



State Health Plan HBR User Guide for OnePlace.365

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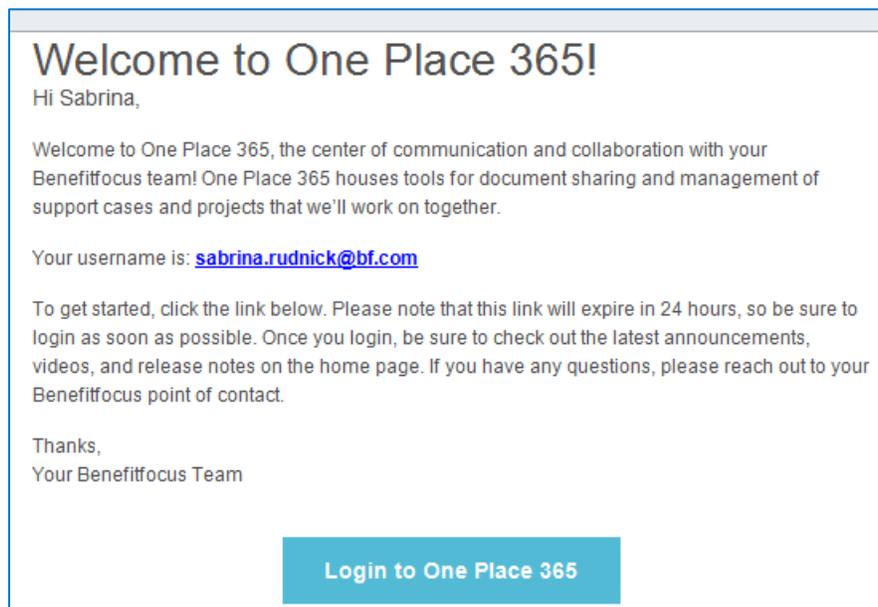
State Health Plan HBR User Guide for OnePlace.365

Benefitfocus has launched a new customer portal named “OnePlace.365”. You can now use this portal in place of sending emails to SHP Support, and you will be able to track the progress of the request at any time!

This short guide is meant to provide you with an overview of the site, answer frequent questions, and document how to get support for the new customer portal, OnePlace.365.

Logging in for the First Time

When access is enabled for OnePlace.365 a user ID is generated. You will receive an email with an activation link. The email will look like this:



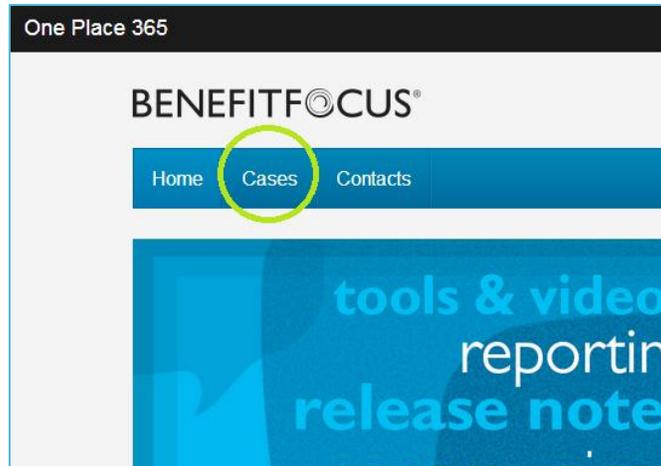
When you click the “Login to One Place 365” button, you will activate your account and will be asked to select a password. Simply type your chosen password into the “New Password” field, and then confirm it in the “Verify New Password” field and save your new password.

Tip! Your password must contain a mix of letters and numbers and at least one special character (!@#\$%^&)*

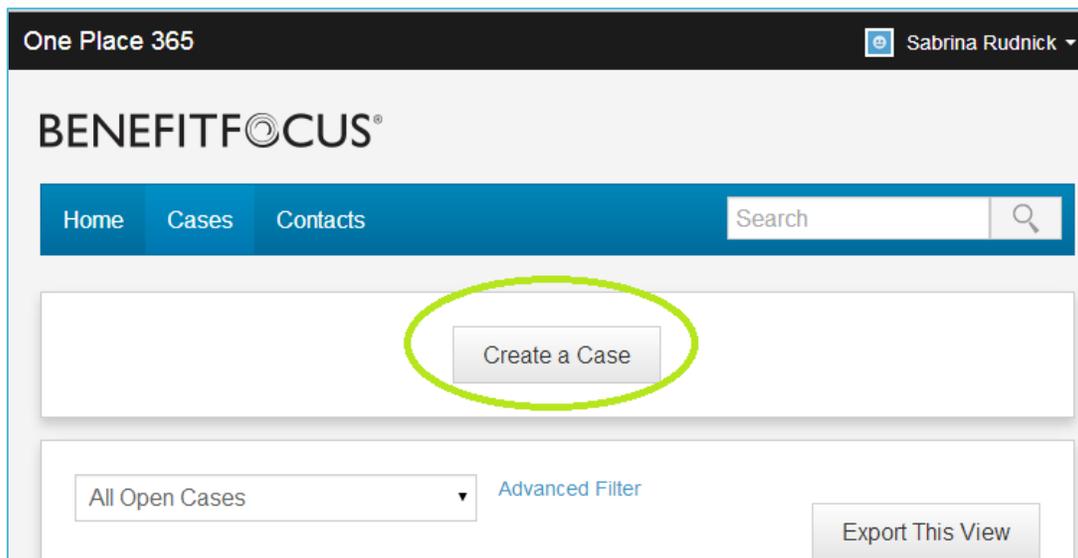
Now you are logged in, it is as simple as that!

