

What is EmployeeDirect?

EmployeeDirect provides registered account holders with secure, quick and easy on-line access to a variety of personnel, compensation, and benefits resources. It allows you to review and make certain changes to your personal information from any computer with Internet access. Health Benefits Enrollment and Information is generally available from 6:00 am to midnight.

Is EmployeeDirect secure?

EmployeeDirect uses Secure Socket Layer (SSL) technology, the highest level of security available over the Internet, to protect your personal information. All information provided to you is scrambled en route and decoded once it reaches your browser. See EmployeeDirect's security certificate information when you click on the closed lock at the bottom of your browser screen.

Why should I use EmployeeDirect for Health Benefits?

Using EmployeeDirect saves time and improves efficiency. It only takes minutes, eliminates paper forms, and automatically notifies your agency when you make certain change requests. It also gives you direct links to Payline, Health Benefits Plan Administrators, the Virginia Retirement System, and your agency's Benefits Administrator. EmployeeDirect has earned a 99% overall satisfaction rating with users.

How do I get started using EmployeeDirect?

Go to www.DHRM.virginia.gov, click on the EmployeeDirect link, and register an account. This may take 10 – 15 minutes to complete. It is helpful to consider these important things *before* you begin your registration:

1. You must enter certain identification information. Your entries must match what is currently on your record. Contact a representative at your agency (your Supervisor, a Human Resource Manager, or a Benefits Administrator) if you have questions about your identification information.
 - Employee Number: _____ . This 7-digit number is included in the ID number used in Payline to access payroll and leave information, and it is also within the ID number on the COVA Care or COVA HDHP ID card. EmployeeDirect automatically recognizes the 7 digits needed if you enter the Payline or health plan ID number.
 - Date of Birth: _____ (MM/DD/YYYY).
 - Last four digits of your Social Security Number: _____.
 - E-Mail Address: _____ . Your record must have a *valid* State or Personal e-mail address. Employees with both select the one they prefer EmployeeDirect to use.
2. You must activate the link, sent to you by e-mail from EmployeeDirect, within 24 hours. You will have to repeat your registration request if you allow the link to expire.
3. You must create and register certain information to protect your account. Your entries must meet security requirements. Be sure to remember your entries exactly as you have registered them.
 - Your Username will be entered each time you log in to EmployeeDirect. It must contain 4 - 25 characters and can be a word, a phrase, or numbers. Spaces or symbols (“\$%^&”) may not be used. You will be asked to enter a different Username if the one you desire is already being used.
 - Your Password will also be entered each time you log in to EmployeeDirect. It must contain at least 9 characters using UPPERCASE and lowercase letters, numbers, and symbols (“\$%^&”).
 - You must select and answer three Challenge Questions to be used when there is a request to reset your password. It is important that the answers are easy for you to remember and hard for someone else to guess.
4. When your registration is complete, you may log in using your Username and Password. Then, choose an option from the EmployeeDirect Main Menu. The Health Benefits Enrollment and Information option is selected to review and make changes to elections for health benefits and flexible reimbursement accounts.