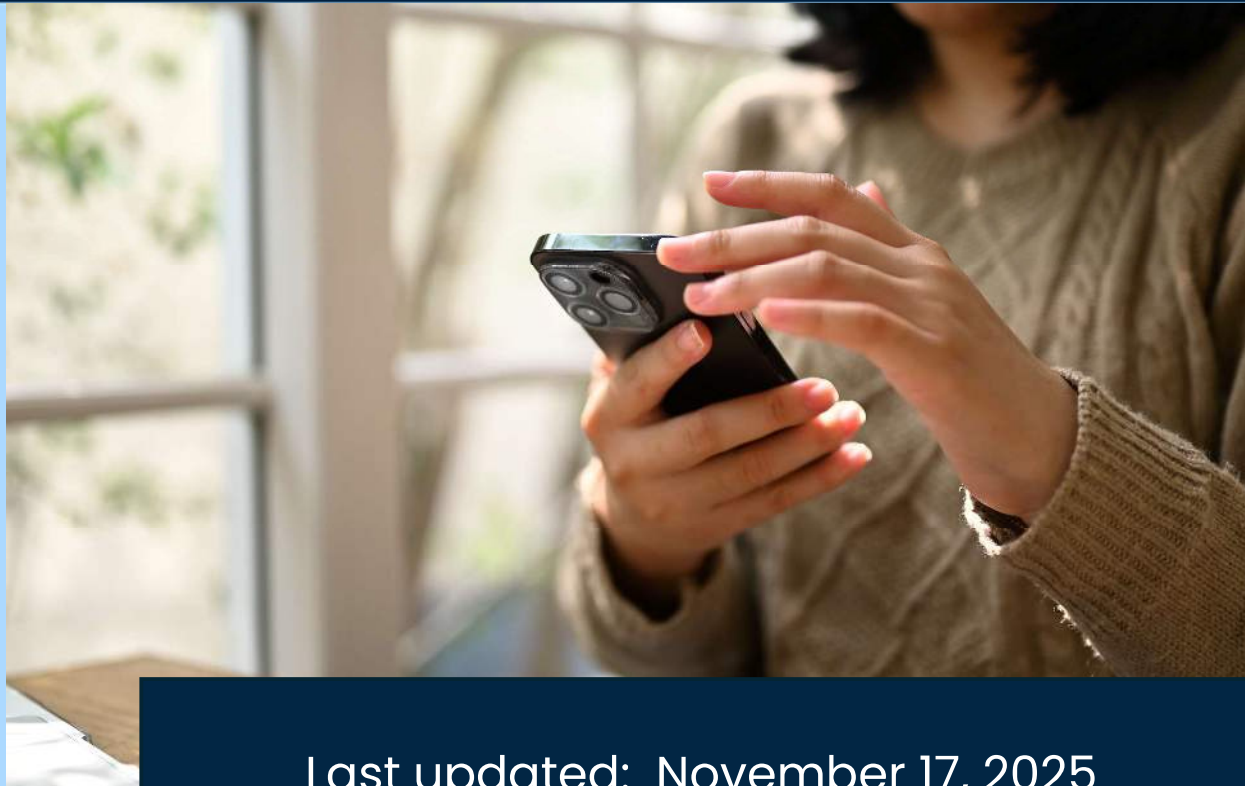




Quick Reference Guide (1-20 Steps)

How to Submit a Help Desk Ticket Regarding Health & Welfare Benefits

This QRG is for associates, managers, and HR representatives with Health & Welfare Benefit inquiries.



Last updated: November 17, 2025

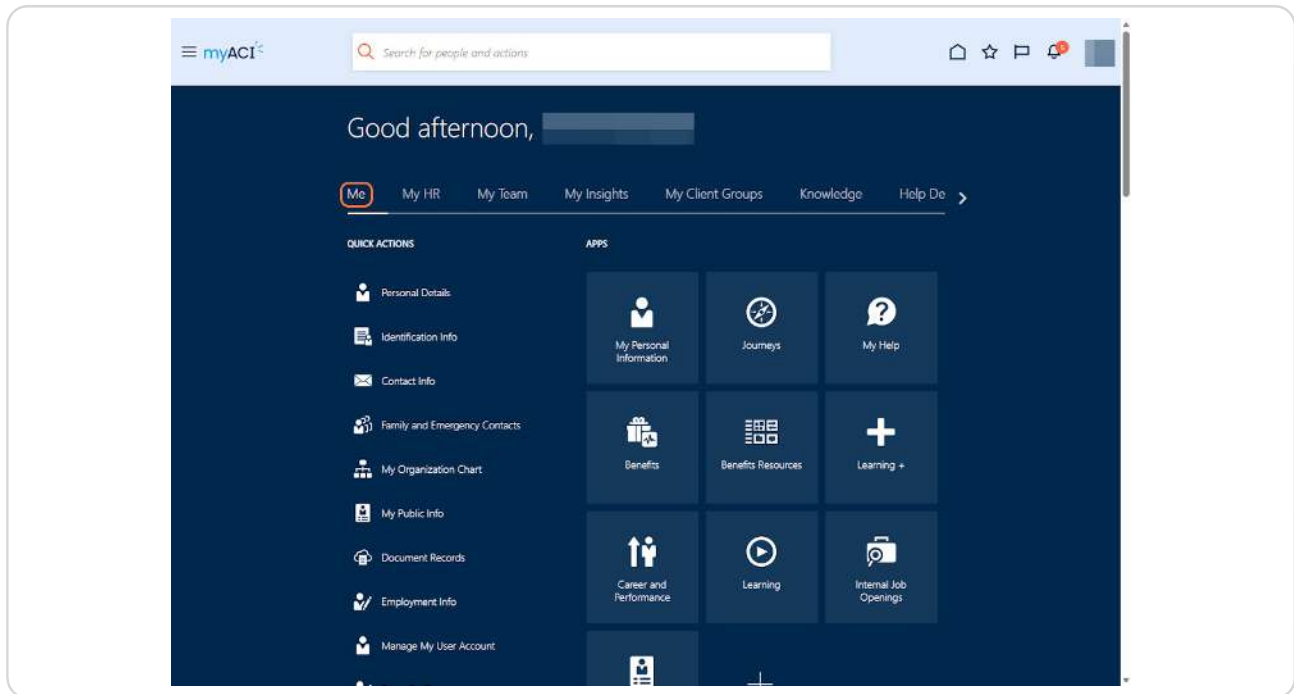
If you are an associate, follow steps #1 – #9.



