MetLink Customer User Guide

MetLife

Navigating life together
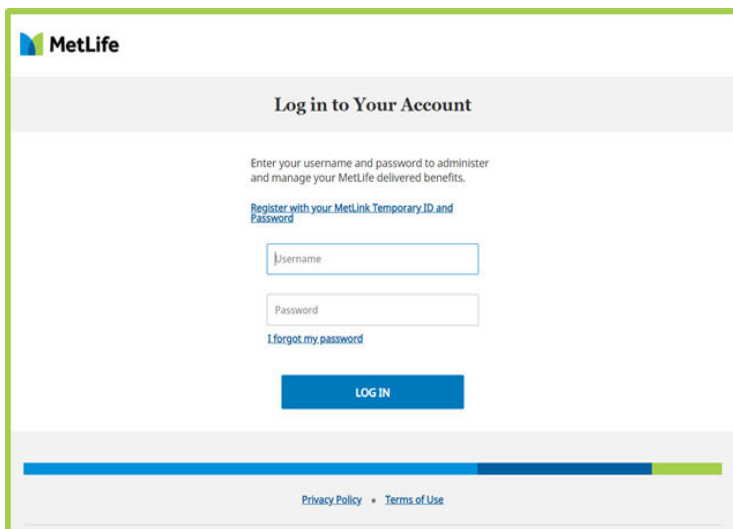
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MetLink Overview

MetLink is a secure, externally facing web site accessible to benefit administrators and brokers of MetLife's group customers. The portal provides users with a variety of capabilities and features that grant access to participant information and enables administrators to conduct transactions supporting the administration of the MetLife products offered.

Note: *Not all functionality and features in this User Guide will actually be available to all customers*

Registration

This is the first screen a user sees when accessing the MetLink website. Users are provided a temporary username and password when accessing the MetLink website for the first time. During registration, users create a unique username of their choice, a password, and answer security questions. The user name and password created will be used each time they sign into the website.

Note: As an added security feature, all MetLink customer users must change their passwords every 180-days. Users can also change their passwords at anytime using the self-service tool.

Existing MetLink users:
Enter username and password in the login boxes
New MetLink users:
Select "Register with your MetLink Temporary ID and Password" link and complete registration
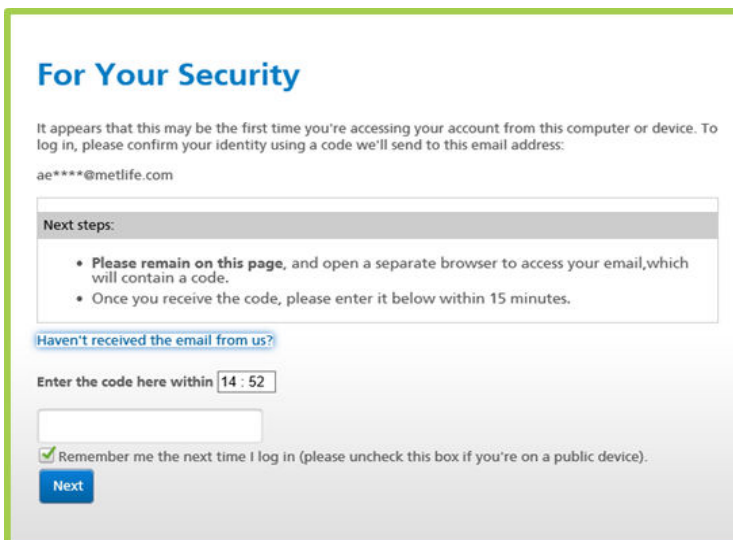
Following successful MetLink login:

User receives 'For Your Security' pop up if their device is not recognized

A code is sent to the email address on the user's MetLink profile

User retrieves code from email and must enter within 15 minutes to complete login

Users that do not receive an email or have an incorrect email address on their profile must call MetLife's Online Support Center for assistance

MetLife requires that before any external customers (any person not employed by MetLife, any business not owned by MetLife, or any MetLife employee at a non-Metropolitan site) are granted access to our electronic systems, they must sign and submit a Customer Authorization Form and a User Authorization Form. The purpose of these forms is to provide protection against the unauthorized use and actions of individuals with access to the MetLink product, MetLife systems, software copyrights and confidential data.

