

Benefits 24/7 Login Guide for PEBB BAs

Accessing Benefits 24/7

Accessing Benefits 24/7	3
Step 1: Find a link to Benefits 24/7	3
Step 2: Select the appropriate login button	4
Internal Admin/HCA User button	4
Subscriber / Benefits administrator login button	6
Step 3: Log into your SAW account	6
Step 4: Register for a SAW account (if needed)	8
Having trouble setting up your SAW account?	12

Accessing Benefits 24/7

Follow these steps to access and use Benefits 24/7.

Step 1: Find a link to Benefits 24/7

a. Visit benefits247.hca.wa.gov. Benefits administrators (BAs) can either save this URL as a bookmark or favorite in your browser (Google Chrome is the preferred/recommended browser to use with Benefits 24/7), or you can select anyone of the several links to Benefits 24/7 on the HCA and PEBB BA websites.

NOTE: The references to "PEBB My Account" will be updated to read as "Benefits 24/7")





Step 2: Select the appropriate login button

- a. After selecting the link to Benefits 24/7 you will be directed to the portal where you will select between two options: "HCA Admin" or "Subscriber / Benefits administrator login".
 - **Notes**: Employees, who are also referred to as subscribers in Benefits 24/7, will use the subscriber login button to access their Benefits 24/7 account.

BAs will have two accounts in Benefits 24/7: One for your role as a BA for your organization and a second for your own account.

BAs who use the "HCA Admin" button for their BA access will need to use the "Subscriber" button when logging into their own employee account (which will require access via a Secure Access Washington (SAW) account).

BAs who use the "Benefits administrator login" button for their BA access will use the same button to access their own employee account, but they will need two different SAW accounts. It is highly recommended that these BAs use their work email address with SAW to gain access to their BA account in Benefits 24/7. In turn, they should use a personal email address with SAW when logging into their employee account.

Internal Admin/HCA User button

b. BAs who work for a state agency and log into their work computers using Active Directory (SGN/VPN) will select the "HCA Admin" button.

Benefits 24/7	PEBB Home	About HCA	Contact PEBB
Benefits 24/7 Login			
Login to Benefits 24/7 to manage henefits for yourself and your dependence attest to premium surcharges enroll in PEBR retires coverage and net your statement of insurs	ince		
If you need help accessing Benefits 24/7, including resetting your security questions and answers: • Visit the Help with Benefits 24/7 webpage. • Employees: Contact your payroll or benefits office. • Retirees and continuation coverage subscribers: Contact us through HCA Support.			
Subscriber / Benefits administrator login			
Use this log in option if you are a subscriber or a benefits administrator whose agency does not use Active Directory.			
Log in to Benefits 24/7			
HCA Admin			
Use this log in option if you are an HCA admin or a PEBB benefits administrator whose agency uses Active Directory.			
Log in here			
			_

c. You will then be asked to "Pick an account". Your name and work email address should display, select that option.

Note: If you don't see an option with your name and email address, you are likely either not logged into your SGN/VPN or you will need to use the "Subscriber/ Benefits administrator" login button.



d. No other "login" is required beyond this point. The application will recognize your name and email address from your SGN/VPN credentials and place you directly into the Benefits 24/7 system, with your name and the name of your organization displayed on the BA Dashboard. You are now ready to administer PEBB benefits!

Admin Dashboard	Subscribers	Access	Dependent Verification	Special Enrollment Verification	Self Pay Dashboard	Organizations	Reports	Settings	History
HCA Ad	dministra	ative D	ashboard						
HCA A	dministra ^{41E LANE!}	ative D	ashboard						
HCA AC	dministra ^{41E LANE!}	ative D	ashboard						

Note: Not all state agency employees sign into their workstation using Active Directory, such as DOT and the Dept. of Fish and Wildlife. BAs from these state agencies will receive an error message if they select the "HCA Admin" button. They will need to select the "Subscriber / Benefits administrator login" button and gain access using Secure Access Washington (SAW). Follow the steps associated with selecting the "Subscriber / Benefits administrator login" button on the next page.

Subscriber / Benefits administrator login button

a. Benefit administrators who work for a **PEBB employer group** (such as a city, county, or water district) as well as an **institution of higher education**, and those who work for a state agency which doesn't use Active Directory to sign in will need to select the "Subscriber / Benefits administrator login" button. By selecting this button you will be directed to sign in through a Secure Access Washington (SAW) account.



- b. If you already have a SAW account proceed to step 3.
 Note: Username and password information may already be displayed on the screen.
- c. If you do not already have a SAW account, you will need to sign up for an account, skip to step
 4.

