



State Health Plan HBR User Guide for One Place.365

December 4, 2019

Table of Contents

State Health Plan HBR User Guide for OnePlace.365	3
Logging in for the First Time	3
Connecting to One Place 365 through eBenefits.....	4
How to Make Requests (Creating a Case).....	5
Case Notifications	8
Reviewing Your Open Cases	9
Frequently Asked Questions.....	10
Once I receive an activation email how long do I have to take action?	10
What if I did not receive an activation email?	10

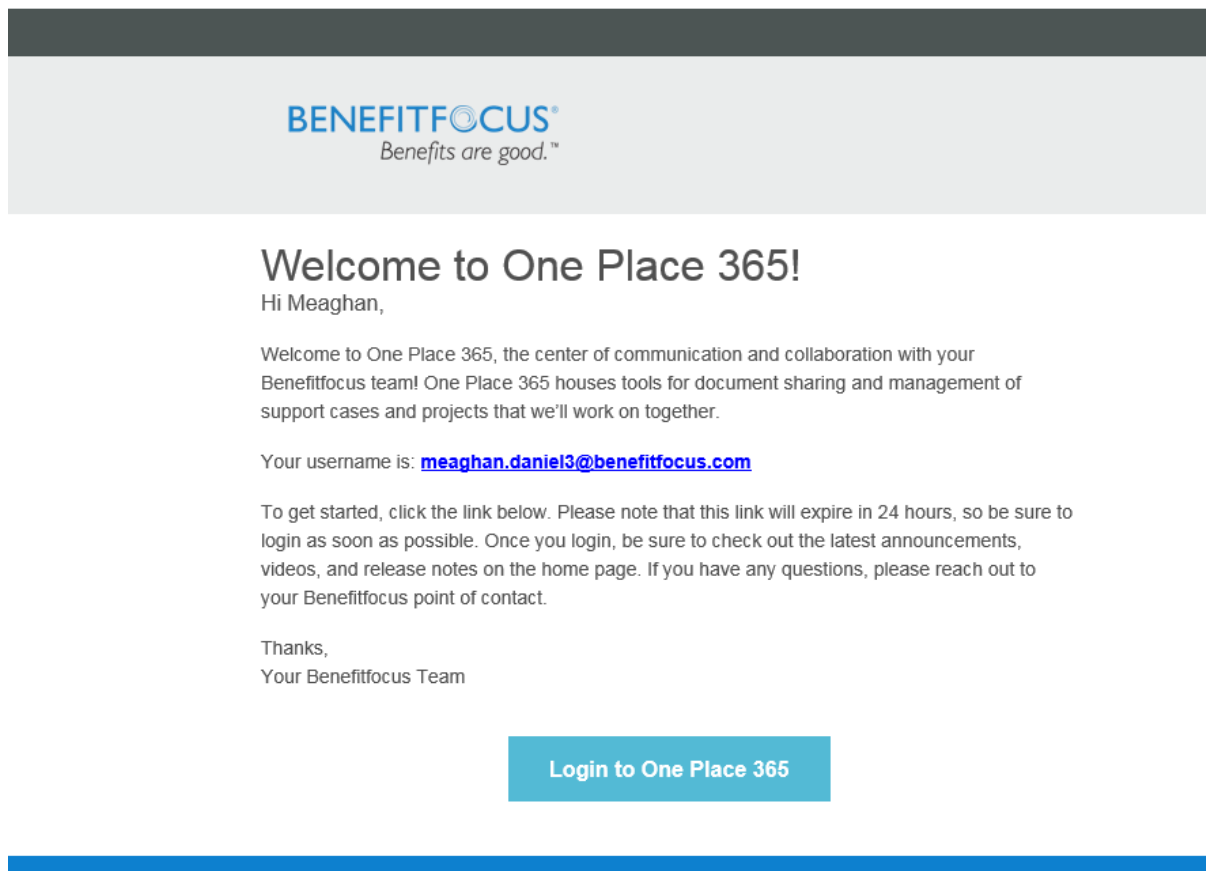
State Health Plan HBR User Guide for OnePlace.365

Benefitfocus has launched a new customer portal named “OnePlace.365”. You can now use this portal in place of sending emails to SHP Support, and you will be able to track the progress of the request at any time!

