

# Judiciary Benefits Center (JBC) Website User Guide



Managing your benefits made easy



# Table of contents

## 3 More than a website

## 3 Register now

3 Register through JENIE

4 Register through the JBC website

## 5 Navigating the JBC website

5 Home page

6 Navigation tiles

6 Health & Life Insurance

6 Alerts & Opportunities

## 7 Selecting your benefits

7 Newly hired/newly eligible Federal Judiciary employees

7 Annual Enrollment Open Season

## 7 Reporting a Qualifying Life Event (QLE)

## 8 Getting help

8 By web

8 By phone

# More than a website

The JBC website is not just a place to find benefits information and forms. Consider it your personal assistant for all your benefit needs.

This user guide will take you step by step through the website registration process, highlight key features of the website and lead you through the enrollment process.

You can access the JBC website starting November 11, 2019, using single sign-on through JENIE (the preferred option) or directly at <https://judiciary.lifeatworkportal.com>, from a computer or any mobile device.

## Register now

The Federal Judiciary takes your privacy seriously. That's why the JBC website has one of the industry's strongest online security methods to protect your personal information.

Starting November 11, 2019, you must register as a first-time user and create your new login credentials to access the JBC website. You can register for the JBC website using single sign-on through JENIE (the preferred and easier option) or directly through the JBC website.

### Register through JENIE

Registering through JENIE is the fastest way to access the JBC website:

- Go to JENIE and select **Open Season and Annual Enrollment 2020**.
- Follow the onscreen prompts to create a User Name and Password.
- Provide login recovery information in case you forget your User Name or Password.
- Provide answers to three security questions.
- Authorize your device. The website will store that device and browser combination as a trusted device.



## Register through the JBC website

### Step 1: Register as a first-time user

- Go to the JBC website at <https://judiciary.lifeatworkportal.com>.
- Select **Register as a first-time user**.

### Step 2: Validate your identity

- A Registration Key is required to authenticate and complete your registration. If you do not have a Registration Key, you must request a Registration Key at the beginning of the registration process. **Note:** When you request a Registration Key, previously issued Registration Keys will become invalid.
- If you have a Registration Key, select **Yes – I already have a key** and follow the prompts to provide the last four digits of your Social Security number and your 16-digit Registration Key.
- If you do not have a Registration Key:
  - Select **No – I need to request a key**.
  - You'll be prompted to provide your Social Security number, Date of Birth, Home ZIP Code and complete a CAPTCHA verification.
  - Select **Request a Key**.
  - You can choose to have your Registration Key sent to your email address (the fastest way to receive it) or sent through postal mail. Once you receive your Registration Key, you'll need to act quickly as the Registration Key has an expiration date.
  - Once you receive your Registration Key, enter it as prompted.

### Step 3: Create a User Name and Password

### Step 4: Provide login recovery information

- Follow the onscreen prompts to provide login recovery information.
- This information will be used if you forget your credentials or if you must authorize a new device to access the website.

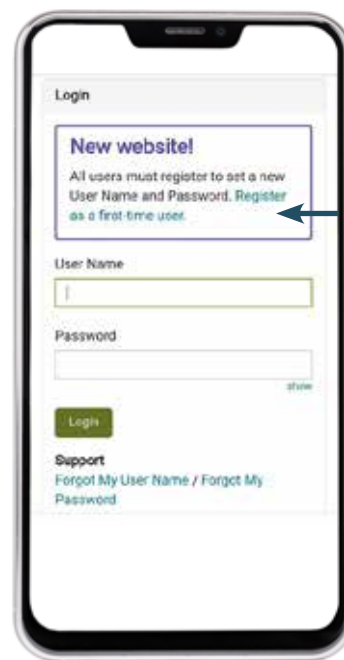
### Step 5: Indicate if you will log in using your current device in the future

- If so, the website will store that device and browser combination as a trusted device.

**At this point, you have successfully registered on the JBC website.**

### Step 6: Log in using your new credentials

- The website will prompt you for your User Name and Password.

