ONLINENROLL INSTRUCTION GUIDE

OnlinEnroll is a tool that allows you to access and update your employee information from any computer, tablet, or smart phone with an internet connection.

United Healthcare's site uses the latest technology to ensure that the information entered is secure and adheres to United Healthcare and industry security standards.

WORKTERRA PASSWORD CHANGES

(888) 327-2770
Monday - Friday
10 a.m. to 7 p.m. CST

HUMAN RESOURCES

(940) 349-8340

OnlinEnroll Employee Self-Service Guide
City of Denton

- New Hire and Open Enrollment – pages 2-6
- Year-round Access and Qualifying Events – page 7

OnlinEnroll is a tool that allows you to directly access and update your employee information via the Internet. Using OnlinEnroll employee self-service, you can review and/or update your demographic, dependents, and benefit elections.

- You can access OnlinEnroll from any computer with an internet connection. Our secure (https) site uses the latest technology to ensure that the information entered is secure and adheres to UnitedHealthcare and industry security standards.

Logging In

Navigate to uhc.workterra.net/Workterra

Username: Employee ID
(Example: 34345)

Password: Use the last password you set up. If you do not remember your password, click on "Forgot Password?" and answer the security questions.
The security questions will not work if you have been locked out of the system (typically due to six failed login attempts). To reset your password, please call Workterra at (888) 327-2770, Monday through Friday between 10:00 a.m. and 7:00 p.m. CST, or email your Benefits team at benefits@cityofdenton.com.

Company: City of Denton (space in between each word)

Note: if you wish to view the site in SPANISH, click on "Espanol (es-mx)" in the drop down box on the top right of the page.

![UnitedHealthcare logo]

Welcome Page

Welcome SINGLE TEST
New Hire

UHC OnlinEnroll is your portal for managing your dependent and benefit plan elections. You can now make your New Hire elections in the site. Please note that any elections made during your New Hire election period will pend for review by HR prior to the election being sent forward to the carrier.

During the year you may log in and view your benefit statement and benefit related materials at any time. If you should have any questions about the enrollment process, please contact your HR representative. For your convenience we have attached an Employee Self-Service Guide in the Forms Library should you have any questions on how to navigate while in the site.

ℹ **Instructions**

Please click on each of the links below to review and accept the agreements before proceeding through the enrollment tunnel.

☑ Employee Usage Agreement   ☑ Legal Agreement

Forms Library   [Continue]

Please read your Welcome Page Information and then click the box next to the Employee Usage Agreement and Legal Agreement. Once you have read both, select **Continue.**

Change Password

Please provide your security questions and answers as well as update your password. When finished select **Save** to continue.

Please note your password must be:

- Password must be a minimum of 8 characters.

- Password must contain at least one numeric digit.

- Password must contain at least one special character.

- Password must contain at least one UPPERCASE letter.

Change Password

Instructions
- Password must contain at least one uppercase character
- Password must contain at least one number
- Password must contain at least one special character.
- Password must be MINIMUM of 8 Characters.

User ID : 9999

*Security Question 1
---Select Security Question---   *Security Answer 1

*Security Question 2
---Select Security Question---   *Security Answer 2

Security Question 3
---Select Security Question---   Security Answer 3

You will have an opportunity to review, add, or update your demographic, your spouse or child information on the next few pages.

Please note: Grayed out fields are considered "Review Only" fields. Please contact your HR administrator if any changes are needed to these fields.

Please ensure that all dependents that you would like to cover across any benefit (Medical, Dental, Life, Disability, etc...) are entered within these pages.

To add a spouse or child, fill out the required fields and click "**Save & Continue**". The screen will open for you to enter their demographic information (required data is marked with a red indicator).

Spouse

> Please add and/or review your spouse information and update, if needed, to ensure all data is accurate

Add Spouse   Add Child

Child

> Please add and/or review your child(ren) information and update, if needed, to ensure all data is accurate.

Add Spouse   **Add Child**

Back   Reset   Continue   Save & Continue

If you have multiple children, select "**Add Another Child**" adding them one at a time and click "**Save & Continue**" once all are added.

If you do not have a spouse or child, click "Continue" to proceed to the next page.

For "**Disabled Children"**, please ensure that you classify the Child Relationship as a "**Disabled Child**" in the Child Relationship box as well as clicking the radial (circle) next to the "**Yes**" in the **Disabled Child** field.

