GETTING STARTED

Access your company's *Benefits Resource Website* and select
"Log Into Your Benefit System"
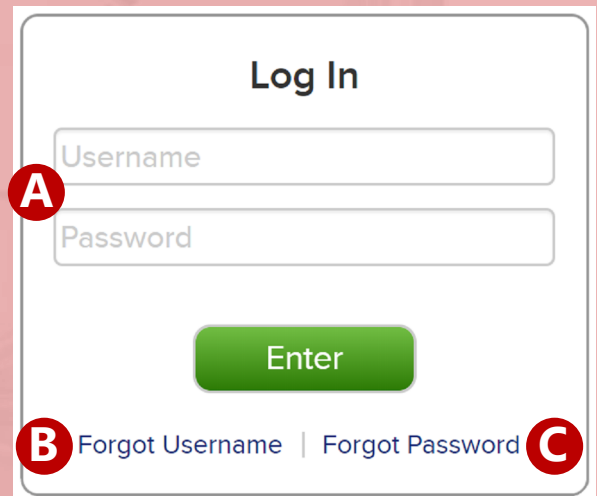
(A) **Access** the system using your Username and Password

(B) **Forgot username**
- Enter your 9-digit ID (SSN without dashes)
- Answer your three security questions
- Your username will be emailed to your email address on file (watch for an email from autobenestatus@autobene.com)

(C) **Forgot password**
- Enter your username
- Answer your three security questions
- Enter and confirm your new password
- Confirm your email address; you will receive a confirmation of the change

Log In

Username **(A)**

Password

Enter

(B) Forgot Username | Forgot Password **(C)**

All users who have not accessed
EMB *e*NROLL
since March 1, 2018 should start by creating a new account following the instructions below.

PROCESS FOR NEW USERS AND PRIOR USERS THAT HAVE NOT ACCESSED EMB ENROLL SINCE MARCH 1, 2018

CREATE NEW ACCOUNT

All users who have not accessed EMB Enroll since March 1, 2018 should start by creating a new account in the Create New Account section.

(A) • **Hover** over the question mark next to each field for specific instructions

(B) • **Enter** the required Employee ID and PIN as instructed

(C) • Click *"Create New Account"*

In the event the system advises that an account already exists, return to the "Log In" steps above.

Create New Account

Enter Employee ID **(A)**
(B)
Enter PIN

(C) Create New Account

USERNAME AND PASSWORD CRITERIA

Username:

- At least one (1) letter and one (1) number
- Between 8 - 32 characters
- Not the same as your password
- No more than three sequential characters *(abc, cba, 123, 321)*
- No more than three repeating characters *(aaa, 111)*
- Permitted special characters: @ . - _ *
- Your username must be unique

Password:

- At least one (1) uppercase letter and one (1) lowercase letter
- At least one (1) number
- Between 8 - 20 characters
- Not the same as your username
- No more than three sequential characters *(abc, cba, 123, 321)*
- No more than three repeating characters *(aaa, 111)*
- Permitted special characters: @ . - _ *
- Password cannot be the same as your previous 10 passwords on this system

Create New Account

Create Username

✱ Enter Username: **Username rules ▼**

Create Password

✱ Enter Password: **Password rules ▼**

✱ Confirm Password:

Choose Security Questions and Answers

✱ Security Question 1:

✱ Answer 1:

✱ Security Question 2:

✱ Answer 2:

✱ Security Question 3:

✱ Answer 3:

E-mail Address

✱ Enter E-mail Address:

✱ Confirm E-mail Address:

Cancel   Continue

Referencing the criteria to the left:

- **Create your Username and Password**
- **Choose your Security Questions and Answers**
- **Click Continue.**

Three (3) Security Questions with Answers and a valid email address are required to validate identity.

MFA

MULTI-FACTOR AUTHENTICATION

In order to protect your and your dependents' personal information, the **EMB eNROLL** system has implemented enhanced security features. At your first log in and at random intervals, the system will require use of a verification code. This code can be emailed or sent via text message to a mobile device. Please review the steps below for instructions on setting up your verification contact methods.

