



cis benefits  
cisbenefits.org

# Open Enrollment

*Most changes are effective Jan. 1, 2024*



**START**

Open Enrollment begins Oct. 2 and ends Oct. 20 at 5 p.m. (or earlier\*)

**DO I HAVE TO DO OPEN ENROLLMENT?**

NO

**WARNING!**  
Some benefits will roll over if you don't log in, but your flexible spending account will not. You may also miss out on any new benefits your employer may offer.  
  
At the very least, check over your benefits confirmation statement and, if applicable, assign your beneficiaries online.

**LOG INTO CISBENEFITS.ORG**

**DID THAT WORK?**

YES

YES

NO

Click on the action item "Open Enrollment" to get started.  
You're ready to review your 2024 Benefits Package. It should only take about 10 minutes to complete your enrollment.

**DONE!**

Still having trouble logging in?  
Submit an email to CIS Benefits by clicking on the link that reads "Having trouble logging in? Click here."

Make sure you're at the right website, cisbenefits.org.

Did you forget your password?  
If you need to reset your password, as a reminder, passwords must contain:

- At least eight characters in length
- At least one uppercase letter
- At least one lowercase letter
- At least one number
- No more than one of the following special characters: !@#\$.  
(Other characters aren't acceptable.)

Any questions? Call CIS Benefits at 1-855-763-3829, or email [employeebenefits@cisoregon.org](mailto:employeebenefits@cisoregon.org)



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## Open Enrollment Frequently Asked Questions

### How do I log in?

Go to **cisbenefits.org** and sign in as a returning user. If you don't know your username, it's probably your work email. Your employer can tell you what it is too, or you can contact CIS. If you forgot your password, click the “Forgot password?” link to reset it.

### How do I know what my benefit options are?

Log in to your account at cisbenefits.org to view the benefits your employer selected to offer.

### Who is eligible to be on my plan?

Please refer to the Eligibility Guide. You can access the guide by logging into cisbenefits.org and selecting “Enrollment Materials” from the menu at the top of the screen.

### I don't have my marriage certificate or my baby's birth certificate. What do I do?

You still need to complete your open enrollment event before the deadline. You have until Nov. 30 to upload your paperwork to the Benefits portal.

### I just had a life event (e.g., marriage, baby, divorce). What do I do?

Log into **cisbenefits.org** and process your life event before starting open enrollment.

### I completed this year's open enrollment and then had a life event (e.g., marriage, baby, divorce). What do I do?

Return to **cisbenefits.org** and report the event so that your 2023 employee benefits can be updated. Afterward, you will need to complete the open enrollment process again so that your 2024 benefits also get updated.

*Additional questions? Call CIS Benefits at 1-855-763-3829, or email [cisbenefits@cisoregon.org](mailto:cisbenefits@cisoregon.org).*