Health Details

Disabled Child :   ● No   ○ Yes   Disability Reason   Date of Disability   📅
in format, mm/dd/yyyy

UnitedHealthcare®

Follow the steps below to enroll in your benefit plans.
If you do not wish to enroll and would prefer to decline the benefit, select "**Waive**".

Please note that the following are available for additional information to assist you in choosing your benefits.

- **Compare Plans**
    - Click the Compare Plans link to the top right of the screen to open up a side-by-side comparison of the plans offered to you.
- **Additional Tools**
    - Click the Additional Tools link to access Learn about your Health/Income Protections, which may contain links to the plan summaries. The Additional Tools link also houses the Forms Library, which may contain additional benefit information and user guides.

Please be sure to use only the navigational buttons provided within the tool. **Do not use your browser's back button**.

You can navigate into previous pages using these three options:

1. The slide out menu bar will allow you to move back to any page that you have previously visited
2. Scroll up and click the down carrot available to the far right of each benefit.
3. Use the back button provided by the tool

Adding a new beneficiary:
Your dependents (Spouse and children) that are already entered into OnlinEnroll will be in the beneficiary pool.

1. Select your first beneficiary:
    a. To select an existing dependent as a beneficiary, select their name in the drop down
    b. If you would like to add another beneficiary, select the applicable relationship in the drop down menu
        i. A pop up box will appear asking for more information on your new beneficiary. Complete the fields and click done.
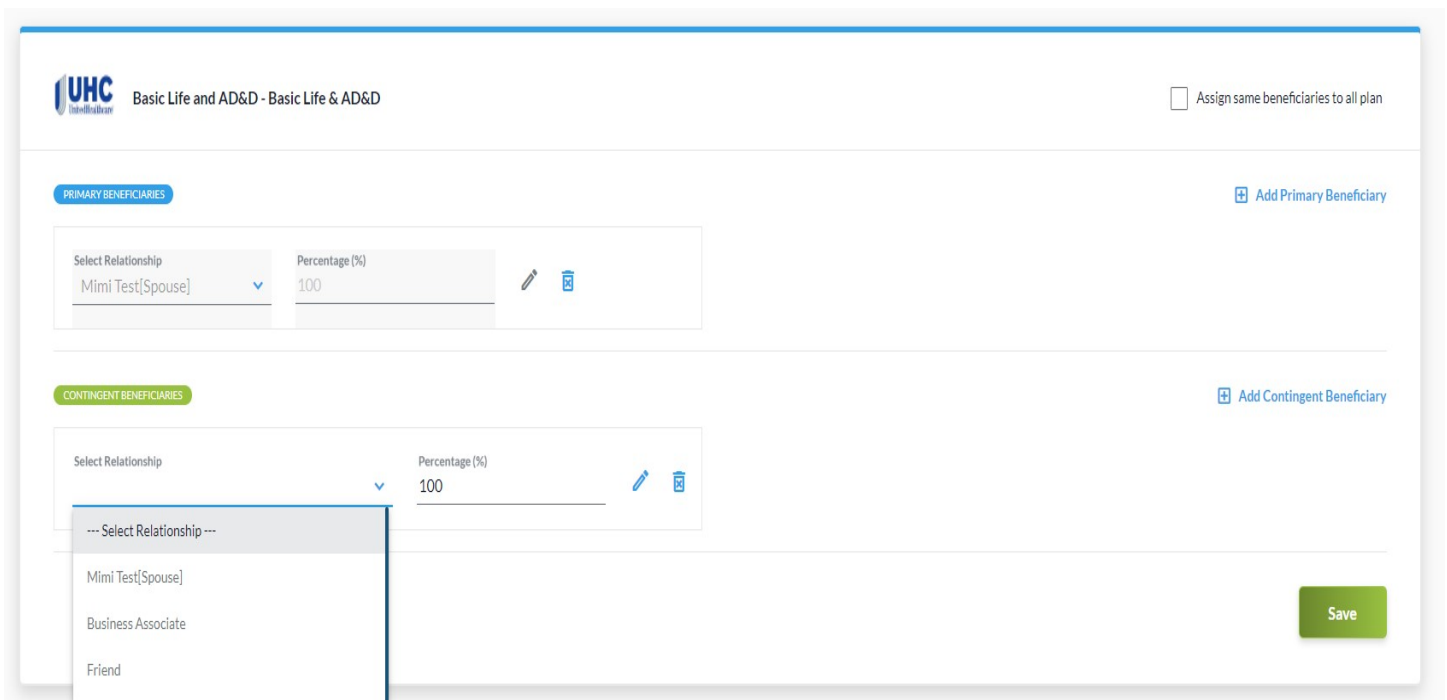2. Enter the percentage for this beneficiary in the "percentage" field

