

InRoll

Employee Guide for Newburgh ECSD



August 2016

Employee

This chapter deals exclusively with the employee and the tasks performed by the employee to enroll in the system. See the corresponding chapter in this guide for another role.

There are three phases associated with the enrollment process. They are Registration, Enrollment and Confirmation. Each phase must complete successfully before moving to the next phase. There are video tutorials for each phase of enrollment for you to view in either English or Spanish to assist you.


5.1 Registration

New users must register first to gain access to the enrollment system. Your information will be entered on the right side of the screen for **New User?**

5.1.1 New User

Figure 13 Employee New User Page

1. Type <https://InRollPlus.com/> in your browser.
2. Enter your Last Name.
3. Enter the Last Four Digits of SSN (Social Security Number).

Click the  to enter an Alternate ID such as an employee number.

4. Enter Date of Birth in MM/DD/YYYY format.
5. Click the *Register* button.

5.1.2 Create Your Account

Your user name is displayed in the **User Name** field.

1. Create a password then confirm the password.

PASSWORD MUST MEET THESE CONDITIONS:

- ✓ Should be between 8 to 128 characters
- ✓ Use at least 1 number and 1 special symbol (e.g. *, #, !, @)
- ✓ Use 1 upper and 1 lower case letter

2. Select Security Question 1 from the drop-down and enter an answer.
3. Select Security Question 2 from the drop-down and enter an answer.
4. Click *Register* to finish.

5.2 Enrollment

You will see a **Welcome, <Your_Name>** landing page after clicking the *Register* button.

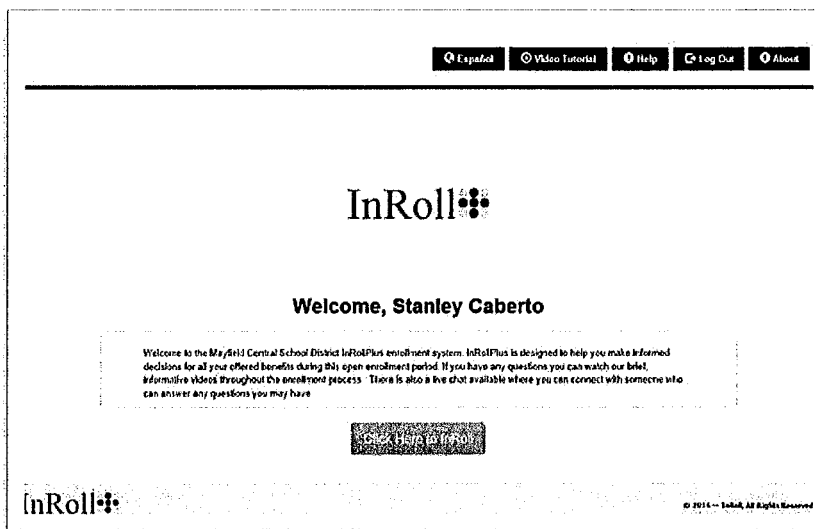


Figure 14 Employee Welcome Page

1. Click the *Click Here to InRoll+* button to proceed.
 - ✓ The My Benefits page appears next.
2. Click the *Continue to InRoll+ Benefits Track* button.
3. Under **Manage Profile**, check and update information for *Demographics, Occupation, Emergency Contacts, and Dependents* tabs.
4. Click *Save and Continue* when finished with the **Manage Profile** section.
5. Make your elections for **Medical** then click *Save and Continue*.

Click *Waive Coverage*, for any benefit you wish to waive coverage.

6. Proceed through each remaining benefit and elect or waive as appropriate to your situation.

Notice there are also two buttons on this page for your convenience. One labeled *Continue to InRoll+ Benefits Track* and the other labeled *Request Change in Family Status*.

5.3 Confirmation

When the benefits selections are completed, you will see a Confirmation Statement.