This short guide is meant to provide you with an overview of the site, answer frequent questions, and document how to get support for the new customer portal, OnePlace.365.

Logging in for the First Time

When access is enabled for OnePlace.365 a user ID is generated. You will receive an email with an activation link. The email will look like this:



When you click the “Login to One Place 365” button, you will activate your account and will be asked to select a password. Simply type your chosen password into the “New Password” field, and then confirm it in the “Verify New Password” field and save your new password

Change Password

New Password *

Verify New Password *

Change Password

Tip! Your password must contain a mix of letters and numbers and at least one special character (!@#\$%^&)*

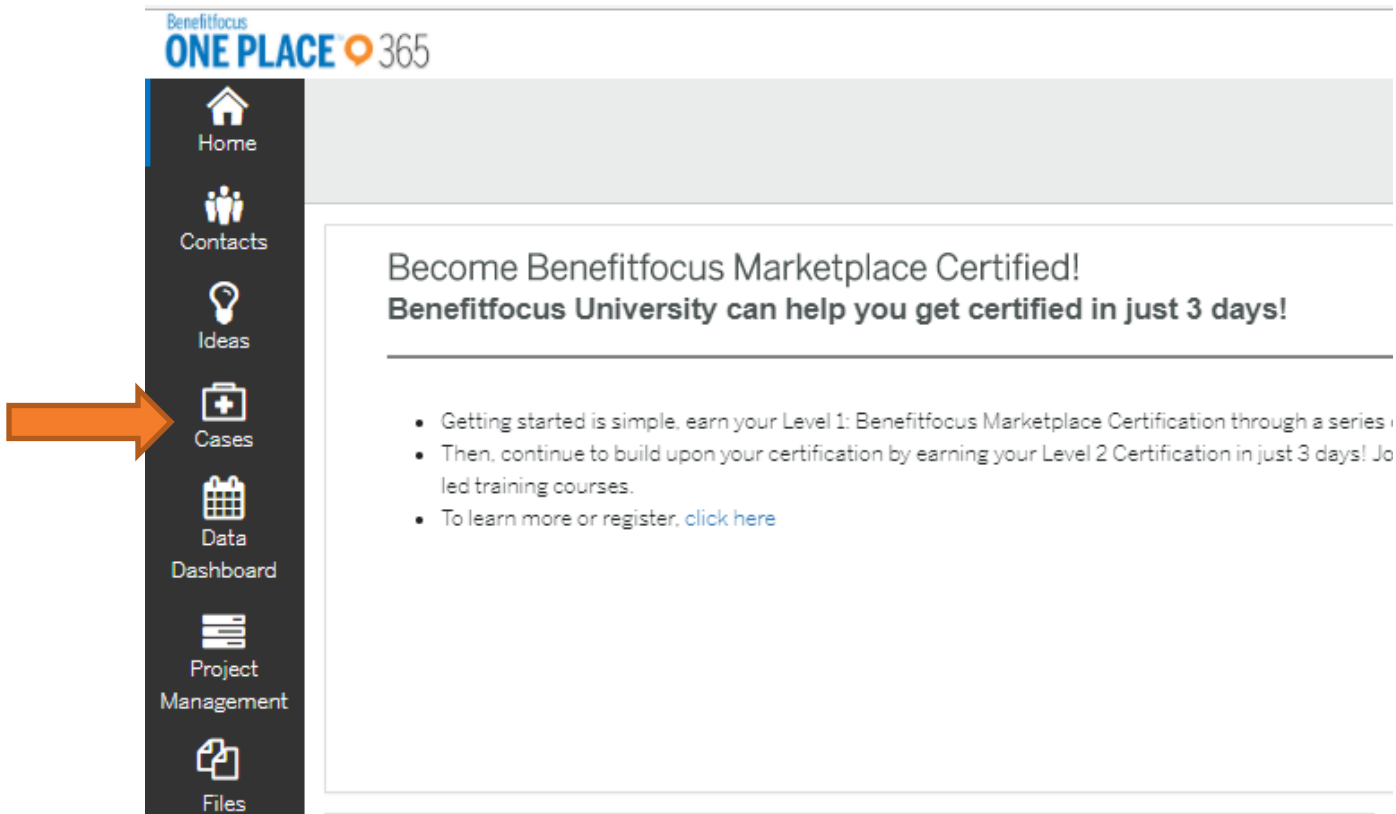
Connecting to One Place 365 through eBenefits

Once you have a login created for One Place 365 you will be able to access through eBenefits. The link can be found in the upper right hand side of your screen. By clicking One Place 365 link you will be automatically logged in so that you can make requests to HBR Support.

