

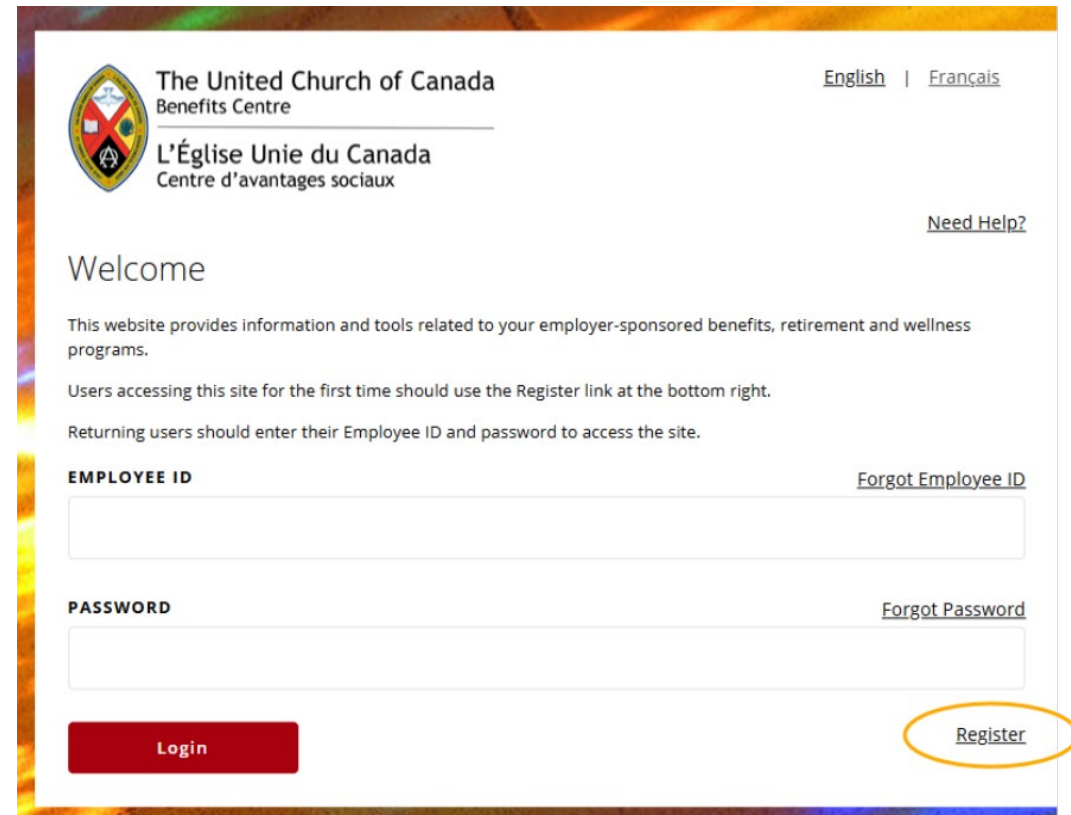
# Quick Tips Guide for Ebene Campaign

# Tips for Registering on the Member Portal

## Q. I can't find the registration button. Where is it?

The **Register** button is located at the bottom-right corner when you first open the Member Portal.

If you don't see it, try expanding the page to full screen.



The screenshot shows the login page for The United Church of Canada Benefits Centre. At the top left is the logo and the text "The United Church of Canada Benefits Centre" and "L'Église Unie du Canada Centre d'avantages sociaux". At the top right are links for "English" and "Français". Below the header is a "Welcome" message and a "Need Help?" link. The main content area contains instructions for first-time users and returning users. There are two input fields: "EMPLOYEE ID" and "PASSWORD", each with a "Forgot" link. At the bottom, there is a red "Login" button and a "Register" button, which is circled in yellow.

You can find more helpful tips in the **Registering on the Member Portal (for first-time users)** guide on [uccbenefits.ca](https://uccbenefits.ca)

# Tips for Registering on the Member Portal

**Q. I'm trying to register, but it says the information I entered is incorrect.**

If you receive an error when entering your postal code, try entering it without a space (for example, **Δ1Δ1Δ1**)

Please answer the following questions to register the user.

