From the Benefits and Entitlements Service Team (BEST)

How to Access the Employee Benefits Information System (EBIS) Web Application

Applicability: This applies only to Air Force-serviced appropriated fund civilian employees. Employees of other agencies, such as the Department of the Army or the Department of the Navy, must contact their Human Resources Office for assistance.

The Benefits and Entitlements Service Team's (BEST) automated Web application – called EBIS, for Employee Benefits Information System -- is a secure web program. To reach EBIS, you must first login to the Air Force Portal or the Air Force Personnel Center (AFPC) Secure website. For those of you who already have accounts and know how to get there, here are the links:

Air Force Portal	https://www.my.af.mil
AFPC Secure	https://w20.afpc.randolph.af.mil/AFPCSecurenet20

Note for Newly Hired Employees: The EBIS web application is one of two avenues available for enrolling in civilian benefits. If you are unable to access EBIS because you will not be issued a Common Access Card (CAC), issuance will be delayed, or CAC readers are not available, don't wait; instead, conduct your benefits enrollments by calling the BEST automated phone system. Instructions for using the BEST phone system are at: http://gum.afpc.randolph.af.mil/cgi-bin/askafpc.cfg/php/enduser/std_adp.php?p_faqid=5828.

Air Force Portal

The Air Force (AF) Portal is located on the web at https://www.my.af.mil. If you already have a Portal account, you are ready to log in.

New users should be able to register to use the Portal within 48 hours of receiving a Common Access Card (CAC):

- Insert your CAC card in the reader on your computer. Click the above link to the AF Portal homepage. When the AF Portal Login Screen appears, find the Membership Information and click on "Register for a new AF Portal Account with your CAC." This procedure will allow you to create a Portal account.
- A "Choose a digital certificate" dialog box will appear. If your name and CAC certificate number appear in the white area of the dialog box, then you know it has been registered. (If more than one certificate appears with your name, select only one.) Click the "OK" button, and enter your CAC PIN at the prompt. (See Note 1.)
- A CAC registration screen will appear. Click the "Create Account" button. (See Note 2.) Complete all of the fields on the "Registering for the AF Portal" form, and click the "Next" button. Click the "Submit" button when you have verified all your information is correct.
- You will receive your account information via two separate emails -- one with your username, and one with your password. Once you have received these emails or have allowed at least 30 minutes for the CAC registration process to complete, you will be able to log on to the Portal with your CAC. Please note the password will expire within 24 hours so ensure you log in to the portal to confirm your registration within this timeframe.

Note 1: If your name and certificate number do not appear in the dialog box, you will have to register your CAC certificate with Internet Explorer before you can go any further. On the Portal home page (https://www.my.af.mil), agree to consent banner, then click on "CAC/ECA User's Guide" to obtain instructions for registering your CAC certificate with Internet Explorer.

Note 2: If you attempt to register for an AF Portal account and receive a message stating your Social Security Number already exists, this means you have already registered for an account.

To reach EBIS after logging into the AF Portal, roll your mouse cursor over the "Life & Career" tab on the blue menu bar, and click on "Career" in the drop-down menu. The "EBIS - Employee Benefits Information System" link is located in the far left column under AFPC Secure Applications. Click the link and the EBIS login page will appear. Enter your Social Security Number (SSN) and BEST Personal Identification Number (PIN) and click the Login button. You are then ready to conduct benefits transactions or obtain retirement estimates.

Note: If you need assistance with the BEST PIN, see "Information on the BEST (benefits) PIN" on page 3.

AFPC Secure

New users must create their AFPC Secure account by using their Common Access Card (CAC). (This includes individuals whose account expires after 180 days of non-use.)

Login via CAC. Insert your CAC in the reader on your computer and input your CAC PIN. Access the **AFPC Secure website** by clicking this link: https://w20.afpc.randolph.af.mil/AFPCSecurenet20. Click "OK" to acknowledge consent to the Warning Banner. Immediately, the "Choose a digital certificate" dialog box will appear. If your browser has been configured for use with the CAC, you will see your name and certificate number in the white area of the dialog box. Choose one of your CAC certificates and click "OK." Enter your CAC PIN and click "OK."