Once a user enters their temporary password and clicks "Sign In", they will be asked to register their account.

The user will then be required to select and answer three security questions. The answers to these questions must be unique (the same answer can not be used for more than one question).

Metlink Home Page

This page will be customized to reflect the features selected by your company. You can navigate the MetLink website in two ways:

1. From the tabs on the top navigation bar.
2. From the "Your Quick Links" features assigned to you by MetLife.

Metlink Features and Capabilities

Some of the features and capabilities that your employees may be able to access through MetLink are detailed below.

Note: All of these features may not be available in all states. For a list of restricted features and states, consult your MetLife benefits representative.

Personalized Home Page

- After registration on the site, the employee will receive a personalized page reflecting the features selected by your company and their level of security.

Available Features

- Absences
- Billing
- Claims
- Enrollment Services
- File Services
- Forms Library
- Quote Tools
- Reports
- Resources

Forms Library Feature

The Forms Library feature allows you to be able to access various forms provided for Benefits Administrators.

The Forms Library feature can be accessed from the MetLink Home Page in two ways.

1. From the Forms Library tab on the top navigation bar.
2. From the "Your Quick Links" features assigned to you by MetLife.
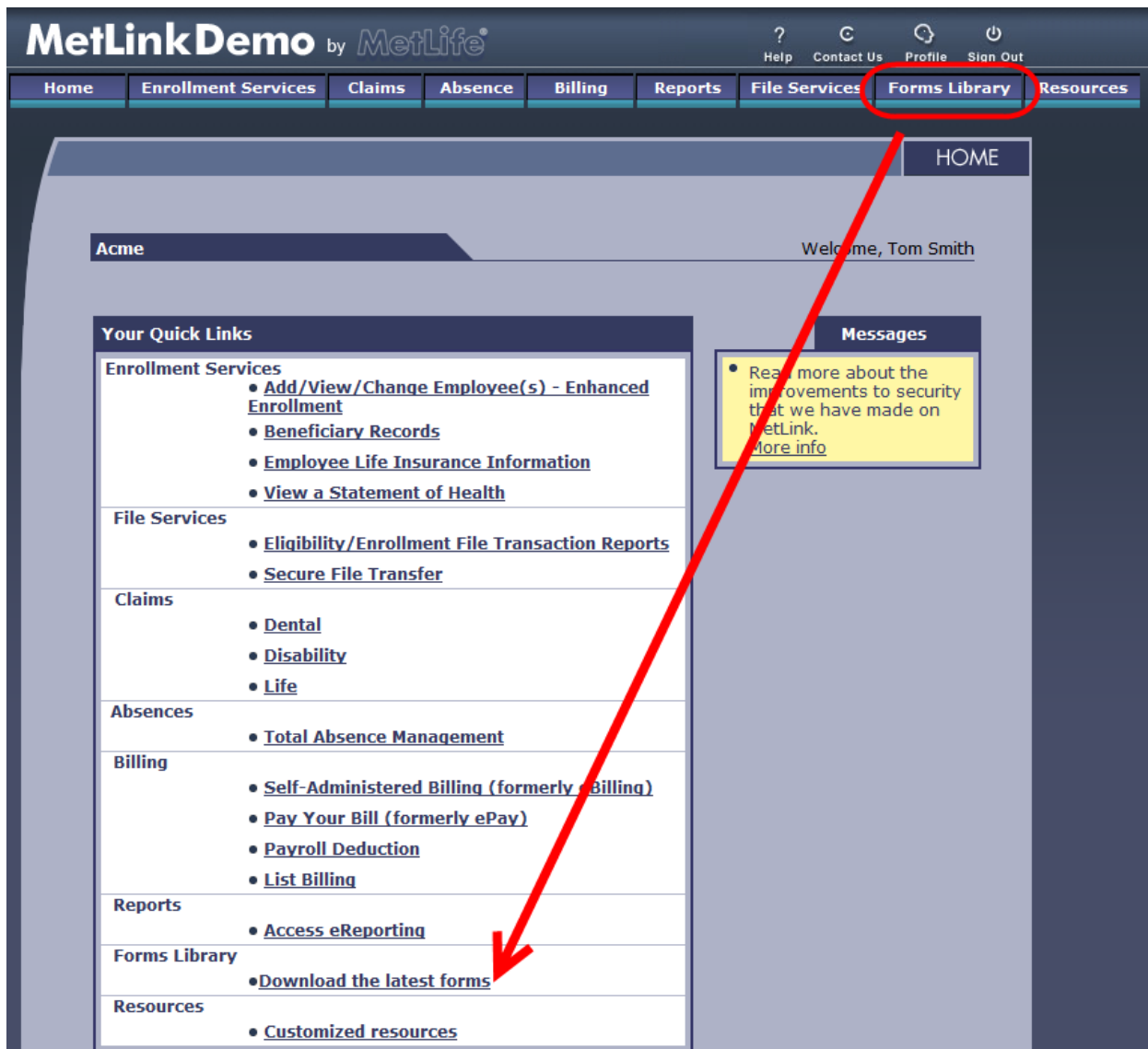
Forms Library Main Selection Screen