ANNUAL ENROLLMENT

Confirmation Statement

06/23/2016

Stanley Caberto

4550 State Hwy 360, Grapevine, TN 76051

The following are coverage elections for Stanley Caberto (XXX-XX-7202)

Flex Spending: Medical Reimbursement 2016

Plan Effective Dates: 07/01/2016 - 06/30/2017

Total Pre-Tax Cost (Monthly): \$200.00

Medical Health Insurance 2016 - Employee

Plan Effective Dates: 07/01/2016 - 06/30/2017

Total Pre-Tax Premium (Monthly): \$100.00

Monthly Employer Contribution: \$297.00

File generated by: Stanley Caberto

Date: 06/23/2016

Total Cost (Monthly): \$300.00


Total Pre Tax Cost (Monthly): \$300.00

Total Post Tax Cost (Monthly): \$0.00

Total Monthly Employer Contribution: \$297.00

✓ Complete Enrollment

Figure 15 Employee Confirmation Statement

- Email a Question – when your question doesn't require immediate assistance
- Chat Now – click the  icon for immediate help; works the same as *Chat Now*
- FAQs –
 - Log In – information for logging in or getting registered
 - Enrolling – what is stored in My Files
 - My Benefits – contains details on your benefits
- Submit Feedback – to rate your experience with our website and provide comments

5.5 Security

Security is built into every aspect of our process. From software design to the way critical information is handled, each stage of our process has rigorous security controls and measures in place.

You don't want your personal information (date of birth, social security number, health information) to be compromised. We secure your personal information and take multiple measures to ensure your information remains secure.

Some of the measures that we take to ensure the safety of your information include:

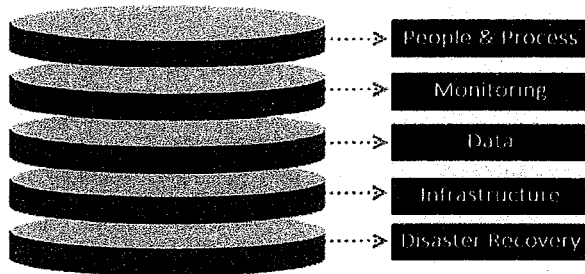


Figure 17 System Security

- System access is captured when a computer logs in to the system.
- There is a daily system scan and all services are monitored constantly.
- Systems are managed 24 hours a day, 365 days a year by a global security team.
- Quarterly testing and software application review is performed for all services.
- All personal information is encrypted for your safety to prevent unauthorized access.
- Extra measures are taken to ensure only you can access your information.
- Data centers exceed requirements for all industry and government guidelines.
- Systems are protected against data loss and are backed up across multiple data centers.

SPECIAL NOTE: We also have a comprehensive handbook entitled "InRoll+ Information Privacy and Protection Policy Handbook" that InRoll+ employees and contractors receive so they are aware of all policies and procedures regarding the safety of your information.

Where to Get Help

Please click *Help* or *Chat Now* in the upper right corner of the InRoll+ page if the information you need is not in this guide.

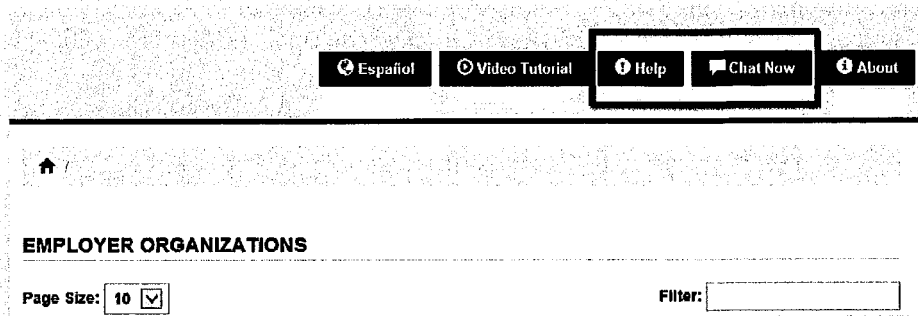



Figure 18 Where to Get Help

6.1 Help

When you click *Help*, you will have several options available to you for support.

- Email a Question – when your question doesn't require immediate assistance
- Chat Now – click the  icon for immediate help; works the same as *Chat Now*
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 - Log In – information for logging in or getting registered
 - Enrolling – what is stored in My Files
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6.2 Chat Now

When you click *Chat Now*, you are connected with a live agent using chat support.

