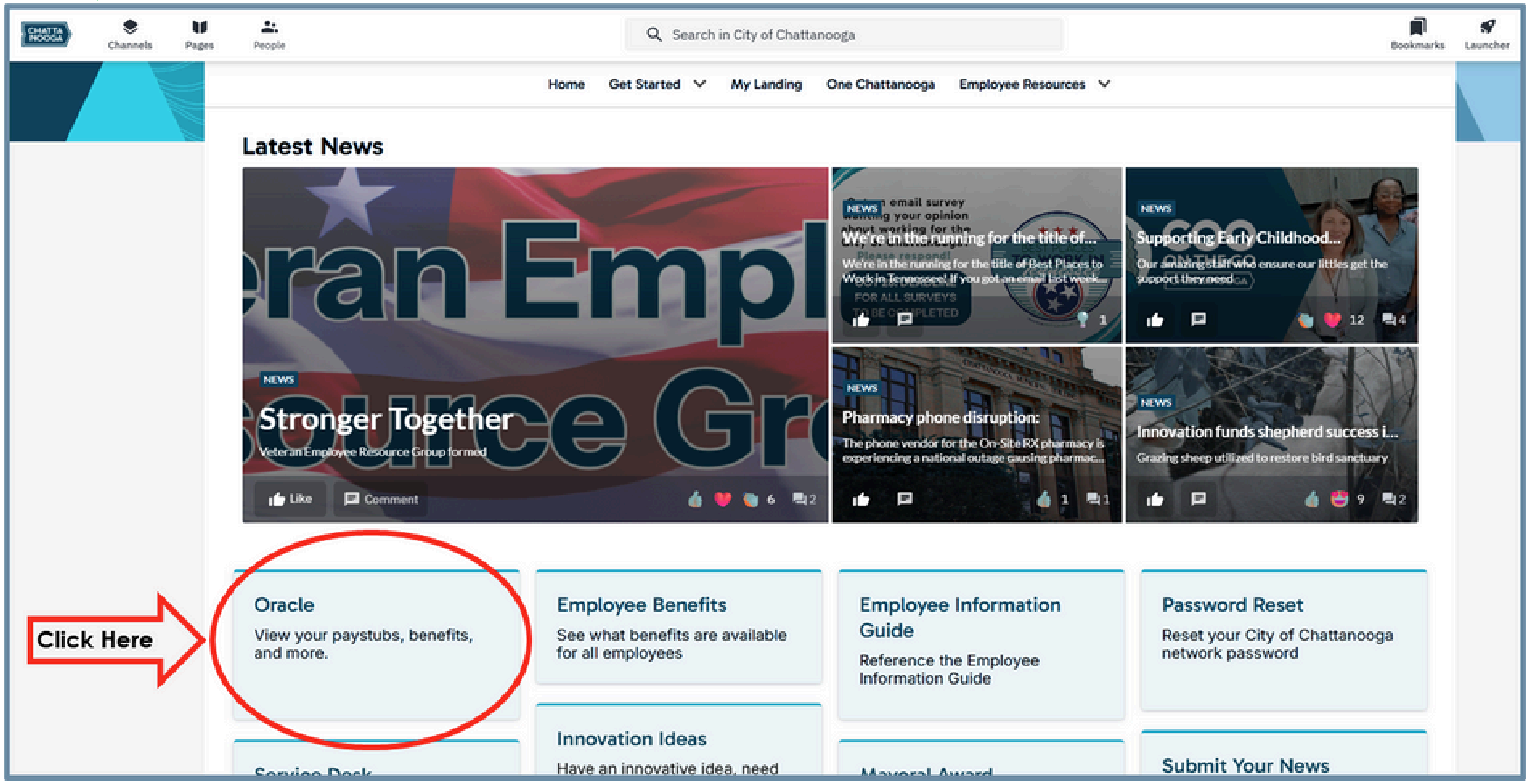
ONLINE ENROLLMENT USER GUIDE 2026

CITY OF CHATTANOOGA

THINGS TO KNOW BEFORE ENROLLING

- For Oracle cloud password reset please visit https://passwordreset.chattanooga.gov.
- Be sure to add your dependents and beneficiaries to "My Contacts". 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

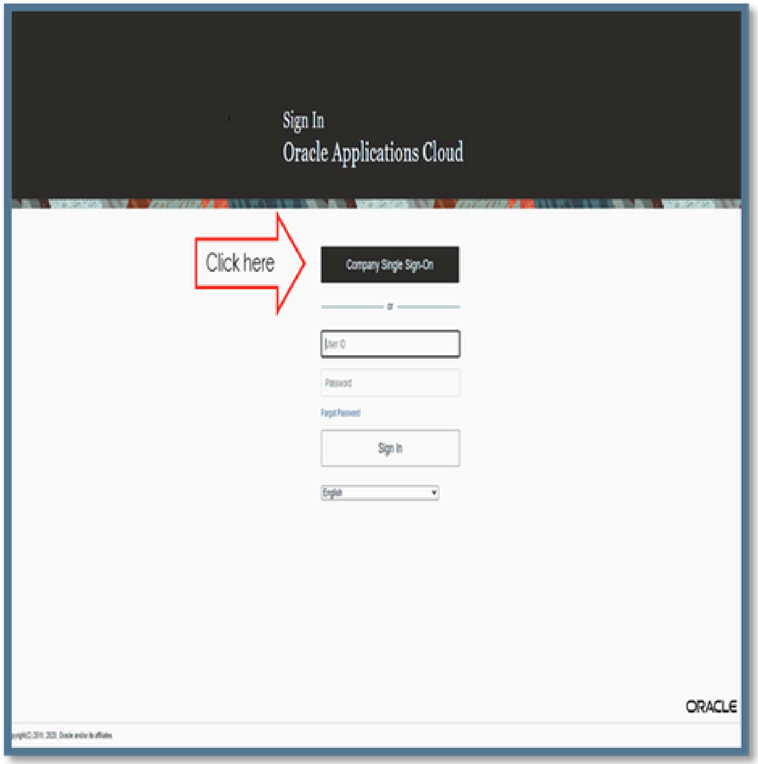
1. Log in to landing.chattanooga.gov.
2. Once logged in, click on the Oracle Cloud tile to access the Company Single Sign-on.

