



ONLINE REGISTRATION INSTRUCTIONS

www.cisbenefits.org

Before you can make any changes to your personal information online, or to add/delete dependents from you coverage, you must register to get your username and set up a password.

Section 1 – HOW TO SELF-REGISTER

Section 2 – HOW TO MAKE AN ENROLLMENT CHANGE

Section 3 – HOW TO UPLOAD DOCUMENTATION

Section 4 – HOW TO UPDATE PERSONAL INFORMATION (ADDRESS, EMAIL, PHONE NUMBER)

To get to the home page, click on the home  icon.

SECTION 1: HOW TO SELF-REGISTER

1. Go to www.cisbenefits.org
2. Click on **Self Registration**

Login ID:

Password:

[▶ Forgot your password?](#)

[▶ Self registration](#)

[▶ Forgot login id?](#)



3. Enter SSN, DOB and mailing address zip code
4. Enter Captcha. Then click **Submit**.



Self Registration - Step 1

Please answer the following questions to register the user.

Question 1: SSN

Answer:

Question 2: Date of birth (mm/dd/yyyy)

Answer:

Question 3: ZIP Code (99999 or 99999-9999)

Answer:

5. Click **View Login ID** and write Login here: _____
(Note: Login Id will never change. Marriage/divorce will not create a new Login Id)
6. Create a password using password requirements. Click **Submit**
7. Select and answer three **Challenge Questions** then click **Save**.
8. Confirm Challenge Questions and click **Save**.
9. You have successfully saved your challenge questions, click **Close**.
10. Read Disclaimer and click the box next to **I accept**. Click **Save**.

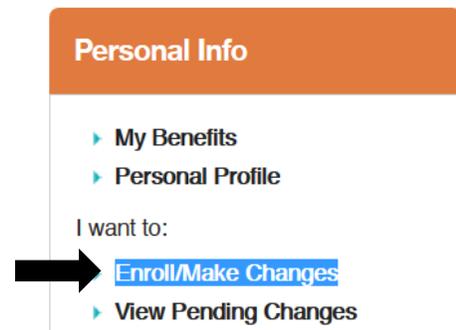


[▶ View Login Id](#)

Login Id: DSMITH13

SECTION 2: HOW TO MAKE AN ENROLLMENT CHANGE

1. Click on **Enroll/Make Changes** in the “Personal Info” Box.



2. Select the type of change. The system will walk you through each enrollment page. Click **Continue** until you come to the **Review and Change Your Benefits** page.

To add a dependent(s) to your coverage, you need to check the box next to the name of the dependent(s). To remove a dependent(s) from your coverage, uncheck the box next to the name of the dependent(s). In the event of a death or divorce the system will automatically make the enrollment change.

[Birth, Adoption or Legal Guardianship](#)
[Death of a Child](#)
[Death of a Spouse/Domestic Partner](#)
[Divorce/Legal Separation](#)
[Domestic Partnership](#)
[Gain of Other Coverage](#)
[Loss of Other Coverage](#)
[Marriage](#)
[Terminate Domestic Partnership](#)

You must click the attestation boxes and click Complete to submit a change.

NOTE: *All changes to enrollment, except birth or death, require supporting documentation. Have documentation scanned prior to going online. If you did not scan the supporting documentation, see Section 5 for instructions on how to upload documentation. You have 31 days from the date of the event to upload required documentation.*

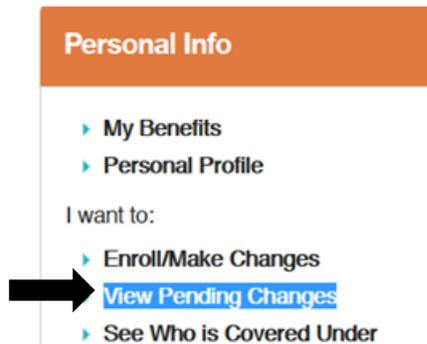
SECTION 3: HOW TO UPLOAD DOCUMENTATION

Enrollment requiring documentation will be pended and not reported to the carriers until the documentation has been uploaded and approved.

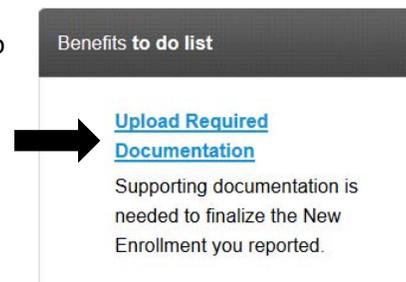
1. If adding spouse or domestic partner, you will be required to upload a copy of your marriage certificate/license/
2. If you are adding a domestic partner, you will be required to upload a copy of your Certificate of Registered Domestic Partnership filed with the county, or a completed CIS Affidavit of Domestic Partnership.
3. If dropping a spouse/step-children due to divorce, you will be required to attach a copy of the divorce decree.
4. If dropping a domestic partner and/or children, you will be required to attach a Dissolution of Registered Domestic Partnership if partnership is filed with the county, or a completed CIS Termination of Domestic Partnership.
5. If adding/dropping coverage due to gaining or losing other coverage, you will be required to upload proof of loss or proof of other group coverage with an effective date of loss or effective date of coverage. *ID cards are not acceptable forms of documentation since they do not include an effective date.*

Before logging on be sure documentation has been scanned and in a Word or pdf format.

1. Click on **View Pending Changes** in “Personal Info box”.



2. Click on the Upload Required Documentation link in the “Benefits to do list” box.

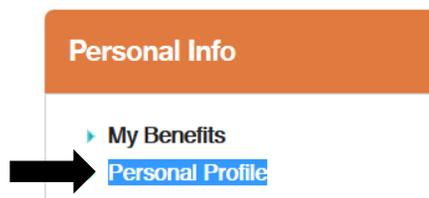


3. Click **Continue** on Personal Information Page.
4. Click on the link in the Required Documentation column on the Dependent Information page.
5. Click **Browse** and select document. Click **Open**. Then click **Upload**.
6. You will be required to view all benefits elections again. Click **Continue** through all pages until the end.
7. Click attestation boxes on last page and click **Complete**.



SECTION 4: HOW TO CHANGE ADDRESS, EMAIL & PHONE NUMBER

1. Click on **Personal Profile** under “Personal Info” box.



2. Under Contact Information click on appropriate tab.
3. Click **Update**. Enter information and click **Save**.

Contact Information

