

Open Enrollment Frequently Asked Questions (FAQs)

1. How can I access Open Enrollment through Workday.

○ Via your Work Computer

Log into your work computer and sign into your Workday account. You can access Open Enrollment two ways:

1. Click on **My Tasks**  and go to the Open Enrollment Change event. Under Change Benefits for Open Enrollment, click on **Let's Get Started**.



2. Click on **Home** (upper left-hand corner of the screen) and under Announcements click on **2027 Open Enrollment**, click on **Employee Benefits Open Enrollment Selection**, click on **Continue**.

○ Via your Phone Using Workday App

Log into the App and sign into your Workday account. You can access Open Enrollment three ways:

1. Click on **My Tasks**  and go to the Benefit Event: Open Enrollment event and click on Enroll, then click on **Let's Get Started**.



2. Click on **Menu** (lower right-hand side of screen) and then click on **Benefits and Pay** to find the benefit event for open enrollment.
3. Click on **2027 Open Enrollment**, then click on **Employee Benefits Open Enrollment Selection**, then select **Continue**, then **Let's Get Started**.

2. How do I View, Make Changes and/or Enroll in Benefit Plans.

1. Click **Manage** under each Benefit Tile to view your current elections. If there is anything you want to change, follow the instructions provided under each benefit selected.
2. Click **Enroll** if enrolling in a benefit plan for the first time and follow the instructions provided. **If you want to enroll in a Healthcare and/or Dependent Day Care Flexible Spending Account**, you must make your elections in Workday.

Review and Sign

3. After your elections have been entered, click on .

Open Enrollment Frequently Asked Questions (FAQs)

How do I View, Make Changes and/or Enroll in Benefit Plans (Continued)

4. If this window pops up:

Additional Changes



Select a beneficiary for the following plans: Additional Life & ADD - The Standard Insurance Group (Employee), Basic Life & ADD - The Standard Insurance Group (Employee)

You will be required to update your beneficiary for the following plans: Basic Life & ADD and Additional Life & ADD (if enrolled). Click on the **X** and it will take you back to the benefit tiles.

5. Click **Manage** under Basic Life & Add tile.

Confirm and Continue

6. Click on
7. Click on the **plus (+) sign** to add a beneficiary or trust.
8. Click on the **three lines**.



9. Choose from an Existing Beneficiary Persons or Existing Trusts or Add New Beneficiary or Trust.
10. If Adding a New Beneficiary, the screen will pop up and select **Continue**.
11. Insert **Relationship, Date of Birth, and Gender**.

Legal Name

12. Under **Legal Name** insert **First Name** and **Last Name**.

Contact Information

13. Under **Contact Information** add **Phone Number** with Area Code, **Phone Device**, and **Type**. Add **Address** and **Type**. Select **OK**.

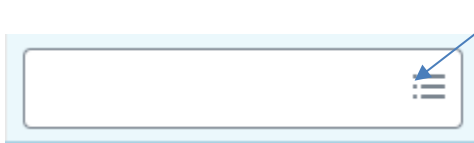
National IDs

14. Under **National IDs** you will be inserting their Social Security Number. Click on .

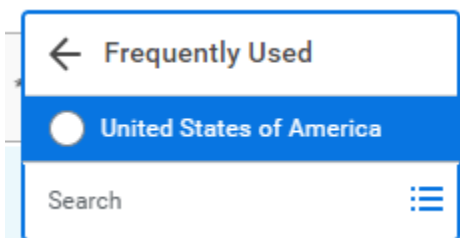
Open Enrollment Frequently Asked Questions (FAQs)

How do I View, Make Changes and/or Enroll in Benefit Plans (Continued)

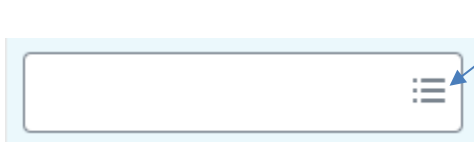
15. Under ***Country** Click on the three lines.



