

One Stop Solution

for your health insurance needs!



BENPAL portal First Time User Guide

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ANDROID APP ON
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Link for Desktop User: <https://portal.myvantageconnect.co.in>

Link for Mobile Site: <https://m.myvantageconnect.co.in>

ACCESS TO BENPAL PORTAL



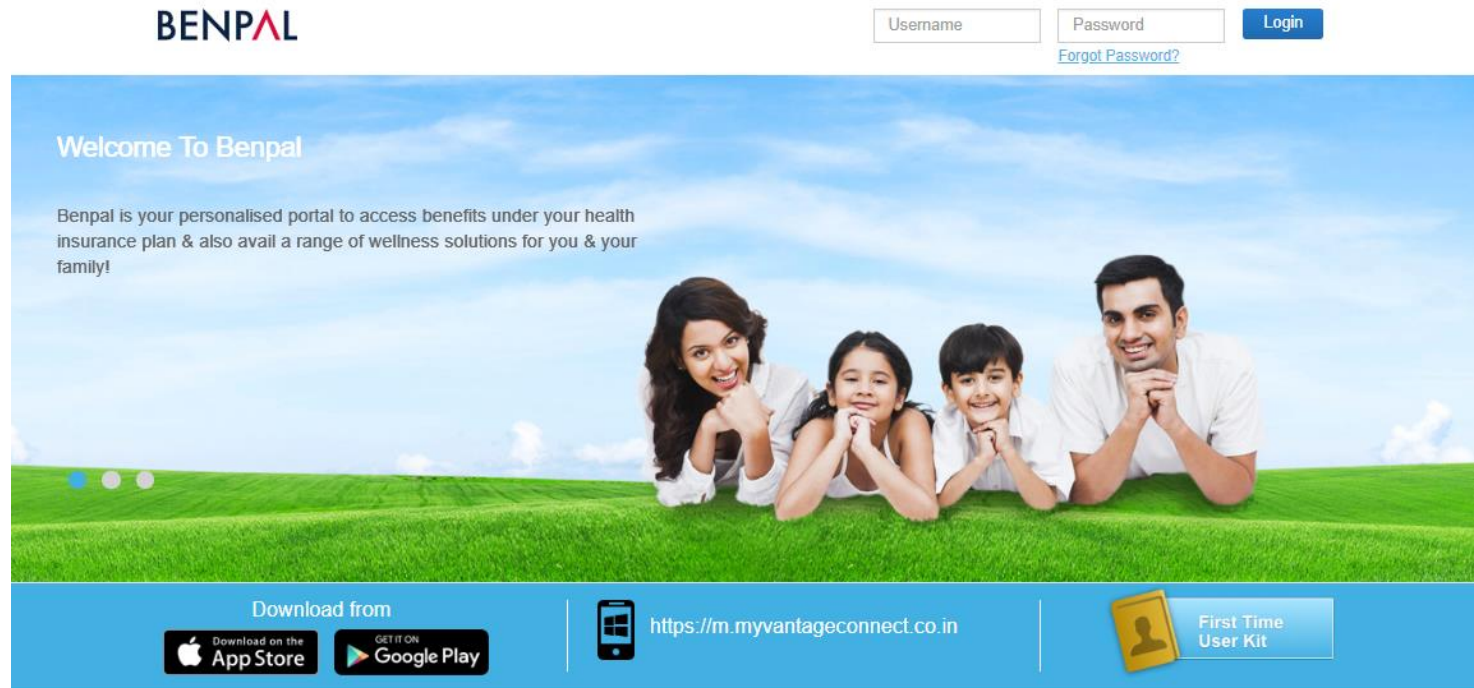
Benpal Portal is a web based interface for corporate employees and is based on self-service approach. The objective of this first time user guide is to help you with logging into the self service portal.

You will receive a **Welcome e-mail** from Benpal consisting of the following:

- User id for Benpal portal
- Default login password

Click on the Benpal URL in the mail. Login screen will be displayed (shown on the next slide)

BENPAL PORTAL- LOGIN SCREEN

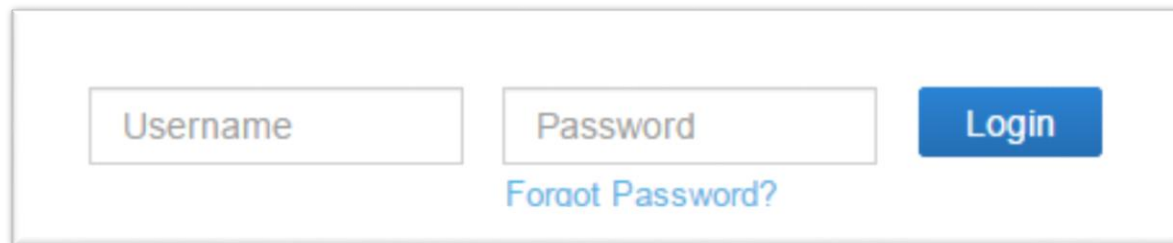


Login screen Functionalities :

- Log In
- About Us
- Forgot Password
- Contact Us
- Subscribe To Newsletters
- First Time User!

