

# Self Service Portal Enrollment Instructions

## Welcome to the Self-Service Portal

We provide you with the tools and information to make the most of your benefits. We are available year-round—online.

Your benefits are an important part of your overall compensation and provide valuable resources to help you stay healthy today and to plan for and protect your financial security tomorrow. You get the most from your benefits when you choose the options that are best for you and your family.

## Enroll Online: Anytime, Anywhere

You will need a high-speed internet connection, a 128-bit encrypted internet browser (or greater), and Adobe Acrobat Reader installed on your computer. If needed, you may use the following download at [www.adobe.com/products/reader](http://www.adobe.com/products/reader).

## Login

- Log on to the benefit website at: [www.memberbenefitlogin.com/nuedu](http://www.memberbenefitlogin.com/nuedu)
- Enter your User ID and password (see box to the right).
- The first time you log in, you'll be prompted to change your password, enter an Email address, and set up Security Questions. Change it and record your password in a safe place.

## It's Easy to Enroll

Log on to the portal website and:

- You'll need your name, date of birth, email address and password to access the site.
- Your User ID is **your home email address**.
- Your temporary password is **your date of birth (MMDDYYYY)**.
- For example, Your UserID is [jondoe@email.com](mailto:jondoe@email.com)
- Password –May 1, 1975 = 05011975.

## Update Your Information and Add Dependents

*Very important! You must view your personal information and add all of your dependents' information first. If you do not add your dependents, you will not be given the option to enroll them. NOTE: Dependents cannot be removed using self-service. To remove a dependent, you must contact Benefit Harbor directly at 888-575-0536.* On the top of the home page, click on [Start Enrollment](#)

- Review your personal information to ensure it is complete and accurate. If there are any discrepancies, please reach out to your Human Resources Department. Click [Continue](#) at the bottom of the page.
- If you are enrolling eligible dependents: In the middle of the page, click on [Add A Dependent](#), to add dependent information.
- Complete required information.
- Click [Continue](#) to save each entry.

## Enroll

Now you're ready to enroll in your benefits.

- You will be presented with a table showing your benefit options for the plan year beginning July 1, 2026.

- Elect to Enroll or Waive (decline participation) benefit coverage.
- You will be required to answer some questions in order to proceed with enrollment.
- If you wish to learn more about a benefit, click on [Brochure](#).

**If you have existing coverage and there is no changes to be made then there is no action to be taken.**

## Complete Your Enrollment

To review and confirm your enrollment:

- Review your [Elections Summary](#) confirming your benefit elections, deductions, covered dependents and beneficiary information.
- If you need to make any final changes, simply click on the benefit you want to change, and accept your elections again.

## Complete Direct Billing

- You must enter an ACH payment method to complete your enrollment.
- If you need to make changes to your payment after submitting through the link, you will need to contact the PIOPAC Direct Billing number:
- Telephone: 808-792-5276; Website: <https://piopac.com/>
- A PIOPAC draft fee will apply: \$6.00 or 3.25% of the total benefit premium reflected in the Benefit Harbor system.
- Note: The Benefit Harbor system does **not** include the PIOPAC fee.
- Deductions are taken one month in advance, on or around the 25th of each month.
- After entering your payment information with PIOPAC, you will be redirected to the Benefit Harbor site to view the Confirmation of Elections screen.
- Please note that if a payment method is not added, your benefits may be subject to cancellation.
- If a payment is missed, there is only a one-time opportunity to reinstate coverage.
- If coverage is cancelled due to non-payment, your next opportunity to elect coverage will be during the next Open Enrollment period.

## Confirmation of Elections

Want to print your confirmation of enrollment? Click on [Printer-friendly Version](#) in the top right corner of the Benefit Detail. Then, click [Logout](#) on the top right of the page to exit the system.

You have now successfully completed your enrollment. You can change your benefit elections at any time through your annual enrollment period. After that, you cannot change your elections again until the next annual enrollment (unless you have a qualified status change like getting married or having a baby).

## During the Year

The benefit website is available year-round, 24 hours a day, 7 days a week. It is your online resource to confirm your current benefit coverage, review benefit plan details, and obtain related claims forms. If you have questions, you may reach out to our Customer Service Center at **1-888-575-0536, Monday – Friday 8AM – 6PM CST.**

**For ID cards, claims status, specific benefit questions, and/or provider search please contact Loomis at 877-959-9952.**