INDIVIDUAL PAGE INSTRUCTIONS
FOR
THE SHBP ADMIN WEB SITE
(OPEN ENROLLMENT)

<table>
<tr><th>WEB PAGE NAME</th><th>INSTRUCTIONS</th></tr>
<tr><td>Enter Administrator Login Information</td><td>Instructions:

All fields indicated with * are required.

1. Enter your Username and Password (both are case-sensitive).

2. Click the LOGIN button.

If you don’t remember your Password, click the FORGOT PASSWORD button.</td></tr>
<tr><td>SHBP Administration Home</td><td>Instructions:

Please select one of the tabs on the left navigation bar.</td></tr>
<tr><td colspan="2">FORGOT PASSWORD</td></tr>
<tr><td>Forgot Password</td><td>Instructions:

All fields indicated with * are required.

1. Enter your USERNAME (case-sensitive).

2. Click the CONTINUE button to go to the next page; or click the CANCEL button to return to the Enter Administrator Login Information page with no change in Password.</td></tr>
<tr><td>Enter Password Recovery Information</td><td>Instructions:

All fields indicated with * are required

1. Review your pre-populated information to assure it is accurate.

2. Enter your answer to the Security Question (not case-sensitive).

3. Click the SUBMIT button to go to the next page; or click the CANCEL button to return to the Enter Administrator Login Information page with no recovery/change in Password.</td></tr>
</table>

WEB PAGE NAME	INSTRUCTIONS
Enter New Password	**Instructions:** ***All fields indicated with * are required.*** **1. Create and enter your New Password (case-sensitive). New Password should be between 8 and 20 characters and have at least 3 of the following types of characters:** - **Uppercase Letter** - **Lowercase Letter** - **Number** - **Special Character (!, @, #, etc.)** **2. Re-enter your newly created Password for confirmation (case-sensitive).** **3. Click the CHANGE PASSWORD button and you will return to the Enter Administrator Login Information page to LOGIN with your New Password; or click the CANCEL button to return to the Enter Administrator Login Information page with no change in Password.** **Change Password page will display when your Password has expired.**
Change Password	**Instructions:** ***All fields indicated with * are required.*** **1. Create and enter your New Password (case sensitive). New Password should be between 8 and 20 characters and have at least 3 of the following types of characters:** - **Uppercase Letter** - **Lowercase Letter** - **Number** - **Special Character (!, @, #, etc.)** **2. Re-enter your newly created Password for confirmation (case-sensitive).** **3. Click the CHANGE PASSWORD button and you will return to the Enter Administrator Login Information page to LOGIN with your New Password; or click the CANCEL button to return to the Enter Administrator Login Information page with no change in Password.**

FILE UPLOAD

WEB PAGE NAME	INSTRUCTIONS
Upload File	**Instructions:** ***All fields indicated with * are required.*** **1. Review the pre-populated information to assure it is accurate.** **2. Click the BROWSE button to select a file to upload.** **3. Enter any comments regarding the file contents, etc. in the File Comments Field.** **4. Click the UPLOAD button to load the file.** **5. Click the CANCEL button to cancel the Upload File request and return to the SHBP Administration Home page.**
Upload Files	**Instructions:** **1. To download a file, click the**  **button.** **2. To delete a file, click the**  **button.** **3. Click the CANCEL button to cancel the Upload File request and return to the SHBP Administration Home page.**

YEAR ROUND AND OE

ADD NEW EMPLOYEE

WEB PAGE NAME	INSTRUCTIONS
Add New Employee	**Instructions:** ***All fields indicated with * are required.*** **1. Enter the Employee Information. Policy Number (same as SSN with no dashes), Last Name, First Name, Middle Initial, and Suffix.** **2. Select the Employee's Sex from the dropdown list.** **3. Select the Employee's Ethnicity from the dropdown list.** **4. Enter the Employee's Date of Birth (DOB) (mm/dd/yyyy).**

<table>
<tr><th>WEB PAGE NAME</th><th>INSTRUCTIONS</th></tr>
<tr><td></td><td>5. Select the Employee’s Primary Language by clicking on the ENGLISH or OTHER radial button.

6. If OTHER has been selected as the Primary Language, please enter the name of the employee’s primary language in the ‘If OTHER, Please Specify’ field.

