Employee Self-Service (ESS) Portal

To access ESS:

• Navigate to county.org
• Click the “Health & Employee Benefits” tab and from the dropdown box, select ESS Login.
• Click “Health & Employee Benefits Pool online portal”.

Employee Self-Service Training Materials

• ESS Portal User Guide
• ESS Open Enrollment User Guide
Login Screen

Logging into ESS:

- Enter your username. Your username is your email address.
- Click “First Time User” to create an Account.

*(All users will need an email address to log in.)*

If an employee has logged in before, enter your email in the Username box and hit Next.

**Your email is your Username.**
Account Setup

Establish Username:

- Enter your email address. Your email address will be your username.
- Confirm email address.
- Click “Next.”

(All users will need an email address to set up an account)
Verification Code

First Time Users need verification by email & phone:

• A verification code will be sent to the email you enter.
• Enter a phone number to receive a verification code by phone.
• Choose ‘Send Code’ for a text message verification code or ‘Call Me’ to get an automated phone call.
Verification Code (cont’d)

Verification by email &/or phone:

• Enter verification code.
Verification Code (Cont’d)

Verify by phone:

- Enter a phone number to receive another six-digit verification code by phone.
- Choose “Send Code” for a text message verification code or “Call Me” to get an automated phone call.
Password Setup

Create New Password

Password must be at least 8 characters long and contain at least 3 of the following: uppercase letters, lowercase letters, numbers, and symbols.

New Password

Password

Confirm Password

Confirm Password

Cancel  Save

Authentication & Access:

- Set up password.
- Click “Save.”
Authorization

Online authorization:

- Accept the online authorization.
- Access is granted to ESS.
Navigating at the home screen:

- Click and browse information and links.
- Click on the links to go to the provider websites.
- Click on video images to view videos.
If you have not enrolled in benefits:

- A dialog box will display to show the number of days remaining to enroll in benefits.
- Click on "Get started" to begin your enrollment or "Close" to browse or to enroll later.
Navigating at the home screen:

- Click “Benefits” in the top navigation tabs to view your benefits.
- Under the "Resources" tab, you can find helpful information.
Home Screen (cont’d)

Click the “Alert” tab:

- To see important reminders or required actions you need to complete.
Click the “Profile” tab to:

- View your information.
- Edit your contact information such as address or email.
- View your benefits.
- View your beneficiaries.
- Add or change your dependents.
At the “Profile Information” window, you can:

- Edit your home address (please use your mailing address).
- Edit or add an email address and/or phone number.
Vendors and Other Sites

“My Vendors” tab to view plan information:

- Click each plan tab to view the vendor information and website.
- Click on "Resource Library" to access your county or district resource guides, documents and benefit highlights.
Learn about your benefits under the Resource Library:

- Access health forms & documents.
- Click on Summary plan descriptions to view the benefit highlights for plans offered by your county or district.
- Click the file to download a PDF copy.
Open Enrollment

To enroll in new benefits:

• Click “Annual Renewal" under the benefits tab.

• Review your choices and confirm your information is correct.

• Make corrections or changes if needed.
To add new dependents:

- You can access the “Dependent” tab from the Profile page or as you move through the enrollment process.
- Click “Add Dependent” and enter dependent information.
- Fill in dependent information.
- When finished, click “Save”.

Dependents

To add new dependents:

- You can access the “Dependent" tab from the Profile page or as you move through the enrollment process.
- Click “Add Dependent” and enter dependent information.
- Fill in dependent information.
- When finished, click “Save”.

Dependents

To add new dependents:

- You can access the “Dependent" tab from the Profile page or as you move through the enrollment process.
- Click “Add Dependent” and enter dependent information.
- Fill in dependent information.
- When finished, click “Save”.

Dependents

To add new dependents:

- You can access the “Dependent" tab from the Profile page or as you move through the enrollment process.
- Click “Add Dependent” and enter dependent information.
- Fill in dependent information.
- When finished, click “Save”.
To enroll in new benefits:

- Click the benefit you wish to enroll.
- Check the family dependent you wish to add to your benefits.
- Make your elections: for example, employee+child, etc.
When selecting benefits:

- Choose and add dependents to your elections.
- Continue through all your benefits until all elections are completed.

You can only add a dependent if you are doing open enrollment or if you are a new hire electing benefits.
Add all benefits to your cart:

- Even if you are not making changes to a benefit, the benefit **must** be added to the cart to add it to your plan year benefits.
When selecting life benefits:

- An Evidence of Insurability (EIO) form must be completed for any life coverage changes or increases.
- New hires selecting life for the first time do not need to complete an EOI.

* You are required to provide Evidence of Insurability (EOI). Your new coverage will not take effect until approved by Voya. Please proceed to the Evidence of Insurability (EOI) form. You must print, complete and mail the EOI form to Voya to request approval.

Download and print the Evidence of Insurability Form
Add or change a beneficiary:

- View your beneficiary summary under the “Profile” tab.
- Click “Update Beneficiary Designations” to add or change your beneficiaries.
- Click “Edit Beneficiary Designations” to change a beneficiary information; address, phone number, etc.
**Beneficiaries (cont’d)**

**Beneficiary Designations**

You can assign or update beneficiaries for all benefits that are eligible for beneficiary designations. As you are making changes, please consider the following:

- If you do not see a beneficiary available to be added, you must first add the beneficiary here. 
  ![Add a Beneficiary](image)
- Each beneficiary may only be designated once per benefit.

If you have questions regarding the setup of your beneficiaries, please contact the Benefits Administrator at your county or district.

**Assigning a beneficiary:**

- Add a new beneficiary to your benefits.
- Select benefit percent on each beneficiary. Percentages must add up to 100.

### BENEFITS

<table>
<thead>
<tr>
<th>Primary</th>
<th>Contingent</th>
</tr>
</thead>
<tbody>
<tr>
<td>TED TEST, Sibling</td>
<td>TIM TEST, Parent</td>
</tr>
<tr>
<td>Select a beneficiary ...</td>
<td>Select a beneficiary ...</td>
</tr>
<tr>
<td>Primary Total: 100%</td>
<td>Contingent Total: 100%</td>
</tr>
</tbody>
</table>
Review the benefits in your cart to:

- Make sure you have selected and added your changes.
- Click on “Change" to make corrections to your elections.
Benefits confirmation:

- Print or save your benefits confirmation for your files.
Surveys

- A confirmation statement can also be printed here.
- Complete a voluntary survey questionnaire.

Voluntary survey questionnaire:

You have successfully purchased your 2023 benefits! You have until 11:59 PM CDT, September 30, 2022 to revise your elections.

After this date, your elections will be final and cannot be changed until the Annual Enrollment period or you experience a qualified life event, such as marriage or a birth.

Learn more about your benefit plans here.

Enrollment Survey

We are interested in your feedback. Please take a few minutes to complete this survey. Simply click on the button next to the response that matches your opinion and add any comments in the box below. Your responses will be kept completely confidential.

When you are finished, click on the [Next] button to save your survey responses. If you would rather not complete the survey, you can click [Next] below.

1. Accessing and logging into the site was easy:
   - Strongly Agree
   - Somewhat Agree
   - Somewhat Disagree