If you are a People Leader submitting on behalf of an associate, proceed to steps #10 – #20.

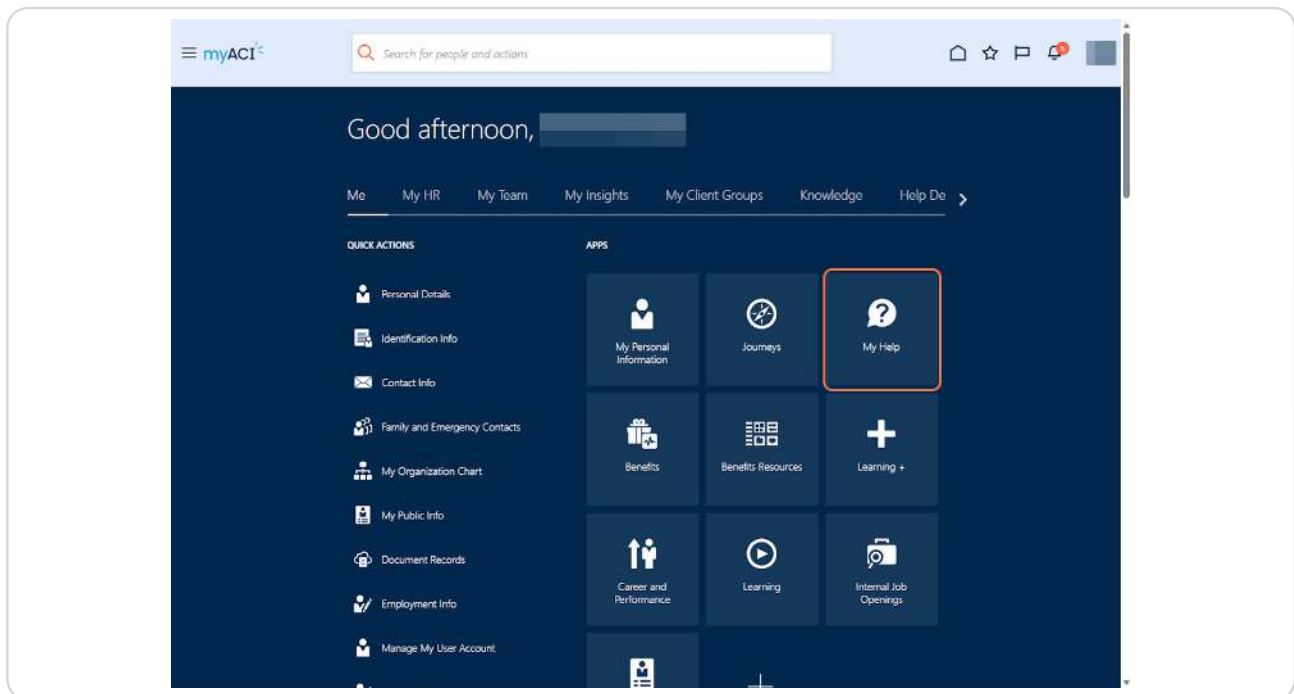
STEP 1

Sign into myACI then click on Me.



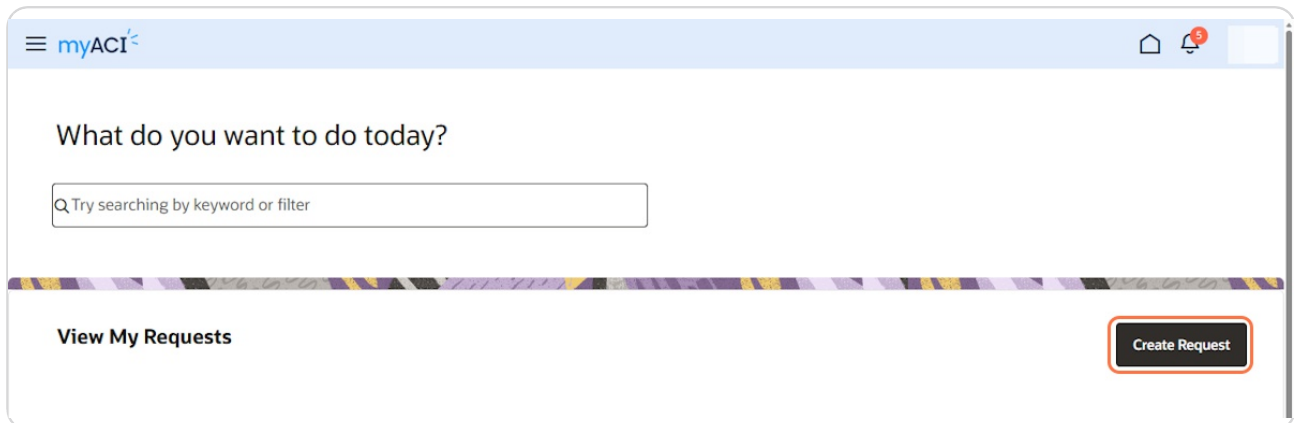
STEP 2

Click on My Help.



STEP 3

Click on Create Request in the upper right-hand corner.



STEP 4

Enter the subject for your health & welfare benefit request.

Example Subject: "Loss benefit coverage".

myACI

New Help Desk Request

Cancel Save

Subject
Loss of benefit coverage

Primary Point of Contact Request Category

Detailed Description

Category
Miscellaneous

Drag and Drop
Select or drop files here.