7. Select the Employee’s Payroll Location from the dropdown list.

8. Enter the Employee’s Hire Date (mm/dd/yyyy).

9. Enter the Employee’s Monthly Salary (nn.nn).

10. Enter the Employee’s Hours Scheduled Per Week (HH).

11. Click the SAVE MEMBER button to complete the function; or click the CANCEL button to cancel the addition of the employee and return to the SHBP Administration Home page.</td></tr>
<tr><td colspan="2">MODIFY NEWLY ADDED EMPLOYEE</td></tr>
<tr><td>Modify Newly Added Employee
(initial screen one)</td><td>Instructions:

All fields indicated with * are required.

The Search for a Newly Added Employee may be done by Payroll Location or by Policy Number and Date of Birth (DOB) as follows:

1. Select the Newly Added Employee’s Payroll Location from the dropdown list.

2. Click the SEARCH button to go to the next page.

- or -

1. Enter the Newly Added Employee’s Policy Number (same as SSN with no dashes) and Date of Birth (mm/dd/yyyy).

2. Click the MODIFY MEMBER button to go to the next page.</td></tr>
</table>

SEARCH BY PAYROLL LOCATION	
WEB PAGE NAME	**INSTRUCTIONS**
Modify Newly Added Employee (*second screen)*	**Instructions:** **1. Click the EDIT button next to the selected employee's name to go to the next page.**
Modify Newly Added Employee *(third screen)*	**Instructions:** ***All fields indicated with * are required.*** **1. Review the newly added employee's pre-populated information.** **2. Make any necessary corrections to the newly added employee's information.** **3. Click the SAVE MEMBER button to accept the changes.** **4. Click the CANCEL button to return to the SHBP Administration Home page without making changes to the newly added employee.**
SEARCH BY POLICY NUMBER AND DATE OF BIRTH	
Modify Newly Added Employee (*second screen)*	**Instructions:** ***All fields indicated with * are required.*** **1. Review the newly added employee's pre-populated information.** **2. Make any necessary corrections to the newly added employee's information.** **3. Click the SAVE MEMBER button to accept the changes.** **4. Click the CANCEL button to return to the SHBP Administration Home page without making changes to the newly added employee's information.**

MODIFY COVERAGE	
WEB PAGE NAME	**INSTRUCTIONS**
Modify Coverage *(first screen)*	**Instructions:** ***All fields indicated with * are required.*** **Search member may be done by Payroll Location or by Policy Number and Date of Birth (DOB) as follows:** **1. Select the Member's Payroll Location from the dropdown list.** **2. Click the SEARCH button to go to the next page.** **- or -** **1. Enter the Member's Policy Number (same as SSN with no dashes) and Date of Birth (mm/dd/yyyy).** **2. Click the MODIFY OE COVERAGE button to go to the next page.**
Modify Coverage ***SEARCH MEMBER BY PAYROLL LOCATION*** *(second screen)*	**Instructions:** **1. Click the MODIFY OE COVERAGE button next to the selected employee's name to go to the next page.**
Contact Information	**Instructions:** ***All fields indicated with * are required.*** **1. Review the pre-populated information to assure it is accurate.** **2. Make any necessary corrections to the Member's Contact Information.** **3. Select the Check Box to verify the above address is accurate and complete.** **4. Click the CONTINUE button to go to the next page.**

WEB PAGE NAME	INSTRUCTIONS
Tier Selection	**Instructions:** **1. Review the pre-populated information to assure it is accurate.** **2. If necessary, correct the Tier Selection by selecting the appropriate Tier from the list according to the dependent(s) the member will cover for the upcoming plan year.** **3. Click the CONTINUE button to go to the next page.**
Dependents	**Instructions:** **1. Review your pre-populated information to assure it is accurate (including Coverage Tier for the upcoming plan year).** **2. YES has been pre-populated to cover all displayed Existing Dependents for the upcoming plan year, review each existing dependent's information for accuracy.** **3. Select NO for each Existing Dependent that the member DOES NOT wish to cover for the upcoming plan year.** **4. The EDIT button is displayed only for the member's Spouse (if applicable) or newly added dependent(s). Click the EDIT button to edit spouse or new dependent information, including THE DEPENDENT ETHNICITY.** **5. To edit Existing Dependent information, select the NO button for that existing dependent (removing that existing dependent from coverage for the upcoming plan year); then click the ADD DEPENDENT button and re-enter the existing dependent as a new dependent with correct dependent information.** **6. Click the ADD DEPENDENT button to add a New Dependent that the member wishes to cover for the upcoming plan year.** **7. To delete a New Dependent, click the DELETE button for that new dependent.** **8. Click the CONTINUE button to go to the next page.**

