



User Guide for Open Enrollment Appointment Scheduler

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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 **To Schedule an Appointment for Open Enrollment 2023** 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

Date (mm/dd/yyyy)	Location	Time (CDT)	Available Slot	Calendar View
09/27/2021 (Mon.)	Phone Appointment	7:15am - 7:45am	Benefits Active OE2022 (4) 1 of 4 slots filled	<input type="button" value="Sign Up"/>
		8:40am - 9:10am	Benefits Active OE2022 (4) 1 of 4 slots filled	<input type="button" value="Sign Up"/>
		10:00am - 10:30am	Benefits Active OE2022 (4) 2 of 4 slots filled	<input type="button" value="Sign Up"/>
		11:20am - 11:50am	Benefits Active OE2022 (4)	<input type="button" value="Sign Up"/>
		1:20pm - 1:50pm	Benefits Active OE2022 (4)	<input type="button" value="Sign Up"/>
		2:40pm - 3:10pm	Benefits Active OE2022 (4)	<input type="button" value="Sign Up"/>

Calendar View

SEP 2021							List View
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	



4

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

Date (mm/dd/yyyy)	Location	Time (CDT)	Available Slot	Calendar View
09/28/2021 (Tue.)	Phone Appointment	7:15am - 7:45am	Benefits Active OE2022 (4) Sign Up ✓	
		8:40am - 9:10am	Benefits Active OE2022 (4) Sign Up	
		10:00am - 10:30am	Benefits Active OE2022 (4) Sign Up	
		11:20am - 11:50am	Benefits Active OE2022 (4) Sign Up	
		1:20pm - 1:50pm	Benefits Active OE2022 (4) Sign Up	
		2:40pm - 3:10pm	Benefits Active OE2022 (4) Sign Up	
		3:40pm - 4:10pm	Benefits Active OE2022 (4) Sign Up	
		4:40pm - 5:10pm	Benefits Active OE2022 (4) Sign Up	
			Submit and Sign Up	

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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 Open Enrollment 2024 - Active Employees link located at the top.

Sign me up for:

Available Slot	Date (mm/dd/yyyy - CDT)	What is your COM Employee ID number?	Quantity
Benefits Active OE2022	Tue, 09/28/2021 7:15am - 7:45am	<input type="text"/>	1

Sign up as: **Test Test** (test.test@memphistn.gov) This isn't me

Display an alternate name on the sign up (like a child or spouse)

Phone:

Save my contact info for use on future sign ups

What Type of Appointment Would You Like?

Division Name

What is your month of birth?

What is your day of birth?

What is your year of birth?

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

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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 **Open Enrollment 2022- Active Employees**.

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

✓ **Benefits Active OE2022**
 What is your COM Employee ID number?: 1230000
 Fri, 10/22/2021 4:40pm - 5:10pm CDT
 Location: Phone Appointment

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



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You will also receive an email confirmation from the 'Total Rewards Service Center', subject reads: "Your Appointment is Confirmed for Open Enrollment 2022". 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.

**Open Enrollment
2022- Active
Employees**

Thank you, Deb!

You're all signed up for "Open Enrollment 2022 Active Employees."

Benefits Active OE2022
10/22/2021 (Fri.) 4:40pm - 5:10pm CDT
Location: Phone Appointment
What is your CDM Employee ID number?: 1230000

We look forward to assisting you with your 2022 Open Enrollment choices.
Your appointment has been scheduled for the date and time that you requested.

We will contact you promptly at your requested time.

Making Better Employee Engagement Possible!
"It's Our Pleasure To Serve You!"

[View Sign Up](#)

[Edit My Sign Up](#) [Contact Total Rewards Service Center](#)