URL Add URL

STEP 5

Select Benefits from the request category.

myACI

New Help Desk Request

Cancel Save

Subject
Loss of benefit coverage

Primary Point of Contact Request Category

Detailed Description

Category
Miscellaneous

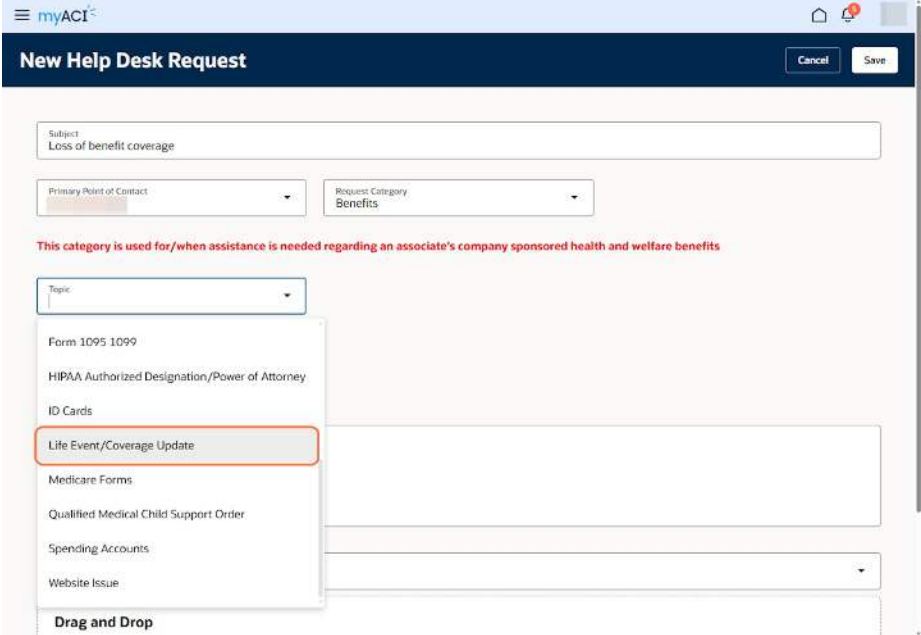
Drag and Drop
Select or drop files here.

URL Add URL

- Benefits
- Gift Card / Cash Award
- Learning Course Issues
- Leave of Absence
- Onboarding
- PTO, VAC, OTHER
- Pay Inquiry
- Paycheck Replacement

STEP 6

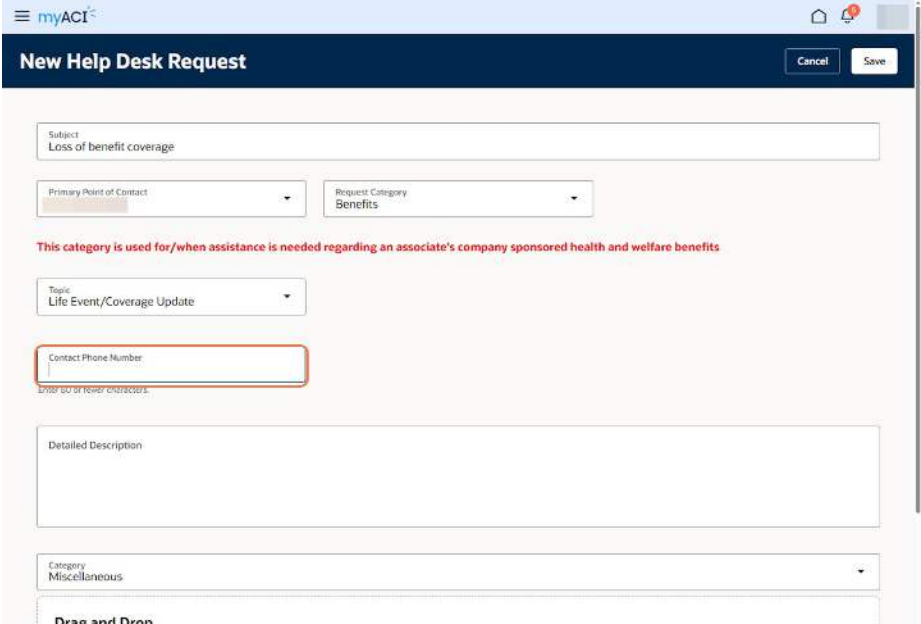
Select Life Event/Coverage Update from the Topic section.



The screenshot shows the 'New Help Desk Request' form in the myACI system. The form has a dark blue header with the myACI logo and a 'Cancel' button. The 'Subject' field contains 'Loss of benefit coverage'. The 'Primary Point of Contact' dropdown is set to 'Benefits'. A red note states: 'This category is used for/when assistance is needed regarding an associate's company sponsored health and welfare benefits'. The 'Topic' dropdown menu is open, displaying a list of topics: 'Form 1095 1099', 'HIPAA Authorized Designation/Power of Attorney', 'ID Cards', 'Life Event/Coverage Update' (highlighted with a red border), 'Medicare Forms', 'Qualified Medical Child Support Order', 'Spending Accounts', and 'Website Issue'. The 'Drag and Drop' section is visible at the bottom.

