

BENEFITS SELF-SERVICE: FREQUENTLY ASKED QUESTIONS for EMPLOYEES

(Rev. April 2016)

Self Service is an online tool within the Human Resource System (HRS) that allows employees to electronically report their absences and, if applicable, time worked for each pay period. UW employees can access Self Service by logging in through the [MyUW](#) (for UW-Madison employees only) and [UW System](#) portals.

If the following frequently asked questions do not address your question, please contact your [benefits office](#) for assistance.

1. Who has access to Self Service?

- All UW employees, full- and part-time, have access to Self-service.
 - This includes all Faculty, Academic Staff, and Limited (FASL) appointments, University Staff, including Project and Temporary appointments, student employees, resident assistants and non-benefit eligible employees.
- Log in through [the MyUW](#) and [UW System](#) portals to find copies of earnings statements, W-2s, and an Annual Benefits Statements. You also have access to some human resource, payroll, and benefit information through the [MyUW](#) and [UW System](#) portals.

2. What actions can I complete using Self Service?

- Some employees may enroll in benefits online via Benefits Self Service (also referred to as eBenefits). See question 3.
- All employees can review the benefits plans in which they are enrolled.
 - In the Benefits Information module of the portal page, you will find your Benefits Summary, which lists the benefits plans and coverage levels in which you are currently enrolled.
 - To verify enrollment in coverage that has a future effective date, simply change the effective date on the Benefits Summary to a date on or after the date that coverage will be effective.
- Other actions that you can do in the portal include:
 - View and print earnings statements, year-end tax documents (W-2s, etc.), and benefits summary
 - View dependent information
 - Update personal information
 - Report time and absences
 - Manager approval of time and absences
 - Update Tax Sheltered Annuity (TSA) deductions
 - Online Benefits Enrollment for new hires and fall annual enrollment period

3. How do I log in?

- You will access Self Service via the [MyUW](#) and [UW System](#) portals. You will need to log in using your secure campus credentials. If you are having any problems logging in, you should contact your [institution's local help desk](#).

4. Who has access to Benefits Self Service for online enrollment?

- You will receive a notification from your [benefits office](#) if you can enroll via Benefits Self Service. Contact your [benefits office](#) with any questions about enrolling in benefits.
 - If you are eligible to enroll through Benefits Self Service, you should see a link in the Benefits Information section of your [MyUW](#) or [UW System](#) portal that directs you to begin the

benefits enrollment process. You can use the [Benefits Walkthrough](#) to help prepare yourself for the actual Benefits Self Service enrollment.

- If you are a new employee with prior WRS service, you must enroll using paper applications even if you are at an institution that uses Benefits Self Service for new employees.
- Many UW employees will be able to use Benefits Self Service to enroll or change coverage during the annual enrollment period each fall.

5. What if I don't have access to a computer at work?

- While many UW employees have direct access to a computer at work, some do not because their work duties do not require the use of a computer. If you do not have a computer at your desk or in your office, you can still access Benefits Self Service from computer kiosks located at your UW institution.

By contacting your [benefits office](#), you should be able to find information regarding the locations of computer kiosks where you can login to Benefits Self Service. If the kiosks are not easily accessible, you can use your home computer or public library computers. If you are unable to use a computer, paper documents and forms for all human resource, payroll, and benefits functions are available.

6. Where can I find information about how to update my personal information?

- Assistance is available through [links](#) on the [MyUW](#) and [UW System](#) portals.

7. How do I add my dependents for coverage through Benefits Self Service?

- You will add any dependents to your record after you have clicked into the first election of a benefit plan in which you are enrolling. After electing participation in a plan, scroll to the bottom of the screen and you will see an *Add/Review Dependents* button. Click the button to begin the process of adding dependents to your record.
 - **Important Note** – To enroll a dependent into a plan, it is important for you to remember to click the checkbox for that dependent. The dependents you list are not automatically enrolled in the plans for which you elect Family or Employee Plus Dependent coverage. You will need to indicate which dependents you are enrolling for each plan that allows coverage for dependents.
 - **Important Note** – Enter all dependent information using CAPITAL LETTERS.
 - **Important Note** – If you make a mistake when entering the information for your dependent, you will not be able to make any changes. You will have to contact your [benefits office](#) to proceed with making any **necessary changes**.

8. How do I complete my enrollments through Benefits Self Service?

- At the bottom of the enrollment screen, you will see a Submit button that will begin the submission process.
- You will then see a second Submit screen that ensures you are ready to submit your benefit elections.
- For assistance in enrolling in benefits through Benefits Self Service, please refer to [Quick Start Guide](#).

Once you have gone through the double submit process, your elections should be viewable the following day in your [MyUW](#) or [UW System](#) portal through “View Summary Detail”. You will need to change the effective date on the screen to the month in which coverage will be effective.

You have not finalized your enrollment until you have completed both submissions.

9. I submitted my choices, but forgot to enroll in a plan that I want or I want to add or remove dependents in a plan that I enrolled in. What can I do?

- If you need to add a plan, enroll dependents, or change one of your elections, and you are still in your enrollment period, contact your [benefits office](#), who will be able to assist you in re-opening your hire event and adding or updating plans.

- Please note that once coverage has become effective, you cannot make changes until the next applicable enrollment period or you have a qualifying life event.

10. What happens if I don't enroll in benefits during my 30-day window?

- You are encouraged to speak with your [benefits office](#) to be counseled on what your options are for enrolling in benefits once your Benefits Self Service enrollment window closes or your enrollment period ends.
- Once your enrollment period has ended, you cannot enroll until the next applicable enrollment period, unless you have a qualifying life event.

11. I want to enroll in a Flexible Spending Account (FSA) for Health Care, Dependent Day Care and/or Parking and Transit, but I don't see that option in Benefits Self Service. How do I enroll?

- You cannot enroll for FSA accounts through Benefits Self Service. You will need to print out and complete an [Employee Reimbursement Accounts enrollment form](#) and submit it to your [benefits office](#).

12. I want to enroll in a retirement savings plan, but I don't see enrollment options in Benefits Self Service. How do I enroll?

- You are not able to enroll in retirement savings accounts, such as a Tax Sheltered Annuity (TSA) and Wisconsin Deferred Compensation (WDC), via Benefits Self Service.
- For TSA, you will need to print out and complete a [Salary Reduction Agreement](#), and submit it to your [benefits office](#).
 - **Important Note** – While you don't have the ability to enroll in a retirement savings plan through Benefits Self Service, you can update your contributions to your TSA plan via Benefits Self Service.
- For WDC, You can download and print either one of the below forms, then complete and submit it to the WDC office.
 - [Enrollment Form - Complete](#)
 - [Enrollment Form - Simplified](#)

The completed WDC Enrollment form should be sent to:

Wisconsin Deferred Compensation
5325 Wall St, Suite 2755
Madison, WI 53718
Fax: 608-241-6045