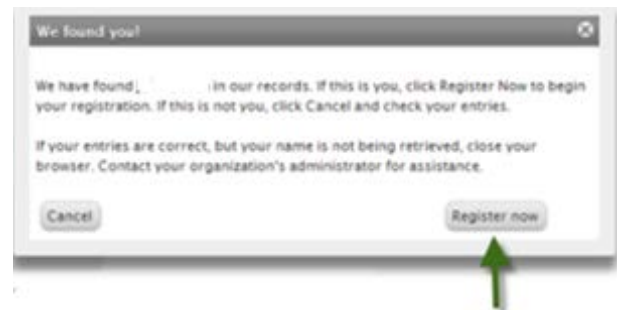
First name\*

Last name\*

SSN, EIN, or ITIN\*

Type it again\*

- d) Click **Register now**.
- e) If your name is not retrieved, verify the information you entered and click **Confirm** again.
- f) If you are still unable to retrieve your information, contact our Shared Services Center (SSC) Customer Support team at (478) 240-6500 or email us at [usgdatahelp@ssc.usg.edu](mailto:usgdatahelp@ssc.usg.edu) for assistance.

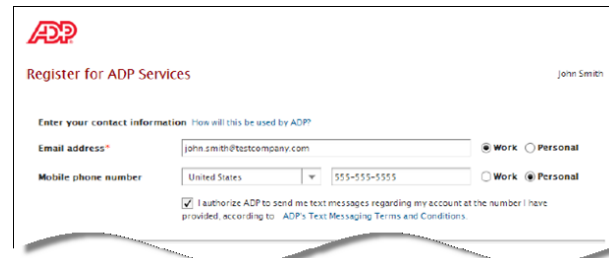


## 3. Register for ADP Services

### 3.1. Enter Contact Information

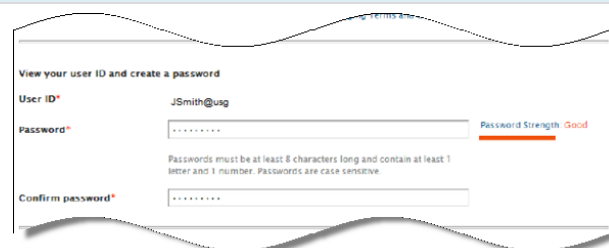
- a) ADP uses this information to email your activation code to you. *The contact information is also used to send temporary passwords if you need to reset your password.*

**Note:** For notifications, employees should use the email address furnished by their institution for their "Work" email address.



### 3.2. Create Password

- a) Your **User ID** will be displayed on the screen.
- b) Create your **Password**. The password must be at least eight (8) characters long, contain at least one (1) letter and one (1) number, and is case sensitive.
- c) Enter the password you created in the **Confirm Password** field.

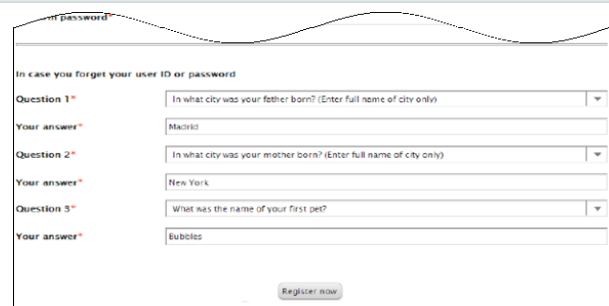


### 3.3. Select Security Questions and Answers

- a) To protect your account, select three security questions and answers. Your answers are not case sensitive and must be at least two (2) alphanumeric characters.

**Note:** If you forget your user ID or password, you will be required to answer these questions to confirm your identity.

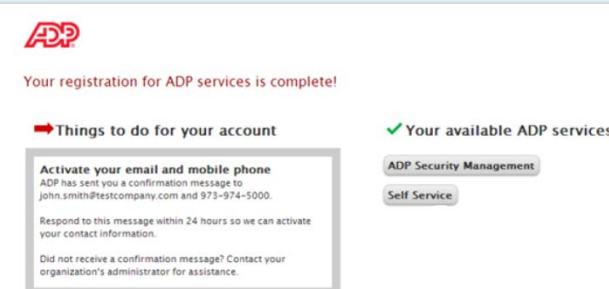
- b) Click **Register now**.



### 3.4. Registration Complete

- a) Respond to the message within 24 hours to activate your email and/or mobile phone.

**Note:** If you do not activate your information, you will not be able to receive notifications (including temporary passwords) using the contact information you entered on step 3.1.



- b) You may click **ADP Security Management** (Netsecure) to add ADP services available to you. To add ADP Enterprise eTIME, refer to job tool, [EMP-CS-2005JT ADP Portal – Add or Re-Add eTIME](#).

**Note:** Enterprise eTIME is the Time and Labor Management system used by employees to:

- Record and review hours worked
- View exception time accrual balances (vacation, sick, and floating holiday)
- Request or cancel time off
- Request or cancel leave time

- c) To log in to your ADP Self Service account, click **Self Service**.



Your registration for ADP services is complete!

→ Things to do for your account

**Activate your email and mobile phone**  
ADP has sent you a confirmation message to john.smith@testcompany.com and 973-974-5000.  
Respond to this message within 24 hours so we can activate your contact information.  
Did not receive a confirmation message? Contact your organization's administrator for assistance.

✓ Your available ADP services

- ADP Security Management
- Self Service

## 4. Activate Your Email Address and/or Mobile Phone

**Note:** You must activate your email address and/or mobile phone number within 24 hours.

### 4.1. Activate Email Address

- a) Once your registration is complete, you will receive an email from "ADP Generated Message..." providing instructions to activate your email address.
- b) Follow the instructions contained in the email.

From: SecurityServices\_JobReply@adp.com  
To: <your email address>  
Subject: ADP Generated Message: Activate Your Email Address

<First Name Last Name>  
Thank you for setting up your account with ADP.

As part of the services ADP provides to you, ADP will contact you by email when important changes occur to your account. If you forget your login information, ADP can even send your user ID and password to this email address if you activate. You have requested this notification service as part of your registration with ADP.

Click on the link to activate your email for contacts from ADP: [<Your activation link>](#)

Need help or have questions about your account?  
Contact your organization's administrator for assistance

This email has been sent from an automated system. DO NOT REPLY TO THIS EMAIL.

### 4.2. Activate Mobile Phone

- a) Once your registration is complete, you will receive a text message from ADP.
- b) Reply with the code in the text message to activate your mobile number.

**Note:** In the United States, the message will come from sender "90206".



**Task Complete**



# ADP Portal – Password Reset Self Service Portal User (Employee)

Job Tool

EMP-CS-2003JT

Revision 05 | Date 07/14/2016

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## OVERVIEW

### **Self Service Portal Users (Employees)**

If you have locked out your ADP self service Portal account because of too many failed logon attempts but know your password, wait 15 minutes and try to log in again. If you are unsuccessful or you have forgotten your ADP Portal password, use the **Forgot your Password** link on the ADP Portal home page to reset your password. You may have your temporary password sent to your email address, mobile phone, or you may reset your password online. Depending on the option you select, you will be required to complete additional steps to verify your identity.

