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Employer eServices®

Welcome to the
Requesting an ID Card
Tutorial

Audience: Employers

Module Length: 5 minutes

Last Updated: 9/19/2006

Welcome to the Requesting an ID Card tutorial. In this tutorial, you'll learn how to request a new ID Card to replace a lost or stolen ID card.

Text Captions

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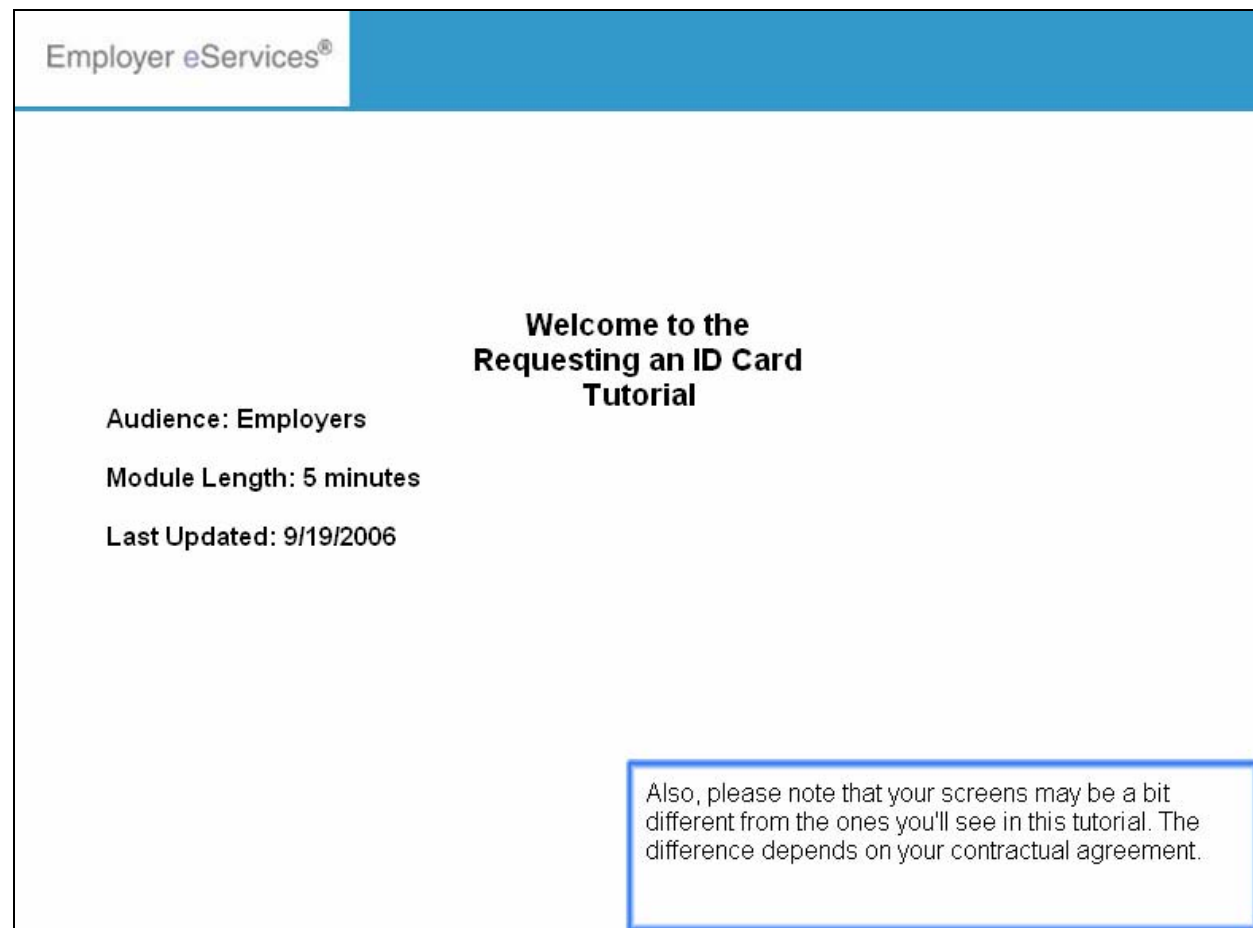As you proceed, you may use the controls at the bottom of this window to rewind, pause, or skip ahead during playback.

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A Try It practice section is not available with this tutorial.

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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.

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

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To request an ID Card, all you need to do is identify the group, the employee, and the enrollee. Keep in mind that an enrollee may be the employee or a dependent. To begin, click the ID Cards menu item.

<div align="center">Select the **ID Cards** menu link</div>

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This is the first page of making an ID card request. However, If your company has 20 or more groups, and if no groups were previously selected, you will first be taken to the Group Select page.

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Start by verifying the group. Depending on where you were last in the Employer eServices site, this information may display automatically. Click the Select Group drop-down menu to select a group.

Click the **Select Group** drop-down menu

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The Select Group drop-down box appears. This box displays the list of groups currently available.

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For this example, we will select the Geneva Pharmaceuticals group.

Select the appropriate group

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After selecting the group, you must identify the employee. There are two ways to search for an employee, By Employee ID or By Last Name. The default search method is By Employee ID.

Search **By Employee ID** or **By Last Name**

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In this example, we will demostrate an Employee ID search. If you know the employee's Employee ID number, enter it in the field. In this example we will use 555555555.

Enter the **Employee ID**

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In this example, we will demostrate an Employee ID search. If you know the employee's Employee ID number, enter it in the field. In this example we will use 555555555.

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Click the Search button.

Click the **Search** button

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The results that match the search criteria will appear in the Select Enrollee drop-down box. Click the drop-down menu to view all available results.

Click the **Select Enrollee** drop-down menu

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In this example, our only choice is Jan Smith.

Select an available **Enrollee**

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When the Select Enrollee screen is complete, click the Continue button.

Click the **Continue** button

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This is the screen for requesting an ID card. Notice that the enrollee's name, group, and insured ID appear.

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If you need further explanation on requesting an ID card, a Help link is provided.

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By clicking the Help link, a new window appears with a menu of supporting resources for the entire site. Close the window when finished.

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Click the ID Card button to actually make the request.

Click the **Request ID Card** button

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A confirmation screen appears to verify that your ID Card was successfully requested.

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To review, first select a group from the Select Group drop-down box. Second, do an Employee Search by either Employee ID, or by Last Name. Third, click the Search button.

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Summary

1. Select a group from the Select Group drop-down box.

2. Perform an Employee Search by either Employee ID, or by Last Name.

3. Click the Search button.

4. Select the enrollee from the Select Enrollee drop-down box.

5. Click Continue.

6. Click the Request ID Card button.

Fourth, Select the enrollee. Next, click Continue. And, finally, click the Request ID Card button.

Text Captions

Fourth, Select the enrollee. Next, click Continue. And, finally, click the Request ID Card button.

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Congratulations! You've completed the Requesting an ID Card tutorial. In this tutorial, you learned how to request an ID card using Employer eServices.

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Please take a moment to provide feedback on this tutorial.