



ProBenefits
The benefit of trust.

Quick Guide

To the new ProBenefits Employer Portal

Here's a quick guide to some common tasks on our new Employer Portal. The steps below will guide you through the processes, and we are happy to help with any questions along the way.

Getting logged in for the first time:

- Go to your new ProBenefits Employer Portal at <https://hr.probenefits.com>.
- Your username is your email address, and your temporary password has been emailed to you separately from do-not-reply@notifications.probenefits.com. If you didn't receive the temporary password email, or it has expired, just contact your ProBenefits Account Manager or Service@ProBenefits.com, and we'll be happy to resend.

Viewing reports:

- Go to the ProBenefits Employer Portal at <https://hr.probenefits.com> and log in.
- Recent reports will be available on your Home screen.
- To run or view additional reports, click on the Reports tab.
- Choose your report, set the parameters, and Request. Some reports are available immediately, and some will require a little processing time. You can check the box to receive an email when the report is ready to be viewed.



Adding a new participant:

- Go to the ProBenefits Employer Portal at <https://hr.probenefits.com> and log in.
- Click the Employees dropdown menu, and click Add Employee.
- Complete all the required information and click Add Employee.
- Once the employee is added, click Add New Enrollment to enroll them in benefits.
- **Important notes:**
 - o You only need to add employees who are enrolled in the FSA, HRA, HSA and/or Transportation benefits administered for you by ProBenefits. We no longer need to track all new hires or premium amounts for discrimination testing purposes.
 - o If ProBenefits administers COBRA for you, you will **also** need to log in to myRSC.com to add new hires for COBRA. (COBRA will also be getting a system upgrade later in the summer – more news to come.)

Updating participant demographics and viewing activity:

- Go to the ProBenefits Employer Portal at <https://hr.probenefits.com> and log in.
- Click on the Employees drop down menu and Search for the participant.
- Once you have the participant pulled up:
 - o To update demographic information, click Update Profile on the Profile tab.
 - o To view account activity, use the Account Summary, Claims, and Payments tabs.

Terminating a participant:

- Go to the ProBenefits Employer Portal at <https://hr.probenefits.com> and log in.
- Click on the Employees drop down menu and Search for the participant.
- Once you have the participant pulled up, click the Status tab.
- Under Actions on the right, click Add New Status.
- Select the Terminated status, enter the Status Effective Date (note that **this date should be the first date the new status is effective**; so enter the day after the last day of employment), and click the Add Status button.
- **Important note:** If ProBenefits administers COBRA for you, you will **also** need to log in to myRSC.com to add terminations for COBRA. (COBRA will also be getting a system upgrade later in the summer – more news to come.)