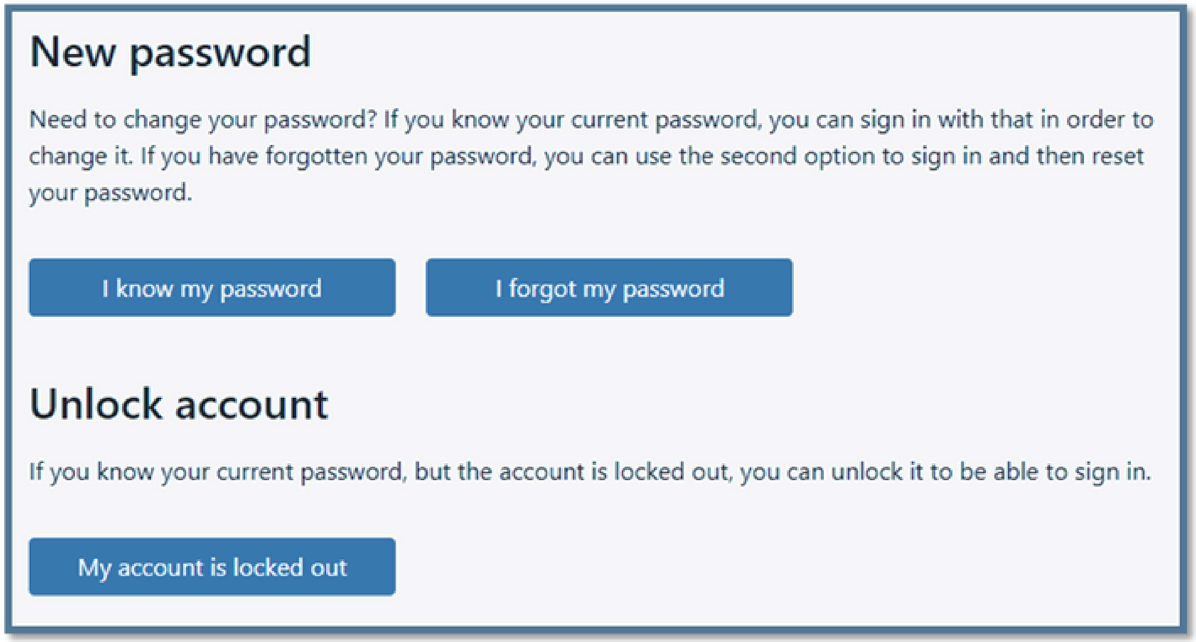
LOGIN SCREEN

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

<u>Note:</u>

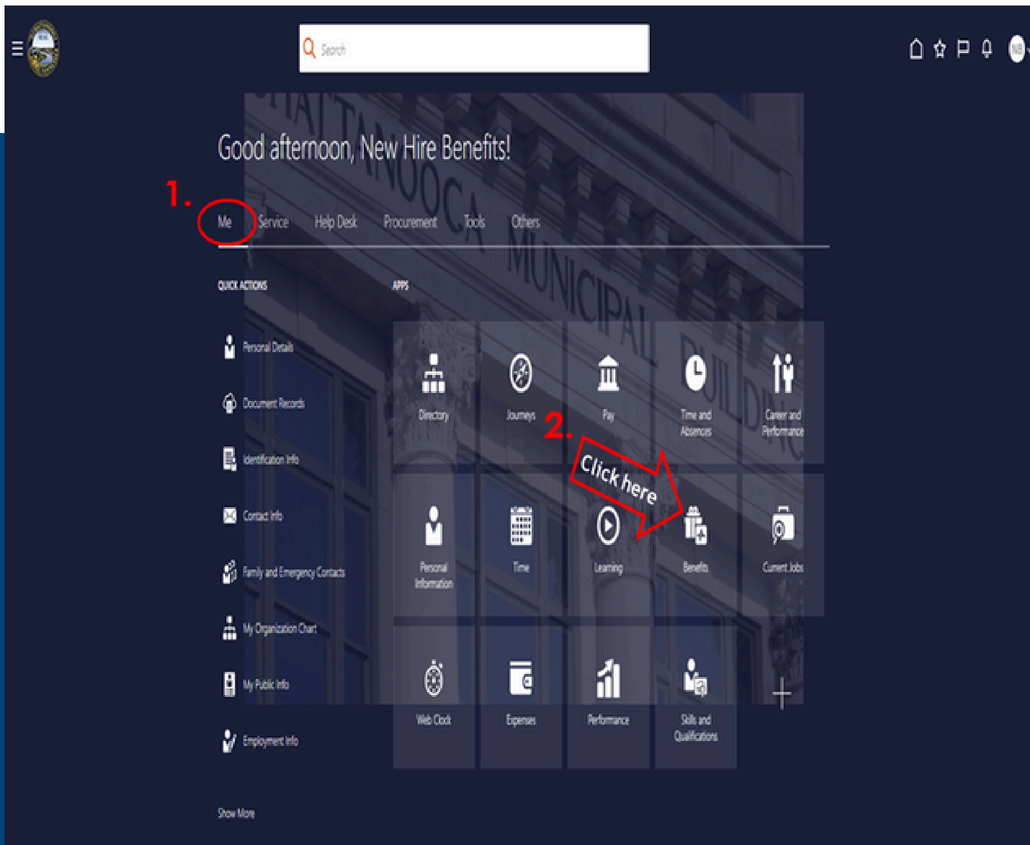
- Visit <u>https://passwordreset.chattanooga.gov</u> for Oracle cloud password reset or to unlock your account.