WEB PAGE NAME	INSTRUCTIONS
Add New Dependent	**Instructions:** ***All fields indicated with * are required.*** **1. Enter the Dependent Information (dependent last name, dependent first name, and dependent middle initial, dependent suffix).** **2. Select the Dependent Relation to the member from the dropdown list (dependent verification documentation will be required).** **3. Select the Dependent Sex from the dropdown list.** **4. Select the Dependent Ethnicity from the dropdown list.** **5. Enter the Dependent Date of Birth (mm/dd/yyyy).** **6. Enter the Dependent SSN (SSN with no dashes).** **7. Click the UPDATE button to add the dependent to the member's coverage effective for the upcoming plan year; you will return to the DEPENDENTS page.** **8. Click the CANCEL button if the dependent is not to be added to the member's coverage and return to the DEPENDENTS page.**
Edit Dependent Information	**Instructions:** ***All fields indicated with * are required.*** **1. Review the pre-populated information to assure it is accurate.** **2. Make any necessary corrections to the dependent information.** **You may only edit the Dependent Ethnicity on Existing Dependents. To edit any other Existing Dependent information, click the DELETE button for that existing dependent; then click the ADD DEPENDENT button and re-enter the existing dependent as a new dependent with correct dependent information.** **3. Click the UPDATE button to accept added**

WEB PAGE NAME	INSTRUCTIONS
	dependent information; you will return to the DEPENDENTS page. **4. If you do not wish to add a dependent, click the CANCEL button to return to the DEPENDENTS page without adding a dependent.**
Tobacco Surcharge	**Instructions:** **1. Review the pre-populated answer(s) to assure accuracy.** **2. If necessary, select the appropriate answer(s) to the Tobacco Surcharge question(s).** **3. Click the CONTINUE button to go to the next page.**
Spousal Surcharge	**Instructions:** **1. Review the pre-populated answer(s) to assure accuracy.** **2. If necessary, select the appropriate answer(s) to the Spousal Surcharge question(s).** **3. Click the CONTINUE button to go to the next page.**
Option Selection	**Instructions:** **1. Review the pre-populated Option Selection to assure accuracy, effective for the upcoming plan year.** **2. Review the acronyms at the bottom of the page to ensure selection of the correct Plan Type.** **3. If necessary, select the appropriate Option in which the member wishes to enroll effective for the upcoming plan year.** **4. Click the CONTINUE button to go to the next page.**
Considerations Before Confirming My Selections	**Instructions:** **1. Review the Considerations.** **2. Click the CONTINUE button to go to the next page.**

<table>
<tr><th>WEB PAGE NAME</th><th>INSTRUCTIONS</th></tr>
<tr><td>Verify Selections</td><td>Instructions:

1. Review all of member information and health coverage selections to be effective for the upcoming plan year.

2. To edit member information and health selection(s), select the appropriate tab on the top navigation bar.

3. Make any necessary changes; then navigate to the Verify Selections page.

4. After selections have been verified, click the CONFIRM button to go to the next page.</td></tr>
<tr><td>Confirmation</td><td>Instructions:

1. The Confirmation Page is the member's enrollment verification document for coverage effective for the upcoming plan year. The confirmation number is located in the Confirmation Number field on this page.

Please print this Confirmation page (using your browser's printer button) and save it for your records; or you may open a printer friendly Confirmation page in a PDF format by clicking the PRINTER FRIENDLY button to go to the next page.

2. To Logout of this session, select the Logout tab on the left navigation bar.</td></tr>
<tr><td>Print Confirmation</td><td>Instructions:

The member's confirmed selections are listed on this page. The most recent confirmation is on the top line and is the coverage the member will have for the upcoming plan year. Please print this printer friendly Print Confirmation page and save it for your records.