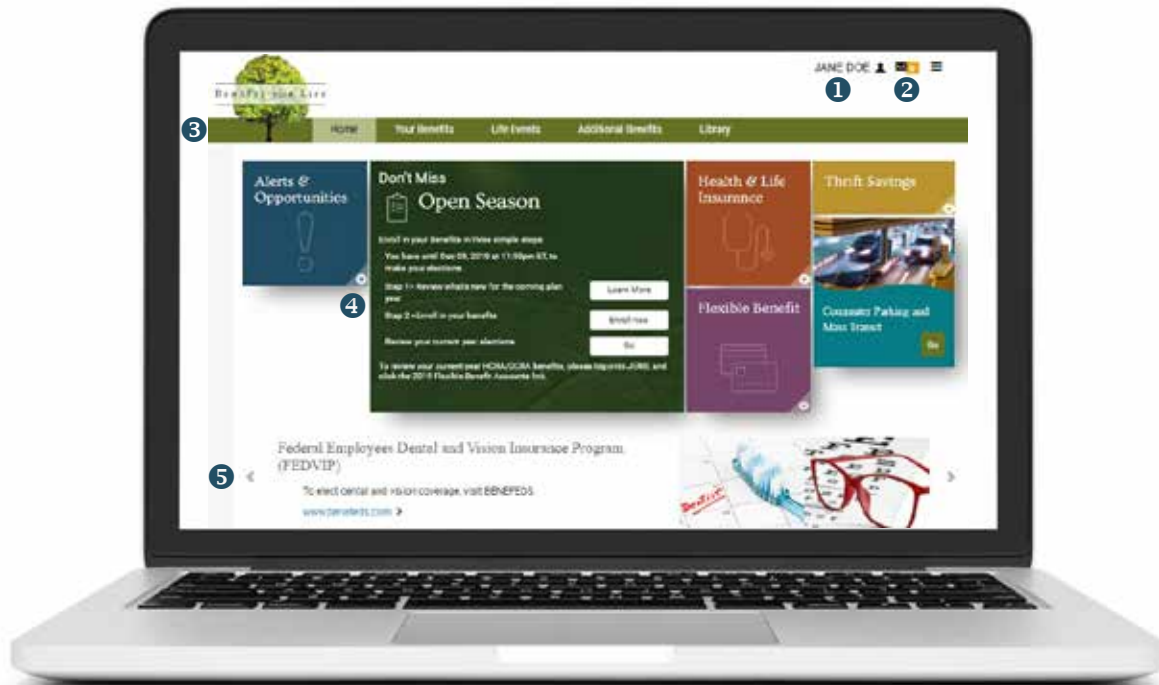


### In the future...

- If you log in from a trusted device, the website's security will recognize your device and direct you to the home page.
- If you log in from another device (one you have not yet indicated is a trusted device), or use a different browser, you will be sent a six-digit device authorization code (via email or mail, as you select). Once you have the code, enter it when requested to proceed to the JBC home page.
- If you are unable to receive a six-digit device authorization code via email or mail, you can elect to answer your security questions instead.

# Navigating the JBC website

The JBC website is designed to make finding information fast and easy, starting with the home page.



## Home page

From the home page, you'll find quick links to access your personalized information and additional tools and resources. As you move around the page, menus and tiles will take you to where you need to go.

- 1. Profile.** Review and edit your personal information, communication preferences and login recovery information. You can access your profile by selecting your name or the hamburger menu (☰, symbol with three lines) in the upper right-hand corner on the JBC website.
- 2. Message Center.** View a history of all your personal benefit messages by selecting the envelope symbol (✉).
- 3. Menu bar.** From here you can select quick links to the JBC website pages: Your Benefits, Life Events, Additional Benefits and Library.
- 4. Navigation tiles.** These interactive tiles give you quick access to information relevant to you.
- 5. Scrolling banners.** Changing messages provide you news on current benefit programs and events.

## Information you need...at your fingertips

With the interactive home page, some of your most frequently read information is front and center for quick access.



## Navigation tiles

### Health & Life Insurance

**Health & Life Insurance** is a summary of your health and life insurance that you elect for you and your family. It provides you a snapshot of your Federal Employees Health Benefits (FEHB) and Federal Employees' Group Life Insurance (FEGLI) coverage and cost.

You can also view your Thrift Savings Plan (TSP) by selecting **More**.



### Alerts & Opportunities

**Alerts & Opportunities** keeps track of the benefit actions you need to take and offers suggestions to maximize your Judiciary benefits, including:

- Completing important forms
- Reviewing your benefit elections when you have a Qualifying Life Event (QLE)



# Selecting your benefits

## Newly hired/newly eligible Federal Judiciary employees

As a newly hired/newly eligible Federal Judiciary employee, you will need to enroll in certain benefits within the first 60 days of employment. If you do not enroll in these benefits by the deadline, you will need to wait to enroll during the next Annual Enrollment Open Season period, or if you experience a QLE, such as birth of a child or marriage.