STEP 1: CONSENT TO CONTACT

Fully read the consent statement, check off the "I Approve" Checkbox and click Continue

MFA (Multi-factor Authentication) Consent To Contact:

In an effort to maintain the security of your identity, MFA (Multi-factor Authentication), a dual authentication security measure, is being implemented. The MFA protocol being implemented requires the use of an e-mail address and/or telephone number to provide a code when necessary for the purposes of verification. Your contact method may be changed at any time through the Account Settings interface.

By selecting "I Approve" below, you agree that Mercer, or its agents, may contact you via the e-mail and/or telephone number (including a cellular telephone number) configured as a MFA contact method that you have chosen. Methods of contact may include an e-mail, a prerecorded or live voice message, or a text message. These methods may result in charges to you through standard text messaging rates or usage of your cellular airtime minutes.

I acknowledge that clicking "I Approve" shall constitute my electronic signature and hereby releases Mercer, or its agents, from any liability that may be incurred by the usage of my e-mail address or mobile device.

☐ **I Approve**

Continue

STEP 2: Setup Your Contact Methods

Multi-factor Authentication recommends the use of an email address and contact number for use when sending a verification code upon login. *The simplest and preferred contact method is SMS (TEXT) Message.*

MFA (Multi-factor Authentication):

Please set up your contact methods below.

We recommend that you enable more than one contact method to use for verification.

E-mail Address:
janedoe@abcxyzcompany.com

Contact Phone:

➕ Add New Contact Phone **1**

✳ **Contact Method:**
☐ **E-mail**
☐ **Phone Call**
☐ **SMS (Text)**

[Continue] **2**

1 If setting up a phone number for receiving a verification phone call or text message, click "Add New Contact Phone"

2 Click "Continue"

---

3 Enter and confirm your phone type and phone number

4 Click Save to continue

5 Click "Continue"

MFA (Multi-factor Authentication):

Please set up your contact methods below.

We recommend that you enable more than one contact method to use for verification.

E-mail Address:
janedoe@abcxyzcompany.com

Contact Phone:

➕ Add New Contact Phone

✳ Enter Contact Phone:
Mobile ▾   800-555-5310
✳ Confirm Contact Phone: **3**
Mobile ▾   800-555-5310
✔ Save **4**
❌ Cancel

✳ **Contact Method:**
☐ E-mail
☐ Phone Call
☐ SMS (text)

[Continue] **5**

STEP 2: SETUP YOUR CONTACT METHODS (CONT')

MFA (Multi-factor Authentication):

Please set up your contact methods below.

We recommend that you enable more than one contact method to use for verification.

E-mail Address:
janedoe@abcxyzcompany.com

Contact Phone:
1 (800) 555-5310
❌ Delete

✱ **Contact Method:**
☐ E-mail
☐ Phone Call
☑ SMS (text)

NOTE: SMS (text) messages can only be sent to an SMS capable device.

[Continue]

6 Select your preferred contact method by checking the appropriate box.

7 Click "Continue"

8 Click "Continue" To complete setup

MFA (Multi-factor Authentication):

