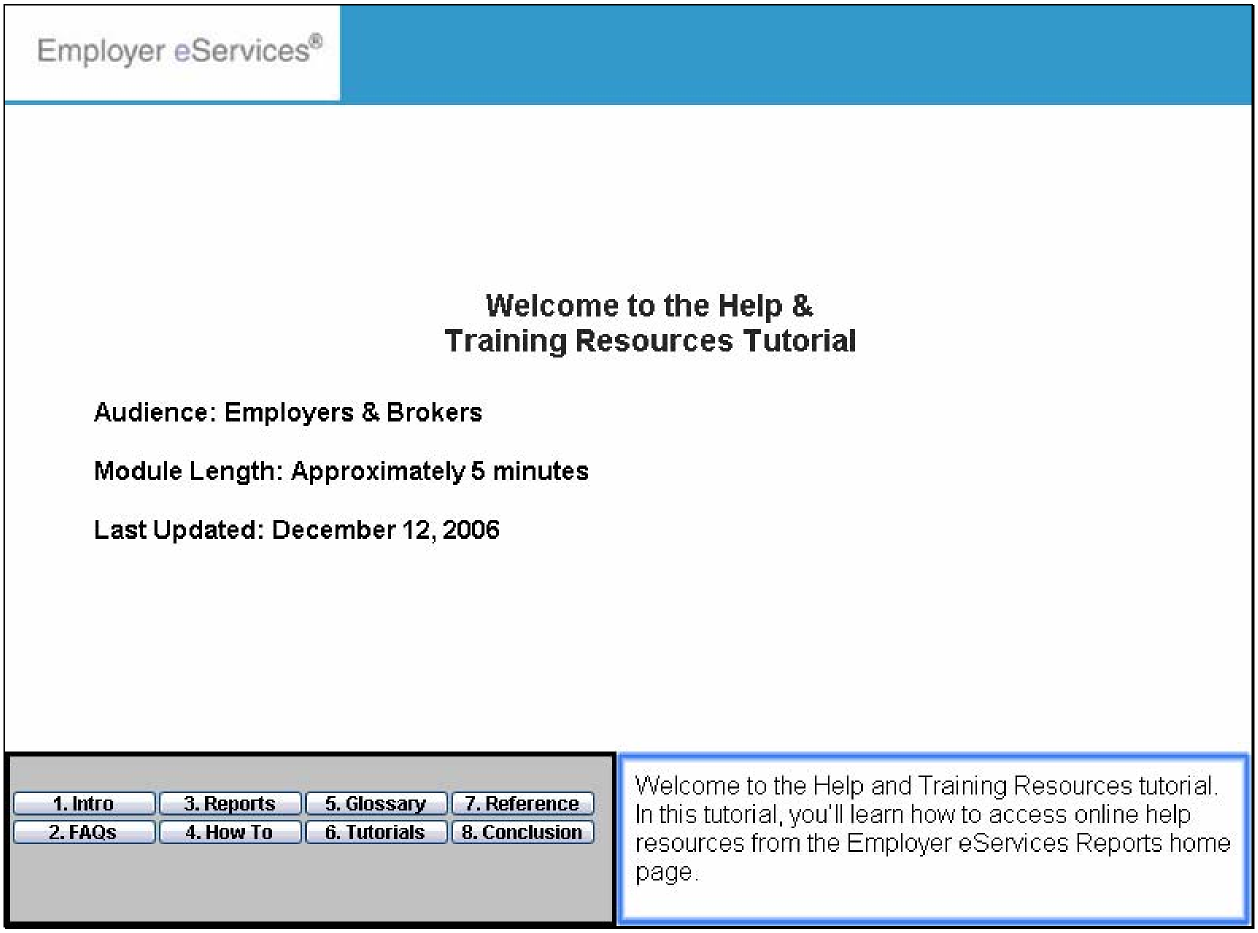
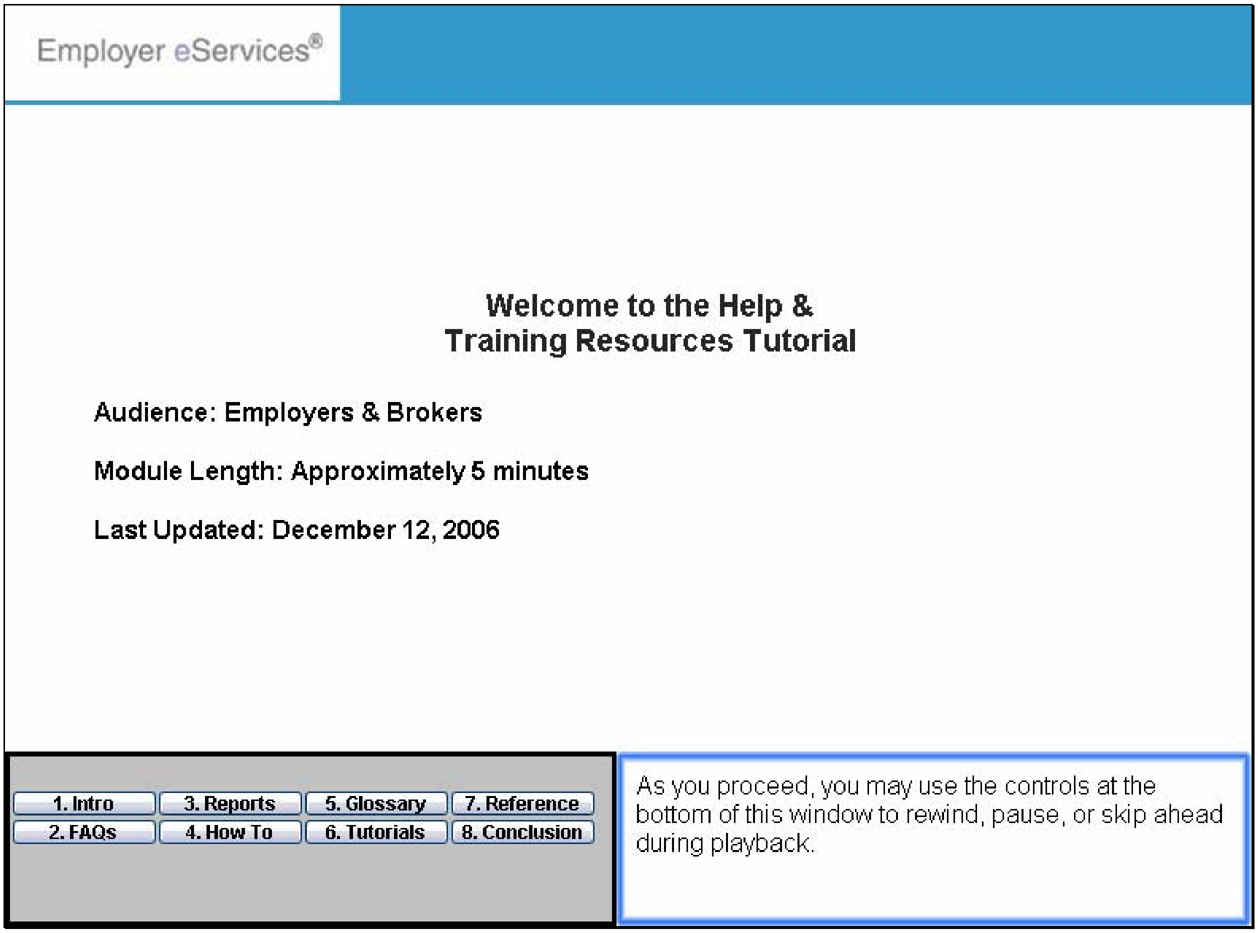
001



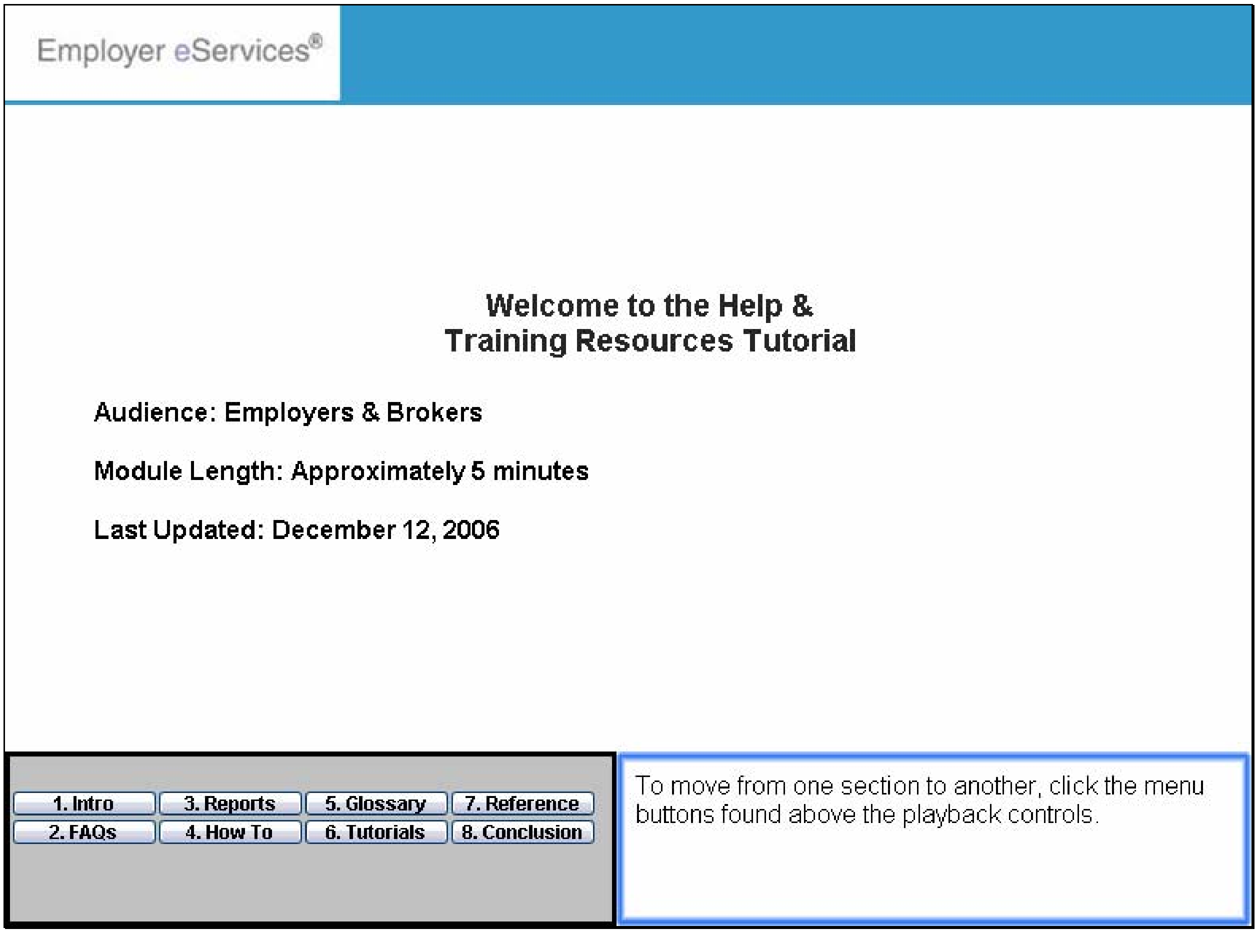
Welcome to the Help and Training Resources tutorial. In this tutorial, you'll learn how to access online help resources from the Employer eServices Reports home page.

002



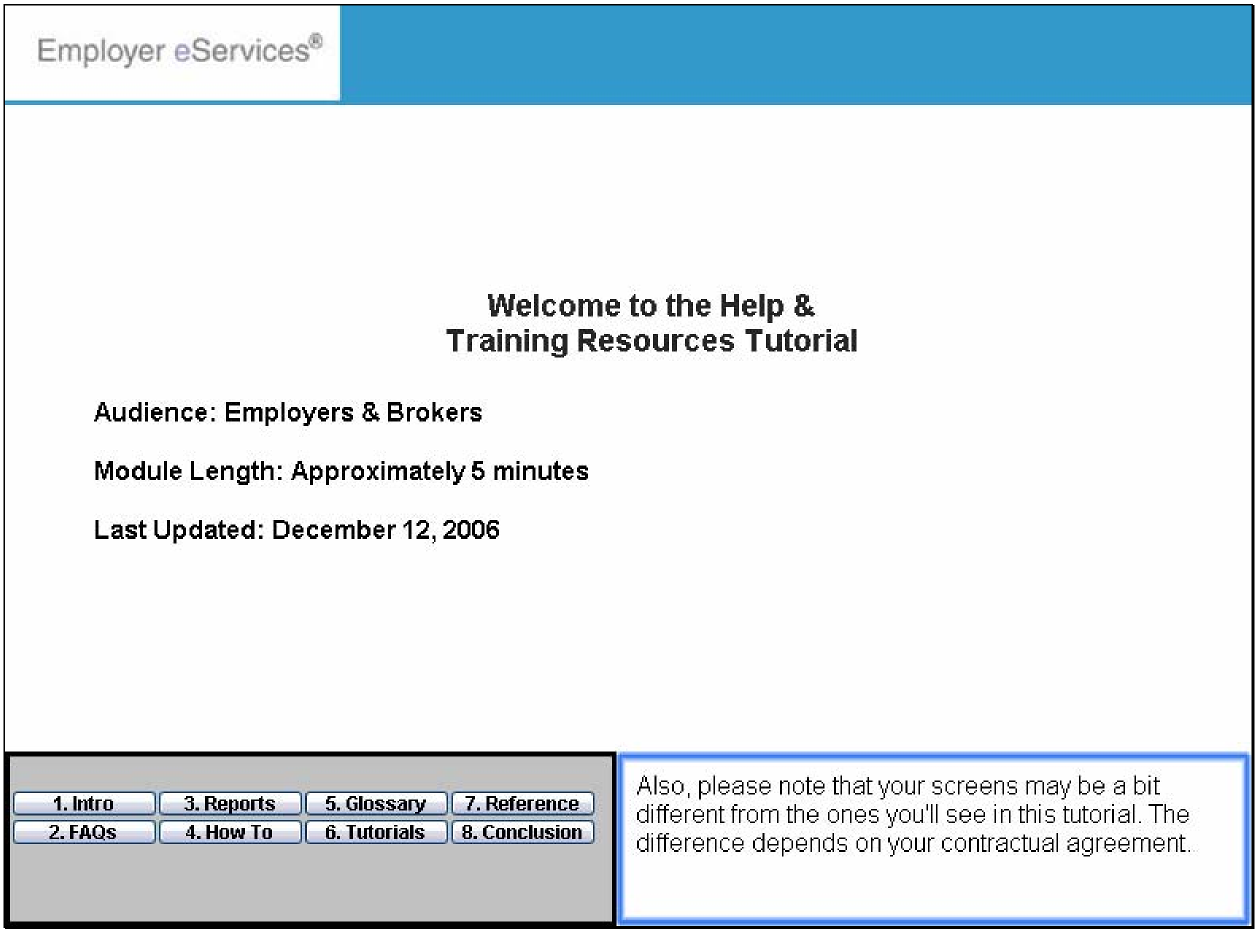
As you proceed, you may use the controls at the bottom of this window to rewind, pause, or skip ahead during playback.

003



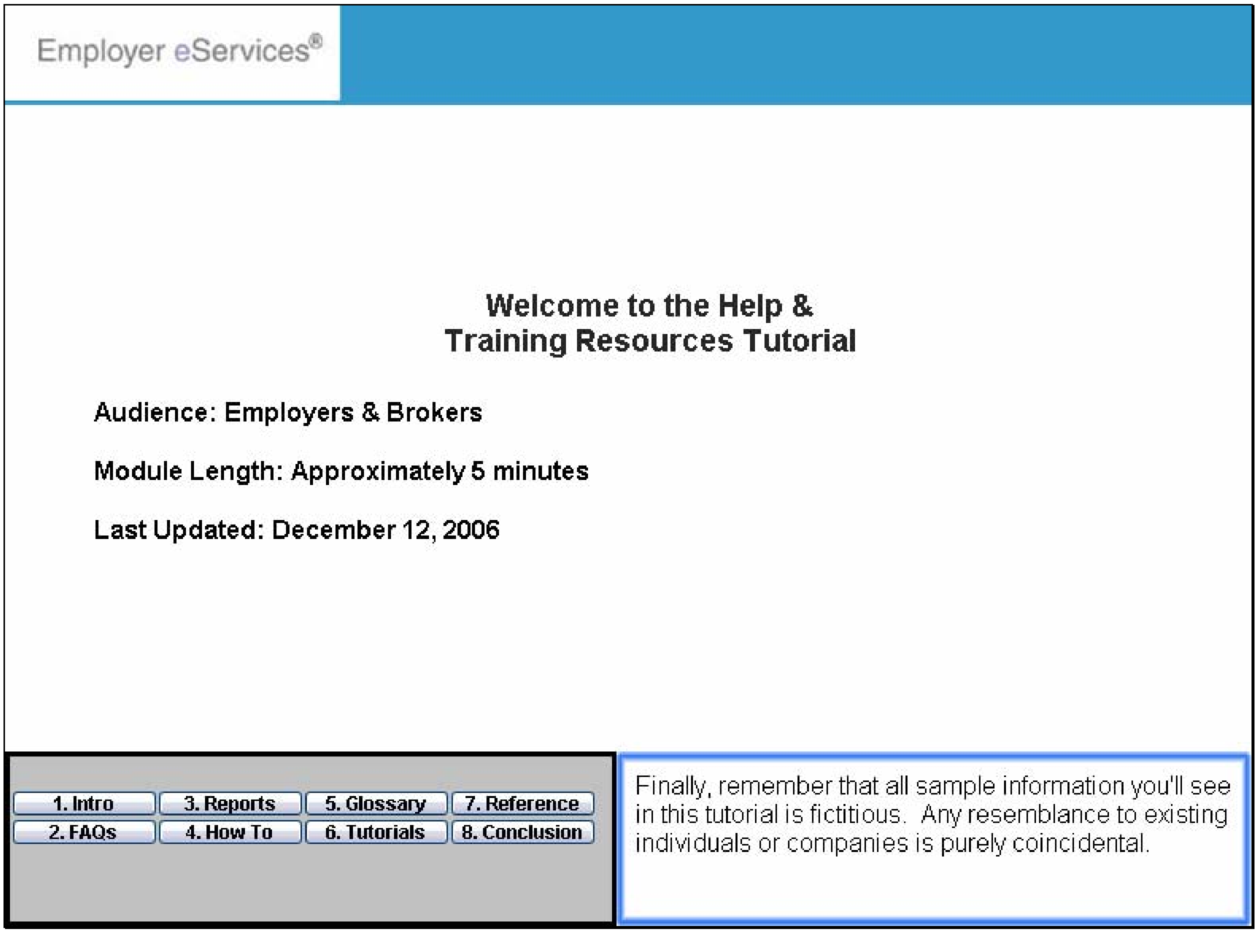
To move from one section to another, click the menu buttons found above the playback controls.

004



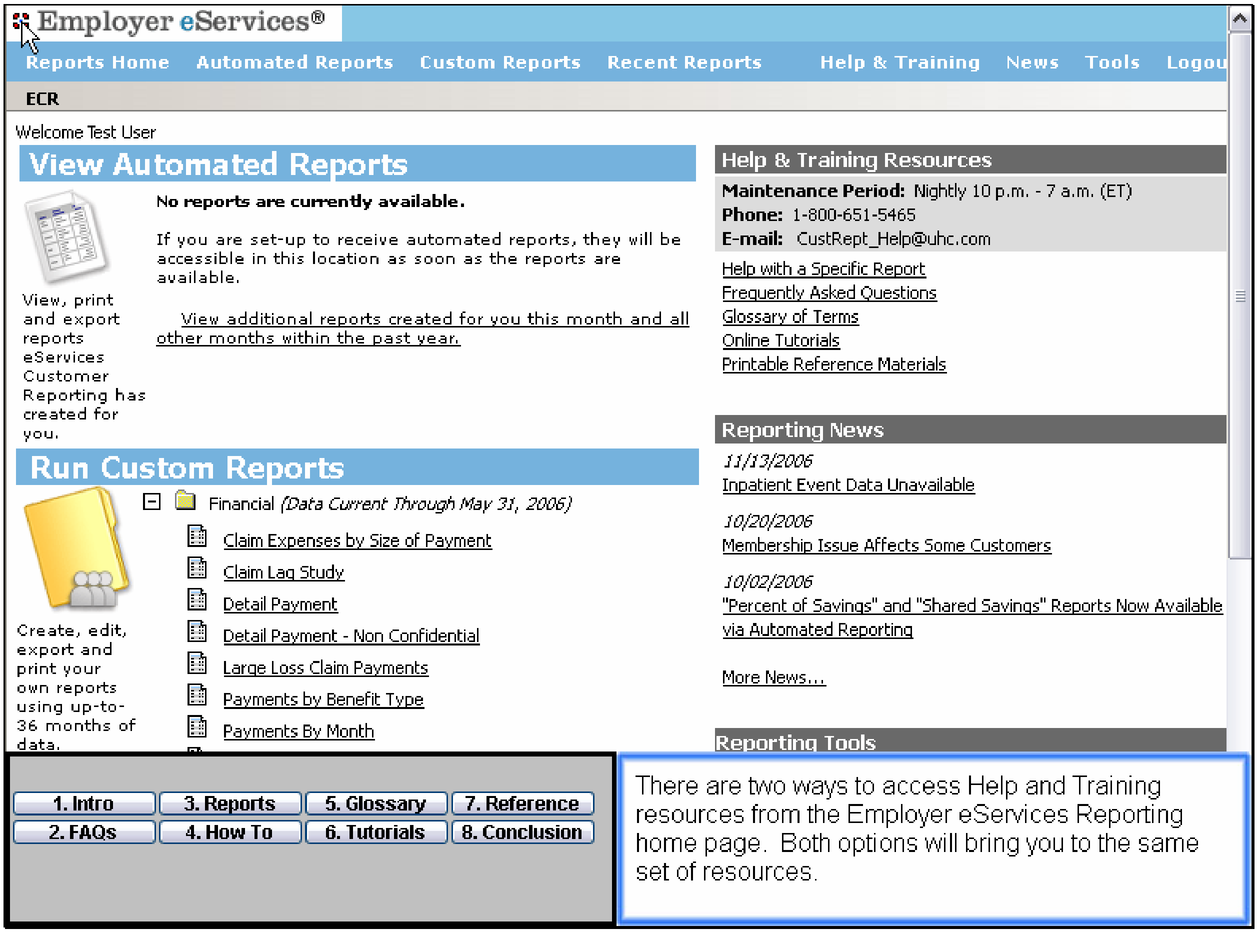
Also, please note that your screens may be a bit different from the ones you'll see in this tutorial. The difference depends on your contractual agreement.