You may also add contingent beneficiaries by clicking on the button "Add Contingent Beneficiary"

Best practices for choosing multiple beneficiaries:
*   Use whole numbers when updating the percentage
*   Percentages must equal 100
    *   For example: 3 beneficiaries should have the percentage of 33, 33, 34

Other tips:

*   To add multiple beneficiaries click on the [+] plus sign

*   To remove a beneficiary, click on the [🗑] delete icon to the right of the beneficiary name.
*   A beneficiary should not be used twice in the same plan.
    *   For instance, on a basic life plan, do not have your spouse listed twice as a primary beneficiary.

Completing the Enrollment Process

After completing all of your plan elections, you will come to the Confirmation Statement. Please review all of your elections for accuracy.

Please be sure to keep a copy of the confirmation statement for your records by clicking on the PDF button to download save & print.

Please click "Finish" at the bottom of the page once you have reviewed your elections. Once you click "**Finish**", you will be taken to your Employee Home Page. Your enrollment process is now complete.

Confirmation Statement

Please review all the information below to ensure accuracy. If any changes are needed to your personal information, dependents or benefit elections during an enrollment period please use the navigation panel on the left of the screen to jump back to the page that needs to be updated. Once you have confirmed all information below is correct hit "*Finish*" at the bottom of page to ensure all updates are sent to MPI HR.

RT   **Ryan Test**
Employee

	Gender	Date of Birth	Address
	Male	October 16, 1973	1 E St
		(47 years)	Louisville, TX 75001

Demographics

Demographics

Name	Employee ID	Gender	Date of Birth
Ryan Test	9999	Male	10/16/1973
Marital Status	**Street Address**	**City**	**State**
Married	1 E St	Louisville	TX
Postal Code	**Email Address**		
75001	rsapp@test.com		

Dependent Information

Mimi Test	Date of Birth	Gender	Social Security Number
(Spouse)	10/16/1973	Female	XXXXX0000
Marital Date			

Approval Pending Enrollment Summary

Plan Name	Coverage:	Employee Cost	Employer Cost
HDHP HSA Plan (Pre-tax) Effective 10/01/2021	Ryan Test [Employee]	$35.21 /Weekly	$107.33 /Weekly
Supplemental Life & AD&D (Post-tax) Effective 10/01/2021	Ryan Test [Employee] Current Coverage: $50000.00	$3.92 /Weekly	-

Back   Print   Finish

7

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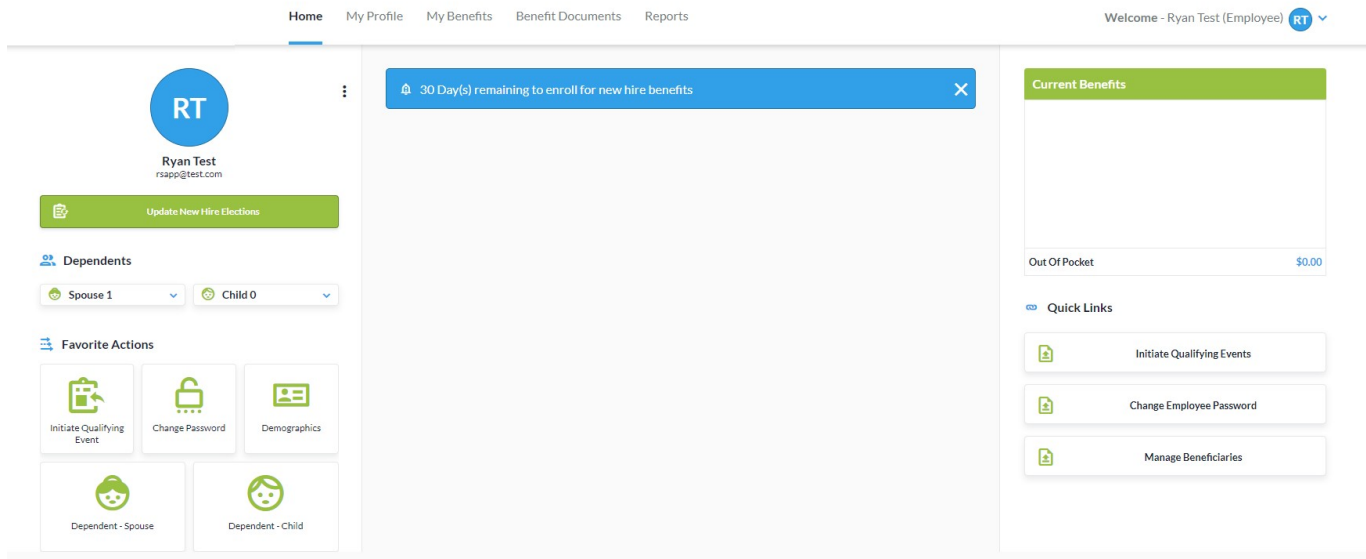
Year-round Access & Qualifying Events

