

Tompkins HSA Employer Portal Quickstart Guide

Welcome to Tompkins HAS Employer Portal. This one-stop portal gives you the tools you need to better support your employees in the management of their Health Savings Accounts (HSAs).

The Employer Portal is convenient and easy to use. Any-time access to the portal allows you to:

- View current and prior year plan information
- Access forms and documents
- Retrieve scheduled reports or notifications
- Access history of reports and notifications
- Load data import files
- View real-time individual participant account summaries and balances, enrollments, and contributions
- Access history of reports and notifications
- Submit service requests
- Add, update and enroll employees
- Add and manage recurring contributions

HOW DO I GET ACCESS TO THIS PORTAL?

1. You and your assigned contacts will be sent a temporary password to the email address provided in the Setup Form. Your user name will be your first initial, last name, followed by HSA (ex. John Smith would be JSmithHSA).
2. Upon first login, you will be prompted to change the password.
3. Once password is updated and confirmed, click **Login**

The **Home Page** is easy to navigate:

Once logged on, everything you need to efficiently and effectively manage your Health Savings Account program is found on the home page. From the home page, you can:

- Check on status of data import files
- Set up one time or recurring contributions
- View employee-level data
- Review recent reports
- View the employer dashboard
- Log service requests

You can also access the tabs on the left side of the page for easy navigation.

TOMPKINS TB

You've got this!
Review and update participant accounts, upload enrollments, run reports and so much more.

Employee Search
Name or ID

Imports [View all imports](#)

- 2 Imports need attention [Review](#)
Review these files to resume importing
- Demographics** Failed Dec 2
- Payroll deductions** On hold Dec 1
- HSA claim data** Processing Nov 29
- Demographics 2** Completed with errors Oct 31

Reports [View all reports](#)

- Employer Funding Report** Apr 26
Excel
- Employer Contributions Report** Apr 24
CSV
- Payroll Deductions Notification Report** Apr 20
PDF
- Employer Claim History Report** Apr 11
Excel
- Employer Contributions Report** Apr 5
CSV
- Payroll Deductions Notification Report** Mar 28
PDF
- Payroll Deductions Notification Report** Mar 28
PDF

HOW DO I VIEW REPORTS AND NOTIFICATIONS?

1. Select the **Reports** tab,
2. Select the relevant enrollment, financial, contribution or plan information report desired and it will automatically be displayed.
3. If there is a report that you need, but do not see, you can contact Tompkins to request it.

WILL I BE ABLE TO RUN MY OWN REPORTS IF NEEDED?

1. Select the **Reports** Tab.
2. Click the New Report button.
3. Select the appropriate report type.
4. Complete the report detail fields.
5. Click **Request**.
6. The report will generate. If you selected the option an email is sent to you when the report is available.

The screenshot shows the Tompkins Reports dashboard. At the top left is the Tompkins logo with a leaf icon, and at the top right is the user identifier 'TB'. A left-hand navigation menu includes: Home, Imports, Set up Contributions, Reports (highlighted), Employees, Tools, Dashboard, and Requests. The main content area is titled 'Reports' and features a '+ New report' button. Below this, a list of report categories is displayed, each with a description and a 'Last run' date with a right-pointing arrow:

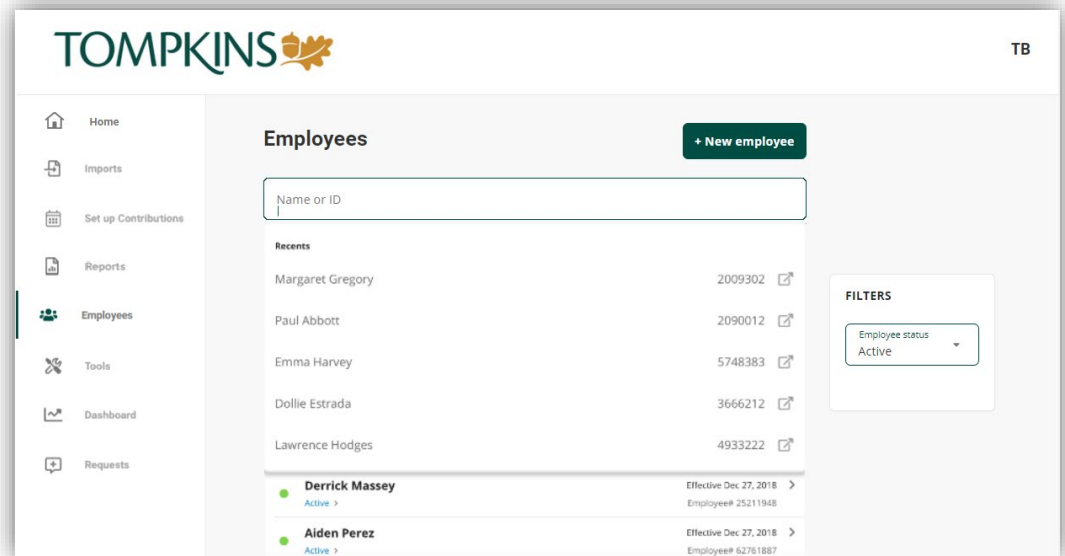
- Account balance detail**: Plan balance summaries and consumer account balance. Last run Aug 29, 2019
- Account balance**: Plan account balance information per participant. Last run Jul 23, 2019
- Claim history**: View all claims submitted. Last run June 24, 2019
- Debit card funding**: View summary of transactions and fee amounts. Last run May 24, 2019
- Debit card transactions**: View a list of all the debit card transactions. Last run Apr 15, 2019
- Employer contributions**: View employer contributions in applicable plans. Last run May 7, 2019
- Enrollment**: View participant enrollment in applicable plans. Last run Mar 13, 2019
- HSA account detail**: View an overview of each consumer's HSA, individual payroll deduction, and employer... Last run Mar 13, 2019
- Payment history**: View all reimbursements/payments. Last run Apr 22, 2019