005



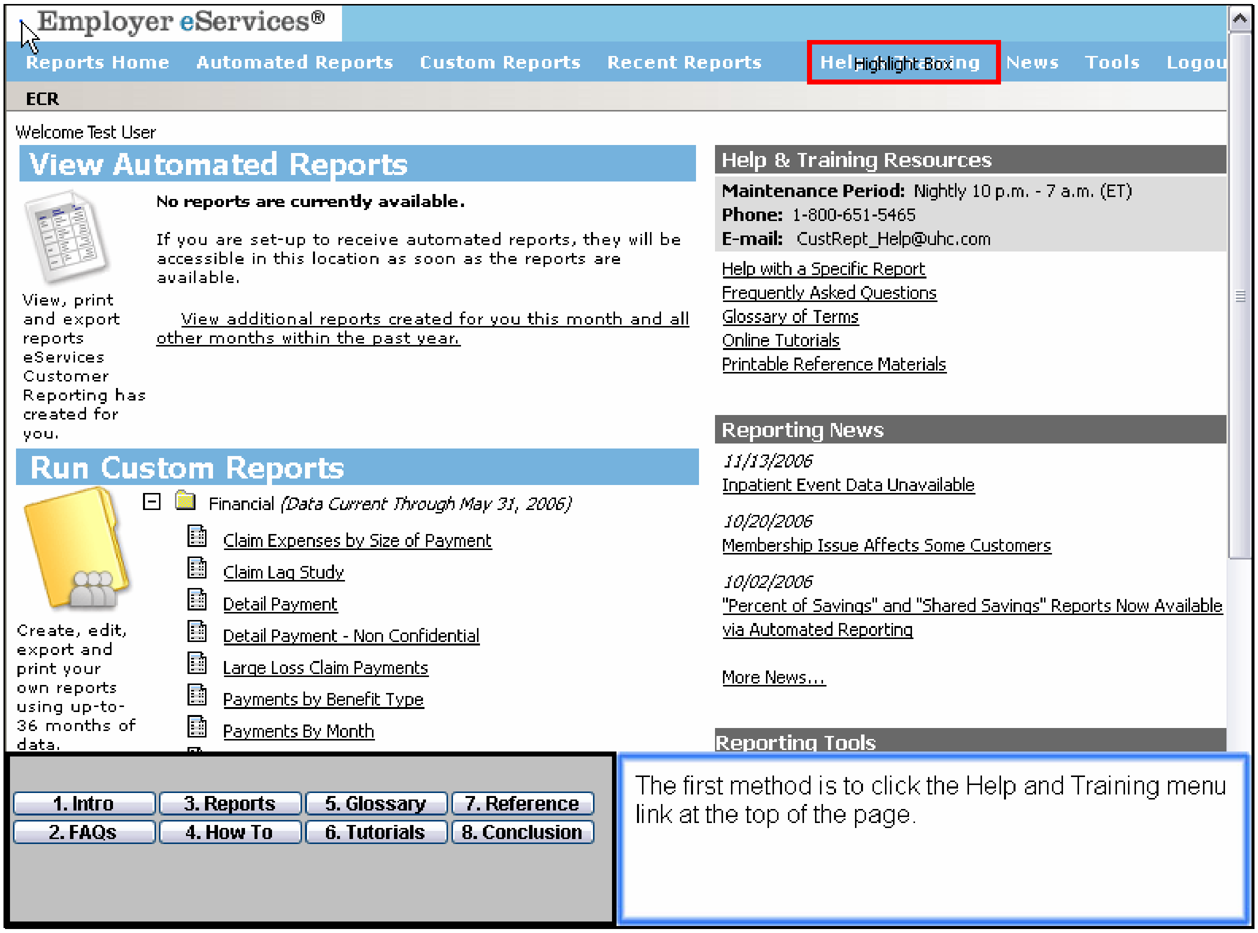
Finally, remember that all sample information you'll see in this tutorial is fictitious. Any resemblance to existing individuals or companies is purely coincidental.

006



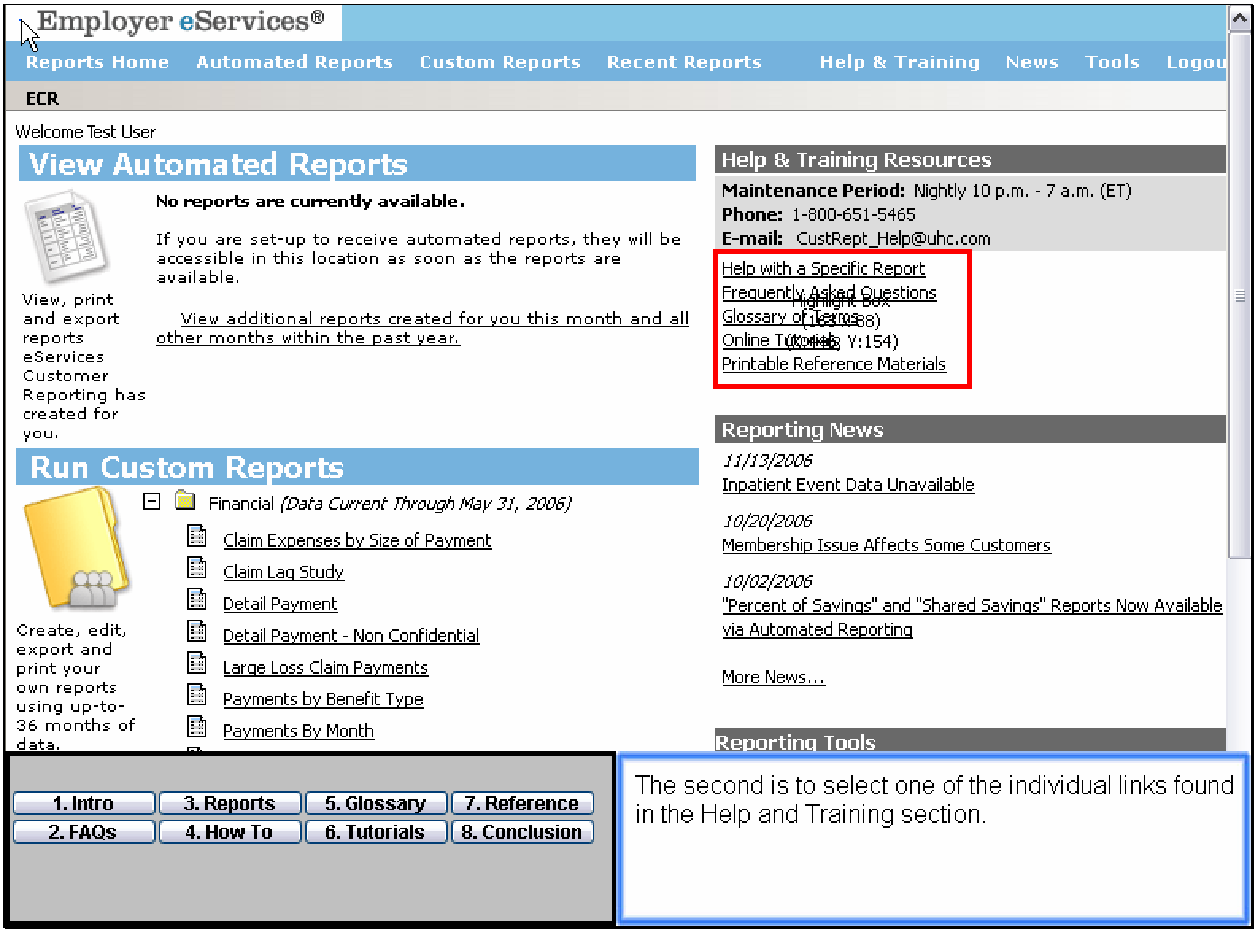
There are two ways to access Help and Training resources from the Employer eServices Reporting home page. Both options will bring you to the same set of resources.

007



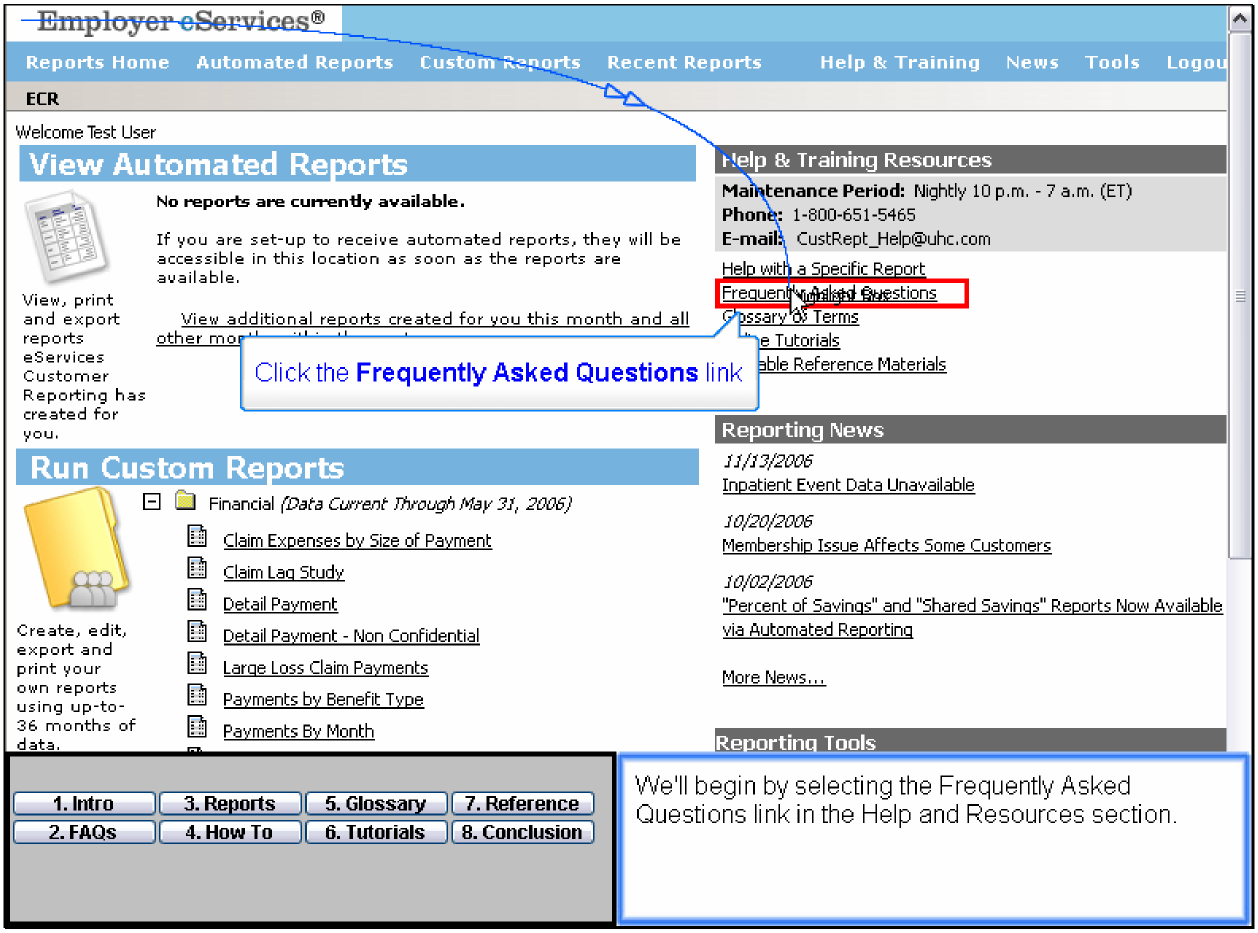
The first method is to click the Help and Training menu link at the top of the page.

008



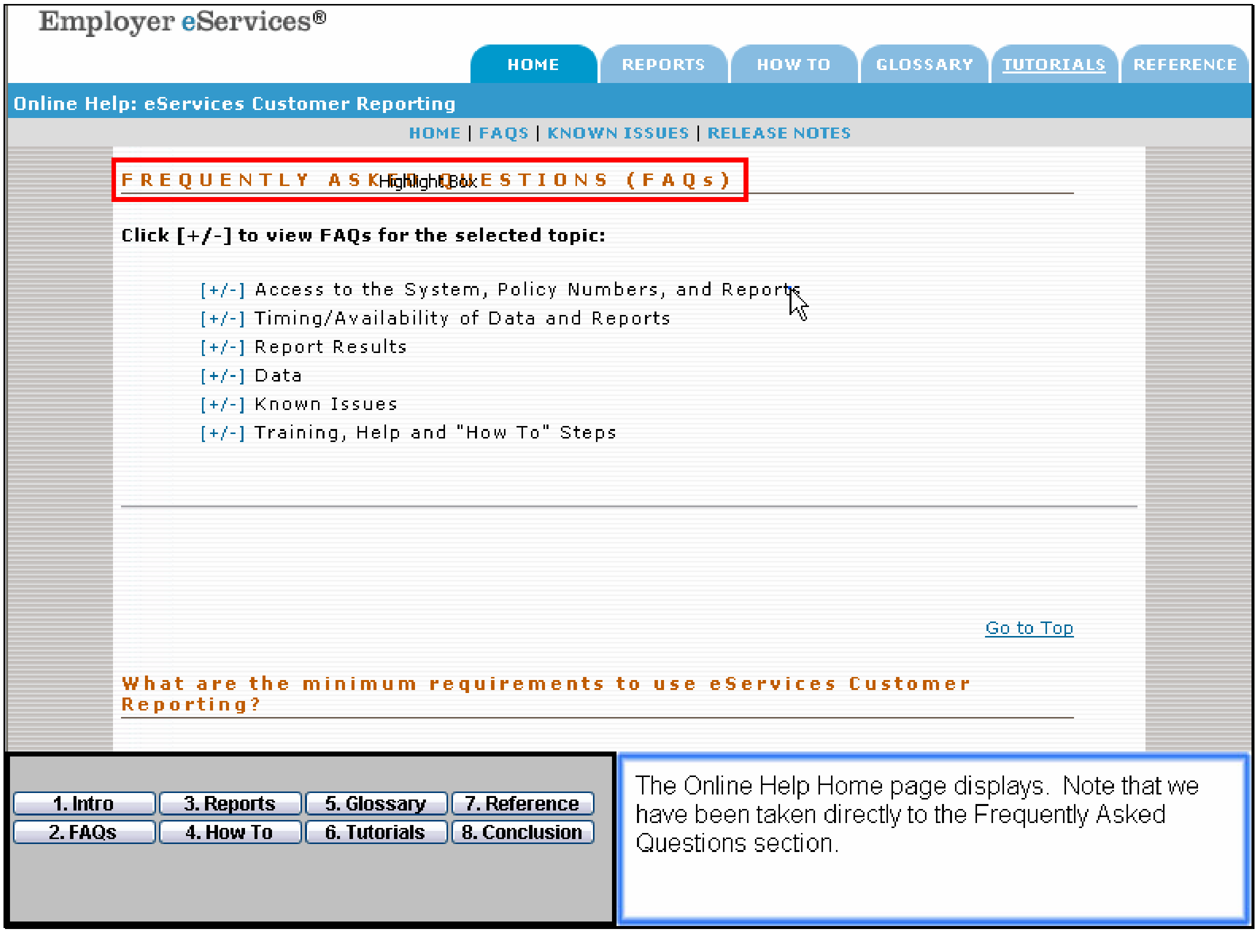
The second is to select one of the individual links found in the Help and Training section.

009



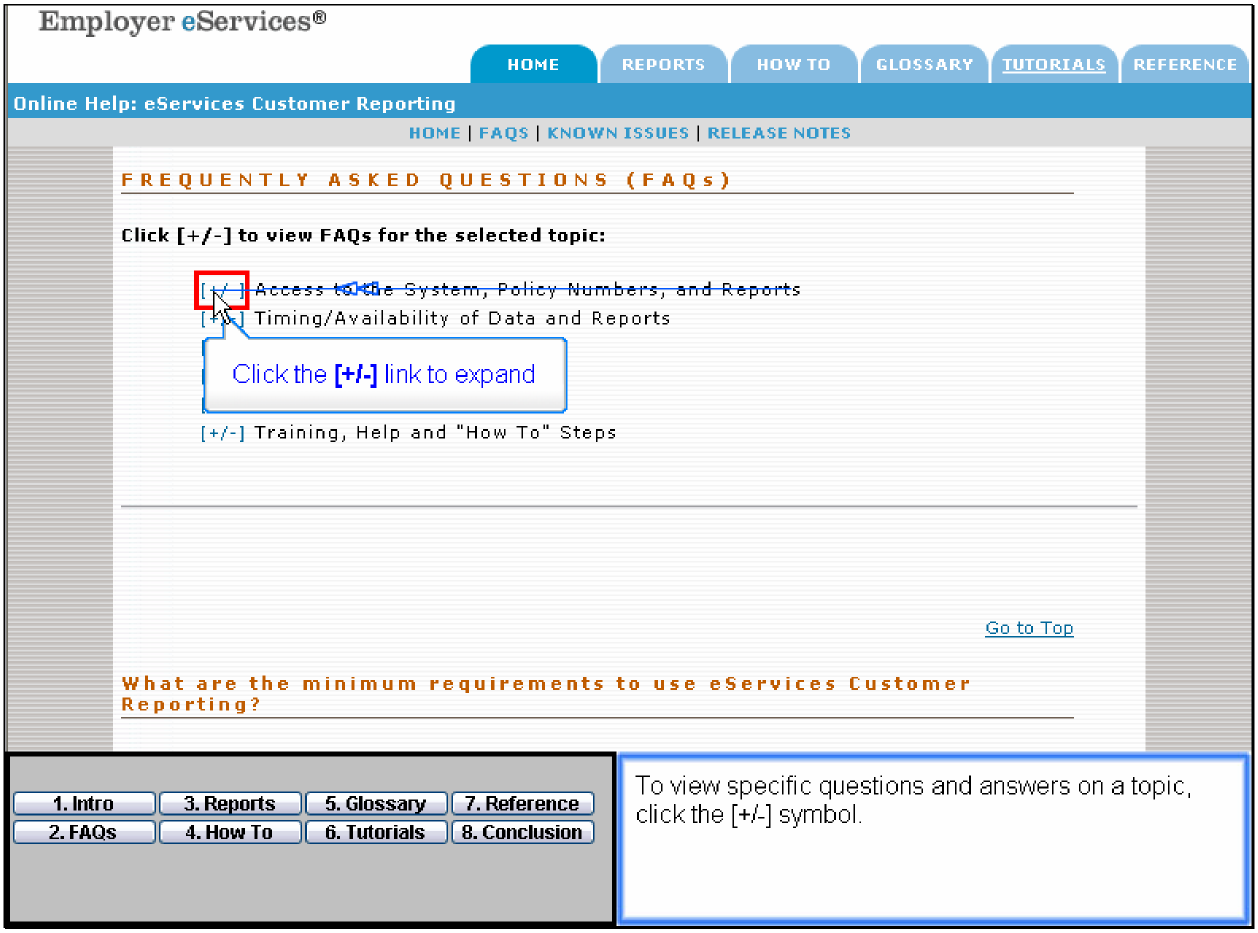
We'll begin by selecting the Frequently Asked Questions link in the Help and Resources section.

