TEAM®




# Open Enrollment

## Target Audience: All Benefits Eligible US Employees

TEAMINC.COM >

# How to access & complete Open Enrollment

**OBJECTIVE**: To provide a standardized process for accessing UKG Pro to complete the Open Enrollment (OE) benefits task.

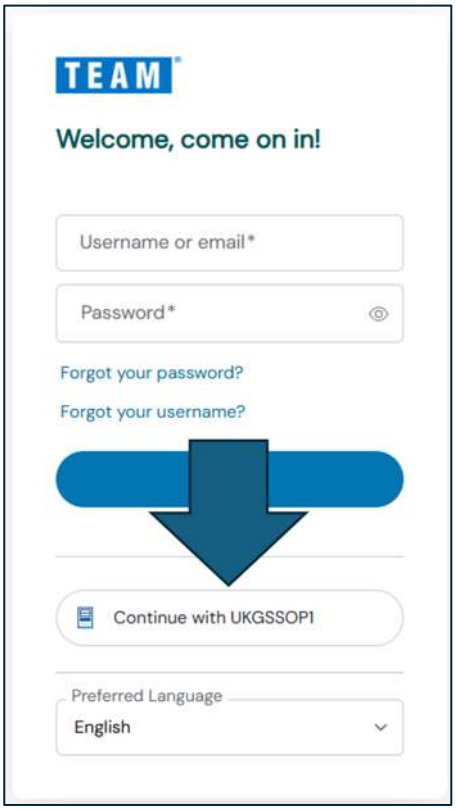
**SCOPE**: This SOP applies to all personnel eligible for US Benefits.

## Before You Start

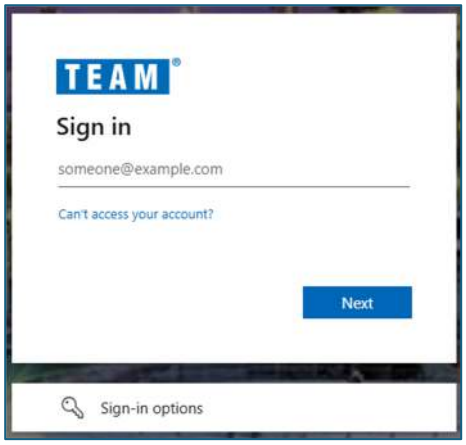
- You **do not** need VPN access to log in.
- You **do** need your **TEAM** Microsoft email and network password (the same one used for Outlook or Teams).
- If you've forgotten your password or it has expired, contact the **IT Helpdesk** to reset your TEAM credentials before trying to log in.
- **Chrome** is the recommended browser for UKG. However, some employees have reported that they have been successful using **Microsoft Edge**.
    - If you experience issues, attempt clearing your browser's cache and cookies before retrying.

## Logging in from a computer

1. Open your web browser of choice: **Chrome** or **Edge**
2. Navigating directly to UKG: [UKGPro Login]
3. Click on **Continue with UKGSSOP1**



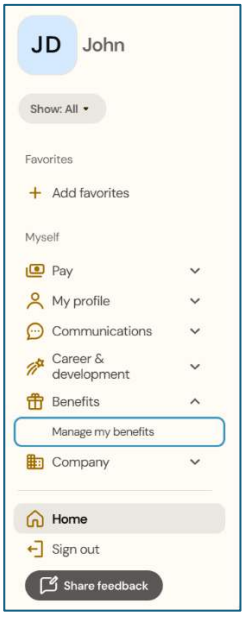
4. You'll be redirected to the Microsoft login page where you enter your **TEAM Inc.** email address (*i.e. John.Smith@teaminc.com*) and then click Next:
    a. Then, your **TEAM Inc.** password