For additional assistance, you may view a video demonstration provided by ADP at [https://support.adp.com/netsecure/pages/pub/clientuser/1.0/frgt/ADP\\_Employee\\_Forgot\\_Password\\_and\\_Forgot\\_UserID.htm](https://support.adp.com/netsecure/pages/pub/clientuser/1.0/frgt/ADP_Employee_Forgot_Password_and_Forgot_UserID.htm).

### **Administrator Portal Users (Practitioners)**

Refer to job tool, EMP-CS-2030JT, [ADP Portal – Password Reset Administrator Portal User \(Practitioner\)](#).

### **Option 1 - Send a Temporary Password (Text Message) to My Mobile Phone Number**

The SSC recommends that you use the temporary password within 24 hours of receipt.

To use this option, you will need the answers to your security questions. In addition, the contact information (mobile phone number) you provided during your ADP Portal registration **must** be activated. *This should have been completed during your ADP Portal registration.* If you were unable to activate your contact information or skipped the activation step, you will **not** be able to use this option.

### **Option 2 - Send a Temporary Password to My Email Address**

The SSC recommends that you use the temporary password within 24 hours of receipt.

To use this option, you will need the answers to your security questions. In addition, the contact information (email address) you provided during your ADP Portal registration **must** be activated. *This should have been completed during your ADP Portal registration.* If you were unable to activate your contact information or skipped the activation step, you will **not** be able to use this option.

### **Option 3 - Reset My Password Online**

To use this option, you will need the answers to your security questions.





# ADP Portal – Password Reset Self Service Portal User (Employee)

Job Tool

EMP-CS-2003JT

Revision 05 | Date 07/14/2016

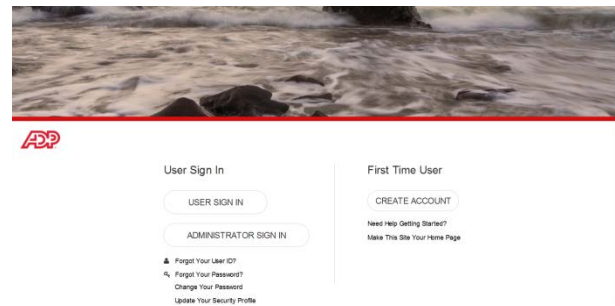
## Need Assistance

If you need assistance with these instructions, receive an error message at any step in the process, or have any concerns once you are logged in, please contact our Shared Services Center (SSC) Customer Support team for assistance. Our normal business hours are Monday through Friday 8:00 A.M. – 5:00 P.M. except holidays. You can call us toll free at (855) 214-2644 or email us at [helpdesk@ssc.usg.edu](mailto:helpdesk@ssc.usg.edu).

## INSTRUCTIONS

### 1. Access the ADP Portal at <https://portal.adp.com>

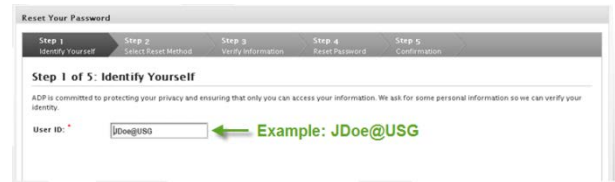
- a) Under **User Sign In**, click **Forgot your Password?**



### 2. Reset Your Password

#### 2.1. Identify Yourself

- a) Enter your ADP Portal **User ID** (Example: **JDoe@USG**) it is not case sensitive.  
b) Click **Next**.





# ADP Portal – Password Reset Self Service Portal User (Employee)

Job Tool

EMP-CS-2003JT

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## 2.2. Select Reset Method

**The following options are available:**

2.2.1 Send a Temporary Password (Text Message) to My Mobile Phone

2.2.2 Send a Temporary Password to My Email Address

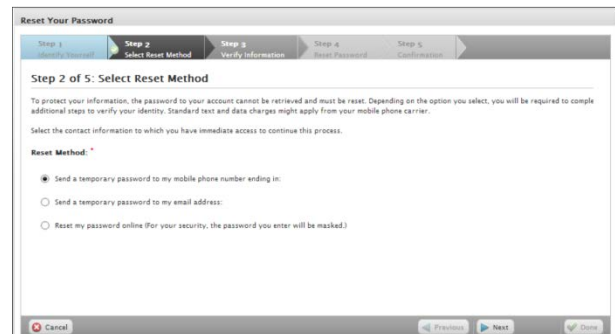
2.2.3 Reset My Password Online

### 2.2.1. Send a Temporary Password (Text Message) to My Mobile Phone

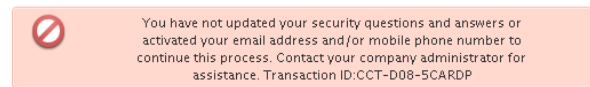
#### Notes:

The SSC recommends that you use the temporary password within 24 hours of receipt. You will need the answers to your security questions. In addition, the contact information (mobile phone number) you provided during your ADP Portal registration must be activated. *This should have been completed during your ADP Portal registration.* If you were unable to activate your contact information or skipped the activation step, you will not be able to use this option.

- a) Select **"Send a temporary password to my mobile phone..."**
- b) Click **Next**.



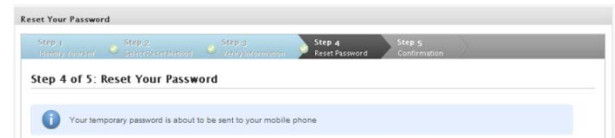
- c) If you receive this message, contact the Shared Services Center (SSC) Customer Support team for assistance.



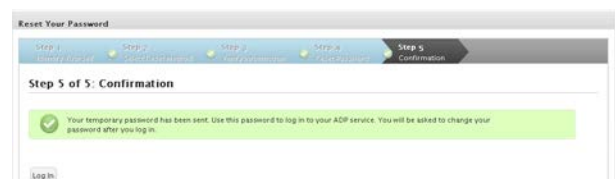
- d) Answer your security questions (*answers are not case sensitive*).
- e) Click **Next**.



- f) You will receive a message that your temporary password is about to be sent to your mobile phone.
- g) Click **Next**.



- h) You will receive confirmation that your temporary password has been sent.
- i) Click **Log In**.





