

# Always At Your Service

**As a University of California employee**, you have access to the Human Resources and Benefits website, At Your Service. With this tool, you can

- keep track of your UC Retirement Plan benefits;
- view your health and insurance enrollments;
- find information about your health and insurance benefits;
- use the Total Compensation Calculator;
- read human resources policies;
- keep up to date on the latest labor relations news;
- read news and other information of interest to you as a UC employee;
- link to online actions and personalized information through “At Your Service Online.”

The chart on pages 2 and 3 can help you find the information you want.

Whenever you access your personal information through At Your Service Online, you will be asked to provide your UC password and your Username.

As a new employee, you are assigned a temporary password (your birthdate in the format mmddyyyy, with no dashes or slashes; for example, if your date of birth is June 17, 1967, your temporary password is 06171967). Your temporary password expires when your period of initial eligibility (PIE) ends.

## To Create Your Password and/or Enroll\* in Benefits

1. Go to the home page: ([atyourservice.ucop.edu](http://atyourservice.ucop.edu)).
2. Choose the “Sign in to My Accounts” button and select “New User.”
3. Enter your Social Security number and your temporary password. Then select “Sign In.”
4. Follow the instructions to create your permanent password. It must contain 6 to 12 alpha-numeric characters. Then agree to the Password Authorization.
5. Next, follow the instructions to create a Username.
6. You also will be prompted to create a security word that a Customer Service or Benefits Representative can use to help identify you when you call for information.
7. After you create a personal email address, answer any 6 of the 12 Challenge Questions. Providing answers to the challenge questions will allow you to access your personal information if you forget your password.
8. You may enroll\* in health and insurance plans now (select “Benefits Enrollment” on the main menu) or sign in again later to enroll.
9. To enroll later, you can select the “Sign in to My Accounts” button, sign in, then select “Benefits Enrollment,” or you can select “New Employees” under “Quick Links” on the At Your Service home page ([atyourservice.ucop.edu](http://atyourservice.ucop.edu)). Then follow the instructions. Be sure to complete all enrollments during your 31-day period of initial eligibility (PIE).

\* Only newly eligible employees can enroll online.

To take these actions, go to...

([atyourservice.ucop.edu](http://atyourservice.ucop.edu))

## Personal Information

Change your UC password	"Sign in to My Accounts," select "My Security Preferences" and then "Password"
Update your address and personal email	"Sign in to My Accounts," then select "My Contact Information"
Set or change your username, security word, and/or challenge questions	"Sign in to My Accounts," select "My Security Preferences" and then the appropriate button
View your paycheck*	"Sign in to My Accounts," then select "Earnings Statement" under "Income & Taxes"
Change your tax withholding*	"Sign in to My Accounts," select "Tax Withholdings," then "Change Withholdings"
View your W-2*	"Sign in to My Accounts," then select "W-2" under "Income & Taxes"
Print employment verification*	"Sign in to My Accounts," then select "Employment Verification" under "Income & Taxes"
Calculate your total compensation	Select "Total Compensation" on home page
Name or change your beneficiary	"Sign in to My Accounts," then select "My Beneficiaries"

## Health and Insurance

Compare available medical care services, doctors, and specialists	Select "Health and Welfare Benefits," then "Medical Plans," then select "Medical Benefits Summaries"
Obtain Summary Plan Descriptions, plan booklets and other information	Select "Forms and Publications" under "Quick Links," then scroll down to "By Category"
Find a doctor	Select "Health and Welfare Benefits," then "Find a Doctor"
Find prescription drugs your medical plan covers	Select "Health and Welfare Benefits," then "Medical Plans," then "Prescription Information"
Enroll in health and welfare plans (for new hires or newly eligible employees)	Select "New Employees" under "Quick Links"
Get a summary of your health and insurance plan enrollments	Under "Sign in to My Accounts," select "Current Enrollments" under "Health & Welfare"
Obtain forms to complete benefit transactions and to elect/change certain benefits	Select "Forms and Publications" under "Quick Links"

\* Not available to Laboratory employees.

To take these actions, go to...