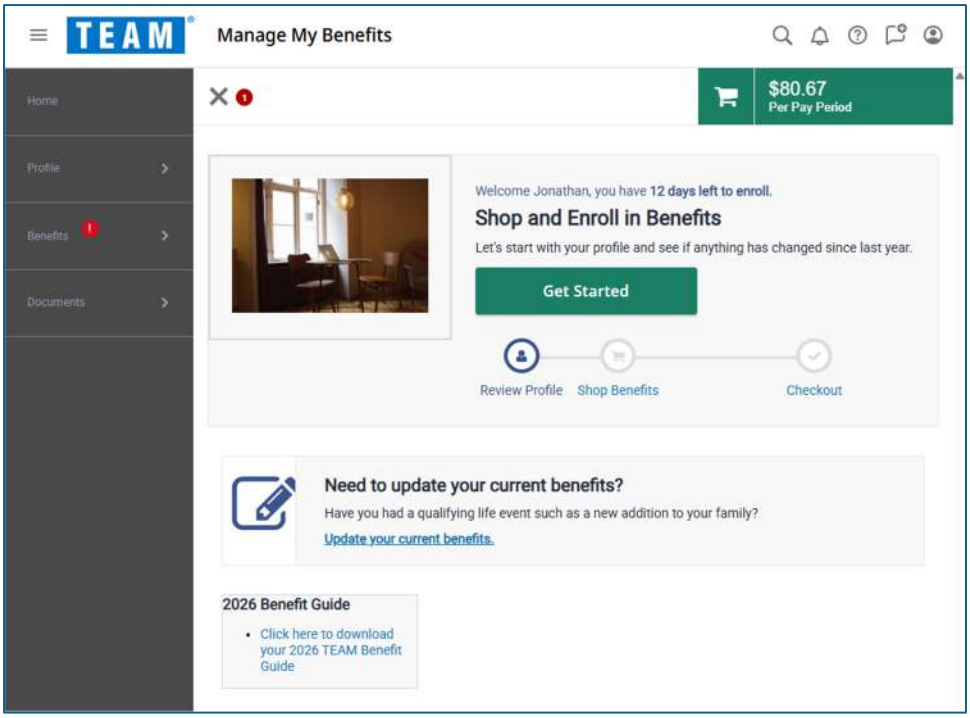

5. You may be prompted to **Stay signed in?**:
    a. Check the "Don't Show this again" box and click **Yes**



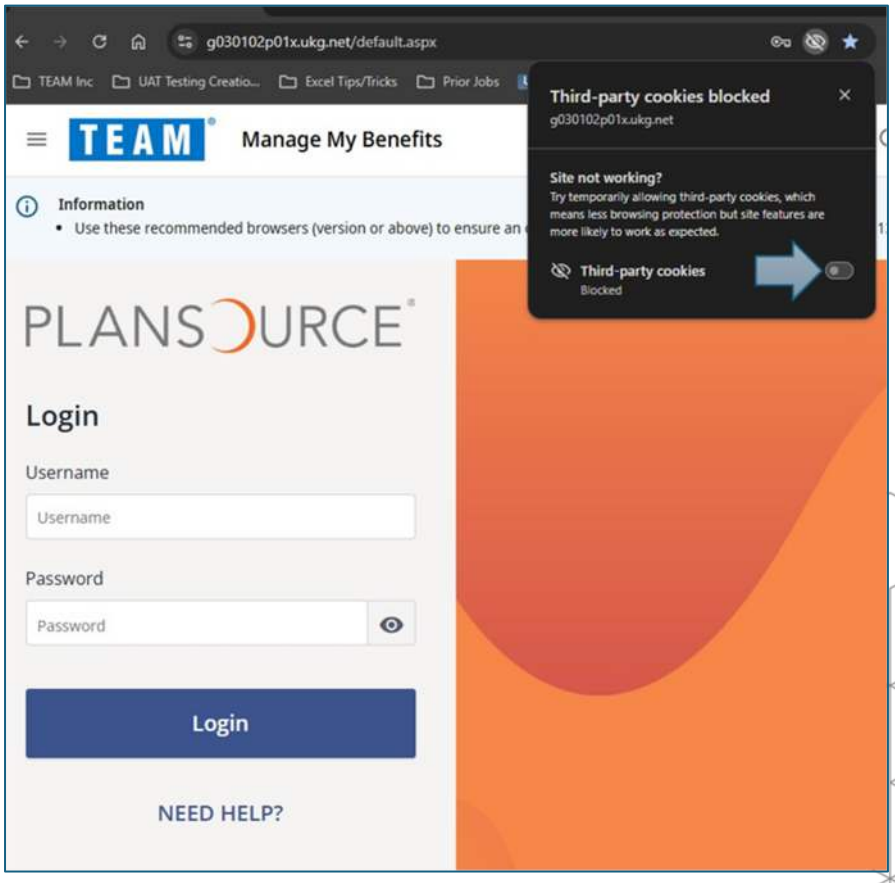

6. Once you are logged into UKG, click "Benefits" then click "Manage My Benefits":



