

# HRSC East Employee Benefits Update

## Employee Benefits Information System (EBIS) Is Easier To Use

EBIS is a Navy Internet web site that HRSC East serviced employees can use to obtain general and personal benefits information, and make electronic health insurance, life insurance and Thrift Savings Plan changes. The system is available 24 hours a day, 7 days a week. You can access EBIS through the Department of Navy Civilian Human Resources web site at <http://www.donhr.navy.mil/>. Select "Pay and Benefits" then DON Civilian Benefits Information (EBIS). You will be connected to the Department of Navy Civilian Benefits Information Center. From there you can select the EBIS module.

Effective 7 August 2001, the EBIS software will be modified to make it easier to login to the system. Previously employees were required to create a User-ID and password to use EBIS. Now instead of a User-ID, you will use your social security number and a password. If you are an existing user, your social security number will replace the User-ID that you previously established, but your password will remain the same.

### **RULES FOR CREATING A PASSWORD**

Your password must:

- Contain 8 – 10 characters
- Cannot match any portion of your social security number
- Contain at least 3 of the following 4 characters:
  - An upper case letter (A, B, C,...Z)
  - A lower case letter (a, b, c,...z)
  - A number (0, 1, 2, 3,...9)
  - A special character (exclamation point (!), at sign (@), number sign (#), etc.)  
DO NOT USE apostrophes ('), commas (,), pipes (|), or periods(.

Examples of valid passwords:

- October8 (uppercase/lowercase/numeric)
- 090971Tm (numeric/uppercase/lowercase)
- adnoM@30 (lowercase/uppercase/special character)
- 082597Hd (numeric/uppercase/lowercase)
- luAMears! (uppercase/lowercase/special characters)

In compliance with DoD security measures, there is an eight-day waiting period between password changes. You cannot use the same password within a six-month period. Passwords must be changed every 90 days.

### **FORGOTTEN PASSWORD**

If you have forgotten your password, you can reset it. EBIS will require that you verify your identity by answering questions regarding your service computation date for leave, date of birth, civilian pay plan, grade and step. Once you have successfully answered these questions you can create a new password.

### **USING EBIS**

When you have logged into EBIS you can access the retirement, health insurance, life insurance and Thrift Savings Plan menus. Each program menu has general and personal information options. To access personal information or make a benefits transaction, you will use a Personal Identification Number (PIN). Initially your PIN will be your date of birth in the format mmyy. Example: a date of birth of 14 June 1960 will be entered 0660. The Benefits Line, the HRSC East interactive voice response system, and EBIS share information about PIN numbers. Therefore, if you change your PIN in EBIS, it also changes it in the Benefits Line. You should customize your PIN when you initially login to EBIS. Your PIN must be 6 digits in length and may only contain numbers.

### **ADDITIONAL INFORMATION**

If you have any questions regarding EBIS, please call The Benefits Line at 1-888-320-2917. Press 2 to talk to a counselor then press 1 for East Region. Counselors are available from 7:30 – 4:30 EST Monday through Friday. You may e-mail the Retirements and Benefits Division anytime at [Benefits\\_east@east.hroc.navy.mil](mailto:Benefits_east@east.hroc.navy.mil).