Please answer the following questions to register the user.

Please correct these errors on the page

- The information you provided is incorrect. Please try again or contact the Call Center.

**FIRST NAME**

**LAST NAME**

**DATE OF BIRTH (FORMAT: YYYYMMDD)**

**MAILING POSTAL CODE (FORMAT: A1A 1A1)**

I'm not a robot

**Cancel Continue**

An orange arrow points to the postal code field, and a red error message box is highlighted with a yellow circle.

**Q. I've removed the space from my postal code; the information is still incorrect.**

Try entering your first name and middle initial (or full middle name) together in the First Name field;

- Ex. **Jane A** or **Jane Alice**

Or use a shortened version of your first name.

- Ex. **Rob** instead of **Robert**

Please answer the following questions to register the user.

Please answer the following questions to register the user.

Please correct these errors on the page

- The information you provided is incorrect. Please try again or contact the Call Center.

**FIRST NAME**

**LAST NAME**

I'm not a robot

**Cancel Continue**

An orange arrow points to the first name field, and a red error message box is highlighted with a yellow circle.

*You can check your **pay stub** to see how your postal code and name are formatted.*

You can find more helpful tips in the **Registering on the Member Portal (for first-time users)** guide on [uccbenefits.ca](http://uccbenefits.ca)

# Tips for Registering on the Member Portal

## Q. I'm having issues with the Re-Captcha error.

Please try entering your postal code without a space. If you still receive an error, try entering your first name and middle initial (or full middle name) together in the First Name field.

If you're still having trouble with the security check during registration:

- Try refreshing the page or opening it in a different browser or a private/incognito window.
- Disable ad blockers, VPNs, or browser extensions temporarily and try again.

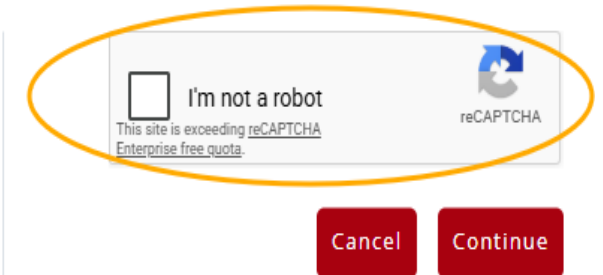


Please answer the following questions to register the user.

Please answer the following questions to register the user.

FIRST NAME

LAST NAME



You can find more helpful tips in the [Registering on the Member Portal \(for first-time users\)](#) guide on [uccbenefits.ca](https://uccbenefits.ca)

# Tips for Registering on the Member Portal

## Q. I'm having issues setting up the two-factor authentication.

You can enter an alternate email address or phone number to complete the two-factor authentication setup.

- If you see a green check mark (Verified) beside your work email, leave the box blank.
- Enter your personal email and click **Verify**.
- Check your personal email for a verification code.
- Enter the code in the Member Portal to complete the process.

You can find more helpful tips in the [Registering on the Member Portal \(for first-time users\)](#) guide on [uccbenefits.ca](https://uccbenefits.ca)

# Tips for Logging In

## Logging into the Member Portal

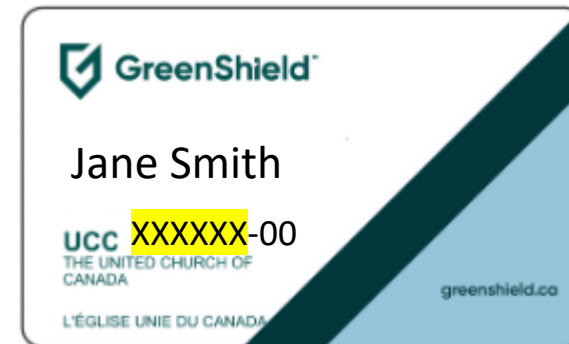
### Q. Where can I find my employee ID number?

Your employee number is located:

- on front of your **online** GreenShield card, or
- the back of your **physical** GreenShield card.

