

People First Portal upgrade coming soon!

The Department of Management Services has announced an upgrade to People First, the system that administers State benefits for all State agencies and universities, including the University of South Florida. The new system will continue to provide the same functions as the current system but with significant enhancements to improve functionality. It will also be compatible with the latest versions of Internet Explorer, Firefox, Chrome, Edge, and Safari browsers.

The **People First system will be unavailable starting at 5 p.m. Eastern time on Friday, March 16, until 8 a.m. Eastern time on Monday, March 26**, while these system improvements are implemented.

How this affects you:

I am a New Hire or am experiencing a Qualifying Status Change. What do I do?

All qualified status change events that expire between March 16 and March 25, 2018, must be completed by 5 p.m. EST on March 16, 2018. I.e. If you were hired between January 15 and January 25 and you received information from People First to enroll in coverage, you will need to enroll in coverage no later than March 16, 2018 in order to meet enrollment deadlines.

Due to the downtime of the system, data files sent to and from People First will not be processed until after March 26, 2018. This means that information for new hires, promotions or terminations as well as deductions and enrollments in coverage will be delayed during that time.

Can I call the People First Service Center?

- The service center will be available Monday through Friday, 8 a.m. to 6 p.m. at 866-663-4735 to accept calls during the downtime but they will not be able to enroll, change or cancel coverage for new hires or employees who experience a qualifying status change.

Can I log into the People First Portal online?

- The online portal will **not** be available during this downtime.

[https://peoplefirst.myflorida.com/peoplefirst\(bD1lbiZjPTIzMA==\)/logon.htm](https://peoplefirst.myflorida.com/peoplefirst(bD1lbiZjPTIzMA==)/logon.htm)

How can I access Chard Snyder FSA/HSA?

- While the Chard Snyder system will not be accessible through People First during the downtime, subscribers will continue to be able to use their Benny® card and the Chard Snyder Mobile app. To use the Chard Snyder Mobile app from your smartphone or tablet, do the following:
 1. Download the Chard Snyder Mobile app from your app store (iPhone or Android app store).
 2. Click the icon for the app.
 3. Enter your username. It will be your People First ID number.
 4. Enter your password. This will default as “Pf” and your date of birth in the following format: PfMMDDYY.
 5. Create a four-digit passcode to use each time you log in through your mobile device.

What else is changing?

- Password and login resets for the new portal will require a multifactor authentication (i.e., require receiving a security code via email or text) and will require a valid notification email or text able mobile phone number.

- The new portal contains functionality for displaying employee pictures, however, since this is not a currently used function within PeopleSoft (GEMS), USF employee photos will not be represented.

Should you have any questions regarding this upgrade please visit the [People First Portal Upgrade](#) website to obtain links to resources such as Video tutorials, user guides and FAQs. You may also call the People First Service Center at 866-663-4735 for more information.

Change to Process for Premium Underpayments

The Department of Management Services and People First have announced a change to the process for Employee and Employer premium underpayments. Effective as of the first payroll in April (pay date 4/13/2018), People First will send underpayment information for employees via electronic file for automatic deduction through payroll.

These premium underpayment amounts will be reviewed by the Benefits team and forwarded to Payroll for processing each biweekly pay period.

What is a premium underpayment?

A premium underpayment is a balance due for insurance premiums offered by State of Florida benefits. Underpayments can exist for many reasons such as:

- When a new employee elects coverage but does not have a deduction from payroll in time for the start of the coverage month.
- An employee who goes out on a Leave of Absence and does not arrange for premium payments.
- Salary changes that may impact compensation calculation for Optional Life premiums.

How will this affect you?

If People First has sent a premium underpayment, once verified, it will be automatically deducted from the employee's paycheck according to Federal and University guidelines.

Who should you contact if you have questions?

Questions regarding underpayments can be directed to the People First Service Center at 866-663-4735 or to the Benefits team at benefits@usf.edu.