How to Make Requests (Creating a Case)

All requests are created and stored on the Cases tab in OnePlace.365. Once logged in, simply click “Cases” on the menu bar:



Next click the “Create a Case” button at the top center of the screen.



The case will automatically populate your name and group. You then need to fill out the remainder of the form. Any field with an asterisk next to it is a required field.

The first field is “I need assistance with”, and your choice in this field will determine the values available for selection in the other fields. Don’t worry too much about your selection, as all cases for State Health Plan agencies come directly to your dedicated support team! Just be sure to be descriptive and thorough in the Subject and Description fields.

Once you have completed your selections and comments, click the green “Submit” button at the bottom of the form.

If your request does not meet the Severity criteria as defined above, Support may re-classify it as appropriate.

Subject *
Test 3

Description *

1) Provide brief description of the issue. (What business functionality are you unable to perform?)

2) Who is affected?

3) Provide steps to reproduce.

Once you have successfully created a case, you will see a Case number at the top of the page, like this:

The screenshot shows the Benefitfocus logo at the top. Below it is a navigation bar with three buttons: "Home", "Cases", and "Contacts". The "Cases" button is highlighted in blue. Below the navigation bar, the text "Case: 03029700" is displayed in blue and is circled in yellow. Below this, the text "Created by" is followed by a grey box containing the name "Sabrina Rudnick". At the bottom, the text "Account Name" is visible.

Case Notifications

If your case receives a comment by a Benefitfocus Account Manager you will receive an email notification. Below is an example of what the email will look like. Simply click the button to be directed to OnePlace.365.

One Place 365

Hi Sabrina,

Your case **#03029700** received a new comment through One Place 365. Please click the following link to view the case comments:

[Click here to view the case](#)

Thanks,
Your Benefitfocus Team

After logging in the case will automatically open. Scroll down to the comments section to see any comments on the case. To respond simply click on the “Add a Comment” button. You can also add an attachment (such as a Word Document or Excel Spreadsheet) by clicking the “Add an Attachment” button.

Reviewing Your Open Cases

You can review your cases at any time, and add any comments or attachments as needed. After logging in simply click the Cases tab. The default view shows all open cases you have created or that have been shared with you. Click on any case to view the details, review any comments on the case, or add new comments and attachments.

Home Cases Contacts Search

Create a Case

All Open Cases

Case Number ↓	Created Date	Created By	Subject	Status	Priority	Owner	Topic
03029700	9/10/2015 8:06 PM	Sabrina Rudnick	Test 3	New	Major	SHP Support	Navigational assistance
03029687	9/10/2015 7:57 PM	Sabrina Rudnick	test2	New	Major	SHP Support	Data correction
03025222	9/9/2015 4:40 PM	Sabrina Rudnick	test	New	Major	SHP Support	General request

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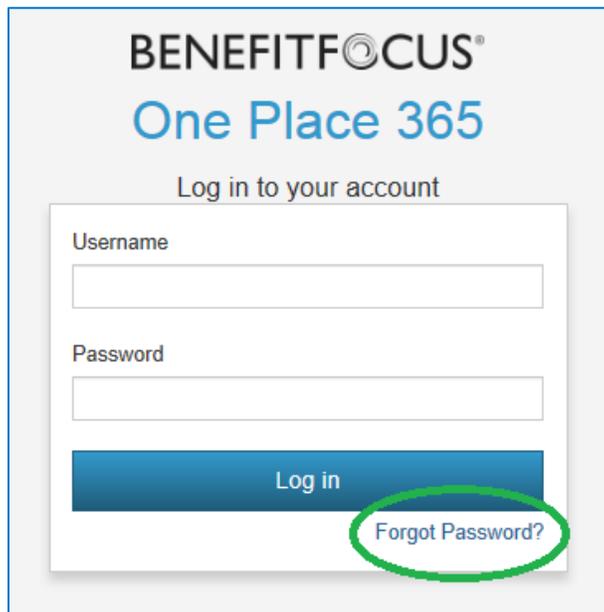
Frequently Asked Questions

How do I reset my Password?

