

Slide 1 - Slide 1

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

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.

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Employer eServices®

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Requesting an ID Card
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Audience: Employers

Module Length: 5 minutes

Last Updated: 9/19/2006

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

Text Captions

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

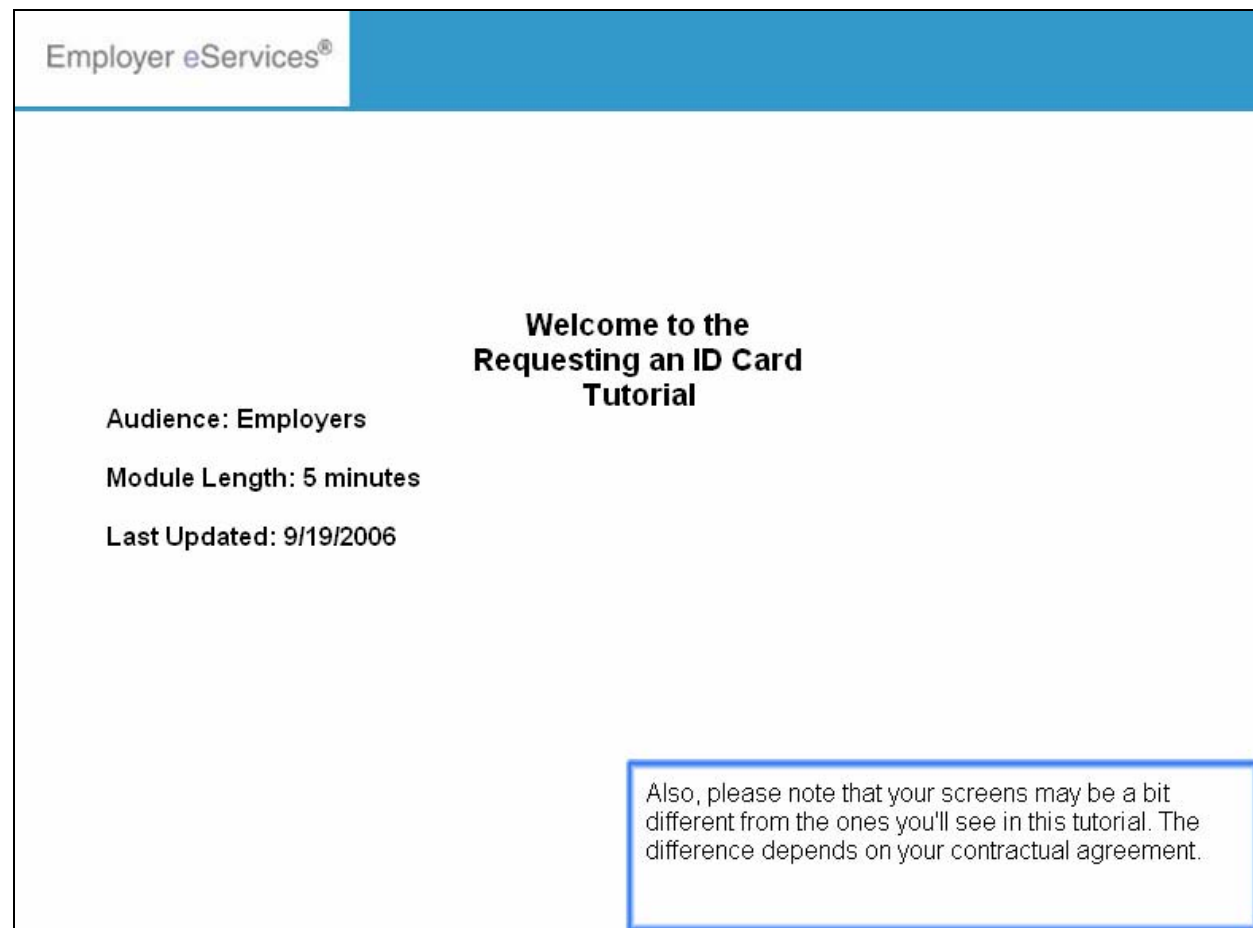
Slide 3 - Slide 3

The slide content area features a blue header bar with the 'Employer eServices®' logo on the left. The main content is centered and includes the title 'Welcome to the Requesting an ID Card Tutorial', followed by 'Audience: Employers', 'Module Length: 5 minutes', and 'Last Updated: 9/19/2006'. A blue-bordered box in the bottom right corner contains the text: 'A Try It practice section is not available with this tutorial.'

Text Captions

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

Slide 4 - Slide 4

A slide with a blue header bar containing the text "Employer eServices®". The main content area is white and contains the following text: "Welcome to the Requesting an ID Card Tutorial", "Audience: Employers", "Module Length: 5 minutes", and "Last Updated: 9/19/2006". A blue-bordered box in the bottom right corner contains the text: "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."/>

Employer eServices®

**Welcome to the
Requesting an ID Card
Tutorial**

Audience: Employers

Module Length: 5 minutes

Last Updated: 9/19/2006

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.

Text Captions

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.