Step 3: Log into your SAW account

- a. If your username/password is already displayed, then select the submit button. If not, enter your username and password and select the submit button.
- b. You will be prompted to select your Multi-Factor Authentication (MFA) method. Select the method by which you wish to receive your verification code.



c. After receiving the code, enter it into the code field and select the submit button. The system will authenticate your access to the portal.

Washington		Help Español
	Choose Method Enter Code Remember Device Access Service	
	Multi-Factor Authentication (MFA)	
	Enter Code	
	Please enter the code sent to ***ai a.wa.gov	
	37 7. 885844 Submit	
	Resend Code	
	Choose another method	

d. Once your access has been authenticated, you will be placed directly into the Benefits 24/7 system with your name and the name of your organization displayed on the BA Dashboard. You are now ready to administer PEBB benefits!



Step 4: Register for a SAW account (if needed)

a. From the SAW portal login page, select the **SIGN UP!** button.

THE STATE OF	Welcome to your login for Washington state.
	Sign Up/ GET HELP Equation Tweets from @SecureAccessWA (solve a Twitter)
Username	SecureAccess Washington ("SecureAccessVM A Jgs" 14 VPONE-to Largenzous maintenance related in har charged. The new distributions for service-targetion junitenance and the between 5-6 an. con Thanday, Japa 20 and Worksday, April 35. The opected downfime is estimated to be loss that the Jointeles.
Submit Forgot your username? Forgot your pass	O 2 : O word? We discuss service regarding methods and the service regarding and the service regarding methods and the service regarding method methods and the service regarding methods and the s

b. Enter the required fields and then select the **Create my account** button. For your BA access, we recommend using your work email address in the Primary Email field.

1889 10	
Sign Up For An Acco	ount
Fill in the following form to sign up for an account check here.	t. If you are not sure if you already have an account,
Personal Information	
First Name	
Last Name	
Primary Email	
Contact Information For So	ecurity (Optional)
Provide additional contact information to receive access to your account. You can add or edit addit settings.	security codes and reduce the chance of losing jonal contact information later in your SAW account
Additional Email Address (Optional)	
Mobile Phone Number (Optional)	

TIP: Adding a mobile phone number will give you the option of receiving your authentication code via email or phone.

Usem	ame
	johnnybappleseed
Passv	word
	•••••
Confi	rm Password
	I'm not a robot reCAPTCHA Privacy - Terms

c. If your account was successfully created, a message will display prompting you to check the email account you used. The email will include an activation link which will activate your new account.



- d. Open your email and select the link to activate your account. This action will take you to the SAW login portal in a **new tab** on your browser.
- e. Close out the "old" tab in your browser.
- f. Enter your username and password and select the **SUBMIT** button.



- g. You will be prompted to select the method by which you will receive your verification code.
- h. Select your method.



i. A unique code will be sent to you via the method you selected. Below is an example of receiving the code via email.



- j. Copy the verification code you received and enter it into the SAW website. You only need to enter the numbers that come after the dash (-), the first set of numbers will already display in SAW.
- k. Select the "Submit" button.

Washington		Help Español
	1 3 4	
	Choose Method Enter Code Remember Device Access Service	
	Multi-Factor Authentication (MFA)	
	Enter Code	
	Please enter the code sent to *** ca.wa.gov	
	3777- 8885844 Submit	
	Resend Code	
	Choose another method	

I. Once you have been successfully authenticated you will be placed directly into the Benefits 24/7 system with your name and the name of your organization displayed on the BA Dashboard. You are now ready to administer PEBB benefits!

Note: After activating your account (and randomly thereafter), the following screen appear with three options:

- You can review/update your SAW profile information.
- You can "Add An Authenticator," which allows you to add options on how you can receive your verification code, such as an additional email address or a mobile phone number.
- Or you can skip these options by selecting the "Not Right Now" button.



m. After responding to this screen, continue with the login process.

Having trouble setting up your SAW account?

a. If you are having difficulties creating or logging in to your SAW account, please use the Get Help button.

THE STATE OF HASE	Welcome to your login for Washington state.
SecureAccess	Sign Up! GET HELP Español
LOGIN	Tweets from @SecureAccessWA Follow on Twitter
Username Password	SecureAccess Washington @SecureAccessWA · Apr 14 UPDATE: Our previous maintenance schedule has changed. The new dates/times for service-impacting maintenance will be between 5-6 a.m. on Thursday, April 20, and Wednesday, April 26. The expected downtime is estimated to be less than 30 minutes.
Submit	Q Q 2 G
Forgot your username? Forgot your par	ord? SecureAccess Washington @SecureAccessWA - Apr 11 SW will have service impacting maintenance between 5 a.m. and 6 a.m. on Turenter Mont Band Widenserd a knd 7 Da proved of downtime in