16. Click on **Frequently Used** then Select United States of America.

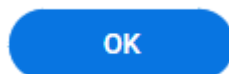


17. Under ***National ID Type** Click on the three lines.



18. Select **Social Security Number (SSN)**

19. Under **Add/Edit ID** enter Social Security Number.



20. Click

21. If enrolled in Additional Life & ADD for Employee. Follow the same process for adding beneficiaries.

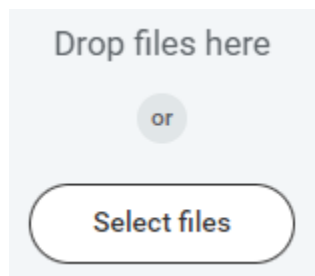
Review and Sign

22. When finished making your changes, click on

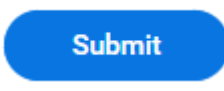
Open Enrollment Frequently Asked Questions (FAQs)

How do I View, Make Changes and/or Enroll in Benefit Plans (Continued)

23. If you add a NEW dependent for the first time and enroll in medical, dental and/or vision plans, you will be required to attach dependent documentation under **Attachments** section.



24. Click ☐ I Accept

25. Click 

3. Once I submit my Open Enrollment elections for the first time, can I go back and update my elections.
Yes, your last election submitted at the close of Open Enrollment will be the final submittal. See the instructions below on how to resubmit.

○ Via your Work Computer

- ✓ Go to your Employee Profile, select Home 
- ✓ Under Announcements, click on **2027 Open Enrollment**, then click on **Employee Benefits Open Enrollment Selection**, then click on **Continue**.

○ Via your Phone Using Workday App

- ✓ Go to your Employee Profile, under Announcements, click on **2027 Open Enrollment**, click on **2027 Open Enrollment** tile again, click on **Employee Benefits Open Enrollment Selection**, then click on **Continue**, then click on **Let's Get Started**.

Open Enrollment Frequently Asked Questions (FAQs)

4. If I am unable to obtain the required dependent documentation during the Open Enrollment deadline what happens.

There will be no extension given. Dependent documentation must be uploaded and approved by the Human Resources Department by the Open Enrollment deadline. No exceptions will be made.

5. I am adding a dependent to the health insurance, and I cannot find my dependent's social security card. What do I need to do.

You can contact the Social Security office and request a replacement Social Security card. Documentation showing you requested a replacement card can be uploaded in Workday with the other required dependent documentation and once the actual Social Security card is received, you will provide a copy to the Human Resources Department.

6. I don't have a copy of my dependent's birth certificate how do I obtain a copy.

If your dependent was born in the State of Texas, you can obtain a copy from the Vital Statistics Department in City Hall on the first floor. Outside the State of Texas, you can request a new birth certificate online through the county the dependent was born in. A copy of this request can be uploaded and when the birth certificate is received, you will provide a copy to the Human Resources Department.

7. Where can I find a copy of the Open Enrollment Communications

City of Amarillo Website – amarillo.gov/handbook then click on Employee Benefits.

8. What are the key differences between the Medical and Dental Plans.

An overview of the two plans is provided in the 2027 Open Enrollment packet.

9. If I am adding a dependent during Open Enrollment and I am having difficulty uploading my dependent documentation, what should I do.

- After entering your changes in Workday through the enrollment screen, click on **Save for Later**, then click on **Save Without Submitting**, then click on **Done**. **By doing this it will allow the Benefits team to upload the documentation on your behalf and then you can finalize your Open Enrollment.** Note, if you already clicked **Review and Sign** and tried to submit your enrollment on the next page where you

Error

1. Page Error
- Attachment required for new dependents

received this error message

then you will select **Cancel** then select

Discard. This will take you to the previous screen where you click on **Save for Later**.

- You have two options for the Human Resources Department to upload your documentation.
 - 1st option – In person at City Hall, 1st floor, Rm. 1100 (Monday through Friday, 8:00am to 5:00pm)
OR
 - 2nd option – Email dependent documentation to benefits@amarillo.gov. In the email, provide your full name, employee number and what you are requesting.