Slide 5 - Slide 5

Employer eServices®

**Welcome to the
Requesting an ID Card
Tutorial**

Audience: Employers

Module Length: 5 minutes

Last Updated: 9/19/2006

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

Text Captions

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

Slide 6 - Slide 6

The screenshot shows the Employer eServices website. The navigation bar includes links for Enrollment, ID Cards, Billing, Reports, Banking, ManageAccess, Help, Training, and Tutorials. The 'ID Cards' link is highlighted with a red box and a blue arrow. A callout box points to it with the text 'Select the ID Cards menu link'. The main content area includes a welcome message for 'UAT KA', a 'Hot Topics!' section with several links, and three columns of resource links: Resources, Network Information, and Programs & Services. A text box at the bottom right of the screenshot contains the following text: '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.'

Text Captions

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.

Select the **ID Cards** menu link

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Employer eServices®

Enrollment **ID Cards** Billing Reports Banking ManageAccess Help Training Tutorials

Log Out

Select Group from list, enter Employee Search criteria and select Search.

Select Group (Select Group)

Employee Search By Employee ID (SSN or Alternate ID)

By Last Name First Initial Search

Select Enrollee

Help Continue

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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.

Text Captions

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.

Slide 8 - Slide 8

The screenshot shows the 'Employer eServices' website interface. At the top, there is a navigation bar with links for 'Enrollment', 'ID Cards', 'Billing', 'Reports', 'Banking', and 'ManageAccess'. On the right side of the navigation bar are links for 'Help', 'Training', and 'Tutorials', along with a 'Log Out' button. The main content area is titled 'Select Group from list, enter Employee Search criteria and select Search.' It contains a 'Select Group' dropdown menu with '(Select Group)' as the current selection. Below this are two radio button options for 'Employee Search': 'By Employee ID' and 'By Last Name', each followed by a text input field. There is also a 'Select Enrollee' dropdown menu. A 'Search' button is located to the right of the search criteria fields. At the bottom of the main content area are 'Help' and 'Continue' buttons. A blue callout box with a red border points to the 'Select Group' dropdown menu, containing the text 'Click the **Select Group** drop-down menu'. Another blue callout box with a blue border is located at the bottom right of the page, containing the text '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.' At the bottom of the page, there is a footer with legal disclaimers and copyright information.

Text Captions

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

Slide 9 - Slide 9

The screenshot shows the Employer eServices web application interface. At the top, there is a navigation bar with tabs for Enrollment, ID Cards (highlighted), Billing, Reports, Banking, and ManageAccess. On the right side of the navigation bar, there are links for Help, Training, and Tutorials, and a Log Out button. Below the navigation bar, the main content area is titled "Select Group from list, enter Employee Search criteria and select Search." It contains a "Select Group" dropdown menu with a list of groups: "(Select Group)", "GENEVA PHARMACEUTICALS, INC. 0700051", "LYNN'S BAKERY, INC. 0402836", and "ZOMBA RECORDING CORP. 0701699". To the right of the dropdown menu is an "Alternate ID" field. Below the dropdown menu is a "Select Enrollee" dropdown menu. At the bottom of the main content area, there are "Help" and "Continue" buttons. Below the main content area, there is a footer with links for "Internet Service Agreement" and "Contact Us", a privacy notice, and copyright information. A text caption box is overlaid on the bottom right of the screenshot, containing the text: "The Select Group drop-down box appears. This box displays the list of groups currently available."

Text Captions

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

Slide 10 - Slide 10

The screenshot shows the 'Employer eServices' interface. The top navigation bar includes 'Enrollment', 'ID Cards', 'Billing', 'Reports', 'Banking', 'ManageAccess', 'Help', 'Training', and 'Tutorials'. A 'Log Out' button is in the top right. The main content area is titled 'Select Group from list, enter Employee Search criteria and select Search.' It features a 'Select Group' dropdown menu with a list of options: '(Select Group)', 'GENEVA PHARMACEUTICALS, INC. 0700051', 'LYNN'S BAKERY, INC. 0702836', and 'ZOMBA RECORDING'. A mouse cursor is pointing at the Geneva Pharmaceuticals option. A blue callout box with the text 'Select the appropriate group' points to this option. Below the dropdown are fields for 'Employee Search' (with a radio button for 'By Last Name'), 'Alternate ID', and a 'Search' button. There are also 'Help' and 'Continue' buttons. At the bottom of the page, there is a footer with legal notices and a blue callout box that reads: 'For this example, we will select the Geneva Pharmaceuticals group.'

Text Captions

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

Select the appropriate group

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Text Captions

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

Slide 12 - Slide 12

Text Captions

In this example, we will demonstrate 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

Slide 13 - Slide 13

Text Captions

In this example, we will demonstrate 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.