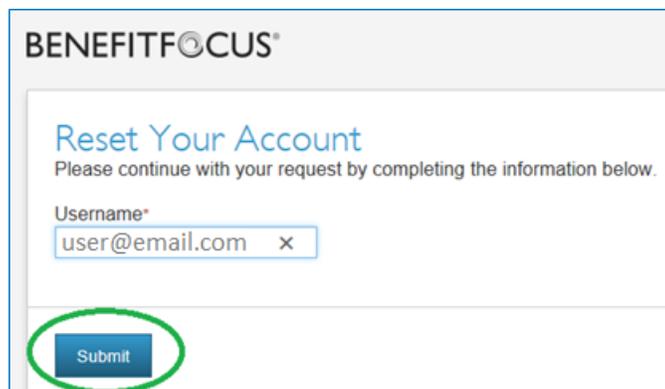
If you have forgotten your password or you want to select a different password, you are now able to reset your password directly from the site.

Resetting a Forgotten Password

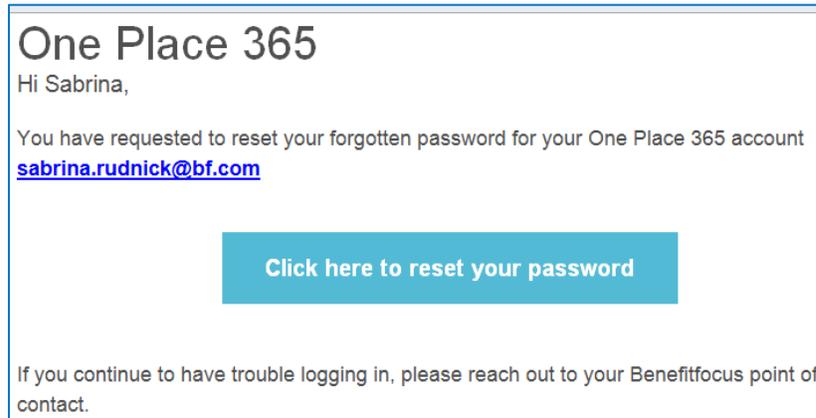
1. At the OnePlace.365 login page, select the “Forgot Password?” link.



2. Enter your user name in the box provided and click “Submit”. Your username is usually your email address.

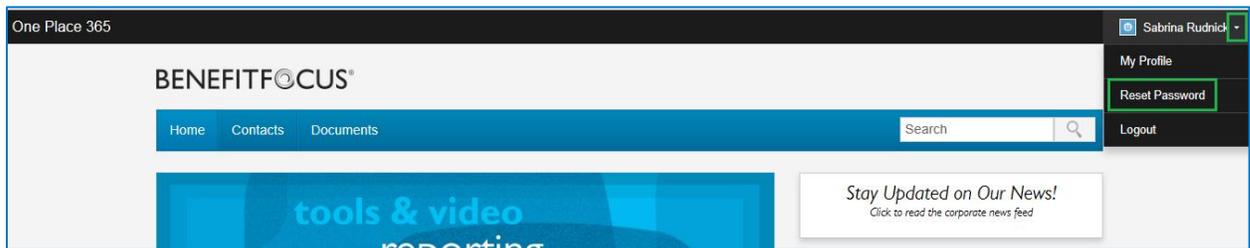


3. You will receive an email containing a link to reset your password. Click the link in the email and follow the prompts to create a new password and log in!



Changing Your Password

1. Once logged into OnePlace.365 you can change your password at any time. Simply click on the drop down arrow next to your name at the top right of the screen and a menu will open.



2. Select “Reset Password” and follow the prompts to complete the password change.

BENEFITFOCUS®

Change Password

Please continue with your request by completing the information below.

Old Password*

New Password*

Verify New Password*

Change Password

What if I did not receive an activation email?

Enabling access to the new OnePlace.365 site is simple and quick! Your regular Benefitfocus counterparts have the ability to add access to OnePlace.365 for any user that needs it. Health Benefits Representatives can also call 1-800-422-5249.

I didn't click the activation link within 24 hours. Do I need a new one?

No, you are able to activate your account by resetting your password using the instructions above. If you still are unable to access the site, please call 1-800-422-5249 for assistance.

I forgot to save a link to OnePlace.365, how do I find the site again?

OnePlace.365 is always available from the Benefitfocus website. From www.benefitfocus.com simply click on the "Login" button and then select the "Support Portal" option on the right. You will be presented with a login page to access OnePlace.365. Put in your user ID as received in the initial email along with the new password you selected.