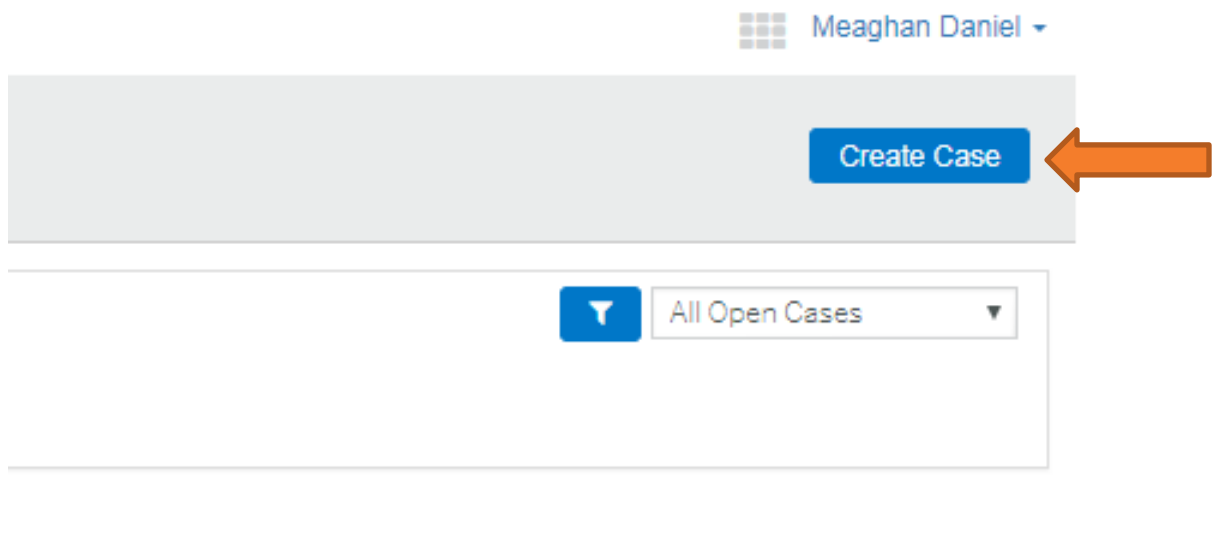
The screenshot shows the eBenefits dashboard for a user named 'Test Admin'. The top right corner features a navigation menu with a 'Communication platform' link and a 'OnePlace 365' link, both highlighted with red arrows. The dashboard includes a search bar, a 'To-do list' with a task 'Employees Need to be Approved', and an 'Announcements' section with a system maintenance notice.

How to Make Requests (Creating a Case)

All Requests are created and stored on the cases tab in One Place 365. Once logged in, simply click “Cases” on the menu bar.



Next Click the “Create a Case” button at the top right side of the screen



The Case will automatically populate your name and the group name. You will need to fill out the remainder of the form. Any field with a red asterisk next to it is a required field.

1. Choose Priority:

New Case

Priority * ⓘ

Minor Major Critical Urgent

2. Choose topic that you need assistance with:

Your choice in this field will determine the values available for selection in the other fields. Don't worry too much about your selection, as all cases for State Health Plan agencies come directly to your dedicated support team!

Priority * ⓘ

Minor Major Critical Urgent

What can we assist you with? *

Member Coverage/Eligibility ▼

Benefit Type(s) ⓘ

[Add benefit\(s\)](#)

Subject *

If there is any additional information you haven't already shared that might help us solve your problem sooner, please provide that here. For example:

1) Who is affected by this issue?
2) Could you provide steps to reproduce?

3. Assign a Subject to your case and a description or your question or request.

Please be sure to be descriptive and thorough in the **Subject** and **Description** fields as this tells us what the request is for.

4. Click Save

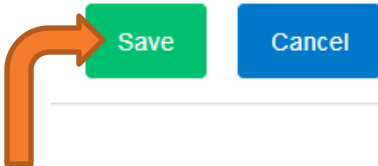
Subject *

Description *

1) Provide brief description of the issue. (What business functionality are you unable to perform?)

