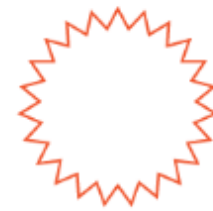


Benefit Enrollment User Guide



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First Time User - Step 1



Your Benefits Are Mobile

Your benefit information is now available on your smartphone and tablet as well as your PC.
Visit www.compassgroup.bswift.com to get started.

- ✓ Your username is your eight-digit personnel number, including leading zeros
- ✓ Your initial password is the First Initial of your First Name, lower case (as shown on your paystub) + 2-digit birth month + first five digits of SSN



EN ESPAÑOL

Log In

Username

Password

[Forgot Password](#)



example: John Smith, with birthdate 12/15, and SSN of 123-45-6789 =

j1212345

First Time User - Step 2

Next, you will need to enter the initial password in the Current Password field before creating a new password.

- ✓ Your new password must meet the following criteria:
 - ✓ At least 8 characters long
 - ✓ At least 1 number
 - ✓ At least 1 capital letter
 - ✓ At least 1 special character (!, @, \$, etc.)

Change Password

Enter your current password and then enter the new password that you would like to use. Verify the new password by retyping it and then click Save.

* Current Password

* New Password

Passwords must be 8 characters minimum and contain at least 1 number, at least 1 capital letter, and at least 1 special character (!,@,\$,etc.)

* Verify New Password

* Fields are required

First Time User - Step 3



bswift takes the security of your information very seriously. That's why we use security questions to help verify that you're the only person who can access or make changes to your account.

These security questions allow you to reset your password, without having to call the Benefit Service Center.

- ✓ Select one question from each of the drop down menus and provide the your answers

Be sure to keep this information in a safe place for future reference

Security Question

In the event you lock yourself out of this site, you can establish a security question and answer. This will allow a system generated password reset to occur, without needing to contact the Benefit Service Center.

Security Questions

What is your mother's maiden name? *

*

What is your father's middle name? *

*

What city were you born in? *

*

* Fields are required

Save

Login

bswift®



EN ESPAÑOL

Log In

Username

Password

[Forgot Password](#)

A photograph showing several chefs in white uniforms and black hats working in a kitchen, preparing food on a counter.

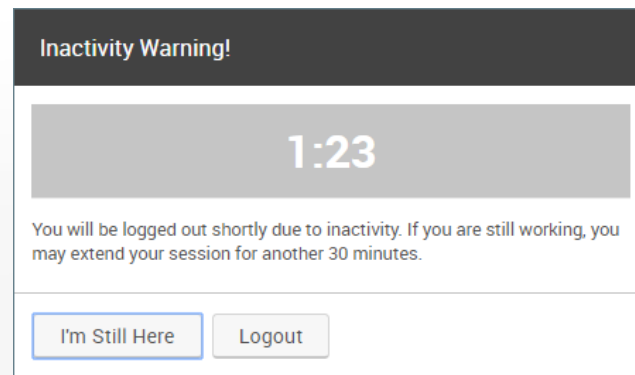
- ✓ Go to www.compassgroup.bswift.com to get started.
- ✓ Your username is your eight-digit personnel number, including leading zeros
- ✓ Forgot your password? Recover or reset by clicking the **Forgot Password** link

Security



For security reasons, you will be “timed out” after approximately 30 minutes of inactivity

- ✓ You will receive the following pop-up window



- ✓ If you do not provide a response, you will be logged out automatically
- ✓ If you are timed out, your information will NOT be saved and you must log on again

Start Your Enrollment



From the Welcome Page, click the [Click HERE to Enroll!](#) button to begin electing your benefits

The screenshot shows the Compass Group employee benefits enrollment page. At the top left is the Compass Group logo. On the top right, there are links for 'En Español', 'Change Password', and 'Log Out'. Below these are the hours 'Mon-Fri 8am-6pm ET', a phone number '877-311-4747', and a chat link 'Chat about benefits?'. A navigation bar contains icons for Home, My Benefits (with a dropdown arrow), My Profile, Wellness, Retirement, Library, and Help. The main content area features the heading 'Welcome to your 2018 Annual Enrollment!' followed by the enrollment deadline '11/22/2017' and the status 'Your Status Not Started'. A prominent orange button labeled 'Click HERE to Enroll!' is positioned below the status. To the right of the text is a photograph of a smiling male employee in a dark uniform standing behind a bakery display case filled with various breads and pastries.

Review Your Personal Information



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Employee Information



Tell me about yourself.

