

# Online Enrollment User Guide 2022 - 2023

City of Chattanooga



# Things To Know Before Enrolling

- Prior to accessing the online enrollment system, you must contact the IT Service Desk to obtain your login credentials at (423)643-6301.
- Be sure to add your dependents and beneficiaries to “People to Cover”. When you make your benefit selections you will use this list to select your dependents and make your beneficiary designations.
- Even if you are not enrolling in benefits, you **MUST** select a beneficiary for the Basic Life Insurance.
- The flexible spending accounts are only available at Open Enrollment.

# How to Access Oracle Cloud

1. Go to [eportal.chattanooga.gov](http://eportal.chattanooga.gov)
2. Click on the Oracle Cloud tab to access the Company Single Sign-on.

The screenshot shows the City of Chattanooga Employee Portal. The header includes the City of Chattanooga logo and the text "City of Chattanooga Employee Portal". The navigation menu includes "Home", "Departments", "Employee Resources", "News", "Oracle Cloud" (circled in red), and "COVID-19 Updates".

The main content area is titled "Oracle Cloud". It contains a paragraph explaining that Oracle Cloud will transform the way the city operates. Below this, a red arrow points to a button labeled "Oracle Cloud Employee Login", which is also circled in red. A red box with the text "Click here" is positioned next to the arrow. Below the "Oracle Cloud Employee Login" button are two other buttons: "Oracle Cloud EPM" and "Oracle Cloud Test".

To the right of the "Oracle Cloud" section is a "Quicklinks" section with links for "Training and Documentation" and "News".

At the bottom of the page, there is a footer section with the following text:

To view your past paystubs, W2s, etc. visit the page linked below. Please note that if you need to make any changes to your information or need to view current paystubs, etc.; you'll need to use Oracle Cloud.

If you have any questions, please contact [oraclehrhelp@chattanooga.gov](mailto:oraclehrhelp@chattanooga.gov)

