

FAQ

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REMINDER:
Be sure to turn off the pop-up blocker feature on your internet browser when enrolling online

Q I'm having trouble accessing the Portal site on my Internet Explorer browser; do I need to adjust any settings?

A Add *.laccd.edu as trusted site and make sure to check the "Require server verification (https:) for all sites in this zone" box.

Q What should I do if I get the following message?

"Unknown error changing password (contact support)"

A You cannot re-enter the first seven characters of your old password as your new password. Your new password MUST be different from your old password. Please read the more information about changing password at the bottom of the page.

Q What should I do if I get the following message?

"User authentication failed"

A The password that you have entered may be wrong. Please try correcting the password. If you fail to enter the correct password three times, please contact your local LAN administrator to reset your password.

Q None of the message windows are popping up, what should I do?

A REMEMBER that you MUST turn off any and all popup blockers including Google and Yahoo toolbars when using the Online Annual Enrollment application.

Q I get a "page display error". What do I do?

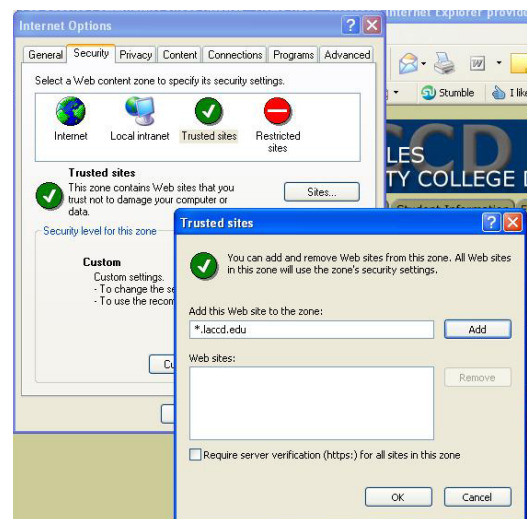
A If you encounter this error wait a few minutes and then try again.

Q I clicked on the START YOUR QRCG ENROLLMENT button. A New window came up, but shows nothing. What should I do?

A There seems to be two items that may be the cause of this issue. First this page can take from 15 seconds to a whole minute to load. If nothing appears after a minute, remember to turn off any pop-up blockers. Please close the empty window and click on START YOUR OPEN ENROLLMENT button again. If it still does display do the following steps.

- 1) TURN OFF your pop blockers (Go to Tools-> Popup Blockers -> Select Turn off pop up blockers)
- 2) Make sure that *.laccd.edu is added to the trusted sites and make sure to check the "Require server verification (https:) for all sites in this zone" box.

Go to Tools and select Internet Options. Select Security Tab and Click on Trusted Sites and click Sites button below. Type *.laccd.edu if it does not appear and select the check box below.



F A Q



Q I have a newborn and I do not have a SSN for him/her for open enrollment?

A When adding a new dependent i.e. a newborn - you may not have received the SSN number at the time of enrollment. If this is the case, the pseudo SSN you should use must be 99999XXXX (the X= the last four digits of your SSN) format.

Q When I attempt to assign my dependent to a health plan I get the “error SSN number is a duplicate.” How do I correct it?

A Return to the initial dependent screen (STEP 2) and confirm you have followed the proper format for entering a dependent without a SSN. If it is not correct - correct it by creating a pseudo SSN using the 99999XXXX (last four digits of your SSN) format and save it. Proceed to the next step until you return to the health plan screen.

Q I have entered the correct SSN for my dependent and when I attempt to assign my dependent to a health plan I get the “error SSN number is a duplicate.” How do I correct it?

A If you have entered what you believe is the correct SSN and you get the above error “that it is a duplicate” - contact the Benefits Hotline at (888) 428-2980. This means that someone else has used the exact same SSN for themselves or a dependent. This needs to be researched and corrected by the benefits department. (*Note: Dual coverage of a dependent is not permitted. Therefore, married employees must choose which employee will cover their dependents on the District’s health plans.*)

Q I’m recently married and my spouse is from out of the country and I do not have a SSN for enrollment for him/her. What do I do?

A When adding a new dependent i.e. an out of country spouse - you may not have the SSN number available at the time of enrollment. If this is the case the temporary pseudo SSN you use must be 99999XXXX (the X= the last four digits of your SSN) format.

Q How do I change or correct my beneficiary information?

A Add any new beneficiary with the correct information and select him/her on the life insurance plans. Change their “share value.” Deselect the old beneficiary and change their share value to 0 (zero).

Q I have made a mistake in my beneficiary assignment - i.e. wrong name etc. How should I fix or delete it?

A In order to correct this mistake you cannot delete the beneficiary if it has already been added. To correct this you need to change the percentage of the beneficiary to blank and save it and add a new beneficiary with the corrected information and save it with the proper percentage. Saving a beneficiary without a percentage is the same as deleting it.

Q How do I know when I have completed my annual enrollment?

When you click SUBMIT OPEN ENROLLMENT your enrollment will process. Do not forget to print your 2008 plan year confirmation statement before clicking on FINISH.

Q I completed my enrollment and saved it, but when I go to print my confirmation statement the Adobe Reader does not display with my confirmation statement. What do I do?

A If this happens, we recommend that you move to another PC where you can print the statement. The Online Enrollment application is not tied to any particular printer or PC. Some PC’s are connected differently than others.

Q What Internet browser do I need to use to do online open enrollment?

A Please use Internet Explorer (IE6.0 or 7.0) to do your online enrollment. IE8.0 and other browsers are not supported.



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A Delete the dependent and add the same dependent
with correct SSN. Please do not forget to to
enroll newly added dependent to medical ,dental
and vision plans in the coming screens