WHAT KIND OF EMPLOYEE-LEVEL DATA CAN I ACCESS?

1. By selecting the **Employees** tab, you can get real-time data on all employees.
2. You can search for employees using first name, last name or employee identifier (defined ID or SSN).
3. Once in the employee view, you can access the following information:
 - a. Summary
 - b. Enrollments
 - c. Activity
 - d. Payroll Contributions

HOW DO I GET ACCESS FOR A NEW HR REP OR ADD NEW EMPLOYEES?

1. Select the **Requests** tab.
2. Under Request Type, there is a drop down menu with over 10 options to choose from.
3. Choose the request type, i.e. add a new employee, add employer contact or change payroll deductions, then select a consumer from a list of employees, enter the request details and/or attach a document or file.
4. Click Submit Requests
5. All requests are securely delivered.

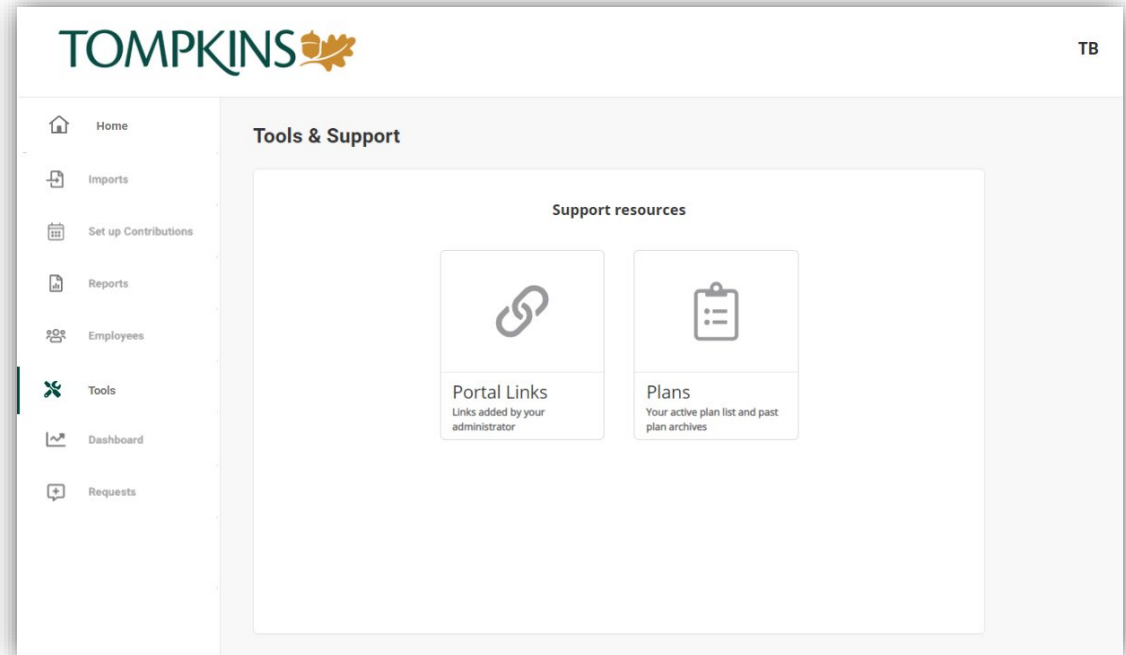


WILL I BE ABLE TO ACCESS ANY OF MY PLAN INFORMATION?

1. Under the **Tools** tab, you will find options to view the same HSA resources as the employees.
2. Support resources available here are:
 - Links
 - Plan Details, summaries, and Rules
 - Resource documents

WHERE WOULD I ACCESS REQUIRED FORMS?

1. Under the **Tools** tab and the **Resources** tile.
2. In this section, you can download and print any forms needed.
3. You will also have access to any other documents or custom materials related to your plans in this tab.



WILL I BE ABLE TO ADD/ENROLL/UPDATE EMPLOYEES?