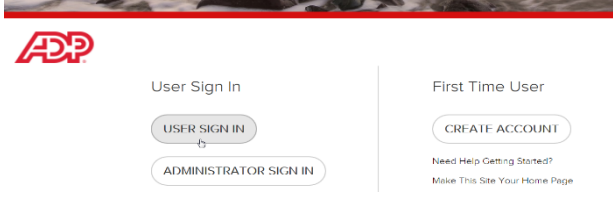
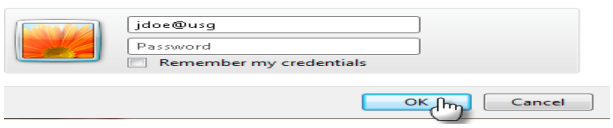
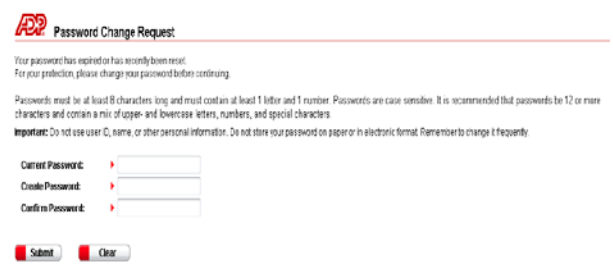
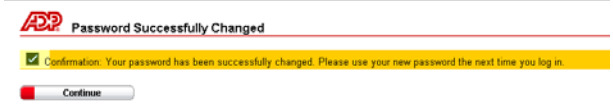


# ADP Portal – Password Reset Self Service Portal User (Employee)

Job Tool

EMP-CS-2003JT

Revision 05 | Date 07/14/2016

<p>j) Click <b>USER SIGN IN</b>.</p>	 <p>The screenshot shows the ADP User Sign In page. On the left, there are buttons for 'USER SIGN IN' and 'ADMINISTRATOR SIGN IN'. On the right, there is a 'First Time User' section with a 'CREATE ACCOUNT' button and links for 'Need Help Getting Started?' and 'Make This Site Your Home Page'.</p>
<p>k) Enter your ADP Portal <b>User name</b>. l) Enter the <u>temporary Password</u> you received. m) Click <b>OK</b>.</p>	 <p>The screenshot shows the login form with fields for 'User Name' (containing 'jdoe@usg') and 'Password'. There is a 'Remember my credentials' checkbox and 'OK' and 'Cancel' buttons at the bottom.</p>
<p>n) Enter the <u>temporary</u> password you received in the <b>Current Password</b> field. o) Enter a <u>new</u> password in the <b>Create Password</b> field.</p> <p><b>Note:</b> Passwords must be at least 8 characters long and must contain 1 letter and 1 number. Passwords are case sensitive. It is recommended that passwords be 12 or more characters and contain a mix of upper- and lowercase letters, numbers, and special characters.</p> <p>Reuse of your last 12 passwords will not be permitted.</p> <p>p) Enter the <u>new</u> password you created in the <b>Confirm Password</b> field. q) Click <b>Submit</b>.</p>	 <p>The screenshot shows the 'ADP Password Change Request' page. It includes instructions on password requirements (at least 8 characters, including 1 letter and 1 number, case sensitive, 12+ characters recommended, mix of upper/lowercase letters, numbers, and special characters). It also has a warning not to use user ID, name, or other personal information. There are three input fields: 'Current Password', 'Create Password', and 'Confirm Password', along with 'Submit' and 'Clear' buttons.</p>
<p>r) You will receive confirmation that your password has been successfully changed. s) Click <b>Continue</b>.</p>	 <p>The screenshot shows a confirmation message: 'ADP Password Successfully Changed'. Below it is a yellow box with a checkmark and the text: 'Confirmation: Your password has been successfully changed. Please use your new password the next time you log in.' There is a 'Continue' button at the bottom.</p>

**Task Complete**



# ADP Portal – Password Reset Self Service Portal User (Employee)

Job Tool

EMP-CS-2003JT

Revision 05 | Date 07/14/2016

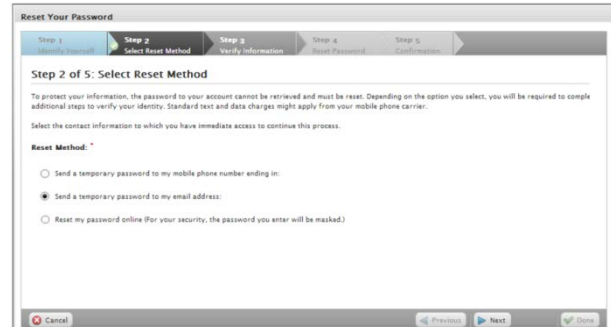
## 2.2.2. Send a Temporary Password to My Email Address

### Notes:

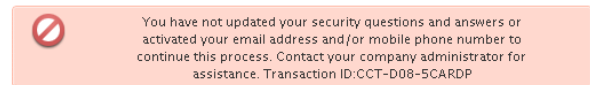
The SSC recommends that you use the temporary password within 24 hours of receipt.

You will need the answers to your security questions. In addition, the contact information (email address) you provided during your ADP Portal registration must be activated. *This should have been completed during your ADP Portal registration.* If you were unable to activate your contact information or skipped the activation step, you will not be able to use this option.

- a) Select “**Send a temporary password to my email address...**”
- b) Click **Next**.



- c) If you receive this message, contact the Shared Services Center (SSC) Customer Support team for assistance.



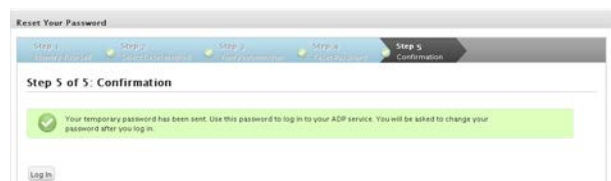
- d) Answer your security questions (*answers are not case sensitive*).
- e) Click **Next**.



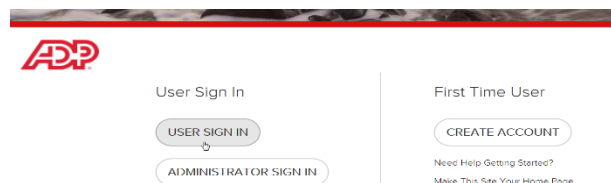
- f) You will receive a message that your temporary password is about to be sent to your email address.
- g) Click **Next**.



- h) You will receive confirmation that your temporary password has been sent.
- i) Click **Log In**.



- j) Click **USER SIGN IN**.





# ADP Portal – Password Reset Self Service Portal User (Employee)

Job Tool

EMP-CS-2003JT

Revision 05 | Date 07/14/2016

- k) Enter your ADP Portal **User name**.
- l) Enter the temporary Password you received.
- m) Click **OK**.

- n) Enter the temporary password you received in the **Current Password** field.
- o) Enter a new password in the **Create Password** field.

**Note:** Passwords must be at least 8 characters long and must contain 1 letter and 1 number. Passwords are case sensitive. It is recommended that passwords be 12 or more characters and contain a mix of upper- and lowercase letters, numbers, and special characters.

Reuse of your last 12 passwords will not be permitted.

- p) Enter the new password you created in the **Confirm Password** field.
- q) Click **Submit**.

- r) You will receive confirmation that your password has been successfully changed.
- s) Click **Continue**.