The system automatically recognizes forms that have been assigned to each customer. Click on the type of form that you want to access.

Note For Brokers, TPA's and Internal Users: *If you have access to multiple customers or if you are an internal user, there will be an intermediate page for customer selection. On selection of a customer (as in the case of Broker/TPA) or when you enter a customer number (as in the case of internal users) the "Forms" landing page will be shown. You will be able to change the customer you are searching for from the Category Selection page by clicking on the "Select Customer" link.*

Forms by Category

After clicking the category link, you will be brought to a page that lists all the appropriate forms for that customer within the category. Clicking on the form, you want to access will open a separate window that will automatically load the form for saving, viewing and/or printing.
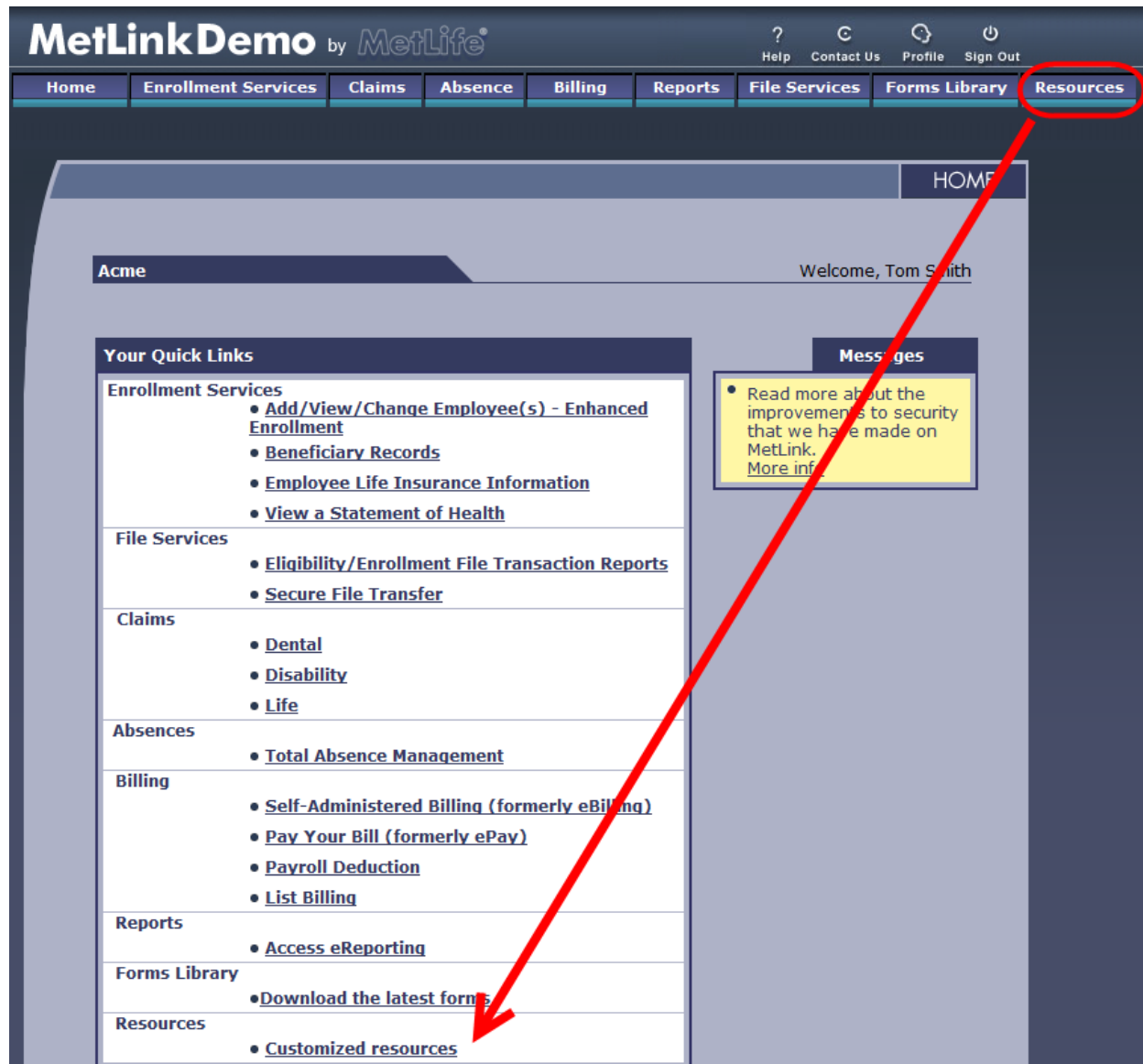
Resources Feature

