



howden benefits

Getting Started Guide



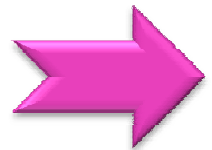
HowdenBenefits.com is an online web based Self Service Portal that enables employees to view details of insurance products offered by their company as part of Employee Benefits. The portal is offered by Howden Insurance Brokers India Pvt. Ltd., who have partnered with your employer in offering you the best of class service.

The portal is easy to use and based on “Self Service” approach. The purpose of this document is to guide you through the initial registration and login procedure.

Getting Started

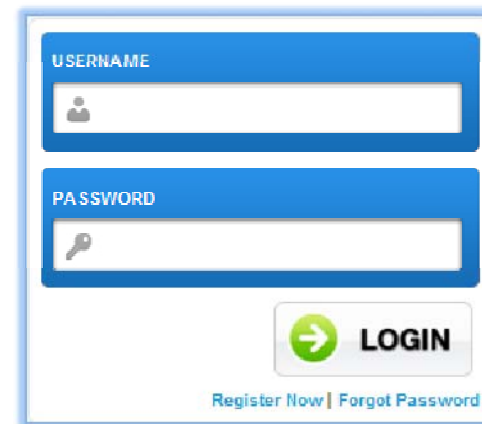
Once you are enrolled into the Employee Benefits program, you will receive an email from your HR or Administration department containing the portal hyperlink and your user id (usually your employee number).

To access the website you can click on the hyperlink or copy paste the address into a web browser. Once the website is fully loaded, click on Register Now link, if you are signing in for the first time.




1

Click on Register Now (below Login button)



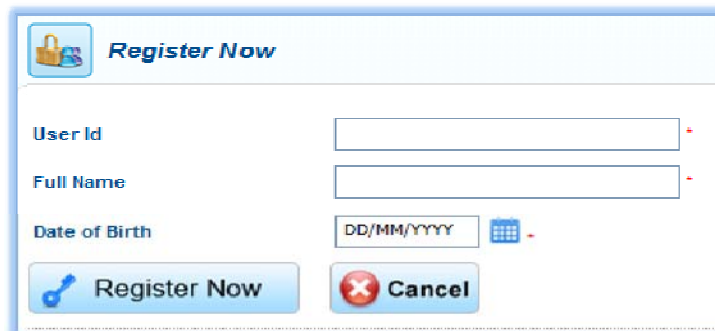
USERNAME


PASSWORD

 LOGIN

[Register Now](#) | [Forgot Password](#)


2





 Register Now

User Id

Full Name

Date of Birth 

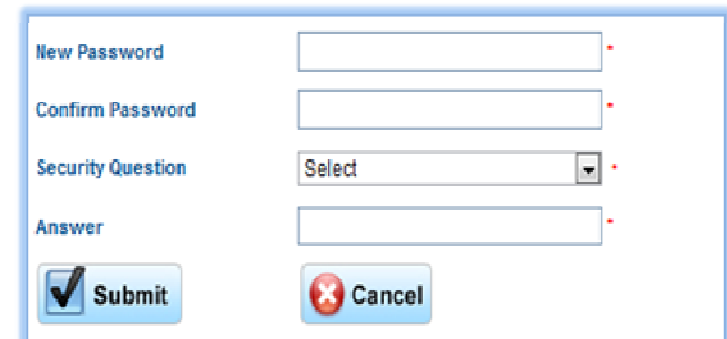
Fill in the required information

- Your User Id (as communicated in Welcome Email)
- Your Full Name- Is Auto populated by System
- Your Date of Birth (you can use the calendar icon or type in)

Click **Register Now**

3

Now setup your new password and your security question. Password must follow the policy mentioned on the screen. Once done, click Submit and start exploring Howden Benefits