**Task Complete**



# ADP Portal – Password Reset Self Service Portal User (Employee)

Job Tool

EMP-CS-2003JT

Revision 05 | Date 07/14/2016

## 2.2.3. Reset My Password Online

You will need your employee ID, Social Security Number (SSN), date of birth, and the answers to your security questions.

- a) Select **“Reset my password online...”**
- b) Click **Next.**

- c) Select **“Ask me identity questions on screen”**
- d) Click **Next.**

- e) Enter at least two of the following:
  - **Employee ID**
  - **Last 4 Digits of SSN, EIN, or ITIN** (You will need to enter twice to confirm.)
  - **Birth Month and Day**
- f) Click **Next.**

- g) Answer your security questions (*answers are not case sensitive*).
- h) Click **Next.**

- i) Enter your **New Password.**

**Note:** Passwords must be at least 8 characters long and must contain 1 letter and 1 number. Passwords are case sensitive. It is recommended that passwords be 12 or more characters and contain a mix of upper- and lowercase letters, numbers, and special characters.

Reuse of your last 12 passwords will not be permitted.
- j) Enter the new password you created in the **Confirm New Password** field.

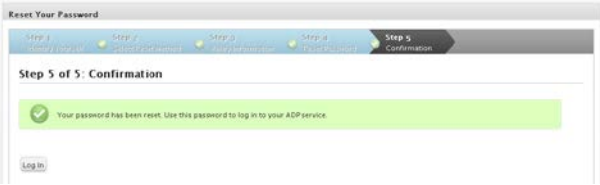


# ADP Portal – Password Reset Self Service Portal User (Employee)

Job Tool

EMP-CS-2003JT

Revision 05 | Date 07/14/2016

k) Click <b>Next</b> .	
l) You will receive confirmation that your password has been reset. m) Click <b>Log In</b> .	

**Task Complete**



# ADP Portal – Password Reset Administrator Portal User (Practitioner)

Job Tool

EMP-CS-2030JT

Revision 02 | Date 10/15/2015

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## OVERVIEW

### Administrator Portal Users (Practitioners)

If you have locked out your ADP administrator Portal account because of too many failed logon attempts but know your password, wait 15 minutes and try to log in again. If you are unsuccessful or you have forgotten your ADP Portal password, use the **Forgot your Password** link on the ADP Portal home page to reset your password.

In order to reset your password, you will need the answers to your security questions. In addition, you will need to receive and enter the activation code provided by ADP. You may have your activation code delivered to the email address or phone number you provided and activated during your ADP Portal registration.

### Self Service Portal Users (Employees)

Refer to job tool, EMP-CS-2003, [ADP Portal – Password Reset Self Service Portal User \(Employee\)](#).

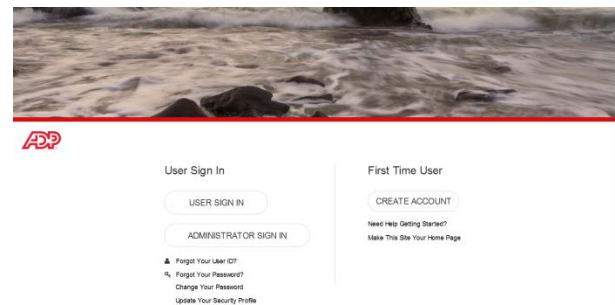
### Need Assistance

If you need assistance with these instructions, receive an error message at any step in the process, or have any concerns once you are logged in, please contact our Shared Services Center (SSC) Customer Support team for assistance. Our normal business hours are Monday through Friday 8:00 A.M. – 5:00 P.M. except holidays. You can call us toll free at (855) 214-2644 or email us at [helpdesk@ssc.usg.edu](mailto:helpdesk@ssc.usg.edu).

## INSTRUCTIONS

### 1. Access the ADP Portal at <https://portal.adp.com>

- a) Under **User Sign In**, click **Forgot your Password?**



### 2. Reset Your Password

#### 2.1. Identify Yourself

- a) Enter your ADP Portal **User ID** (Example: **JDoe@USG**) it is not case sensitive.  
b) Click **Next**.







# ADP Portal – Password Reset Administrator Portal User (Practitioner)

Job Tool

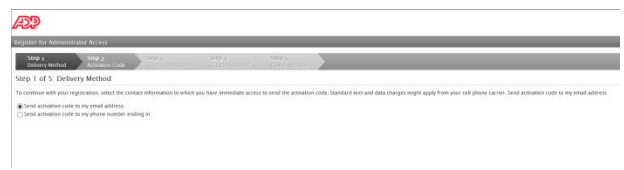
EMP-CS-2030JT

Revision 02 | Date 10/15/2015

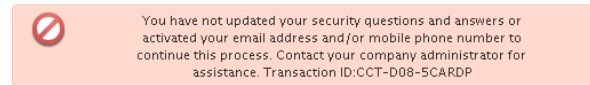
## 3. Register for Administrator Access

### 3.1. Delivery Method

- a) Select the **Delivery Method** to receive your activation code (email address or phone number).
- b) Click **Next**.



- c) If you receive this message, contact the Shared Services Center (SSC) Customer Support team for assistance.



- d) If you chose to receive your activation code to your email address, you will receive an email from ADP Generated Message...

#### ADP Generated Message:Activation Code for Administrators

SecurityServices\_NoReply@adp.com

Sent:

To:

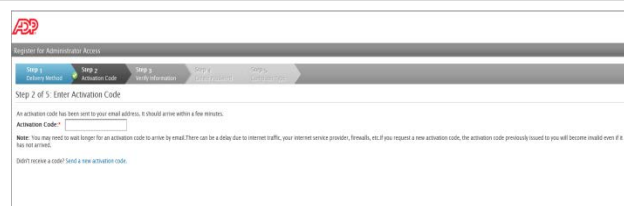
Welcome! Use the information in this email to gain access to your ADP service.

Activation Code: XXXXXXXX

### 3.2. Enter Activation Code

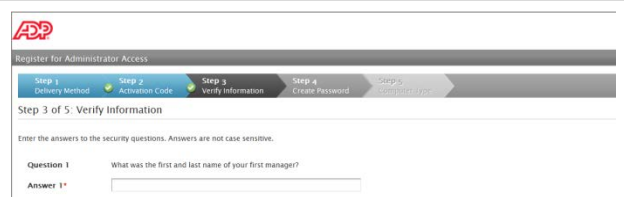
**Note:** The activation code you receive will be valid for only 24 hours.

- a) Enter the **Activation Code** you received to your email address or phone number.
- b) Click **Next**.



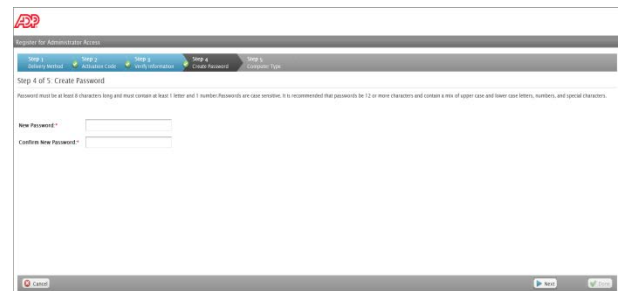
### 3.3. Verify Information

- a) Answer your security questions (*answers are not case sensitive*).
- b) Click **Next**.