Pre-2022 Payslips and W2s

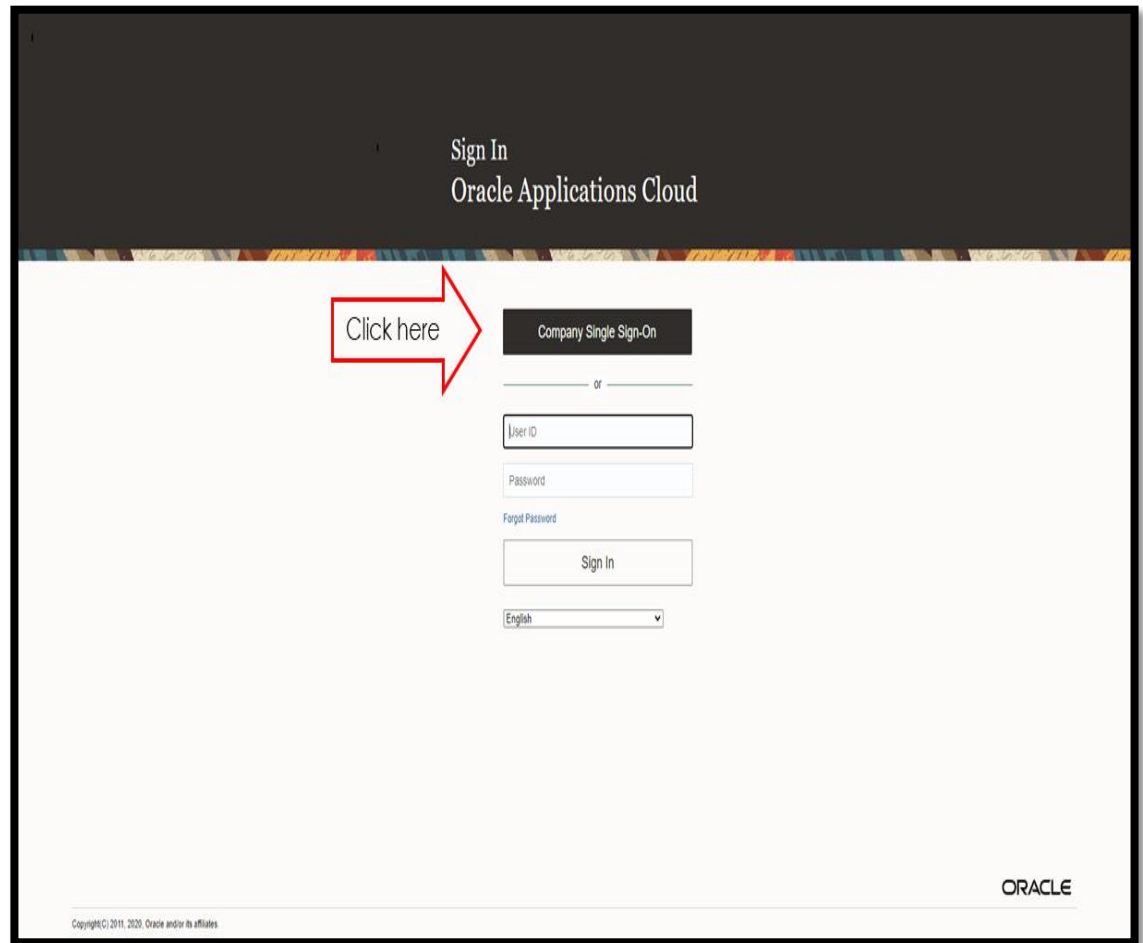
**Training and Documentation**

# Login Screen

- Click the Company Single Sign-on to access Oracle Cloud.

**Note:**

- Prior to accessing the online enrollment system, you must contact the IT Service Desk to obtain your login credentials at (423)643-6301.



Sign In  
Oracle Applications Cloud

Click here →

Company Single Sign-On

or

User ID

Password

[Forgot Password](#)

Sign In

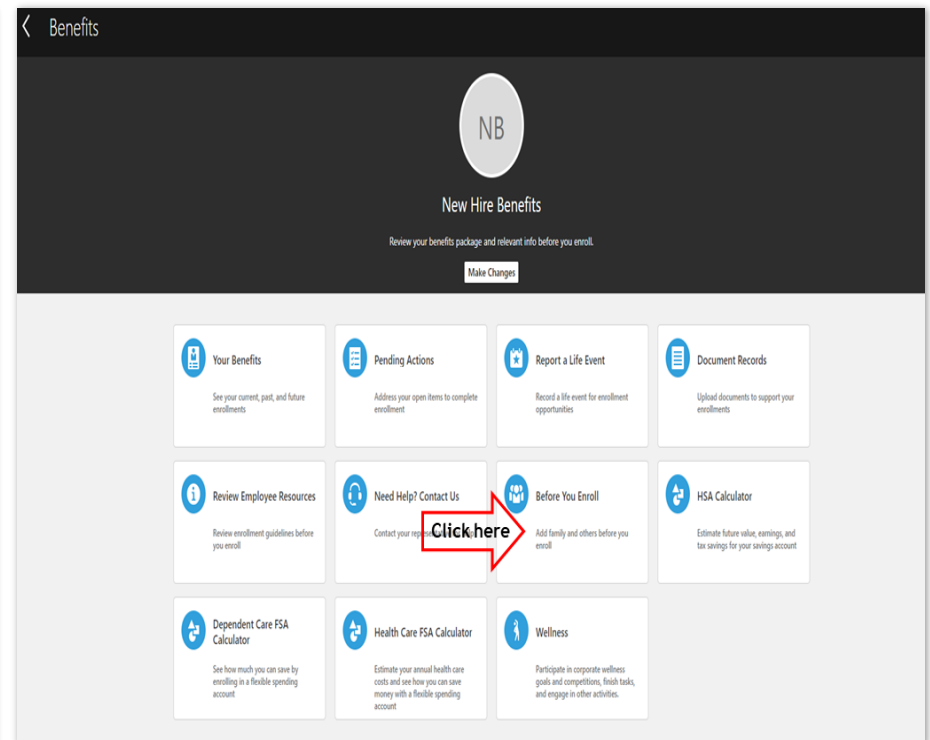
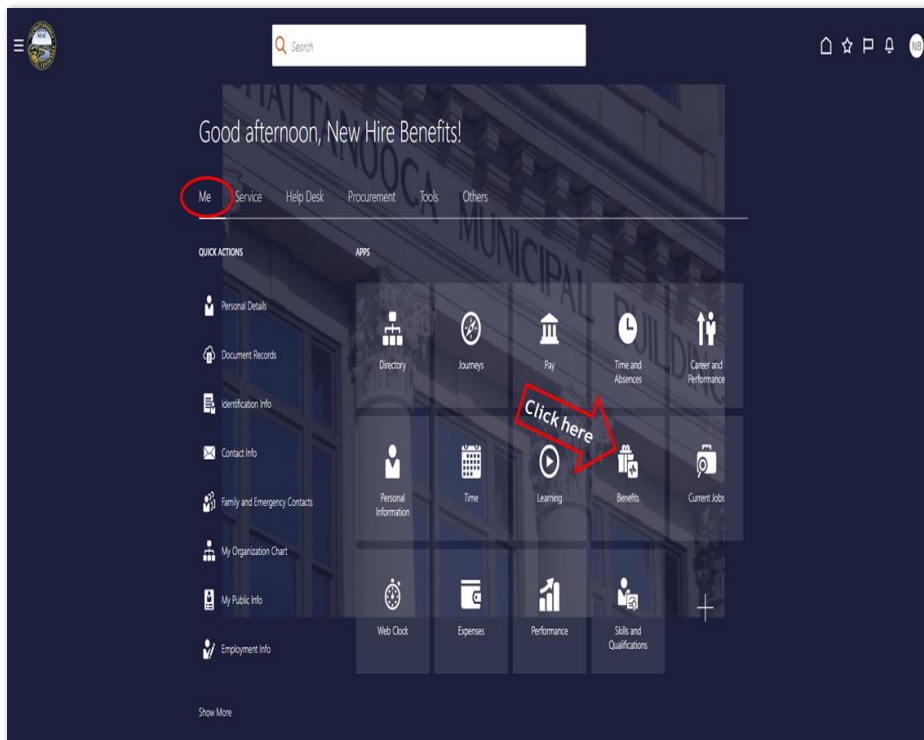
English ▼

