



# CIS-Connect Employee Instructions

## Registering a New Account as a New Hire or Existing Employee

CIS-Connect is the new enrollment system effective May 1, 2020 and requires registration. Go to [www.cisbenefits.org](http://www.cisbenefits.org) and click on the CIS-Connect Login to get started. If you need help with the registration and enrollment process, call the CIS Benefits Helpline at 855-763-3829.

Before getting started, please read the below information outlining required documentation if you're including dependents on your coverage. This applies whether you are enrolling initially as a new hire or mid-year due to a qualifying life event (see the [Enrollment & Eligibility Guide](#)).

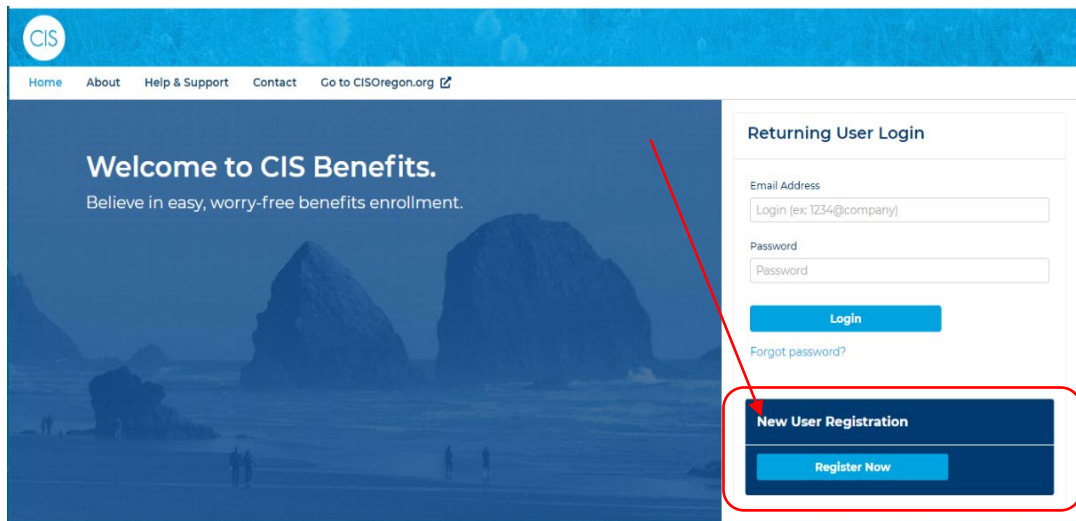
- Spouse or Domestic Partner
  - o Marriage Certificate or Oregon Certificate of Registered Domestic Partnership
- Children
  - o Birth Certificate or Legal Adoption Paperwork
  - o If Stepchild or Child of Domestic Partner (not your child), a copy of the Marriage Certificate or Oregon Certificate of Registered Domestic Partnership is also required
- Legal Guardianship
  - o Guardianship/Custody documents issued by a court
- Social Security number for dependent(s)
  - o Not required at enrollment for newborns and children under six months of age
- Date of Birth for dependent(s)

**Please note:** If you don't have the required documentation at the time of enrollment, you should still complete the enrollment process. You have 60 days from the date of the event to provide the documentation. If not provided by that date, the dependents will be deleted from coverage retroactive to the effective date. If you are unable to obtain the required documentation by that time, please call the CIS Benefits Helpline.

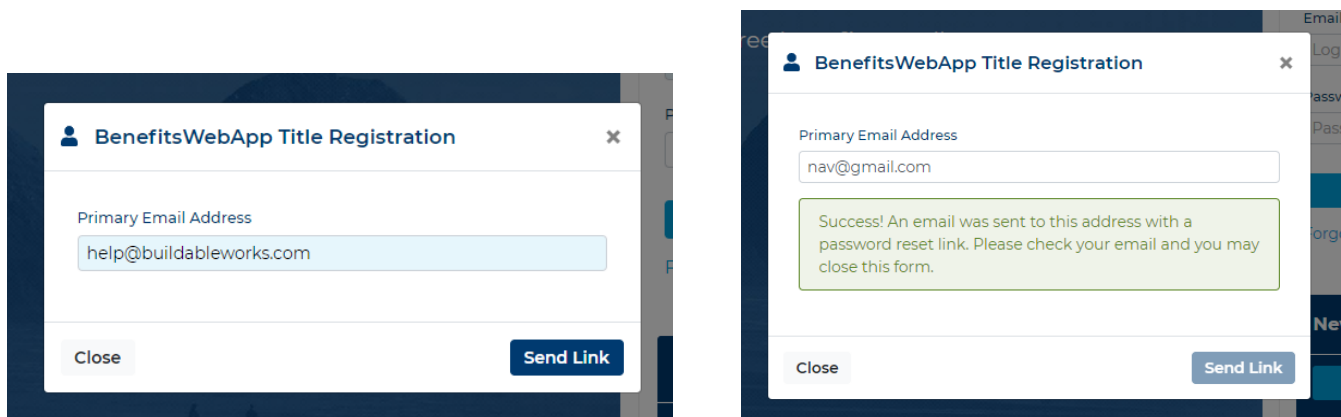
## Getting Started - Registration Process