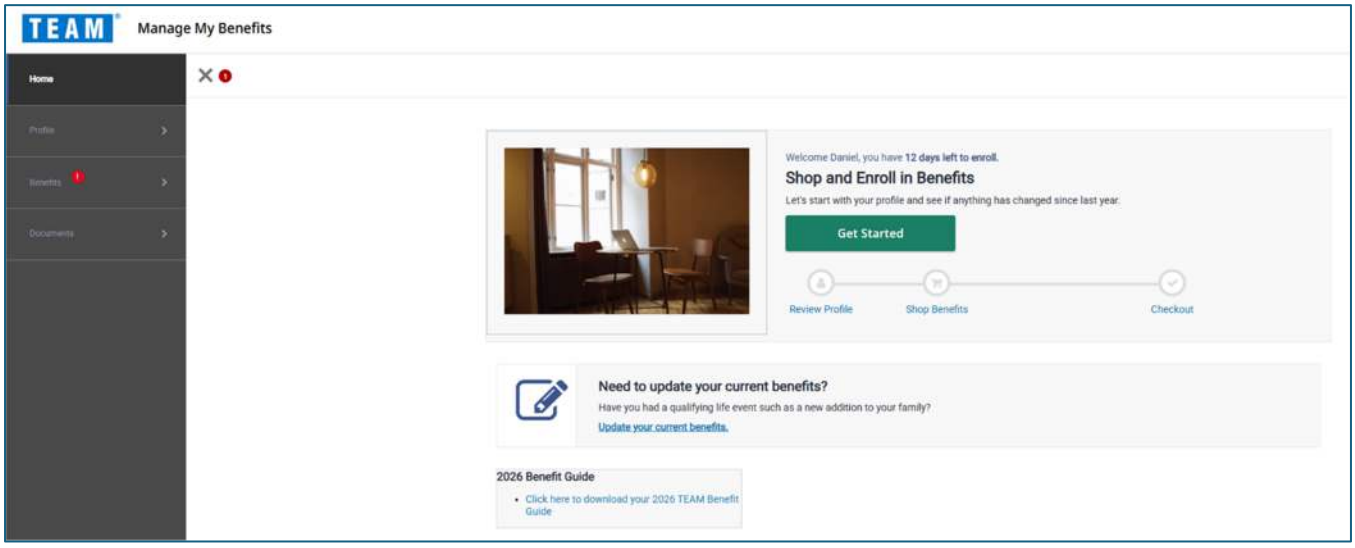
7. You should be presented with the following page:



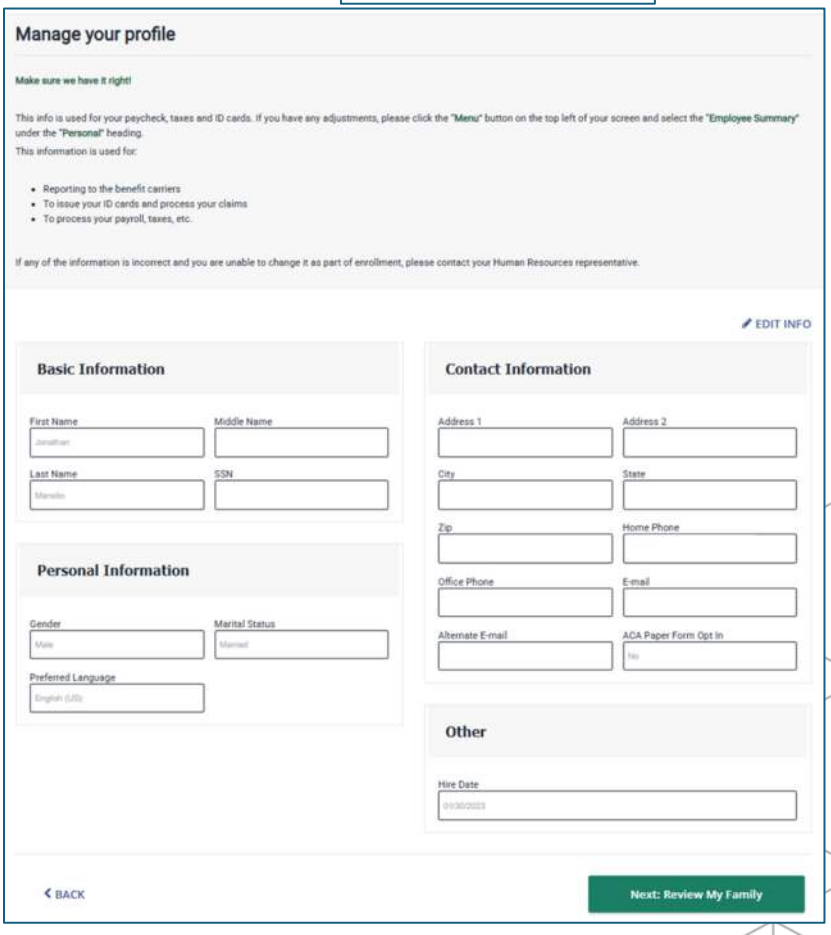

a. If you are presented with a PlanSource login screen as shown below, you'll need to allow Third-Party cookies by clicking on the  icon and toggling the switch to **On**:



