

# Welcome to the Benefits Support Center

[www.BenefitsSupportCenter.com](http://www.BenefitsSupportCenter.com)

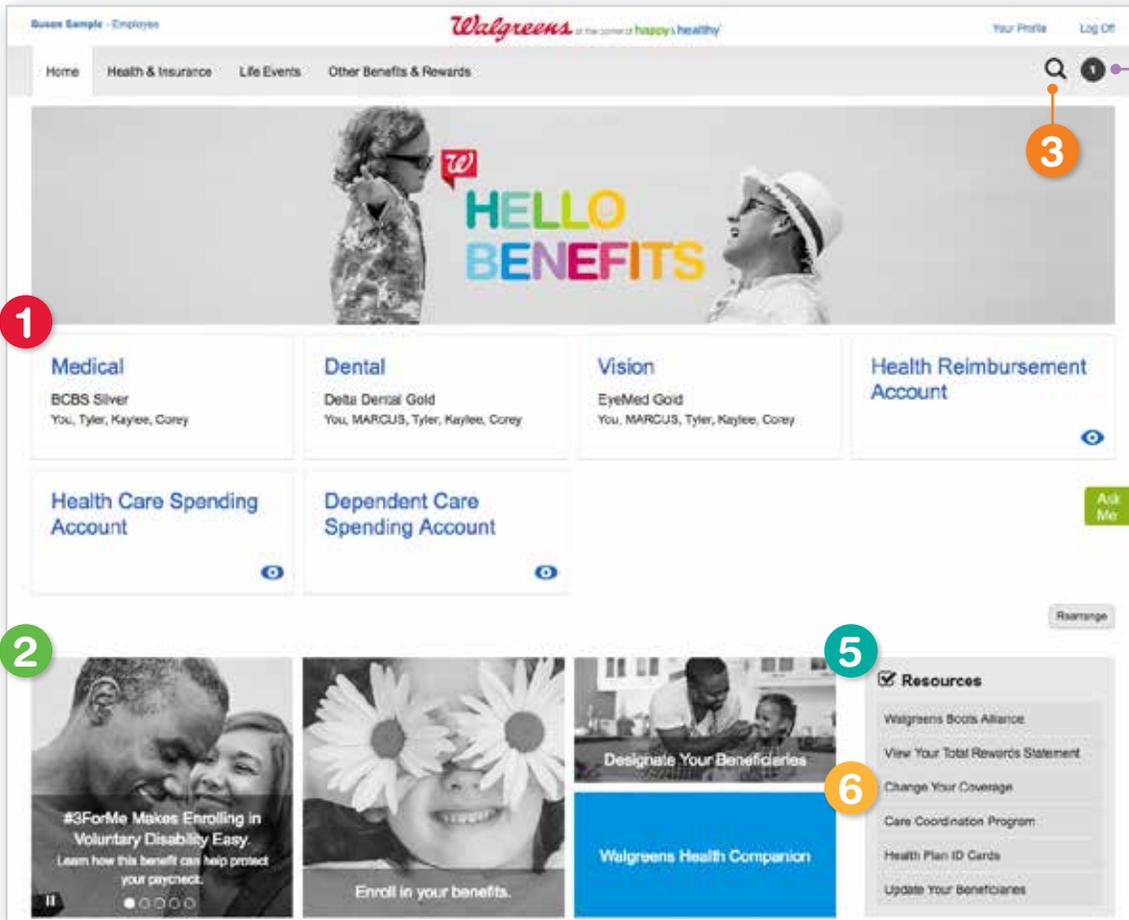
The Benefits Support Center is your 24/7 online resource for all things benefits. You'll find your **Total Rewards Statement**—a personalized snapshot of your total pay and benefits—plus tools and resources that can help you find an in-network doctor, save money when you need healthcare, enhance your well-being, and more.

Need to update your coverage because you're getting married or having a baby? The Benefits Support Center can help with that too! And it's easy to use! Check out the website tour on the next page.



