Q. How do I login to MyJob?
A. MyJob can be used from any computer with internet access by using the link http://myjob.mu.edu. MyJob uses the same username and password as eMarq.

Q. What do I do if I don’t know my username or password?
A. You can change your own password at http://reset.mu.edu or by clicking the password reset link on the MyJob login page. If you have forgotten your username or are having difficulties resetting your password, please contact the IT Services Help Desk at 8-7799. The help desk can provide assistance with your username or password after verifying personal information.

Q. Where and when can I access MyJob and Self-Service?
A. The MyJob and Self-Service applications for benefits Annual Enrollment can be accessed from work and home. Computers will be available during Benefit Assistance Days throughout the Annual Enrollment period in the AMU (October 31st, November 6th and November 12th) and during business hours outside of Human Resources. These are certified to work on Windows PC’s using Internet Explorer or Mac’s using Safari browser. However, issues may arise by browser plug-ins (i.e. Google “search” browser plug-in), spyware, viruses, pop-up blockers, or individual browser security setups. Turn off pop-up blockers! If you are still having difficulties accessing MyJob, please contact the IT Services Help Desk at 8-7799.

Q. If I don’t plan on making any changes during Annual Enrollment, do I still need to login to MyJob?
A. Since existing health, dental and/or vision coverage will carry forward to 2015, it is not necessary to login to MyJob if you don’t plan on making any changes. However, you will need to login if you wish to enroll or re-enroll in the Health Care FSA and/or Dependent Care FSA (you must enter a per pay period contribution amount if you wish to enroll for 2015) or if you need to update any personal, covered dependent or emergency contact information.

Q. How can I be sure that my elections and dependent information have been successfully updated?
A. During the online enrollment process, you will reach a Confirmation Page for each of the two programs you successfully navigate through. Please print a copy for your records. You may also access the “View Benefits” link via the Employee Self-Service as of January 2015. Be sure to select the correct year when viewing. You will have access to the benefits Annual Enrollment application during the three-week enrollment period — October 27th through November 14th. Once saved, an e-mail notification will be sent to you.

Q. How do I change my life insurance beneficiary?
A. This change cannot be made via MyJob at this time. Please contact Benefits for a paper form. This can be done at any time.

Q. Can I delete contacts, beneficiaries or dependents via MyJob during the Annual Enrollment period?
A. No. This functionality is not currently available.

Q. I’m having trouble entering an address for a contact. How should I proceed?
A. First, be sure to turn off any pop-up blockers! Use the flashlight search button to search for a city name, and then select the correct combinations from the list of values. The city, state, and zip code values must be correct or you will not be able to enter them into the fields. If you still continue to experience difficulty, you can check the “Shared Residence” box to bypass entering the address information. However, incorrect addresses for dependents can delay claim processing in the future, so accurate information is important.

Q. I just want to exit out of the program. What do I do?
A. Each page contains a link to return to your MyJob Home or to logout. These links are located in the upper right-hand and bottom center of the page. Either link will exit you from benefits Annual Enrollment. If you have not reached the Confirmation page before exiting, any changes you have made will not be saved, and you must retry the enrollment process at a later time.