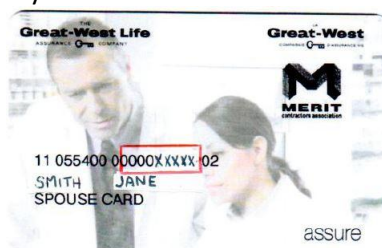


***With upgraded online access, Hour Bank employees are now able to make a number of changes to their personal information, verify hours submitted, and determine benefit status by logging into their personal account.***

## **1. ACCESSING YOUR ONLINE ACCOUNT**

- ✓ Visit merconbenefits.com and choose the Employee Portal Login
- ✓ If you have already set up an account, login using your account information (email and password)
- ✓ If you **haven't** already set up an account, click on CREATE YOUR EMPLOYEE PROFILE
  - Your Member ID will be identified on the letter you receive from Mercon when you are in benefit. If you don't have that letter, you can also find your Member ID on your Great West Life Card. Please note that you can only enter 9 digits into the Member ID field. These are the 9 digits you should enter are outlined in red on the sample below:



- Enter the date of birth of the employee that is covered under the plan
- Click on SUBMIT
- Choose your own password
- Enter the email address that you want associated with the account
- You will receive a verification email sent to the address you entered. Simply click on that link to verify and activate your online account

## **2. ONLINE OPTIONS**

Once you have an online account, here's what you can do

- ✓ Check on hours reported by your employer
- ✓ Determine your hour bank balance and if you're in benefit or not
- ✓ Add or remove dependents
- ✓ Add Personal Information Release information to provide others access to your benefit plan information
- ✓ Update your address or contact information
- ✓ Access claim forms
- ✓ Change your password, email or security question
- ✓ Request a new drug card
- ✓ Review your benefit booklet
- ✓ Learn more about the Best Doctors and EFAP programs

### **DON'T FORGET....**

- **Only Hour Bank employees have access to the Employee Portal. Employees on the Office Supervisory Program do not have access at this time.**
- **The email address you use to create an account must be unique. If you have used that email address to create a Mercon employer account, you cannot use it to create an employee account.**
- **You will not be able to change your beneficiary using your online access.**
- **Online access is NOT available on mobile devices.**