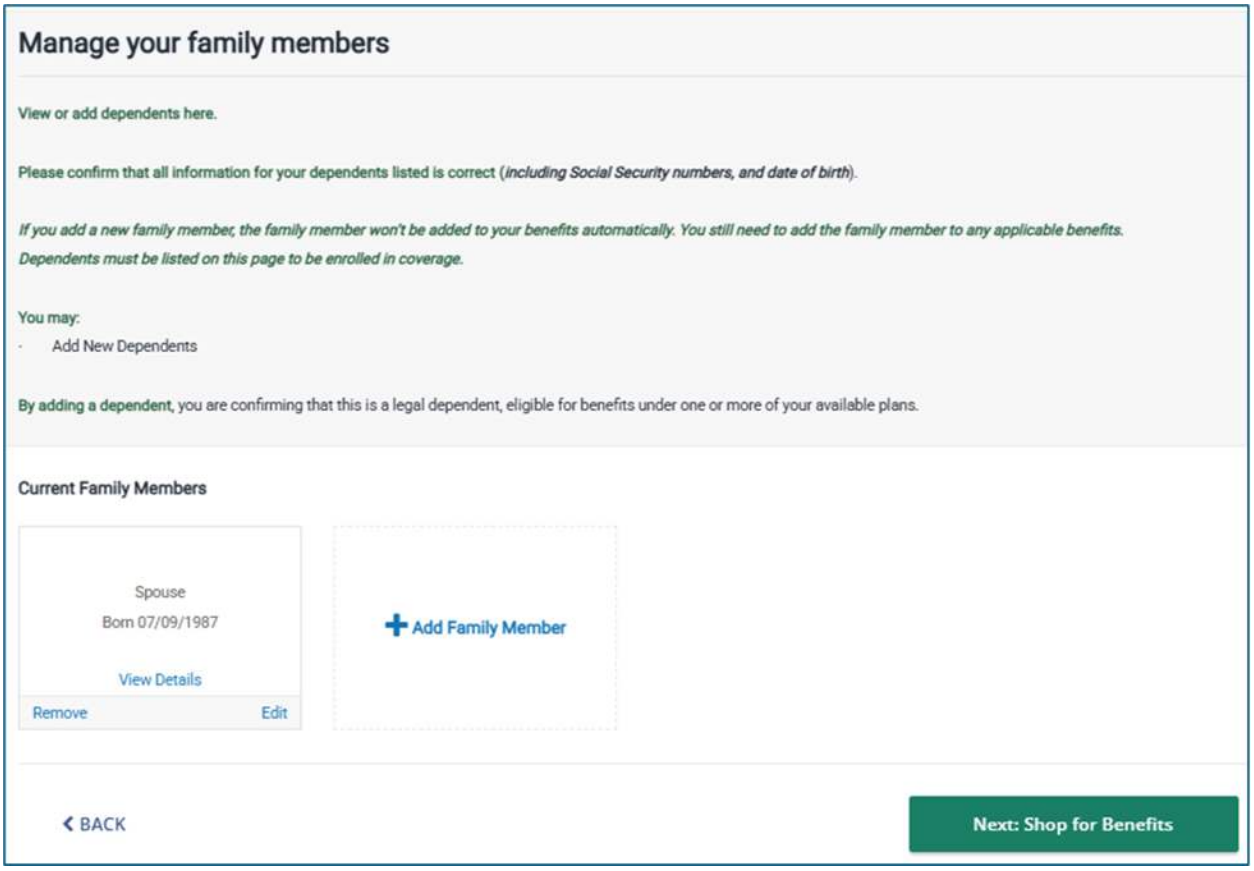
8. The page should reload on its own and show the below:
    a. Click on "**Get Started**"