When entering your employee number, please use the highlighted numbers only. Do not include any letters.

Online Card



You can find more helpful tips in the [Registering on the Member Portal \(for first-time users\)](#) guide on [uccbenefits.ca](https://uccbenefits.ca)

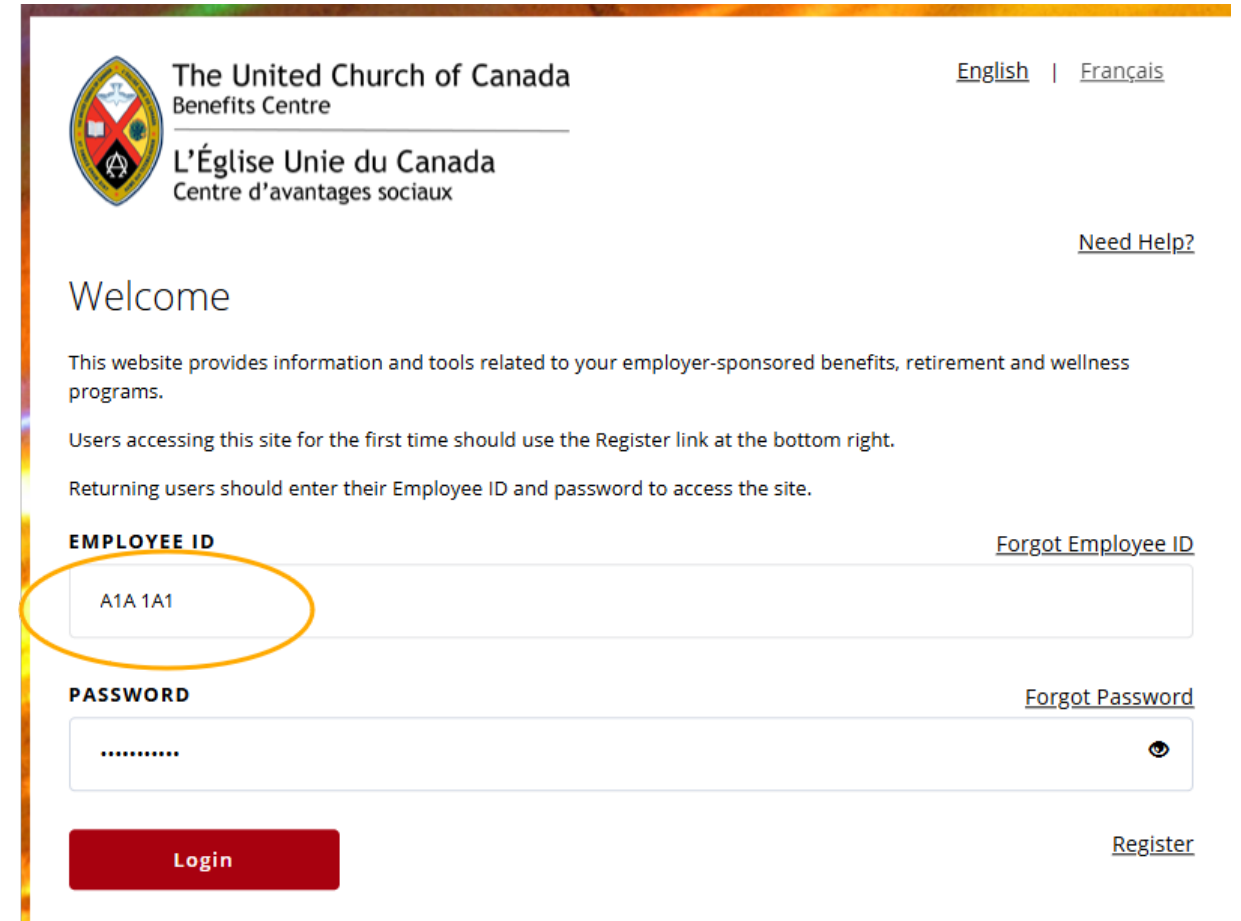
# Tips for Logging In

## Logging into the Member Portal

**Q. Why is my postal code prepopulating in the Employee ID section on the login page?**

This can happen if you used your browser's save password feature during registration.