STEP 7

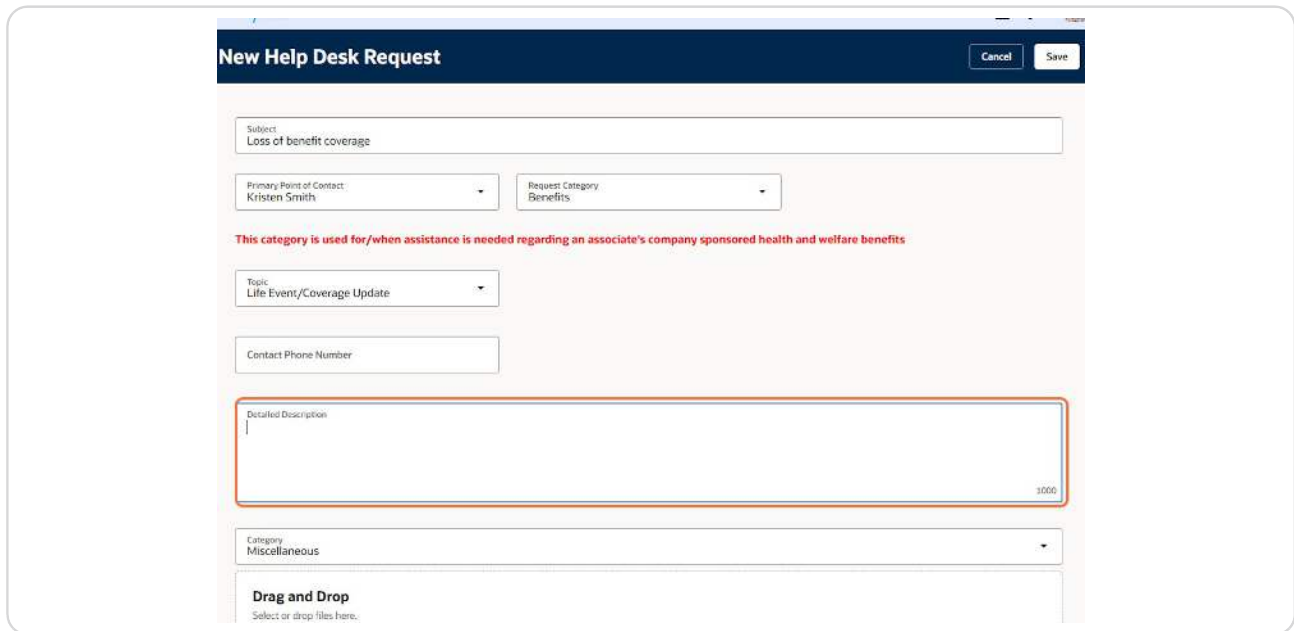
Enter a valid phone number.



The screenshot shows the 'New Help Desk Request' form in the myACI system. The 'Topic' dropdown menu is now set to 'Life Event/Coverage Update'. The 'Contact Phone Number' field is highlighted with a red border. Below this field, a red note states: 'Enter 6 or fewer characters.'. The 'Detailed Description' field is empty. The 'Category' dropdown is set to 'Miscellaneous'. The 'Drag and Drop' section is visible at the bottom.

STEP 8

Use the Detailed Description box to enter detailed information regarding your health & welfare inquiry.



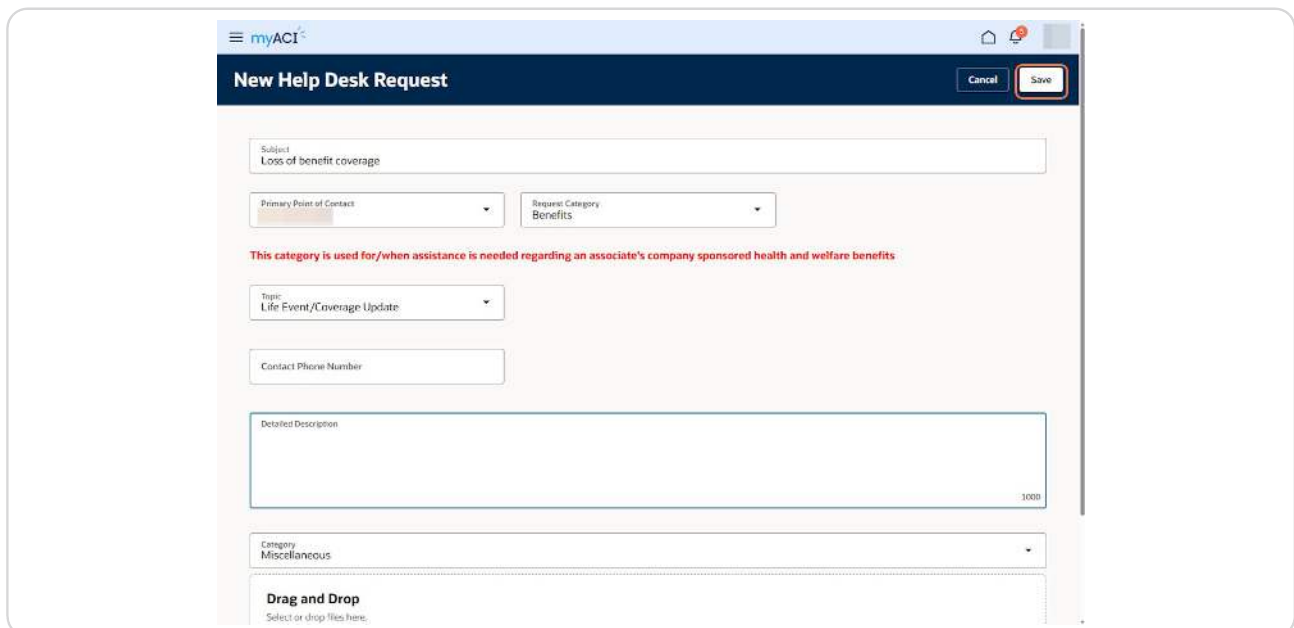
The screenshot shows a web form titled "New Help Desk Request" with a dark blue header bar containing "Cancel" and "Save" buttons. The form fields include:

- Subject:** Loss of benefit coverage
- Primary Point of Contact:** Kristen Smith
- Request Category:** Benefits
- Topic:** Life Event/Coverage Update
- Contact Phone Number:** (empty)
- Detailed Description:** A large text area with a character count of 1000. This field is highlighted with an orange border.
- Category:** Miscellaneous
- Drag and Drop:** Select or drop files here.

A red note below the "Request Category" field states: "This category is used for/when assistance is needed regarding an associate's company sponsored health and welfare benefits".

STEP 9

Click on Save in the upper right corner of the screen to save and submit your health & welfare help desk request.