ORACLE

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# Begin Enrollment

1. To access the Benefit Enrollment Module, select “Me” from the heading, followed by “Benefits.”
2. On the next screen select “Before You Enroll”



# Dependents & Beneficiaries

This is “People to Cover”

## Important Facts:

- Dependents are family members that meet the eligibility requirements to be covered under your employee medical, vision, dental and/or Supplemental Life insurance plans.
  - Dependents can also be beneficiaries.
  - To add dependents you must enter name, address, birth dates and social security numbers.
- 
- Beneficiaries are people that you wish to designate as a recipient of the cash benefit for your Basic Life insurance plan or Supplemental Life insurance plan.
  - Beneficiaries do not have to be family members but family members may also be a dependent.
  - To add beneficiaries you must enter their name and address.

# Dependents & Beneficiaries

- You **MUST** add your dependents and beneficiaries **BEFORE** you make any changes.
- Under “People to Cover”, click “Add” to add your dependents. (Enter the information required)
- If you need to make a change to a dependent or beneficiary, click on the name of the person whose information needs to be changed, then click on the pencil icon to make the change.
- After you make your changes, click on the caret icon to return to the previous page.

Before You Enroll  
New Hire Benefits

Continue

Information  
To cover family and others in benefits, add them now before you enroll.

If you plan to designate dependents, then you must add them as contacts from the Contacts section before you proceed to the enrollment pages.

People to Cover

+ Add

Test Spouse  
Spouse

Orackel TEST  
Child

Child2 Test  
Child

Beneficiary Organizations

+ Add

There's nothing here so far.

The “Beneficiary Organizations” is for a Trust designation. Please contact a Benefit Administrator for assistance with a Beneficiary Organizations designation.

Test Spouse

Delete

Relationship

Relationship  
Spouse

Emergency Contact  
No

Relationship Start Date  
11/8/21

Country  
United States

Name

Start Date  
11/8/21

Last Name  
Spouse

First Name  
Test

Demographic Info

Biographical Info

Address

# Dependents & Beneficiaries

## Add New Contact Screen

Enter a new dependent/beneficiary, select a relationship from the drop box and enter the information.

Select “Submit” when complete

New Contact

Submit Cancel

Basic Information

\*Last Name  
[Text Field]

First Name  
[Text Field]

Suffix  
[Text Field]

\*Relationship  
[Select a value]

\*What's the start date of this relationship?  
[m/d/yy]

Middle Name  
[Text Field]

Preferred Name  
[Text Field]

\*Gender  
[Select a value]

\*Date of Birth  
[m/d/yy]

☐ This person is an emergency contact

Student Status  
[Select a value]

Disability Type  
[Select a value]

Disability Status  
[Select a value]

Tobacco Use  
[Select a value]

Covered by another plan?  
[No]

Plan  
[Text Field]

Unsure of the relationship start date? Use your employment start date.

**Relationship Start Date:** This is the date the relationship with this dependent or beneficiary began.  
Spouse = date of marriage  
Child = date of birth  
Friend = date relationship began  
Sibling = siblings birthdate

All fields with an asterisk (\*) **MUST** be completed.



