

First Time User Process

In order to access your online benefits system you may follow the below steps:

1. Go to www.benefitsolver.com
2. Click on **Register**
3. Type in your **SSN**, **Company Key** and **Date of Birth**. Your Company Key is "**COP**" in all capital letters.

The screenshot shows the 'Info' step of the registration process. The 'benefitsolver' logo is at the top left. A navigation bar contains 'Info', 'Create', 'Confirm', and 'Login', with 'Info' highlighted. The main form area has three input fields: 'Social Security Number' with the value '123-45-6789', 'Company Key' with the value 'COP' (highlighted in yellow), and 'Date of Birth' with the placeholder 'MM/DD/YYYY'. To the right, an 'Info' section states 'All fields are required.' and 'If you don't already have your Company Key, contact your benefits administrator.' At the bottom are 'Cancel' and 'Continue' buttons.

4. Click Continue. Read through the Electronic Signature notification and click "**Accept**" to move forward.
5. Create your User Name and Password. Confirm your password (at least 7 characters). Click "**Continue**". Please make a note of your User Name and Password for future use. Select your security phrase and answer.

Helpful Hint: There are 3 Security Phrases you can choose to help if you forget your password in the future. Please choose the phrase that best suits you.

Click "**Continue**" to proceed.

The screenshot shows the 'Create' step of the registration process. The 'Imperial County of California' logo is at the top left. A navigation bar contains 'Info', 'Create', 'Confirm', and 'Login', with 'Create' highlighted. The main form area has five input fields: 'User Name' with the value 'case sensitive', 'Password', 'Confirm Password', 'Security Question' with a dropdown menu showing 'What is your mother's maiden', and 'Answer'. To the right, a 'Create Account' section provides instructions: 'Below you must create a User Name and Password. The User Name must not contain any spaces and be at least 7 characters long. If the User Name you have chosen is already in use, you will be instructed to choose a different one.' and 'The Password must also be at least 7 characters and contain no spaces. A combination of numbers and letters is **required** for your Password. In addition, please select a security phrase and complete the answer to this question in the space provided. This will be used if you forget your password and need assistance in recovering it.' At the bottom are 'Cancel' and 'Continue' buttons.

6. Login with your new User Name and Password that you just created in step 5 above.