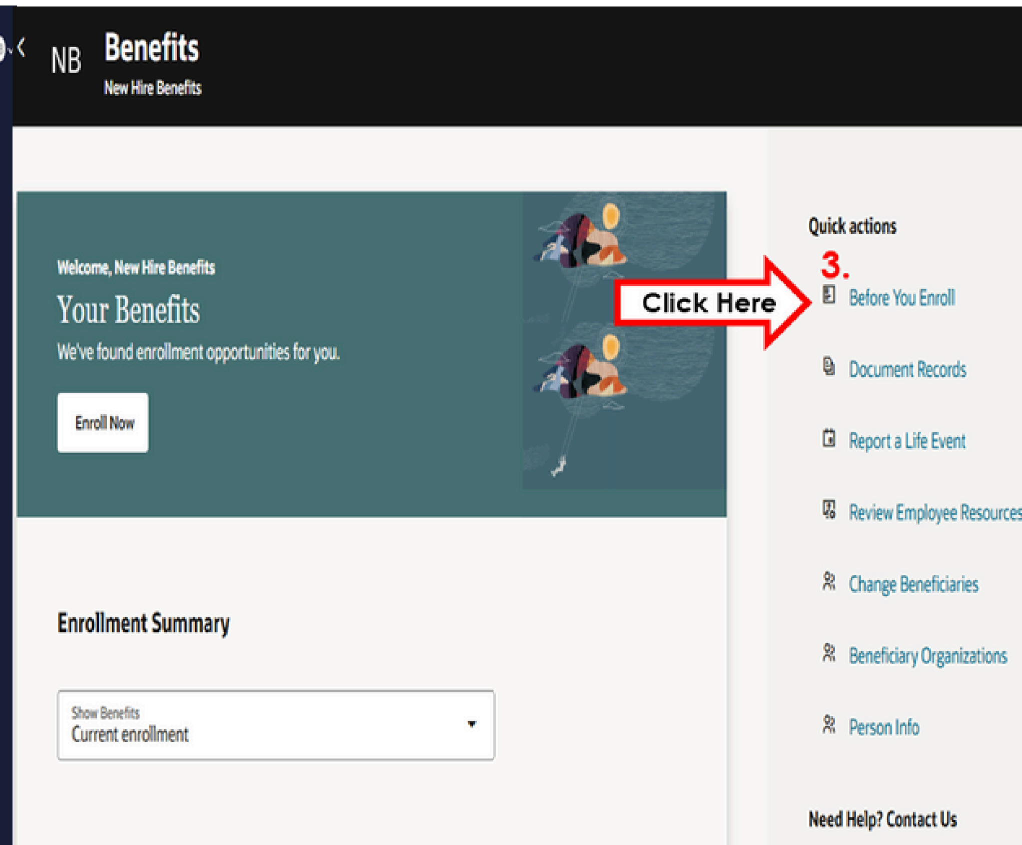




BEGIN ENROLLMENT

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





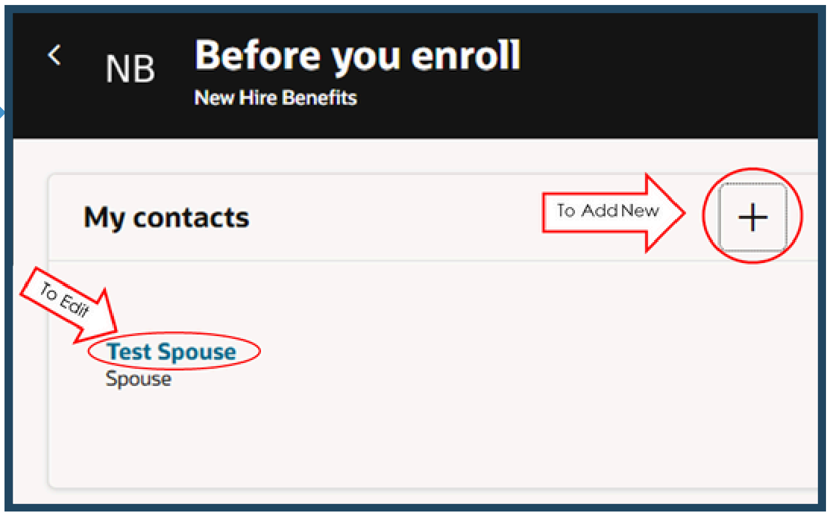
DEPENDENTS & BENEFICIARIES

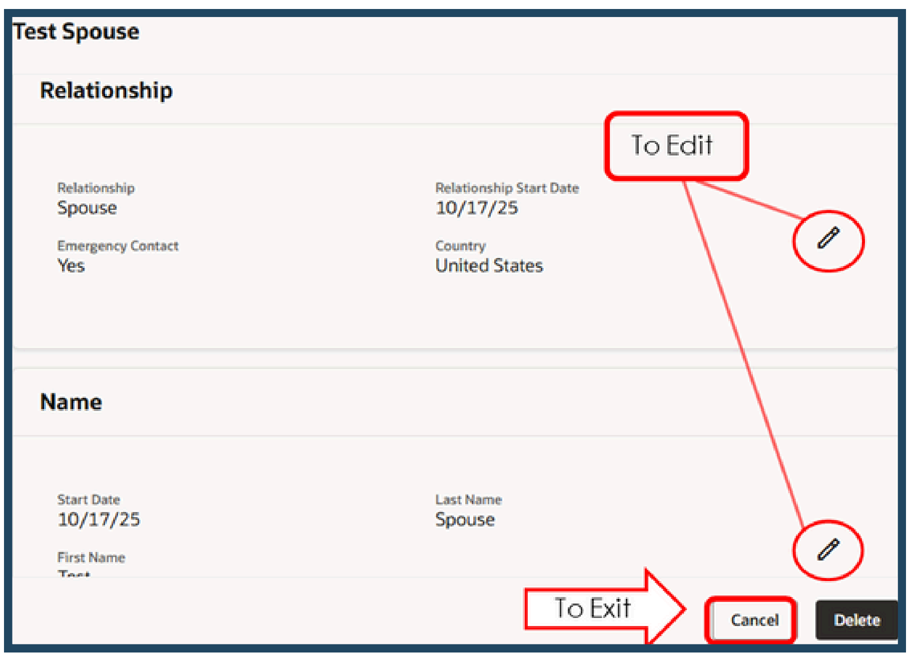
THIS IS “ MY CONTACTS”

- 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 “My Contacts”, click “Add” to add your contacts information. (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 the pencil icon in the section you wish to change.

After you make your changes, click on the caret icon to return to the previous page.

*Note: If your dependent/beneficiary is already listed under “People to Cover”, DO NOT add them again.