If this occurs, delete the auto-filled information and enter your Employee ID and password manually.



The United Church of Canada  
Benefits Centre

L'Église Unie du Canada  
Centre d'avantages sociaux

[English](#) | [Français](#)

[Need Help?](#)

### Welcome

This website provides information and tools related to your employer-sponsored benefits, retirement and wellness programs.

Users accessing this site for the first time should use the Register link at the bottom right.

Returning users should enter their Employee ID and password to access the site.

**EMPLOYEE ID** [Forgot Employee ID](#)

A1A 1A1

**PASSWORD** [Forgot Password](#)

.....

[Login](#) [Register](#)

You can find more helpful tips in the [How to Add your Pension Beneficiary\(ies\), Spouse, and Contact Preferences](#) guide on [uccbenefits.ca](https://uccbenefits.ca)

# Tips for Navigating the Portal Contact Information

## Q. I can't enter my email address in the *Contact Information* section.

Currently, we are only accepting personal phone numbers. You will be able to enter your email when the full member portal goes live.

Once the portal officially launches later this year, you will be able to add your email address and access the member portal's tools and resources.

Update My Personal Information

Contact information   Beneficiary designation   Spousal information   Communication preferences

1 Update  
2 Review  
3 Confirmation

Update My Contact Information

Please validate or complete the following information.

Email address

We do not have your email address on file.

Residential phone number (optional)

Cancel   Next

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You can find more helpful tips in the [How to Add your Pension Beneficiary\(ies\), Spouse, and Contact Preferences](#) guide on [uccbenefits.ca](https://uccbenefits.ca)

# Tips for Navigating the Portal Home Page

**Q. My home page still shows a red banner that says “*Complete Your Beneficiary Designations*”, but I’ve already done that.**

The red banner will remain displayed until May 15, even if you’ve already entered your beneficiaries.

Home Financial Security & Retirement

JANE, here are some things you need to do next:



COMPLETE YOUR BENEFICIARY  
DESIGNATION(S)!

You can find more helpful tips in the [How to Add your Pension Beneficiary\(ies\), Spouse, and Contact Preferences](#) guide on [ucbenefits.ca](https://ucbenefits.ca)

# Life Insurance, Pension Beneficiaries and Spouse\*

Life Insurance Beneficiary(ies)	Pension Beneficiary(ies)
<p>For life insurance you can name anyone you want as your beneficiary(ies). No spousal rights apply.</p>	<p>Will receive any benefit in the event you do not have a spouse. Spousal rights override any beneficiary at the time. Your beneficiary(ies) can be those other than your spouse.</p> <p>Changes to spouse require connecting with the Benefits Centre as legislative spousal rights apply.</p>
<p>Your Life Insurance beneficiary designation(s) are not reflected on your Annual Pension Statement.</p>	<p>Your spouse and your pension beneficiary designation(s), if any, <b>will</b> be reflected on your Annual Pension Statement once entered in the system.</p>
<p>Life Insurance beneficiaries receive a non-taxed benefit. As such, you should consider naming them in PABAS.</p>	
<p>In the Allocation(s) section:</p> <p><b>Primary</b> beneficiary(ies) are those who will receive the life insurance payment in the event of your death.</p> <p><b>Contingent beneficiary(ies)</b> will receive the payment in the event the primary beneficiary(ies) predecease you.</p>	<p>You may add multiple beneficiary(ies) to the pension beneficiary section, however your eligible spouse should only appear under the spouse section.</p> <p>Questions on spousal changes should be directed to the Benefits Centre.</p>

*\*This slide is for convenience only. In the event there are differences, the plan document, contracts, and legislation apply.*

You can find more helpful tips in the **[How to Add your Pension Beneficiary\(ies\), Spouse, and Contact Preferences](#)** and **[How to Enter your Insurance Beneficiary\(ies\)](#)** guide on [ucbenefits.ca](http://ucbenefits.ca)