1. Review your pre-populated information to assure it is accurate.

2. Click the OPEN PDF link on the Confirmation file line you want to open in a PDF Format.

3. Once opened, use your browser to Save and Print the file in a PDF Format. All information shown on the Conformation page is included in the PDF File.

4. To logout of this session, close the OPEN PDF link; then select the Logout tab on the</td></tr>
</table>

WEB PAGE NAME	INSTRUCTIONS
	left navigation bar or select another tab on the left navigation bar.
MODIFY RETIREE COVERAGE	
Modify Retiree Coverage	**Instructions:** ***All fields indicated with * are required.*** **Search member may be done by Payroll Location or by Policy Number and Date of Birth (DOB) as follows:** **1. Select the Member's Payroll Location from the dropdown list.** **2. Click the SEARCH button to go to the next page.** **- or -** **1. Enter the Member's Policy Number (same as SSN with no dashes) and Date of Birth (mm/dd/yyyy).** **2. Click the MODIFY ROCP COVERAGE button to go to the next page.**
SEARCH MEMBER BY PAYROLL LOCATION	
WEB PAGE NAME	**INSTRUCTIONS**
Modify Retiree Coverage ***(second screen)***	**Instructions:** **1. Click the MODIFY ROCP COCVERAGE button next to the selected employee's name to go to the next page.**
Contact Information	**Instructions:** ***All fields indicated with * are required.*** **1. Review the pre-populated information to assure it is accurate.** **2. Make any necessary corrections to the Member's Contact Information.** **3. Select the Check Box to verify the above address is accurate and complete.** **4. Click the CONTINUE button to go to the next page.**
Tier Selection	**Instructions:** **1. Review the pre-populated information to assure it is accurate.**

WEB PAGE NAME	INSTRUCTIONS
	2. If necessary, correct the Tier Selection by selecting the appropriate Tier from the list according to the dependent(s) the member will cover for the upcoming plan year. **3. Click the CONTINUE button to go to the next page.** **If the member needs to change Tiers due to deletion of a dependent but the appropriate Tier is not displayed, please contact SHBP at 1-800-610-1863.** **If the member elects not to continue coverage for dependent(s) for the upcoming plan year, the dependent(s) will not be eligible for Continuation of Coverage through COBRA and will not be eligible to re-enroll unless a qualifying event occurs.**
Dependents	**Instructions:** **1. Review your pre-populated information to assure it is accurate (including Coverage Tier effective for the upcoming plan year).** **2. YES has been pre-populated to cover all displayed Existing Dependents effective for the upcoming plan year, review each existing dependent's information for accuracy.** **3. Select NO for each Existing Dependent that the member DOES NOT wish to cover, effective for the upcoming plan year.** **4. The EDIT button is displayed only for the member's Spouse (if applicable). Click the EDIT button to edit spouse information, including THE DEPENDENT ETHNICITY.** **5. To edit Existing Dependent information, other than the member's spouse, contact SHBP at 1-800-610-1863.** **6. To delete a dependent, click the DELETE button for that new dependent.** **6. Click the CONTINUE button to go to the next page.** **If you have received a message stating the member's Tier Selection is incorrect due to the deletion or discontinuation of coverage for a dependent but the Tier was not available on the Tier Selection screen, please contact SHBP at 1-800-610-1863.** **If the member elects not to continue coverage for their**

WEB PAGE NAME	INSTRUCTIONS
	dependent(s) for the upcoming plan year, the dependent(s) will not be eligible for Continuation of Coverage through COBRA and will not be eligible to re-enroll unless a qualifying event occurs.
Edit Dependent Information	**Instructions:** ***All fields indicated with * are required.*** **1. Review the pre-populated information to assure it is accurate.** **2. Select the Dependent Ethnicity from the dropdown list. You may only edit the Dependent Ethnicity on Existing Spouses.** **3. Click the UPDATE button to accept added dependent information; you will return to the DEPENDENTS page.**
Option Selection	**Instructions:** **1. Review the pre-populated Option Selection to assure accuracy, effective for the upcoming plan year.** **2. Review the acronyms at the bottom of the page to ensure selection of the correct Plan Type.** **3. If necessary, select the appropriate Option in which the member wishes to enroll effective for the upcoming plan year.** **4. Click the CONTINUE button to go to the next page.**
Considerations Before Confirming My Selections	**Instructions:** **1. Review the Considerations.** **2. Click the CONTINUE button to go to the next page.**
Verify Selections	**Instructions:** **1. Review all of member information and health coverage selections to be effective for the upcoming plan year.** **2. To edit member information and health selection(s), select the appropriate tab on the**