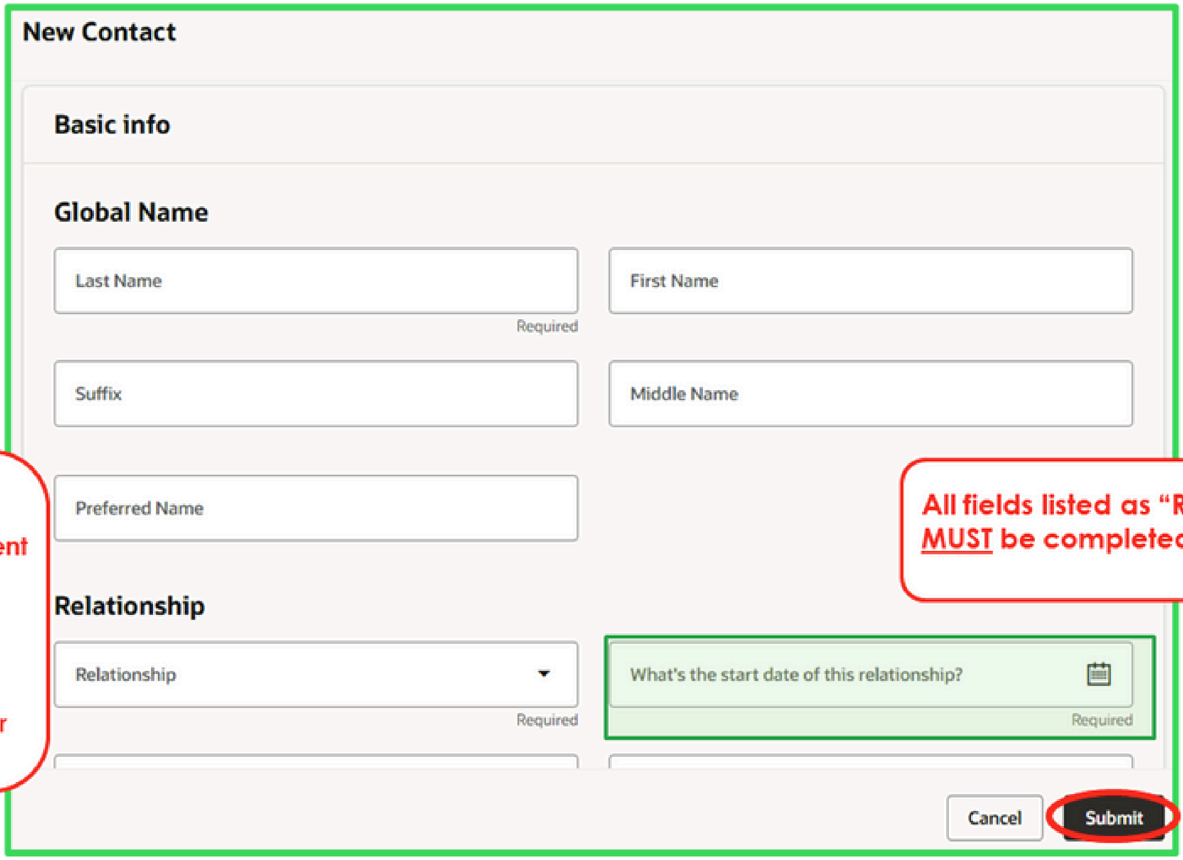
DEPENDENTS & BENEFICIARIES

ADD NEW CONTACT SCREEN

- Enter a new dependent/beneficiary, select a relationship from the drop box and enter the contact's information.
- Select "Submit" when complete

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

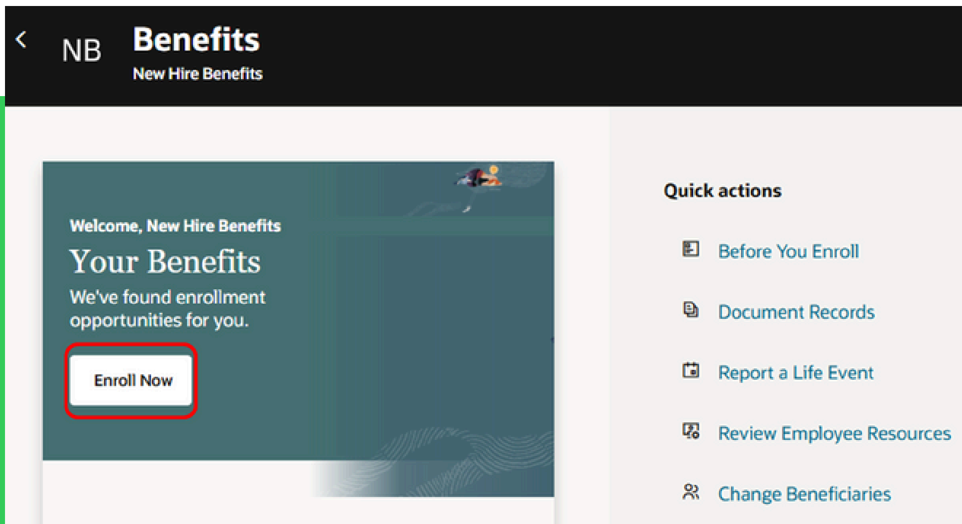
Relationship Start Date: This is the date
the relationship with this dependent or
beneficiary began.
Spouse = date of marriage
Child = date of birth
Friend = date relationship began
Sibling = siblings' birthdate or your birthdate

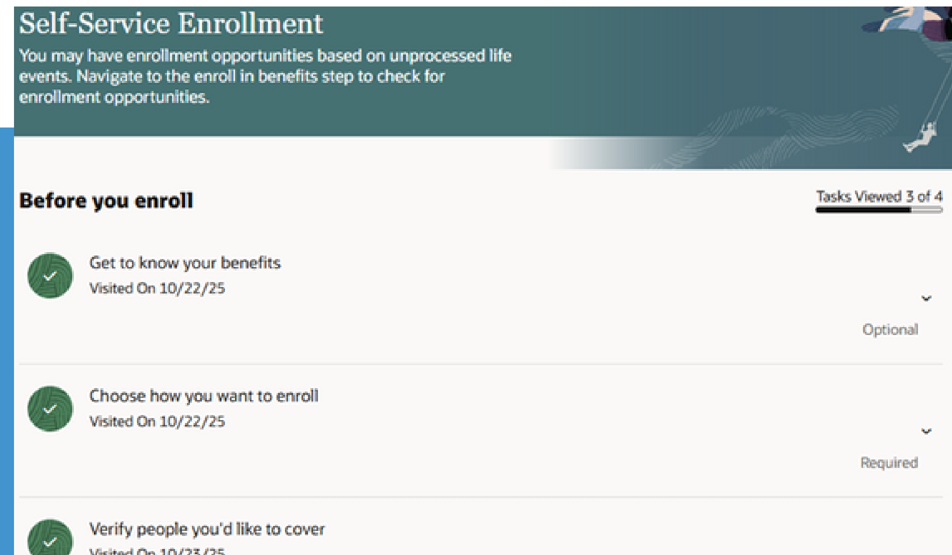


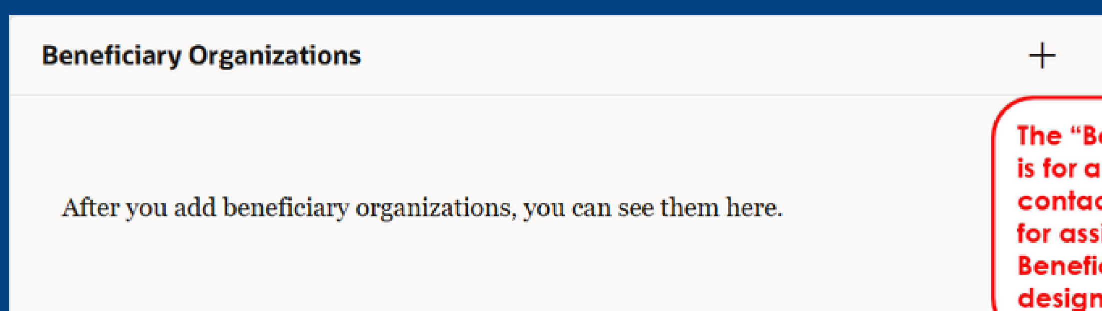
All fields listed as "Required" MUST be completed.

