

# myETF Benefits – Employer – Validation Process

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### **General Information**

These instructions provide the steps to view, approve or decline any change request submitted by an employee. Employers will receive an email alerting them that when there are requests to be validated.

### **Special Notes**

- The individual accessing the system must obtain security clearance by submitting the Online Network for Employers Security Agreement, form ET-8928.
- The application requires your Web browser to have cookies enabled and JavaScript on.
- For additional assistance, please call: 1-888-681-3952 and 608-264-7900.

## **Step-by-Step Instructions (Text Only)**

- 1) Open the On line Network for Employers portal (a.k.a. ONE)  
(<http://etfonline.wi.gov/etf/internet/employer/one.html>)
- 2) Click on the myETF Benefits link
- 3) Select the “myETF Benefits” link.
- 4) The “ETF Web Application Logon” screen will appear.
- 5) Type your User ID.
- 6) Press the “Tab” key.
- 7) Type your password.
- 8) Click “Log In”
- 9) Type your seven-digit Employer Number.
- 10) Click the “Submit” button.
- 11) The “myEmployer Info” page will appear, displaying the contact information on file with ETF.
- 12) There are two options to access the “myMember Requests” page.
  - a) Click on the “myMembers” located in the top navigation ribbon, then click on “myMembers Requests”
  - b) Click on the “myMembers Requests” button at the bottom of the “myEmployer Info” page.
    - i) The “myMembers Requests” page will appear and display all pending changes.
    - ii) To filter the requests to a specific list, there are two filter categories available.
      - (1) Request status – change to view approvals, denials, and pending requests.
        - (a) PENDING – Changes submitted by employees that are In queue for employer validation.
        - (b) APPROVED – Changes that have completed the validation cycle. This is a record of what has been applied and updated in both the ETF Health Insurance Data Base and the Health Insurance/Pharmacy plans.
        - (c) APPROVED – NOT APPLIED – Changes that have been keyed today by the employer or ETF that will be applied during the evening batch update process.
        - (d) APPROVED – PROCESSING ERROR – Changes that have not been applied due to a technical error during the overnight batch update process at ETF. This transmission will be corrected by ETF and no action is needed by the employer, unless advised differently by ETF.
        - (e) CANCELLED – Changes that were sent to be approved by the member, but were cancelled by the member prior to employer validation.
        - (f) DENIED – Changes submitted by the employee, but denied by the employer or ETF.
        - (g) WAITING FOR ETF APPROVAL – Changes that have been validated by the employer, but are in queue at ETF waiting for additional documentation.

(2) Benefit program – change to view all, health, or myinfo requests.

(a) ALL – Shows all requests.

(b) HEALTH – Shows health insurance coverage changes such as changing coverage level, adding/removing dependents, etc.

(c) MYINFO – Shows demographic changes such as address, phone number, etc.

c) Click the “select” button to the left of a request to see the details of the change.

i) The “myMember Request Detail” screen will appear.

d) Click either the “Approve” or “Deny” button.

i) NOTE: Some requests will require you to enter an event date prior to approving the request.

ii) The “myMembers Requests” page will appear showing the remaining pending requests.

e) Continue to select each request, and approve or deny until finished.

13) Click the “Log Off” tab to exit myETF Benefits.

## Step-by-Step Instructions with Visuals

The screenshot shows the 'myETF Benefits Admin' interface. At the top left is the 'etf' logo. The page title is 'myETF Benefits Admin' with a sub-header 'Employer Info'. A navigation bar contains tabs: 'EmployerInfo', 'myMembers', 'Health', 'Life', 'Disability', 'WRS', 'Other Benefits', 'Help', and 'Log Off'. Below this, there are two tabs: 'myMembers' and 'myMembers Requests', with the latter circled in red. A callout box with the text 'Click either button to view pending requests.' has two arrows: one pointing to the 'myMembers Requests' tab and another pointing to a 'myMembers Requests' button located at the bottom right of the page, also circled in red. The main content area displays employer information for 'EMPLOYEE TRUST FUNDS, DEPT OF' with an Employer Number of '0001-000'. It lists contact details for Agent, Insurance, and Retirement contacts, all named 'PERRY WHITE' with telephone '(608) 273 - 6687'. Address information is provided as '801 W BADGER RD, PO BOX 7931, MADISON, WI 53707-7931'.

The screenshot shows the 'myETF Benefits Admin' interface for 'myMembers Requests'. The page title is 'myETF Benefits Admin' with a sub-header 'myMembers Requests'. The navigation bar is the same as in the previous screenshot. Below the navigation bar, there are two tabs: 'myMembers' and 'myMembers Requests', with the latter circled in red. A callout box with the text 'If needed, filter requests.' has two arrows pointing to the 'Request Status' and 'Benefit Program' dropdown menus. The 'Request Status' is set to 'PENDING' and 'Benefit Program' is set to 'ALL'. Below the filters is a table with the following data:

Member ID	Member	Request Date	Benefit Program	Request	Reason for Request	Employer Contact	Employer Action Date
<a href="#">Select</a>	10000002	KENT,CLARK	07/21/2010	HEALTH	UPDATE PERSONAL DATA	MEMBER HEALTH PERSONAL DATA CHANGE	

Click here to view the details of the request.



- EmployerInfo
- myMembers
- Health
- Life
- Disability
- WRS
- Other Benefits
- Help
- Log Off

Employer Number: 0001000

Employer Name: EMPLOYEE TRUST FUNDS, DEPT OF

Member ID: 10024882  
Benefit Program: HEALTH  
Request Status: PENDING

Member: CLARK KENT  
Request: UPDATE PERSONAL DATA  
Reason for Request: MEMBER HEALTH PERSONAL DATA CHANGE

Request Date: 07/21/2010  
Event Date: 07/21/2010  
Effective On: 01/01/2004

Person	Relationship	What Changed	Old Value	New Value
CLARK KENT	SPOUSE	BIRTH DATE	03/26/1975	10/04/1975
CLARK KENT	SPOUSE	MARITAL STATUS	SINGLE	MARRIED
CLARK KENT	SPOUSE	MARITAL STATUS DATE		01/02/2000

Click here to either approve or deny the request.

[Approve](#)

[Deny](#)

[Return to myMembersRequests](#)