010



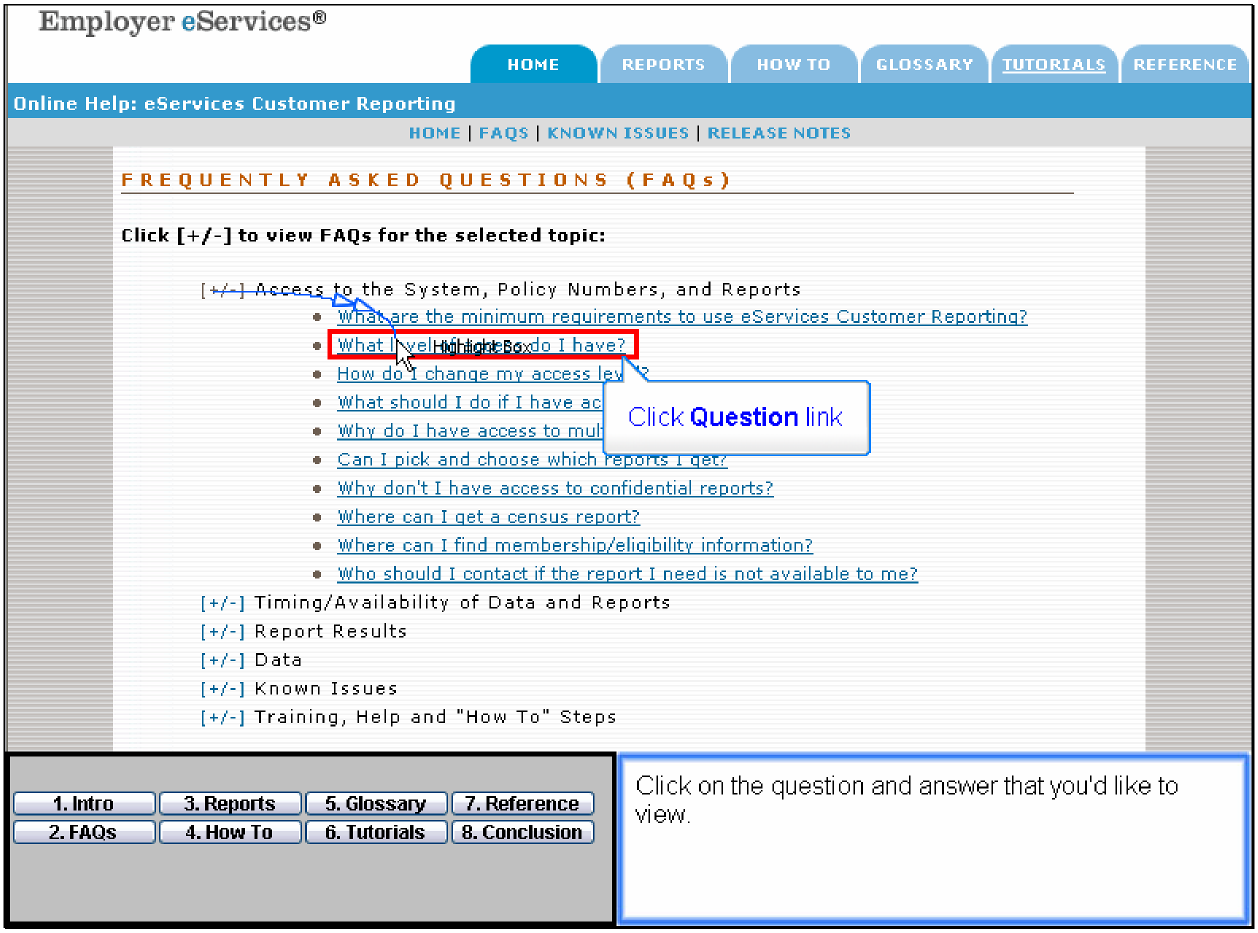
The Online Help Home page displays. Note that we have been taken directly to the Frequently Asked Questions section.

011



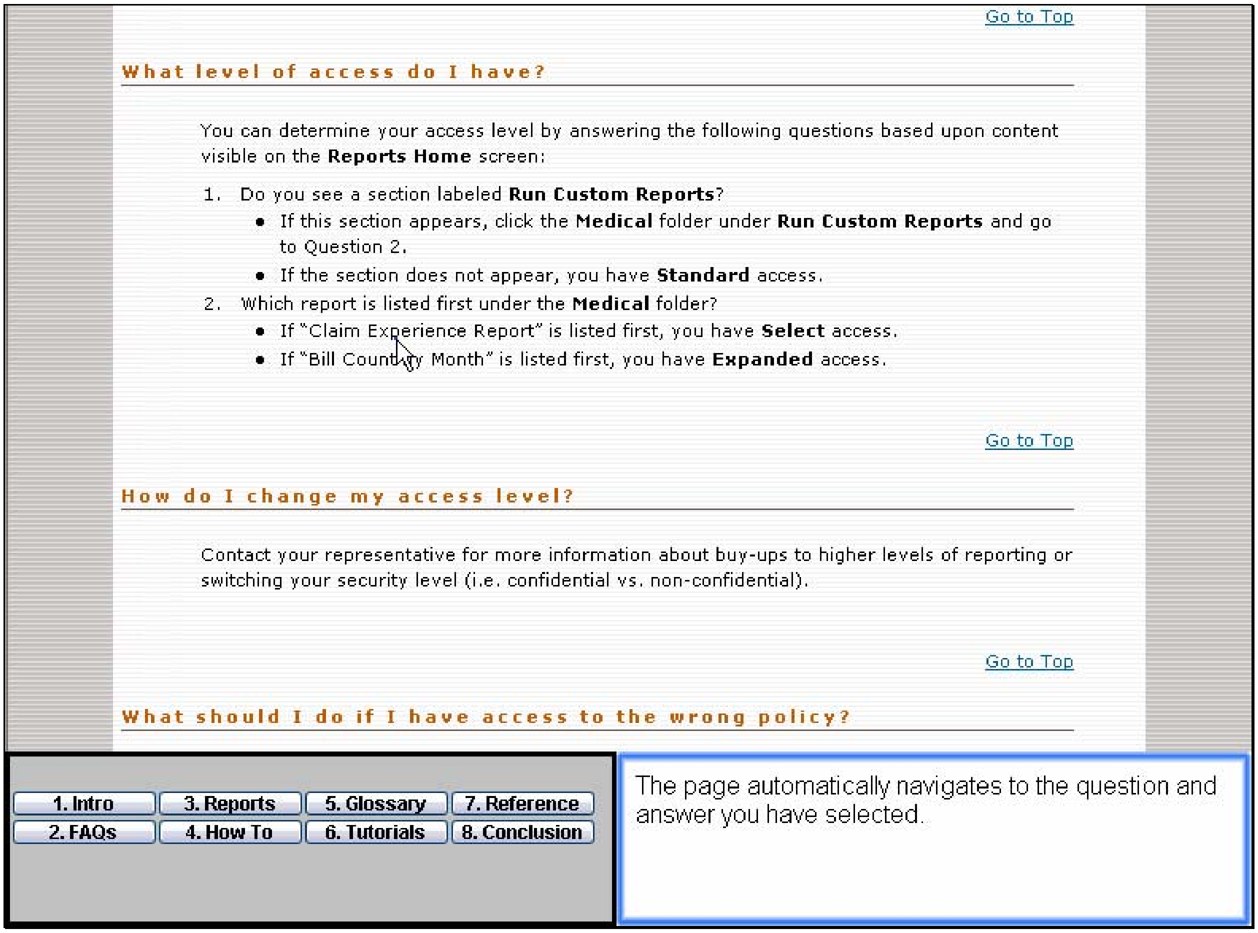
To view specific questions and answers on a topic, click the [+/-] symbol.

012



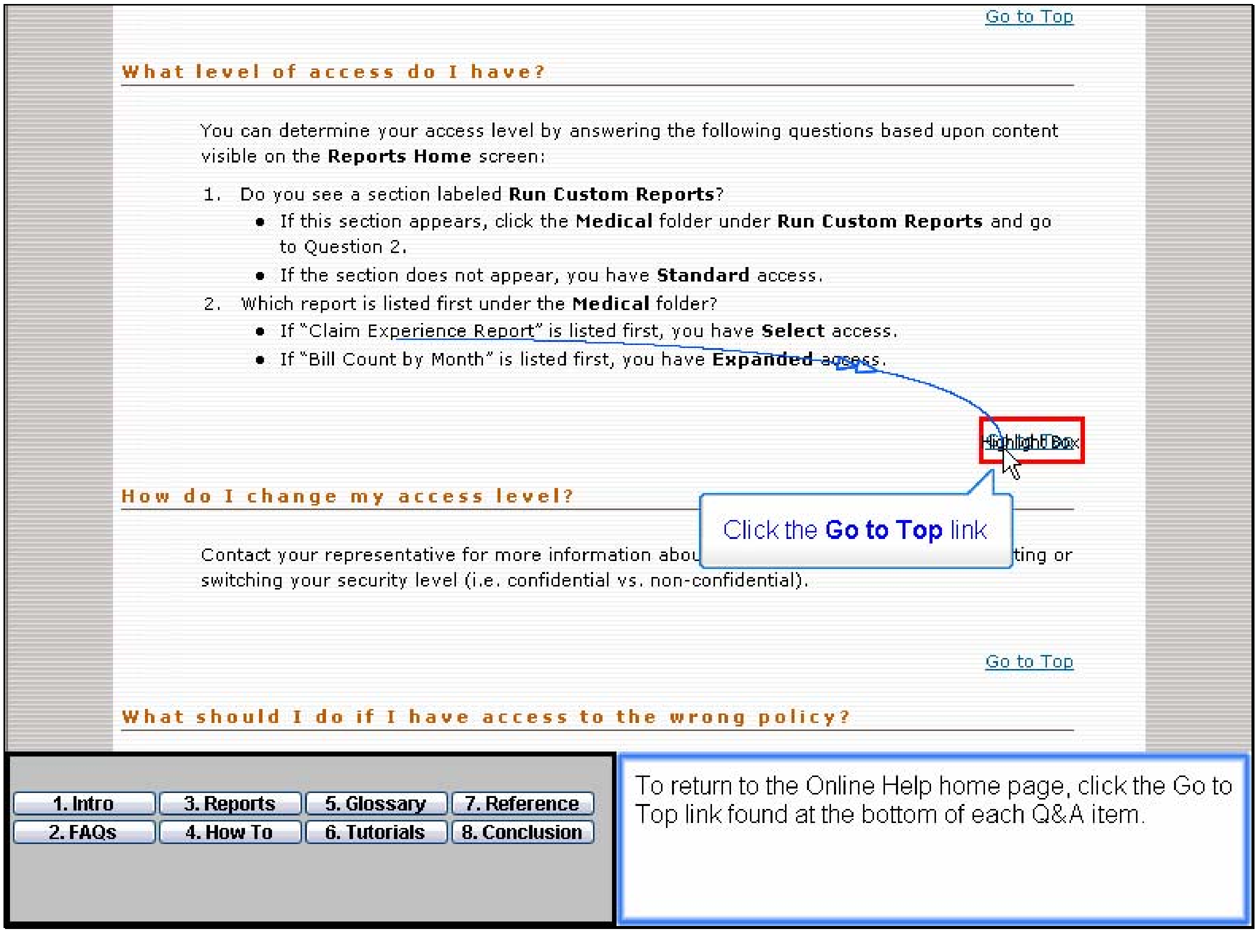
Click on the question and answer that you'd like to view.

013



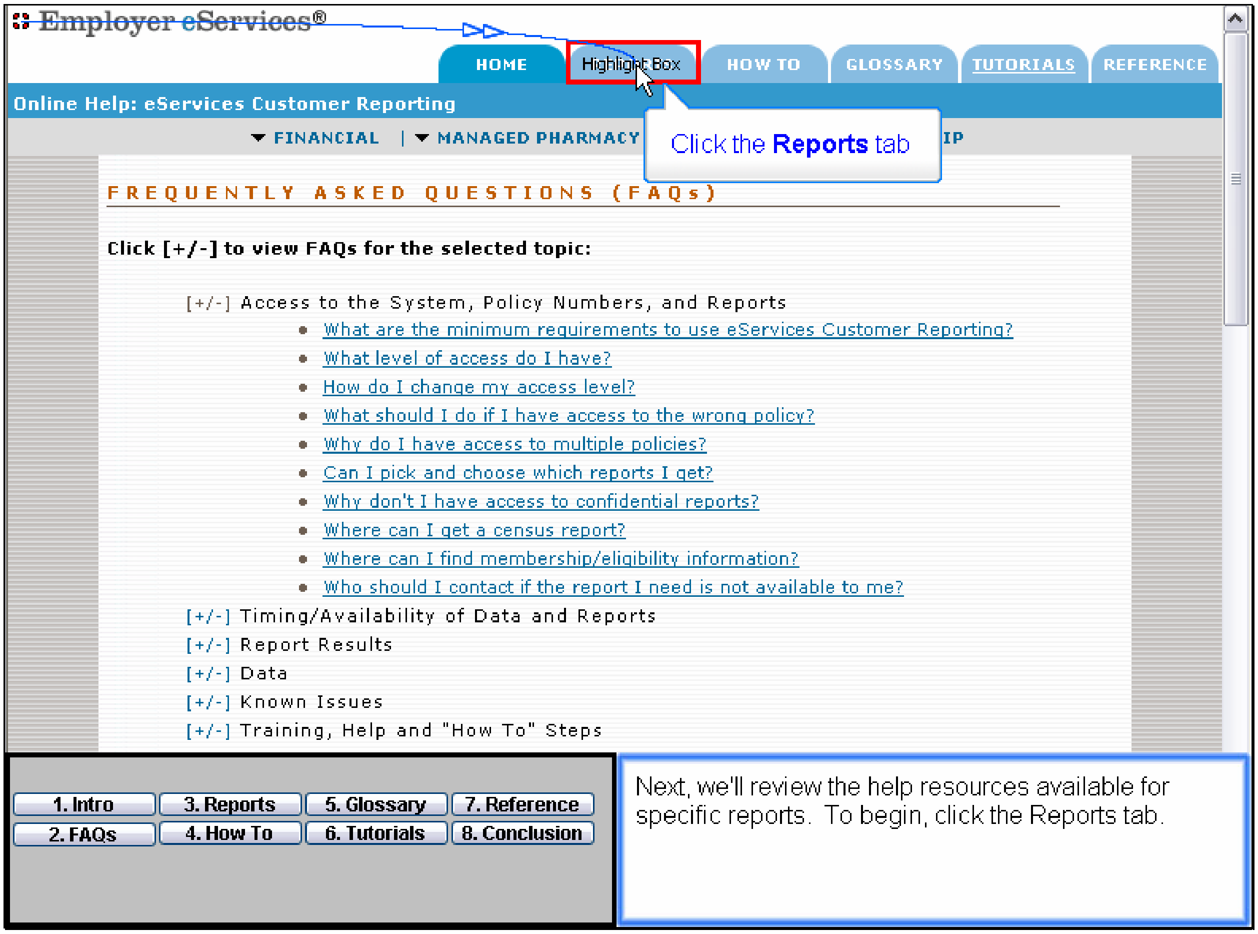
The page automatically navigates to the question and answer you have selected.

014



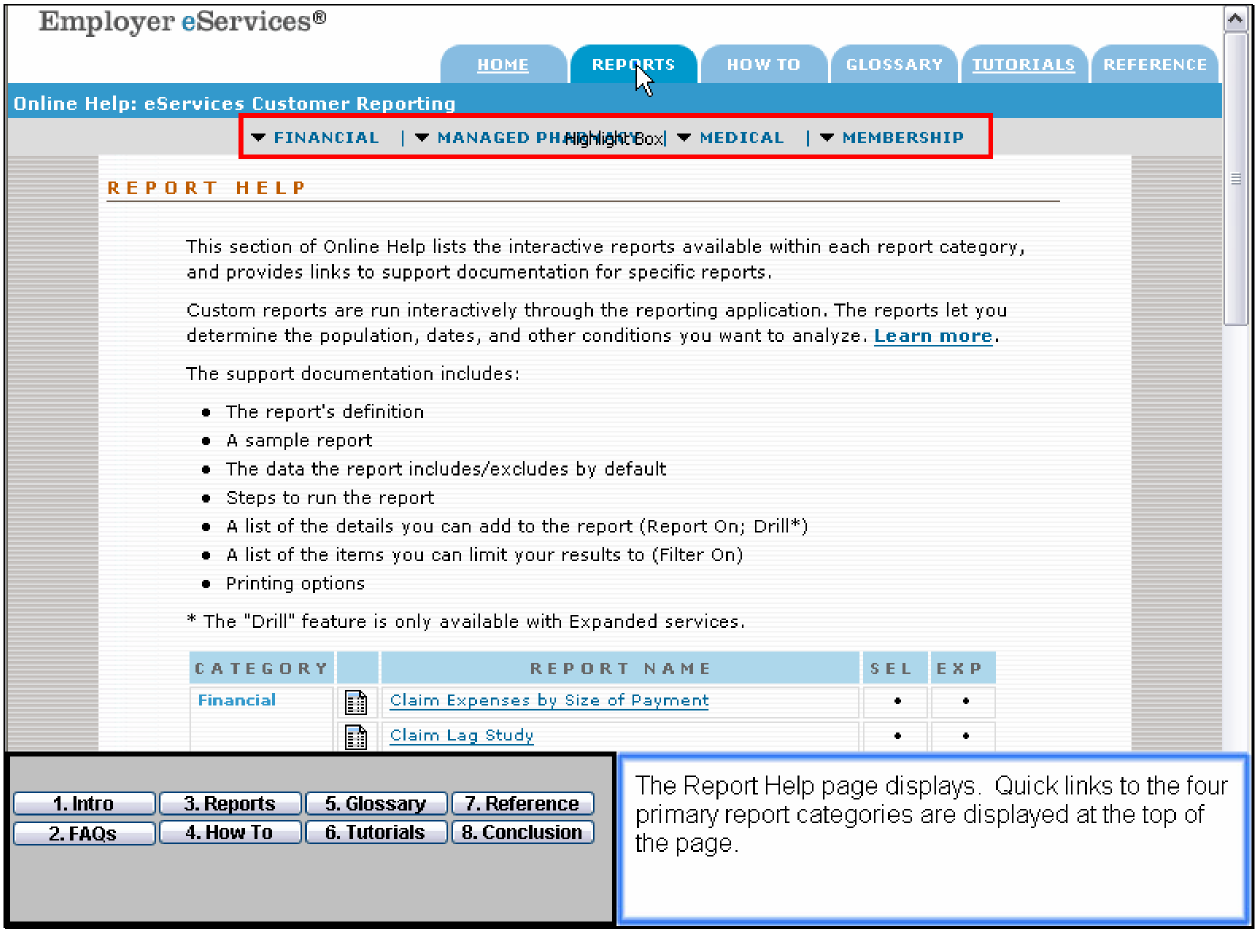
To return to the Online Help home page, click the Go to Top link found at the bottom of each Q&A item.

015



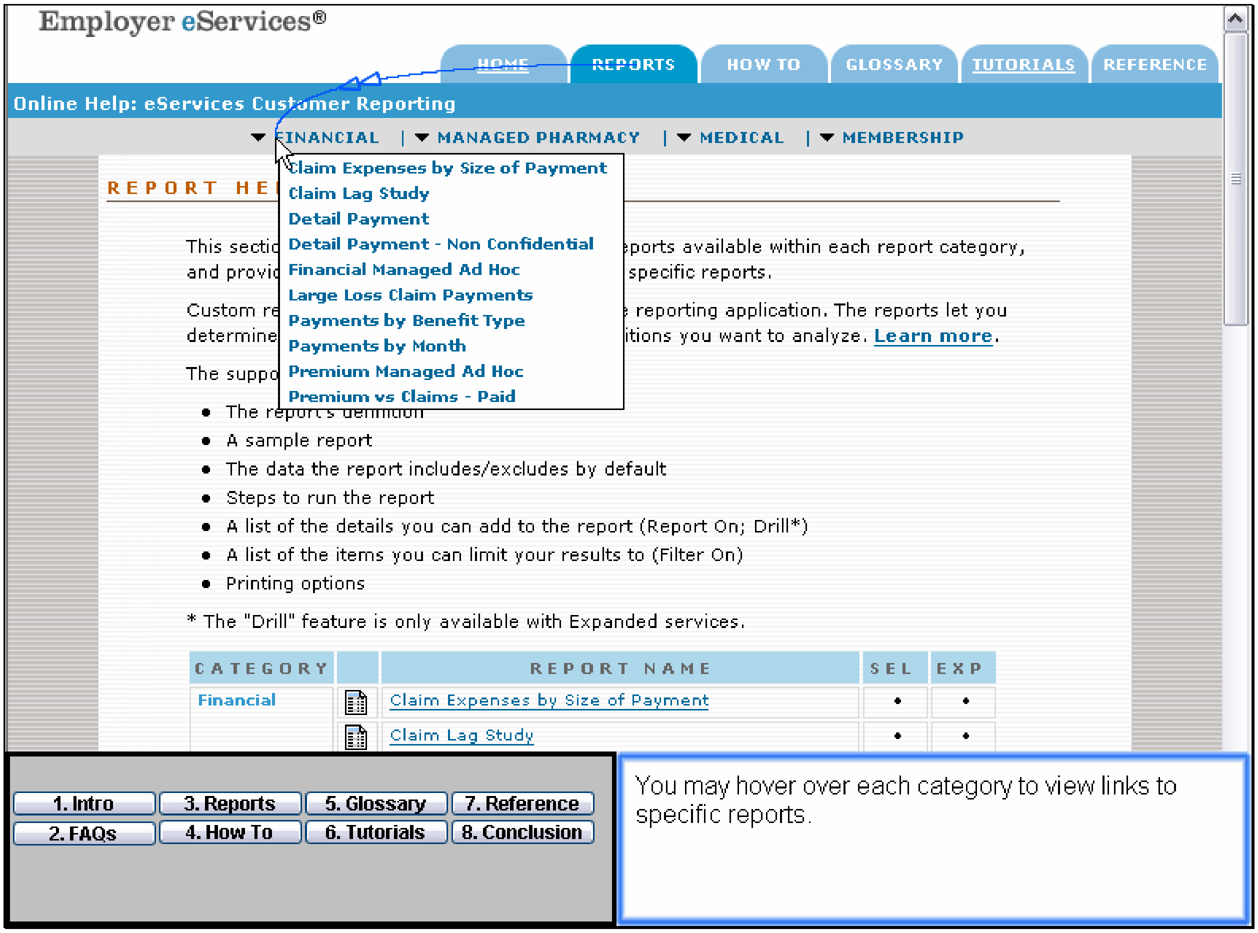
Next, we'll review the help resources available for specific reports. To begin, click the Reports tab.