WEB PAGE NAME	INSTRUCTIONS
	top navigation bar. **3. Make any necessary changes; then navigate to the Verify Selections page.** **4. After selections have been verified, click the CONFIRM button to go to the next page.**
Confirmation	**Instructions:** **The Confirmation Page is the member's enrollment verification document for coverage effective for the upcoming plan year. The confirmation number is located in the Confirmation Number field on this page.** **1. Please print this Confirmation page (using your browser's printer button) and save it for your records; or you may open a printer friendly Confirmation page in a PDF format by clicking the PRINTER FRIENDLY button to go to the next page.** **2. To logout of this session, select the Logout tab on the left navigation bar or select another tab on the left navigation bar.**
Print Confirmation	**Instructions:** **The member's confirmed selections are listed on this page.** ***The most recent confirmation is on the top line and is the coverage the member will have for the 2012 plan year.*** **Please print this printer friendly Print Confirmation page and save it for your records.** **1. Review your pre-populated information to assure it is accurate.** **2. Click the OPEN PDF link on the Confirmation file line you want to open in a PDF Format.** **3. Once opened, use your browser to Save and Print the file in a PDF Format. All information shown on the Conformation page is included in the PDF File.** **4. To logout of this session, close the OPEN PDF link; then select the Logout tab on the left navigation bar or select another tab on the left navigation bar.**
VIEW LOGIN HISTORY	
Login History	**Instructions:** ***All fields indicated with * are required.*** **1. Enter the member's Policy Number (SSN with no**

WEB PAGE NAME	INSTRUCTIONS
	dashes). **2. Click the SUBMIT button to go to the next page.**
Login History *(second screen)*	**1. Click the HOME button to return to the SHBP Administration Home page.**
PRINT CONFIRMATION	
Print Member	**Instructions:** ***All fields indicated with * are required.*** **1. Enter the member's Policy Number (SSN with no dashes).** **2. Click the SEARCH MEMBER button to go to the next page.**
Print Member *(second screen)*	**Instructions:** **1. Click the appropriate CONFIRMATION NUMBER to open the confirmation link in a PDF Format *(multiple confirmation numbers may be listed).*** **2. Once the PDF File is open, use your browser print the file in a PDF Format. All information shown on the Conformation page is included in the PDF file.** ***You may close the PDF link and search another member or select another tab on the left navigation bar.***
EMPLOYEE REPORT	
Print Newly Added Employee	**Instructions:** ***All fields indicated with * are required.*** **1. Select a Payroll Location form the dropdown list.** **2. Enter the member's hire date (mm/dd/yyyy).** **3. Select Employee Added or Employee Confirmed from the dropdown list.** **4. Click the SEARCH button.**
Print Newly Added Employee *(second screen)*	***Instructions:*** ***All fields indicated with * are required.*** **The Policy Numbers and Names for your selection are displayed; including the total number of employees for the selection.** ***You perform another search or select another tab on the***

WEB PAGE NAME	INSTRUCTIONS
	left navigation bar.
UNREGISTER USER	
Unregister User	**Instructions:** ***All fields indicated with * are required.*** **1. Enter the member's Policy Number (SSN with no dashes).** **2. Enter the member's Date of Birth (mm/dd/yyyy).** **3. Click the UNREGISTER button.** **The SHBP Administration Home page will redisplay including a message indicating *"unregistered user successfully".***
SHBP STAFF	
MANAGE ADMIN IDs	
Manage Administrators	**Instructions:** **1. To ADD a New Administrator, click the ADD NEW ADMIN button to go to the next page.** **2. To EDIT a displayed Administrator, locate the Administrator on the displayed list and click the EDIT button on that row to go to the next page.** **3. Click the CANCEL button to cancel the request and return to the SHBP Administration Home page without any changes.**
Modify Administrator (Edit)	**Instructions:** **1. Review the displayed Username to assure it is accurate.** **2. Review the pre-populated Status, Role Assigned, and Payroll Group fields for accuracy. If necessary, make appropriate selections from each dropdown list.** **3. Review the pre-populated First Name and Last Name fields for accuracy. If necessary, enter any necessary corrections in each field.** **4. Enter the New Password (case-sensitive).** **5. Re-enter the New Password (case-sensitive) as confirmation.** **6. Click the SUBMIT button.** **7. Click the SUBMIT button.**