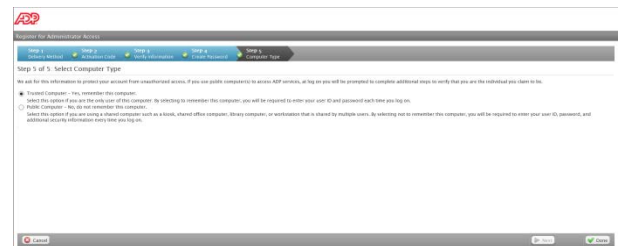
### 3.4. Create Password

- Create your **New Password**. The password must be at least eight (8) characters long and must contain at least one (1) letter and one (1) number. The password is case sensitive. It is recommended that passwords be 12 or more characters and contain a mix of upper case and lower case letters, numbers, and special characters.
- Enter the password you created in the **Confirm New Password** field.
- Click **Next**.



### 3.5. Select Computer Type

- Select the appropriate **Computer Type**.
- Click **Done**.



**Task Complete**

## OVERVIEW

Use the ADP self service Portal to view your current benefit elections.

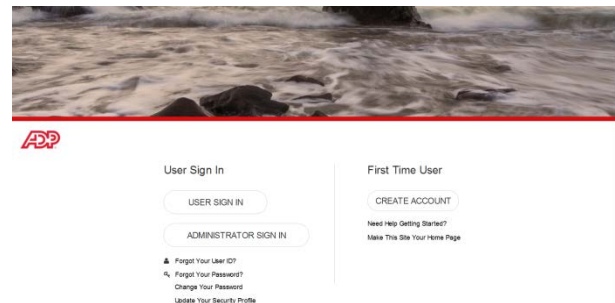
### Need Assistance

If you need assistance with these instructions, receive an error message at any step in the process or have any concerns once you are logged in, please contact our Shared Services Center (SSC) Customer Support team for assistance. Our normal business hours are Monday through Friday 8:00 A.M. – 5:00 P.M. except holidays. You can call us toll free at (855) 214-2644 or email us at [helpdesk@ssc.usg.edu](mailto:helpdesk@ssc.usg.edu).

## INSTRUCTIONS

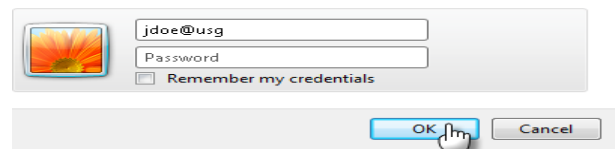
### 1. Access the ADP Portal at <https://portal.adp.com>

a) Click **USER SIGN IN**.



b) Enter your ADP Portal **User name** and **Password**.

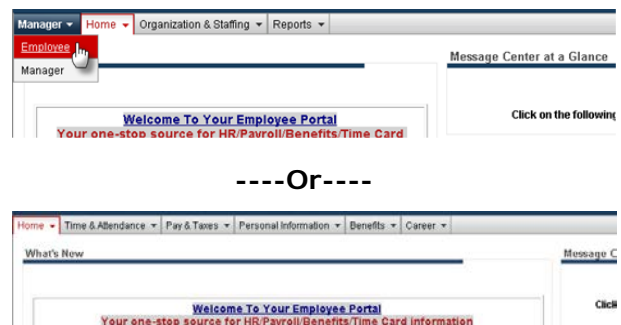
c) Click **OK**.

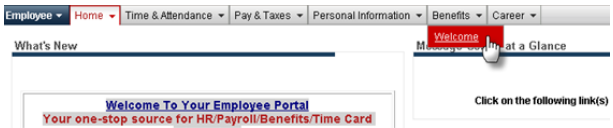
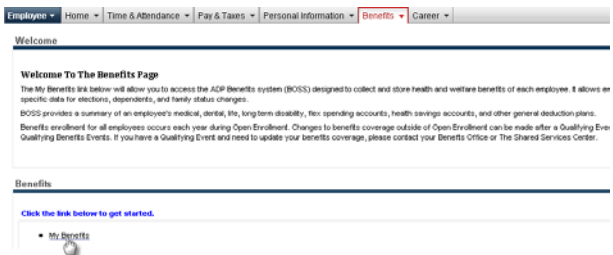


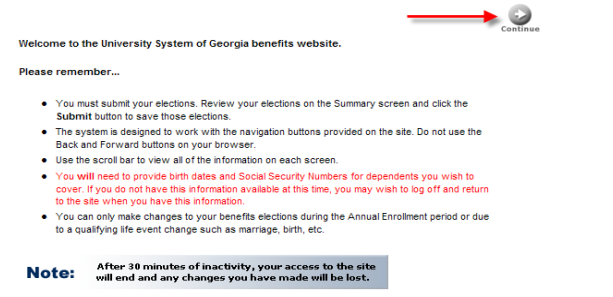

### 2. Portal Home Page

a) Depending on your access, you may or may not see the Employee/Manager tab on your home page. If the Employee/Manager tab is displayed, ensure **Employee** is selected.

If you are a Manager, point to the **Manager** tab and click **Employee**.



<p>b) Point to the <b>Benefits</b> tab and click <b>Welcome</b>.</p>	
<p>c) Click <b>My Benefits</b>.</p>	

<h3>3. Benefits Website</h3>	
<p>a) Click <b>Continue</b>.</p>	 <p>Welcome to the University System of Georgia benefits website.</p> <p>Please remember...</p> <ul style="list-style-type: none"> <li>You must submit your elections. Review your elections on the Summary screen and click the Submit button to save those elections.</li> <li>The system is designed to work with the navigation buttons provided on the site. Do not use the Back and Forward buttons on your browser.</li> <li>Use the scroll bar to view all of the information on each screen.</li> <li>You will need to provide birth dates and Social Security Numbers for dependents you wish to cover. If you do not have this information available at this time, you may wish to log off and return to the site when you have this information.</li> <li>You can only make changes to your benefits elections during the Annual Enrollment period or due to a qualifying life event change such as marriage, birth, etc.</li> </ul> <p><b>Note:</b> After 30 minutes of inactivity, your access to the site will end and any changes you have made will be lost.</p>
<p>b) Click the <b>20XX Benefit Summary</b> link for the current year.</p>	 <p>PLAN INFORMATION   FORMS LIBRARY   FAQs   HELP</p> <p>Logout</p> <p>Cancel</p> <p><b>Main Menu</b></p> <ul style="list-style-type: none"> <li><b>Family Status Change</b> Make benefit changes as a result of a qualifying change in family status.</li> <li><b>2016 Benefit Summary</b> View a summary of your 2016 benefits.</li> <li><b>PeachCare for Kids</b> Affordable healthcare for kids in Georgia.</li> <li><b>Castlight</b> <a href="https://mycastlight.com/usg">https://mycastlight.com/usg</a></li> </ul>

**Task Complete**



## OVERVIEW

Use the ADP self-service application to review and/or update your benefit elections during Open Enrollment.