Review your personal information for accuracy

- ✓ You may update any of the fields that are editable, as necessary.
- ✓ If any other information is incorrect, please call **877-311-4747** to make your corrections.
- ✓ You will be asked to provide information on your tobacco use, how you prefer to receive benefit communications (postal mail or electronic) and your language preference (English or Spanish).
- ✓ Once you have confirmed your information is accurate, click “[I agree](#)” at the bottom of the page.
- ✓ Then click “[Continue](#)” on the right hand side.

Review Your Dependent Information



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Family Information



Tell me about your family.

Review or update your dependent information

- ✓ To add a new dependent click *Add Dependents*
 - ✓ You must provide a name, Social Security Number, gender, and date of birth for all dependents before you can enroll them in coverage
 - ✓ If any existing dependent information is incorrect, please call the **Benefit Service Center** at **877-311-4747** to make corrections.
- ✓ Once you have confirmed your dependent information is accurate, click “[I agree](#)” at the bottom of the page.
- ✓ Then click “[Continue](#)” on the right hand side.

Ask Emma

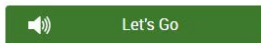


Ask Emma is a tool available to assist you with making your benefit elections. You will be asked a series of questions for each benefit and your answers will help identify a plan that may be best for you.

Get started with your benefits enrollment.



Made easy with **askEMMA**.
(Heads up, there's audio.)



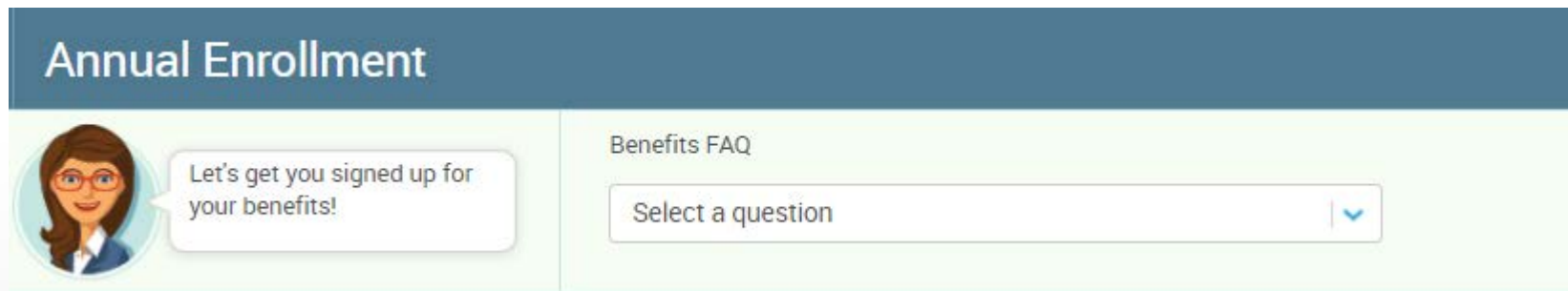
[Enroll without Audio](#)

- ✓ To utilize Emma, click the **Let's Go** button.
- ✓ If you would prefer to not use Emma, click the **Enroll without Audio** link.

Begin Making Your Elections



The system will take you through each available benefit option to make your elections



- ✓ It is important that you take time to review your options carefully
 - ✓ Select the coverage and coverage level for each benefit option
 - ✓ When electing dependent coverage, please select each dependent to cover
- ✓ You can also use the **Benefits FAQ** drop down to find answers to commonly asked benefits questions.

Continue Making Your Elections



Each benefit that requires an election has a gray icon with the text “*Selection Required” below the benefit type

- ✓ To find out more information about a benefit, select who will be covered or choose your coverage, click [View Plan Options](#)
 - ✓ If you are not interested in a benefit, click [I don't want this benefit \(waive\)](#)
- ✓ Once a selection has been made (or if no selection is required), the icon will turn green and the text for that plan will change to “Completed”

A screenshot of a web interface for selecting benefits. It shows two rows of benefit options. The first row is for "Healthcare FSA" with a gray icon and the text "* Selection Required". It has two buttons: "I don't want this benefit (waive)" and "View Plan Options". The second row is for "Basic Employee Life" with a green icon and the text "Completed". It shows a cost of "\$0.00" with a dropdown arrow, and the text "Your Cost per pay period". Below this, it says "PLAN Basic Employee Life Insurance - 1x Annual Benefit Base Salary / Securian" and has a "View Information" button.

	Healthcare FSA	NO PLAN SELECTED
* Selection Required		
I don't want this benefit (waive)		View Plan Options
	Basic Employee Life	\$0.00 <input type="checkbox"/>
		Your Cost per pay period
PLAN Basic Employee Life Insurance - 1x Annual Benefit Base Salary / Securian		
Completed		View Information

Making Your Elections - Covering Dependents



When you [View Plan Options](#), the plan may show an option to cover specific dependents. You will be prompted to select who to cover:

Who will be covered by this plan?