016



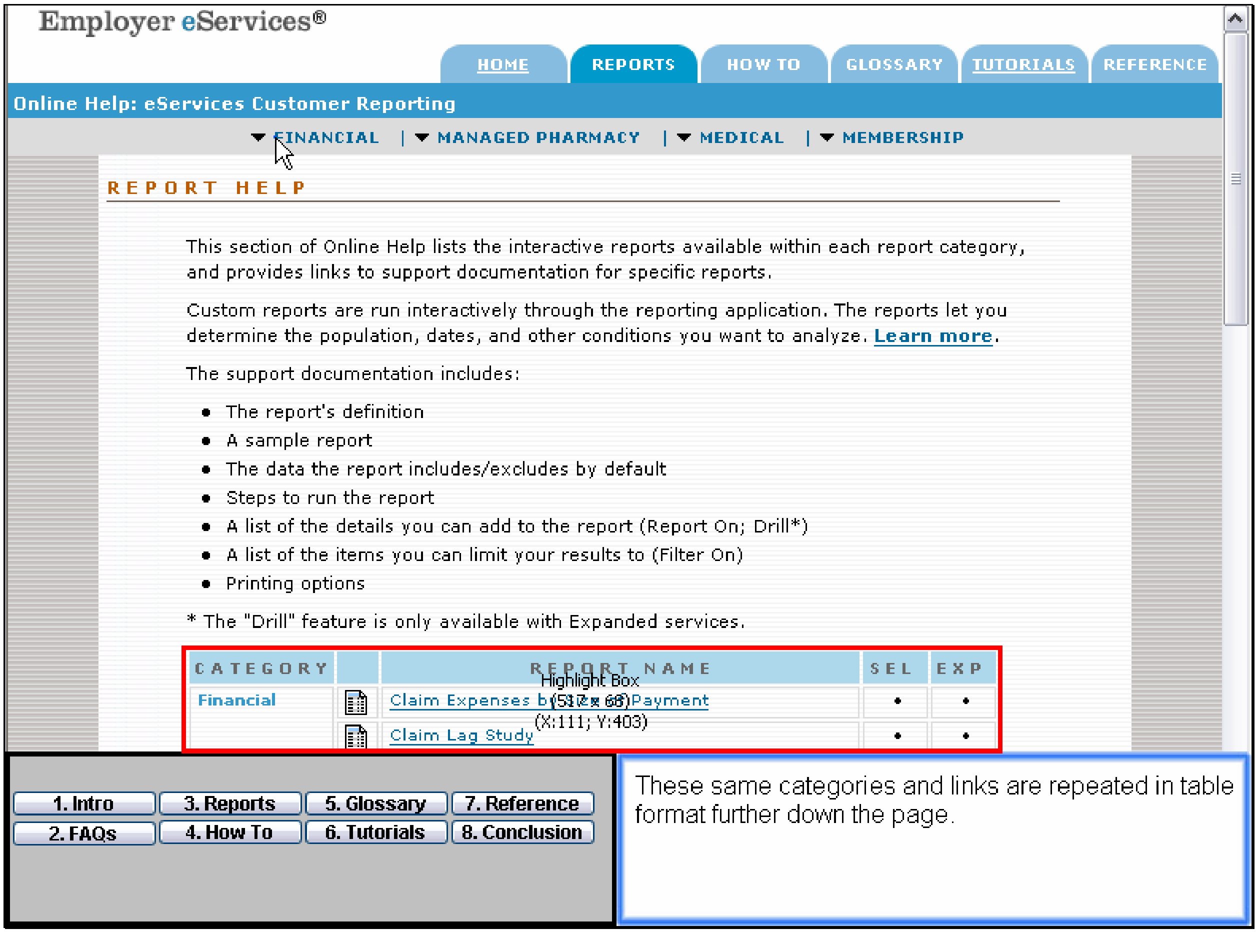
The Report Help page displays. Quick links to the four primary report categories are displayed at the top of the page.

017



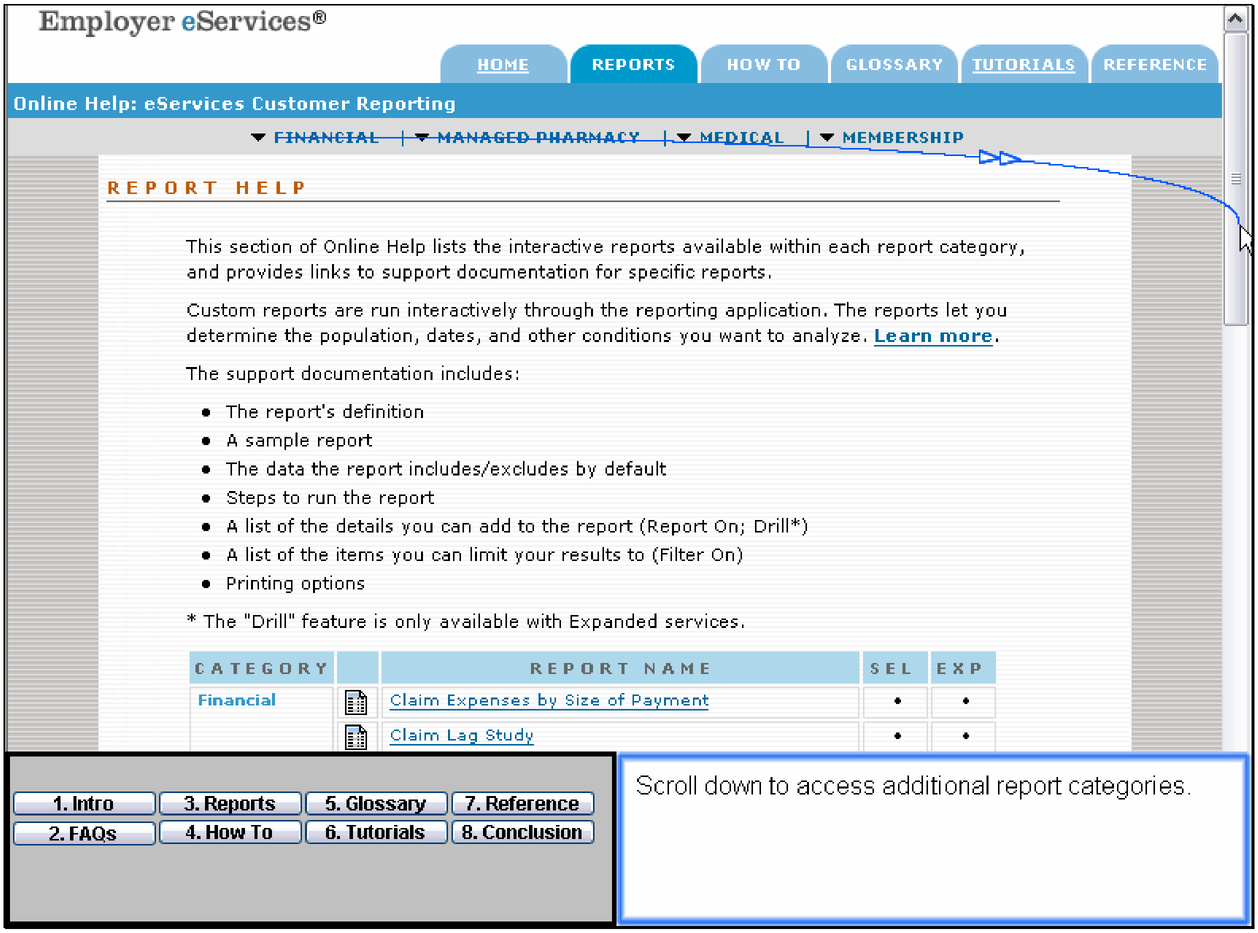
You may hover over each category to view links to specific reports.

018



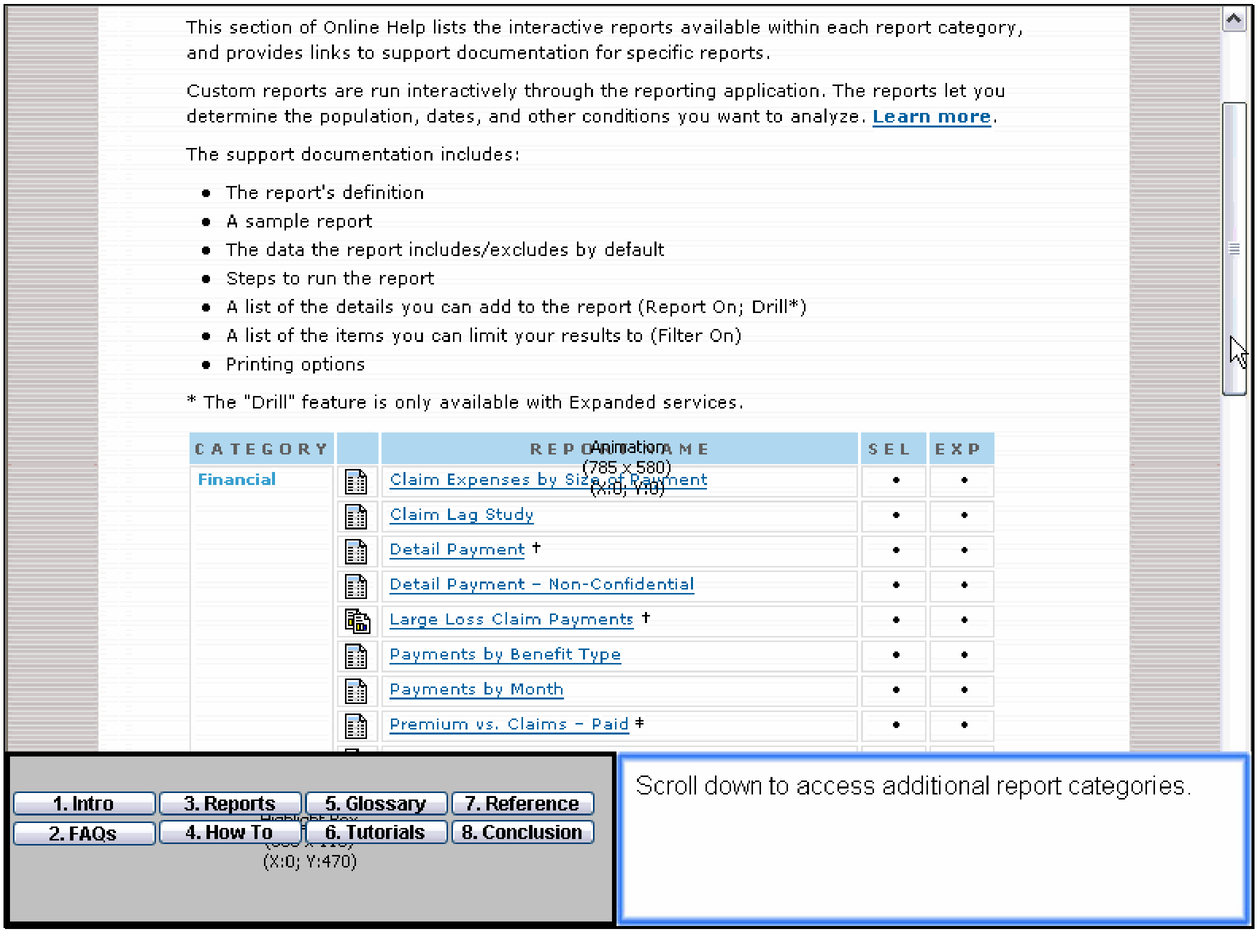
These same categories and links are repeated in table format further down the page.

019



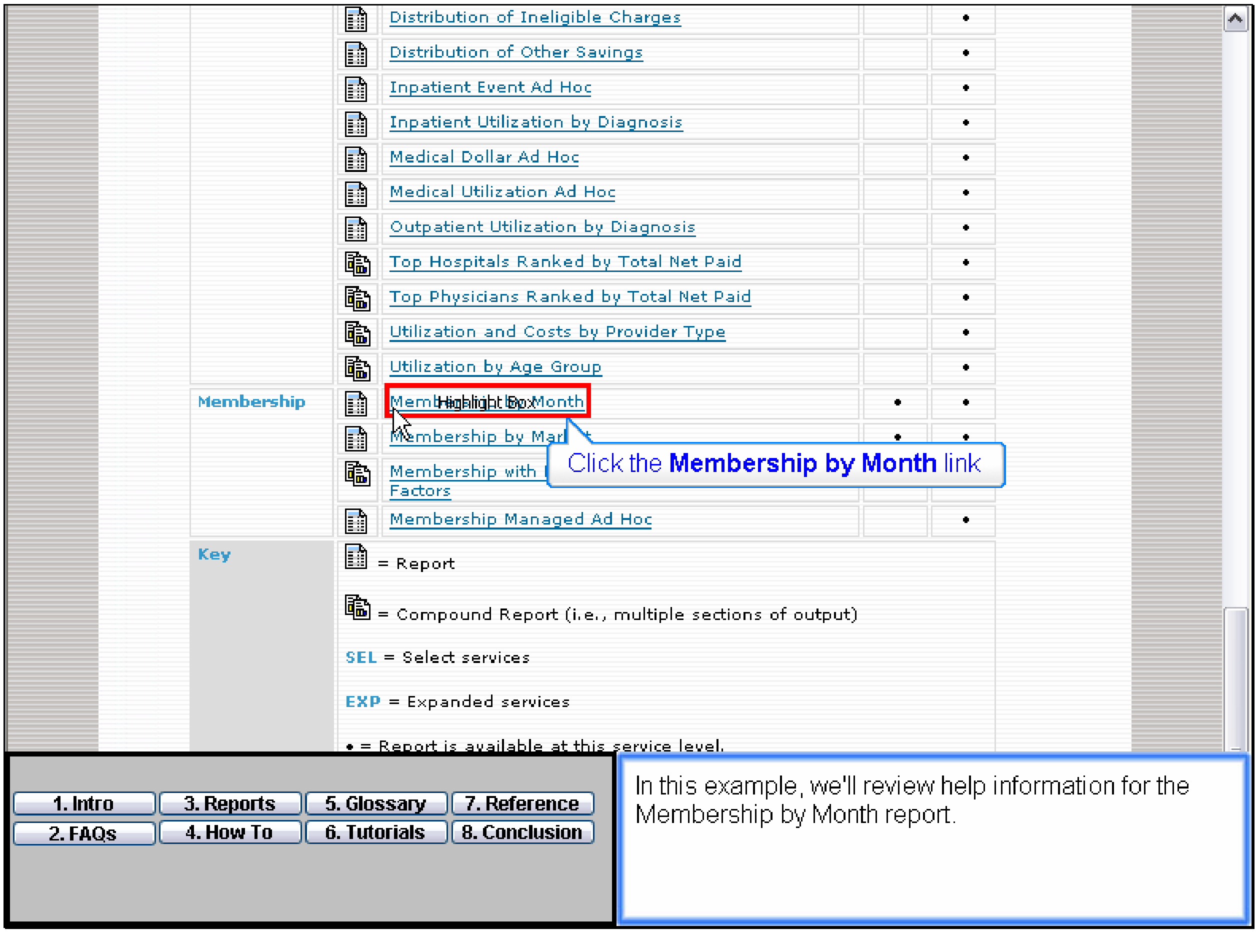
Scroll down to access additional report categories.

020



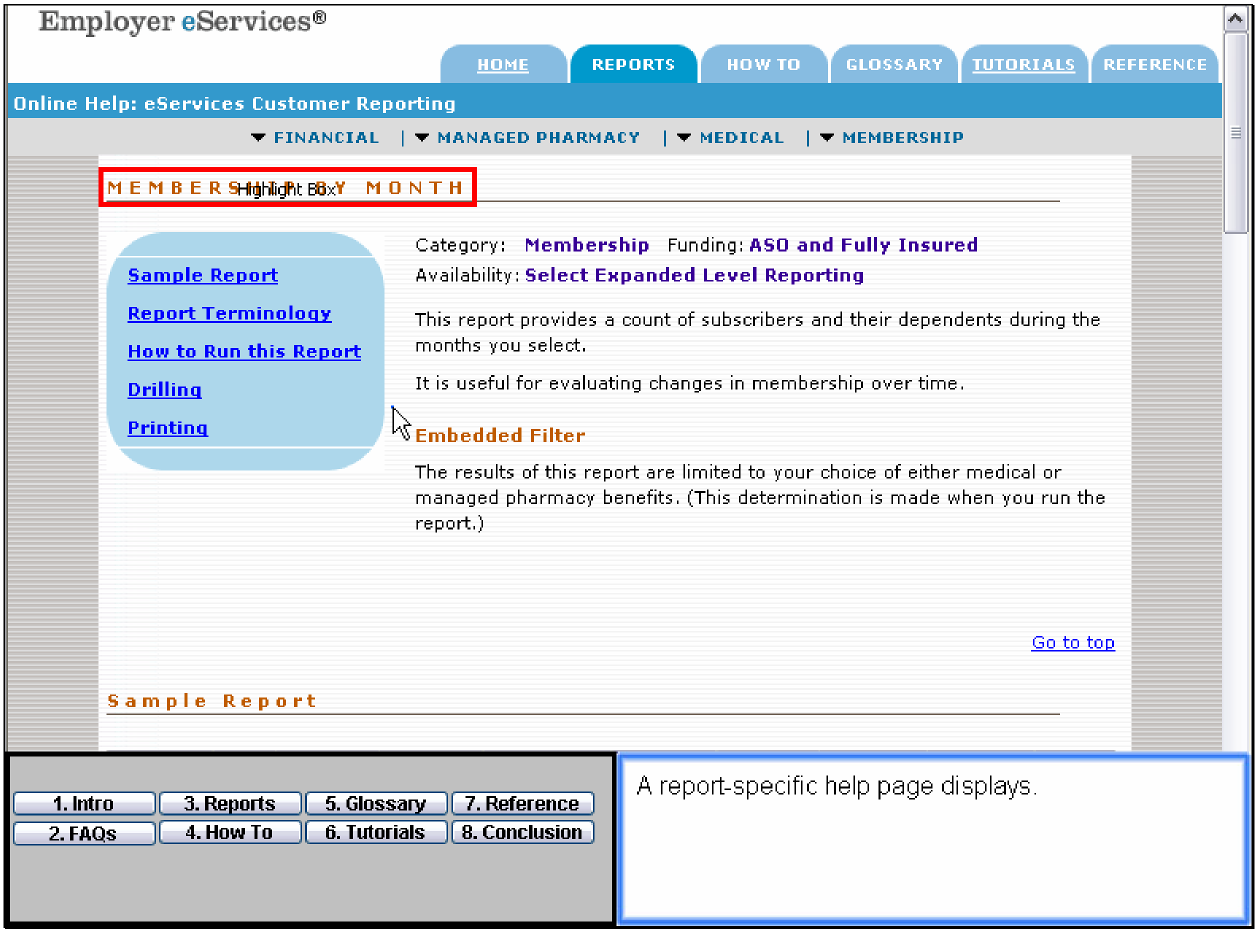
Scroll down to access additional report categories.

021



In this example, we'll review help information for the Membership by Month report.