Slide 14 - Slide 14

The screenshot shows the 'Employer eServices' interface. At the top, there is a navigation bar with 'Enrollment', 'ID Cards', 'Billing', 'Reports', 'Banking', and 'ManageAccess'. On the right side of the navigation bar are 'Help', 'Training', and 'Tutorials', along with a 'Log Out' button. The main content area is titled 'Select Group from list, enter Employee Search criteria and select Search.' It contains a 'Select Group' dropdown menu set to 'GENEVA PHARMACEUTICALS, INC. 0700051'. Below this are two search options: 'By Employee ID' (selected) with a text input field containing '555555555' and '(SSN or Alternate ID)', and 'By Last Name' with a text input field and a 'First Initial' dropdown menu. A 'Search' button is highlighted with a red box. A blue callout box with an arrow pointing to the 'Search' button contains the text 'Click the Search button'. At the bottom of the main content area are 'Help' and 'Continue' buttons. Below the main content area, there is a footer with legal notices and links to 'Internet Service Agreement' and 'Contact Us'. A blue callout box at the bottom right of the footer contains the text 'Click the Search button.'

Text Captions

Click the Search button.

Click the **Search** button

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Text Captions

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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Employer eServices®

Enrollment **ID Cards** Billing Reports Banking ManageAccess Help Training Tutorials

Log Out

Select Group from list, enter Employee Search criteria and select Search.

Select Group GENEVA PHARMACEUTICALS, INC. 0700051

Employee Search By Employee ID 555555555 (SSN or Alternate ID)

By Last Name First Initial Search

Select Enrollee SMITH, JAN (Employee) 0055555555

SMITH, JAN (Employee) 0055555555

Help Continue

Select an available Enrollee

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In this example, our only choice is Jan Smith.

Text Captions

In this example, our only choice is Jan Smith.

Select an available Enrollee

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Text Captions

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

Click the **Continue** button

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Employer eServices®

Enrollment **ID Cards** Billing Reports Banking ManageAccess Help Training Tutorials

Log Out

Enrollee: **JAN SMITH** Group: **070012** Insured ID: **00555555555-00**

Request ID Card

To request an ID card for the selected enrollee please click the Request ID Card button below.

Help Request ID Card

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

Text Captions

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

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Employer eServices®

Enrollment **ID Cards** Billing Reports Banking ManageAccess Help Training Tutorials

Log Out

Enrollee: JAN SMITH Group: 0700051 Insured ID: 00555555555-00

Request ID Card

To request an ID card for the selected enrollee please click the Request ID Card button below.

Highlight

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

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Text Captions

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

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Employer eServices®

Help

- About Help
- Claims
- Contact Us
- Enrollment
- Group Select
- Log Out
- My Profile
- Manage Access
- Physician Directory
- ID Cards
- About (197x304)
- Button (X:519:55)
- Newborn Enrollee
- Request an ID Card**
- Shortcut Keys
- FAQ
- Login
- Adobe Acrobat
- Banking
- Billing

Request ID Card

Upon selecting the Request ID Card function the Group and Enrollee Select page will display. If you wish to perform the request for the enrollee currently in session, select the Continue button. Otherwise follow the directions below to select another enrollee:

1. Select the group the enrollee is associated with from the Group List drop down box. An enrollee is either an employee or a dependent of an employee.
2. Enter the search criteria that best represents the information you know about the employee associated with the enrollee to perform the employee search.
3. Select the **Search** button to retrieve a list of employees meeting the search criteria. All dependents associated with the employees meeting the search criteria will also be retrieved.
4. Select the enrollee you wish to request the replacement ID card for and choose Continue.
5. Select the **Request ID Card** button.

[Employee Search](#)
[Enrollee Select](#)
[Group Select](#)

[Back to Previous Page](#)

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

Text Captions

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

Slide 21 - Slide 21

Employer eServices®

Enrollment **ID Cards** Billing Reports Banking ManageAccess Help Training Tutorials

Log Out

Enrollee: JAN SMITH Group: 0700051 Insured ID: 0055555555-00

Request ID Card

To request an ID card for the selected enrollee please click the Request ID Card button below.

Help Request ID Card

Click the **Request ID Card** button

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Click the ID Card button to actually make the request.

Text Captions

Click the ID Card button to actually make the request.

Click the **Request ID Card** button

Slide 22 - Slide 22

The screenshot displays the Employer eServices web interface. At the top, the logo 'Employer eServices®' is visible. Below it is a navigation menu with tabs for 'Enrollment', 'ID Cards', 'Billing', 'Reports', 'Banking', and 'ManageAccess'. On the right side of the menu are links for 'Help', 'Training', and 'Tutorials', along with a 'Log Out' button. A grey header bar contains the following information: 'Enrollee: JAN SMITH', 'Group: 0700051', and 'Insured ID: 00555555555-00'. The main content area is titled 'Request ID Card' and features a large grey box with the text 'Id Card Successfully Requested'. A mouse cursor is positioned over this text. At the bottom of the page, there is a footer with legal notices and links to 'Internet Service Agreement' and 'Contact Us'. A blue-bordered text box is overlaid on the bottom right of the screenshot, containing the text: 'A confirmation screen appears to verify that your ID Card was successfully requested.'

Text Captions

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

Slide 23 - Slide 23

Employer eServices®

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.

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.

Text Captions

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.

Slide 24 - Slide 24

Employer eServices®

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.

Slide 25 - Slide 25

Employer eServices®

Congratulations!

**You have completed the
Requesting an ID Card
Tutorial**

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

Text Captions

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