The Resources feature allows you to be able to access various resource documents provided for Benefits Administrators.

The Resources feature can be accessed from the MetLink Home Page in two ways.

1. From the Resources tab on the top navigation bar.
2. From the "Your Quick Links" features assigned to you by MetLife.

Resources Main Selection Screen

The Resources selection screen provides you with access to the current MetLink User Guides by clicking "View Your Customized Guide" and Legislative & Regulatory release information by clicking "Access the Database".

Note For Brokers, TPA's and Internal Users: *If you have access to multiple customers or if you are an internal user, there will be an intermediate page for customer selection. On selection of a customer (as in the case of Broker/TPA) or when you enter a customer number (as in the case of internal users) the "Resources" landing page will be shown. You can change the customer any time by clicking on the "Select Customer" link.*
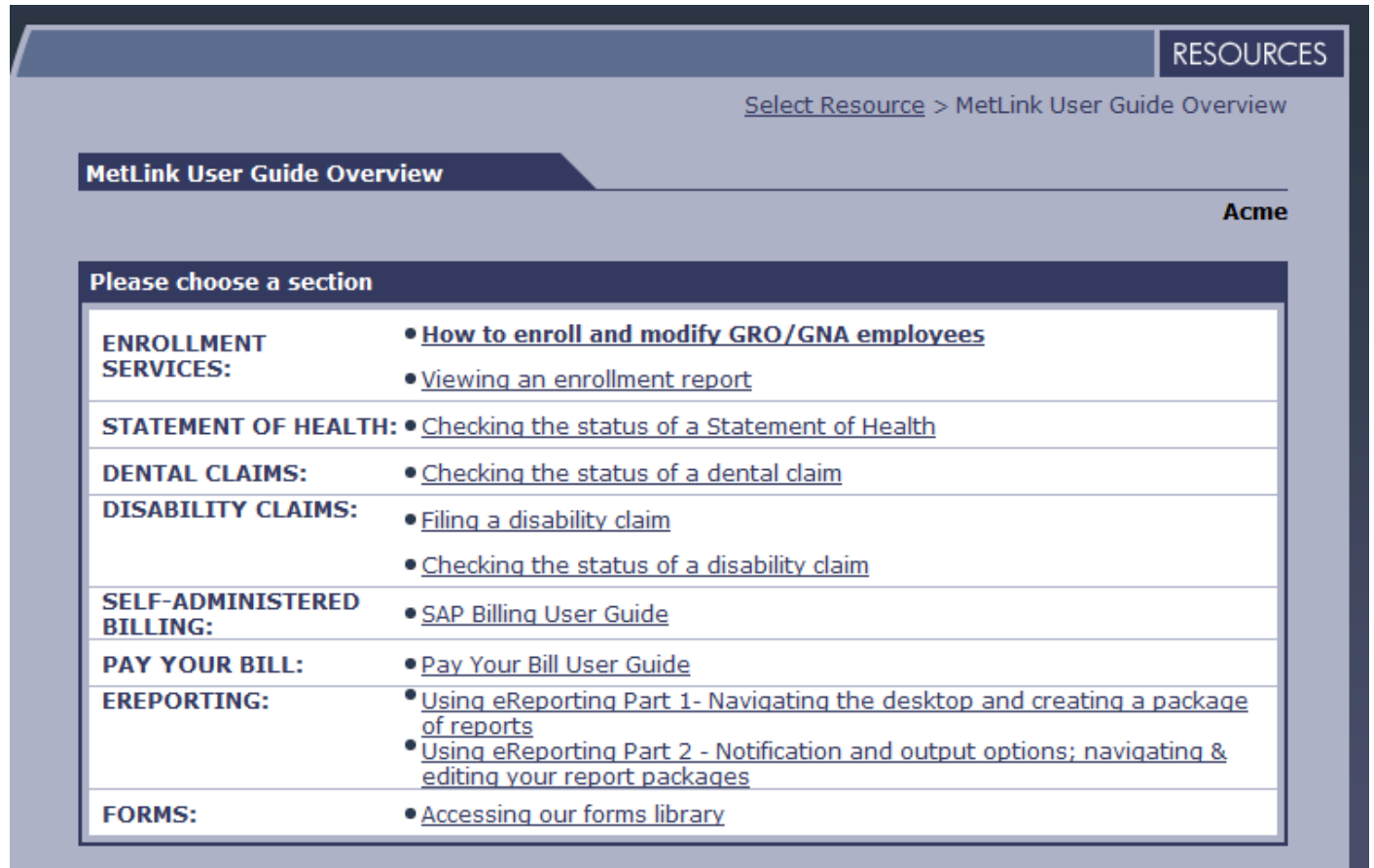
Depending on your assigned features, you may also see other "Informational" type documents located in this section.