# Benefit Enrollment

1. After completing all dependent and beneficiary information, click “Continue.”
2. After reviewing the new hire presentation, click “Accept” to advance to the enrollment screen.

The image shows two side-by-side screenshots of a web portal for benefit enrollment.

**Left Screenshot: 'Before You Enroll' (New Hire Benefits)**

- Header:** 'Before You Enroll' and 'New Hire Benefits' with a 'Continue' button circled in red.
- Information Section:** A blue box with an icon and text: 'Information To cover family and others in benefits, add them now before you enroll.'
- Warning:** A yellow box with a warning icon: 'If you plan to designate dependents, then you must add them as contacts from the Contacts section before you proceed to the enrollment pages.'
- People to Cover:** A list with an '+ Add' button. It contains three entries: 'Test Spouse' (Spouse), 'Oracle TEST' (Child), and 'Child2 Test' (Child).
- Beneficiary Organizations:** A section with an '+ Add' button. It contains a message: 'There's nothing here so far.'
- Annotation:** A red box with text: 'The "Beneficiary Organizations" is for a Trust designation. Please contact a Benefit Administrator for assistance with a Beneficiary Organizations designation.' A red arrow points from this box to the 'Beneficiary Organizations' section.

**Right Screenshot: 'Start Enrollment'**

- Header:** 'Start Enrollment' with a 'Cancel' button.
- Image:** A woman in a yellow top standing next to a green sign that says 'City of Chattanooga OPEN ENROLLMENT BENEFITS PRESENTATION'.
- Text:** 'This is your 24-hour Human Resources center! This portal is devoted to providing you with up-to-date information about our company and your insurance benefits. It's here when you need it, any time of day or night.'
- References:** Links for 'Employee Benefit Guide' and 'Contact Benefits Team'.
- Contact Info:** 'We love hearing from you! You can reach our expert benefit team by phone or email: [benefits@chattanooga.gov](mailto:benefits@chattanooga.gov) (423) 643-7220'.
- Buttons:** 'Accept' and 'Decline' buttons at the bottom.

# Update Benefits

- On the “City Benefits Program” page, select the “edit” pencil next to the benefit type to make your new benefit selections.
- After you make your selection for each plan, click “OK”

City Benefits Program Submit Cancel

Currency in USD

Your Total Cost 0.00  
Per Pay Period

Medical Edit

Medical

Waive Medical Coverage

Wellness Program

Wellness Program Coverage

Dental Edit

Dental

Waive Dental Coverage

Note:

**TOB** = Tobacco User Plan

**TF** = Tobacco Free Plan

# Cover Dependents

## From the “People to Cover” list

Add coverage to your dependent(s) by selecting the box next to each dependent for each plan.

The screenshot shows a web interface for selecting medical coverage. At the top, a black bar contains the word "Medical" on the left and "Continue" and "Cancel" buttons on the right. The "Continue" button is circled in red. Below this, there are three plan options, each with a checkbox, annual amount, and employer per pay period cost. The second plan, "PPO Medical (Network S)", is selected. Below the plan details, a yellow warning bar states: "You need to designate dependents or beneficiaries for your selected offerings." Underneath, a section titled "Who do you want to cover?" contains a list of dependents with checkboxes. The "Test Spouse (Spouse)" checkbox is circled in red. Below this list, there is a link "See More Info". At the bottom, the third plan, "PPO Medical (Network P)", is shown. A red callout box with an arrow points to the "OK" button in the plan selection area, containing the text: "After selecting your dependent(s), click 'OK' followed by 'Continue'".

Medical

☐ TF Employee & Family  
3,744.96 Annually  
Employer Per Pay Period  
1,562.84

156.04  
Employee Per Pay Period

☐ PPO Medical (Network S)  
TOB Employee & Family  
Annual Amount  
3,924.96  
Employer Per Pay Period  
1,562.84

163.54  
Employee Per Pay Period

☐ TF Employee Only  
1,495.68 Annually  
Employer Per Pay Period  
523.92

62.32  
Employee Per Pay Period

You need to designate dependents or beneficiaries for your selected offerings.

Who do you want to cover?

- ☒ Test Spouse (Spouse)
- ☐ Baby TEST (Child)
- ☐ Child TEST (Child)
- ☒ Child2 TEST (Child)
- ☒ Oracle1 TEST (Child)

PPO Medical (Network P) [See More Info](#)

OK Cancel

Continue Cancel

After selecting your dependent(s), click "OK" followed by "Continue"

# Update Beneficiaries

## From the "People to Cover" list

Designate distribution to Beneficiaries. A primary Beneficiary is required.