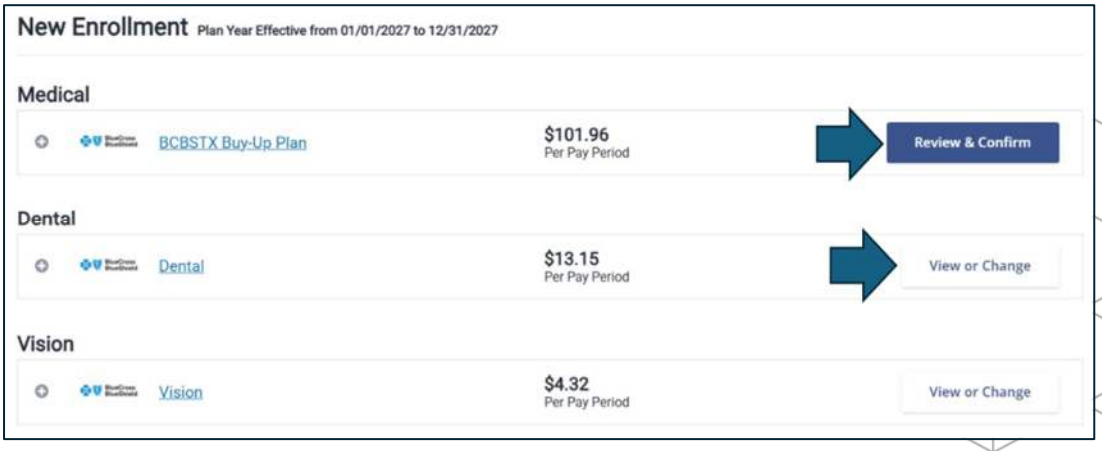

9. The information displayed on the following page is automatically transferred over from UKG Pro. If what is displayed is incorrect, make the updates directly in UKG Pro which typically takes about 30 minutes to migrate over to Benefits:
    a. The only editable piece on this page is rather or not you want to opt in for **ACA Paper Form** by clicking EDIT INFO and checking the box: ☐ ACA Paper Form Opt In



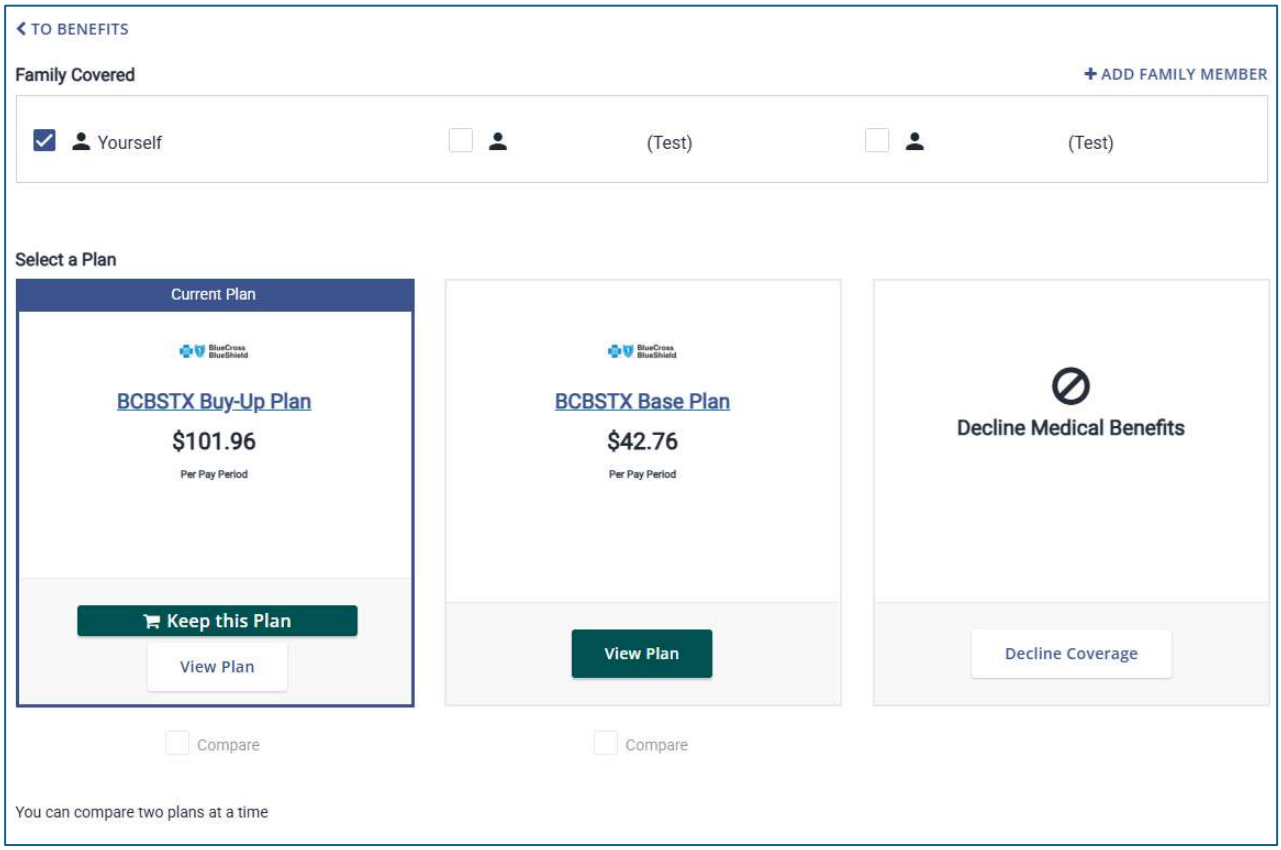
10. Clicking "**Next: Review My Family**" takes you to the **Manage your family members** page where you review/add/remove family members. However, this does not mean they will be automatically covered under any benefit plans. Dependents must be listed on this page to be enrolled in coverage:




11. Once you're done reviewing your family members, click on "**Next: Shop for Benefits**" to begin the enrollment process. All benefit enrollments from the 2026 Plan Year will carry over to the 2027 Plan Year except for the **Medical** plan and the **FSA** plan which requires renewal of enrollment every year.
12. If you wish to update/change any benefit plan coverage, click on "**View or Change"** on each of the benefit offerings:
    a. For the Medical Plan, it will say "**Review & Confirm**"



Make your way down each of the benefit offerings to make your selections. You can also add family members if they are not shown as an option:

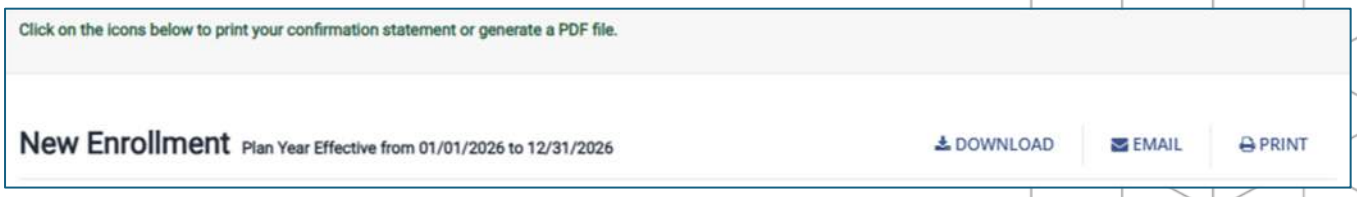



13. The final required step is the **Benefit Enrollment Agreement**:




14. You must select or decline all coverages before the "**Review and Checkout**" button is enabled.
15. Once you have clicked on the **Checkout** button, you'll have the opportunity to download, email or print your Open Enrollment elections confirmation page.

***Important Reminder: Ensure that you print and/or save a copy of your confirmation statement for your records if you make any changes to your 2027 Benefit Elections.***



