

Welcome to BenXcel!

The information contained in this guide will help you to navigate through the City of Mount Vernon BenXcel website. The website provides direct access to your benefit plan information from anywhere that you can access the internet.

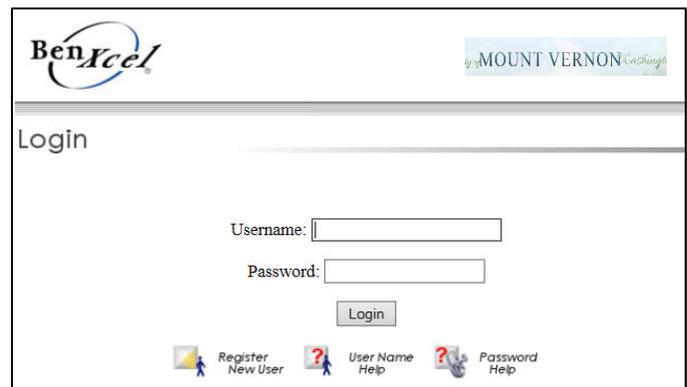
- City of Mount Vernon BenXcel Website: <https://www.benxcel.com/comv.htm>
- City of Mount Vernon BenXcel Group Number: COMV

ASSISTANCE

BCC's Customer Service Call Center is available to assist with BenXcel questions and password re-sets. You can reach a representative by calling 800-685-6100. Representatives are available: Monday -Thursday: 5:00am - 5:00pm PT & Friday: 5:00am - 3:00pm PT

INITIAL REGISTRATION & LOG IN

1. To log into BenXcel, go to:
<https://www.benxcel.com/comv.htm>
2. Click 'Register New User' on the Login screen
 - Enter a unique User ID of 1-20 characters
 - Enter a valid e-mail address to be associated with the chosen ID
 - Choose your User Type
 - Click 'Next'
3. Verify your identity by selecting SSN as your 'ID Type' and entering your SSN (no spaces/ hyphens) in the 'Participant ID' field
 - Enter your last name in ALL CAPITAL LETTERS
 - Enter your Zip Code
 - Enter your date of birth in mm/dd/yyyy format
 - Click "Next"
4. Establish a password by typing your chosen password into the 'Enter Password' field
 - Verify your password by typing it a second time
 - Enter a password hint (this might be your mother's birth date, your dog's name, etc.)
 - Client 'Submit' to be taken into BenXcel



The screenshot shows the BenXcel login interface. At the top left is the BenXcel logo, and at the top right is the City of Mount Vernon logo. Below the logos is a horizontal line, followed by the word "Login" in a large font. Underneath "Login" are two input fields: "Username:" and "Password:". Below the password field is a "Login" button. At the bottom of the page are three links: "Register New User" with a person icon, "User Name Help" with a question mark icon, and "Password Help" with a question mark icon.

NAVIGATE

Use the left menu frame to navigate through BenXcel.

Account Manager: use this section to:

- Change your password
- Update your e-mail address



Benefits at a Glance: use this section to access an online snapshot of your benefit elections, including dependents enrolled, beneficiaries, costs, etc. This complete record of your enrollment is available 24/7 and can be printed for your records.

- To view your current benefits, click the radial button next to “Current Benefits” and then click the NEXT icon.
- To view your benefit elections for a specific point in time, enter the date in the “Benefits as of” field and then click the NEXT icon.

A screenshot of a web form titled "Benefits at a Glance". The form has a light gray header with the title. Below the header, there is a instruction: "To generate a Benefits at a Glance statement for a participant, fill in all of the following fields and click Next:". The form contains several fields: "Participant ID:" with a text input box and a magnifying glass icon; "Group ID:" with the text "SAMPLE GROUP"; "Display:" with two radio buttons, "Current Benefits" (which is selected) and "Benefits as of"; and "Benefits as of" with three text input boxes for month, day, and year, with a "mm/dd/yyyy" label below them. At the bottom right of the form is a "Next" button with a right-pointing arrow.

Enrollment: Use this section to make your benefit elections, make changes to your benefit elections, record important family status changes, or to update your personal information. When you click on ENROLLMENT, you will be taken to the WELCOME screen where you will need to select the appropriate enrollment option:

- **Open Enrollment:** Use this function to make benefit elections for your 2017 plan year.

Use this section to make your benefit elections. You must start at the beginning, go through each page/coverage, and complete your enrollment by clicking the “FINISH & PRINT” or “FINISH/NO PRINT” icon on the Enrollment Summary screen for successful submission. If you exit BenXcel before submitting your elections, your progress will be saved. Upon your next attempt to enroll, you will be asked if you would like to start a new enrollment or continue where you previously stopped.

- **Personal Information:** Your personal information will appear hardcoded in BenXcel.
 - If you have any dependents (including a spouse) that are or will be enrolled in City of Mount Vernon’s benefits, be sure to choose the YES radial button on the last question on this screen.
- **Dependent Information:** Be sure to enter OR verify/update any dependent information.
- **Benefit Enrollment:** Follow the instructions that appear on the screen for each coverage.
 - If declining a coverage, select DECLINE and then proceed to the next page by clicking NEXT.
 - If electing a coverage, indicate your election and then proceed to the next page by clicking NEXT.
- **Enrollment Summary:** This is the final enrollment screen. If you are finished and satisfied with your elections, you must click the FINISH & PRINT icon to save and confirm your benefit elections.