A screenshot of a computer

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**Offline Agency User Guide**

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# Introduction

Welcome to the GIC Offline Agency user guide. This document will help you guide members on how to navigate through the Portal. The GIC portal gives its members A picture containing bar chart

Description automatically generatedeasy access to enroll and keep track of their benefits, access to live chat agents, view and pay their bill, a plan comparison tool, and enable them to view their personal information instantly and benefits information, among other great features.

# HomepageA picture containing chart Description automatically generated

After members log into the portal, they land on the portal homepage.

1. The right-side of the header displays links for members to view their '**Benefits**' and '**My Profile**'.
2. The top of the portal homepage displays ‘**Enrollment Status**’ and ‘**My Notifications**’.
3. In the middle of the portal, the ‘**My Application(s)**’ section tracks the member’s application status.
4. The bottom of the portal contains ‘**Benefits Quicklinks**’.
5. The bottom-left corner contains an option to ‘**Chat with an expert**’ for support.

Graphical user interface, application

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1. At the bottom of the portal contains the ‘**Learn More**’ section to display welcome and other learning videos for the GIC Member Portal.

A person working on a computer

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# BenefitsTimeline Description automatically generated with low confidence

Once members are enrolled, they can review their GIC benefits. Click ‘**Benefits**’ on the top of the homepage and click ‘**My Benefits Summary**’ to navigate the ‘**My Benefits Summary**’ page.

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Select any of the GIC Benefits from the page's left-hand side to review them in greater detail.

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Click on ‘**Basic Life**’ to view the plan related information. From each plan, click on ‘**Coverage Details**’and ‘**Contact information**’subtabs on the main body of the page to view related information.

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# My ProfileTimeline Description automatically generated with low confidence

Click on ‘**My Profile**’ to view the ‘**Personal Information**’, ‘**Beneficiaries**’, ‘**Dependents**’, or ‘**Change Password**’ sections.

Click ‘**Personal Information**’ to view enrollee, contact, and employer information.

Graphical user interface, application, email

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The fields with the pencil icon  can be edited by the member.

To edit the ‘**Full Name**’, click its pencil icon :

1. The ‘**Name Change Request**’ form will open.
2. Edit fields as necessary. All fields with a red asterisk are required.
3. Click ‘**Request Change**’ to send the request for approval by GIC Staff (or)
4. Click ‘**Cancel**’ to cancel the change.

Graphical user interface, application, email

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Once a request is submitted, if members click the pencil icon  again, the change request form states, ‘**Your updates are under review**’.

Graphical user interface, application

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To update ‘**Gender**,’ click its pencil icon :

1. The ‘**Update Gender**’ form will open.
2. Update the ‘**Gender**’ field.
3. Click ‘**Update**’ to save (or)
4. Click ‘**Cancel**’ to cancel.

Graphical user interface, application, email

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Click ‘**Update Contact Information**’for a member to edit/update their ‘**Contact Information**’ section.

Graphical user interface, application

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Edit fields as necessary. All fields with a red asterisk are required. Click ‘**Update**’ to save changes, or ‘**Cancel**’ to discard any changes made.

Graphical user interface

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Click on the ‘**Beneficiaries**’ side-tab to view the member’s designated beneficiaries. Members can click ‘**View**’ for each beneficiary for more details.

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Click on the ‘**Dependents**’ side-tab to view enrolled dependents. For each enrolled dependent, members can click ‘**View**’ to see details, or members can click ‘**Edit**’ to make any changes.

Graphical user interface, table

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If members click ‘**Edit**,’ they can update the dependent information and then click ‘**Request Change**’ to submit. After clicking ‘**Request Change**,’ Dependent information goes through the GIC analyst's approval process.

**Please Note**:

* If the member is requesting a change for Gender, they have to check the box to attest to terms and conditions and enter their Full Name.
* If a Dependent change request is approved or rejected, members receive an email alert from GIC.

Graphical user interface, application

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**Please Note:** Members receive an approval/rejection email once their change request has been reviewed by a GIC analyst.