Institutional Income Annuities Product Info	Want to learn more about our products? **Click Here**
Institutional Income Annuities Applications	Have the results from QuoteExpress® and need an application? **Click Here**
Quote-In-A-Box Software	QIB V5.1 is now available for download! **Click Here**
Fixed Structured Settlements	**Click Here**
Variable Structured Settlements	**Click Here**
Personal Settlement Annuity	**Click Here**
MetLife Administration Manual	Get dental ID cards, coverage information, claim submission information, billing procedures, and links to the forms you need to administer your coverage. **Click Here**

View your Customized Guide (MetLink User Guide)

This section provides you with user guides to help you learn the different features offered by MetLink. These user guides are linked with your assigned features so you will only see what you need. The documents have been created to provide you with easy accessibility of information.

To access a particular user guide, please click on the link provided against the given feature. A separate window will automatically load the user guide for saving, viewing and/or printing.

RESOURCES

Select Resource > MetLink User Guide Overview

MetLink User Guide Overview

Acme

Please choose a section

ENROLLMENT SERVICES:	• **How to enroll and modify GRO/GNA employees** • Viewing an enrollment report
STATEMENT OF HEALTH:	• Checking the status of a Statement of Health
DENTAL CLAIMS:	• Checking the status of a dental claim
DISABILITY CLAIMS:	• Filing a disability claim • Checking the status of a disability claim
SELF-ADMINISTERED BILLING:	• SAP Billing User Guide
PAY YOUR BILL:	• Pay Your Bill User Guide
EREPORTING:	• Using eReporting Part 1- Navigating the desktop and creating a package of reports • Using eReporting Part 2 - Notification and output options; navigating & editing your report packages
FORMS:	• Accessing our forms library

Access the Database (Legislative and Regulatory Releases)

Searching for Legislative and Regulatory Releases requires that you select or enter the search criteria that you want to search for. You may search by Jurisdiction, Topic, Keyword or a combination of the three. Alternately if you know the document number, you can also do a search by the document number.

Searching by Jurisdiction:
1. Click on the Jurisdiction in the Jurisdiction(s) box that you wish to search for Legislative and Regulatory Releases.
2. Click the Submit button.

If you wish to search for Legislative & Regulatory Releases for more than one Jurisdiction:
1. Click on the first Jurisdiction in the Jurisdiction(s) box.
2. Hold down the CTRL key on your keyboard and click on any other Jurisdictions you wish to select.
3. Click the Submit button.

If you wish to see documents for any Jurisdiction, do not click on a Jurisdiction in the Jurisdiction(s) box.

