



Employer Portal Guide

Table of Contents

<u>Accessing the Portal</u>	3
<u>Registration Process</u>	4 - 7
<u>Log-In Page</u>	8
<u>Employer Home Page</u>	9
<u>Search For Coverage</u>	10
<u>Certificate Billing/Payment Inquiry</u>	11
<u>My Insurance Page – Certificate Billing/Payments Detail</u>	12
<u>Inforce Business - Search by Group</u>	13 - 15
<u>Glossary</u>	16

Link to the Portal

Return to Table
of Contents



The web portal provides employers with access to their employees' certificate information once enrollment is completed and all of the certificates have been issued.

You may access the portal by clicking on the following URL: <https://massmutual.ins-portal.com>

For questions around access or policy information call (844) 975-7522 (**1-844-WRKPLACE**) and **Press 1** for customer service.

Registration Process

[Return to Table of Contents](#)

To access the portal for the first time, you must first register. If you have already registered proceed to page 8 for Log In instruction.

The screenshot displays the massmutual@work portal interface. At the top left is the logo "massmutual@work" with the tagline "Financial readiness, readily available." Below the logo is a blue navigation bar containing "Home" and "Customer Service" with a dropdown arrow. To the right of the navigation bar are links for "Register", "Log In", and "Search". The "Register" link is highlighted with a red box. Below the navigation bar, on the left, is a "Customer Service" dropdown menu with options "Insurance Forms" and "Contact Us". A blue callout box with an upward arrow points to this menu, containing the text: "This will provide information for any questions you may have." In the center is a "Login" section with a yellow lock icon. It features a "User ID" input field, a "Register" link (highlighted with a red box), and links for "Forgot User ID?" and "Forgot Password?". Below these is a "Next" button. A red arrow points from the "Register" link in the top right to the "Register" link in the login section. A red box with the number "1" is placed on the arrow. To the right of the login section is a large blue callout box with a red border and a red box containing the number "1". The text inside the callout box reads: "Click the 'Register' link located in the top right of the page or under the User ID."

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Home | Customer Service ▾ |

Register Log In Search

Customer Service ▾
Insurance Forms
Contact Us

This will provide information for any questions you may have.

Login

User ID

Register | Forgot User ID? | Forgot Password?

Next

1 Click the 'Register' link located in the top right of the page or under the User ID.

Registration Process (cont'd)

[Return to Table of Contents](#)

During the registration process you will need to register the group policyholder as an agency.

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Home Customer Service ▾ Help ▾

Register Now

Personal Information Login & Security Information

Personal Information (* required field)

* User Type(s)
Employer / Agency ▾

* Agency Name

* Government ID / SSN

* Agency Number

Next

MassMutual

Contact Us | Privacy | Terms
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- 1 Select 'User Type' as 'Employer/Agency'.
- 2 Type in Group Name in 'Agency Name' field.
- 3 Type in 99-9999999 for 'Government ID/ SSN'.
- 4 In the 'Agency Number' field type in 'GRP' + Group Number (i.e. GRP12345).
Note: If there are multiple groups for an employer. Registration must be completed for each Group.
- 5 Click 'Next'. Portal will validate registration data before proceeding to next step.

Registration Process cont'd

[Return to Table of Contents](#)

Once validation is completed in previous step you will be required to complete all required fields (*) on this screen.

The screenshot shows the 'massmutual@work' registration page. The header includes the logo and tagline 'Financial readiness, readily available.', along with 'Register' and 'Log In' links. A navigation bar contains 'Home', 'Customer Service', and 'Help'. The main content area is titled 'Register Now' and has two tabs: 'Personal Information' and 'Login & Security Information'. The 'Login & Security Information' tab is active and contains several required fields marked with an asterisk (*):

- * User ID: A text input field.
- * Password: A text input field.
- * Confirm Password: A text input field.
- * Security Image: A dropdown menu with 'Animal' selected, followed by a grid of six images (butterfly, eagle, seal, birds, stars, and a dog).
- * Security Question 1: A dropdown menu with '-- Please select --'.
- * Answer 1: A text input field.
- * Security Question 2: A dropdown menu with '-- Please select --'.
- * Answer 2: A text input field.
- * Security Question 3: A dropdown menu with '-- Please select --'.
- * Answer 3: A text input field.
- * Please enter displayed security code: A text input field with a security code 'mbbn' displayed above it.
- * Security Phrase: A text input field.