WEB PAGE NAME	INSTRUCTIONS
	8. The Manage Administrators page will redisplay including a message indicating *"Admin successfully modified".* **9. Click the CANCEL button to return to the SHBP Administration Home page without modifications.**
Add New Administrator	**Instructions:** ***All fields indicated with * are required.*** **1. Enter the Username (case-sensitive).** **2. Select a Status from the dropdown list.** **3. Select the Role Assigned from the dropdown list.** **4. Select a Payroll Group from the dropdown list.** **5. Enter the First and Last Name.** **6. Enter the Initial Password (case-sensitive).** **7. Re-enter the Initial Password for confirmation (case-sensitive).** **8. Click the SUBMIT button.** **9. The Manage Administrators page will redisplay including a message indicating *"Admin successfully added".*** **10. Click the CANCEL button to return to the SHBP Administration Home page without any additions.**
MANAGE PAYROLL GROUPS	
Manage Payroll Groups	**Instructions:** **1. To add a new Payroll Group, select the ADD NEW GROUP button.** **2. To edit a Payroll Group, select the Payroll Group from the dropdown list and click the MODIFY button.** **3. To add a new Payroll Location, select the ADD NEW LOCATION button.**

WEB PAGE NAME	INSTRUCTIONS
	4. To edit a Payroll Location, select the Payroll Location from the dropdown list and click the MODIFY button. **5. Click the CANCEL button to return to the SHBP Administration Home Page.**
Modify Payroll Group	**Instructions:** **1. Review the displayed Payroll Group ID for accuracy.** **2. Review the pre-populated Short Description and make any necessary changes.** **3. Click the SUBMIT button.** **4. The Manage Administrators page will redisplay including a message indicating *“Payroll group saved”.*** **5. Click the CANCEL button to return to the SHBP Administration Home page without any modifications.**
Modify Payroll Group (Add Payroll Group)	**Instructions:** **1. Enter the Payroll Group ID.** **2. Enter the Short Description.** **3. Click the SUBMIT button.** **4. The Manage Administrators page will redisplay including a message indicating *“Payroll group successfully added”.*** **5. Click the CANCEL button to return to the SHBP Administration Home page without any additions.**
Modify Payroll Location	**Instructions:** **1. Review the displayed Payroll Location ID and Payroll Group for accuracy.** **2. Review the pre-populated Location name, Location Type, Effective Begin Date (mm/dd/yyyy), Effective End Date (mm/dd/yyyy), Salary Message Code (A or B) and Rate Type and make any necessary changes.** **3. Click the SUBMIT button.**

WEB PAGE NAME	INSTRUCTIONS
	4. **The Manage Administrators page will redisplay including a message indicating *"Payroll location saved".*** 5. **Click the CANCEL button to return to the SHBP Administration Home page without any modifications.**
Modify Payroll Location (Add Payroll Location)	**Instructions:** 1. **Enter the Payroll Location ID.** 2. **Select the Payroll Group from the dropdown list.** 3. **Enter the Location name, Location Type, Effective Begin Date (mm/dd/yyyy), Effective End date (mm/dd/yyyy), Salary Message Code (A or B), and Rate Type.** 4. **Click the SUBMIT button.** 5. **The Manage Administrators page will redisplay including a message indicating *"Payroll location saved".*** 6. **Click the CANCEL button to return to the SHBP Administration Home page without any modifications.**
MODIFY MEMBER	
Modify Member	**Instructions:** ***All fields indicated with * are required.*** **The Search for a Member may be done by Payroll Location or by Policy Number and Date of Birth (DOB) as follows:** 1. **Select the Member's Payroll Location from the dropdown list.** 2. **Click the SEARCH button to go to the next page.** **- or -** 3. **Enter the Member's Policy Number (same as SSN with no dashes) and Date of Birth (mm/dd/yyyy).** 4. **Click the MODIFY MEMBER button to go to the next page.**