If you wish to search for documents pertaining to Federal Legislation and Regulations, click on FEDERAL in the Jurisdiction(s) box.

Searching by Topic:
Click on the Topic in the Topic(s) box that you wish to Search for Legislative and Regulatory Releases on and then click on the Submit button.

If you wish to search for Legislative & Regulatory Releases for more than one Topic:
1. Click on the first Topic you wish to search for in the Topic(s) box
2. Hold down the CTRL key on your keyboard and click on any other Topics you wish to select
3. Click the Submit button.

Searching by Keyword:

If there is not a Topic in the Topic box that meets your needs, you can enter a keyword or phrase as your search criteria. Multiple combinations of keywords and separators can be entered (e.g., "continuing + education notification")

Enter your keyword or phrase in the Keyword(s) box and click on the Submit button.

Combination Searching:

You can also search for Legislative & Regulatory Releases using a Combination of the search criteria. You can search for Legislative & Regulatory Releases by Jurisdiction(s) and Topic(s), by Jurisdiction(s) and key word (s), by Topic(s) and key word (s) or by Jurisdiction(s), Topic(s) and key word (s). You can also change the AND boxes to OR if that suits your needs.

Combination Searching Examples:

If you want to see all the Legislative & Regulatory Releases on Life Insurance in North Carolina:

1. Click on North Carolina in the Jurisdiction(s) box
2. Click on AND in the Connector box
3. Click on Life Insurance in the Topic(s) box
4. Click the Submit button

If you want to see Legislative & Regulatory Releases on Usual and Customer Fees on the Federal level:

1. Click on Federal in the Jurisdiction(s) box
2. Click on AND in the Connector box
3. Type Usual+Customary+Fees in the key word (s) box
4. Click the Submit button

If you want to see all Legislative & Regulatory Releases on State Plans in New Jersey:

1. Click on New Jersey in the Jurisdiction(s) box
2. Click on the Down arrow of the Combo, then click AND
3. Click on Agents' Licenses in the Topic(s) box
4. Click the Submit button

Searching by Document Number:

1. Enter the Document number of Legislative or Regulatory release.
2. Click the Submit button.

Search Results

Legislative & Regulatory Release matching your criteria will be displayed on the Search Results page. You can View and Print the document by clicking on the document number link in the Document column.

Note: *You must have Adobe® Acrobat® Reader software loaded onto your PC in order to view a Legislative & Regulatory Release. If you do not have this software, you can arrange to download it by visiting:*
http://www.adobe.com/prodindex/acrobat/readstep.html

Technical Requirements

Browsers and Operating Systems

To create a seamless experience for your employees, it is important that you confirm with your IT department that your company's standard desktop settings meet the standards listed below.

Supported Browsers: The following browsers are recommended for the best user experience on MetLink.

- Microsoft IE
- Mozilla Firefox
- Google Chrome browsers are supported on WinXP and Win7
- Safari browser on Apple iOS-10

Other Browsers:

While browsers that are not fully tested, as well as browsers and versions not mentioned may work on our site, there may be some viewing and/or functionality limitations. NOTE: Java and/or Active X controls are not required to be installed for use. However, Javascript and Cookies must enabled.

Cookies
- Browsers must be set up to accept cookies including 3rd party cookies that have P3P.
- IE default setting requires third party cookies have a privacy policy ("P3P")
- IE Standard Privacy setting is 'Medium". MyBenefits pages work in this setting.
- If these cookie settings cannot be accommodated please coordinate with your Metlife Implementation lead for further options.

Encryption
- A browser must be equipped with 128-bit encryption

Other Requirements
- Adobe Acrobat Reader® 5.0 or higher software is required for downloading forms that are available.