(Home Page Navigation & Making Qualifying Event Changes)

Below is an example of your Employee Home Page.

To begin a Qualifying Event (i.e. Marriage, Newborn, Divorce, etc.) click on the "Enroll Now" button found on the Home Page. If an event is not open, you will see an option to open a Qualifying Event by clicking "OK."

Then select the Qualifying Event that applies to you, enter the date of the event, and click "Save". The system will now walk you through your personalized experience.

Please note the following in regards to Qualifying Events:
- To initiate a Qualifying Event, while still within your Open Enrollment period, go to: BenAdmin > Initiate Qualifying Events
- Please ensure the dependent relationship type is updated when processing a Qualifying Event, as this determines eligibility e.g. *If processing a Divorce QE, you must change your spouse relationship type from spouse to ex-spouse. This will ensure that the system will terminate the spouse's benefits and generate the notification for COBRA.*
- During a Qualifying Event, Beneficiary designation will be available after the administrator approves your plan change. To view or change your Beneficiaries outside of an open window, go to: My Benefits > Beneficiary
- During a Qualifying Event, you will have the opportunity to upload the appropriate supporting documents (i.e. marriage certificate, birth certificate, etc.) for your HR Administrator approval. Please be sure to upload your document in the upload document page. **– OR -** Please be sure to upload your document in the pop up box provided after each change

CITY OF DENTON BENEFITS TEAM CONTACT INFORMATION

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Deby.Skawinski@cityofdenton.com

Please cut out the Benefit Cards below and keep them with you for your convenience.

Be WELL / **CITY OF DENTON**
City of Denton Health Center

Medical City Denton Professional Office Building, Suite 317

Make your appointment today. Schedule it online at my.marathon-health.com or call (940) 808-0906.

Health Center Hours

Monday, Wednesday, Thursday: 7:00 a.m. - 5:00 p.m.
Tuesday: 7:00 a.m. - 6:00 p.m.
Friday: 7:00 a.m. - 4:00 p.m.

United Healthcare	Group #715130	
Member Services	(800) 241-1659	
OptumRX Pharmacy	(800) 241-1659	
Delta Dental - #19841	(800) 521-2651	
Rightway Healthcare	(305) 851-7310	
United Healthcare Vision - #715130	(800) 241-1659	
Symetra Life - Life/AD&D - #01-017863-00	(877) 377-6773	
LTD/STD - #01-017863-00		
WEX - Flexible Spending Account (FSA)	(877) 765-8810	
Optum Employee Assistance Program (EAP)	(866) 374-6061	
Employee Health Center	(940) 808-0906	

United Healthcare/Optum Rx	myuhc.com
Delta Dental	deltadental.com
Rightway Healthcare	rightwayhealthcare.com
United Healthcare Vision	myuhcvision.com
Symetra Life	ladcla@symetra.com
WEX FSA	benefitslogin.wexhealth.com
Optum EAP Services	liveandworkwell.com
	Access Code: denton
Employee Health Center	my.marathon-health.com

Setting Up Your Workterra Password
uhc.workterra.net/workterra

Username: Employee ID
Example: 34345
Password: First four letters of your name - all lower case and first four numbers of your SSN (no spaces)
Examples: mary2343 or ty2343
Company: City of Denton (space between each work)

Username: _____

Password: _____

Company: __City of Denton_____

Security Q1 Answer: _____

Security Q2 Answer: _____

uhc.workterra.net/workterra