022

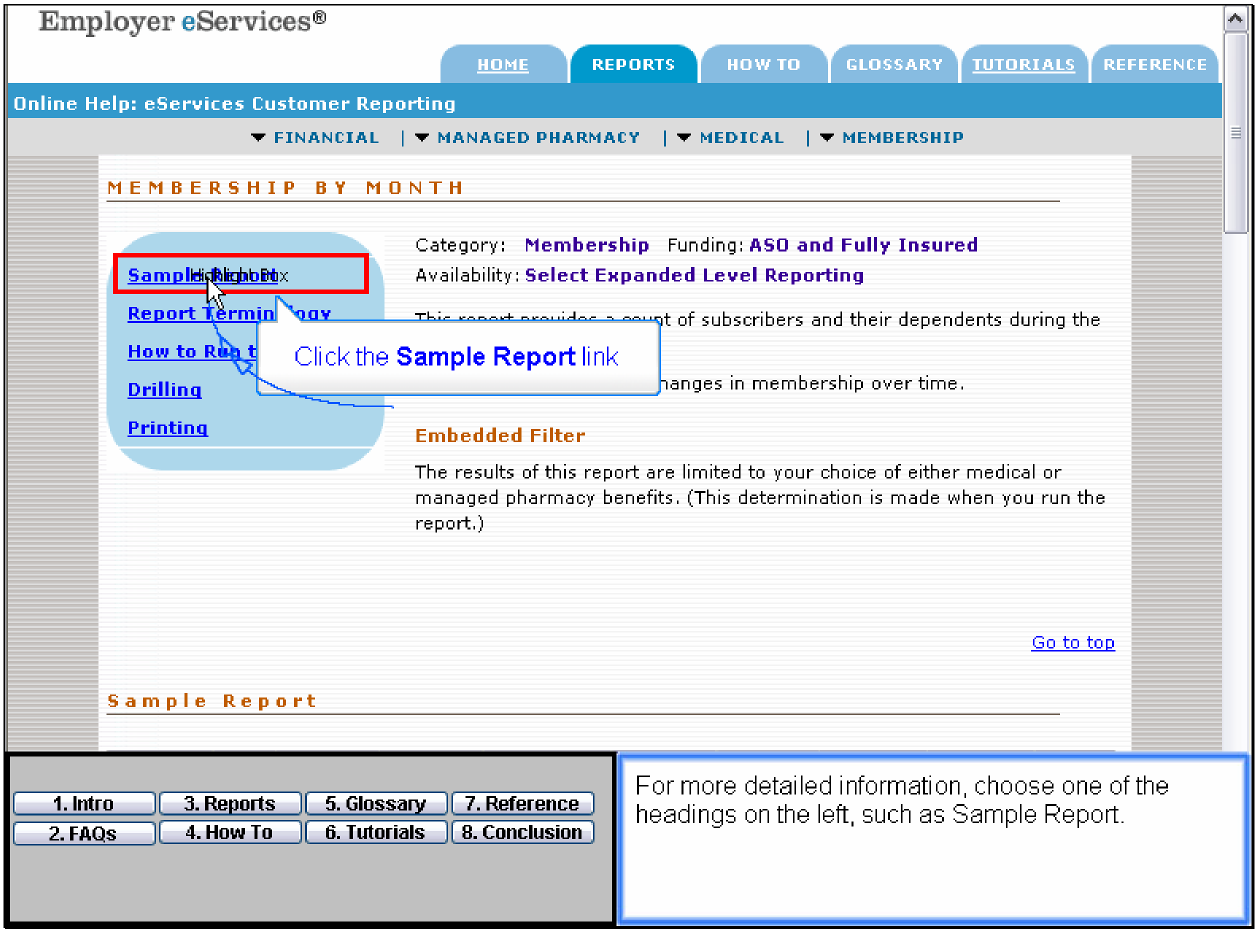


A report-specific help page displays.

023

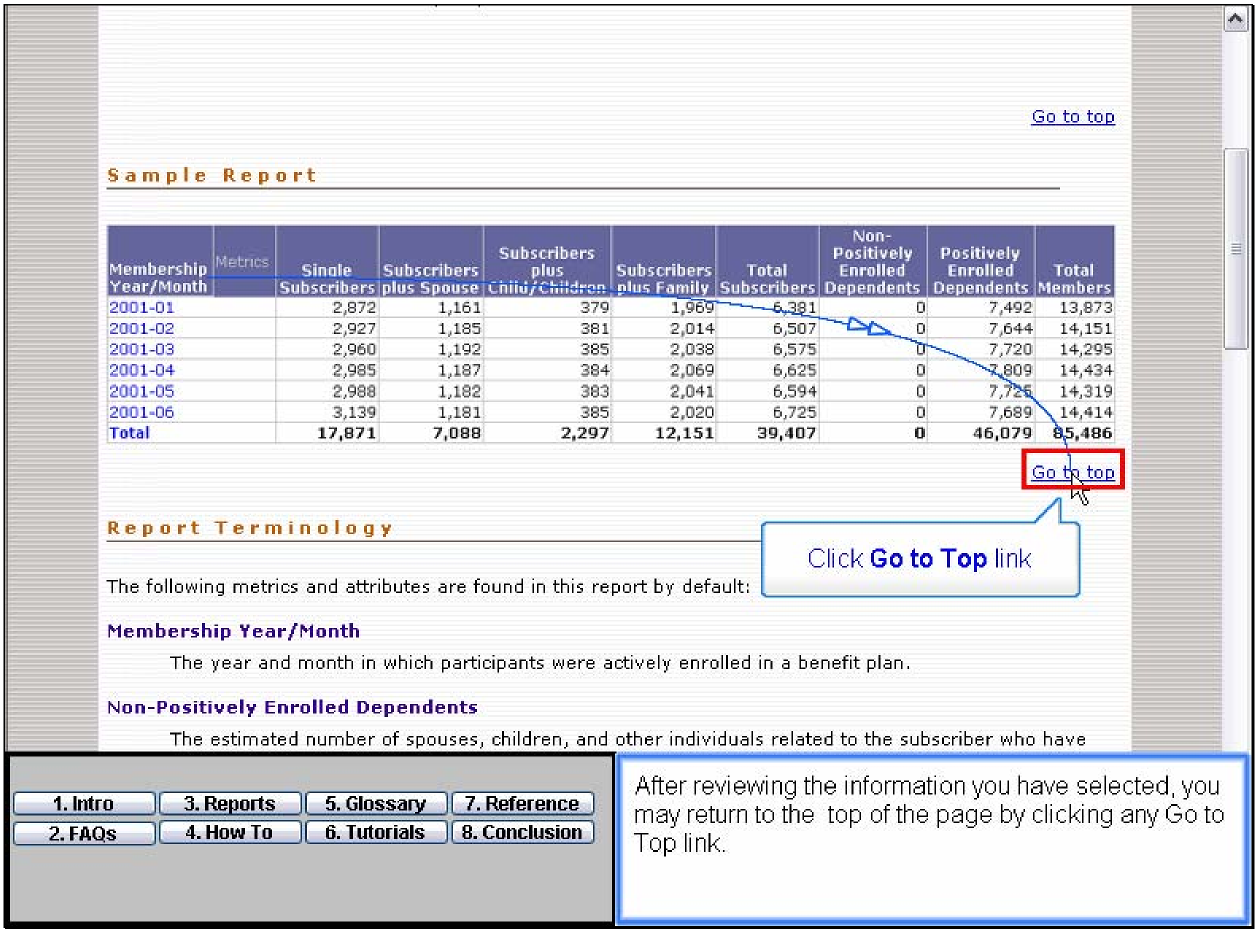
At the top of the page, you'll find a summary of basic information regarding the report you have selected.

024



For more detailed information, choose one of the headings on the left, such as Sample Report.

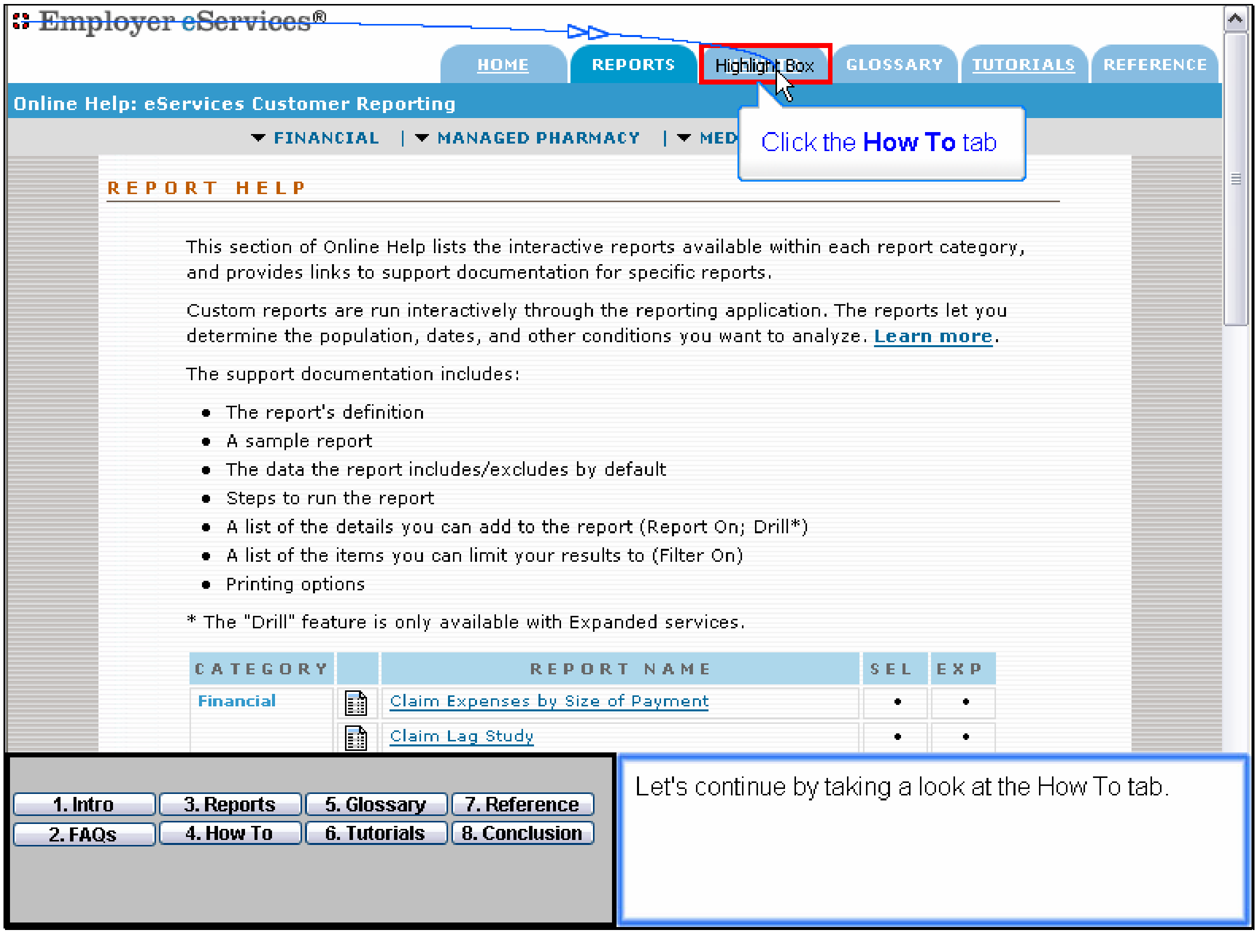
025



Membership Year/Month	Metrics	Single Subscribers	Subscribers plus Spouse	Subscribers plus Child/Children	Subscribers plus Family	Total Subscribers	Non-Positively Enrolled Dependents	Positively Enrolled Dependents	Total Members
2001-01		2,872	1,161	379	1,969	6,381	0	7,492	13,873
2001-02		2,927	1,185	381	2,014	6,507	0	7,644	14,151
2001-03		2,960	1,192	385	2,038	6,575	0	7,720	14,295
2001-04		2,985	1,187	384	2,069	6,625	0	7,809	14,434
2001-05		2,988	1,182	383	2,041	6,594	0	7,725	14,319
2001-06		3,139	1,181	385	2,020	6,725	0	7,689	14,414
Total		17,871	7,088	2,297	12,151	39,407	0	46,079	85,486

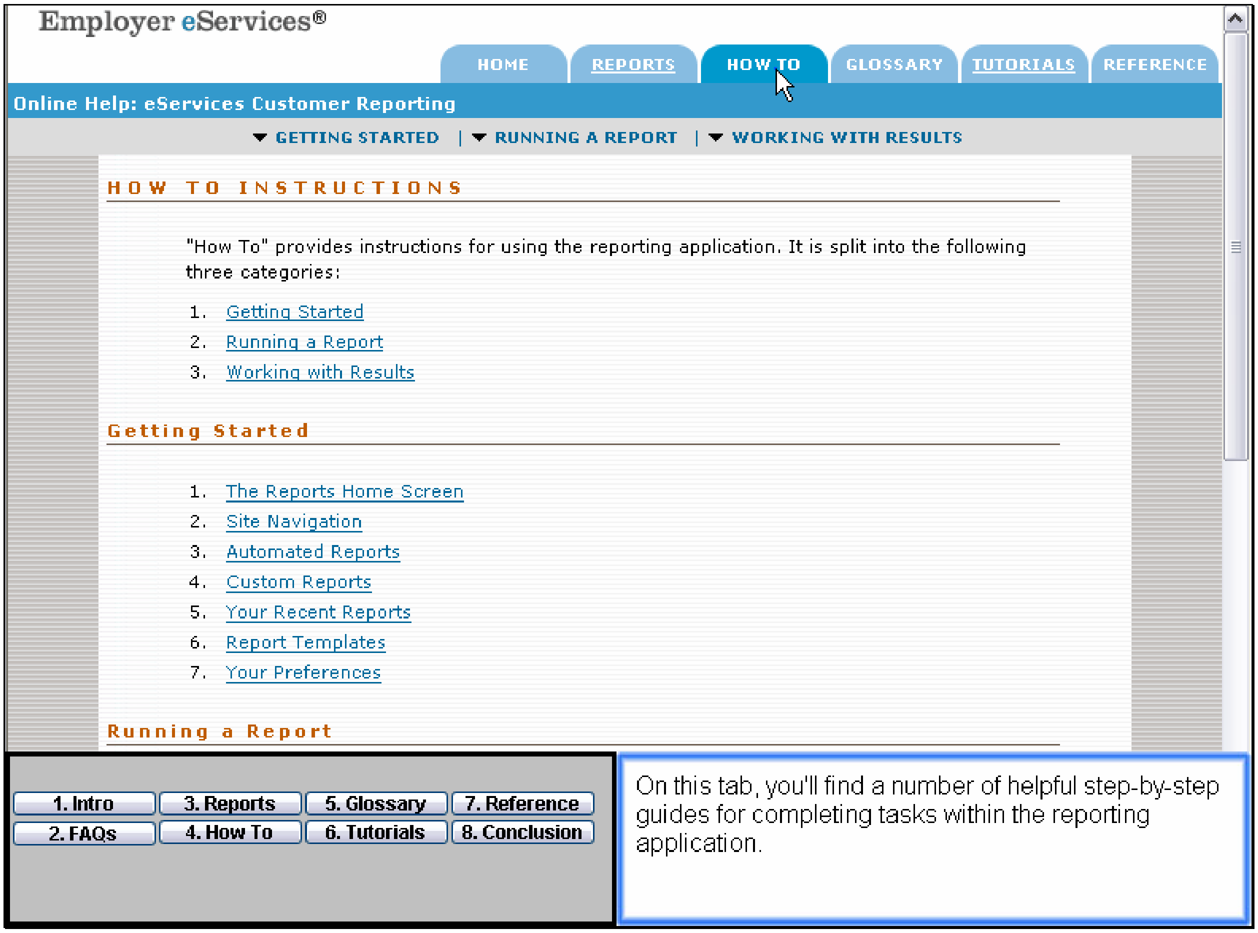
After reviewing the information you have selected, you may return to the top of the page by clicking any Go to Top link.

026



Let's continue by taking a look at the How To tab.

027

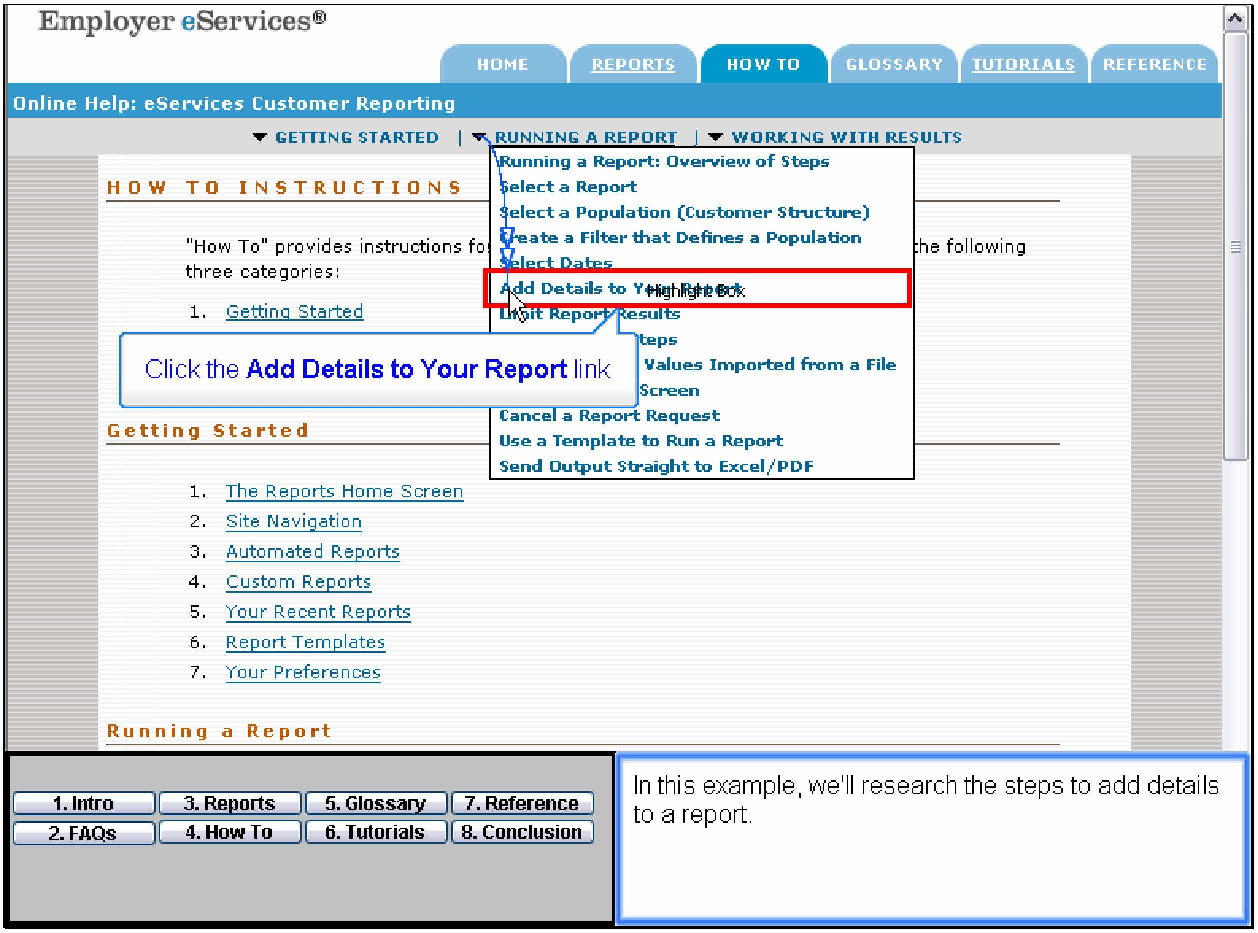


On this tab, you'll find a number of helpful step-by-step guides for completing tasks within the reporting application.

