Allen & Shariff

KTBSonline
KELLY *Total Benefits Solution* ® Technology

Johns Hopkins FCU uses KELLY and PSA Financial to provide administrative and consulting services for your benefit plans. In addition, the KELLY Total Benefits Solution (KTBSonline) provides you an integrated technology solution and resource to access your benefits information any time throughout the year. Here are some of the advantages.

You can login to KTBSOnline at any time during the open enrollment period from 11/22-12/9. You may review your benefit elections and their costs, access summaries of each plan's benefits, find links to provider network web sites, and download claim forms.

Login Instructions

First Time KTBSonline Users

1. Go to https://www.ktbsonline.com. (We strongly recommend the most recent version of Internet Explorer or Firefox).

2. If you have used the site before and know your login information, enter your username and password and click on the "Login" button. Otherwise, click on the "**Register Now**" link located on the right-hand side of your screen.

3. When prompted, enter your Last Name, Date of Birth (MM/DD/YYYY), your social security number and the Security code located in the box. Click "**Next**".

4. Confirm your identity and click "**Next**" to continue the registration process

Returning Users Please Note:

If you already have a login for your account, you will be asked the **"Security Question"** that you created when the login was initially set up. Answer the question and Click **"Next"**. You can now update/change your username and password information and access the site.

5. You can now create your online profile by providing your email address, username and a password that only you will know. You must also choose a security questions and provide an answer to that question. This will allow you to access KTBS*Online* in the event that you forget your new password. Lastly, you must acknowledge the online user agreement and Click "**Submit**" to proceed into the site.

6. Now you begin online open enrollment. This is a three-step process beginning with confirming your demographic information. Address changes, phone numbers and email addresses can be updated on this screen.

7. Dependent information can be verified next. To view or edit the dependent information, click the Edit button next to the applicable dependent. To add a new dependent, click the "**Add Dependent**" link to add a spouse or child.

8. The next screen will be your benefit elections. This page will show all benefits offered, including any company paid options. Each plan will allow you the option to elect or change what plan you would like. A total contribution calculation per pay will be given at the bottom of the page once all benefits have been elected and/or waived.

9. Once all plans have been elected and all information has been reviewed, click "**Continue**" to further attest to the online enrollment process.

10. Click "**Complete Online Enrollment**" to finalize the process. You will now be brought back to your homepage where you can print a copy of your online enrollment elections for your records as well as download any necessary forms for coverage. If you decide you would like to make any changes, you can log back in during the open enrollment period. Please note, the last enrollment elections captured will be your benefit elections for the upcoming plan year. After open enrollment ends, you will not be allowed to make any changes for the 2020 plan year unless you have a qualifying event such as marriage, death, birth or adoption of a child, etc.

Tech Support

Call the KELLY Customer Service Call Center at 1-877-290-9580.

Representatives are standing by to assist you Monday–Friday 8:30 a.m.–5:30 p.m.