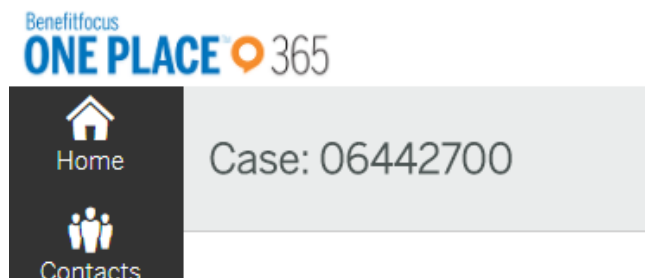
2) Who is affected?

3) Provide steps to reproduce.



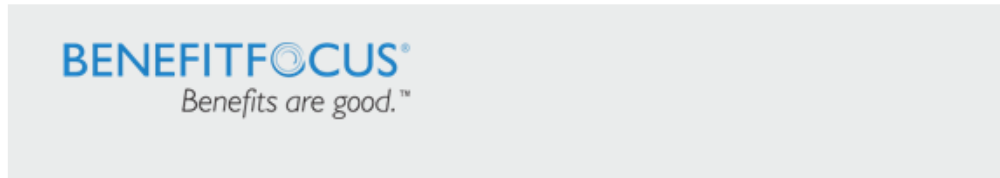
Once you have completed your selections and comments, click the green “Submit” button at the bottom of the form.

Once you have successfully created a case, you will see a Case number at the top of the page, like this:



Case Notifications

If your case receives a comment by a Benefitfocus Account Manager, you will receive an email notification. Below is an example of what the email will look like. Simply click the button to be directed to One Place.365



One Place 365

Hi Sabrina,

Your case **#03029700** received a new comment through One Place 365. Please click the following link to view the case comments:

[Click here to view the case](#)

Thanks,
Your Benefitfocus Team

After logging in One Place 365, the case will automatically open. Scroll down to the comments section to see any comments on the case. To respond simply click on the "Save" button.

Comment Details

Public

Comment

The image shows a screenshot of a web interface for adding a comment. It features a header "Comment Details" in a light green bar. Below this, there is a "Public" checkbox which is currently unchecked. Underneath, there is a large text input field labeled "Comment". At the bottom of the form, there are two buttons: "Save" and "Cancel".

You can also add an attachment (such as a word document or excel spreadsheet) by clicking the paper clip next to the word “Attachments”. Once this is clicked you can choose your file and upload.

Attachments

No attachments to display

* Valid file formats for attachments TIFF, JPEG, GIF, PNG, AVI, FLV, WMV, MOV, MP4, PDF, DOC XLS, XML and CSV.

Attachments

Choose File No file chosen

Upload

Reviewing Your Open Cases

You can review your cases at any time, and add any comments or attachments as needed. After logging in simply click the cases tab. The default view shows all open cases you have created or that have been shared with you. Click on any case to view the details, review any comments on the case, or add new comments and attachments.

Case #	Created	Created By	Subject
10761335	12/4/2019 2:59 PM	Beth Stuart	Dependent Verification Documentation
10761326	12/4/2019 2:58 PM	Beth Stuart	Open Enrollment Reporting
10761320	12/4/2019 2:58 PM	Beth Stuart	Coverage Confirmation Jon Doe

Status	Priority	Owner	Latest Comment
In Progress	Minor	Yancey Stokes	
New Comment	Minor	Meaghan Daniel	
Pending Client Action	Major	SHP Support	

Case Notifications

It is important to review the Status of the cases that are submitted to SHP Support. Cases that have the status of the following will need HBR action

- More Information Needed
- New Comment
- Pending Client Action
- Recommended to Close

Frequently Asked Questions

Once I receive an activation email how long do I have to take action?

The link to login will expire in 24 hours so please make sure to login as soon as possible.

What if I did not receive an activation email?

Enabling access to the new OnePlace.365 site is simple and quick! Your regular Benefitfocus counterparts have the ability to add access to OnePlace.365 for any user that needs it. Health Benefits Representatives can also call the HBR Support line for assistance 1-800-422-5249.