028

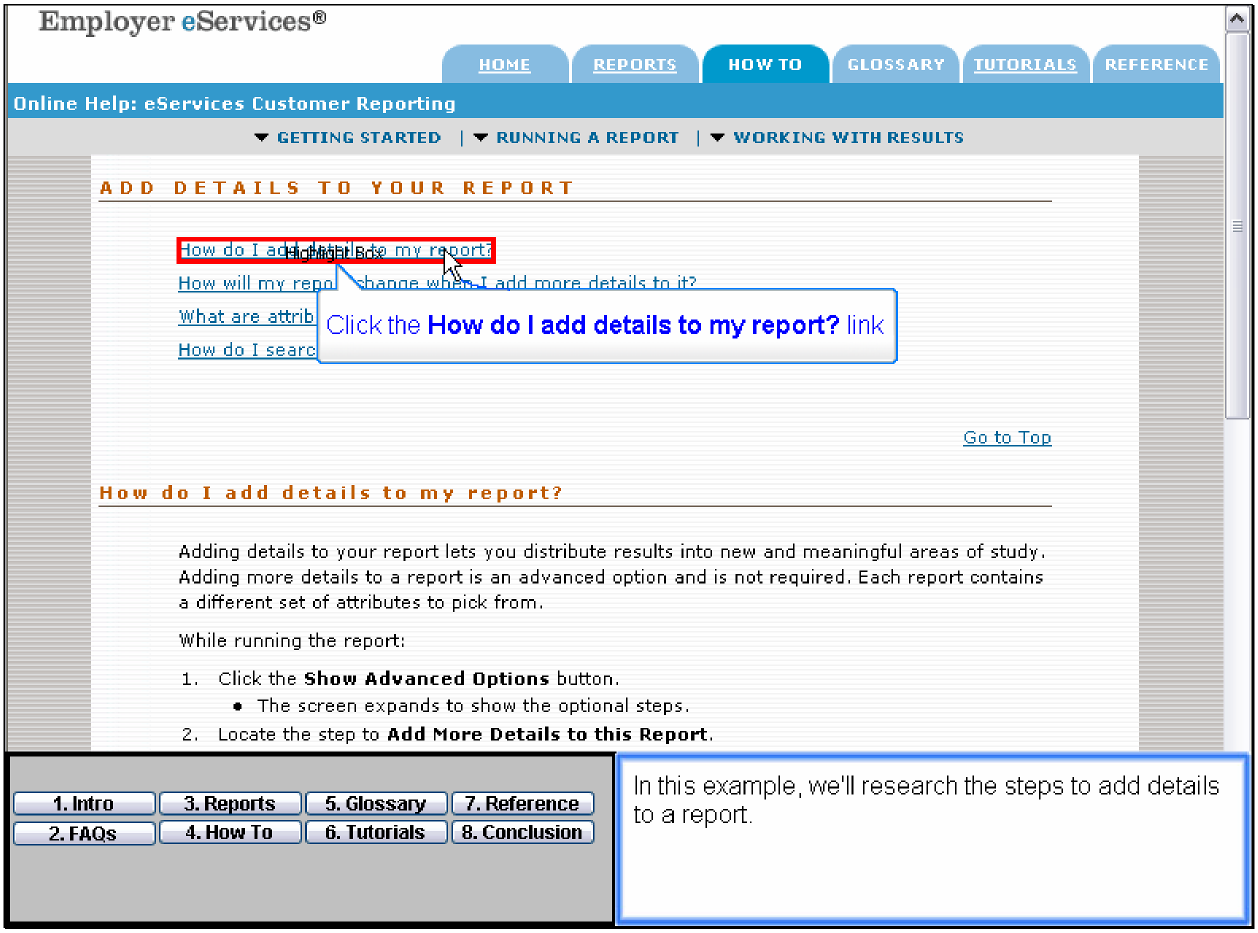
As with other tabs, you may access information using the drop-down menus at the top of the page, or the individual links below.

029



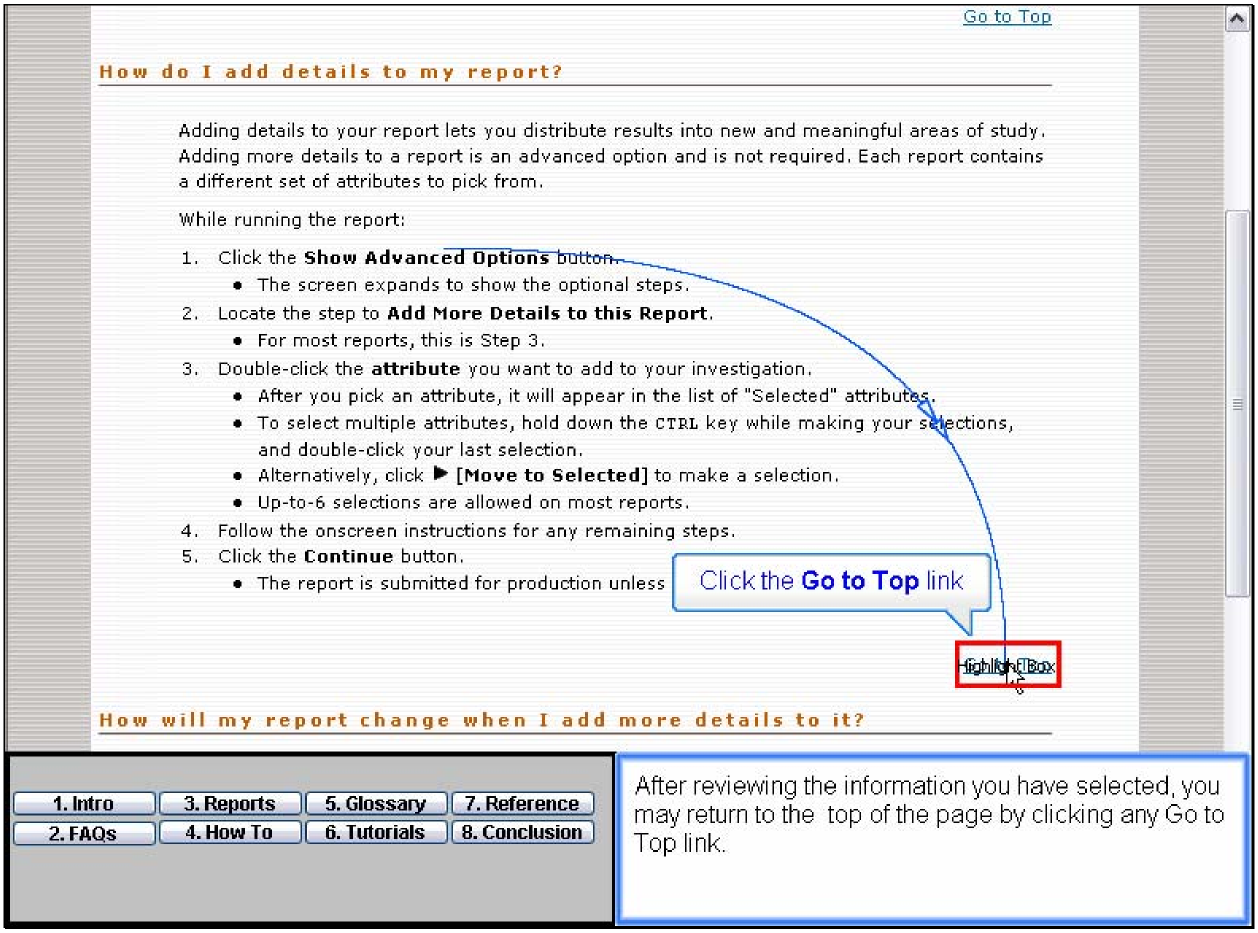
In this example, we'll research the steps to add details to a report.

030



In this example, we'll research the steps to add details to a report.

031

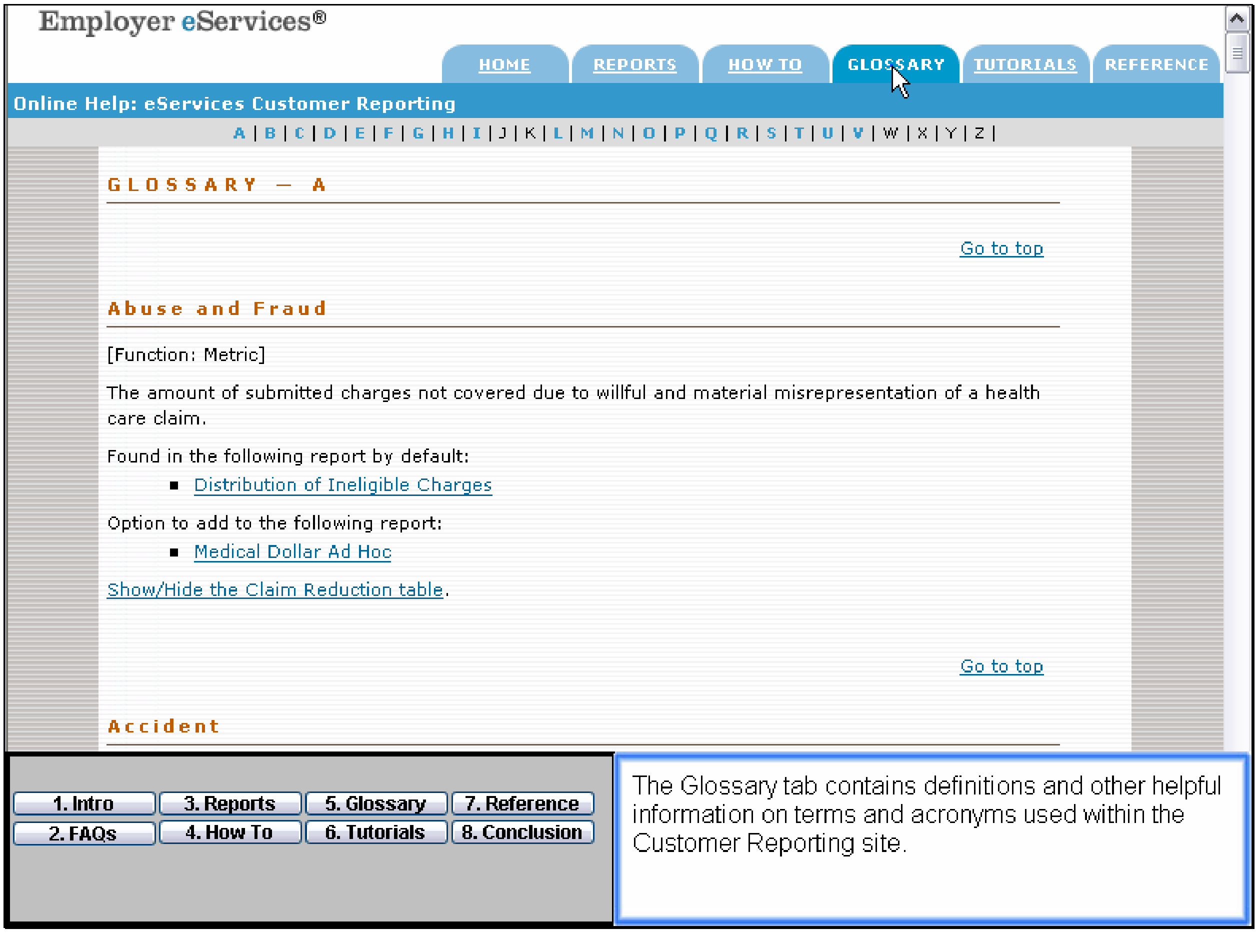


After reviewing the information you have selected, you may return to the top of the page by clicking any Go to Top link.

032

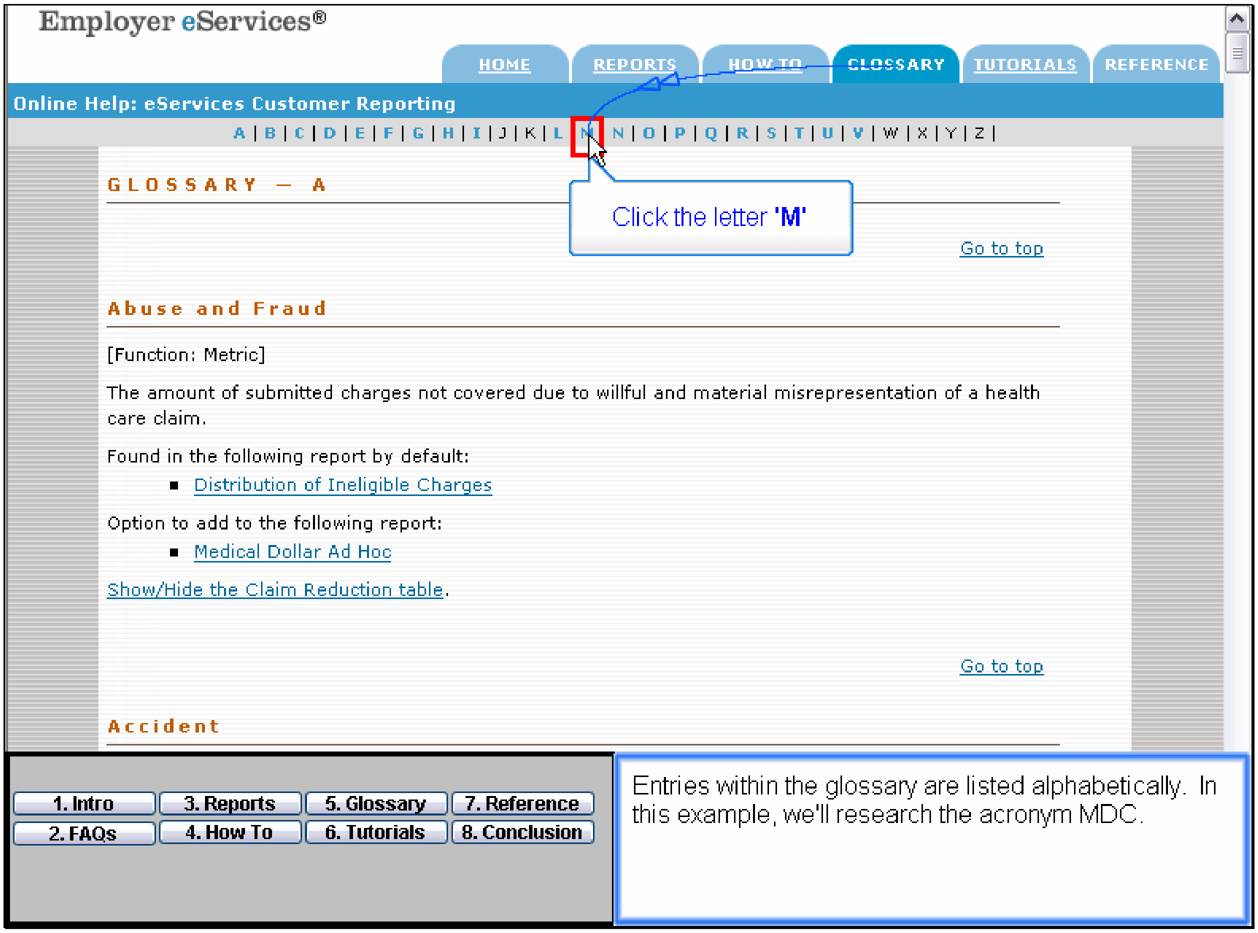
Let's look at another valuable help resource, the Glossary tab.

033



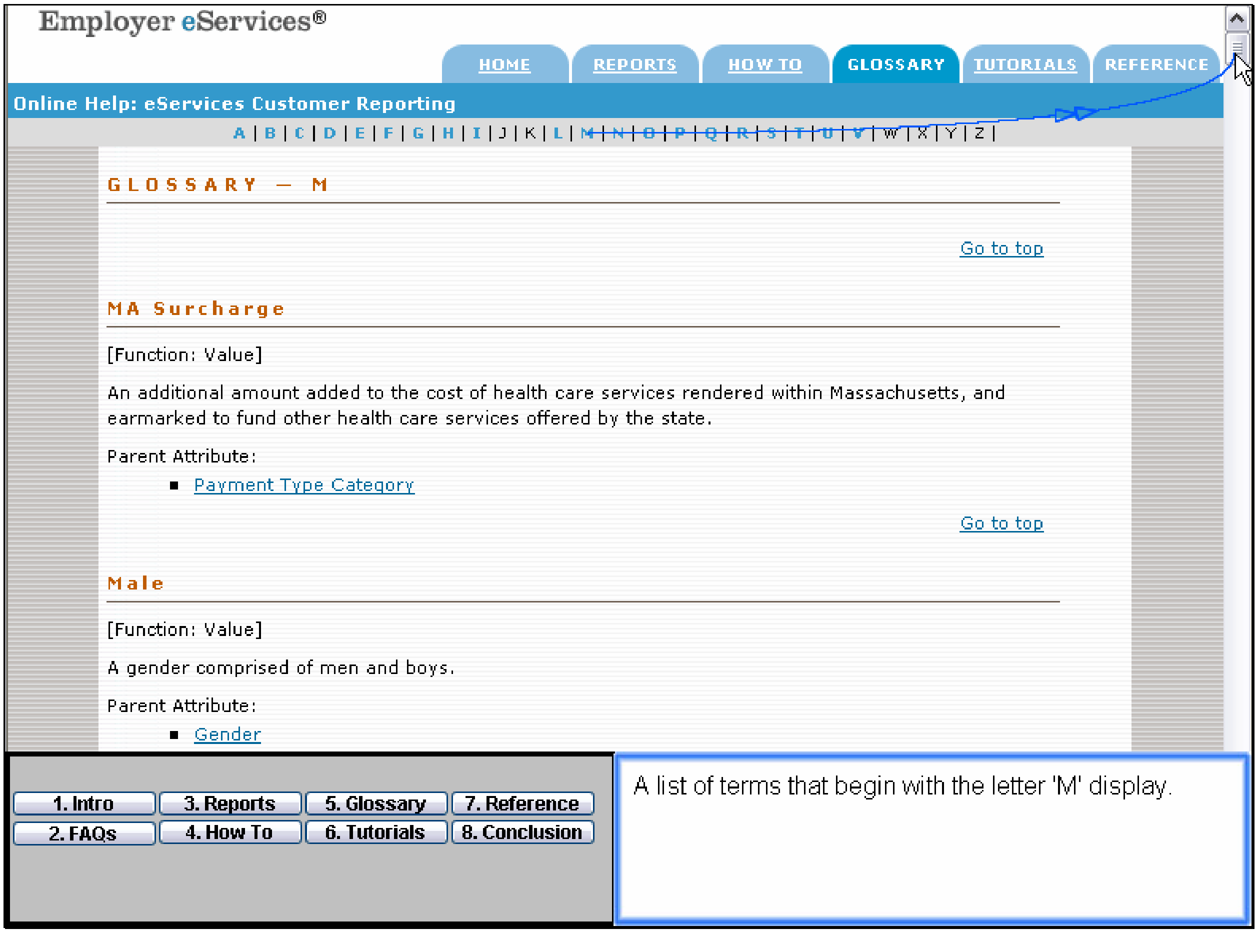
The Glossary tab contains definitions and other helpful information on terms and acronyms used within the Customer Reporting site.

034



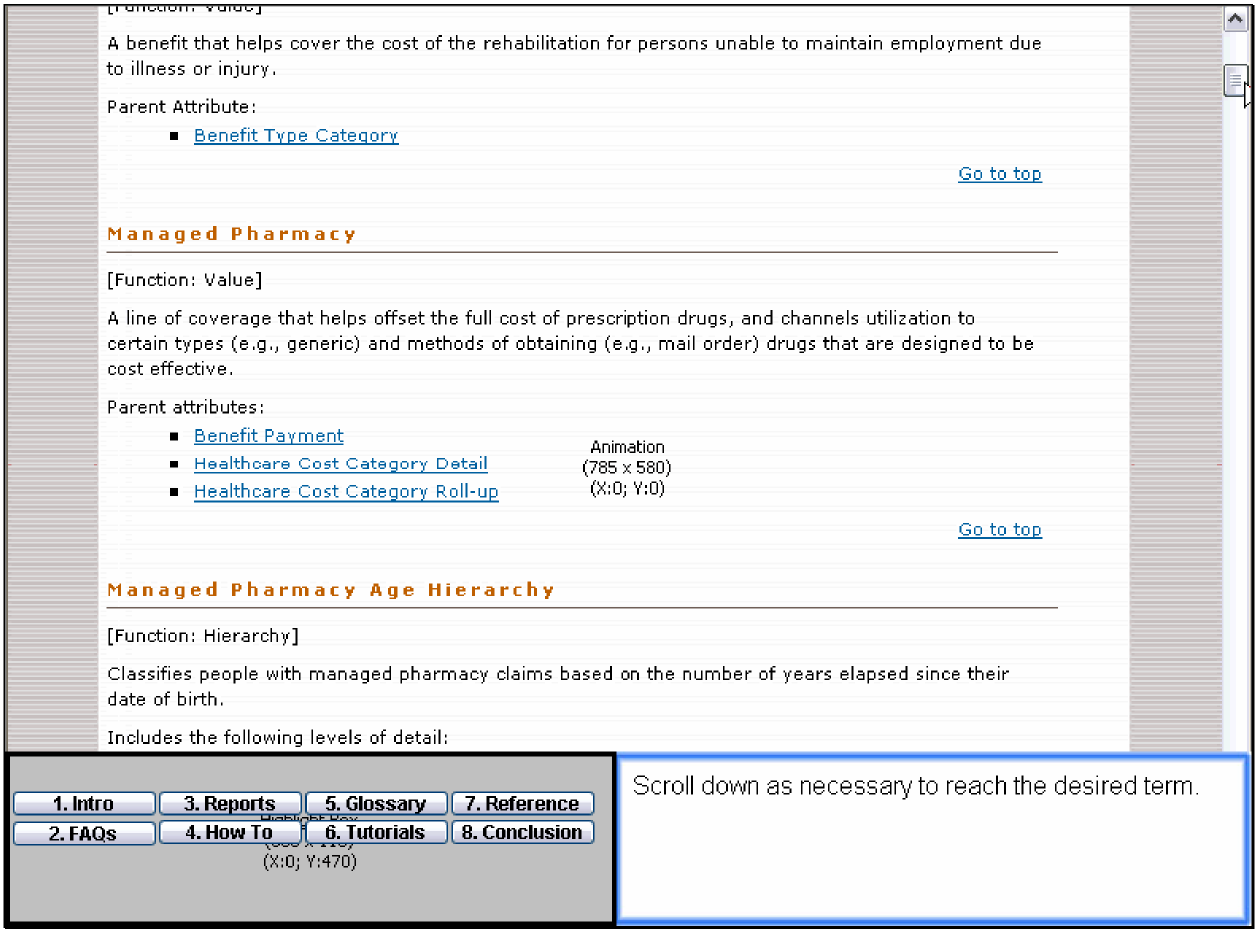
Entries within the glossary are listed alphabetically. In this example, we'll research the acronym MDC.