- At the prompt, enter your DSN phone number and your current e-mail address. (The e-mail address must end in .mil or .gov to be valid.) After you do this, you only need to click the "Submit" button. Your account has been created.
- Once you have logged in to AFPC Secure, the AFPC Secure Main Menu will appear. Click the EBIS button. (See directions below under "To Enter EBIS.")
- You may use your CAC to access AFPC Secure from a personal computer by purchasing a CAC reader and installing the ActivClient software located on the Air Force Portal

Login via UserID and Password: You should only establish a userid and password if you are within 60 days of retirement and/or separation. After retirement or separation, you will have userid and password access to view limited applications through AFPC Secure. However, if you are located at a base where CACs are not yet being issued, issuance is delayed, or CAC readers are not available, contact the AFPC Personnel Systems Operation Control Center (PSOCC) for assistance with setting up an AFPC Secure account. Call DSN 665-5004 or (800) 525-0102 (option 8, then 2) or send an e-mail to psocc.sd@randolph.af.mil. In the meantime, do not delay conducting your benefits enrollment(s) -- use the BEST automated phone system. Click this link for instructions on how to access the BEST phone system and the BEST telephone menu: http://gum.afpc.randolph.af.mil/cgi-bin/askafpc.cfg/php/enduser/std_adp.php?p_faqid=5828.

To Enter EBIS: When you reach the AFPC Secure Main Menu, click the "EBIS" button. This will take you to the EBIS login page.

- Login to EBIS by entering your SSN (no dashes) and your BEST PIN; then click the "Login" button. See below for more information on the BEST (benefits) PIN.
- Once logged into EBIS, click the icon that relates to what you wish to do. Examples follow.
- Click the "Transactions" icon if you wish to enroll or make changes to an existing enrollment in the Thrift Savings Plan (TSP), TSP Catch-Up Contributions, Federal Employees' Health Benefits (FEHB), or Federal Employees' Group Life Insurance (FEGLI). When the Transactions screen appears, scroll down to the current coverage box for the applicable benefit and click the "Change" button. When the next screen appears, follow the prompts,

answering the questions. Be sure to follow through until the screen advises your transaction is complete. (Click the Printer Friendly icon to print the enrollment for your records.)

- If you want a retirement estimate, click the "My Benefits" icon or the "Calculators" icon. The retirement estimate under My Benefits is based on the date you are first eligible for optional retirement and uses current salary data to compute your high-3 average salary. Under Calculators, you may use the "Quick Retirement Estimate" or the "Advanced Retirement Estimate" to select the date of retirement and enter the high-3 average salary yourself. You can also compute the high-3 average salary by using the "High-3 Average Salary" calculator.

Information on the BEST (benefits) PIN: Your BEST PIN, also called the benefits PIN, is used for both the BEST phone automated system and the EBIS web application.

- If you have never accessed the BEST phone system or EBIS, your PIN will be a 4-digit number equivalent to your month and year of birth, for example, June 1960 will be 0660. This 4-digit PIN is set automatically by the automated system when you are hired. (We do not mail BEST PIN numbers.) You will be required to change the 4-digit PIN to a 6-digit number of your choice.

- If you have previously used EBIS or the BEST phone system, you already have a personally selected 6-digit benefits PIN. If you forget it, you can reset it within either EBIS or the phone system. In EBIS, click the "Forgot Login" link on the EBIS Login page and enter the following information, all of which you should obtain from your most recent SF 50 (Notification of Personnel Action) and Leave and Earnings Statement (LES): SSN, date of birth, SCD-Leave, pay plan, grade, and step. Once entered, follow the prompt to set a new 6-digit PIN. Within the phone system, you'll be given the choice to enter your SSN and PIN or to press 2 if you forgot your PIN. Simply follow the prompts, enter your SSN, DOB, and so on, and select your new 6-digit PIN.

Note for rehired employees: Be sure to use the SCD-Leave on your most recent SF 50 and LES. Do not use the SCD-Leave date on an SF 50 or LES from the previous period of employment. In addition, if you were serviced by BEST under a previous period of employment and already changed your 4-digit PIN to a 6-digit number, the automated system will remember the 6-digit number. If you have forgotten it, reset it via the instructions in the above paragraph.