New Password

Confirm Password

Security Question

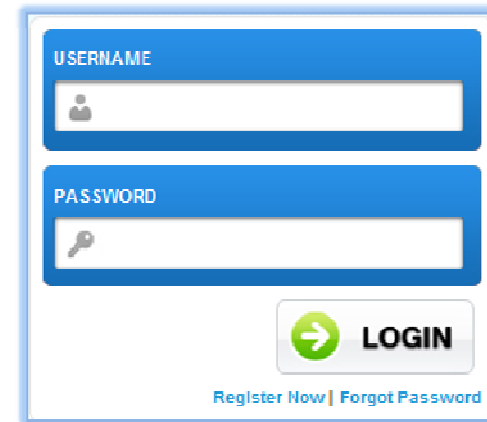
Answer

First Time Login

1

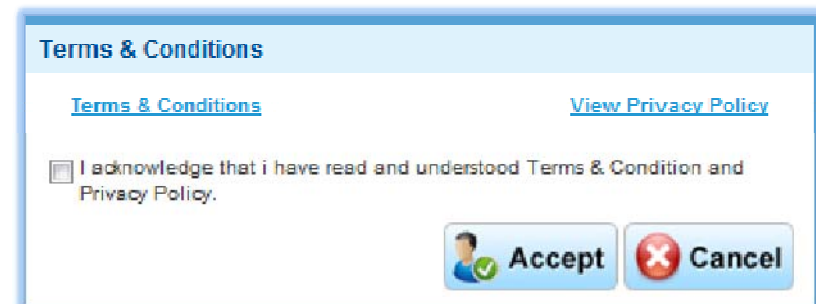
Enter User ID and Password on the login screen.
Click on Login button



The screenshot shows a login interface with two input fields: 'USERNAME' and 'PASSWORD'. Below the fields is a 'LOGIN' button with a green arrow icon. At the bottom, there are links for 'Register Now' and 'Forgot Password'.

2

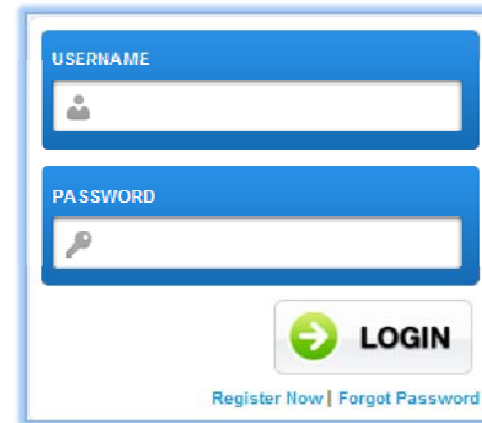
Acknowledge that you read and understood the Terms & Conditions and Privacy Policy. Click Accept and you will be signed in



The screenshot shows a 'Terms & Conditions' dialog box. It contains links for 'Terms & Conditions' and 'View Privacy Policy'. Below these links is a checkbox with the text 'I acknowledge that i have read and understood Terms & Condition and Privacy Policy.' At the bottom right, there are two buttons: 'Accept' (with a green checkmark icon) and 'Cancel' (with a red X icon).


1

Click on forgot password in the Login area



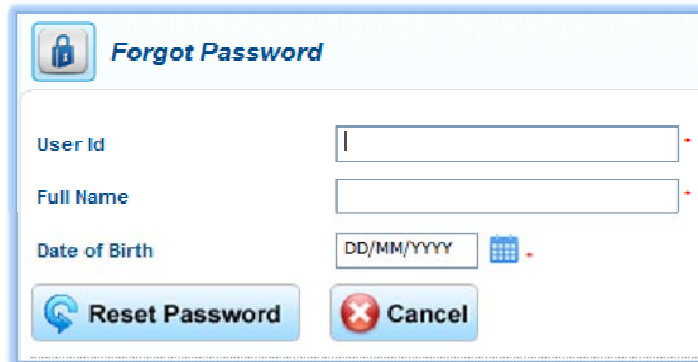
USERNAME
[input field]


PASSWORD
[input field]

 **LOGIN**

[Register Now](#) | [Forgot Password](#)


2





 **Forgot Password**

User Id [input field]

Full Name [input field]

Date of Birth DD/MM/YYYY 

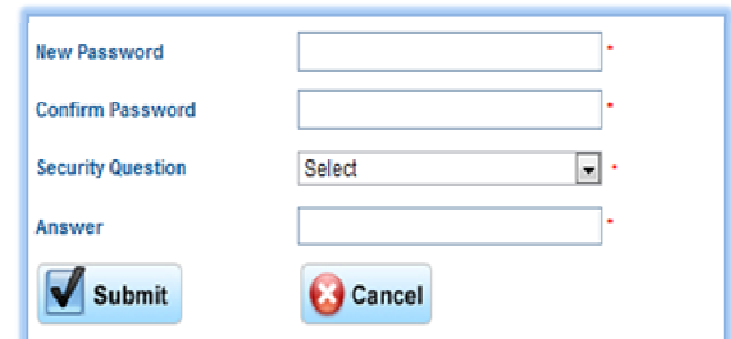
Fill in the required information

- Your User Id (as communicated in Welcome Email)
- Your Full Name- Is auto populated by system
- Your Date of Birth (you can use the calendar icon or type in)