# Tips for Designating your Beneficiary(ies)

## **Q. There are no options available when I try to add a beneficiary.**

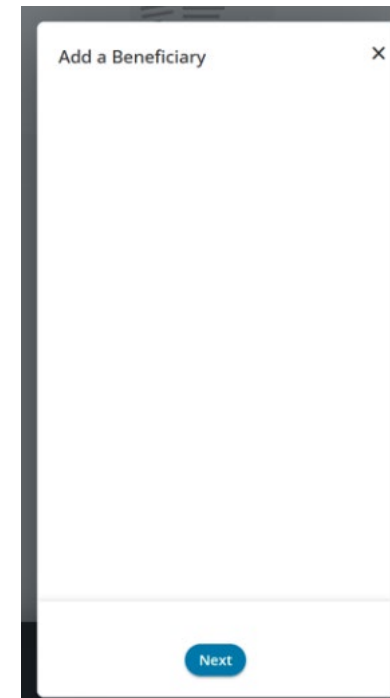
Please try refreshing the page.

If this doesn't resolve the issue, log out of the Member Portal and then sign back in. Once you've logged back in, try entering your beneficiaries again.

## **Q. There is no change to my beneficiary. Do I still have to do this?**

All members need to re-designate their beneficiaries, even if nothing has changed. This campaign is open until before May 15, in order for your designations to be reflected on your annual pension statement which will be mailed at the end of June.

If you have missed the May 15 date, please contact the Benefits Centre.



You can find more helpful tips in the **[How to Enter your Insurance Beneficiary\(ies\)](#)** guide on [uccbenefits.ca](https://uccbenefits.ca)

# Tips for Pensioners

## Spousal Information

### Q. I can't find or add my spouse.

Unfortunately, the spouse and beneficiary(ies) section are not showing as we anticipated and indicated in the letter instructions.

To view your spouse information:

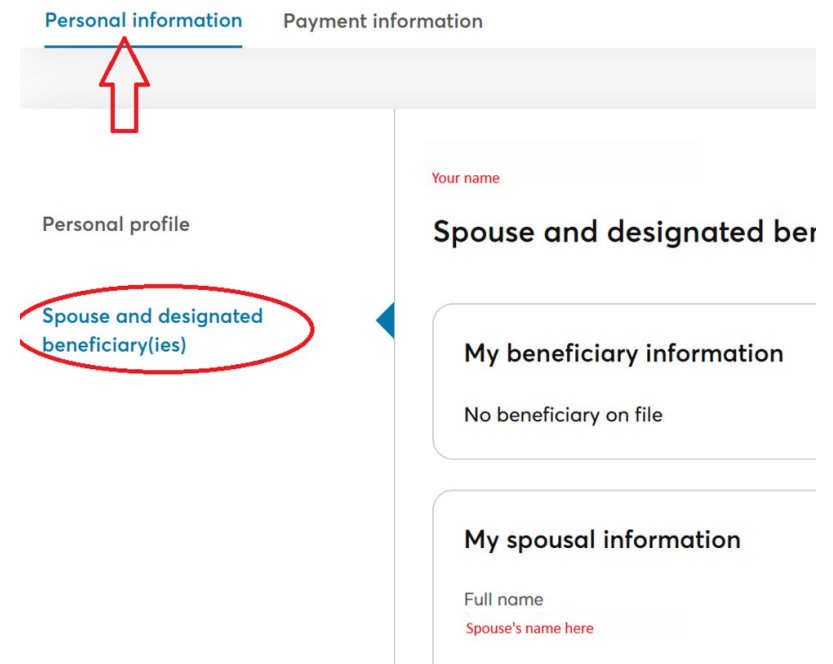
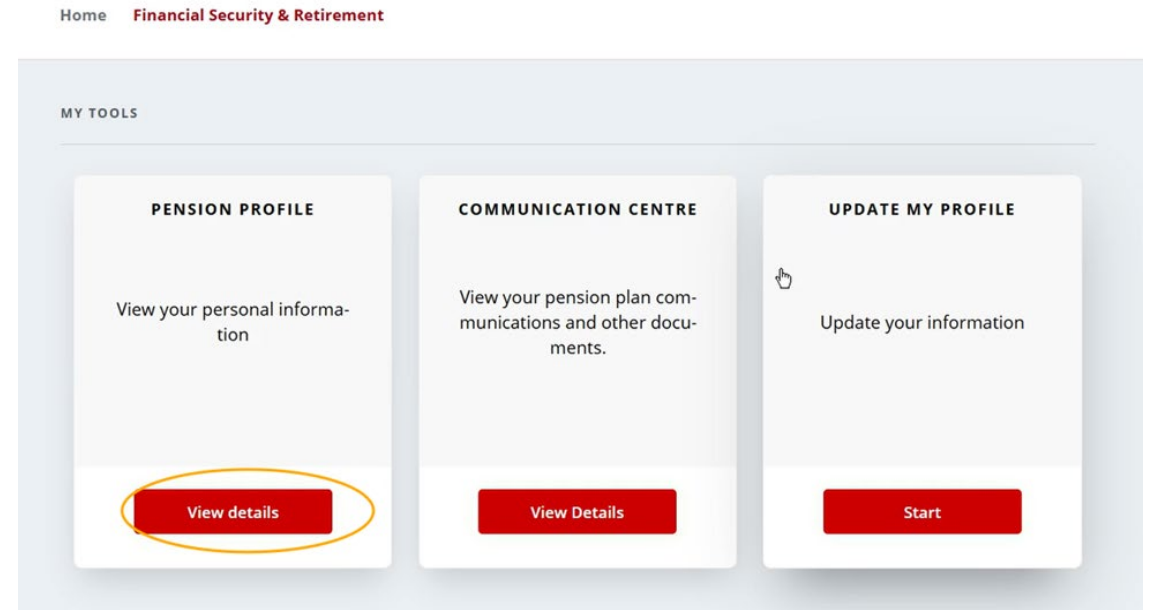
- Go to the **Pension Profile** tile
- Select **Personal Information > Spouse and Designated Beneficiary(ies)**

