

# User Guide for Benefits Open Enrollment Scheduler



1

To access the Benefits Open Enrollment Scheduler, go to the 'Total Rewards' homepage at <https://totalrewards.memphistn.gov/>, select **Contact Us** and click on the **Click Here to Schedule An Appointment** button. You can also access the scheduler via the Open Enrollment (OE) Webinar Portal.

2

The page below will display, scroll **down** to see the available appointment times.



3

Locate your desired date and time. To view the scheduler in a calendar view, click on the **Calendar View** button.

### List View

"It's Our Pleasure to Serve You!"

Created by: Total Rewards Service Center

Date (mm/dd/yyyy)	Location	Time (CDT)	Available Times	Calendar View
09/28/2020 (Mon.)	By Phone or Virtual	8:00am - 8:30am	Open Enrollment 2021 (3)	Sign Up
09/29/2020 (Tue.)	By Phone or Virtual	8:00am - 8:30am	Open Enrollment 2021 (3)	Sign Up
09/30/2020 (Wed.)	By Phone or Virtual	8:00am - 8:30am	Open Enrollment 2021 (3)	Sign Up
10/05/2020 (Mon.)	By Phone or Virtual	8:00am - 8:30am	Open Enrollment 2021 (3)	Sign Up
		8:40am - 9:10am	Open Enrollment 2021 (3)	Sign Up

Submit and Sign Up

### Calendar View

"It's Our Pleasure to Serve You!"

Created by: Total Rewards Service Center

SEP 2020

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28 Open Enrollment 2021 (8:00am-8:30am) Sign Up	29 Open Enrollment 2021 (8:00am-8:30am) Sign Up	30 Open Enrollment 2021 (8:00am-8:30am) Sign Up			

Submit and Sign Up

4

Click on the **Sign Up** button next to your desired date and time, then click on the **Submit and Sign Up** button.

**"It's Our Pleasure to Serve You!"**

Created by: Total Rewards Service Center

Date (mm/dd/yyyy)	Location	Time (CDT)	Available Times	
09/28/2020 (Mon.)	By Phone or Virtual	8:00am - 8:30am	Open Enrollment 2021 (3)	<b>Sign Up</b>
09/29/2020 (Tue.)	By Phone or Virtual	8:00am - 8:30am	Open Enrollment 2021 (3)	<b>Sign Up</b>
09/30/2020 (Wed.)	By Phone or Virtual	8:00am - 8:30am	Open Enrollment 2021 (3)	<b>Sign Up</b>
10/05/2020 (Mon.)	By Phone or Virtual	8:00am - 8:30am	Open Enrollment 2021 (3)	<b>Sign Up</b>
		8:40am - 9:10am	Open Enrollment 2021 (3)	<b>Sign Up</b>
		9:20am - 9:50am	Open Enrollment 2021 (3)	<b>Sign Up</b>
		10:00am - 10:30am	Open Enrollment 2021 (3)	<b>Sign Up</b>
		10:40am - 11:10am	Open Enrollment 2021 (3)	<b>Sign Up</b>
		11:20am - 11:50am	Open Enrollment 2021 (3)	<b>Sign Up</b>

**Submit and Sign Up**

5

The "Sign Me Up" page displays. Please make sure to complete all the necessary fields. Click on the **Sign Up Now** button.

*Note: To go back and select a new date and time, click on the [Back to City of Memphis Open Enrollment 2021](#) link located at the top.*

**Sign Me Up**

Sign me up for:

Available Times	Date (mm/dd/yyyy) (CDT)	How Can We Assist You During Your Appointment?	Quantity
Open Enrollment 2021	Mon., 09/28/2020 8:00am - 8:30am		1

Name:  First  Last

Email:

Phone:  Mobile

Division Name:

What is your Employee ID number?

What are the last four(4) of your SSN?

What Type of Appointment Would You Like?

By signing up, you agree to the SignUpGenius [Terms of Service](#) and [Privacy Policy](#).

**Sign Up Now**

6

A confirmation page will display with the appointment date and time, as well as an option to add to your calendar by clicking on the [Add to Calendar](#) link.

**Thank you, Deb!**

You're all signed up for **City of Memphis Open Enrollment 2021**.

A confirmation email with an attached iCalendar has been sent to you.

✓ **Open Enrollment 2021**

How Can We Assist You During Your Appointment?: This is just a test, thanks  
 Mon., 09/28/2020 8:00am - 8:30am CDT  
 Location: By Phone or Virtual

**Back to Sign Up**

[Add to Calendar](#)   [Contact Total Rewards Service Center](#)



You will also receive an email confirmation from the 'Total Rewards Service Center', subject reads: "[Total Rewards Appointment Notification](#)". If you do not see the confirmation in your email inbox, check your Spam/Junk Email folders.

**Please make sure to read the details about your appointment in the email notification! If not already, you can add the appointment to your calendar via the attachment in the email confirmation.**

## City of Memphis Open Enrollment 2021

### Thank you, Deb!

You're all signed up for "City of Memphis Open Enrollment 2021."



#### Open Enrollment 2021

09/28/2020 (Mon.) 8:00am - 8:30am CDT

Location: By Phone or Virtual

How Can We Assist You During Your Appointment?: This is just a test. thanks

Due to COVID-19 & Safety Guidance we are NOT accepting in-person transactions!

Your Appointment with the Total Rewards Service Center has been scheduled!

You will receive a reminder 48 hour prior to your appointment with more instructions.

Please note that any requested changes will not occur until the required documentation, if any, is received. You must submit all documentation prior to the open enrollment end date.

Thank you for your patience and have a great day!

[View Sign Up](#)

[✎ Edit My Sign Up](#)

[✉ Contact Total Rewards Service Center](#)