

Introducing the EUTF Member Self-Service Portal



Access the new portal at outfbenefits.hawaii.gov

The EUTF Member self-service portal is your one-stop resource for all benefits-related information. Go to outfbenefits.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

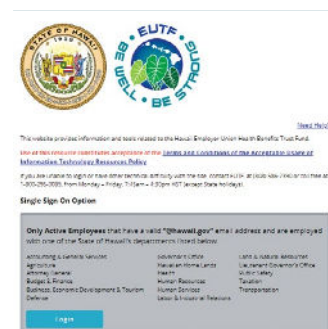
Open Enrollment is April 1 – 30, 2024

Go to outfbenefits.hawaii.gov to make your plan selections and enroll in your 2024 benefits.

Register for the First Time

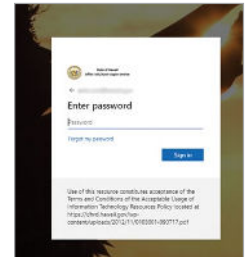
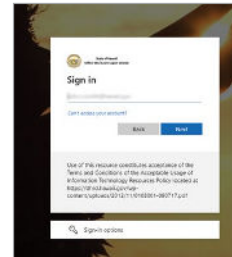
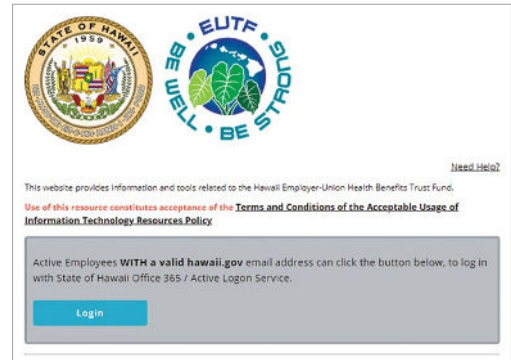
You only have to perform the registration process once. When you register, you'll be provided your login credentials that you'll need to access the portal in the future. Login credentials are your EUTF Health Benefits (HB) Number and Password. Active employees with a State of Hawaii Office 365 account can log in using Single-Sign-On (see page 6 for details).

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**.
10. An email will be sent to your personal email mailbox with a code. After code is entered, click **Verify**.
11. Once the Two-Step Verification Set Up is successful, you will see the green Verified button next your personal email. Next, click **Save**.
12. The Two-Step Verification Set Up is now in use. Click **Continue**.
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 (SSO) capabilities for Active Employees with a State of Hawaii Microsoft Office 365 account

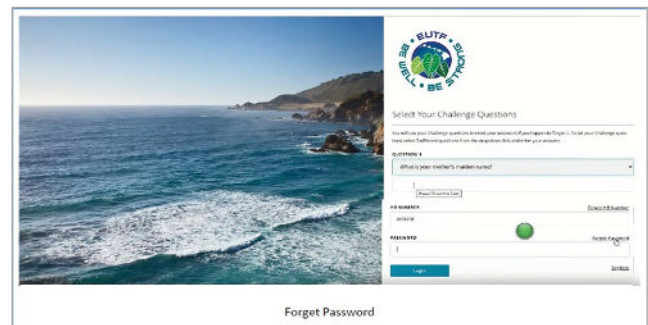
1. Click on the Single Sign On blue **Login** button in the gray box for State of Hawaii Active Employees.
2. Enter your State of Hawaii Employee **Email Address and Password (same as HiPay)**. (If you are already logged in to your State of Hawaii Office 365 account then you may not be asked to re-enter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



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, or enter your email address and a link will be sent to change your password.
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.

