

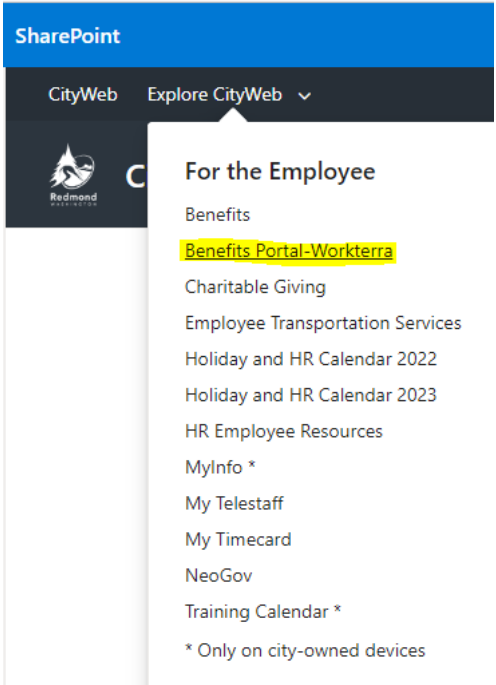
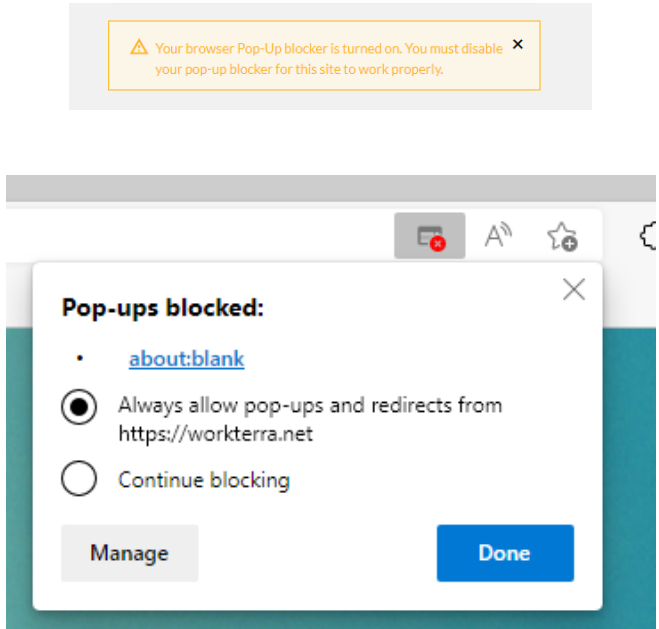
Standard Operating Procedure: Workterra

Accessing Workterra Benefits



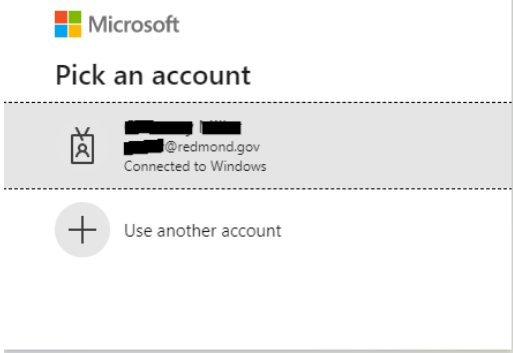
Purpose: Workterra Benefits is a secure, self-service benefits enrollment website. Employees can access Workterra Benefits to make qualified life event changes, update dependents, and/or make beneficiary changes at any time.

Audience: Benefits eligible employees


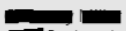
| Step | What to do | Visual Aid |
|------|--|--|
| 1. | <p>To get started, click on the Benefits Portal - Workterra quick link from the CityWeb homepage.</p> <p>You can also click here: Workterra or enter this URL in your browser: https://workterra.net/Platform/login/SSO?TPA=nUPcY1TZbENgVLklw977OO==&source=wbJJKtS48bg=</p> |  |
| 2. | <p>Confirm that pop-ups are allowed.</p> <ul style="list-style-type: none"> • Workterra will provide an onscreen notification if pop-up blocker is turned on • You can disable pop-up blocker by allowing pop-ups each time you access the Workterra site or add the URL to your list of allowed sites • To always allow pop-ups on the Workterra site, select the red 'x' in browser address bar • Click the radio button 'Always allow pop-ups and redirects from https://workterra.net • Click Done |  |


3. **Logging in through the City of Redmond intranet:**

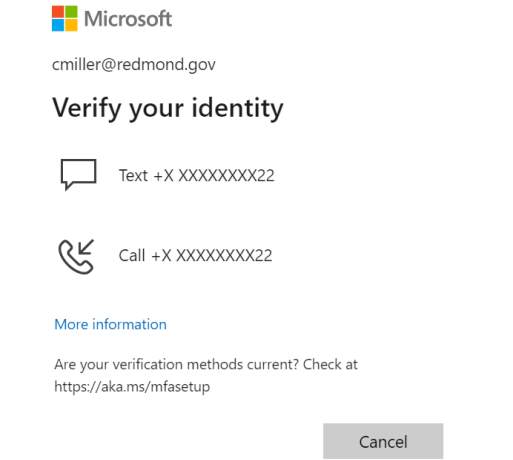
- **Single sign on** is enabled for the Workterra site. When logging in through the City of Redmond intranet, no login credentials are required and you will automatically be directed to the Workterra home page.
- If using the City of Redmond intranet from a remote location, Microsoft **multi-factor authentication (MFA)** may be required. If prompted, select your Redmond.gov account.
- Select the **preferred option** to receive the MFA code.
- Enter the **MFA code** in the onscreen prompt. Hit **Verify**.