BENEFIT ENROLLMENT

1. Click “Enroll Now” on the your benefits dashboard
2. Follow the prompts listed under “Before you enroll”
3. Verify that all beneficiaries/dependents are listed under “My contacts”
    a. It is ok if there are people listed in your contacts that you do not intend to designate as a beneficiary or dependent
    b. DO NOT add anyone to the “Beneficiary Organizations” section, this is for a trust





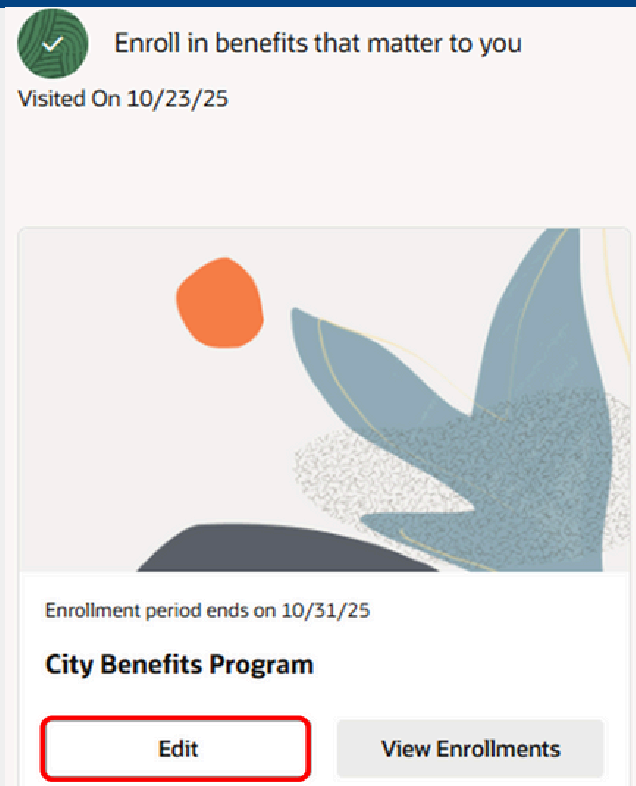


The “Beneficiary Organizations” is for a Trust designation. Please contact a Benefit Administrator for assistance with a Beneficiary Organizations designation.

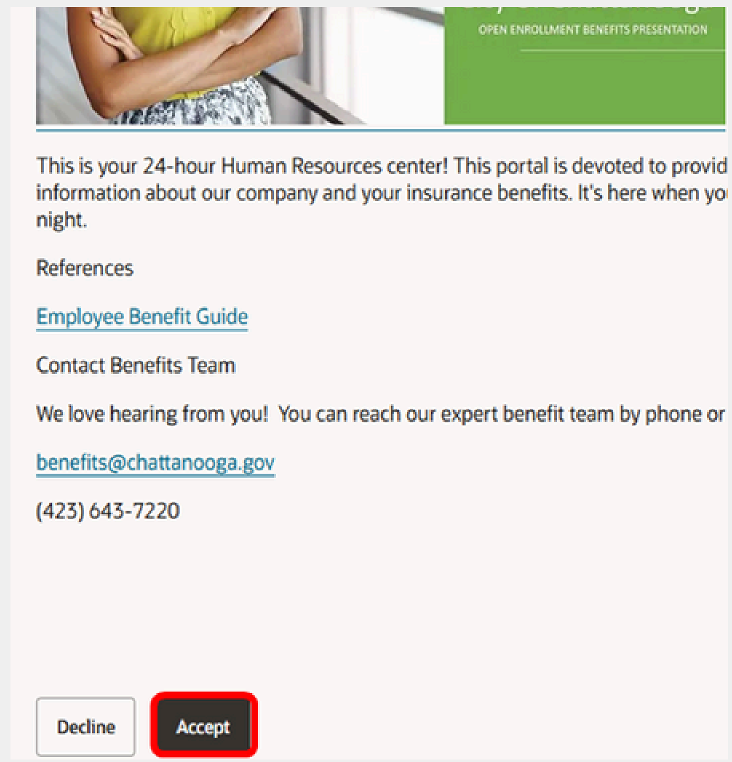
BENEFIT ENROLLMENT

- If you wish to review your current enrollment prior to making changes, select “View Enrollments”
- Click “Edit” to make changes to your plans.
- Review the authorization page, scroll down and click “Accept” to advance to the enrollment screen.