Once you are eligible to enroll in your Judiciary benefits, a **Benefits Overview** will be mailed to your home with this guide. Please be sure to review this information well before your enrollment deadline.

After you review the **Benefits Overview**, log in to the JBC website using single sign-on through JENIE or directly through the JBC website at <https://judiciary.lifeatworkportal.com>. From here, you can browse additional tools and resources. When you're ready to enroll, follow the steps below:

1. Select **ENROLL NOW** in the **Welcome to your Benefits Enrollment** tile on the home page.
2. Review the introduction page.
3. Review your family member's information.
4. Select **Continue** to go to **Things to review — tools**.
5. Make your benefit elections.
6. Complete your enrollment.
7. Once you reach the completed page, follow the steps to enroll in the Federal Employees Dental and Vision Insurance Program (FEDVIP).

## Annual Enrollment Open Season

During 2020 Annual Enrollment Open Season (November 11, 2019 through December 9, 2019), you can review your benefit options, make your elections and save a copy of your confirmation statement for your records. The **2020 Annual Enrollment Open Season Guide** will be mailed to your home with this guide prior to Open Season. Please be sure to review this information well before you make your benefit elections.

After you review the **2020 Annual Enrollment Open Season Guide**, log in to the JBC website using single sign-on through JENIE or directly through the JBC website at <https://judiciary.lifeatworkportal.com>. From here, you can browse additional tools and resources. When you're ready to enroll, follow the steps below:

1. Select **ENROLL NOW** in the **Don't Miss Open Season** tile on the home page.
2. Review the introduction page.
3. Review your family member's information.
4. Select **Continue** to go to **Things to review — tools**.
5. Make your benefit elections.
6. Complete your enrollment.
7. Once you reach the completed page, follow the steps to enroll in the Federal Employees Dental and Vision Insurance Program (FEDVIP).

# Reporting a Qualifying Life Event (QLE)

To report a QLE change outside of Open Season, such as marriage, birth or adoption of a child, or change in benefits coverage for you or a family member, log in to the JBC website using single sign-on through JENIE or directly through the JBC website at <https://judiciary.lifeatworkportal.com>. From the home page, select **Life Events**, select the appropriate event and then make the allowable changes to your benefit elections. QLEs that are reported in 2019 will be effective January 1, 2020.

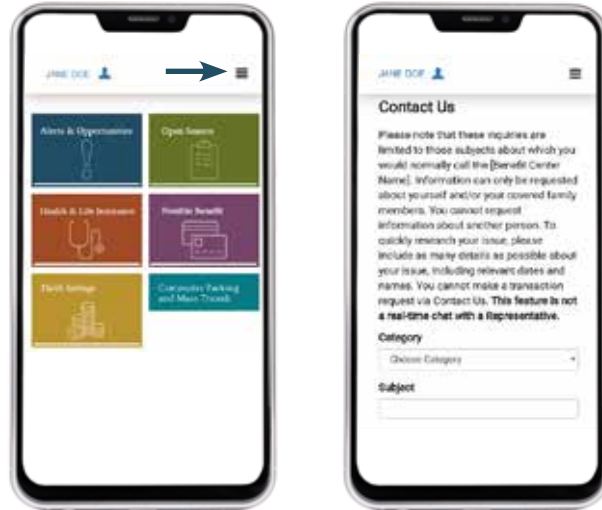
# Getting help

The JBC website is designed so that you can find information and answers quickly. But there might be some occasions where you need a bit more help. Here's how to get it.

## Contact the JBC starting November 11, 2019

### By web

1. Select the hamburger menu (☰) in the upper right-hand corner on the JBC website.
2. Select **Contact Us**.
3. Complete and submit the online form.



### By phone

You will need to create a PIN to use the Interactive Voice Response (IVR) System. You can create your IVR PIN on the JBC website by selecting **Profile > Login & Recovery > Reset Interactive Voice Response (IVR) PIN**.

**NOTE:** To create your IVR PIN on the JBC website, you'll need to first register on the JBC website as a first-time user and create new login credentials. Please refer to the instructions under the **Register now** section of this user guide for details.

If you do not create your PIN through the JBC website, the first time you call the IVR you'll be prompted to identify yourself and follow the instructions to create your PIN.

**JBC:** 1-877-207-3220

**Hours:** 9 a.m. to 9 p.m. ET, Monday through Friday, except federal holidays

