

Annual Enrollment Guide to Technical Trouble Shooting

The following information has been compiled to help you with any technical issues that might arise during Annual Enrollment. If you are unable to find a resolution after consulting the information provided here, please contact the Benefits office at 605.773.3148 or 877.573.7347, option 2. See page 3 of this document for a list of the information you will be asked to provide to the Benefits staff member.

I did not get the confirmation email.

Before you call the Benefits office, please check that you've entered your email address correctly. If you're using your State email address, be sure you're including the entire address:

jane.doe@state.sd.us. If this was the issue, you can start the registration process over from the beginning but will need to use a different User ID than you did during your first attempt.

General Troubleshooting

If you are using your personal computer from home, you may want to update your browser or try closing and reopening your browser.

It may be beneficial to reboot your computer (power off, then on again).

Press Ctrl-F5 keys while in the browser to clear cache and reload the page.

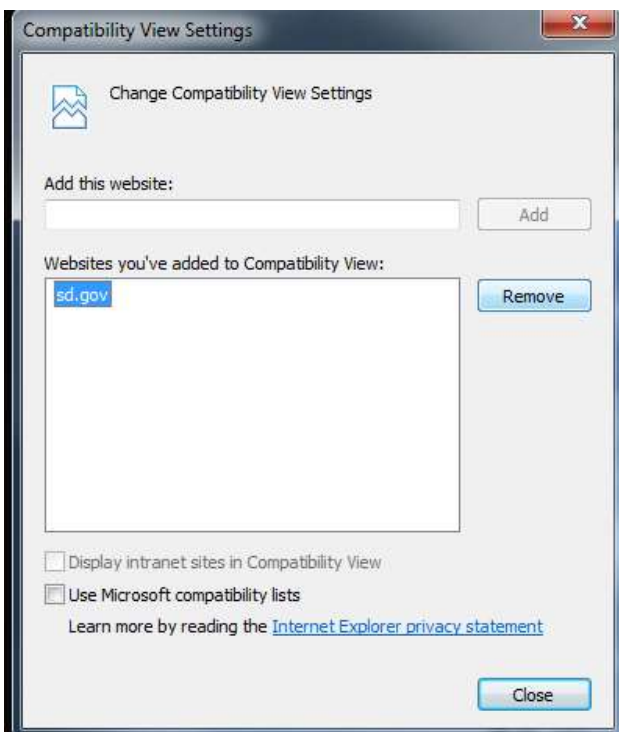
Try clearing browser history.

- a.) There are risks here.
- b.) This will clear any saved site information.
- c.) All saved passwords would need to be re-entered.

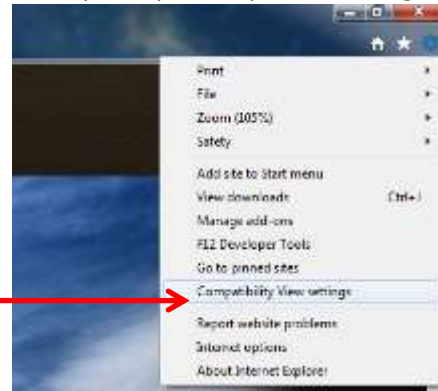
I only see white boxes, not tiles to prove I'm not a robot. What do I do?

If you are using Internet Explorer as your browser, this may be caused by Compatibility View settings.

1. Click the sprocket icon in the upper right hand corner



of the Internet Explorer window and click "Compatibility View settings"



2. The "Compatibility View Settings" window will display

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3. In the “Website you’ve added to Compatibility View:” section, click the “sd.gov” item listed to highlight it and click the “Remove” button to the right. Then click the “Close” button at the bottom of the window.
4. Once the “Close” button is clicked, the Internet Explorer window will refresh and the “Compatibility View” for all “sd.gov” websites is removed.
5. Try registering again.

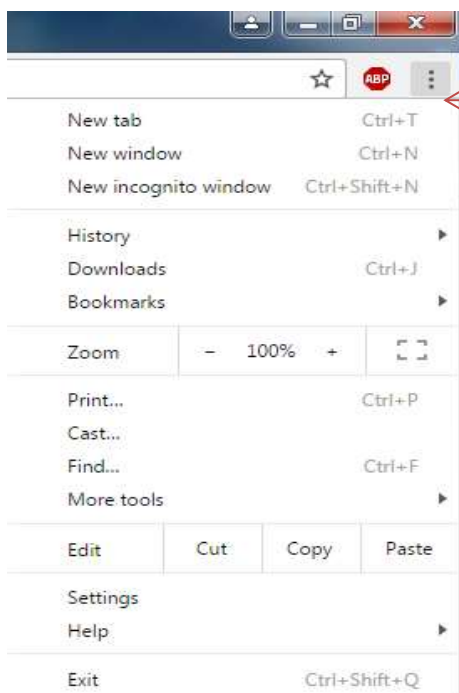
Proving information to BHR

The Benefits staff member will need the following information to help you:

1. Name
2. User Name (optional but helpful, you will NOT be asked for your password)
3. Email Address
4. Call back telephone number
5. Browser type (Internet Explorer, Chrome, Firefox, etc.)
6. Has browser been updated recently?
7. Were you able to register on the web site?
8. If so, did you receive an email asking them to verify your email address?
9. If so, did you click the link in the email and did it take you to the Annual Enrollment site informing them that their email has been verified?
10. When logging in, are you using their user name to login (correct) or are they trying to use their email address instead (incorrect)?

Questions BHR Staff May Ask You

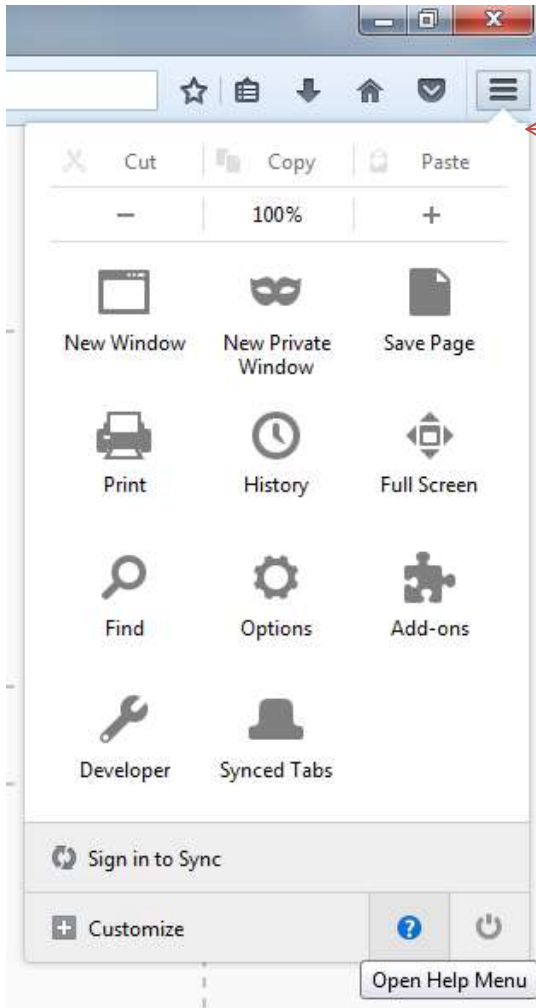
- 1.) What version of the browser are they using?
 - a.) Internet Explorer
 - Click gear in upper right hand corner
 - Select About Internet Explorer



- b.) Chrome
 - Click three vertical dots in upper right hand corner to open the menu
 - Then select Help and click About Google Chrome
 - This will both provide the Version of the browser and will perform the browser update, if necessary
 - If it performs an update, click the Relaunch button so the browser will begin using the latest updates

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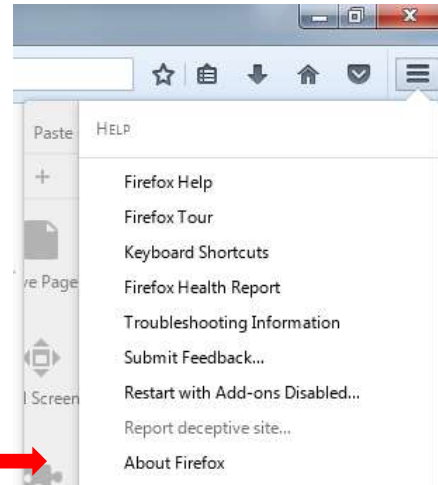
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c.) Firefox

- Click the three horizontal lines in the upper right hand corner

- Click the Open Help Menu icon which is the question mark inside the circle at the bottom right of the menu. Note: this icon will turn blue when you hove over it with the mouse button



- This will bring up a new menu, click About Firefox
- This will bring up the About Mozilla Firefox window which will display the version and whether the browser is up-to-date. If not, the browser will automatically update. Once complete, close and re-open the browser.



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- d.) Safari
- 2.) Were they accessing the site on a work computer or a home computer?
- 3.) At what date/time did this occur?
- 4.) Did they read and try to follow the information presented in the online PDF?