6.3 Case Implementation Manager

If you are still unable to get an answer to your question, contact your case implementation manager (CIM) for help.

Frequently Asked Questions (FAQs)

Do you provide online enrollment for open enrollment and ongoing enrollment?

Yes. The employees have a specific period of time to enroll during the Open Enrollment period. Thereafter, employees can enroll if they are a new hire, or if they are put into a forced Open Enrollment by HR due to a change in family status. New Hire Enrollments are derived from the hire date that is entered for each employee. The system opens an Open Enrollment window for a new hire based on the Hire Date. The Open Enrollment Window is handled by dates given to our staff by the Employer. The dates can be changed anytime at the client's request.

How do you differentiate between new hire enrollments and current employee changes?

Hire dates are recorded in the system and based on the hire date and benefit rules, the system directs the employee to the appropriate enrollment area, new hire, annual enrollment, or COFS.

How does your system regulate the appropriateness of family status change?

Email alerts are sent for approval to the Employer. HR may approve or decline the request based on documentation.

Do you have the capability to incorporate specific graphics, logos or an introduction?

Yes.

Will your system generate a confirmation statement?

Yes and statements may be printed or emailed.

Other than employee benefits enrollment, what other HR functions can your system perform?

The system allows the HR Administrator or HR User to post any type of HR-related documents for employees. HR Administrators/Users can also access a number of companywide HR reports such as an equal employment opportunity (EEO) Report. HR may also access HR reports on individual employees such as salary history. The system also allows the employer to export all payroll data to their payroll services vendor on any timeline they require. It performs all basic employee management functions, including census generation, list bill reconciliation functions, eligibility reporting Holiday Schedules, School Directory, Business Forms, Retirement Forms, and so on.

Can you incorporate Section 125 Plan administration, including the administration of a flex and dependent care reimbursement plan, into your Internet-based Enrollment system?

Yes, the same way enrollment is incorporated for employee benefits enrollment. Deductions for each account are managed separately. The Flexible Spending Account information would be transmitted electronically to the Administrator. Going forward, the Administrator would administer the accounts with online access of the accounts for all participating employees.

Will you provide the District with communication material for employees of how to enroll online?

Yes, at no additional cost.

Describe the reporting capabilities your organization provides.

We have several categories of reports: Employee Reports, Reports, Enrollment Data Reports, Tracking Reports, Employee Troubleshooting Reports, Administrative Reports, Payroll Reports, Deduction reports, and Forms Reports. Under each of these categories there are numerous

reports containing various data for each. These reports are generated as often as needed at no additional cost.

Is an employee's full social security number (SSN) visible in the employee system screen?

No, we protect employee privacy by showing only the last four digits of their SSN for confirmation purposes on their enrollment screen.

What languages are supported in the online enrollment system?

English and Spanish are the two languages supported and the system is configured to convert between the two languages at the click of a button. Text, audio, and video are all converted.

Why do I sometimes see an invalid address notification from the system when I type in an employee address?

The enrollment system is configured to perform real time address validation with the U.S. Postal Service which helps to prevent address information being entered incorrectly in the system.

Can multiple employees' information be uploaded at one time or does each employee have to be entered on an individual basis?

We provide a template that you complete for bulk upload of all the employee information at one time rather than entering information on an individual basis.

Can an employee change their social security number (SSN) in the enrollment system?

No but the employee can change things like their address and phone number.

Is there a default password for a new user to access the system?

For security, there is not a default password. The new user must use a combination of information that only they would know consisting of their last name, date of birth, and the last four digits of their social security number.

Can a person be locked out of their account?

Yes such as the case for the termination of an employee or for maximum number of login attempts reached.

How long is a report that has been run active in the system?

50 hours.

Is the enrollment system ACA or COBRA compliant?

No but the system can supply the information required for an ACA or COBRA system.

We have more than one medical plan to offer so can the system accommodate multiple plans?

Yes, it will allow you to load multiple plans.

Does a new-born infant require a social security number to be loaded in the system?

No, but once the social security number has been obtained, it must be loaded in the system as soon as possible.

How many years of medical election history are stored in the system?

Up to the last five years.