BEGIN ENROLLMENT



AUTHORIZATION



UPDATE BENEFITS

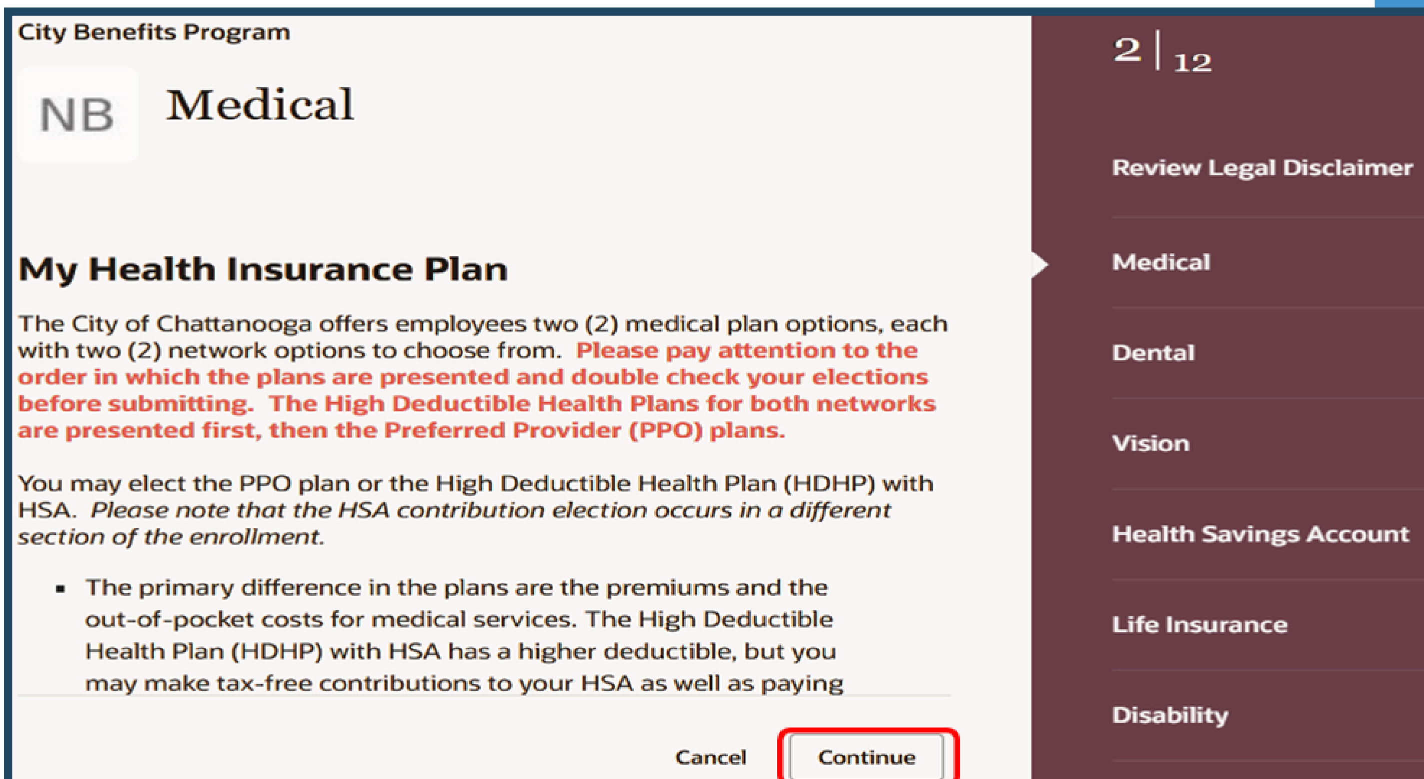
- On the right hand side of the “City Benefits Program” page, select a benefit type and choose the product you want.
- After you make your selection for each plan, click “Continue”

Note:

TOB = Tobacco User Plan

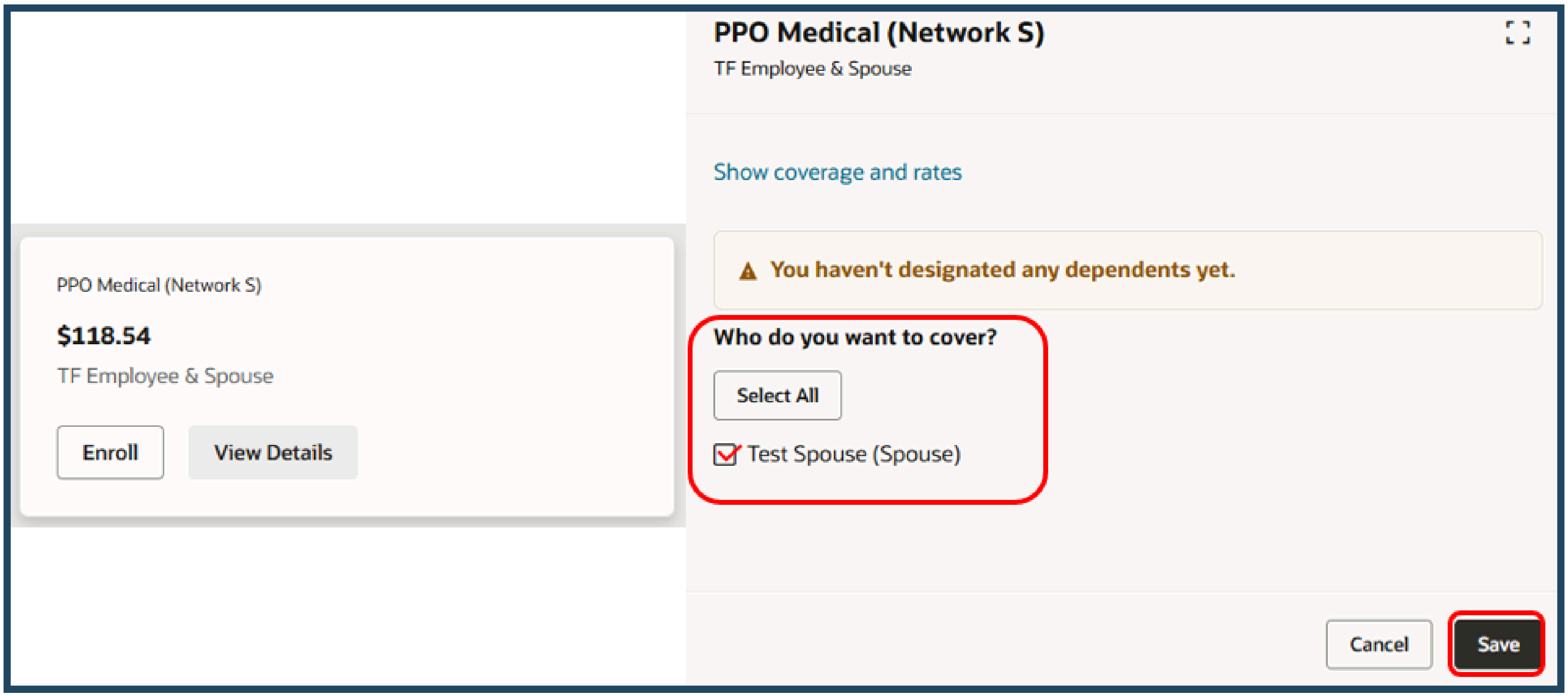
TF = Tobacco Free Plan

*If you or any of your dependents use tobacco products you will select a TOB plan.



