PeopleSoft Self-Service Open Enrollment
Instructions for City of Norfolk Retirees

1. Go to the City of Norfolk’s web site: www.norfolk.gov/retirement
2. Click on PeopleSoft Self-Service hyperlink at the bottom of page.

3. Enter your User ID and Password.
   Note: If this is your first time logging into PeopleSoft Self-Service, please refer to the Self-Service Log-In Instructions under Retiree Self-Service (see above). If you have already signed in once and have forgotten your password, please refer to the Self-Service Forgot My Password Instructions, also under Retiree Self-Service (see above).

4. Under Menu, click “Benefits”
5. Then click “Enroll in Benefits”.
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6. After reading the completing the guidelines below, click the yellow “Select” box to begin your Open Enrollment elections.

7. If you want to get details on the City of Norfolk’s Retiree Benefits, click “Benefit Website”. Otherwise, go to Step 13.
8. Click the yellow “OK” box and a separate browser will open the OptimaHealth website.

9. Click the Retiree Benefits tab that correlates with the year you are looking for to get information on City of Norfolk’s retiree benefits.
10. When you have finished, close the new web browser. The click Return to Enrollment to go back to your benefits information.
11. Click the yellow “I Have No Changes” box if you are making no changes.

12. If you want to make a change click the yellow “Edit” box next to each type of Benefit (Medical, Dental or Vision if available).
   Note: This page shows your “Current” enrollments and your “New” enrollments. The “After Tax” cost for each type of benefit is listed as well as your overall monthly cost.
13. Click the radio button next to the option you want to select for this Open Enrollment. If you are dropping your coverage, please click the radio button next to “Waive”.
14. If you do not need to add any dependents click “Continue”.
15. Click the yellow “Submit” box to authorize your selections, otherwise click either of the yellow “Cancel” boxes if you are not ready to submit your selections.

16. Click the yellow “OK” box.
17. Verify your Open Enrollment “Event Status” is submitted.

Note: If not Please go back to Step 12 and repeat each step.

Congratulations you have successfully completed Open Enrollment

18. If you need to add dependents, click the yellow “Add/Review Dependents” box.

19. Click “Add a dependent or beneficiary”.

20. Enter the dependent’s Personal and Status Information.
Note: Required information is noted with an asterisk (*) and must be entered to enroll dependent.
Social Security Number is not marked as required but may delay enrollment if not provided.

21. If the dependent’s address is different, click box next to “Same Address as Employee”, otherwise leave the check mark on to pull in your address.
22. Then click “Edit Address” to enter different address.

23. Enter complete address information and click OK.

24. Click the yellow “Save” box and then click “Return to Dependent/Beneficiary Summary”.
25. Steps 19-24 must be repeated for each new dependent you are adding.
26. Click “Return to Event Selection”.

27. Ensure the box under “Enroll” next to your dependent(s) name is checked.
28. Click Continue.

29. Repeat steps 28-28 for each benefit you are enrolling dependent(s).

30. Click the yellow “Submit” box to select your Open Enrollment changes.
31. Click the yellow “Submit” box to authorize your selections, otherwise click either of the yellow “Cancel” boxes if you are not ready to submit your selections.

Or Click Cancel if you are not ready to submit your choices and wish to return to Enrollment Summary
32. Click the yellow “OK” box.

33. Verify your Open Enrollment “Event Status” is “Submitted”.

Note: If not, please go back to Step 12 and repeat each step.

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34. Click Sign Out in the upper right-hand corner when you are finished.