Introducing the EUTF Member Self-Service Portal

Access the new portal at eutfbenefits.hawaii.gov

The EUTF Member self-service portal is your one-stop resource for all benefits-related information. Go to **eutfbenefits.hawaii.gov**, where you can:

- Find benefit plan descriptions
- Review enrollment materials
- Update your dependent(s)
- Compare plan features and costs
- Enroll in or change your benefits

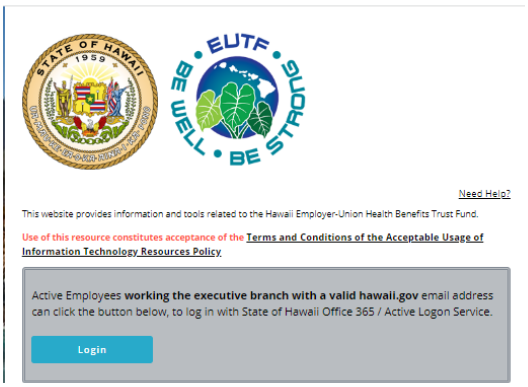
Register for the First Time

You only have to perform the registration process once. When you register, you'll be provided your login credentials that you'll need to access the portal in the future. Login credentials are your EUTF Health Benefits (HB) Number and Password.

1. To start, click the Register link in the bottom right of the EUTF Welcome screen.
2. Answer the questions to continue:
   last four digits of your Social Security number, date of birth, and mailing zip code.
3. Click the I'm not a robot checkbox and, if required, complete the picture recognition challenge.
4. Click Continue.
5. Enter and confirm a password then click Continue.
6. If all steps are completed without error, your successful registration is confirmed.
7. Click Show HB Number. The HB Number will serve as your login name credential.
8. Click Continue.
9. Set up a Two-Step Verification for secure logins. Enter a personal email address in the empty field and click Verify button.
10. An email will be sent to your personal email mailbox with a code to for you to enter on the Enter verification code screen. After code is entered, click Verify button.
11. Once the Two-Step Verification Set Up is successful, you will see the green Verified button next your personal email address. Next, click on the Save button.
12. The Two-Step Verification Set Up is now in use. Click Continue button.
13. Answer challenge questions then click Continue.
14. When you see a confirmation of the challenge questions, click Continue.
15. Disclaimer will appear for you to read. Click I Accept then Continue.
16. Disclaimer acceptance will appear. When you click Continue, you'll be taken to the Member Benefits Home Screen.

Single Sign On Capabilities for Active Employees with a State of Hawaii Microsoft Office Account

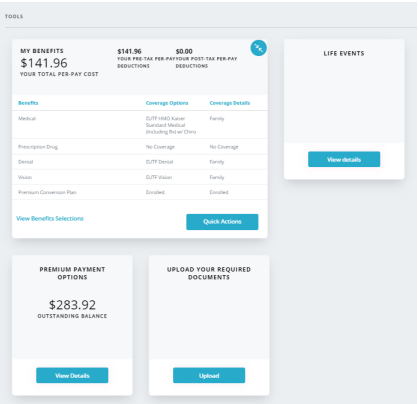
1. Click on the Single Sign On blue Login button in the gray box for State of Hawaii Active Employees with a Microsoft Office 365 account.
2. Enter your State of Hawaii Employee Email Address and Password (same as Hawaii Information Portal (HiPay). (If you are already logged in to your State of Hawaii Office 365 account then you may not be asked to re-enter your Email Address and Password.)
3. If your criteria is accepted, your registration is confirmed.
4. Disclaimer will appear for you to read. Click I Accept then Continue.
5. Disclaimer acceptance will appear. When you click Continue, you'll be taken to the Member Benefits Home Screen.



Find Information about Your Benefits on the Member Benefits Home Screen

The Home Screen displays Tools, where you can access your current benefits. You can also view, print, and make changes. This screenshot shows the following tools: My Benefits, Life Events, Premium Payment Options, and Upload Your Required Documents.

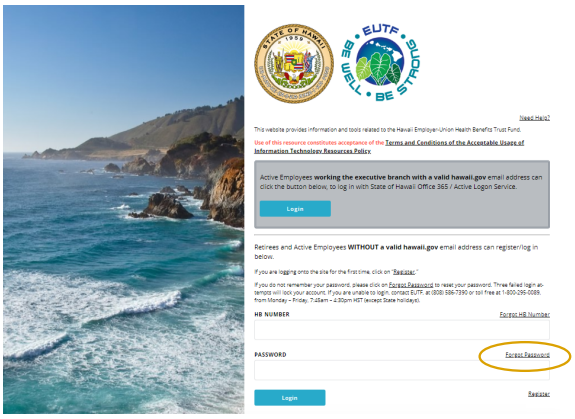
1. Click the double-arrow icon on the top right of My Benefits. This will expand the My Benefits Tool.
2. You'll see your Total Benefits Cost, Pre-Tax Deductions, and Post-Tax Deductions per pay period.
3. Below the Tools section, you'll see a section called Plan Details and Information. This is where you can find benefits information, required plan notices, and other resources.