Microsoft
Pick an account


 
@redmond.gov
Connected to Windows


 Use another account



Microsoft
cmiller@redmond.gov

Verify your identity

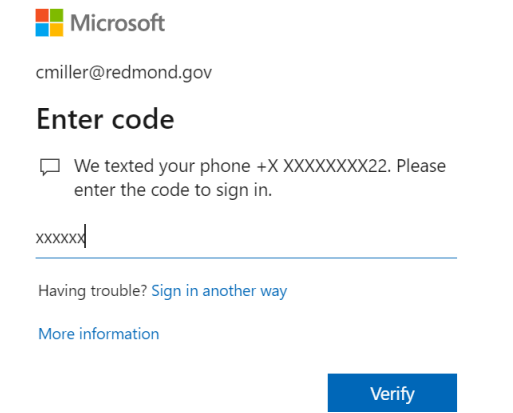
 Text +X XXXXXXXX22

 Call +X XXXXXXXX22

[More information](#)


Are your verification methods current? Check at <https://aka.ms/mfasetup>

Cancel



Microsoft
cmiller@redmond.gov

Enter code

 We texted your phone +X XXXXXXXX22. Please enter the code to sign in.

xxxxxx|

[Having trouble? Sign in another way](#)

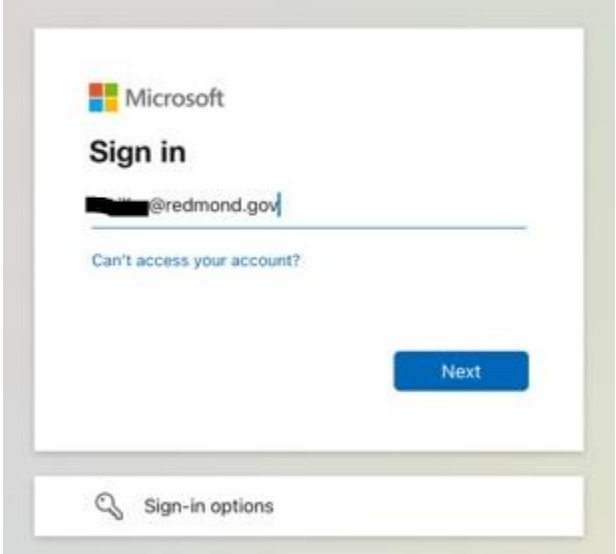
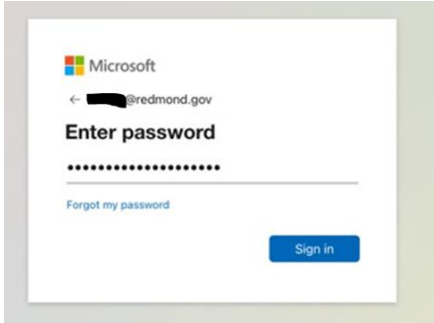
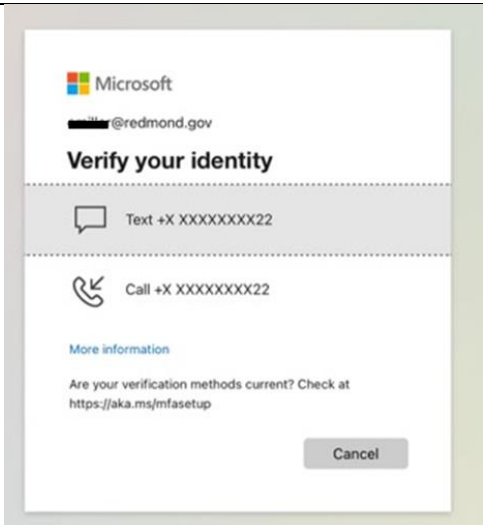
[More information](#)

Verify

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Accessing Workterra Benefits

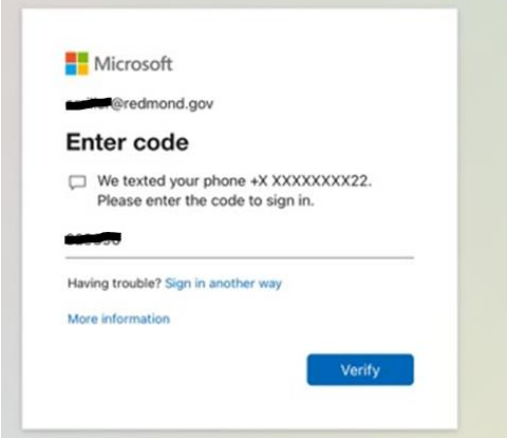


| | | |
|------------|---|--|
| <p>4a.</p> | <p>Logging in from Home (personal device):</p> <ul style="list-style-type: none"> When logging in using a personal device, you will use your City of Redmond Office365 credentials. Type in your Redmond email address. Click Next. |  |
| <p>4b.</p> | <ul style="list-style-type: none"> Enter your Office365 password Click Sign in |  |
| <p>4c.</p> | <ul style="list-style-type: none"> Choose your preferred option for the MFA code |  |

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Accessing Workterra Benefits



| | | |
|-----|---|--|
| 4d. | <ul style="list-style-type: none"> • Enter the MFA code • Click Verify |  |
|-----|---|--|

| Revision History | | |
|------------------|---------------------|-----------------|
| Revision Date | Summary of revision | Revision Author |
| 11/22/2022 | SME Review | N Bruce |
| 12/12/2022 | Screenshot updates | C Miller |