Metlink Website Security

MetLink provides employers with personalized information about their employee's benefits. MetLife has taken the following steps to protect the confidentiality of this information:

- A browser equipped with SSL 128-bit encryption
- A registration process is in place to ensure a more secure user experience
- Identity Verification Questions responses must be unique
- eMail addresses are required during the registration process
- Passwords expire every 60 – 180 days and are locked after 3 unsuccessful attempts
- If you have forgotten your password, you can reset it online by entering your Username and providing the answers to your "Identity Verification Questions." Once the system validates the information, you will be asked to create a new password and confirm it. If you can't remember the answers to your identify verification questions, or need additional assistance, please call 1-877-9METWEB

MetLink Availability

The MetLink portal is available and operational 24x7. However, some of the features will be temporarily unavailable for operational and maintenance purposes. Please refer to the details below on portal operation periods:

Application	Monday - Friday	Saturday	Sunday
General Website Functionality	24x7	24x7	24x7
Eligibility & Enrollment	2:30 AM – 11:30 PM	2:30 AM – 4:00 PM	NA
Dental Claim Inquiry	6:00 AM – 11:00 PM	6:00 AM – 4:00 PM	6:00 AM – 2:00 PM
eReporting	8:00 AM – 8:00 PM	8:00 AM – 8:00 PM	8:00 AM – 8:00 PM
Disability Intake & Inquiry	6:30 AM – 11:00 PM	6:30 AM – 8:00 PM	9:00 AM – 8:00 PM
Statement of Health	5:00 AM – 12:00 AM	5:00 AM – 12:00 AM	5:00 AM – 11:00 PM
Self Billing	5:00 AM – 10:00 PM	5:00 AM – 9:00 PM	Not Available

Note: Absence information within the TAM feature is available 24 Hours a day 7 days a week.

Note: *MetLife has scheduled maintenance windows per week for MetLink during the following days and times, access to the website may not be available during these times.*

> *Standard Planned Outage Windows:*
> *Thursday, 9 PM - 12 Midnight ET*
> *Saturday, 9 AM - 12 Noon ET*
> *Saturday, 9 PM - Sunday, 12 Noon ET*
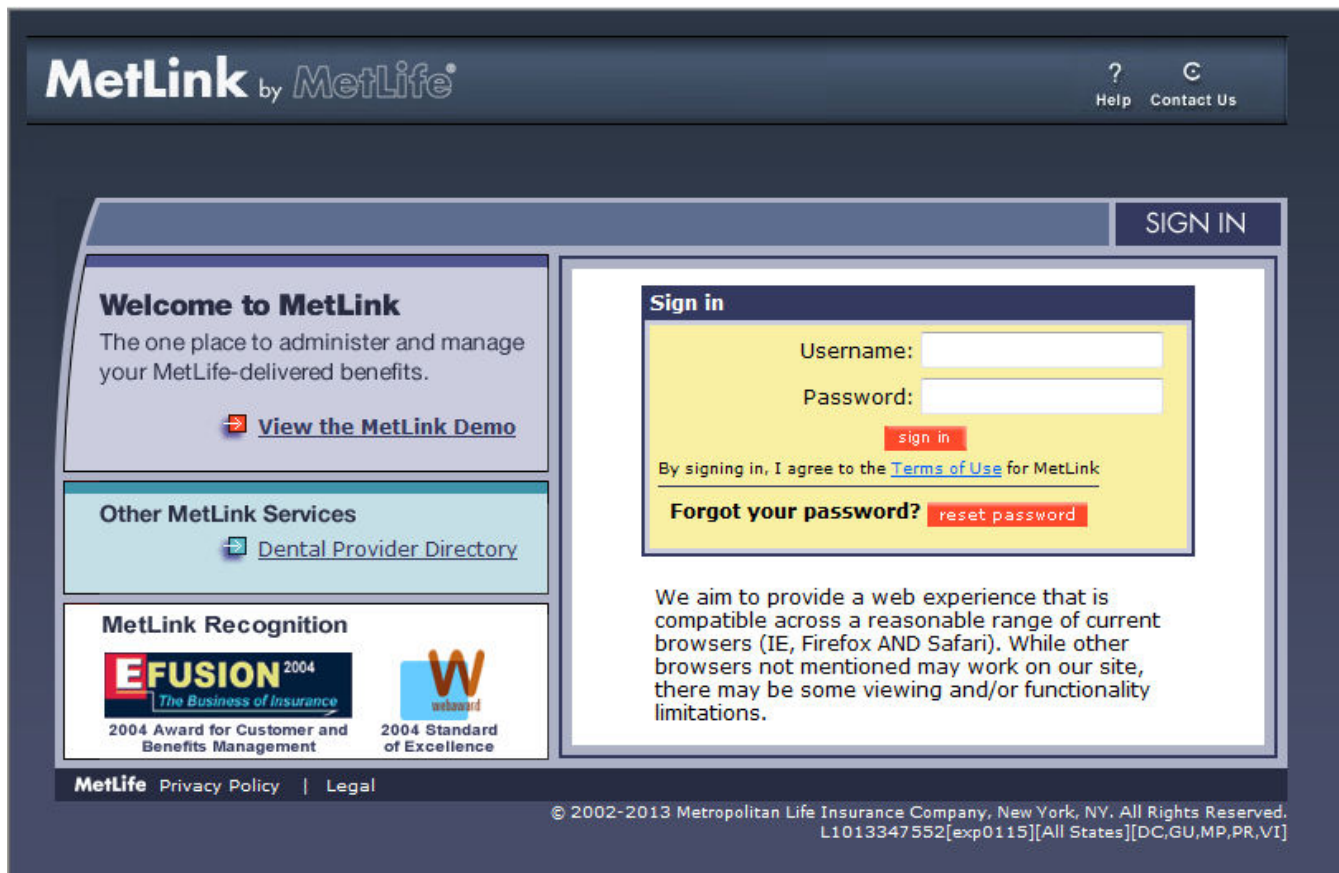
MetLink Technical Support