What Happens If You Forget Your Password

1. Click Forgot Password under the login window.
2. Answer three security challenge questions you selected during registration.
3. Reset your password.

Active Employees with the State of Hawaii must contact their IT department's Office 365 administrator if they forget their SSO password.



Use Quick Actions to Enroll or Make Changes to Your Benefits

- Click Quick Actions on the right side of the Home Screen.
- Click Enroll or Make Changes from the drop-down menu.
- On the Enroll or Make Changes screen, you'll see a listing of Life Events. (Do **NOT** use the Acquisition of Coverage event in the portal. Please submit an EC-1/EC-1H enrollment form with required supporting documents for this event.)

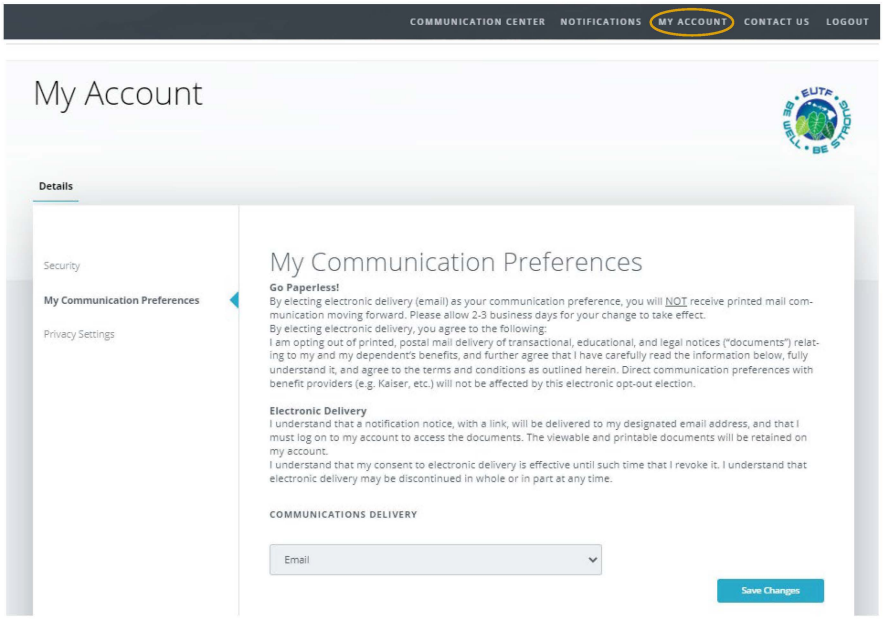
Important!

- If you need to upload documentation, you can do this through the portal by clicking on Quick Actions then click on Upload Documents. The system will walk you through each step.
- Your elections aren't saved until you see the Enrollment Submitted screen and receive an email or text confirmation.

Communication Preferences and Security

The tool bar at the top right of the homepage is where you can access documents and correspondence from the EUTF, elect to go paperless or change your password.

1. To go paperless, go to **My Account** and click on **My Communication Preferences**.
2. In the dropdown box under **Communications Delivery**, select **Email** and click **Save Changes.**
3. Under **Email Collection**, enter your email preference and click **Save Changes**.


COMMUNICATION CENTER
NOTIFICATIONS
MY ACCOUNT
CONTACT US
LOGOUT
My Account
Details
Security
My Communication Preferences
Privacy Settings
My Communication Preferences
Go Paperless!
By electing electronic delivery (email) as your communication preference, you will NOT receive printed mail communication moving forward. Please allow 2-3 business days for your change to take effect.
By electing electronic delivery, you agree to the following:
I am opting out of printed, postal mail delivery of transactional, educational, and legal notices ("documents") relating to my and my dependent's benefits, and further agree that I have carefully read the information below, fully understand it, and agree to the terms and conditions as outlined herein. Direct communication preferences with benefit providers (e.g. Kaiser, etc.) will not be affected by this electronic opt-out election.
Electronic Delivery
I understand that a notification notice, with a link, will be delivered to my designated email address, and that I must log on to my account to access the documents. The viewable and printable documents will be retained on my account.
I understand that my consent to electronic delivery is effective until such time that I revoke it. I understand that electronic delivery may be discontinued in whole or in part at any time.
COMMUNICATIONS DELIVERY
Email
Save Changes