Life Insurance

Basic Life

Basic Life and AD&D

**Warning:** You need to designate dependents or beneficiaries for your selected offerings.

Basic Life and AD&D  
Enrolled

Coverage Amount: 50,000.00  
Employer Per Pay Period: 1.98

**Primary Beneficiaries**

Test Spouse	75 %
Oracle1 TEST	25 %
Baby TEST	0 %
Child TEST	0 %
Child2 Test	0 %

0% left

**Contingent Beneficiaries**

Test Spouse	0 %
Oracle1 TEST	0 %
Baby TEST	0 %
Child TEST	0 %
Child2 Test	0 %

100% left

OK Cancel

Continue Cancel

After designating distribution to beneficiaries, first click "OK" followed by "Continue"

# Confirmation

- Review your elections before submitting your enrollment.
- Click “Submit”
- **Print your confirmation**
- If you added a dependent, you will have “Pending Action Items” on your record.

City Benefits Program

Submit Cancel

Currency in USD

Your Total Cost 191.04  
Per Pay Period

Medical Edit

Medical

PPO Medical (Network S)  
TOB Employee & Family 163.54

Who's covered?  
You, Test Spouse, Child2 Test, Oracle1 TEST

Wellness Program

Wellness Program Coverage

Dental Edit

Dental

Dental 1000  
Employee & Spouse 27.50

Who's covered?  
You, Test Spouse

Confirmation  
City Benefits Program

NB

Confirmation  
Your benefit elections were saved.  
You can make changes until 11:59 PM EST, 11/8/22.

Currency in USD

Your Total Cost Each Pay Period 191.04

Medical

PPO Medical (Network S)  
TOB Employee & Family 163.54

Coverage Start Date  
1/1/22

Annual Amount  
3,924.96

Employer Per Pay Period  
1,562.84

Who's covered?  
You, Child2 Test, Oracle1 TEST, Test Spouse

Pending Action Items

# Pending Action Items

To clear pending action items, click on the back caret (<), you will be directed back to your “Benefits” page.

The screenshot shows the 'Confirmation' page of the City Benefits Program. A red arrow points to a back caret (<) in the top left corner. The page displays a confirmation message: 'Your benefit elections were saved. You can make changes until 11:59 PM EST, 11/8/22.' Below this, it shows 'Currency in USD' and 'Your Total Cost Each Pay Period' as 191.04. The 'Medical' section lists 'PPO Medical (Network S)' with a cost of 163.54, along with coverage start date (1/1/22), annual amount (3,924.96), employer per pay period (1,562.84), and who is covered (You, Child2 Test, Oracle1 TEST, Test Spouse). A yellow banner at the bottom indicates 'Pending Action Items'.

The screenshot shows the 'New Hire Benefits' page. It features a grid of tiles for various actions: 'Your Benefits', 'Pending Actions' (highlighted with a red arrow and the text 'Click here'), 'Report a Life Event', 'Document Records', 'Review Employee Resources', 'Need Help? Contact Us', 'Before You Enroll', 'HSA Calculator', 'Dependent Care FSA Calculator', 'Health Care FSA Calculator', and 'Wellness'. The 'Pending Actions' tile includes the instruction 'Address your open items to complete enrollment'.

On the “Benefits” page, click on the “Pending Actions” tile.

# Pending Action Items

Pending Actions  
New Hire Benefits

City Benefits Program

Dental

[Marriage certificate: Test Spouse](#)  
Dependent 100% - Employee & Spouse

Required

Pending approval

[View Attached Documents](#)

Medical

[Birth certificate: Oracle1 TEST](#)  
PPO Medical (Network S) - TOB Employee & Family

Required

[Marriage certificate: Test Spouse](#)  
PPO Medical (Network S) - TOB Employee & Family

Required

Pending approval

[View Attached Documents](#)

[Birth certificate: Child2 Test](#)  
PPO Medical (Network S) - TOB Employee & Family

Required

To clear the pending action items, click on the blue hyperlink.

You can either drag a file to add or click to add an attachment.

## Notes:

- If you added a spouse, a marriage certificate is required.
- If you added a child, a birth certificate is required.
- Social security cards are required for all dependents.
- You only have to upload the document once if the dependent is enrolled in multiple plans.

Add Document  
New Hire Benefits

Submit Cancel

Document Details

Document Type  
Birth certificate

Country  
All Countries

Category  
Benefits

Description  
Documents associated with benefits certification - Birth certificate

Context Value

Attachments

Drag files here or click to add attachment

Add File

Add Link

Click "Submit" when done.