## Logging in from a Mobile Device

1. Download the **UKG Pro** app from the **App Store** or **Google Play Store**:

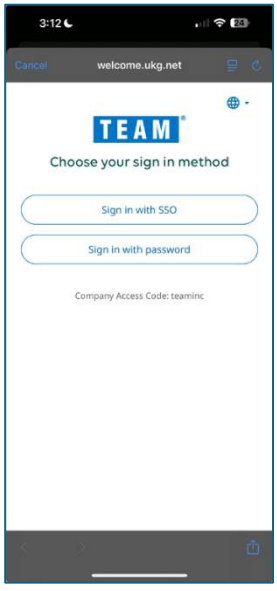
**Apple App Store**

**Google Play Store**

2. When prompted for the **Workspace Access Code or URL**, enter "**TEAMINC**" and then **Continue:**

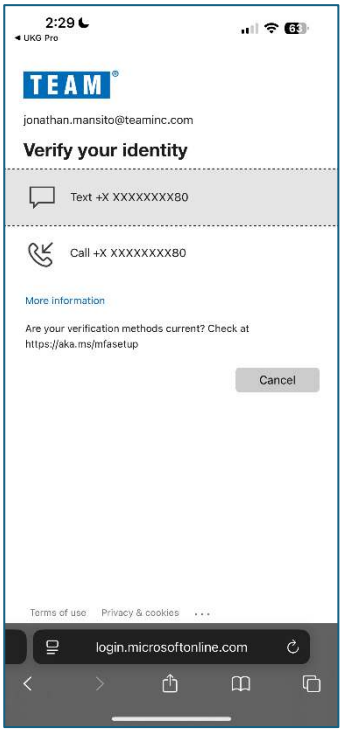


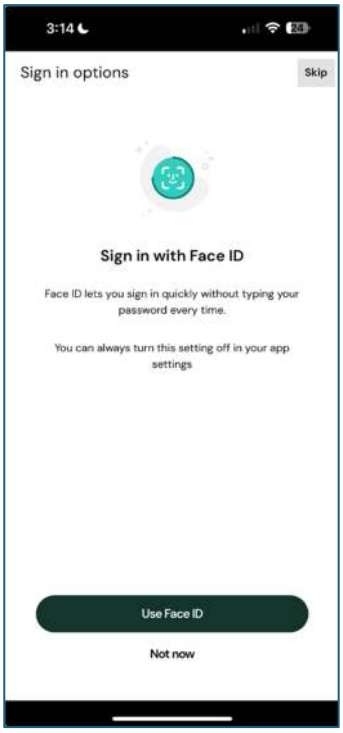

3. Choose **Sign in with SSO**:



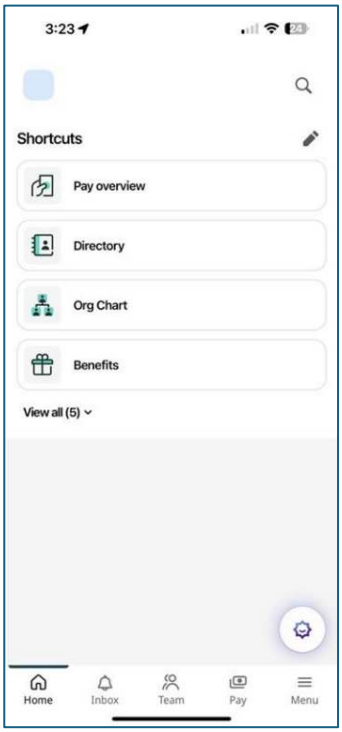

4. Enter your **TEAM email address** and **password**.

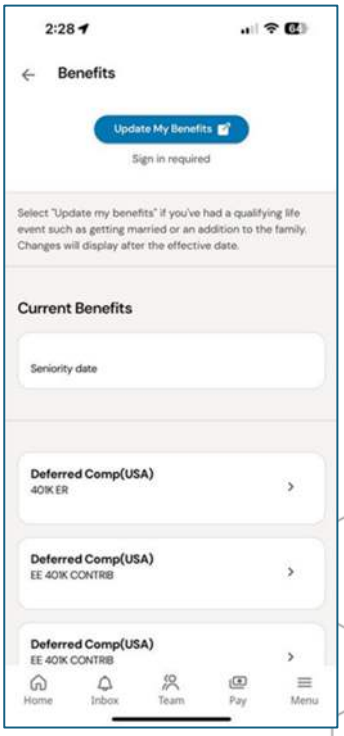
5. Follow any security prompts (Face ID, verification, etc.):



