THE*benefits*HUB Basic Authentication Overview

Version Number 1.23

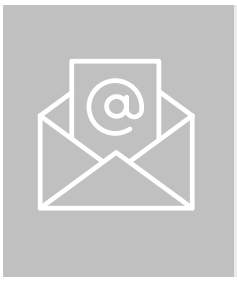
Let’s Get Secure!

We’re adding extra security to your benefits by adding multi-factor authentication to **THE***benefits***HUB**. As we know, it has become more important than ever in this digital age to keep our online accounts secure. This typically centers around utilizing multi-factor authentication measures requiring users to provide two or more forms of “proof” before being able to access the account. This typically includes something you know (like a password), something you have (like a security token), or something you are (like a fingerprint). We hope this update to the login processes to make the process both easier to use (no more passwords to remember!), and more secure at the same time.

Verification Options

There are four different options that you will be able to choose from in order to complete the verification process based on the information that already exists within your personal profile in **THE***benefits***HUB**. As this information will be used for login purposes, it's important to ensure that we have the most up-to-date contact information for you. If you have missing, outdated, or incorrect, please get with your administrator to have that information correct. If you do not have contact information in the system, you will need to utilize the **Ask Admin** option to gain access to your account and complete your enrollment.

Text



Email

Call

Ask Admin

Login Process

Before we get into the finer details, the overall process for logging in will look very similar to what is listed here:

On the login page, you will enter your **Last Name**, **Date of Birth**, and **Last Four (4) of Social Security Number.**

THE*benefits***HUB** checks behind the scenes to confirm employment status.

Once confirmed, the Additional Security Verification page will list the contact options from your profile.

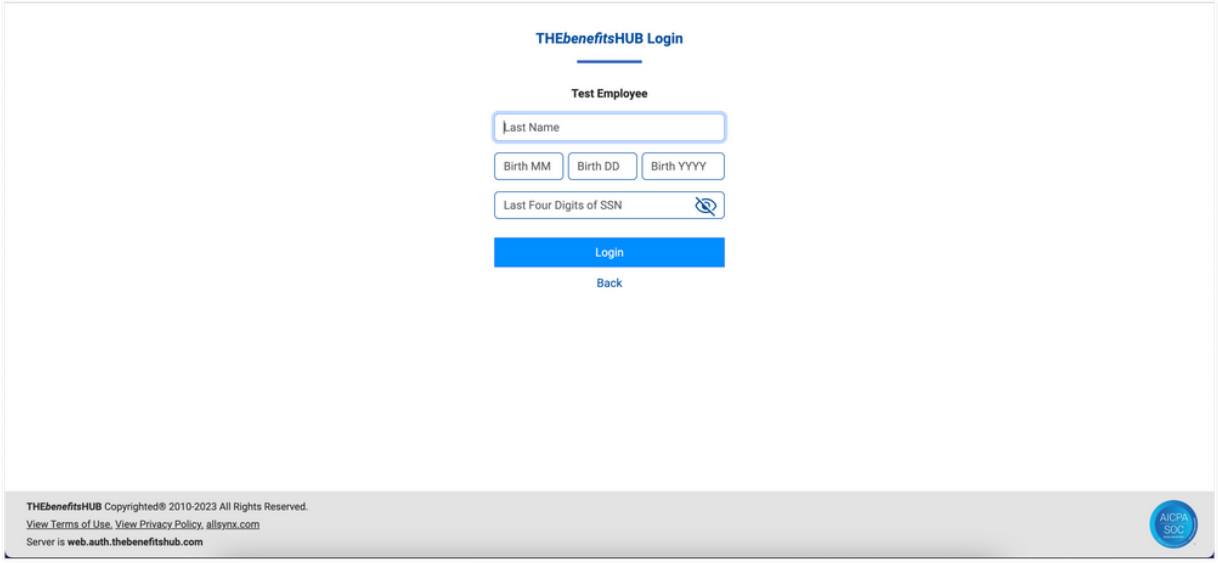
Select either Text, Email, Call, or Ask Admin options to get a code to complete the final verification step.

Enter the code that you receive and click **Verify**.

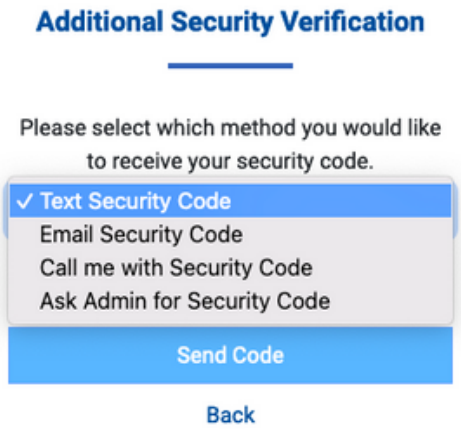
You can now complete your benefits enrollment!