COVER DEPENDENTS

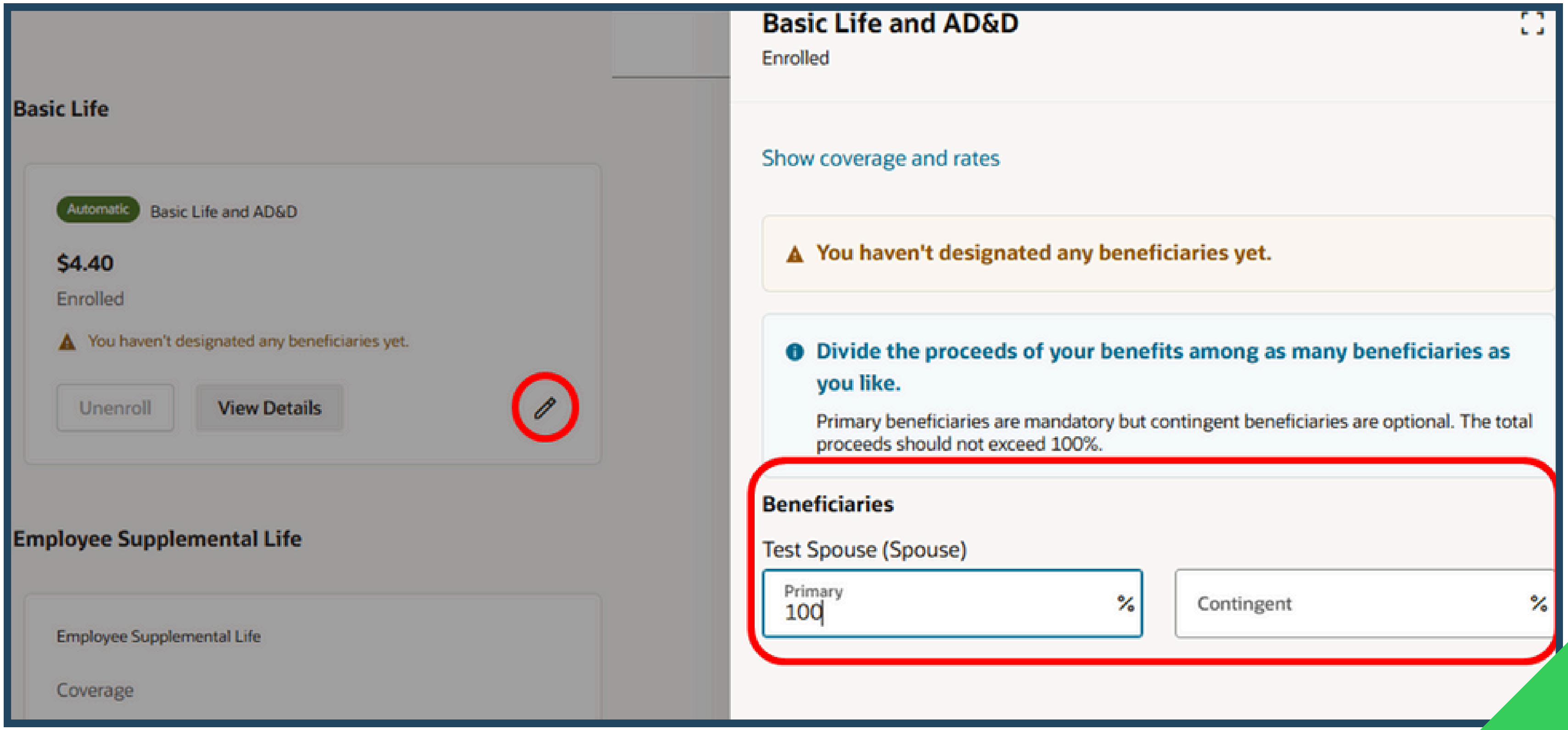
Add coverage to your dependent(s), for Medical, Dental, and Vision, by selecting the box next to each dependent for each plan.



UPDATE BENEFICIARIES

BASIC LIFE AND SUPPLEMENTAL LIFE

Under the “Life Insurance” section, designate distribution to beneficiaries. A primary Beneficiary is required.

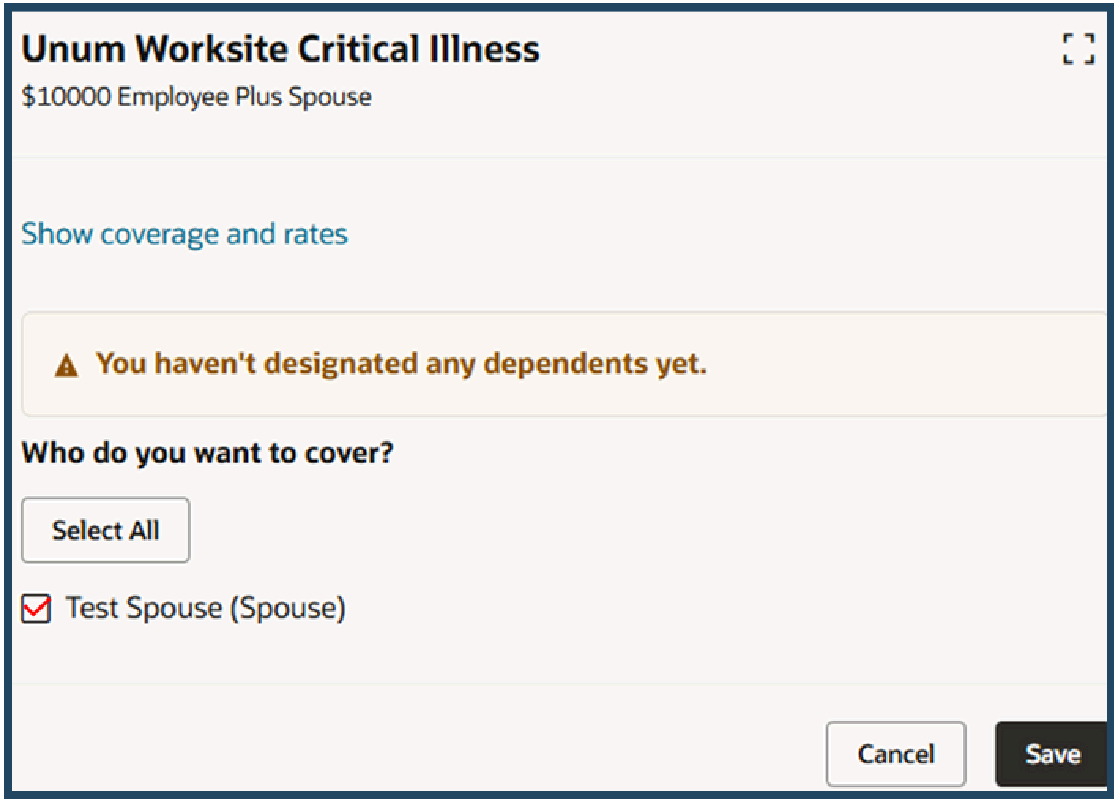


UNUM WORKSITE PLANS

- To enroll in a Unum Worksite Plan, go to the "Unum Worksite" section, click "Enroll" under your desired plan.
- When making your selections be sure to check the box next to any qualifying dependents you wish to cover.
- Remember to click "Save" after each change.
- Once all of your enrollment choices have been made, click "Continue"

Notes:

- You do not have to be enrolled in any other benefit to enroll in these plans.
- Coverage is available for employees, legal spouses, and dependent children.
- If you choose Employee and Spouse, when enrolling in Critical Illness, the amount of the spouse coverage is **one half** of the amount of employee coverage.

