

EMPLOYEE DIRECT

What is EmployeeDirect?

EmployeeDirect is a secure, web-based, do-it-yourself service offered to State employees, State retirees, and State Extended Coverage participants. It's quick, easy, and available 24 hours a day from any computer with Internet access. EmployeeDirect allows you to review your Health Benefits Profile and permits you to make certain changes to your personal information and your elections for health coverage and flexible reimbursement accounts.

Why use EmployeeDirect?

Using EmployeeDirect saves time, improves efficiency and productivity. It only takes minutes, eliminates the paper enrollment form, and automatically notifies your Benefits Administrator that you have made a change request. It also gives you direct links to your Benefits Administrator, Plan Administrators, Payline, and the Virginia Retirement System.

Is EmployeeDirect secure?

EmployeeDirect may be used with a variety of browsers, but is best used with Microsoft Internet Explorer - Version 4 or higher, or Netscape - Version 4 or higher. Whichever browser is used, it must support 128-bit cipher strength. This is the highest level of security available over the Internet. When you visit EmployeeDirect and click on the closed lock at the bottom of your browser screen, you will see EmployeeDirect's security certificate information. EmployeeDirect has also adopted a strict password policy to help protect your identity online.

How are changes using EmployeeDirect confirmed?

EmployeeDirect confirms requests for changes one of two ways. Some requests are approved right away with a confirmation number and an updated Health Benefits Profile. Other requests are forwarded to your Benefits Administrator for approval. These requests may require supporting documentation before they can be approved. Either way, you can keep a copy for your records.

How successful is EmployeeDirect?

EmployeeDirect has earned a 99% overall satisfaction rating with users. More and more employees, retirees and COBRA participants are using it to manage their elections for health coverage and flexible reimbursement accounts. During the 2006 Open Enrollment period, over 8,300 persons made their elections by using EmployeeDirect.

How do I get started using EmployeeDirect?

First, ask your Benefits Administrator for your 7-digit identification number and confirm that your date of birth and e-mail address are accurate in the Benefits Eligibility System (BES). You can use a personal e-mail address or your State e-mail address. EmployeeDirect will use your preferred e-mail address to communicate with you. Then, follow the instructions for first-time users on the following page.

Instructions for First-time Users or Returning Users Who Don't Recall Their Password:

- 1: Website:** Go to www.DHRM.virginia.gov and click on the EmployeeDirect link. You will be directed to the "Welcome to EmployeeDirect" page.
- 2: Welcome to EmployeeDirect Page:** Click on the ENTER link. You will be directed to the "Enter EmployeeDirect" page.
- 3. Enter EmployeeDirect Page:** Enter YES in the box under Step 1. Enter your 7-digit identification number in the box under Step 2. Click on the link that says "Click here to request a new password" under Step 3. If your entries are successful, you will be directed to the "Request New Password – Step 1 of 3" page.
- 4. Request New Password – Step 1 of 3 Page:** Enter your date of birth in the format MM/DD/YYYY. Click on the SUBMIT link at the bottom of the page. If your entry is successful, you will be directed to the "Request New Password – Step 2 of 3" page.
- 5. Request New Password – Step 2 of 3 Page:** Click on the E-MAIL link at the bottom of the page that you prefer EmployeeDirect to use when communicating with you. You will be directed to the "Request New Password – Step 3 of 3" page.
- 6. Request New Password – Step 3 of 3 Page:** Click on the EXIT EmployeeDirect link at the left of the screen and check your e-mail for a message from EDirect. The e-mail from EDirect verifies that your e-mail address is valid and provides a link to register your personal EmployeeDirect password.
- 7. E-Mail From EDirect:** Click on the CLICK HERE link in the e-mail and you will be directed to the "Register New Password" page. If the link has expired, return to EmployeeDirect and repeat the steps to request a new password; you can request a new password as often as you like.
- 8. Register New Password Page:** EmployeeDirect requires that you create a personal password with at least 9 characters using at least one UPPERCASE letter, one lowercase letter and one number. Your password can be a word, a phrase, or a sentence. Think about a password that will be easy for you to remember but hard for someone else to guess.

Enter your 7-digit identification number under Step 1. Enter your password under Step 2. (For example, Spot is 4 years old.) Re-enter your password under Step 3; be sure to type it exactly as you did in Step 2. (Remember your password is case sensitive.) Enter your password hint under Step 4. (For example, my dog's age.) Click on the SUBMIT link at the bottom of the page. If your entries are successful, you will be directed to the "New Password Registration Successful" page.

- 9. New Password Registration Successful Page:** Click on the ENTER link at the bottom of the page. You will be directed to the "Welcome to EmployeeDirect" page.
- 10. Welcome to EmployeeDirect Page:** Click on the ENTER link. You will be directed to the "Enter EmployeeDirect" page.
- 11. Enter EmployeeDirect Page:** Enter YES in the box under Step 1. Enter your 7-digit identification number in the box under Step 2. Enter the password that you created; be sure to type it exactly as you did when it was created (remember your password is case sensitive). Click on the SUBMIT link at the bottom of the page. If your entries are successful, you will be directed to your personal "Main Menu" page.
- 12. Main Menu Page:** Click on links to review your Health Benefits Profile or links to make changes to your Health Benefits Profile using EmployeeDirect. All links will direct you to a page that provides information and instructions; carefully read each page.

If you request a change to your Health Benefits Profile, be sure to wait for confirmation and keep a copy for your records. Contact your Benefits Administrator if you have questions.