JOHN COMPASS Employee Jane Compass Spouse Baby Compass Child [+ Add Dependents](#)

[← Back to Benefits](#) [Continue](#)

- ✓ You can add new dependents here, if you forgot to add them previously
- ✓ Once you have selected who you want to cover, click [Continue](#) to review your options
- ✓ If you do not want to continue enrollment in this benefit, click [Back to Benefits](#) to go to the previous page

Making Your Elections – Selecting A Plan



You will now see the plan options available

[View All Plans Side-by-Side](#)

<p>CIGNA PPO Dental – Basic Cigna</p> <p>View plan details</p>	<p>vendor logo</p>	<p>Your Cost per pay period: <input type="button" value="v"/></p> <p>Tier: Employee + Family</p> <p>Select</p>
<p>CIGNA PPO Dental - Comprehensive</p> <p>Cigna</p> <p>View plan details</p>	<p>vendor logo</p>	<p>Your Cost per pay period: <input type="button" value="v"/></p> <p>Tier: Employee + Family</p> <p>Select</p>
<p>Waive Dental Compass Group</p>		<p>Your Cost per pay period: <input type="button" value="v"/></p> <p>Select</p>

- ✓ Click [View plan details](#) to view details about a plan
- ✓ Click the [View All Plans Side-by-Side](#) to compare multiple plans
- ✓ Click [Select](#) to make your plan election

Designate Your Beneficiaries



Once you have finished making elections, click [Continue](#) to assign your beneficiaries

- ✓ You may choose Primary and/or Secondary Beneficiaries
- ✓ Percentages must be entered in whole amounts (no fractional percentages)
- ✓ The Total must equal 100%

Basic Employee Life

Please choose your beneficiaries

Primary Beneficiaries (required)

Name	Percentage
My Estate (Employee)	<input type="text"/> %
Jane Compass (Spouse)	<input type="text" value="73"/> %
Baby Compass (Child)	<input type="text" value="27"/> %

Total: 100%

[+ Add New Beneficiary](#)

[v Add Secondary Beneficiaries](#) (optional)
Secondary beneficiaries receive money if your primary beneficiaries are unable to inherit.

- ✓ Once you have designated your beneficiaries, click [Continue](#)

Review and Confirm



Review your benefit elections:

- ✓ Be sure to review the plan information as well as who is covered.
- ✓ If anything is incorrect, click [Edit Selection](#) for the plan you would like to update.

You must agree to the authorizations at the bottom of the page and click [I agree](#), before submitting your elections.

To complete your enrollment, click the [Complete Enrollment](#) button on the right

IMPORTANT: If you do not check [I agree](#) and click [Complete Enrollment](#) your elections will **NOT** be submitted.

Confirmation Statement



After submitting your elections, you will be taken to the confirmation page. Please print a copy of your confirmation statement by clicking the [Print](#) button.

- ✓ If you have added a newly eligible dependent, you must submit documentation to verify their relationship.
 - ✓ Click the links in the **Reminders** section for more information.
- ✓ If you fail to provide the required documentation timely, your dependent(s) will be removed from coverage.

The screenshot shows a user interface for a confirmation statement. At the top, a green checkmark icon is followed by the text "Your enrollment is complete!". Below this, a calendar icon indicates a deadline: "You may make changes to your elections until: November 22, 2017". A line of text reads: "Please view your confirmation statement and verify that your elections are correct." A bolded instruction follows: "If you are enrolling a new dependent, you will need to submit documentation to verify their dependent status. Please read through the [Dependent Verification Steps](#) for a list of required documents." Below this is a light blue box with the heading "Your Confirmation Statement is ready" and two buttons labeled "VIEW" and "PRINT". The text inside the box says: "The Confirmation Statement is a summary of your benefits and costs for your review and records. Please review your statement and verify that your elections are correct." Below the box is a "Reminders" section with a red exclamation mark icon. Under the "Medical" category, a yellow box contains the text: "Your benefit elections have been received, but you must submit supporting documentation to verify your dependent(s) within 45 days of adding them to coverage. Please read the [Dependent Verification Steps](#) for a list of required documents, and upload them to your [Employee File](#)." Below this, it states: "You will need to submit documentation for the following dependent(s): Jane Compass".

Need Help?



Call the Benefit Service Center at **877-311-4747** to have a representative assist you

Telephonic support is available Monday – Friday, from 8:00 a.m. – 6:00 p.m. EST