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## HERE'S A TOUR OF THE SITE AND TIPS FOR CUSTOMIZING YOUR EXPERIENCE



**1 YOUR INFO. YOUR WAY.** Use the personalized tiles under the Hello Benefits banner to get the information that matters most. Want to reorder the tiles? Hit the **Rearrange** button and then move the tiles based on what's important to you.

**2 HIGHLIGHTS FOR YOU** To make it even more personal, these highlight tiles link you to timely activities, tools, and guidance based on your personal information, program eligibility, and elections.

**3 FIND IT NOW!** Type key words or a specific plan document to find things fast. The search tool even provides suggestions as you type, so you're just a letter or two away from finding what you need.

**4 MESSAGE REMINDERS** If you need to take certain actions, like update your coverage during Open Enrollment or choose a beneficiary, a pop-up box will appear when you visit the site to tell you what to do. A reminder will continue to appear until you take action.

**5 QUICK LINKS** This menu links you to the site's most commonly used features (determined by site analytics), including your online **Total Rewards Statement**, care coordination, and more!

**6 CHANGE YOUR COVERAGE** It's easy! Click the **Change Your Coverage** link on the Resources menu to get started.

### CONNECT ON THE GO

The Benefits Support Center website automatically knows what device you're using and automatically adjusts to fit your screen. This means you can access your info and request transactions anytime, anyplace.

**Can't find what you need online?** Call the Benefits Support Center at **1.855.564.6153**. Representatives are available from 8 a.m. to 5 p.m. Central time, Monday through Friday.

## OTHER KEY FEATURES

- **Looking for a personalized picture of your total pay and benefits?** Visit the *Your Total Rewards* page and click the **These are Your Total Rewards** tile to get the full scoop.
- **Need Summary Plan Descriptions (SPDs), Summaries of Benefits and Coverage (SBCs), or other plan notices?** Whether you just need a glance or want to print a copy, find important documents by using the search feature or clicking on various highlight tiles.
- **Having trouble navigating the Benefits Support Center website?** Click the green **Ask me** icon to the right of the top banner to access the Interactive Virtual Assistant. It provides answers to common questions about the website. Designed to supplement the site's search feature, it's available 24/7, 365 days a year!
- **Want a faster way to access Your Spending Account™ (YSA)?** Click on the **Reimbursement Accounts** tab to get to the YSA home page. You can also get to YSA by clicking on the data tiles for your YSA accounts (Health Reimbursement Account, Healthcare Flexible Spending Account, and/or Dependent Care Flexible Spending Account).

## HOW DO I LOG ON?

You have several ways to connect to the site:

- Click the **Your Total Rewards** link from myHR. No additional sign-on is required!
- Click on the **Benefits Support Center** link from WalNet or StoreNet.
- Go to the Benefits Support Center at **www.BenefitsSupportCenter.com** to log on.

**Never logged on before?** Follow the prompts to set up your user ID and password.

**Returning visitor?** Enter your current user ID and password.

**Has it been a while?** Click **Forgot Password** for help accessing your account.

## WHILE YOU'RE AT IT...

As you browse through the Benefits Support Center website, take a minute to make sure your information is in order:

- **Don't miss out!** Make sure you're all set to receive important Open Enrollment info by confirming your home mailing address and email address. Click **Your Profile**, then **Personal Information** to confirm that your personal information is correct.
- **Save a tree.** Sign up for electronic delivery to get convenient email alerts about your benefits. This not only saves paper, but also lets you know as soon as you have a message in your secure mailbox. To sign up, click on **Your Profile**, then **Manage Communications**.
- **Protect your loved ones.** Don't take a chance on your life insurance payout being delayed due to a lack of proper documentation. Add or update your beneficiary information by clicking **Your Profile**, then **Beneficiaries**.

Click each tab for detailed information about the benefits and programs offered in that category.



For example, this screen shot shows the pay information you'll see when you click the **Pay and Time Off** tab. It also provides detailed information about your time away from work.