([atyourservice.ucop.edu](http://atyourservice.ucop.edu))

## University of California Retirement Plan

Obtain UCRP service credit balance	"Sign in to My Accounts," select "Retirement Estimates"
Obtain a retirement estimate	"Sign in to My Accounts," select "Retirement Estimates"
Estimate future values of your UC retirement plan benefits	Select "Retirement Plan Benefits Estimator" under "Quick Links"
Name or change your UCRP beneficiary	"Sign in to My Accounts," select "My Beneficiaries"

## Personnel Policies, Contracts, & Procedures

Find information about staff policies	Select "Policies for Staff" under "Quick Links"
Find information about academic policies	Select "Academic Personnel Policies" under "Quick Links"
Find information about labor relations	Select "Labor Relations" under "Quick Links"
Find information about union contracts	Select "Collective Bargaining" under "Quick Links"

## UC Retirement Savings Program

**(Defined Contribution Plan, Tax-Deferred 403(b) Plan and 457(b) Deferred Compensation Plan)**

To take any of the actions listed below, call 1-866-682-7787 or select the "Fidelity Retirement Services" button on the At Your Service home page and log in:

- See your UC Retirement Savings Program balances
- Begin contributions to the UC Retirement Savings Program
- Select, change, or review your contributions to UC Retirement Savings Program
- Request exchanges among investment options
- View fund performance
- Elect distributions from your UC Retirement Savings Program account(s) (certain limitations apply)
- Apply for a 403(b) Plan loan
- Access your 403(b) Plan loan balance
- Name or change your Retirement Savings Program account(s) beneficiaries

**If you don't have access to a computer, you can call UC Customer Service at 1-800-888-8267 to:**

- 1 ► Hear Special Announcements
- 2 ► Leave a message in the HIPAA Mailbox if you have a question about the privacy of your medical records
- 3 ► Leave a message about the forms you want mailed to you in the Forms Mailbox
- 4 ► Talk to a Customer Service Center Representative

To Return to Main Menu: Press 9

To Exit: Hang up

**Service for the Hearing Impaired**

If you are deaf, hard of hearing, or speech disabled, call the California Relay Service.

Both TT (text telephone) and voice users may initiate calls through the California Relay Service.

The toll-free access numbers are:

1-800-735-2929 (TT)

1-800-735-2922 (Voice)

Outside California, you may use these numbers:

1-800-688-4889 (TT)

1-800-947-8642 (Voice)

By authority of the Regents, University of California Human Resources and Benefits, located in Oakland, administers all benefit plans in accordance with applicable plan documents and regulations, custodial agreements, University of California Group Insurance Regulations, group insurance contracts, and state and federal laws. No person is authorized to provide benefits information not contained in these source documents, and information not contained in these source documents cannot be relied upon as having been authorized by the Regents. Source documents are available for inspection upon request (1-800-888-8267). What is written here does not constitute a guarantee of plan coverage or benefits—particular rules and eligibility requirements must be met before benefits can be received. The University of California intends to continue the benefits described here indefinitely; however, the benefits of all employees, retirees, and plan beneficiaries are subject to change or termination at the time of contract renewal or at any other time by the University or other governing authorities. The University also reserves the right to determine new premiums, employer contributions and monthly costs at any time. Health and welfare benefits are not accrued or vested benefit entitlements. UC's contribution toward the monthly cost of the coverage is determined by UC and may change or stop altogether, and may be affected by the state of California's annual budget appropriation. If you belong to an exclusively represented bargaining unit, some of your benefits may differ from the ones described here. Contact your Human Resources Office for more information.

In conformance with applicable law and University policy, the University is an affirmative action/equal opportunity employer. Please send inquiries regarding the University's affirmative action and equal opportunity policies for staff to Director of Diversity and Employee Programs, University of California Office of the President, 300 Lakeside Drive, Oakland, CA 94612 and for faculty to Director of Academic Affirmative Action, University of California Office of the President, 1111 Franklin Street, Oakland, CA 94607.

Website address: [atyourservice.ucop.edu](http://atyourservice.ucop.edu)



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