### **Before You Begin**

If you are adding dependents, you will need to have the birth dates and Social Security Numbers for each dependent available before you begin the enrollment process.

### **2017 Change – New Voluntary Plans Added**

If active elections are made, you will be required to make an election for each of the following voluntary plans:

- Legal Plan
- Accident Plan
- Hospital Indemnity Plan
- Critical Illness Employee
- Critical Illness Spouse
  - To elect this plan, employees must elect Critical Illness coverage for themselves and their spouse must be listed as a dependent.

These plans will default to “no coverage” if active elections are not made.

### **Employee and Dependent Tobacco User Status**

Recertification of the **Tobacco User Status** is not required this year unless you are making active changes to your benefits. If no active elections are made, the **Tobacco User Status** will default into whatever status is currently enforced.

### **Need Assistance**

If you need assistance with these instructions, receive an error message at any step in the process or have any concerns once you are logged in, please contact our Shared Services Center (SSC) Customer Support team for assistance. Our normal business hours are Monday through Friday 8:00 A.M. – 5:00 P.M. except holidays. You can call us toll free at (855) 214-2644 or email us at [helpdesk@ssc.usg.edu](mailto:helpdesk@ssc.usg.edu).

In anticipation of support needed during the 2017 Open Enrollment period, we will be extending our hours beginning Monday, October 31, 2016. Please refer to the schedule below:

#### **October 31 – November 4**

Monday – Friday, 7:30 AM – 6:00 PM

#### **November 7 – November 11**

Monday – Wednesday, 7:30 AM – 6:00 PM

Thursday – Friday, 7:30 AM – 8:00 PM

We will resume our normal business hours, Monday through Friday 8:00 A.M. – 5:00 P.M. on Monday, November 14, 2016.



# ADP Portal – Update Your Benefits for Open Enrollment

Job Tool

EMP-CS-2001JT

Revision 05 | Date 10/19/2016

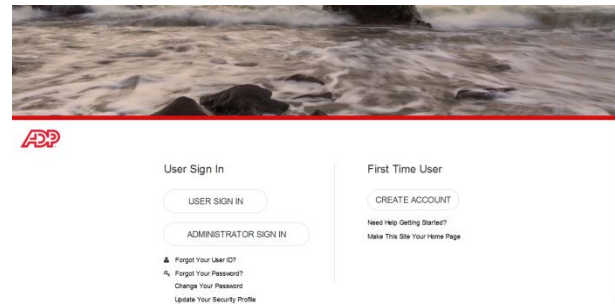
## Process Outline

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## INSTRUCTIONS

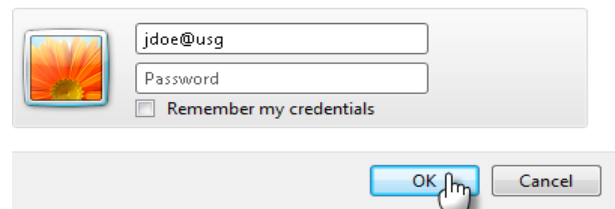
### 1. Access the ADP Portal at <https://portal.adp.com>

a) Click **USER SIGN IN**.



b) Enter your ADP Portal **User name** and **Password**.

c) Click **OK**.







# ADP Portal – Update Your Benefits for Open Enrollment

Job Tool

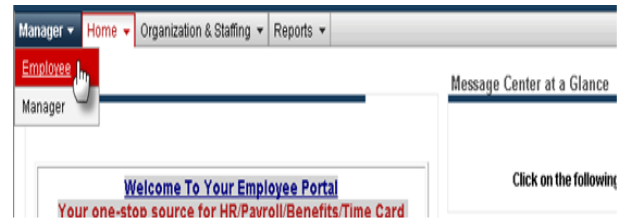
EMP-CS-2001JT

Revision 05 | Date 10/19/2016

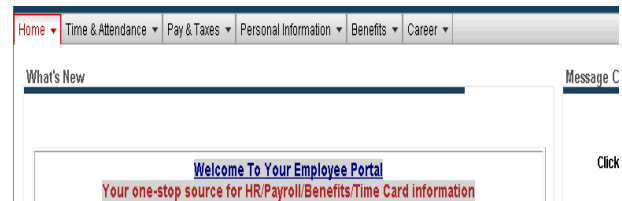
## 2. Portal Home Page

a) Depending on your access, you may or may not see the Employee/Manager tab on your home page. If the Employee/Manager tab is displayed, ensure **Employee** is selected.

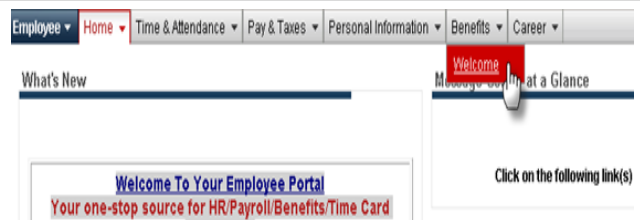
If you are a Manager, point to the **Manager** tab and click **Employee**.



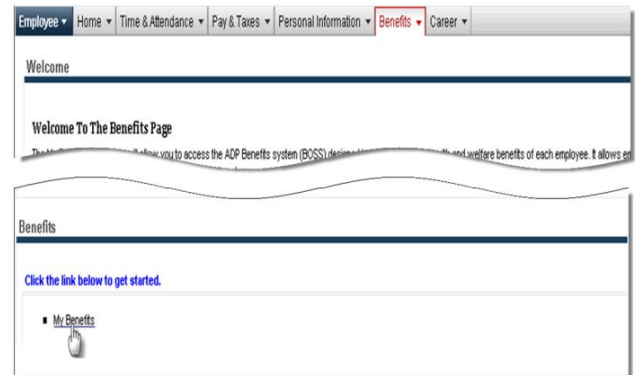
----Or----



b) Point to the **Benefits** tab and click **Welcome**.





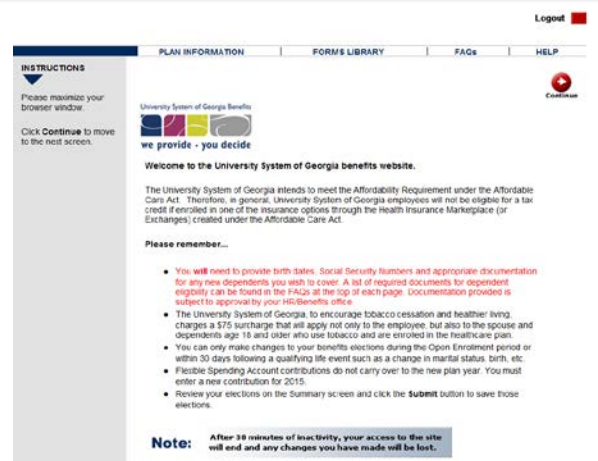
c) Click **My Benefits**.



d) Read the bulleted information under **Please remember...**

e) Click **Continue**.

