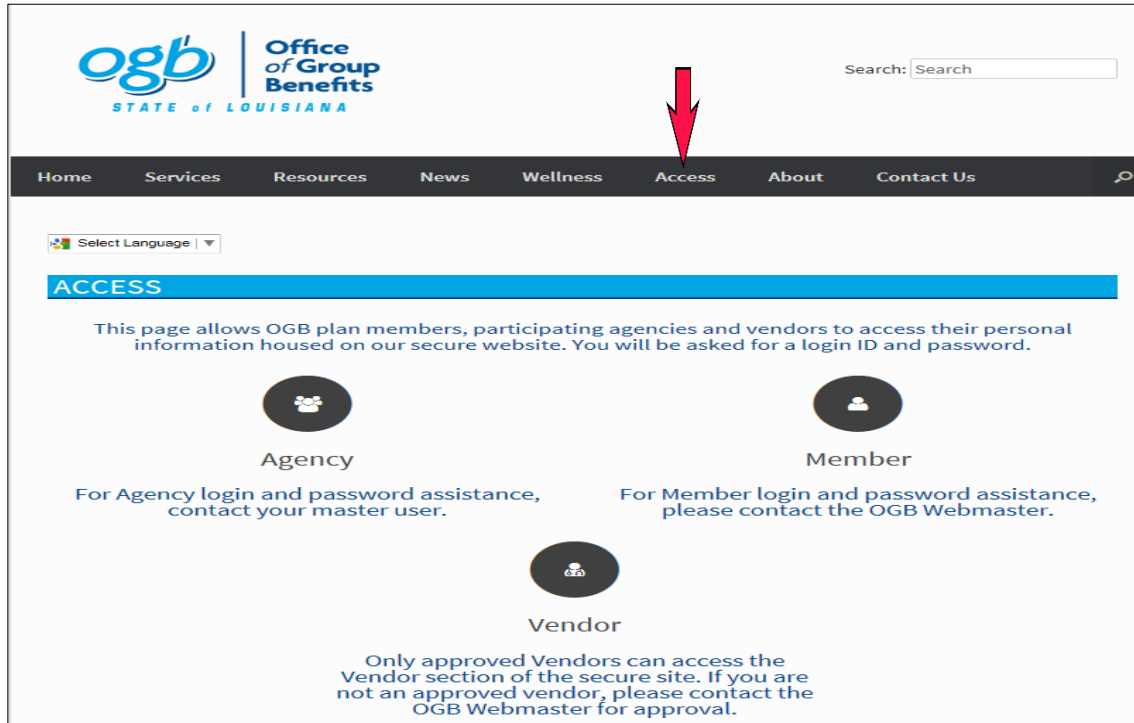


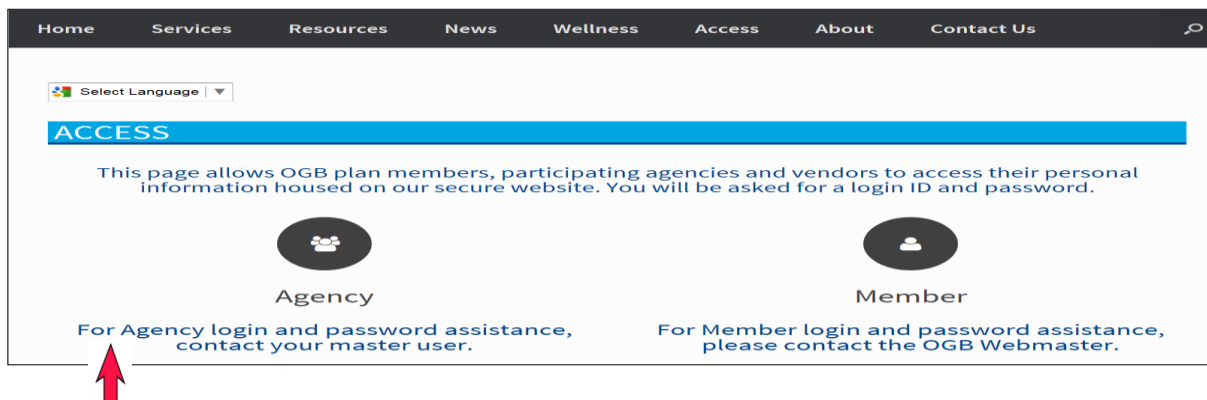
TROUBLE ACCESSING WEBSITE

If you're unable to access the OGB website to retrieve your monthly invoice and deduction registers, submit a Webmaster Request Form by doing the following:

Access the OGB Website as displayed below:



Click on the 'Access' button and the below will display:



Select **For Agency login and password assistance, contact your master user.** and the below will display:

Office of Group Benefits
Louisiana.gov

Tuesday December 06, 2016
 Username: Password: [Login](#)
[Register Now!](#) > | [forgot password?](#)

Change textsize: [A](#) [A](#) [A](#) [HOME](#)

Agency Resources

As an agency participating in OGB plans, it's important that you understand the benefits available to your employees and retirees. Use the resources below to find information and to help us better communicate with your agency.

Frequently Accessed Materials

- > [2017 Annual Enrollment HR Training Presentation](#)
- > [December HR Training Presentation Slides](#)
- > [OGB Health & FSA Qualified Life Events](#)
- > [OGB Life Insurance Qualified Life Events](#)
- > [non-ISIS \(non-LaGov\) Agency eEnrollment Training Manual](#)
- > [ISIS \(LaGov\) Agency eEnrollment Training Manual](#)
- > [ACA Compliance Website](#)
- > [ACA Subsidy Notice, Affordability, and Minimum Essential Coverage for 2015 and 2016 plan years](#)
- > [ACA Website Notification](#)
- > [Act 322 - Air Time Purchase and Retiree Health Plan Premiums](#)

Your Responsibilities

Participating agencies have some responsibilities that must be met to maintain service and website privileges. Fill out the forms below to let us know who is responsible for invoicing at your agency and who is primarily responsible for assuring your agency complies with our terms of use.

- > [Designation of Master User](#) (must be completed annually)
- > [Designation of Invoicing Contact](#)

For Agency Login and Password Assistance, contact your master user.

Copyright © 2004-2016 Office of Group Benefits. All rights reserved.
 Services and products may be provided through the Office of Group Benefits and/or its affiliates.
[CONTACT WEBMASTER](#) | [LEGAL NOTICE](#)



Select [CONTACT WEBMASTER](#) and the below screen will display:

Office of Group Benefits
Louisiana.gov

Thursday December 01, 2016
 Username: Password: [Login](#)
[Register Now!](#) > | [forgot password?](#)

Change textsize: [A](#) [A](#) [A](#) [HOME](#)

Webmaster Request Form

Below **Webmaster Request Forms** are **secure**, you can feel confident all information submitted on these forms will be kept confidential. We strive to answer all requests within 24 hours. Occasionally we may take more than 24 hours to respond. There is no need to resend the request. All requests are placed in a queue and will be answered as quickly as possible.

Please select the form which best describes you:

- > [Member](#)
- > [Provider](#)
- > [Agency](#)
- > [Public User](#)

If you prefer, you may [email the webmaster](#).
 Information sent through **email are not secure**.

Copyright © 2004-2016 Office of Group Benefits. All rights reserved.
 Services and products may be provided through the Office of Group Benefits and/or its affiliates.
[CONTACT WEBMASTER](#) | [LEGAL NOTICE](#)



Select > [Agency](#) and the below screen will display:

Click on the 'Problem Type' drop down box and make the appropriate selection.

- eEnrollment
- Logging in
- User Admin
- Profile
- Viewing Invoice
- View Documents
- Problem accessing the site
- Navigation
- General Web Question
- Enhancement
- Other – use only if no other option describes your
- HSA Document Upload
- Eligibility Search

Provide a narrative of your problem within the 'Description of Question/Problem' box.

Description of Question/Problem

Click the **Submit Request** button.