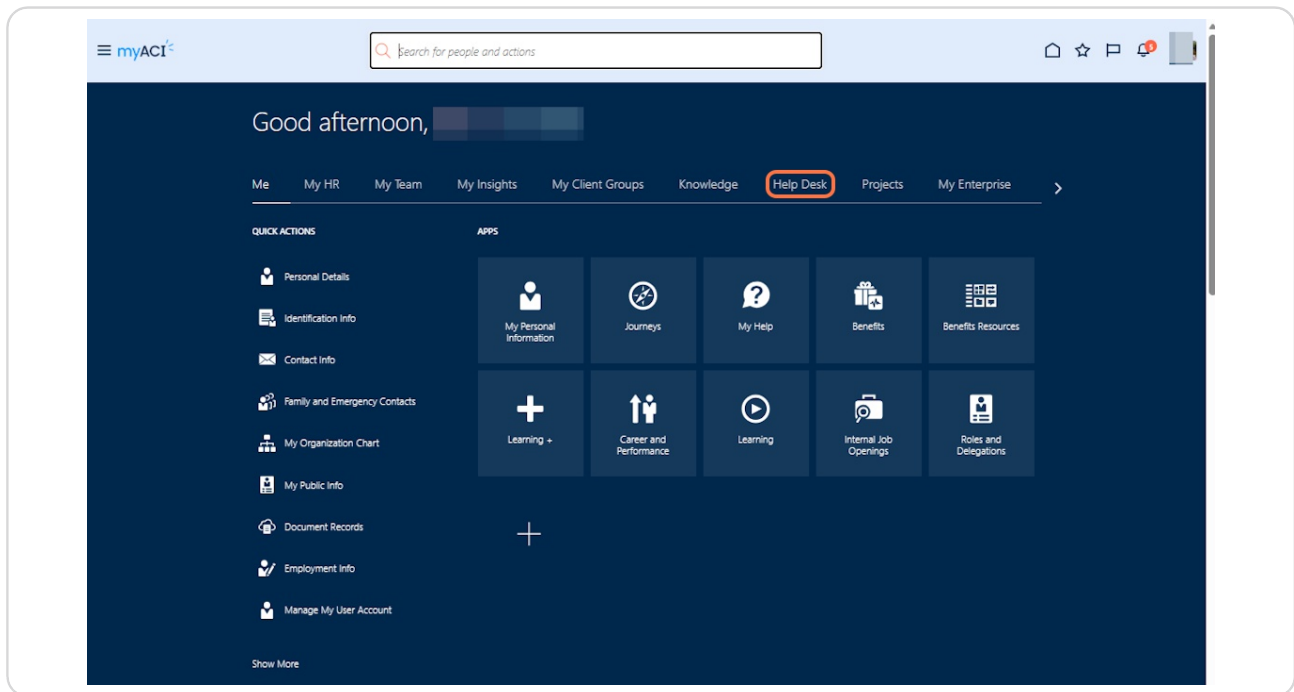


This screenshot is identical to the one in Step 8, but with a red box highlighting the "Save" button in the top right corner of the form header.

 If you are a People Leader, start here.

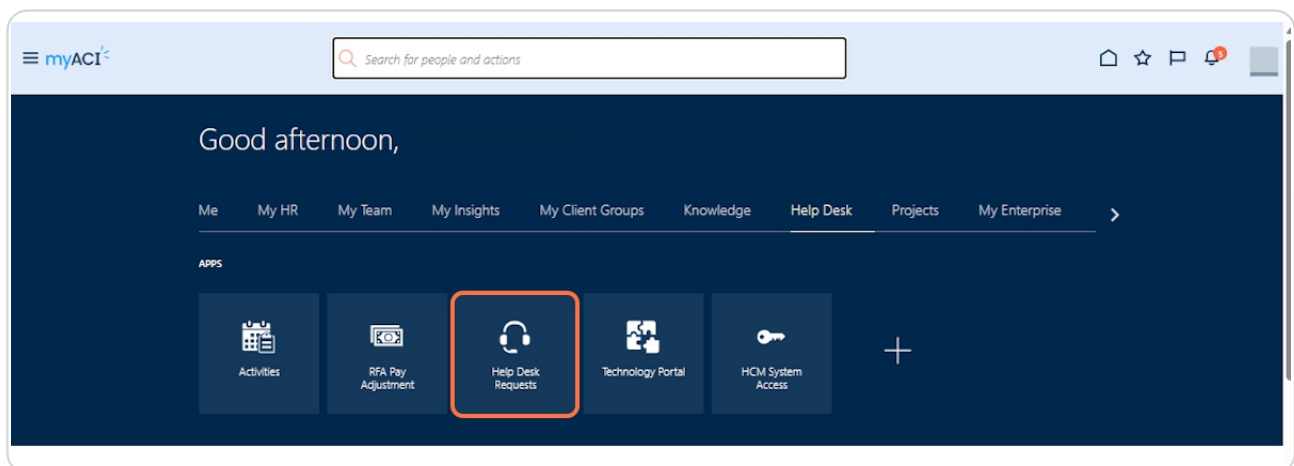
STEP 10

Sign into myACI then click on Help Desk.



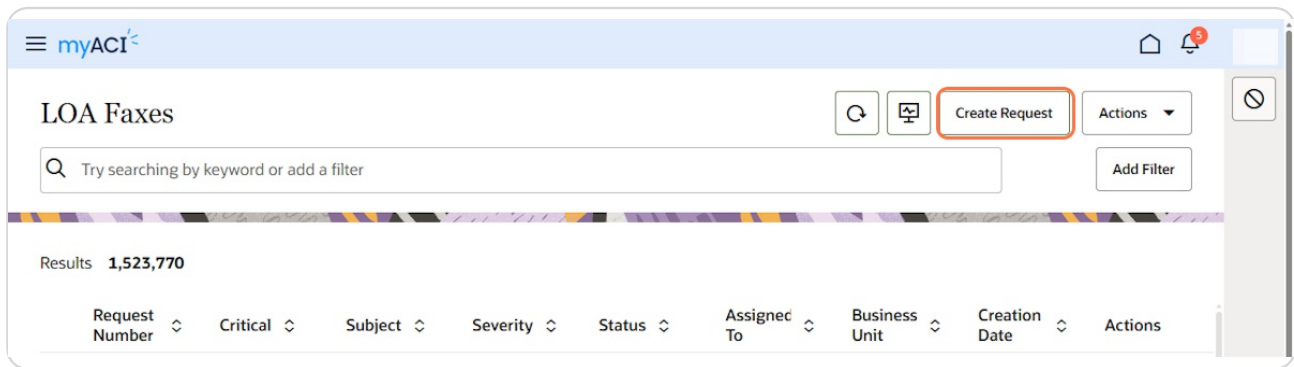
STEP 11

Click on Help Desk Requests.