To change a member's password, click the ‘**Change Password**’ side-tab.

On the ‘**Update Password**’ page, the member enters their current password, new password, and a confirmation of their new password. Once complete, the member clicks ‘**Change Password**’ to update their password.

Graphical user interface, application

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# View and PayGraphical user interface, text, application Description automatically generated

Navigate back to the portal homepage and click ‘**View and Pay Bill**’ on the ‘**Benefits QuickLinks'** section.

We will also review the other panels in the ‘**Benefits QuickLinks**’ section later in this guide so you can become more familiar with the information each provides.

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Members can also access a drop down either from their ‘**Benefits**’ or ‘**My Profile**’ page and select ‘**View and Pay Bill**’.

**Please Note:** All the options listed in the dropdown are the same as the options provided in the ‘**Benefits QuickLinks**’, so members can access them either way.

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On the ‘**View/Pay My Bill**’ page, members can only see their current bill. Any payments made will be visible on their next bill.

Graphical user interface

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Enter the ‘**Invoice Details**’ and ‘**General Information**’, and click ‘**Save and Continue**’.

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# Benefit DecisionGraphical user interface, text, application, chat or text message Description automatically generated

Navigate back to the bottom of the portal homepage, and click ‘**GIC Benefit Decision Guide**’ in the ‘**Benefits QuickLinks'** section.

**Please Note:** As stated previously, members can also access this quicklink by using the dropdown menu from the ‘**Benefits**’ or ‘**My Profile**’ page .

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Members can click any of the panels on this page to navigate to each PDF page.

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# Support CasesGraphical user interface, application Description automatically generated

On the bottom of the portal homepage, click ‘**Support Requests**’ in the ‘**Benefits QuickLinks'** section.

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Here members can ‘**Create a New Support Request**’ and view the status of previously submitted requests under ‘**Logged Support Requests**’.

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To ‘**Create a New Support Request**’, select a category from its dropdown menu.

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Graphical user interface, application

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Enter the issue description and click ‘**Submit**’. If members have an attachment related to the issue, they can add it by clicking ‘**Submit with attachment**’.

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Once the case is submitted, it is tracked under ‘**Logged Support Requests**’ for members to view GIC staff internal comments, resolutions, and status updates.

Graphical user interface, text, application

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**Please Note:** Attachments should only relate to the issue. Members should never submit any documents specifically related to a ‘**Dependent**’ in this section. Dependent documents should only be uploaded from the application itself or when the dependent information needs to be modified. Help text added for reference.

# Health Plan/ Carrier DirectoryGraphical user interface, text, application Description automatically generated

On the bottom of the portal homepage, click ‘**Health Plan/Carrier Directory**’ in the ‘**Benefits QuickLinks'** section.

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# Plan Comparison ToolGraphical user interface, text, application, chat or text message Description automatically generated

On the bottom of the portal homepage, click ‘**Plan Comparison Tool**’ in the ‘**Benefits QuickLinks'** section.

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Select an option from the ‘**GIC Benefit Options**’ dropdown menu.

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Members can select up to 3 plans and click ‘**Compare Now**’ to compare plans side by side.

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Graphical user interface, table

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# Live agentGraphical user interface, application Description automatically generated

There is a chatbox on the bottom-left corner of the portal homepage, where members can directly speak with a live agent.

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Click ‘**CHAT WITH AN AGENT**’ to open the chat console and select a ‘**Category**’ to choose a topic. Click ‘**Start Chatting**’ to initiate a chat with the Live Agent.

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While waiting to chat, members can ‘**Cancel Chat Request**’.

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Once connected with the agent, start typing a message in the chat box and click ‘**enter**’ on the keyboard to send a live agent message.

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When live agents are offline, live chat is unavailable on the application portal. On the application portal, it is displayed as ‘**NO AGENTS AVAILABLE AT THIS TIME**.’



**Please Note**: If experts are unavailable, members can create a support request to log any issue or question.

Offline Agency Member Portal User Guide completed.