Your spouse should already be listed—please review to ensure the information is correct.

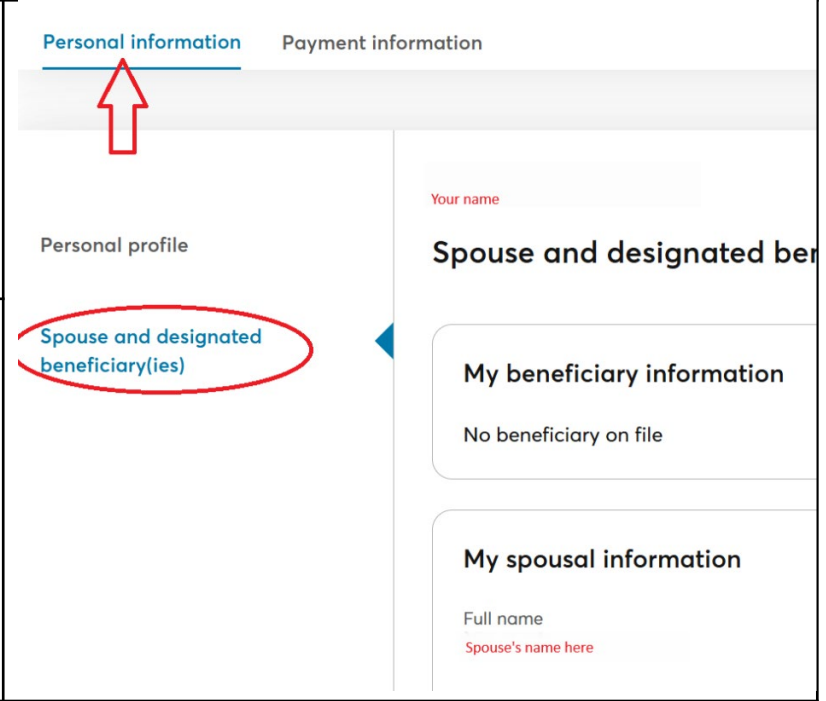
At the time of retirement, you elected a guarantee period:

- You are eligible to name a beneficiary.
- If you have a spouse, their rights will override any beneficiary, however, your beneficiary(ies) will receive any remaining guarantee payments in the event your spouse predeceases you.