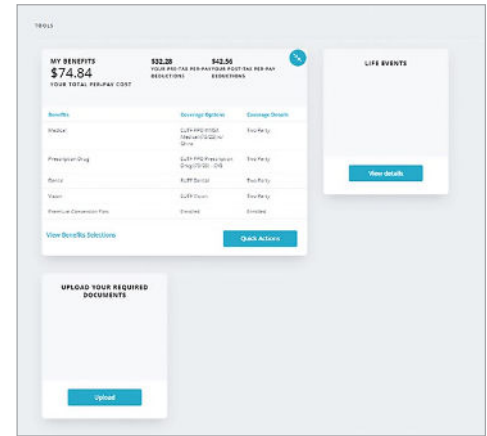


Find Information about Your Current Benefits on the Member Benefits Home Screen

The **Home Screen** displays a collection called **Tools**, where you can access your current benefits. You can also view, print, and make changes during Open Enrollment or if you have a qualifying life event. This screenshot shows the following tools:

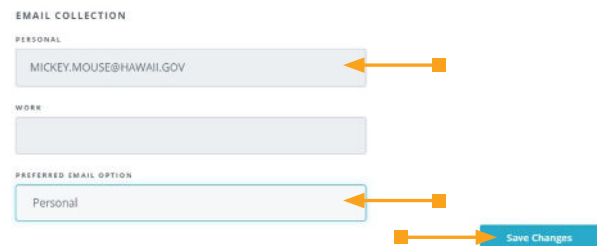
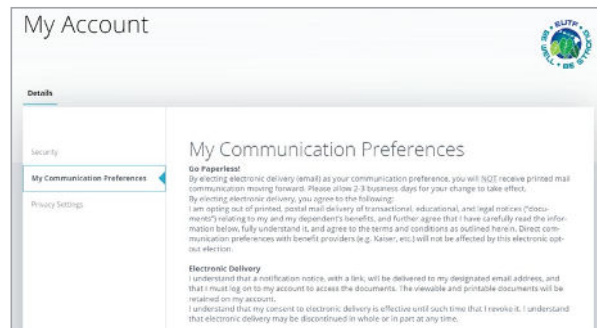
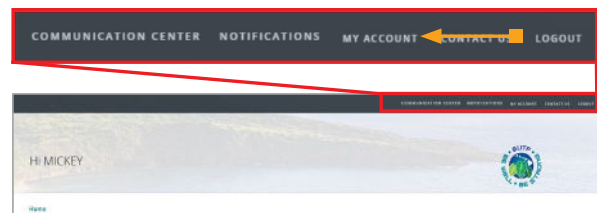
My Benefits, Life Events, and Upload Your Required Documents.

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.



Set Your Communication Preference

1. Click **My Account** in the black bar at the top of the homepage.
2. Click **My Communication Preferences**.
3. Scroll down to view your **Communication Delivery** preference. All members are defaulted to Mail delivery. Select **Email** if you prefer to receive an email notification when a new notice is available to view in your account. Click **Save Changes** after making your selection.
4. Scroll down to view your **Email Collection**. Enter your personal email only. Set your preferred email option to **Personal**. Click **Save Changes** after entering your email.



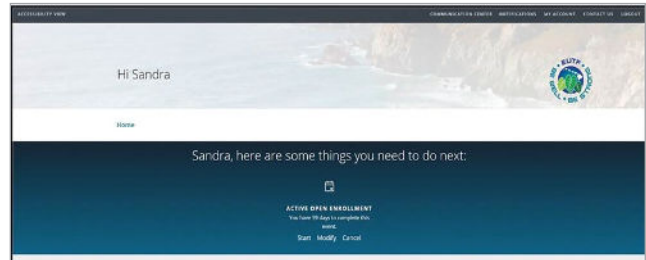
Enroll or Make Changes to Your Benefits During Open Enrollment

On the **Home Screen**, click **Open Enrollment** in the blue banner.

The system will walk you through the following steps, in sequence:

1. Family
2. Health Plans
 - a. Medical
 - b. Prescription Drug
 - c. Dental
 - d. Vision
 - e. Premium Conversion Plan (when applicable)
3. Life Insurance
4. Complete Your Enrollment

Each of these steps is mandatory. You can go through the steps in order using **Previous** and **Next**.



Important!

- If you need to upload documentation, you can do this through the portal by clicking on **Upload Your Required Documents**.
- Click **Upload Documents**.
- Once your elections have been submitted and confirmed, you may continue to access and modify your benefit elections until April 30 by clicking on **Active Open Enrollment** again. To do this, click **Review**, **Start** or **Modify**.

Note: Start will erase your elections and allow you to start over again.

