

My Insurance Benefits Help

Do you already have an account?

Access to My Insurance Benefits is via ETF's **My Benefits** portal. You can access My Benefits via the QR code to the right or via the URL here:

<https://apps.etf.wi.gov/MemberPortalWeb/>

To access My Benefits, you'll need to have a **MyWisconsin ID**.

MyWisconsin ID is **fully separate** from any City login credentials.

- If you **already have** a MyWisconsin ID, proceed to "Logging in."
- If you **do not yet have** a MyWisconsin ID, proceed to "Setting up an account."
- If you are **unsure** whether you have set up MyWisconsin ID or not, please call Wisconsin's Division of Enterprise Technology at **608-471-6667**.

Logging In

To log in to My Benefits, you can either 1) scan the QR code above and select "Login," or 2) go to etf.wi.gov, select "My Benefits" in the upper-right corner, select "Go to My Benefits," select "Login," and enter your credentials to log in.

Once you are logged in, please review your personal details to make sure your address, dependents, etc. are all correct. **If anything is incorrect**, please let the Benefits team know by sending an email to benefits@cityofmadison.com from an email address on file for you, and we can work with you to correct the error(s).

Don't remember your password?

There should be a "forgot my password" link you can use. If you run into further difficulties, please call Wisconsin's Division of Enterprise Technology at **608-471-6667**.

Have questions about how information displays in the portal?

The **My Insurance Benefits FAQ** will be your best first resource. It can be reached via the QR code to the right or at the URL below:

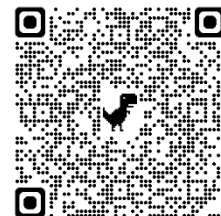
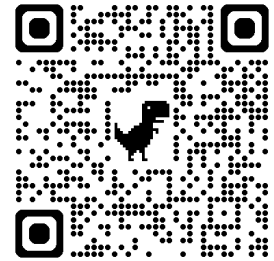
<https://www.cityofmadison.com/benefits/ETF-FAQ>

Setting Up an Account

ETF has a video that provides a step-by-step guide to accessing My Benefits, accessible via the QR code to the left or URL below:

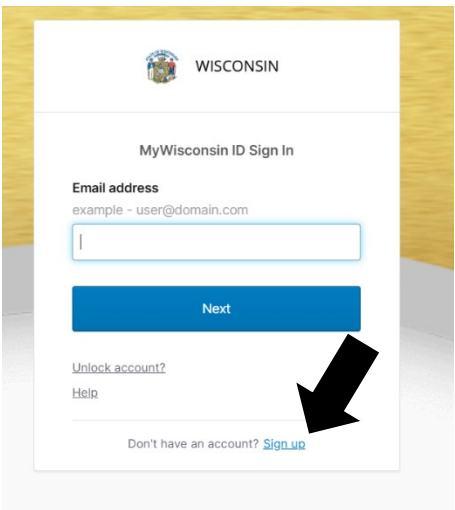
<https://etf.wi.gov/video/get-started-my-benefits>

We've also copied out the step-by-step instructions on the next page.



MyWisconsin ID Setup

1. Scan the first QR code on page 1 and select “login.”
2. On the MyWisconsin ID portal, select “Sign up” (at the bottom of the white box, as show in the screenshot to the right).
3. Enter your first name, last name, and personal email address (this will be your username). Select "Sign Up."
 - **If this leads to an error**, you may already have an account. Please call Wisconsin's Division of Enterprise Technology at **608-471-6667** for troubleshooting help.
4. Verify your email. You’ll need to access your email to select the verification link.
5. Create password.
6. Set up at least one multi-factor authentication (MFA) method. Email notification, text notification, and authenticator apps are all possible options.
7. Wait two minutes to load ETF's My Benefits portal.
 - **Not loading?** Close your browser, open a new one, repeat steps 1-3, then log in with your new MyWisconsin ID credentials.
8. Complete the one-time verification process by entering your personal information. Once you are done, select “Verify.”
 - **Note:** Phone numbers must begin with a country code (1 for U.S.).
9. Finally, read the Terms and Conditions and select "Accept." You can now log in to ETF's My Benefits portal.
10. **Once you are logged in**, please review your personal details to make sure your address, dependents, etc. are all correct. **If anything is incorrect**, please let the Benefits team know by sending an email to benefits@cityofmadison.com from an email address on file for you, and we can work with you to correct the error(s).



Need help?

ETF's **My Benefits Help page** is your best resource for troubleshooting help, including with login/account setup: <https://etf.wi.gov/my-benefits-help>

If you need technical support on the account setup process, please call Wisconsin's Division of Enterprise Technology at **608-471-6667**.