STEP 12

Click on Create Request in the upper right-hand corner.

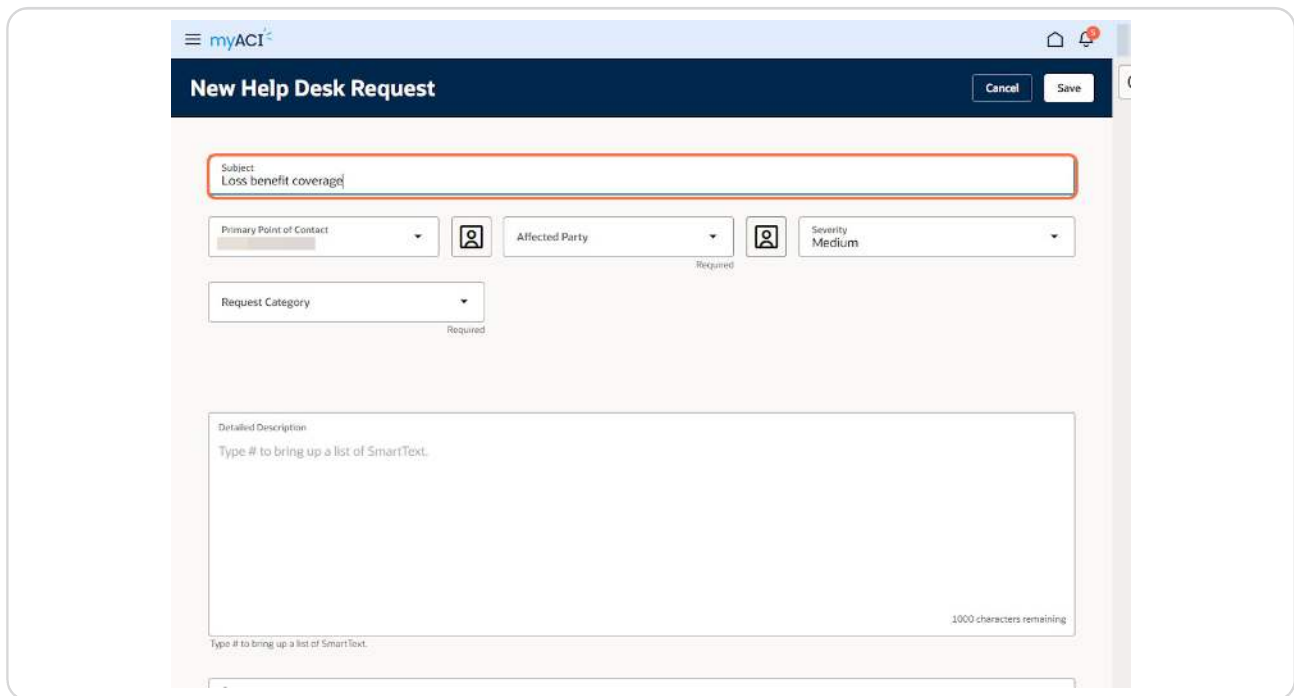


The screenshot shows the myACI interface for LOA Faxes. At the top, there's a header with the myACI logo and a home icon. Below the header, the page title "LOA Faxes" is displayed. To the right of the title, there are icons for refresh, print, and a "Create Request" button, which is highlighted with a red rectangle. Next to it is an "Actions" dropdown menu. Below the title, there's a search bar with the placeholder text "Try searching by keyword or add a filter" and an "Add Filter" button. Below the search bar, there's a section for "Results" showing "1,523,770". At the bottom, there's a table with columns: Request Number, Critical, Subject, Severity, Status, Assigned To, Business Unit, Creation Date, and Actions.

STEP 13

Enter the subject of the health & welfare request.

Example Subject: "Loss benefit coverage"

