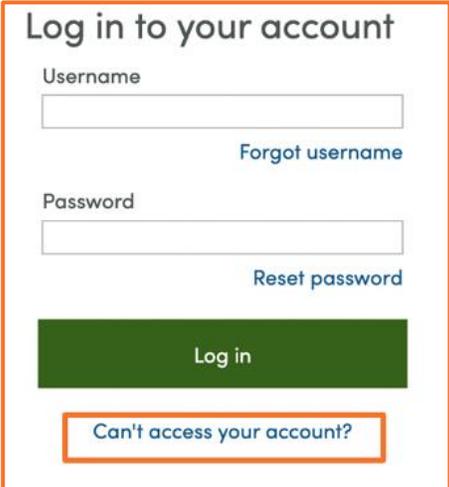
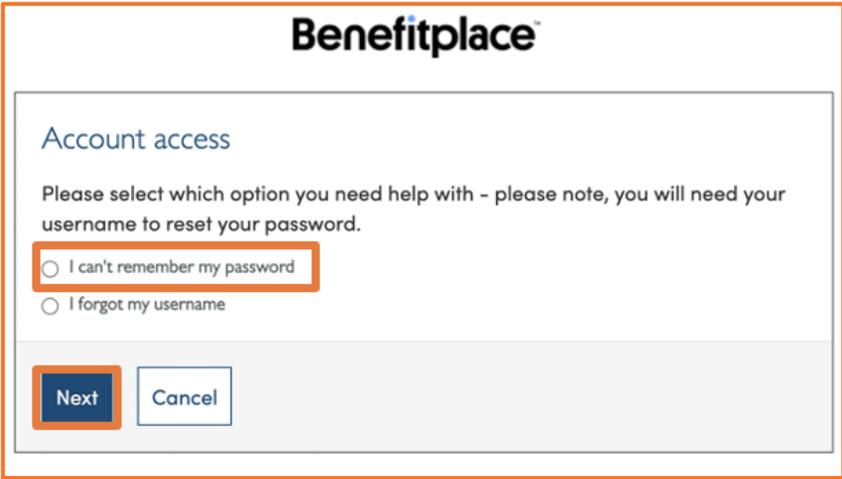




## How to Login to Benefitplace as a Retiree or Survivor

Please follow the steps outlined below to login to Benefitplace as a Retiree or Survivor.

How to login to Benefitplace for the First Time	
1	Visit <a href="https://benefitplace.houstontx.gov/">https://benefitplace.houstontx.gov/</a> .
2	<p>Click on the <b>Can't access your account</b> link.</p>  <p>The screenshot shows the 'Log in to your account' form. It includes fields for 'Username' and 'Password', with links for 'Forgot username' and 'Reset password'. A green 'Log in' button is at the bottom. The 'Can't access your account?' link is highlighted with an orange border.</p>
3	<p>Select <b>I can't remember my password</b>, then <b>Next</b>.</p>  <p>The screenshot shows the 'Benefitplace Account access' dialog. It asks the user to select an option for help: 'I can't remember my password' (highlighted with an orange box) or 'I forgot my username'. At the bottom, there are 'Next' and 'Cancel' buttons, with 'Next' also highlighted with an orange box.</p>



4

Enter your username (COHBEN + Your 8-Digit Employee ID) into the **Username** field. Check the box next to **I'm not a robot**. Select **Next** to continue.

**Note:** The Employee ID you enter must be 8 digits. **Add enough zeros in front of your Employee ID to make it 8 digits.** E.g. 00123456 or 00012345. If you cannot remember your Employee ID, contact your benefits administrator.

**Benefitplace**

Reset your password

Provide your identifying information

Username  
COHBEN00123456

Forgot your username?

Security check

I'm not a robot

reCAPTCHA  
Privacy · Terms

**Next** Cancel

5

Select the box next to which type of Benefitplace user you are.

As retirees/survivors, you will click **Employee or Independent Worker**.

Click **Next** to continue.

**Account access**

Please start by telling us which type of Benefitplace user you are.

Employee or Independent Worker

Employer or HR Administrator

Forgot your password?

**Next** Cancel



6 Answer the computer-generated questions that are displayed, then enter your five-digit ZIP code. Complete all the required fields and select **Next** to continue.

The screenshot shows a web form titled "Reset your Account". Under the heading "Verify Identity", there are four sections of questions, each with radio button options:

- \* Choose the birth year of a dependent you currently cover or previously covered on your benefits.**
  - 1999
  - 2001
  - 1998
  - None of the above or not applicable
- \* Choose your name or the name of a dependent you currently cover or previously covered on your benefits.**
  - natisha
  - test
  - elijah
  - None of the above or not applicable
- \* Choose your hire date. If none of the selections are accurate, select 'None of the above or not applicable.'**
  - january 30, 2022
  - february 9, 2022
  - january 17, 2022
  - None of the above or not applicable
- \* Enter your five-digit ZIP code**

At the bottom of the form, there are two buttons: "Cancel" on the left and "Next" on the right. The "Next" button is highlighted with an orange border.

7 The system will then prompt you to select and answer security questions. Click on the drop-down menu for each question and enter your responses. Click **Next** to continue.

The screenshot shows a web form titled "Forgot your username?". Below the title, it says "Please answer the secret question(s) below to help us verify your identity". There are three sets of "Secret Question" and "Secret Answer" fields:

- Secret Question 1 \* (dropdown menu with "--Please Select--")
- Secret Answer 1 \* (text input field)
- Secret Question 2 \* (dropdown menu with "--Please Select--")
- Secret Answer 2 \* (text input field)
- Secret Question 3 \* (dropdown menu with "--Please Select--")
- Secret Answer 3 \* (text input field)

At the bottom of the form, there are two buttons: "Next" on the left and "Cancel" on the right. The "Next" button is highlighted with an orange border.



8	<p>Enter and confirm your new password in the required fields. To continue to the next step, your password must meet the criteria outlined. Click <b>Save</b> to continue.</p> <div data-bbox="272 388 885 730"><p>Reset your password</p><p>Update your Password</p><p>Your username is: TESTT4545343</p><p>Enter and confirm your new password below.</p><p>New Password *</p><p>Confirm New Password *</p><p><b>Your password must contain:</b></p><ul style="list-style-type: none"><li>- between 8-15 characters</li><li>- at least 1 number</li><li>- at least 1 upper and 1 lower case letter</li></ul><p><b>Password cannot contain:</b></p><ul style="list-style-type: none"><li>- more than two identical characters in a row</li><li>- Username or SSN</li><li>- You cannot reuse the last 8 passwords.</li></ul><p>Save Cancel</p></div>
9	<p>On the login screen, enter your username and your new password.</p>
10	<p>You are now logged in to Benefitplace.</p> <div data-bbox="272 892 1112 1220"><p>The screenshot shows the Benefitplace dashboard. At the top left is the HONE logo. The main content area has a 'Welcome!' heading followed by a paragraph of text and a 'Get started &gt;' button. At the bottom, there is a 'Welcome, Susie' notification and a '1 TO DO ITEMS' badge.</p></div>