Verification Process - Detailed

From with the initial login page, the employee will need to enter in their last name, birth date, and the last four digits of their Social Security Number (SSN). After filling in this information, they will click Login which will check behind the scenes to ensure that they are listed as an active employee within the company.

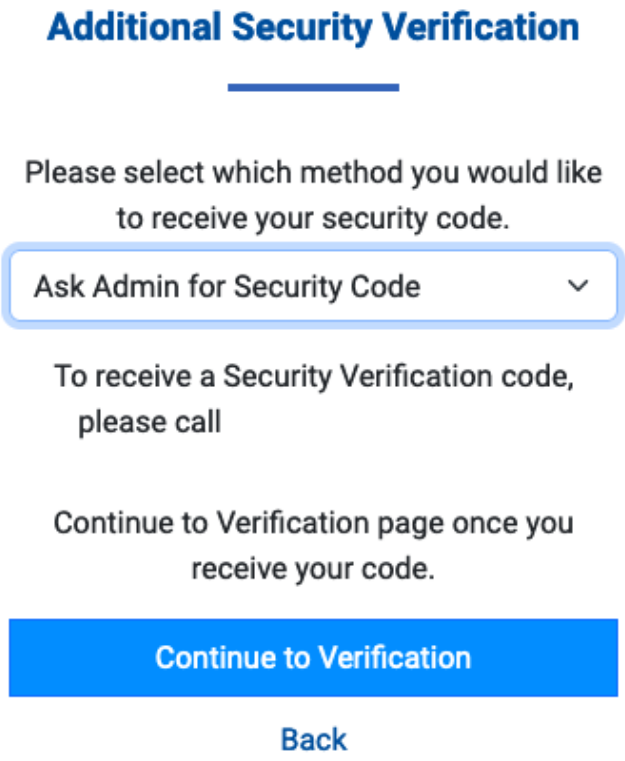


Once the system has confirmed that they are an active employee within the company, they will then see the Additional Security Verification page. This counts as the second round of verification. Employees will be given text, email, or call options, based on the information listed within their profile, or they have the ability to ask an Admin for a Security Code.

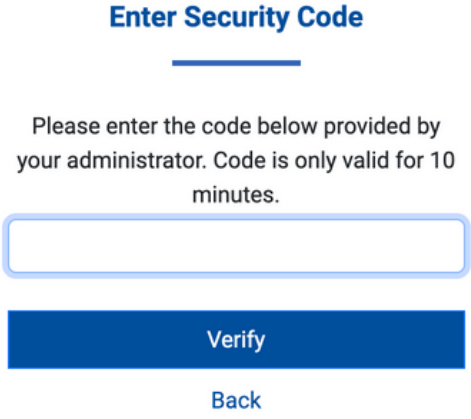


Ask Admin for Security Code

In order to utilize the Ask Admin for Security Code method of verification, you will see a page similar to what is included below with a number and support hours listed. Calling the support line will have someone generate a code for you to enter.



After receiving the code, you will press the **Continue to Verification** button to be taken to the page to enter in your code. Once entered, press the **Verify** button to complete the verification process and be taken to your enrollment!



Frequently Asked Questions

How do employees get to the new login page?
Both employees and company administrators will continue accessing the login page when visiting their Employee Benefits Portal to Login.

E.g www.mybenefitshub.com/companyname

Will employees have to complete multi-factor authentication every time they login?
For companies using our basic authentication (Last Name, Date of Birth, Last 4 of SSN), yes.

For those using our single-sign on method through Microsoft, no, but the first time that an employee logs in will take them through **THE***benefits***HUB** multi-factor authentication process to link their company Microsoft account to their **THE***benefits***HUB** account. We do this as an extra layer of security. Once the accounts are linked, they will not be taken through this process anymore, and will instead rely on the authentication methods put in place by your employer through Microsoft.

What if an employee has their home number entered for their cell number field in THEbenefitsHUB employee profile?
The multi-factor authentication page will pull all the phone numbers (Home, Cell, or Work), and email addresses (Email and Alternate Email) associated with that employee's profile page. All phone numbers will appear as options for the Text and Phone methods. All emails will be options for the Email method. The employee should pick the option and method that is most appropriate for their chosen verification selection..

What if an employee does not have any email addresses OR phone numbers in their THEbenefitsHUB employee profile?
If an employee doesn't have any phone numbers, they will not have the Text or Phone options to multi-factor authenticate. Likewise, if they do not have any email addresses, the Email option will not be available to them. If an employee does not have any phone numbers or email addresses, they will still have the Ask Admin for Security Code* option.

**The Ask Admin for Security Code option will give call instructions to employees when there is a Phone Number and Hours of Operation listed in the Manage Contact Support company settings in THEbenefitsHUB. These settings are available to be configured by broker and system users.*