To complete the MFA (Multi-factor Authentication) setup, we need to ensure you are able to receive a code via a contact method you have configured.
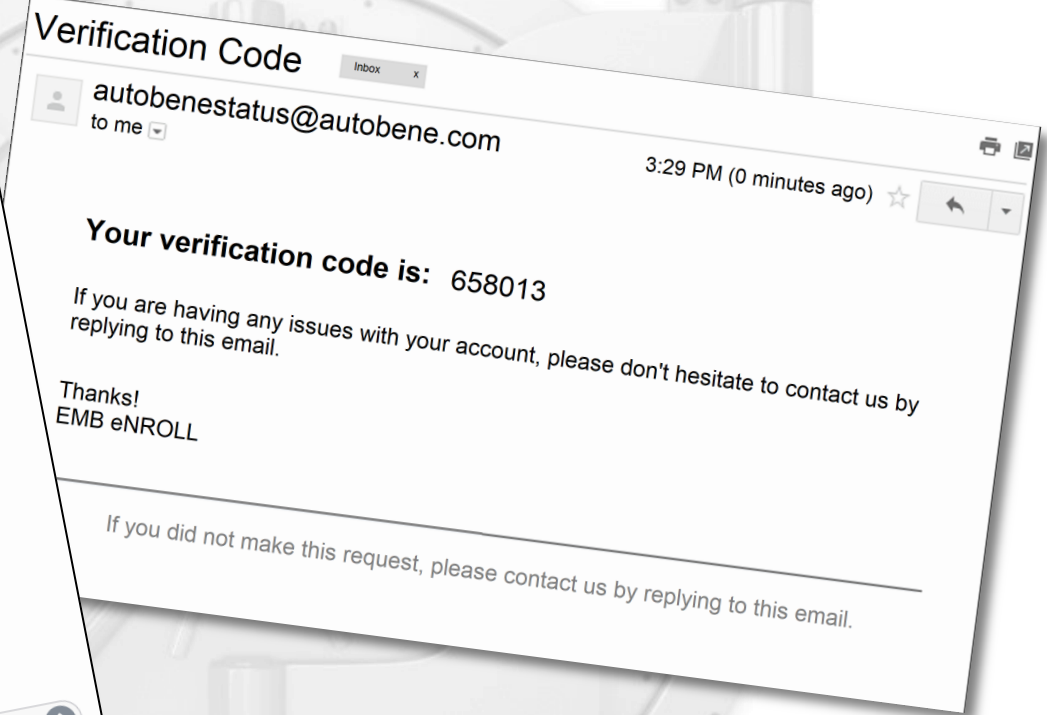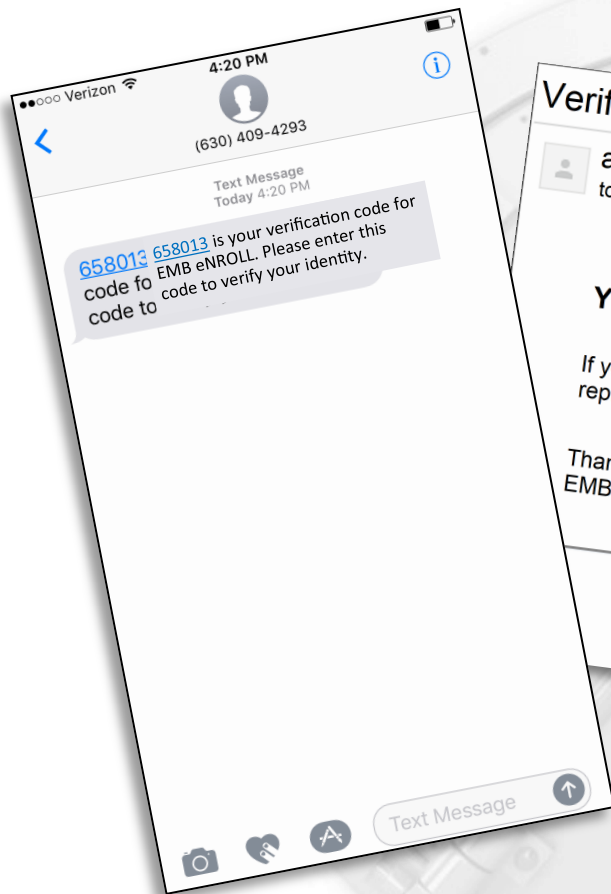
Please select your contact method below.

◉ SMS (text)

◉ 1******5310

NOTE: SMS (text) messages can only be sent to an SMS capable device.

[Continue]

●●○○○ Verizon � 📶 4:20 PM

(630) 409-4293

Text Message
Today 4:20 PM

658013 658013 is your verification code for EMB eNROLL. Please enter this code to verify your identity.

Text Message

Verification Code `Inbox  x`

👤 autobenestatus@autobene.com
to me ▾

3:29 PM (0 minutes ago) ☆ ↩ ▾

Your verification code is: 658013

If you are having any issues with your account, please don't hesitate to contact us by replying to this email.

Thanks!
EMB eNROLL

If you did not make this request, please contact us by replying to this email.

STEP 3: Final Step — Enter the Verification Code

MFA (Multi-factor Authentication):

Your code has been sent and should arrive shortly

Please enter the code you received:

[   ]

Send a new verification code.

Having Trouble? Get Help.

[Continue]