You can find more helpful tips in the [How to Add your Pension Beneficiary\(ies\), Spouse, and Contact Preferences](#) guide on [uccbenefits.ca](http://uccbenefits.ca)

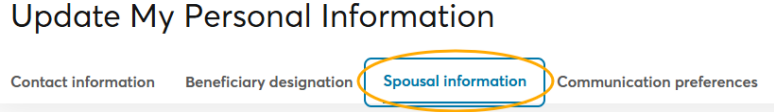


# Tips for Pensioners

<p>Where can I find my spousal information?</p>	<p>Go to your <b>Pension Profile</b> tile and select <b>Personal Information &gt; Spouse and Designated Beneficiary(ies)</b>. Your spouse should already be listed. Please review the information to make sure it is correct. If it is missing or incorrect, email <a href="mailto:pabas-go-live@united-church.ca">pabas-go-live@united-church.ca</a></p>	
<p>My spouse is listed under my spousal information? Do I need to do anything else?</p>	<p>Please review your spousal information to ensure it is correct.</p> <p>If there are no beneficiaries listed under <b>My Beneficiary Information</b>, you may want to add a beneficiary in case your spouse predeceases you. Any remaining guaranteed payments would then be paid as a lump sum to your designated beneficiary(ies) based on plan rules.</p>	
<p>I've recently remarried. What do I do now for benefits and pension?</p>	<p>Please call the Benefits Centre at <b>1-855-647-8222</b> or send an email to <a href="mailto:pension@united-church.ca">pension@united-church.ca</a> to discuss the situation as specific rules and regulations do apply.</p>	
<p>My spouse's name has a typo. How do I correct it?</p>	<p>Please call the Benefits Centre at <b>1-855-647-8222</b> or send an email to <a href="mailto:pension@united-church.ca">pension@united-church.ca</a> to review the information and correct any typos.</p>	

You can find more helpful tips in the **Registering on the Member Portal (for first-time users)** guide on [uccbenefits.ca](http://uccbenefits.ca)

# Tips for Active Members

<p>My spouse's name is wrong. How do I correct it?</p>	<p>Please send an email to <a href="mailto:pension@united-church.ca">pension@united-church.ca</a> or call the Benefits Centre at <b>1-855-647-8222</b> so the information can be reviewed and corrected. If you have a different spouse than is listed, you will need to complete documentation as rules and regulations do apply.</p>	
<p>There is no option to add my spouse as my <b>pension</b> beneficiary</p>	<p>Please do not add your spouse as a pension designated beneficiary. Spousal details should be entered in the <b>Spousal Information</b> section instead.</p> <p>If you have an eligible spouse, pension rules and legislation generally require survivor benefits to be paid to your spouse first. Any remaining benefits would then be paid to your designated beneficiary(ies).</p>	<p>Update My Personal Information</p> <p>Contact information   Beneficiary designation   <b>Spousal information</b>   Communication preferences</p> 

You can find more helpful tips in the [How to Add your Pension Beneficiary\(ies\), Spouse, and Contact Preferences](#) guide on [uccbenefits.ca](http://uccbenefits.ca)

# Additional Resources

## Available on the [PABAS Page](#)

### Walkthrough Guides

- [Registering on the Member Portal \(for first-time users\)](#)
- [How to Enter your Insurance Beneficiary\(ies\)](#)
- [ACTIVE MEMBERS: How to Add your Pension Beneficiary\(ies\), Spouse, and Contact Preferences](#)
- [How to Reset your Password](#)

### Join Our Daily Webinars

The Benefits Centre is hosting **daily webinars at 2:00 p.m. EDT** to walk you through the Member Portal and provide visual, step-by-step support.



**Join us here:**

<https://united-church.zoom.us/j/89978974775>

You can find more helpful tips on [uccbenefits.ca](https://uccbenefits.ca)