At the bottom, there are 'Previous' and 'Submit' buttons. A red box highlights the 'Submit' button and the 'Security Image' dropdown. A red number '1' is in the top left corner, and a red number '2' is in the bottom right corner.

1 Create User ID, Password and Security Questions

Password Requirements:

- Must be at least 8 characters,
- Must contain a mix of letters, numbers and at least one special character
- **For password resets only**, must not have been used within the last 5 passwords.

2 Click 'Submit' to complete Registration.

Registration Process cont'd

[Return to Table of Contents](#)

Once Registration is complete and you receive the Congratulations message, click Log In to access portal.



1 Once registration is complete and you receive the Congratulations message, click 'Log In' to access portal.

Log-In Page

[Return to Table of Contents](#)

Log-in to the portal following the steps below.

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Register Log In Search

Home | Customer Service |

Login 🔒

User ID:

Register | [Forgot User ID?](#) | [Forgot Password?](#)

Next

1

2

If you forget your User ID, click 'Forgot User ID' and follow the steps.

If you forget your password, click 'Forgot Your Password' and follow the steps.

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Home | Customer Service |

Login 🔒

Security Image and Caption
If you do not see the correct image and caption, please do not login. Make sure you are on the legitimate GIAS web portal.



My Eagle

Password:

Register | [Forgot Your Password?](#)