Once you've been added to the system by either CIS or your employer, register for your account using the email address entered by your employer, set up your password, and complete a dual-factor authentication process. While this step may feel unnecessary, it's necessary to keep your personal and insurance information secure. If you need assistance confirming the correct email or with the registration process, contact your employer or CIS Benefits.

**Step 1** – Click the “Register Now” button under New User Registration.

A screenshot of the CIS Benefits website. The header includes the CIS logo and navigation links: Home, About, Help & Support, Contact, and Go to CISOregon.org. The main content area features a large blue banner with the text "Welcome to CIS Benefits. Believe in easy, worry-free benefits enrollment." To the right, there is a "Returning User Login" section with fields for "Email Address" (with a hint "Login (ex: 1234@company)") and "Password", a "Login" button, and a "Forgot password?" link. Below this is a "New User Registration" section, which is highlighted with a red rectangle and a red arrow. It contains a "Register Now" button.

**Step 2** – A pop-up window will appear asking for the email address that was used to set up your account. For most, this will be your work email address. Enter the email address and click “Send Link.” A success message will appear if the email address is associated with you. If the email is not found, either you have not been added to the system yet by your employer, or the email address entered by your employer is different than what you are using.

Two screenshots of the "BenefitsWebApp Title Registration" pop-up window. The left screenshot shows the "Primary Email Address" field with the text "help@buildableworks.com" and buttons for "Close" and "Send Link". The right screenshot shows the same window after a successful registration, with a green success message: "Success! An email was sent to this address with a password reset link. Please check your email and you may close this form." The "Send Link" button is now disabled.

**Step 3** – Go to your email account to retrieve the registration email that was sent. Find the link in the body of the email and click on the link.

**From:** Benefits Web App <benefits@cisoregon.org>  
**Sent:** Thursday, January 23, 2020 4:32 PM  
**To:** Kelly Navari <knavari@buildableworks.com>  
**Subject:** FW: BenefitsWebApp Title - Welcome

Hello Kelly Navari

This is an automated email from the BenefitsWebApp Title website.

You are receiving this email because you recently registered an account. Please click on the link below, or copy to your browser, to finish creating your account. This link will expire in 48 hours.

<http://web.cis.lvdev.net/user/complete-registration/7ee399fe00a78fb42bc729dea7dc1ff6523ca3356727ff74dd0203b84>

Thank you

**Step 4** – The link will take you back to the system where you can enter your password. Enter your new password twice and click “Complete Registration.”

## New User Registration

Welcome to the BenefitsWebApp Title Portal! Please verify your information and create a new password below.

Email

knavari@buildableworks.com

New Password\*

Confirm New Password\*

**Complete Registration**

**Step 5** – When your registration is successful, a green success message will appear along with a new button. Click the “Go to Login >” button to continue.

## New User Registration

Registration successful! You may now login with your email and password

[Go to Login >](#)

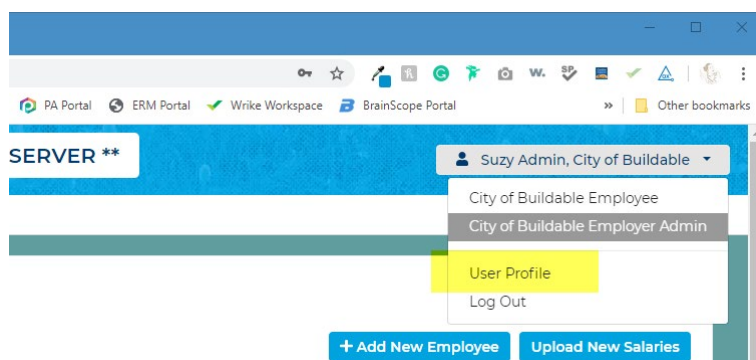
**Step 6** – You will be returned to the home/login screen where you can now enter your “Email Address” and new “Password” and click “Login” to access the system for the first time.

