

My UT Benefits Troubleshooting

You may receive calls to your offices when employees/retirees attempt to log into the enhanced My UT Benefits system. We would like to share a quick reference tool based on the most asked questions/concerns we tracked so far:

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| • I CAN'T LOG INTO MY UT BENEFITS; I NEED HELP ACCESSING MY UT BENEFITS. |
| • IT [MY UTB] DOESN'T LET ME CHOOSE MY UT INSTITUTION. |
| • I NEED HELP MAKING MY ELECTIONS ONLINE. |
| • I KEEP GETTING AN ERROR MESSAGE ABOUT SSO; SINGLE SIGN ON INTO MY UT BENEFITS ISN'T WORKING |
| • IT DOESN'T RECOGNIZE MY CREDENTIALS. |
| • THE SYSTEM LOGS ME OUT TOO QUICKLY. |

PERSONAL ASSISTANCE

The primary resource for technical issues, assistance with log in access and site navigation is the My UT Benefits Support team.

My UT Benefits Support

(844) 870-0044

Available M-F,

8 AM - 5 PM CT

My UT Benefits Support is a separate team dedicated specifically to help with My UT Benefits. This is apart from your own institution Benefitfocus customer support team with which you meet regularly.

My UT Benefits Support is available for assistance with the My UT Benefits platform only. The Support team will refer all questions regarding eligibility, plan benefits, etc. to the caller's home UT institution Benefits office.

WEB BROWSER ISSUES

There are some issues that occur when a person is using a web browser other than Chrome. Logging in with Chrome works best for My UT Benefits.

TECHNICAL ISSUES

Benefitfocus will log you out after 15 minutes of inactivity and there is no way to adjust that.

Some technical issues concerning credentials, SSO errors, etc., require more assistance than the My UT Benefits Support team can provide. In these situations, **please submit a case to Benefitfocus for help.**