<table>
<tr><th>WEB PAGE NAME</th><th>INSTRUCTIONS</th></tr>
<tr><td></td><td>5. Click the SEARCH button to go to the next page.
- or -

6. Enter the Member’s Policy Number (same as SSN with no dashes) and Date of Birth (mm/dd/yyyy).

7. Click the MODIFY MEMBER button to go to the next page.</td></tr>
<tr><td colspan="2">SEARCH BY MEMBER PAYROLL LOCATION</td></tr>
<tr><td>Modify Member (second screen)</td><td>Instructions:

1. Click the EDIT button next to the selected employee’s name to go to the next page.</td></tr>
<tr><td>Modify Member (third screen)</td><td>Instructions:

All fields indicated with * are required.

1. Review the member’s pre-populated information.

2. Make any necessary corrections to the member’s information.

3. Click the SAVE MEMBER button to accept the changes. The SHBP Administration Home page will display with a message indicating “Eligible member updated successfully”.

4. Click the CANCEL button to return to the SHBP Administration Home page without making changes to this member.</td></tr>
<tr><td colspan="2">SEARCH BY POLICY NUMBER AND DATE OF BIRTH</td></tr>
<tr><td>Modify Member (second screen)</td><td>Instructions:

All fields indicated with * are required.

1. Review the member’s pre-populated information.

2. Make any necessary corrections to the member’s information.

3. Click the SAVE MEMBER button to accept the changes. The SHBP Administration Home page will display with a message indication “Eligible member updated successfully”.

4. Click the CANCEL button to return to the SHBP Administration Home page without making changes to this member’s information.</td></tr>
</table>

WEB PAGE NAME	INSTRUCTIONS
ADD RETIREE	
Add Retiree	**Instructions:** ***All fields indicated with * are required.*** **1. Enter the Retiree Information. Policy Number (same as SSN with no dashes), Last Name, First Name, Middle Initial, and Suffix.** **2. Select the Retiree's Sex from the dropdown list.** **3. Select the Retiree's Ethnicity from the dropdown list.** **4. Enter the Retiree's Date of Birth (DOB) (mm/dd/yyyy).** **5. Select the Rate Key from the dropdown list.** **6. Select the Retiree's Payroll Location from the dropdown list.** **7. Select the Retiree's 2011 Option from the dropdown list.** **8. Select the Retiree's 2011 Tier from the dropdown list.** **9. Click the SAVE RETIREE button. The SHBP Administration Home page will display with a message indicating "Eligible member added successfully".** **10. Click the CANCEL button to cancel the addition of the retiree and return to the SHBP Administration Home page.**
MODIFY MEMBER DOB	
Modify Member Date of Birth (both screens)	**Instructions:** ***All fields indicated with * are required.*** **1. Enter the member's Policy Number (with no dashes).** **2. Enter the Date of Birth (mm/dd/yyyy).** **3. Click the SUBMIT button. The Modify Member Date of Birth page will redisplay with a message indicating "Member DOB updated successfully".** **4. Click the CANCEL button to return to the SHBP Administration Home page with no modification to the member's date of birth.**

<table>
<tr><th>WEB PAGE NAME</th><th>INSTRUCTIONS</th></tr>
<tr><td colspan="2">MANAGE USER ROLES</td></tr>
<tr><td>Manage Roles</td><td>Instructions:

1. Click the EDIT button next to the Role you wish to edit.

2. Click the ADD ROLE button to add a new Role.</td></tr>
<tr><td>Manage Roles (Edit)</td><td>Instructions:

1. Click the box(es) under the Access column for each privilege you wish to add to the displayed Role.

2. Click the SAVE ROLE button. The Manage Role page will redisplay with a message indicating “Role successfully saved”.

3. Click the CANCEL button to return to the Manage Roles page with no change in the Roles.</td></tr>
<tr><td>Manage Roles (Add Role)</td><td>Instructions:

1. Enter the Role Key.

2. Enter the Role Description.

3. Click the box(es) under the Access column for each privilege you wish to add to the displayed Role.

3. Click the SAVE ROLE button. The Manage Role page will redisplay with a message indicating “Role successfully added”.

4. Click the CANCEL button to return to the Manage Roles page with no addition in the Roles.</td></tr>
<tr><td colspan="2">ADD DEPENDENTS</td></tr>
<tr><td>Dependents</td><td>Instructions:

All fields indicated with * are required.