The screenshot shows a web browser at the URL `web.cis.lvdev.net/home`. The browser's bookmark bar includes links to 'Apps', 'Wireframes', 'Mantis - CIS', 'LVSYS Quote', 'CIS-Test', 'CIS Benefits Portal', 'Buildable Portal', 'PA Portal', 'ERM Portal', 'Write Workspace', and 'Other bookmarks'. The website has a blue header with the 'CIS' logo and a navigation menu with 'Home', 'About', 'Help & Support', 'Contact', and 'Go to CISOregon.org'. The main content area features a large blue banner with the text 'Welcome to CIS Benefits. Believe in easy, worry-free benefits enrollment.' and a background image of a rocky coastline. On the right side, there is a 'Returning User Login' section with input fields for 'Email Address' (containing 'Login (ex: 1234@company)') and 'Password' (containing 'Password'), a blue 'Login' button, and a 'Forgot password?' link. Below this is a 'New User Registration' section with a blue 'Register Now' button.

## Dual-Factor Authentication

Because your account contains protected information, as an extra security precaution your benefits account requires dual (two) factor authentication every time you access your account. You'll enter a mobile (cell) phone number to receive a text or a mobile/landline number for a phone call to receive the authentication code. If you need assistance call the CIS Benefits Helpline at 855-763-3829.

**Step 1** - Click on the username in the top right-hand corner of the screen. Navigate to "User Profile."



**Step 2** - You can receive the Authentication Code in one of two ways:

- By text message - enter your cell phone number in the "Mobile Phone" field and click "Verify now with a Text Message."
- By phone call - enter your cell/landline phone number in the "Other Phone" field and click "Verify now with a phone call."

### Dual-Factor Authentication

Dual-Factor Authentication is **NOT Enabled**

Enter a cell phone number below to receive a **text message** to authenticate.

Mobile Phone

(206)-555-1212

Enter a phone number below to receive a **phone call** to authenticate.

Other Phone

(206)-555-1212

If you enable **Dual-Factor Authentication**, you must provide either a mobile phone or a regular landline; or both:

- with **Dual-Factor Authentication**, the system will send you a one-time code when you login which you will need to provide in order to finish logging in;
- depending on the information you provide here and the option you choose when logging in, the system will send you the **one-time code** via a **text message**, or via an **automated phone call**;

- Click the “Click here” button in the pop-up window to receive a code. Enter the code in the field provided and click “verify.” This will take you back to the User Profile for Admin Screen.

The screenshot shows a 'Verify Phone' pop-up window from buildableworks.com. It contains a blue button labeled 'Click here to send text now' (callout 1), a text input field for a code (callout 2), and a green 'Verify' button (callout 3). The text 'Please enter the code from the text message:' is above the input field. A 'Close' button is at the bottom left.

- Click the “Enable Dual Factor Authentication” button and you'll receive a success message.

## Access Your CIS-Connect Account

You are now ready to access your account to start your new enrollment, view your current coverage, view/update your beneficiaries or contact information, or make changes to your enrollments by clicking on the applicable life event.

The screenshot shows the CIS-Connect user dashboard. At the top are navigation links: Home, My Profile, and Notices. The main content area is divided into three sections: 'Action Items', 'Current Plan Information', and 'Change Your Benefits'. The 'Change Your Benefits' section is highlighted with a red rounded rectangle and contains a grid of 12 buttons for various life events.

Task Name	Status	Due Date	Action
New Eligibility	Not Started	05/31/2020	Start

Plan Name	Action	Dropdown
Delta	Go to website	▼
Hartford	Go to website	▼
Regence	Go to website	▼

[View Benefit Summary](#)

Birth or Adoption	Marriage	Domestic Partnership
Legal Guardianship or Custody	Divorce or Legal Separation	Dissolution of Domestic Partnership
Employee Gain of Other Group Medical Coverage	Dependent Gain of Other Group Medical Coverage	Death of Dependent
Employee Loss of Other Group Medical Coverage	Dependent Loss of Other Group Medical Coverage	Update Dependent Care FSA and Transit/Parking Reimbursement Accounts