1. Under the **Employees** Tab.
2. Click the **New Employee** button.
3. Enter the Personal and Employment Information.
4. Click **Add New Employee**.
5. Select the **Enrollments** link.
6. Click **New Enrollment**.
7. Select the **Plan Year** and click **Next**.
8. Select one or more of the plans listed and click **Next**.
9. Select the **Primary Payment Method** and click **Next**.
10. Complete the enrollment **Plan Details** for each plan listed and click **Submit**.

WILL I BE ABLE TO UPDATE AN EMPLOYEE STATUS?

1. Select the **Employees** tab.
2. Search and select the employee using first name, last name, or employee identifier (employee ID or SSN)
3. Select your option from the **Status** drop-down menu.
4. Enter the status **Effective Date**.
5. Click Show status history.
6. Click Add.

The screenshot displays the TOMPKINS HR system interface. The top navigation bar includes the TOMPKINS logo and the user initials 'TB'. A left sidebar contains navigation icons for Home, Imports, Set up Contributions, Reports, Employees, Tools, Dashboard, and Requests. The main content area is titled 'Imports' and features a '+ New import' button and a search box for file names. The interface is organized into four sections: Pending, Needs Review, Processing, and Completed. The 'Needs Review' section lists several items with 'Review' buttons, including 'Employer contribution' (On hold) and three 'Demographic template' files (v1, v2, v3) that have failed. The 'Processing' section shows 'Contributions 11/6' and 'Enrollment file'. The 'Completed' section lists various files, including a cancelled 'Demographic file', 'Transportation services 2019' (completed with errors), 'Enrollment report 2019' (completed with warnings), 'Address updates' (completed successfully), and 'HDHP coverage level update' (completed with warnings).

Section	Item Name	Status	Timestamp	Action
Pending	Demographic PT File	Pending	11/7/2019 10:25 AM	
Needs Review	Employer contribution	On hold	10/3/2019 1:20 PM	Review
Needs Review	Demographic template v3	File failed	11/3/2019 9:47 AM	Review
Needs Review	Demographic template v2	File failed	11/3/2019 9:35 AM	Review
Needs Review	Demographic template v1	File failed	11/3/2019 9:23 AM	Review
Processing	Contributions 11/6	Processing	11/6/2019 3:23 PM	
Processing	Enrollment file	Processing	11/6/2019 4:21 PM	
Completed	Demographic file	Cancelled	11/5/2019 8:39 AM	
Completed	Transportation services 2019	Completed with errors	11/4/2019 9:34 AM	
Completed	Enrollment report 2019	Completed with warnings or additional information	11/4/2019 11:12 AM	
Completed	Address updates	Completed successfully	11/4/2019 2:19 PM	
Completed	HDHP coverage level update	Completed with warnings or additional information	11/3/2019 2:15 PM	

ONE OF THE FEATURES OF THE PORTAL IS THE ABILITY TO IMPORT DATA. HOW DOES THAT WORK?

1. Under the **Imports** tab you can import demographic, enrollment and contribution files directly into the portal using standard excel or CSV formatted import files.
2. Once in the Imports home page, select **New Import**.
3. Select the **Import Type** you would like to import.
4. Click **Download Template** and then click **Next**.
5. Check for field matches, click **View file setup requirements** link to review the fields.
6. Enter or paste your data into the template.
7. Save the template as CSV or Excel to a location you can remember.
8. Click **Browse** to upload the file.
9. Click **Import**.

Once imported, any errors are displayed and can be easily updated by clicking the **Review & Fix** button. Click the **Fix All** button for the record line and you can correct the error(s). Then, click **Queue Record** once corrections are made. Then click the **Resubmit File** button to import the corrected records.

The screenshot shows the Tompkins portal's Imports page. The page has a sidebar with navigation links: Home, Imports, Set up Contributions, Reports, Employees, Tools, Dashboard, and Requests. The main content area is titled 'Imports' and includes a search bar and a '+ New import' button. The records are organized into four sections:

- Pending:** One record, 'Demographic PT File', with a 'Pending' status and a timestamp of 11/7/2019 10:25 AM.
- Needs Review:** Four records, all with a 'File failed' status and a 'Review' button. The records are: 'Employer contribution' (10/9/2019 1:20 PM), 'Demographic template v3' (11/9/2019 9:47 AM), 'Demographic template v2' (11/9/2019 9:35 AM), and 'Demographic template v1' (11/9/2019 9:23 AM).
- Processing:** Two records, both with a 'Processing' status. The records are: 'Contributions 11/6' (11/6/2019 3:23 PM) and 'Enrollment file' (11/6/2019 4:21 PM).
- Completed:** Five records with various statuses: 'Demographic file' (Cancelled, 11/5/2019 8:39 AM), 'Transportation services 2019' (Completed with errors, 11/4/2019 9:34 AM), 'Enrollment report 2019' (Completed with warnings or additional information, 11/4/2019 11:12 AM), 'Address updates' (Completed successfully, 11/4/2019 2:13 PM), and 'HDHP coverage level update' (Completed with warnings or additional information, 11/3/2019 3:15 PM).

A 'FILTERS' sidebar on the right allows filtering by 'Date received from' (8/15/2019) and 'Date received to' (11/13/2019).