035



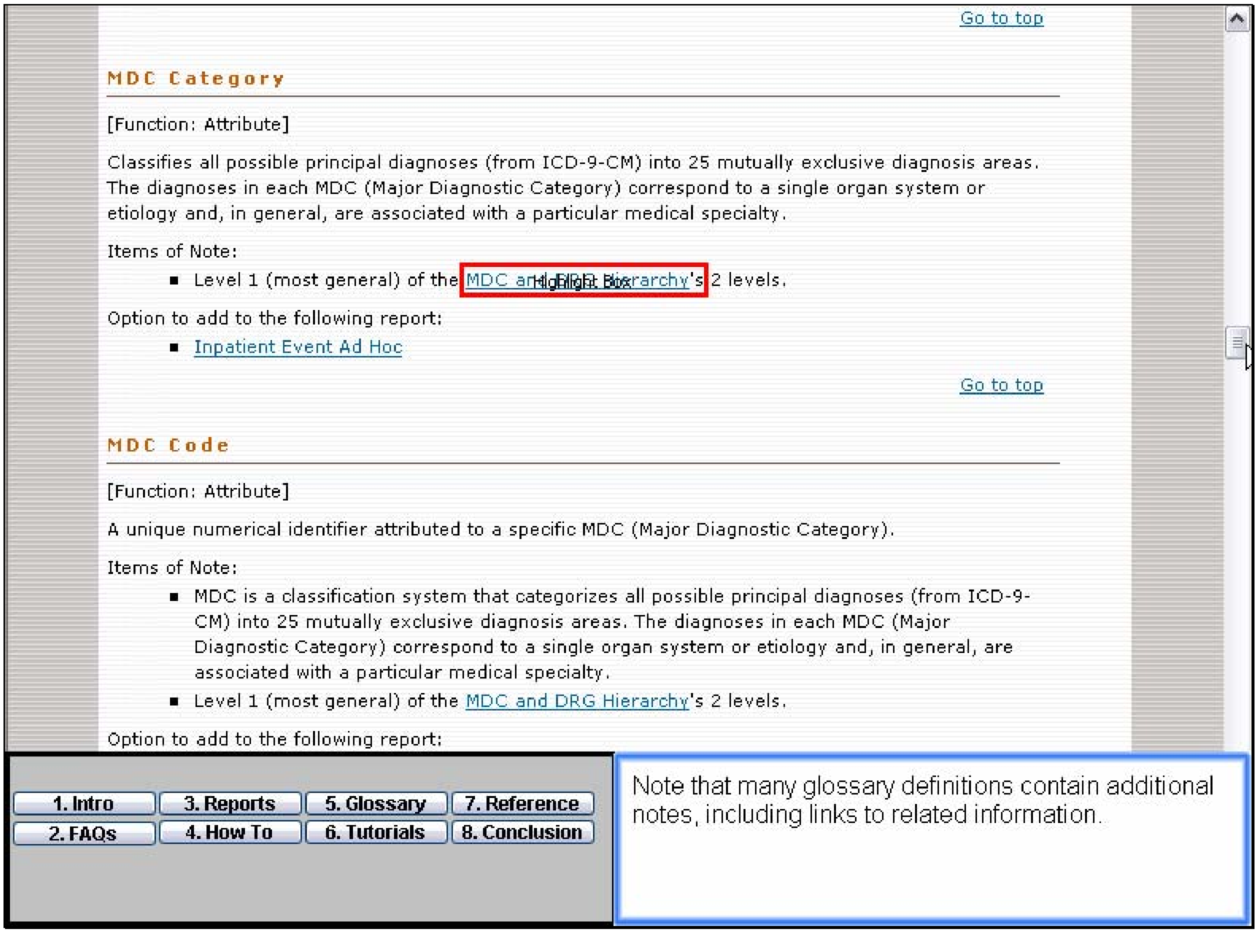
A list of terms that begin with the letter 'M' display.

036



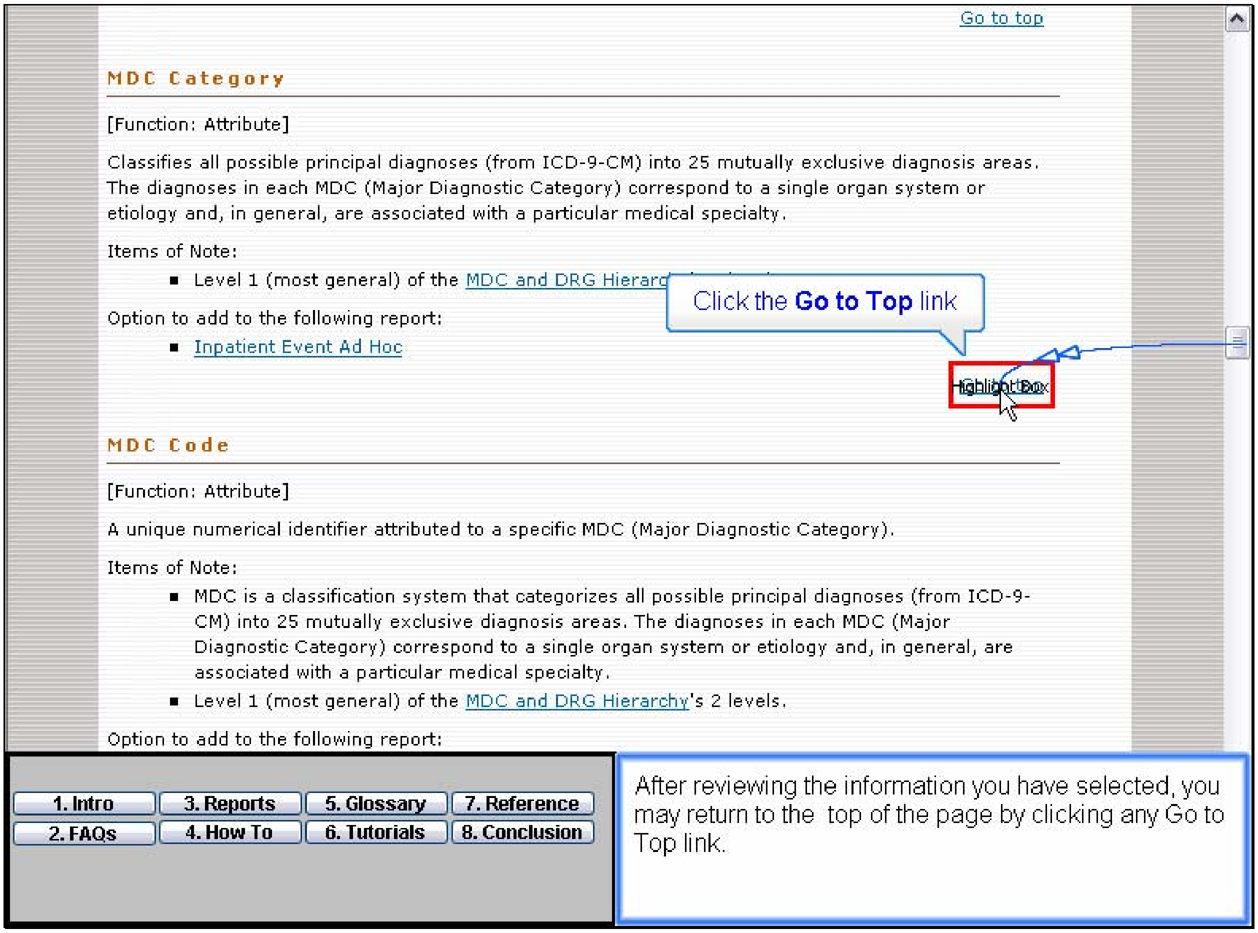
Scroll down as necessary to reach the desired term.

037



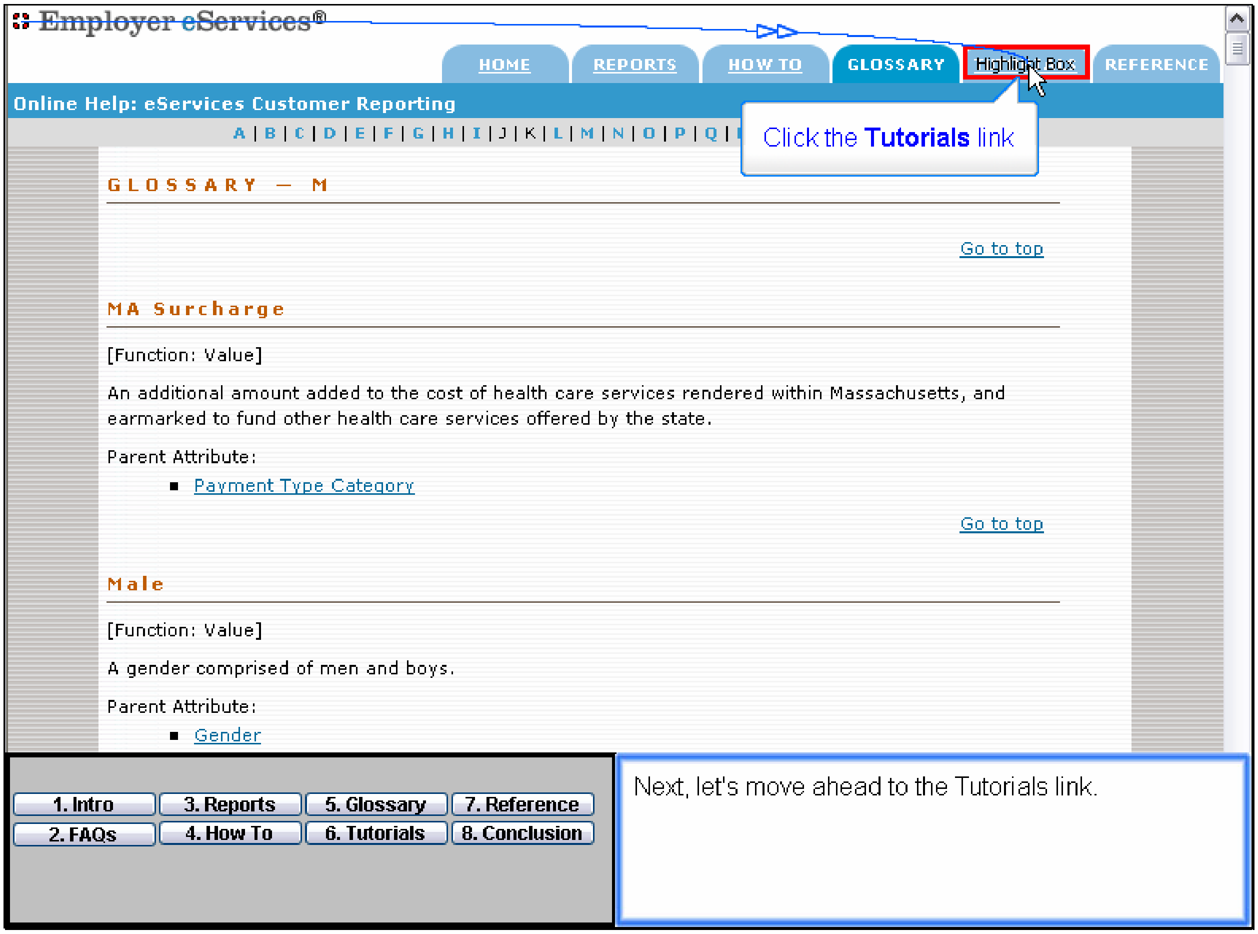
Note that many glossary definitions contain additional notes, including links to related information.

038



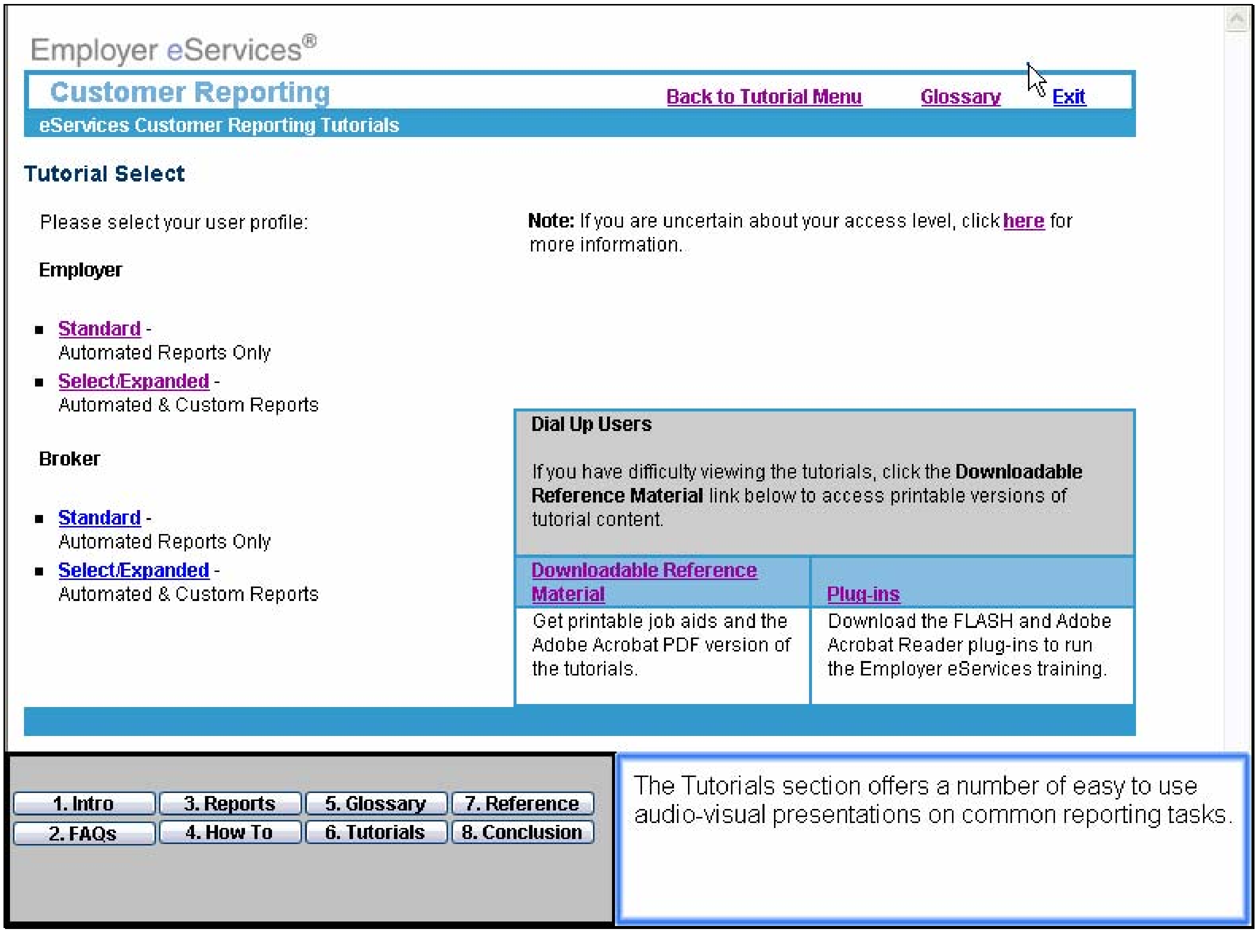
After reviewing the information you have selected, you may return to the top of the page by clicking any Go to Top link.

039



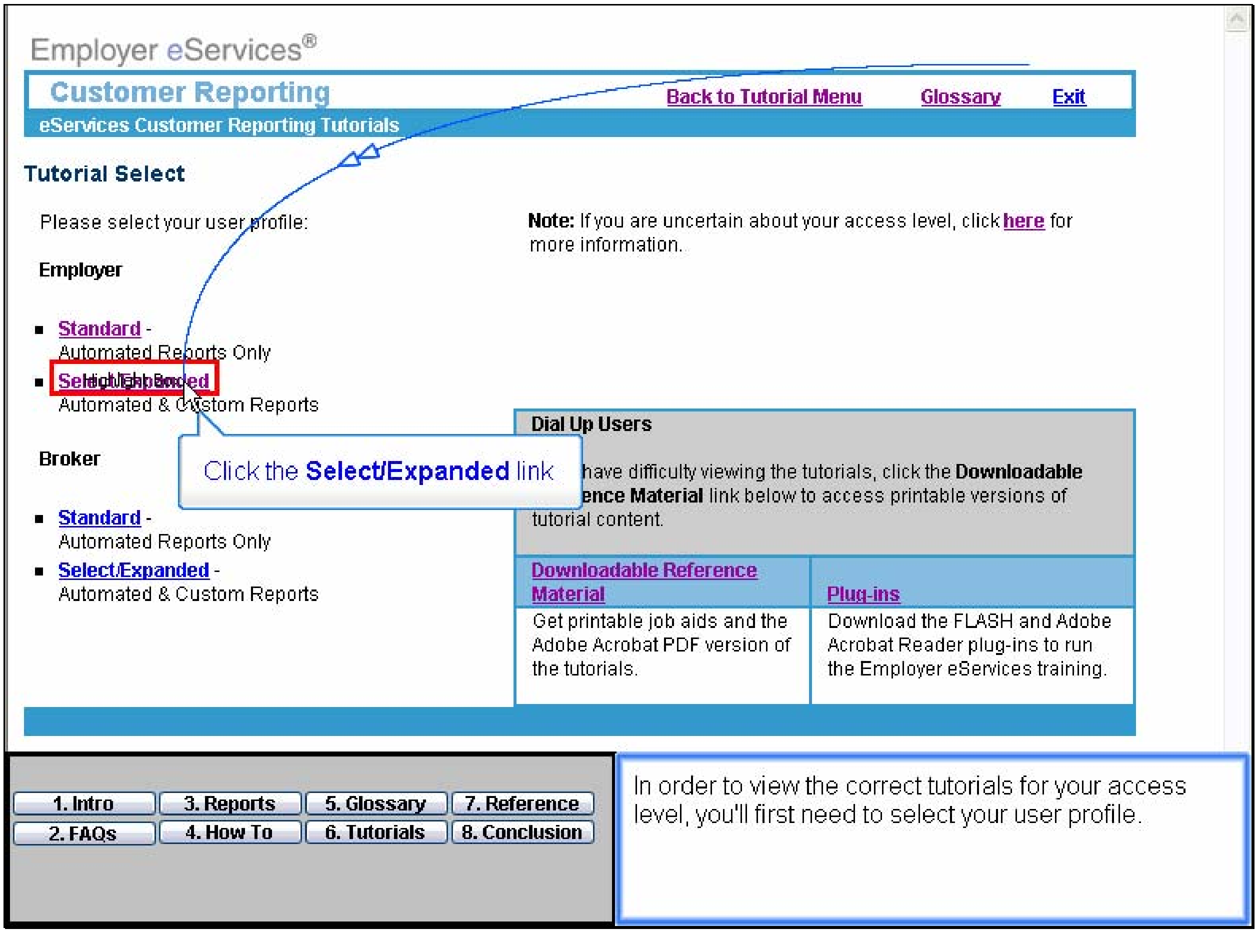
Next, let's move ahead to the Tutorials link.

040



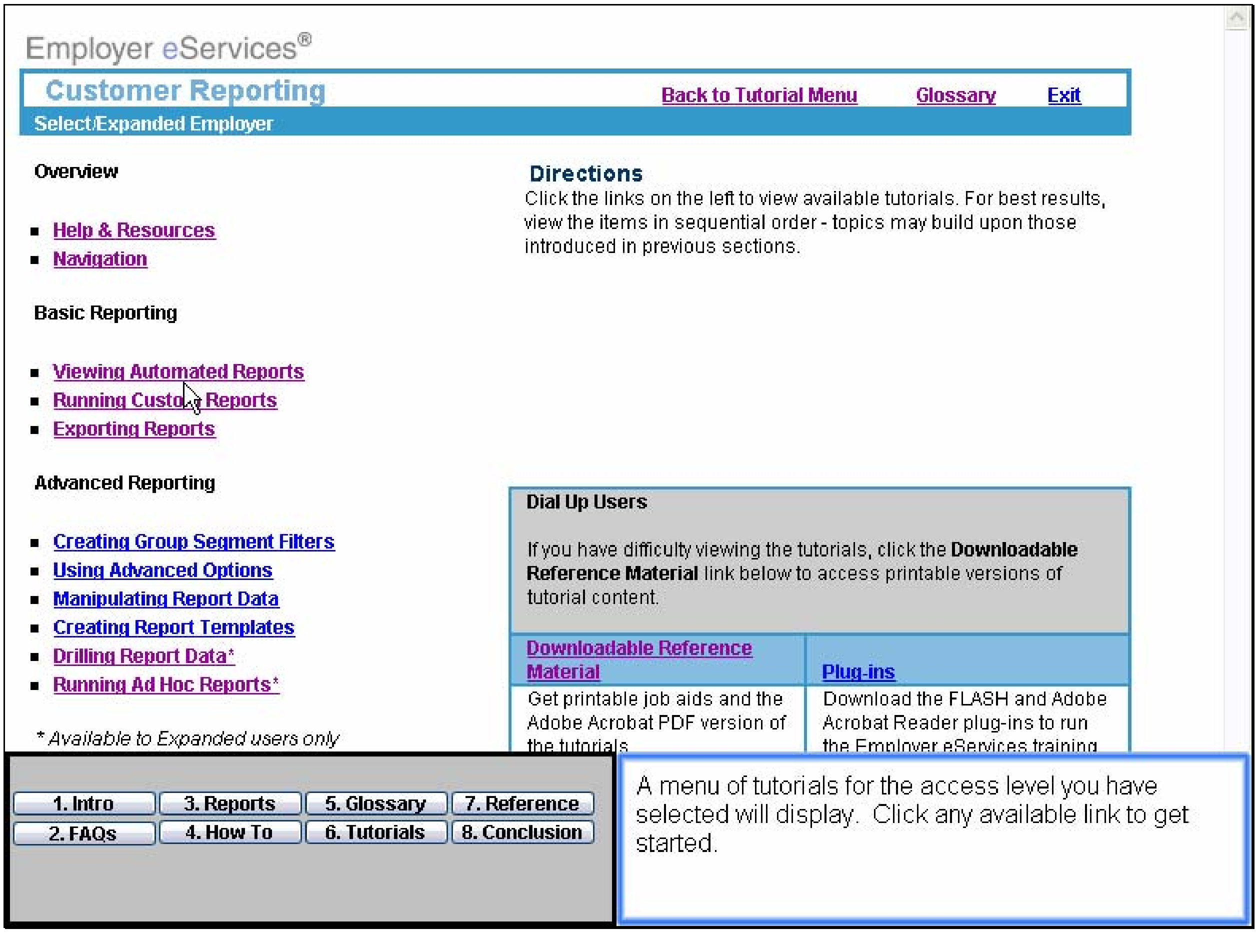
The Tutorials section offers a number of easy to use audio-visual presentations on common reporting tasks.