Previous Log In

3

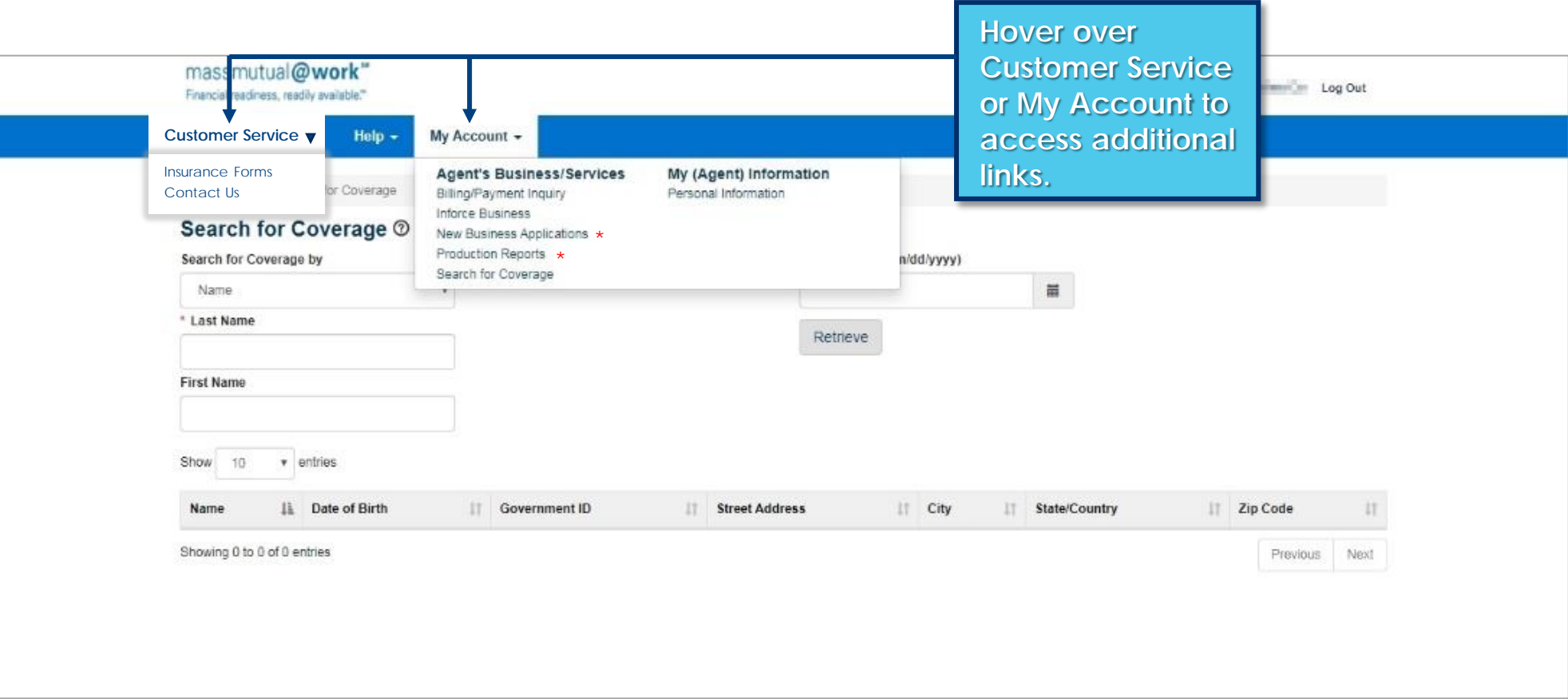
4

- 1 Enter User ID.
- 2 Click 'Next'.
- 3 Enter Password.
- 4 Click 'Log In'.

Employer Home Page

[Return to Table of Contents](#)

The first screen you will see when entering the portal will be the “Search for Coverage” screen. You can access “Customer Service” or “My Account” links on every screen within the tool.



* New Business Applications and Production Reports are not available in this portal.

Search for Coverage

Return to Table of Contents

This screen provides the ability to search for coverage by owner name or certificate number.

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KENNETH BUCKHEISTER Log Out

My Workspace > Search for Coverage

Search Coverage

Search for Coverage by

Name

* Last Name

First Name

Date of Birth (mm/dd/yyyy)

Retrieve

Name

Date of Birth

Government ID / SSN

Street Address

City

State/Country

Zip Code

0 item

1

RECOGNITION CLIENT's Insurance

0002' Group Whole Life

Insured Name

Deanna

Owner Name

RECOGNITION CLIENT

Status

Lapsed

Effective Date

Coverage Amount

Premium

1

Click 'Name' to access policy owner insurance information.

2

Once search criteria is entered, click 'Retrieve' to display below results.

From this page you have options to view certificate details or billing/payments.

I Would Like To ...

I Would Like To ...

View Certificate Details

View Billing/Payments

Certificate Billing/Payment Inquiry

[Return to Table of Contents](#)

Once a certificate is in force it will be searchable on the Billing/Payment Inquiry screen.

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Log Out

My Account / Billing/Payment Inquiry

Billing/Payment Inquiry

Filter Billing/Payment By

Payor Name

Last Name

First Name

1

Date of Birth (mm/dd/yyyy)

Retrieve

2

3

010002

01000

47

48

1

Search by payor or certificate/policy number.

2

Click 'Retrieve' to access policy owner insurance information.

Click on 'Certificate/Policy Number' to access billing/payment detail.

Certificate/Policy Number	Name	Date of Birth	Bill Type	Frequency	Billed to Date	Paid To Date	Premium
010002	Lorena	02/05/1958	Individual	Thirteenthly	06/09/2019	02/17/2019	47
01000	Lorena	02/05/1958	Individual	Thirteenthly	09/29/2019	06/21/2019	48

My Insurance Page – Certificate Billing/Payments Detail

[Return to Table of Contents](#)

Billing and payment detail screen provides current billing information and displays payment history.

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Florida Abbas Search Log Out

Billing /Payment Detail

[Back to My Insurance](#)

Certificate Number 000

Current As Of Date 02/18/2017

All currency values expressed in DOLLAR (US)

Payor [Insured Name](#)

Effective Date 01/18/2016

Paid To Date 01/19/2016

☒ **Last Statement**

Premium Notice
Statement Date 08/01/2019

[View Statement](#)

Billing/Payment Information

Bill To Date 01/18/2020	Payment Frequency Annual
Premium 539.00	Payment Method Coupon Book

Payment History

From Date (mm/dd/yyyy) 11/01/2017 Through Date (mm/dd/yyyy) 10/04/2019 [Retrieve](#)

Show 10 entries

Transaction Date	Apply Date	Payment Method	Payment Frequency	Payment Amount
08/01/2019	08/01/2019	List Bill	Monthly	217.52

To view insured information or contract information click this link.

Last statement date on certificate can also be viewed.

Payments in the history grid are reflected in the Paid to date.