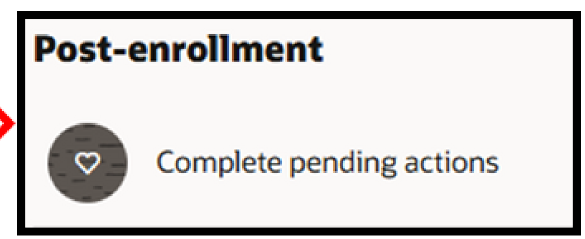


REVIEW ELECTIONS

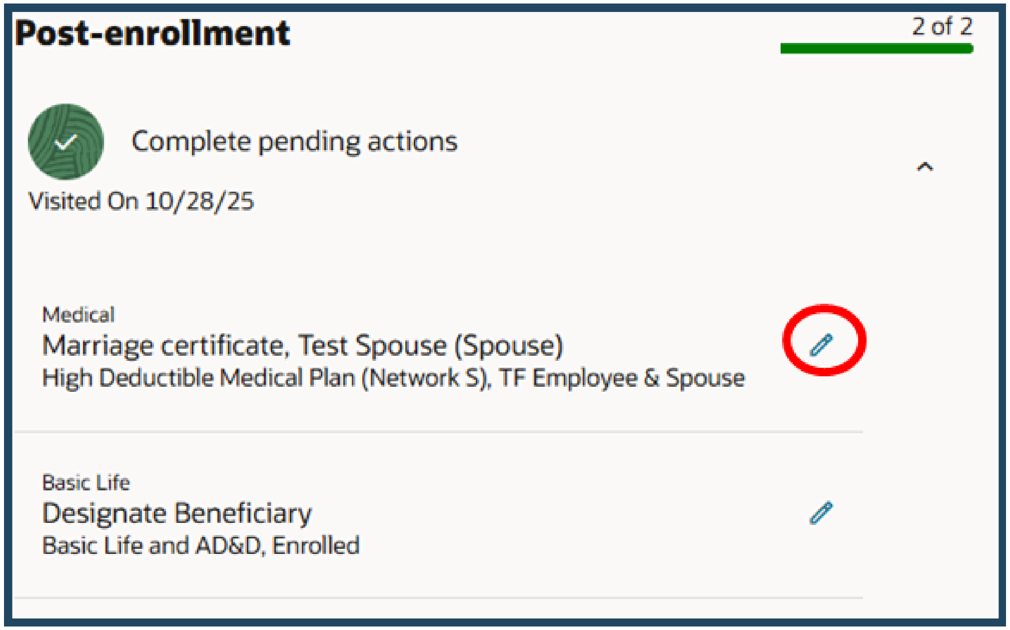
Review your elections before submitting your enrollment.

Once you have submitted your enrollment, move to the “Post-enrollment” steps.

If you added a new dependent, you will have “Pending Action Items” on your record to complete.

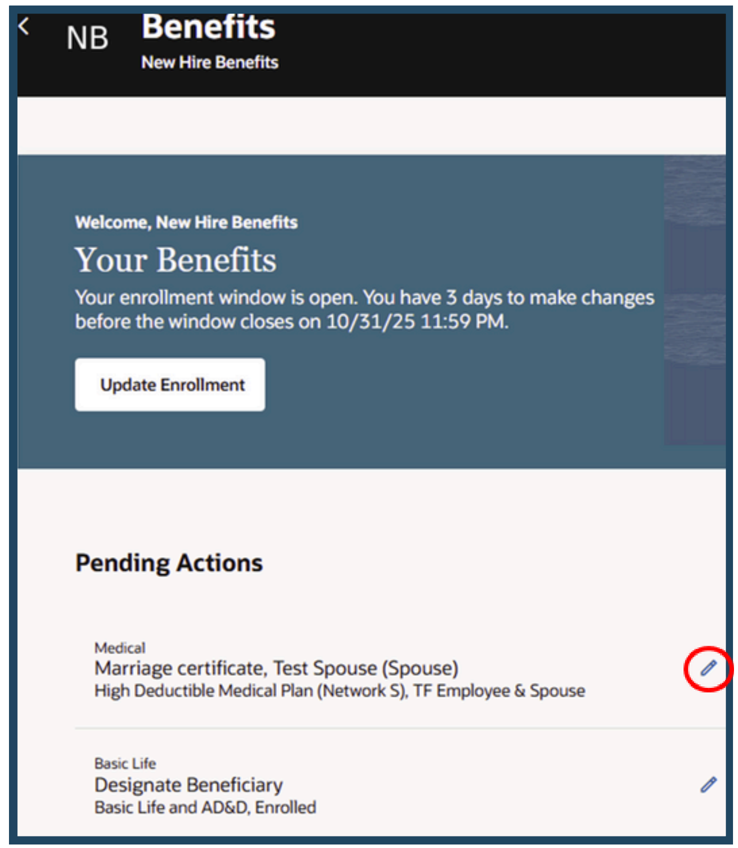


PENDING ACTION ITEMS



Pending action items can be found in the "Post Enrollment" section after completing your enrollment **OR** they can be found on your benefits home screen under "Pending Actions."

- Click the edit pencil to complete



Notes:

•If you added a spouse, a marriage certificate is **required**.

•If you added a child, a birth certificate is **required**.

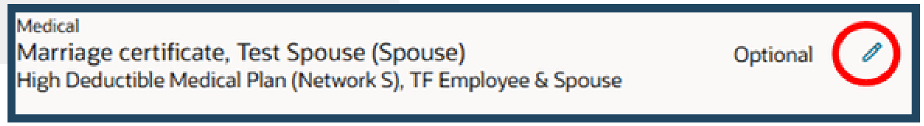
•Social security numbers are **required** for all dependents.

•The document only needs to be uploaded once if the dependent is enrolled in multiple plans.

PENDING ACTION ITEMS

CLEAR PENDING ACTIONS

To clear the pending action items, click on the edit pencil, then complete the action required and click “Save.”



ADD DOCUMENTATION:

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

Click “Save” when done.

CONFIRMATION STATEMENT

1. Your confirmation statement can be accessed at anytime following enrollment.
2. To access the "Benefits Confirmation and Summary" statement, select **"Me"** from the heading, followed by **"Benefits."**
3. On the next screen select **"View all enrollments"** followed by **"Print all benefits"**

Notes:

- Be sure to review this statement for accuracy and check your first paystub (following your benefits effective date) to ensure the correct rates are being deducted.
- To see enrollment information for a future effective date, use the dropdown under "Show Benefits" to select "As of date" enter the effective date of your benefits.

CONTACT US

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