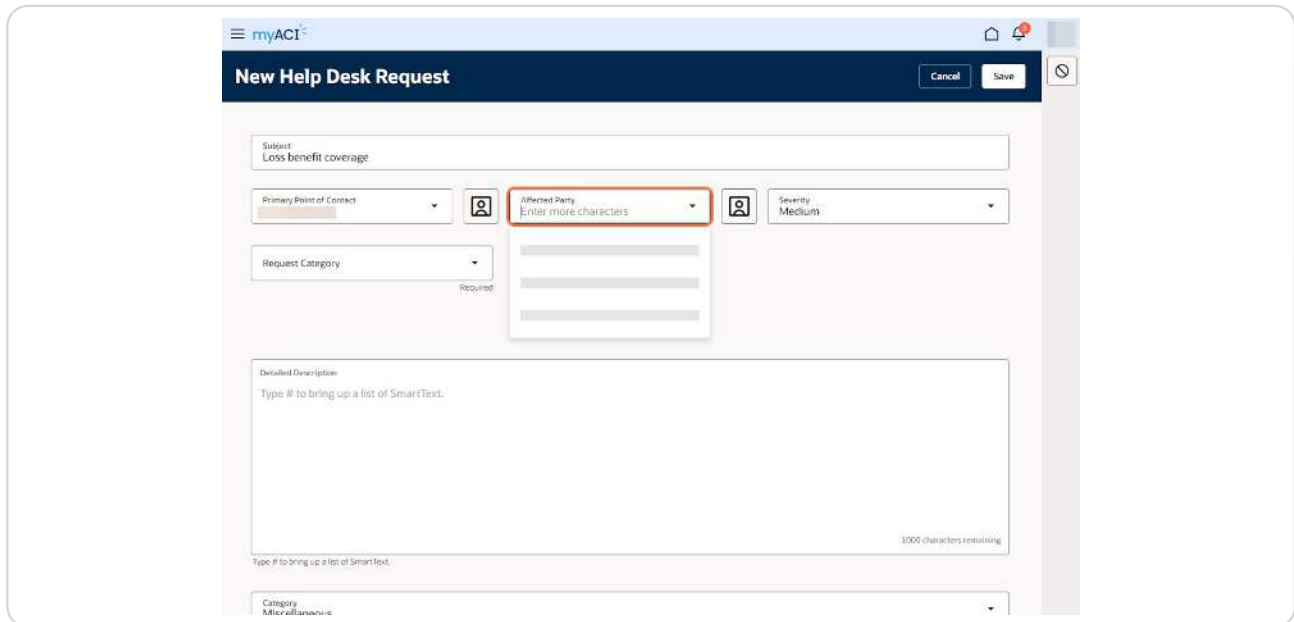


The screenshot shows the "New Help Desk Request" form. At the top, there's a header with the myACI logo and a home icon. Below the header, the page title "New Help Desk Request" is displayed. To the right of the title, there are "Cancel" and "Save" buttons. Below the title, there's a form with several fields. The "Subject" field is highlighted with a red rectangle and contains the text "Loss benefit coverage". Below the "Subject" field, there are three fields: "Primary Point of Contact" (a dropdown menu), "Affected Party" (a dropdown menu with a "Required" label), and "Severity" (a dropdown menu with "Medium" selected). Below these fields, there's a "Request Category" dropdown menu with a "Required" label. At the bottom, there's a "Detailed Description" text area with the placeholder text "Type # to bring up a list of SmartText." and a "1,000 characters remaining" indicator.

STEP 14

In the Affected Party Box, enter the Employee ID of the associate who is inquiring about their benefits.

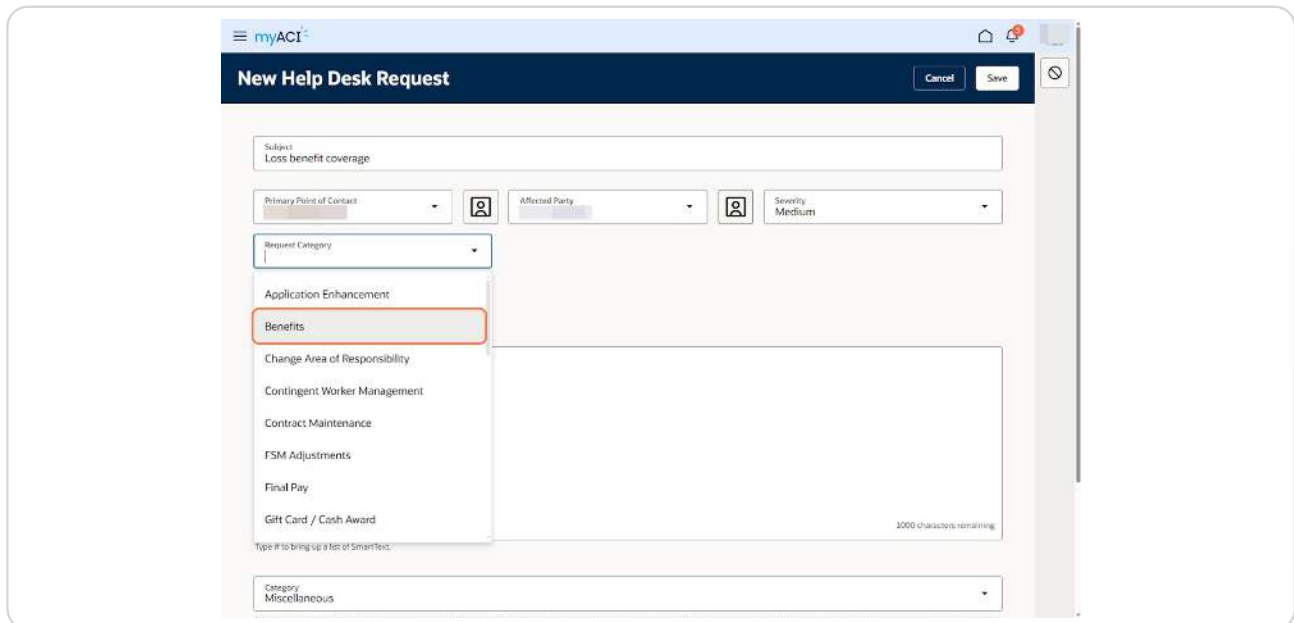
An Affected Party refers to the associate impacted by this ticket,



The screenshot shows the 'New Help Desk Request' form in the myACT system. The form includes fields for Subject (Loss benefit coverage), Primary Point of Contact, Affected Party (with a dropdown menu open showing 'Enter more characters'), Severity (Medium), Request Category, and Detailed Description. The Affected Party dropdown menu is highlighted with a red box, indicating the step to enter the Employee ID.

STEP 15

Select Benefits from the request category.



The screenshot shows the 'New Help Desk Request' form in the myACT system. The 'Request Category' dropdown menu is open, showing a list of categories including Application Enhancement, Benefits, Change Area of Responsibility, Contingent Worker Management, Contract Maintenance, FSM Adjustments, Final Pay, and Gift Card / Cash Award. The 'Benefits' category is highlighted with a red box, indicating the step to select it.

STEP 16

Select Life Event/Coverage Update from the Topic section.

Loss benefit coverage

Primary Point of Contact  Affected Party  Severity Medium

Request Category Benefits

This category is used for/when assistance is needed regarding an associate's company sponsored health and welfare benefits

Topic  Benefit Source  Required

- Disability Pay Issues
- Eligibility
- Form 1095 1099
- HIPAA Authorized Designation/Power of Attorney
- ID Cards
- Life Event/Coverage Update**
- Medicare Forms
- Qualified Medical Child Support Order

1000 characters remaining

Type # to bring up a list of SmartText.

Category Miscellaneous 

STEP 17

Select Company Sponsored Benefits or Non-Company Sponsored in the Benefits Source section.