041



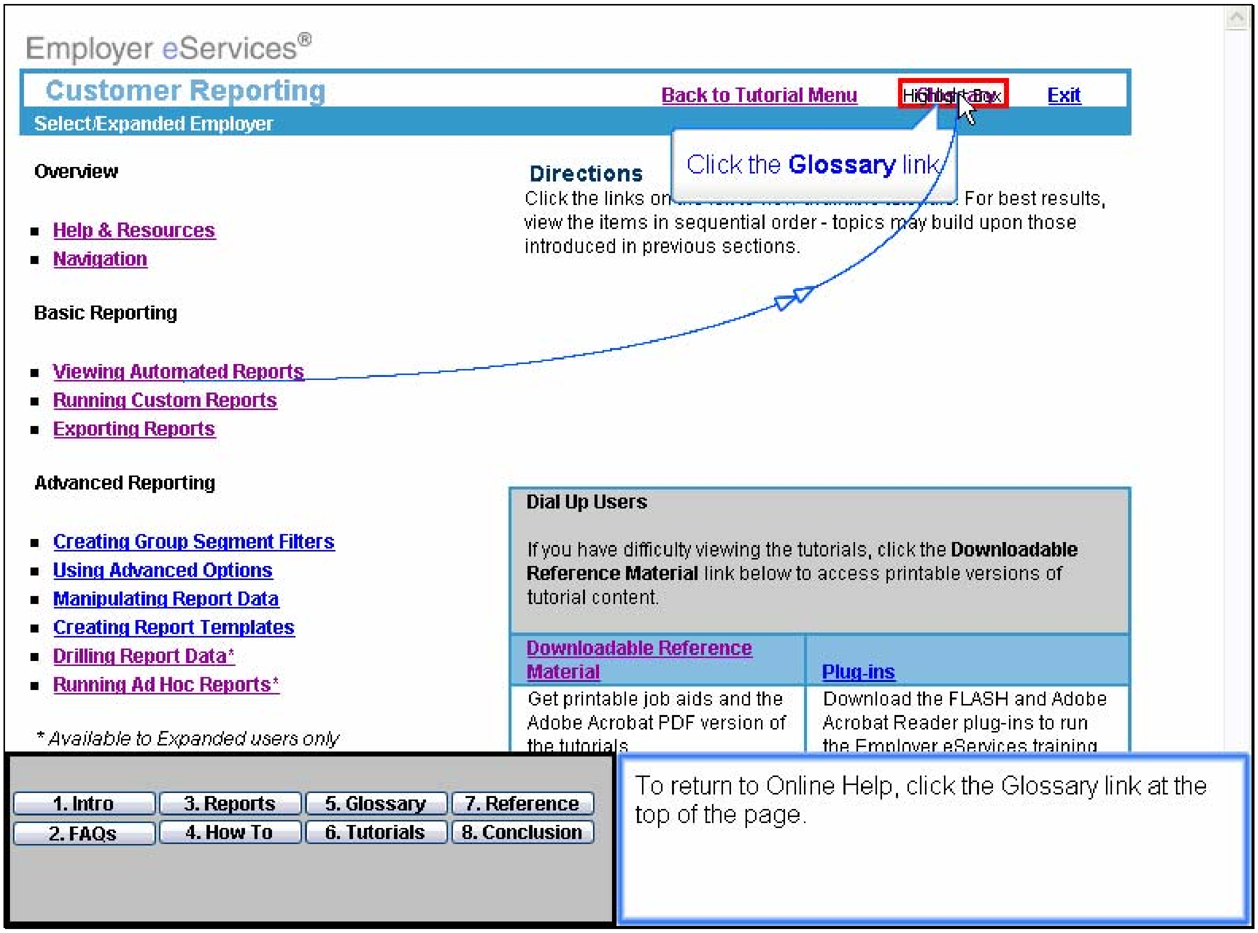
In order to view the correct tutorials for your access level, you'll first need to select your user profile.

042



A menu of tutorials for the access level you have selected will display. Click any available link to get started.

043

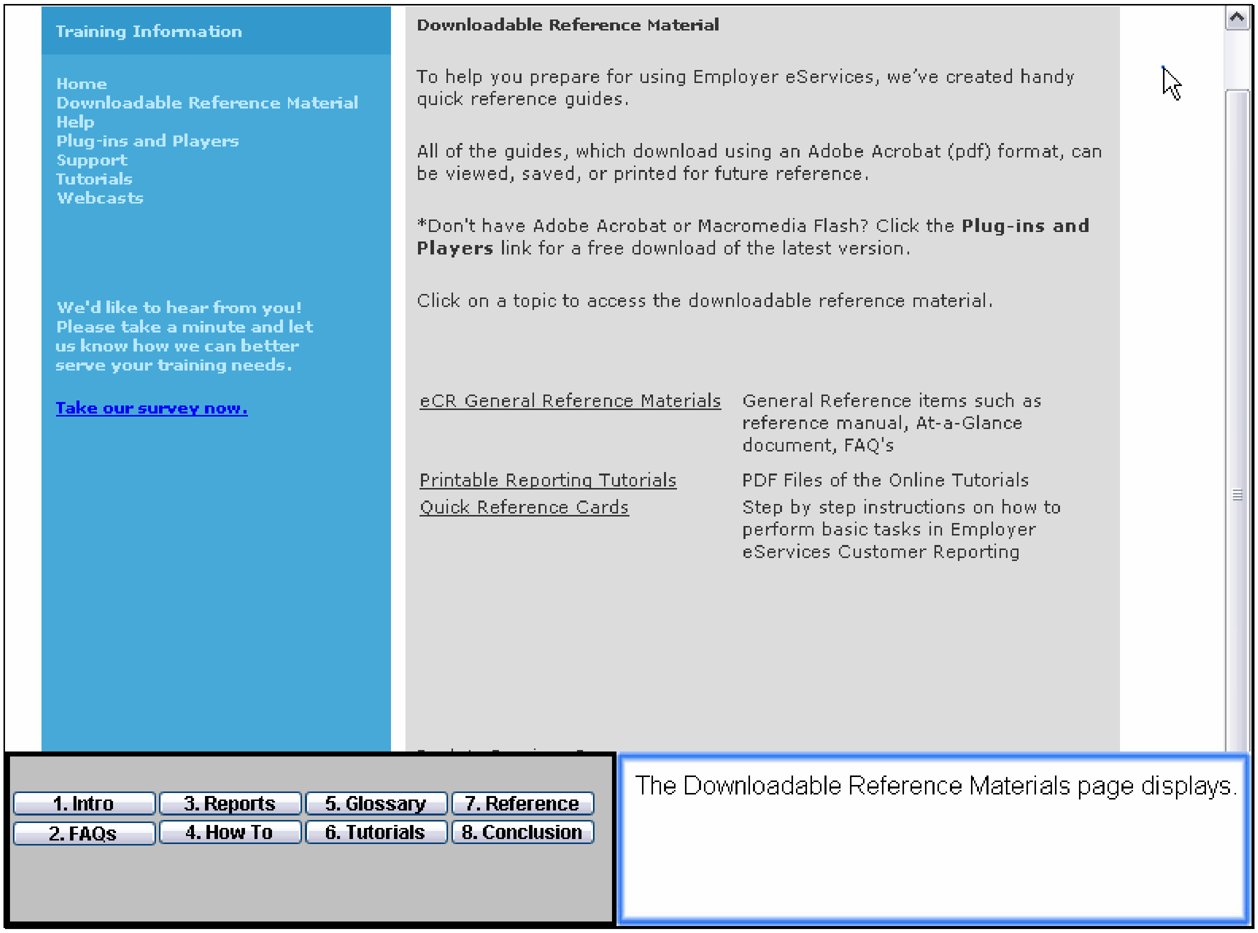


To return to Online Help, click the Glossary link at the top of the page.

044

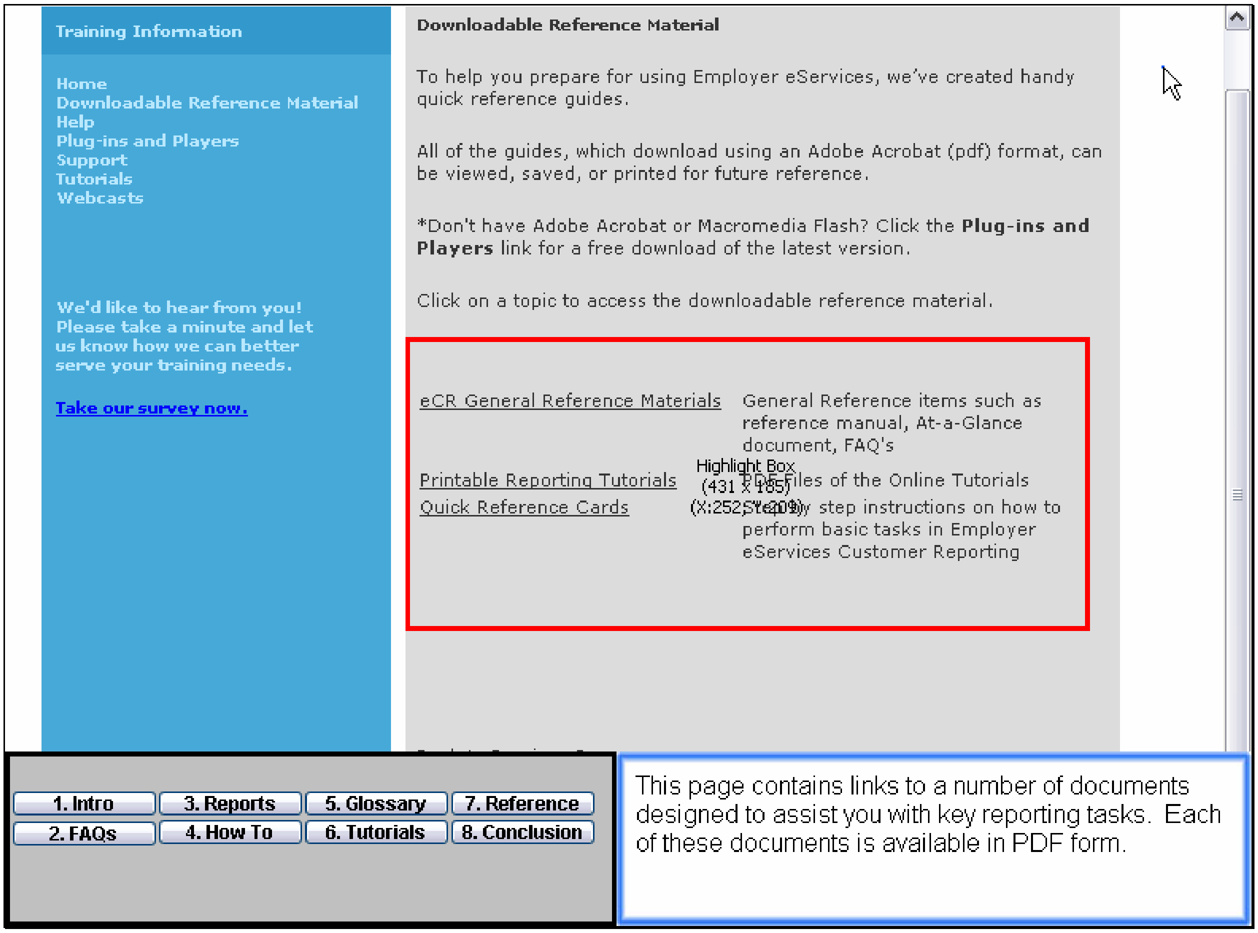
To access the last of the Help & Training resources, click the Reference tab.

045



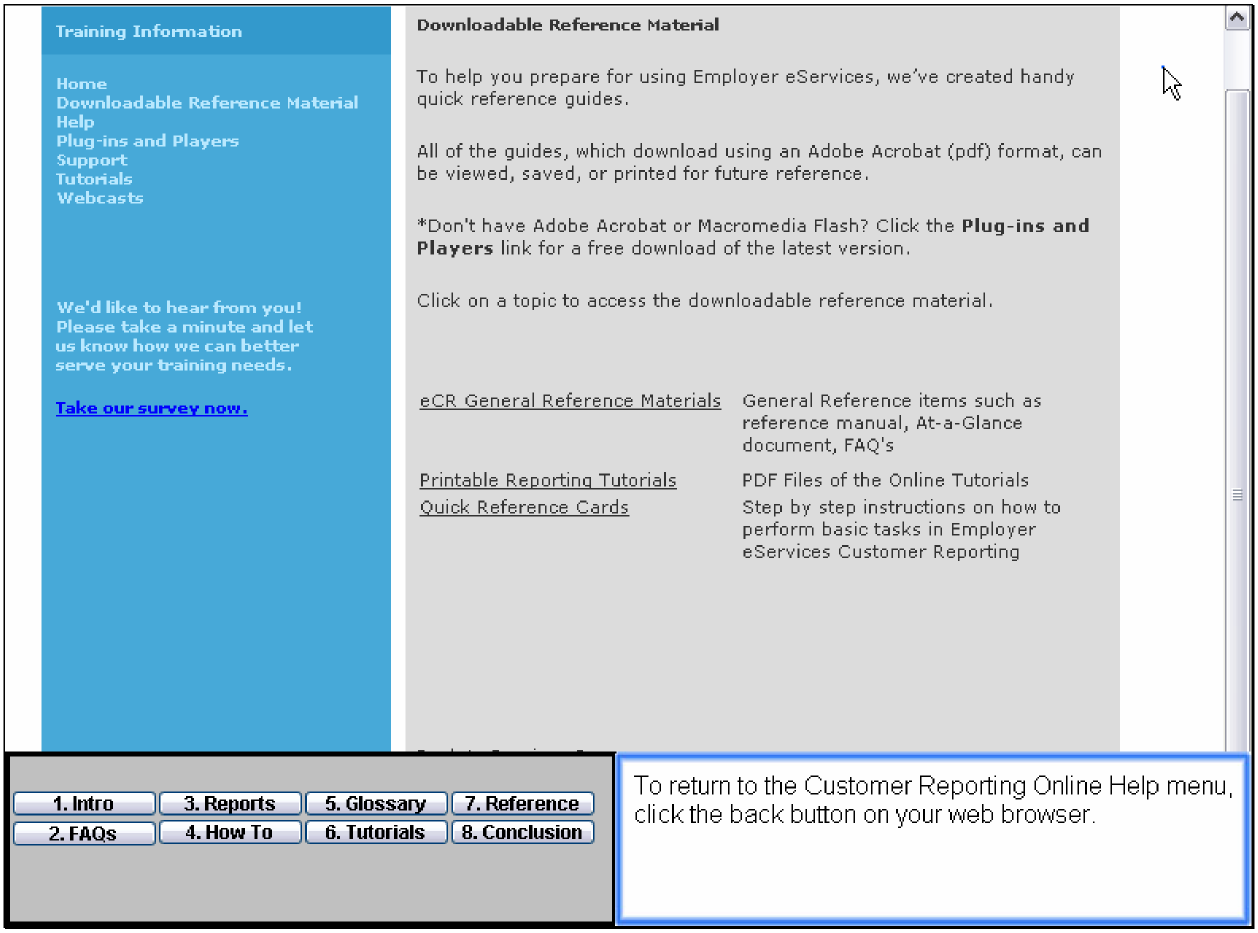
The Downloadable Reference Materials page displays.

046



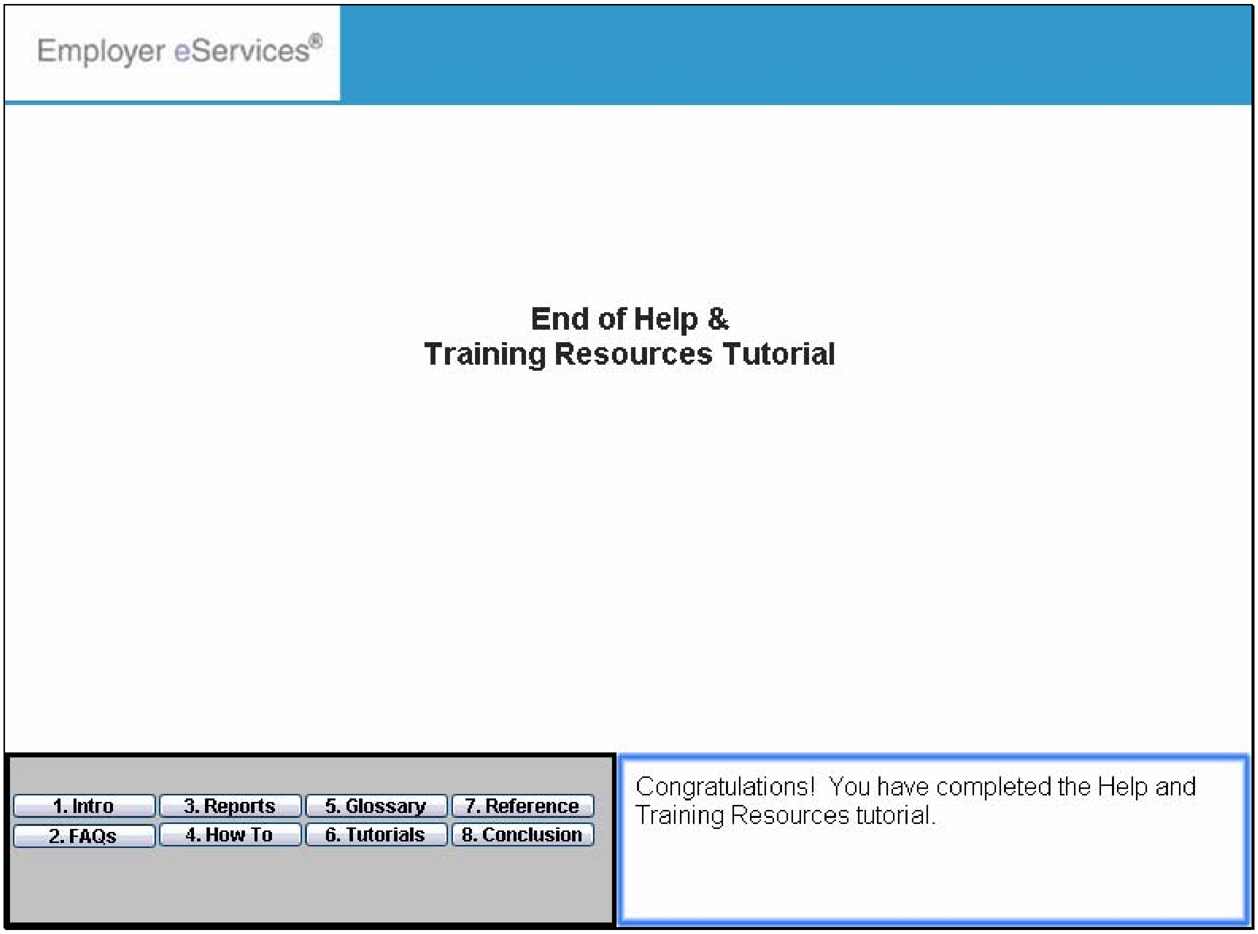
This page contains links to a number of documents designed to assist you with key reporting tasks. Each of these documents is available in PDF form.

047



To return to the Customer Reporting Online Help menu, click the back button on your web browser.

048



Congratulations! You have completed the Help and Training Resources tutorial.