**Note:** You may need to click the **Maximize** button  in order to see the **Continue** icon  on your screen.



Logout

INSTRUCTIONS

Please maximize your browser window.

Click **Continue** to move to the next screen.

University System of Georgia Benefits  
we provide - you decide

Welcome to the University System of Georgia benefits website.

The University System of Georgia intends to meet the Affordability Requirement under the Affordable Care Act. Therefore, in general, University System of Georgia employees will not be eligible for a tax credit if enrolled in one of the insurance options through the Health Insurance Marketplace (or Exchanges), created under the Affordable Care Act.

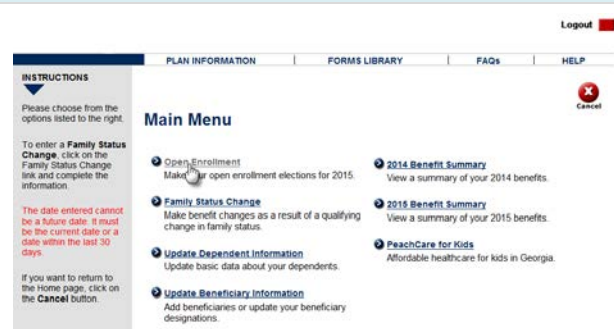
Please remember...

- You will need to provide birth dates, Social Security numbers and appropriate documentation for any new dependents you wish to cover. A list of required documents for dependent eligibility can be found in the FAQs at the top of each page. Documentation provided is subject to approval by your HR/benefits office.
- The University System of Georgia, to encourage tobacco cessation and healthier living, charges a \$75 surcharge that will apply not only to the employee, but also to the spouse and dependents age 18 and older who use tobacco and are enrolled in the healthcare plan.
- You can only make changes to your benefits elections during the Open Enrollment period or within 30 days following a qualifying life event such as a change in marital status, birth, etc.
- Flexible Spending Account contributions do not carry over to the new plan year. You must enter a new contribution for 2015.
- Review your elections on the Summary screen and click the **Submit** button to save those elections.

**Note:** After 30 minutes of inactivity, your access to the site will end and any changes you have made will be lost.

### 3. Open Enrollment

a) On the **Main Menu**, click **Open Enrollment**.



Logout

INSTRUCTIONS

Please choose from the options listed to the right.

To enter a **Family Status Change**, click on the Family Status Change link and complete the information.

The date entered cannot be a future date. It must be the current date or a date within the last 30 days.

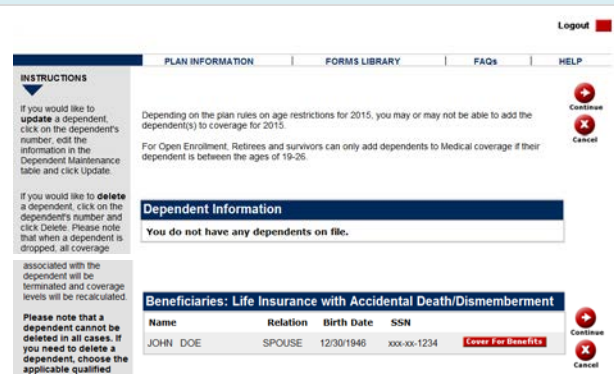
If you want to return to the Home page, click on the **Cancel** button.

Main Menu

- Open Enrollment**  
Make your open enrollment elections for 2015.
- Family Status Change**  
Make benefit changes as a result of a qualifying change in family status.
- Update Dependent Information**  
Update basic data about your dependents.
- Update Beneficiary Information**  
Add beneficiaries or update your beneficiary designations.
- 2014 Benefit Summary**  
View a summary of your 2014 benefits.
- 2015 Benefit Summary**  
View a summary of your 2015 benefits.
- PeachCare for Kids**  
Affordable healthcare for kids in Georgia.

#### 3.1. Dependent Information

a) To enter or update dependent information, click **Continue**.



Logout

INSTRUCTIONS

If you would like to **update** a dependent, click on the dependent's number; edit the information in the Dependent Maintenance table and click Update.

If you would like to **delete** a dependent, click on the dependent's number and click Delete. Please note that when a dependent is dropped, all coverage associated with the dependent will be terminated and coverage levels will be recalculated.

Please note that a dependent cannot be deleted in all cases. If you need to delete a dependent, choose the applicable qualified

Depending on the plan rules on age restrictions for 2015, you may or may not be able to add the dependent(s) to coverage for 2015.

For Open Enrollment, Retirees and survivors can only add dependents to Medical coverage if their dependent is between the ages of 19-26.

Dependent Information

You do not have any dependents on file.

Beneficiaries: Life Insurance with Accidental Death/Dismemberment

Name	Relation	Birth Date	SSN
JOHN DOE	SPOUSE	12/30/1946	xxx-xx-1234

Lower For Benefits





### 3.1.3. Delete a Dependent

a) Click **Delete**.

**Note:** A dependent cannot be deleted in all cases (example: Court Ordered Dependent). If you need assistance removing a dependent, contact the SSC or your HR/Benefits representative.

b) When you are finished, click **Continue**.

Dependents				Add Dependent
Name	Relationship	Birth Date	SSN	
JOHN DOE	Spouse	12/30/1946	xxx-xx-1234	Delete

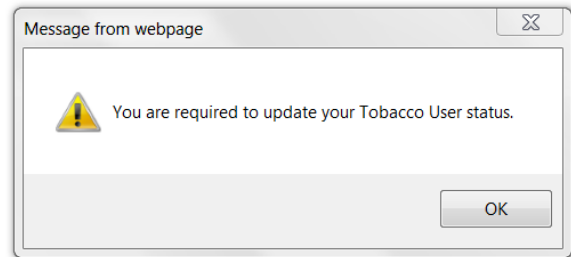
### 3.2. Employee and Dependent Tobacco User Status

a) If you are making active elections, you will be required to indicate if you or any of your covered dependents 18 years or older are currently using tobacco products. "Tobacco products" include but are not limited to cigarettes, e-cigarettes, cigars, pipes, and chewing tobacco. Click **OK**.

b) Select the appropriate **Option**.

**Note:** If you select yes, \$75 per tobacco user will be added to your monthly Medical election.

c) Click **Continue**.



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**INSTRUCTIONS**

**Step 1:** Select from the Tobacco User Status options in the table to the right.

**Step 2:** Click on the Continue button when you are finished.

**Employee and Dependent Tobacco User Status**

2015 election: **No, I do not have current tobacco user(s)**

A \$75 monthly surcharge will be assessed to the employee and all dependents 18 years or older who are enrolled in Medical coverage and is a current tobacco user.

A tobacco user is defined as any employee or covered dependent 18 years or older who is currently using tobacco products. "Tobacco products" include but are not limited to cigarettes, e-cigarettes, cigars, pipes and chewing tobacco.