1. Enter the member’s Policy Number (with no dashes).

2. Enter the Date of Birth (mm/dd/yyyy).

3. Click the ADD DEPENDENTS button to go to the next page.</td></tr>
</table>

WEB PAGE NAME	INSTRUCTIONS
Add New Dependent	**Instructions:** ***All fields indicated with * are required.*** **1. Review your pre-populated information to assure it is accurate.** **2. YES has been pre-populated to cover all displayed Existing Dependents. Review each existing dependent's information for accuracy.** **3. Select NO for each Existing Dependent that the member DOES NOT wish to cover.** **4. The EDIT button is displayed only for the member's Spouse (if applicable) or newly added dependent(s).** **5. Click the EDIT button to edit spouse or new dependent information, including THE DEPENDENT ETHNICITY.** **6. To edit Existing Dependent information, other than the member's spouse, click the NO button for that existing dependent (removing that existing dependent from coverage); then click the ADD DEPENDENT button and re-enter the existing dependent as a new dependent with correct dependent information.** **7. Click the ADD DEPENDENT button to add a New Dependent that the member wishes to cover.**
Add New Dependent	**Instructions:** ***All fields indicated with * are required.*** **1. Enter the Dependent Information (dependent last name, dependent first name, and dependent middle initial, dependent suffix).** **2. Select the Dependent Relation to the member from the dropdown list (dependent verification documentation will be required).** **3. Select the Dependent Sex from the dropdown list.** **4. Select the Dependent Ethnicity from the dropdown list.** **5. Enter the Dependent Date of Birth (mm/dd/yyyy).**

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	7. Enter the Dependent SSN (SSN with no dashes). **8. Click the UPDATE button to add the dependent to the member's coverage.** **9. Click the CANCEL button if the dependent is not to be added to the member's coverage and return to the ADD NEW DEPENDENT page.**
Edit Dependent Information	**Instructions:** ***All fields indicated with * are required.*** **1. Review the pre-populated information to assure it is accurate.** **2. Make any necessary corrections to the dependent information.** **You may only edit the Dependent Ethnicity on Existing Dependents. To edit any other Existing Dependent information, click the DELETE button for that existing dependent; then click the ADD DEPENDENT button and re-enter the existing dependent as a new dependent with correct dependent information.** **3. Click the UPDATE button to accept added dependent information; you will return to the ADD NEW DEPENDENT page.** **4. If you do not wish to add a dependent, click the CANCEL button to return to the ADD NEW DEPENDENT page without adding a dependent.**
VIEW REPORTS	
View Reports	*******NO INSTRUCTIONS REQUIRED*******
MANAGE MARQUEE	
Edit Marquee	**Instructions:** ***All fields indicated with * are required.*** **1. Enter the message you want displayed on the mySHBP Web Portal Welcome page in the Marquee Message field.** **2. Enter the Marquee Unavailable Start Date (mm/dd/yyyy) and Time (hh:mm).** **3. Enter the Marquee Unavailable End Date**

WEB PAGE NAME	INSTRUCTIONS
	(mm/dd/yyyy) and Time (hh:mm). 4. Click the SAVE button. The SHBP Administration will redisplay with a message indicating "Marquee message updated successfully". 5. Click the CANCEL button to return to the SHBP Administration Home page with no change in the Marquee message.
MODIFY LOGIN	
Modify Admin Login Information	**Instructions:** ***All fields indicated with * are required.*** **1. Enter your Current Password (case-sensitive).** **2. Create and enter your New Password (case-sensitive). New Password should be between 8 and 20 characters and have at least 3 of the following types of characters:** **a. Uppercase Letter** **b. Lowercase Letter** **c. Number** **d. Special Character (!, @, #, etc.)** **3. Re-type our newly created Password for confirmation (case-sensitive).** **4. The previously selected Security Question is pre-populated. You may use the pre-populated Security Question or select another from the dropdown list.** **5. Your answer to the previously selected Security Question is pre-populated. If the pre-populated Security Question was utilized, do not enter a new answer. Only enter a new answer (not case-sensitive) if a new Security Question is selected from the dropdown list.** **6. Click the UPDATE button. The SHBP Administration Home page will redisplay with a message indicating "Admin login information modified successfully."**