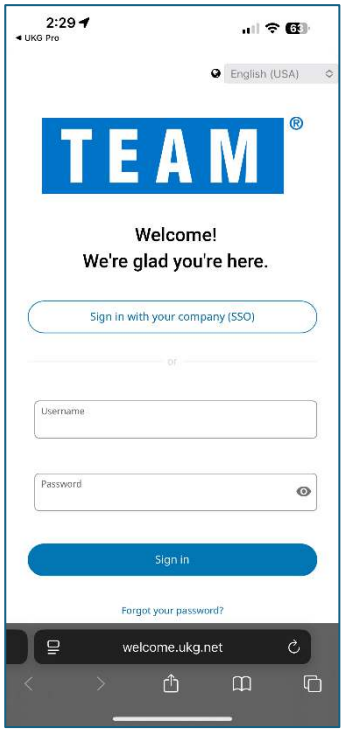




6. Once logged in, click on **Benefits** → **Update My Benefits**

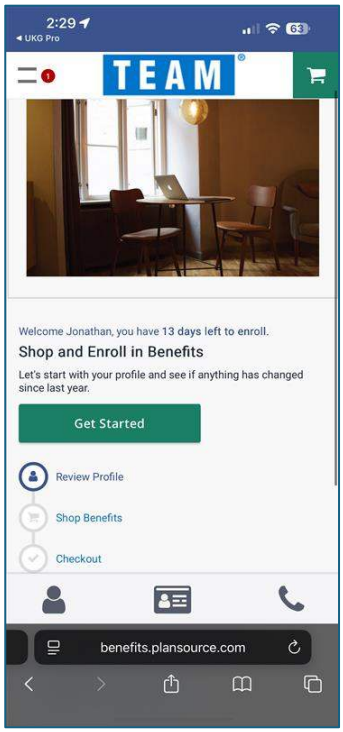


7. This will open your phone's web browser and present you with the following screen where you will select **Sign in with your company (SSO)**:

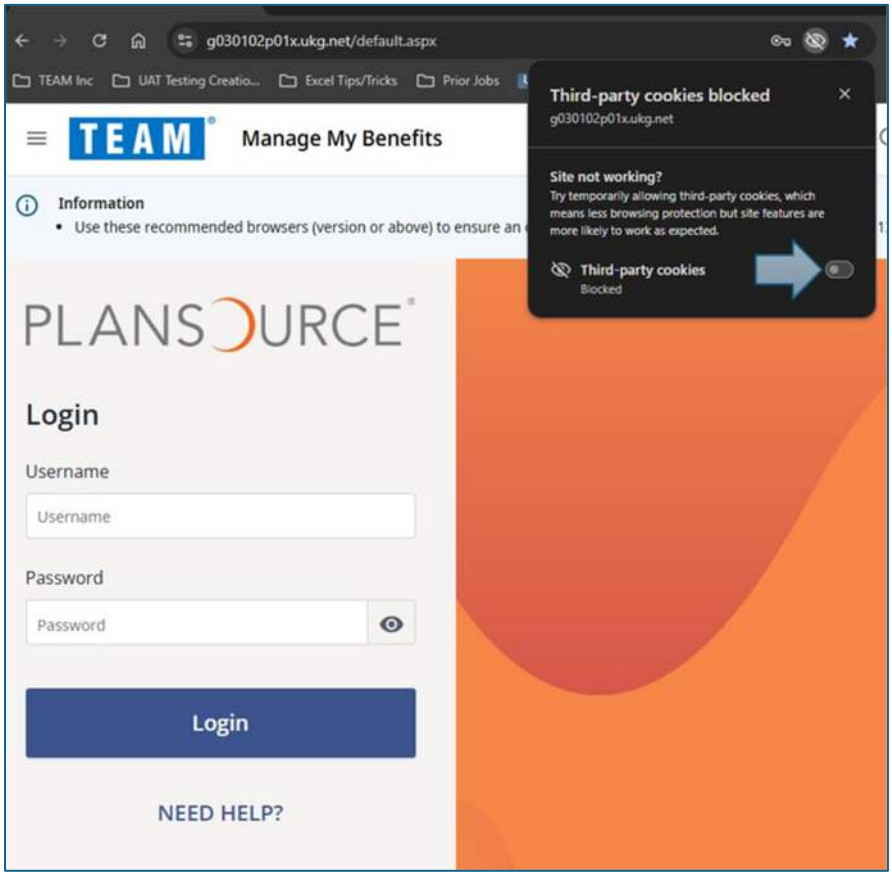



8. Next, click on **Get Started** and proceed through the enrollment process as previously outlined in the above section:



## What You Might See

- Some employees may briefly see **"PlanSource"** during login. This is part of the secure redirect process and will take you to the correct UKG open enrollment screen.
- You'll know you're in the right place when you see **"UKG Pro"** and your employee dashboard.
- If you are presented with a PlanSource login screen as shown below, you'll need to allow Third-Party cookies by clicking on the icon and toggling the switch to **On**:




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## Need Help?

If you're not sure of your **TEAM Inc.** login details, contact IT:

- Submit a support ticket via the **TEAM IT Service Desk** (Microsoft Edge browser is recommended), or
- Call the **Service Desk**:
  - **U.S., Canada, & LATAM:** +1 281-388-5600
  - **UKAC-Europe & ME:** +44 (0)1539 817555
  - **APAC:** +65 6320 9576

For questions about open enrollment itself and the different benefit offerings, contact the **Benefits** team at Benefits@TeamInc.com.

If you continue to experience login issues, please contact the **HRIS** inbox at HRIS@TeamInc.com.