Click **Reset Password**


3

Now setup your new password as per the password policy displayed on screen. Select the security question you had set during registration and its answer. Once done, click Submit.





New Password [input field]

Confirm Password [input field]

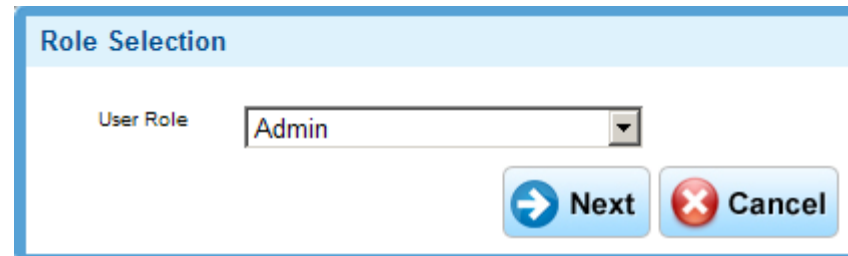
Security Question Select 

Answer [input field]

Client users are categorized into two roles – **Employee & Admin**. Admin users are usually Human Resources (HR) or Admin staff who look after the Employee Benefits needs of the Employee.

On Successful login, Admin users are shown two profiles that they can choose to access the portal



Role Selection

User Role: Admin

Next Cancel

Client Admins can select Employee as the role if they want to view their policy related details. To view the entire company's data, the User Role of Admin should be selected.

Once the user logs in with a role, they can switch roles by clicking on logout button within the website and then logging in again with the different role



- ✓ Remember that Passwords are case sensitive.
- ✓ You need to enter your Howden Portal User id and password each time you access portal. Since your access is protected by this password it is very important that you protect your password, by making it known only to you.
- ✓ Always logoff from Howden Portal upon completion of your activities. Use the Logout button for closing the session. It is preferable not to shut the window to log off
- ✓ Disable the option on internet browsers for storing user names and passwords. Refer to the help section available on your internet browser for instructions
- ✓ The password you setup during registration must follow the following policy
 - Password length must be between 8-15 characters and should contain at least 1 alphabet and 1 digit
 - The new password must be different from the last two passwords set
 - Password cannot be same as the user id

In case you receive an error during the login process refer to this table for resolution.

Login: Please enter user ID.

Reason: Entered user ID is blank.

Corrective Action: Ensure correct User ID given by client admin.

Login: Please enter password.

Reason: Entered password is blank.

Corrective Action: Ensure correct password set by you.

Register Now: Please enter birth date.

Reason: Birth date is not entered.

Corrective Action: Ensure entering correct birth date.

Register Now: DOB cannot be future date. Please enter valid date.

Reason: Birth date is future date.

Corrective Action: Ensure entering correct birth date.

Register Now: You have already registered with us.

Reason: One time registration is already done.

Corrective Action: Registration is not required. One can directly login.

Error: Invalid user information.

Reason: Birth date is future date.

Corrective Action: Matching User Id, Full Name and/or Date of Birth are not found in EB portal. Please contact your HR admin to resolve the same.

Error: Please enter valid User ID or Password.

Reason: Either entered User ID or Password is incorrect.

Corrective Action: Ensure correct User ID & correct password are entered. Please note that Password is case sensitive

Error: New password and Confirm password mismatched.

Reason: New password & confirm password are different.

Corrective Action: Ensure both new password & confirm password should be same. Please note that Password is case sensitive.

Error: New password is not as per password policy.

Reason: New password should follow password policy as mentioned on the screen.

Corrective Action: Ensure password length should be between 8-15 characters containing at least 1 alphabet & 1 digit. Please note that Password is case sensitive. Password cannot be same as user ID. Last 2 passwords cannot be reused.



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Thank You