Yes, I am a current tobacco user

No, I am not a current tobacco user

Continue Cancel



### 3.3. Benefit Elections

- a) Click the appropriate link(s) to update your benefit elections (Medical, Dental, Vision, etc.).

Step 3: To make a change to your benefit elections, click on the name of the benefit you want to change in the Benefit Elections table to the right.

Click on the Beneficiary Information button to add or update a beneficiary.

Step 4: When you are finished, click on the Submit button to save your elections.

Benefit Elections				
Benefit	Plan Election	Coverage	Employee Cost Per Pay Period	
			Before-Tax	After-Tax
Medical	Consumer Choice HSA	Family	\$224.70	
<b>Tobacco User Status</b>				
	No			
Dental	No Coverage	No Coverage	\$0.00	
Vision	No Coverage	No Coverage	\$0.00	
Basic Life with Accidental Death and Dismemberment	Minnesota Basic Life w/AD&D	\$25,000.00		Employer Paid
Supplemental Life with Accidental Death and Dismemberment	Minnesota SEL w/AD&D - 4 x SAL	\$200,000.00		\$21.80
Spouse Life	No Coverage			\$0.00
Child Life	Minnesota Child Life \$15,000	\$15,000.00		\$1.50
Employee Accidental Death and Dismemberment	Minnesota Life AD&D	\$200,000 Family		\$5.60
Long-Term Disability	No Coverage			\$0.00
Short-Term Disability	No Coverage			\$0.00
LifeStyle Benefits Plan	No Coverage			\$0.00
Legal Plan	USG Legal Plan			\$16.96
Teachers Retirement System	Enrolled		6.00% Contribution	
Accident Plan	USG Accident	Family		\$18.69
Hospital Indemnity Plan	USG Hospital Indemnity	Family		\$25.03
Critical Illness Employee	USG 10K Non-Tobacco			\$9.47
Critical Illness Spouse	USG 5K Non-Tobacco			\$9.05

### 3.4. Annual Spending Account Elections

- a) If you participate in any of the spending accounts, you must update your elections under **Annual Spending Account Elections**.

**Note:** HSA is the only account where the funds carry over from year to year.

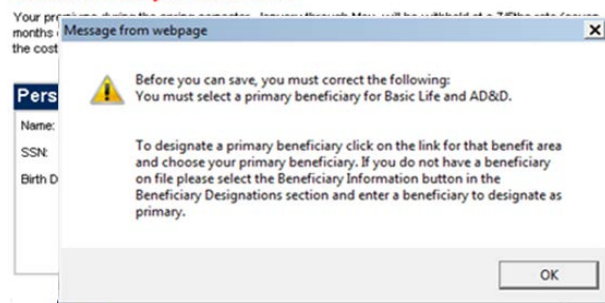
Annual Spending Account Elections		
Benefit	Plan Election	Before-Tax Contribution
Flexible Spending Account Dependent Care	Not Contributing	\$0.00
Flexible Spending Account Health (FSA)	Not Contributing	\$0.00
Health Savings Account (HSA)	Not Contributing	\$0.00
Flexible Spending Account Limited Purpose	Not Contributing	\$0.00

### 3.5. Beneficiary Designations

#### 3.5.1. Required Primary Beneficiary Designation for Basic Life and AD&D

- a) If you have not designated a primary beneficiary for your Basic Life and AD&D insurance, you will receive a message stating you must select a primary beneficiary.
- b) Click **OK**.

**Remember to add your Beneficiaries.**





# ADP Portal – Update Your Benefits for Open Enrollment

Job Tool

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- c) If you wish to designate the same beneficiary designated for Supplemental Life and AD&D, click the Basic Life and AD&D link.

Beneficiary Designations			
			Beneficiary Information
<u>Basic Life and AD&amp;D</u>			
Name	Relationship	Percent	Designation
<u>Supplemental Life and AD&amp;D</u>			
Name	Relationship	Percent	Designation
John Doe	Domestic Partner	100%	Primary

- d) Enter a percentage value (1% to 100%) in the **Percent** field for each beneficiary.

**Note:** If a person is listed but is not intended to receive a share of this benefit, assign a percentage of 0%.

If you have designated more than one person as "Primary," the total percentage for all primary designations must equal 100%.

- e) In the **Designation** field, select "Primary" or "Secondary."  
f) Click **Continue**.

Beneficiary Designations			
			Beneficiary Information
Basic Life and AD&D - Coverage Amount: \$25,000.00			
Name	Relation	Percent	Designation
John Doe	Domestic Partner	100 %	Primary
Supplemental Life and AD&D - Coverage Amount: \$44,000.00			
Name	Relation	Percent	Designation
John Doe	Domestic Partner	100 %	Primary

### 3.5.2. Update/Add/Delete a Beneficiary

- a) In the **Beneficiary Designations** section, click **Beneficiary Information**.

Beneficiary Designations			
			Beneficiary Information
Basic Life and AD&D - Coverage Amount: \$25,000.00			
Name	Relation	Percent	Designation
John Doe	Domestic Partner	100 %	Primary
Supplemental Life and AD&D - Coverage Amount: \$44,000.00			
Name	Relation	Percent	Designation
John Doe	Domestic Partner	100 %	Primary





- b) You may update, add, or delete your beneficiaries.
- To update a beneficiary, click on the beneficiary's number, edit the information and click **Update**.
  - To add a beneficiary, complete the beneficiary information in the **Beneficiary Maintenance** table and click **Add**.
  - To delete a beneficiary, click on the beneficiary's number and click **Delete**.

**Note:** To delete your spouse as a beneficiary, you must contact your benefits office on campus.

- c) When you are finished, click **Continue**.

- d) Enter the **Percent** and **Designation** for each coverage type.

**Note:** If you have designated more than one person as "Primary," the total percentage for all primary designations must equal 100%.

- e) Click **Continue**.

#### 4. Certification Statement

- Click **Submit**.
- The Certification Statement will appear. Read the Certification Statement.
- To certify your information, click **I Agree**.



## 5. 20XX Benefit Confirmation

- a) Your Confirmation page will appear.
- b) Click **Print** if you would like a printed copy of this page.

**Note:** You will also receive a confirmation statement in the mail delivered to the mailing address displayed on this page.

JANE DOE

### 20XX Benefit Confirmation



Your Confirmation Number is 88219948.

#### Personal Information

Name: Jane Doe Address: 1234 Happy St.  
 SSN: XXX-XX-1234  
 Birth Date: 01/01/1900  
 City: Oakville  
 State: GA  
 Zip: 30118  
 Country: USA

#### Benefit Elections

Benefit	Plan Election	Coverage	Employee Cost Per Pay Period	
			Before-Tax	After-Tax
Medical	BCSG-HSA Open Access POS	Family	\$121.39	
Tobacco User Status	No			
Dental	Board of Regents Dental Plan	Family	\$90.66	

## 6. Logout of My Benefits

- a) Click **Logout**.

Logout

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**Task Complete**