1-877-9METWEB

Password Reset

Users are able to reset their password from the pre-login screen.
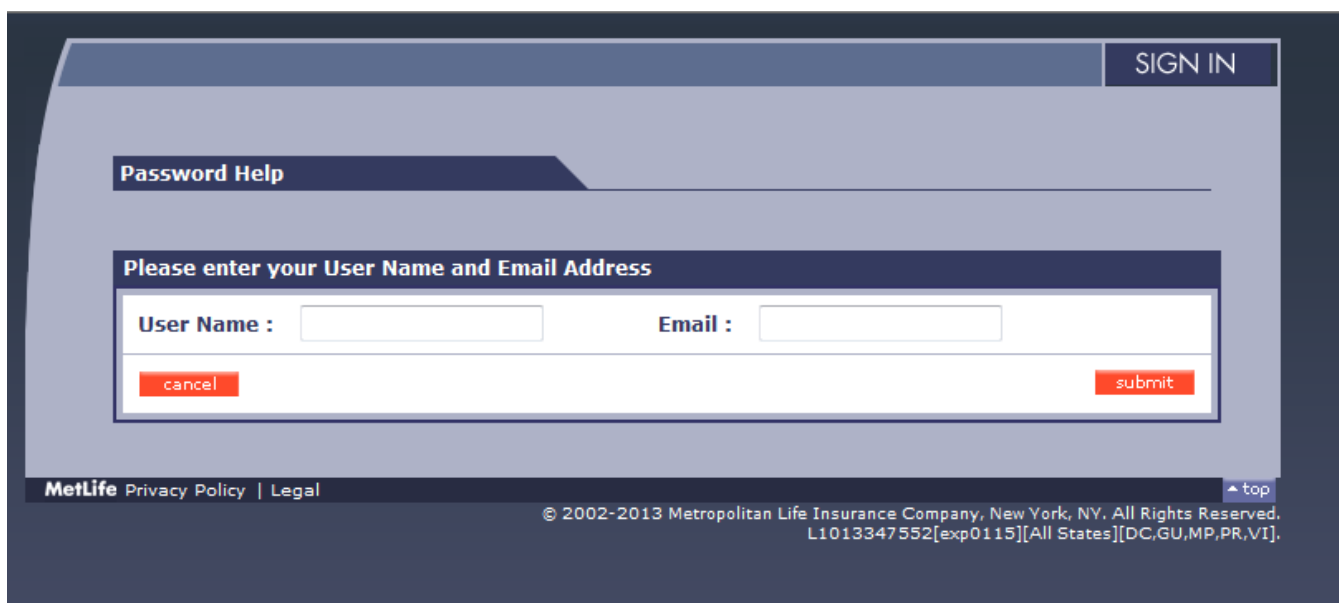
Click on the orange 'reset password' button.

Enter your User Name and Email.

Click the 'submit' button.

Answer Identity Verification Questions.

Click the 'submit' button.

Note: If you forgot the answers to your challenge questions, please call 1-877-9METWEB for assistance.

Enter your new password into the 'Create New Password' and 'Re-enter New Password' fields.

Click the 'submit' button.