Inforce Business - Search by Group

[Return to Table of Contents](#)

Once a certificate has been billed for the initial premium, the certificate's details will be displayed on the "Inforce Business" screen regardless of status.

The screenshot shows the 'Inforce Business' search interface. At the top, there's a 'massmutual@work' logo and a 'Log Out' link. Below the header, the 'Inforce Business' section is active. A 'Search By' dropdown menu is set to 'Group', with a red box and the number '1' highlighting it. Below this, a 'Filter Inforce Business by' dropdown menu is open, showing options like 'All', 'Certificate/Policy Number', 'Customer Name', 'Status', and 'Agent'. A red box and the number '2' highlight the '+' icon in the table's first column. A red box and the number '3' highlight the 'Certificate Information' panel, which displays details for a specific certificate, including Status, Premium, Currency, Application Date, Effective Date, Paid To Date, Payment Method, Group List Bill, Group Name, Payment Frequency, and Last Payment Date.

Group Name	Group Number	Certificate Number
...
...

Certificate Information

Status	Lapsed	Premium	57.00
Currency	DOLLAR (US)	Payment Method	Group List Bill
Application Date	04/01/2016	Group Name	PENNSYLVANIA UL GROUP
Effective Date	04/01/2016	Payment Frequency	Monthly
Paid To Date	05/01/2016	Last Payment Date	04/05/2016

- 1 Filter options available to drill down to a specific certificate or view full group details.
- 2 Click '+' for more certificate detail.
- 3 Additional policy data will display.

Inforce Business - Search by Group (cont'd)

[Return to Table of Contents](#)

Select Multiple Groups window will display.

Select Multiple Groups

Enter the full or partial group name or number to locate a specific group to filter by. Click the 'Search' button to retrieve your list. Click to select the group(s) desired. Click 'Apply Filter' to continue to search only using the selected group(s).

Search Value
Type Group Name or Number

Search

<input type="checkbox"/>	Group Name	Group Number
<input checked="" type="checkbox"/>	MassMutual Life Insurance Company	1000000000
<input type="checkbox"/>	MassMutual Life Insurance Company	1000000000

Showing 1 to 2 of 2 entries

Apply Filter **Close**

- 1 Type into search value box to quickly find that selection.
- 2 Check box for groups to include in search.
- 3 When completed click '**Apply Filter**' to search using those groups.

Inforce Business - Search by Group (cont'd)

[Return to Table of Contents](#)

This screen will display specific groups requested after clicking Retrieve.

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My Account / Inforce Business

Inforce Business

My Inforce Business

Search By

Group

Select Group(s)

Filter Inforce Business by

All

Retrieve

Inforce Business

Show 10 entries

	Group Name	Group Number	Certificate/Policy Number	Name	Status	Premium	Paid To Date	Agent
1	MassMutual Individual Life Insurance Company	123456	123456789	John Doe	Active Premium Paying	94.00	08/01/2019	John Doe
2	MassMutual Individual Life Insurance Company	123456	123456789	Jane Smith	Active Premium Paying	48.30	08/01/2019	Jane Smith
3	MassMutual Individual Life Insurance Company	123456	123456789	Robert Johnson	Cash Surrender	99.00	01/01/2019	Robert Johnson
4	MassMutual Individual Life Insurance Company	123456	123456789	Thomas Brown	Active Premium Paying	62.50	07/17/2019	Thomas Brown
5	MassMutual Individual Life Insurance Company	123456	123456789	Jessica White	Active Premium Paying	18.60	07/01/2019	Jessica White

1 Click on 'Retrieve' to obtain groups selected.

SYSTEM STATUSES

Term	Definition
Active Awaiting Premium	Application for coverage was accepted and initial premium is pending receipt.
Active Premium Paying	Premiums are being collected for the certificate.
Cash Surrender	Certificate no longer inforce. Certificate owner chose to surrender the certificate.
Declined	Application for coverage was rejected.
Issue – Not Paid	New Business status meaning it has been issued but not settled and moved Inforce.
Inforce – Extended Term	Inforce certificate with premiums no longer being paid. Coverage amount based on cash value.
Lapsed	Certificate is no longer inforce due to non-payment of premium.
Not Taken	Certificate owner decided to not accept the certificate.
Pending	Application has been entered into admin system.
Withdrawn	Certificate owner has withdrawn request for coverage.