Company Sponsored Benefits = Health & Welfare benefits through ACI

Non-Company Sponsored Benefits = Health & Welfare benefits through Union Trust

Subject
Loss benefit coverage

Primary Point of Contact [Person Icon] Affected Party [Person Icon] Severity
Medium

Request Category
Benefits

This category is used for/when assistance is needed regarding an associate's company sponsored health and welfare benefits

Topic
Life Event/Coverage Update

Benefit Source

For step-by-step instructions for creating a qualified request, click on the link below:

- [Adoption or Birth of Child](#)
- [Marriage](#)
- [Divorce](#)
- [Gain of Other coverage](#)
- [Lost of Other coverage](#)
- [Death of a Dependent](#)
- [Dependent Care FSA Cost Change](#)
- [HSA Contribution Change](#)

Contact Phone Number

Detailed Description
Type # to bring up a list of SmartText.

STEP 18

Enter a valid associate phone number.

The screenshot shows a web form for a benefits inquiry. At the top, there is a dropdown menu for 'Request Category' set to 'Benefits'. Below this is a red informational message: 'This category is used for/when assistance is needed regarding an associate's company sponsored health and welfare benefits'. The form has two columns of dropdown menus: 'Topic' (set to 'Life Event/Coverage Update') and 'Benefit Source' (with a 'Required' label). Below these is a link: 'For step-by-step instructions for creating a qualifying life event, please click here:' followed by a list of links: 'Adoption or Birth of Child', 'Marriage', 'Divorce', 'Gain of Other coverage', 'Lost of Other coverage', 'Death of a Dependent', 'Dependent Care FSA Cost Change', and 'HSA Contribution Change'. The 'Contact Phone Number' text input field is highlighted with a red border. Below it is a 'Detailed Description' text area with a placeholder 'Type # to bring up a list of SmartText...'. A vertical scrollbar is visible on the right side of the form.

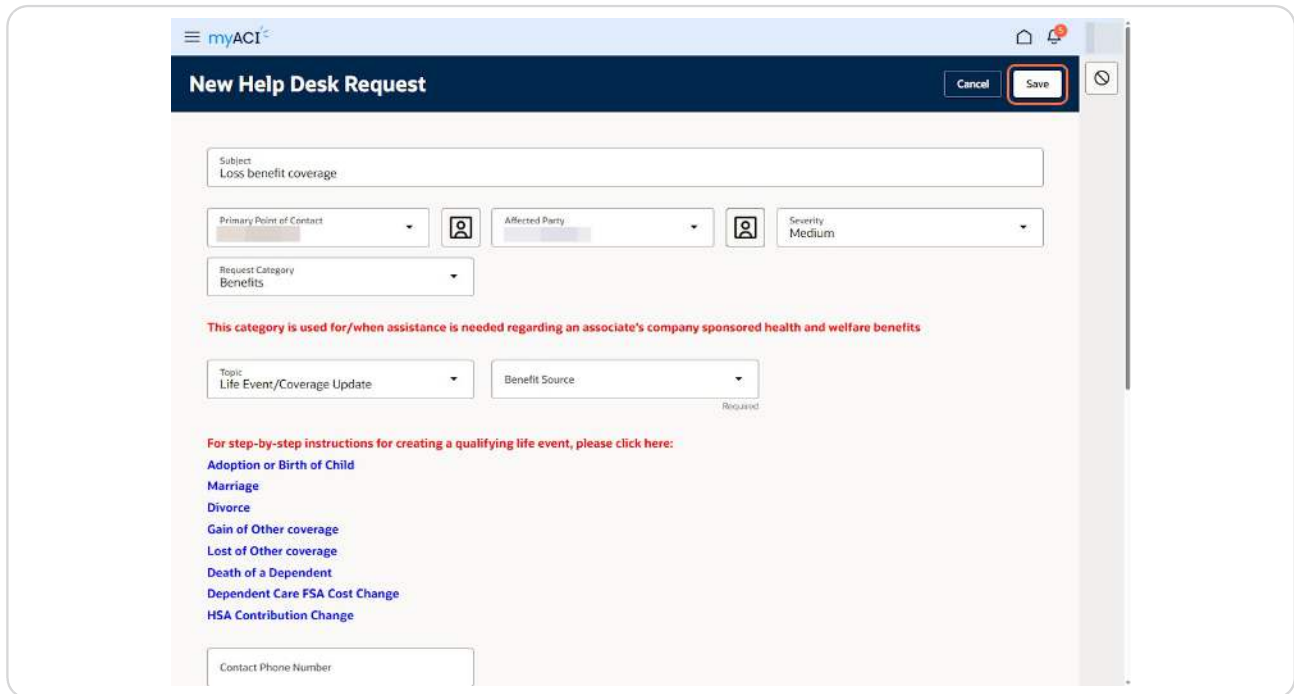
STEP 19

Use the Detailed Description box to enter detailed information regarding the health & welfare inquiry.

This screenshot is identical to the one for Step 18, showing the same web form. However, in this step, the 'Detailed Description' text area is highlighted with a red border. The 'Contact Phone Number' field is no longer highlighted. The rest of the form, including the dropdown menus, links, and informational messages, remains the same.

STEP 20

Click on Save in the upper right corner of the screen to save and submit the health & welfare help desk request.



The screenshot shows the 'myACI' web application interface for creating a 'New Help Desk Request'. The form is titled 'New Help Desk Request' in a dark blue header bar, which also contains 'Cancel' and 'Save' buttons. The 'Save' button is highlighted with a red rectangle. The form fields include:

- Subject:** A text input field containing 'Loss benefit coverage'.
- Primary Point of Contact:** A dropdown menu.
- Affected Party:** A dropdown menu with a person icon.
- Severity:** A dropdown menu set to 'Medium'.
- Request Category:** A dropdown menu set to 'Benefits'.

Below these fields, a red text note states: 'This category is used for/when assistance is needed regarding an associate's company sponsored health and welfare benefits'. Further down, there are two more dropdowns: 'Topic' (set to 'Life Event/Coverage Update') and 'Benefit Source' (with a 'Required' label below it). A link provides 'For step-by-step instructions for creating a qualifying life event, please click here:'. Below this link is a list of life events: 'Adoption or Birth of Child', 'Marriage', 'Divorce', 'Gain of Other coverage', 'Lost of Other coverage', 'Death of a Dependent', 'Dependent Care FSA Cost Change', and 'HSA Contribution Change'. At the bottom, there is a 'Contact Phone Number' input field.