Open Enrollment Frequently Asked Questions (FAQs)

10. How do I upload dependent documentation via the computer or through the App on my phone.

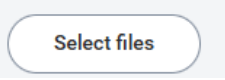
- **Via your Work Computer**

After completing your elections in Workday for Open Enrollment, click **Review and Sign**. Under Attachments section, click on **Drop File or Select Files** from your computer. Once uploaded, click **I Accept**, then **Submit**.

- **Via your Phone Using Workday App**

After completing your elections in Workday for Open Enrollment, click **View Summary**.

Under Attachments section, click on



or drop the files within the Attachment section.

To finalize your selections after uploading dependent documentation, click on the **I Accept** ☒ then click on **Submit**.

11. How do I obtain a copy of my Open Enrollment elections after submitting my changes.

After you have submitted your elections, you will click on **View 2027 Benefits Statement**. In the lower left-

hand corner, you can click Print to obtain a copy of your elections



12. How do I know if my Open Enrollment elections were submitted successfully.

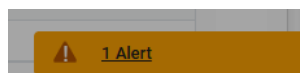
- Go to your Profile, by your name click on , then click on **Benefits**, then click on **View My Benefit Election History**.

- Click on Benefits Elections Active (in Blue) under Benefits Details.

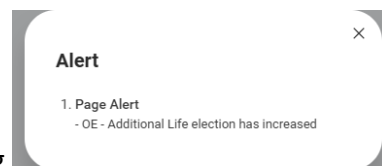
- Click on PDF in the upper right-hand corner of the screen  and select Download.

13. After adding Additional Life Insurance, I am receiving a yellow alert on the View Summary page after clicking on the I Accept Box, and then clicking on . What action is required?

You will click on



and the following



will show up, click

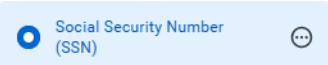
on the **x**. Then click on



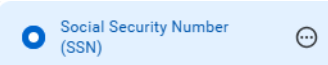
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14. If enrolling a **NEW dependent for the first time there are steps needed to add them to the medical, dental and/or vision insurance.** Go to your Employee Profile, under Announcements click on **2027 Open Enrollment**, then click on **Employee Benefits Open Enrollment Selection**, then click on **Continue**. Click either **Manage** or **Enroll** under the Medical, Dental and/or Vision plan you are enrolling the dependent(s) in. Click on **Confirm and Continue**.

- Click on **Add New Dependent** if enrolling for the first time.

➤ Click on **Use an Existing Beneficiary or Emergency Contact**, then click on  and select the dependent from the drop-down list, then click on **Use as Beneficiary** if that is something you want to do, then click on . Enter anything that has a **red asterisk** and double check that all their personal information is entered and correct anything that needs updated. Under National IDs you will need to enter their Social Security Number (SSN) by clicking **Add**. Under Country, click on , under Frequently Used click on the arrow, then select **United States of America**. Click on , then click on , then enter SSN number  , then click on **Save**. Then click on **Select box**  next to the dependents name to enroll them in the plan. Then click on **Add New Dependent** and follow the same steps to add more than one dependent.

OR

➤ Click on **Create Dependent**, you can also click on **Use as Beneficiary** if that is something you want to do, then click on . Enter all the information requested that has a **red asterisk**. Under National IDs you will need to enter their Social Security Number (SSN) by clicking **Add**. Under Country, click on , under Frequently Used click on the arrow, then select **United States of America**. Click on , then click on , then enter SSN number  , then click on **Save**. Then click on **Select box**  next to the dependents name to enroll them in the plan. Then click on **Add New Dependent** and follow the same steps to add more than one dependent.

IMPORTANT: You will need to follow these same steps for the benefit plans you are adding them to during Open Enrollment. **If not followed correctly, they will not be enrolled in the plans you intended them to be enrolled in.** You can email benefits@amarillo.gov or call the Benefits Department to confirm enrollment.