



Instructions for Completing Benefit Enrollment Online

Information to have with you before you begin the enrollment process:

If you have insurance with another insurance company, have the name of the insurance company and the policy number

If you will be covering your spouse or dependent(s), have their date of birth and social security number

If you or any of your dependents are covered by Medicare, have your Medicare coverage information available

1. Navigate to our agency's HR InTouch site

Surry County Schools: <https://Surryk12.hrintouch.com>

2. Enter your HR InTouch Login ID and Password

Login ID:

Your first name + the first letter of your last name + the last four (4) digits of your social security number

Example: johnd1234

***Note: Some individuals may have a unique login. This information has been sent to you via email.*

Password:

Your initial password is your social security number

You will be prompted to create a new password before navigating through enrollment.

If you need assistance with your login ID or password, there is an option on the website login window you may select.

3. Unable to login?

Select the *Can't Access Your Account* link to reset your password or retrieve your login ID.

4. Logging in for the first time

You will be prompted to create a new password. Your new password must meet the criteria outlined on the login page.

5. Navigate to *Enroll Now!*

Select the *Enroll Now* button to connect to *eBenefits*.

6. View and/or edit your enrollment elections

- Select *My Benefits*
- Select the *My Open Enrollment Benefits* tab
- If you wish to make changes, select the *View/Edit Information* button
- Select the *Edit* button that corresponds to the section that you would like to change
- Save

7. Review and print your benefit summary

To view or print a summary of your elections, select *My Home* at the top of the screen. On the *My Home* screen, select *My Employee Detail Report*.

Note: This report displays BOTH your current and Open Enrollment elections. Open Enrollment elections are below your current elections on the report.

8. Review your Basic Information

From the home screen, select *My Basic Information*.

Select the *Personal Information* link to review for accuracy. If you need to make changes to your demographic information, select the *Edit* button.

Note: Some agencies do not allow their members to make demographic changes in *eBenefitsNow*. If you do not see the *Edit* button, contact your Health Benefits Representative to request any necessary updates to your personal information.

9. Select the *Logout* button to log out

Questions?

Benefit related questions: 1-888-234-2416

Site navigation questions: 1-855-859-0966

Login or Eligibility questions: Contact Donna Coe, 386-8211