

### Member Start-up Tips for Members

**Q: Do existing members in the Office Supervisory plan need to submit new enrollment?**

A: No, existing members will be automatically transferred.

**Q: How will employees without an email address on file register?**

A: Member employees need to:

1. Go to the [Mercon Benefits Website](#), click on the Member Portal Login and click on the **\*\*NEW - Access Employee Office Supervisory Portal** link,
2. Click on "Create new account" from the member log in page
3. Enter the letters 'OS' as the Client Number,
4. Enter their member ID/certificate ID, and
5. Enter their date of birth.

**Q: Can my company enroll on my behalf?**

A: Unfortunately, no they cannot, as you are designating a beneficiary. So only an employee can complete all enrollment details

To enroll, an employee must have an email account. If you don't have an email account, you can sign up for a free account using one of the following:

1. [Google - GMAIL](#)
2. [Outlook/Live/Hotmail](#)
3. [Yahoo](#)

**Q: Do I still need to mail signed copies of my beneficiary designation?**

A: If you enrolled on July 16, 2018, or later, you will not be required to provide a paper copy.