SIGN IN

1. Sign In will allow you to log into the Self Service Portal using your User ID and Password
2. Enter User ID and default Login Password in the “Login” screen
3. Click on ‘Login’



A screenshot of a login form. It features three input fields: 'Username', 'Password', and a blue 'Login' button. Below the 'Password' field is a blue link that says 'Forgot Password?'.

On a successful login, “Home” screen will be displayed

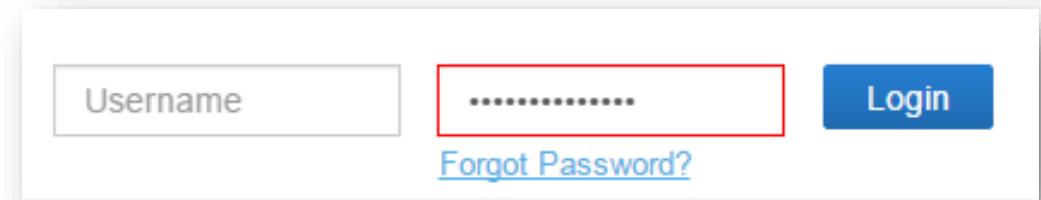
Note: For troubleshooting errors related to Login, please refer to the next slide

TROUBLESHOOTING FOR LOGIN

Error: Only Password textbox is Highlighted

Reason: User ID field is blank

Solution: Ensure that User ID is entered

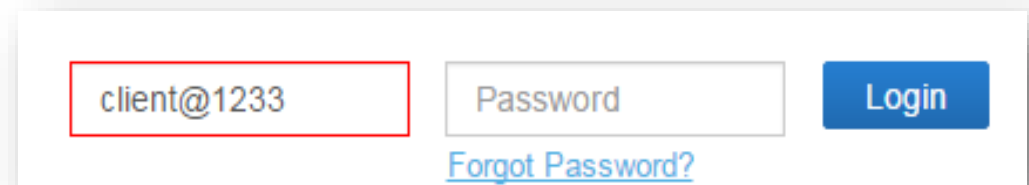


A screenshot of a login form. It features a 'Username' text box on the left, a password text box in the middle containing ten dots, and a blue 'Login' button on the right. A red rectangular highlight is drawn around the password text box. Below the password box is a blue link that says 'Forgot Password?'.

Error: Only User ID textbox is Highlighted

Reason: Password field is blank

Solution: Ensure that Password is entered



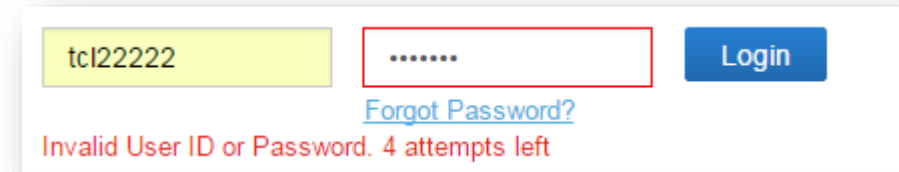
A screenshot of a login form. It features a text box on the left containing 'client@1233', a 'Password' text box in the middle, and a blue 'Login' button on the right. A red rectangular highlight is drawn around the 'client@1233' text box. Below the password box is a blue link that says 'Forgot Password?'.

TROUBLESHOOTING FOR LOGIN

Error: Invalid User ID or Password. 4 attempts left

Reason: Either the entered User ID or the entered Password is incorrect

Solution: Ensure that correct User ID and correct Password are entered in the respective fields. Also remember that the Password is case sensitive

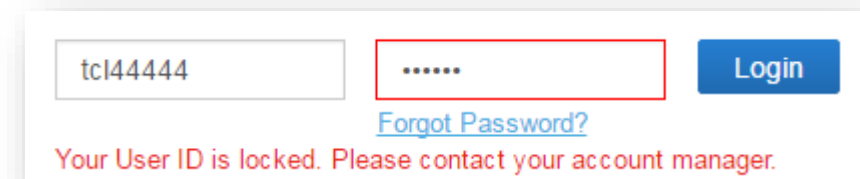


tc122222
[Forgot Password?](#)
Invalid User ID or Password. 4 attempts left

Error: Your User ID is locked. Please contact your account manager.

Reason: For the User ID, Wrong password has been entered for five times consecutively.

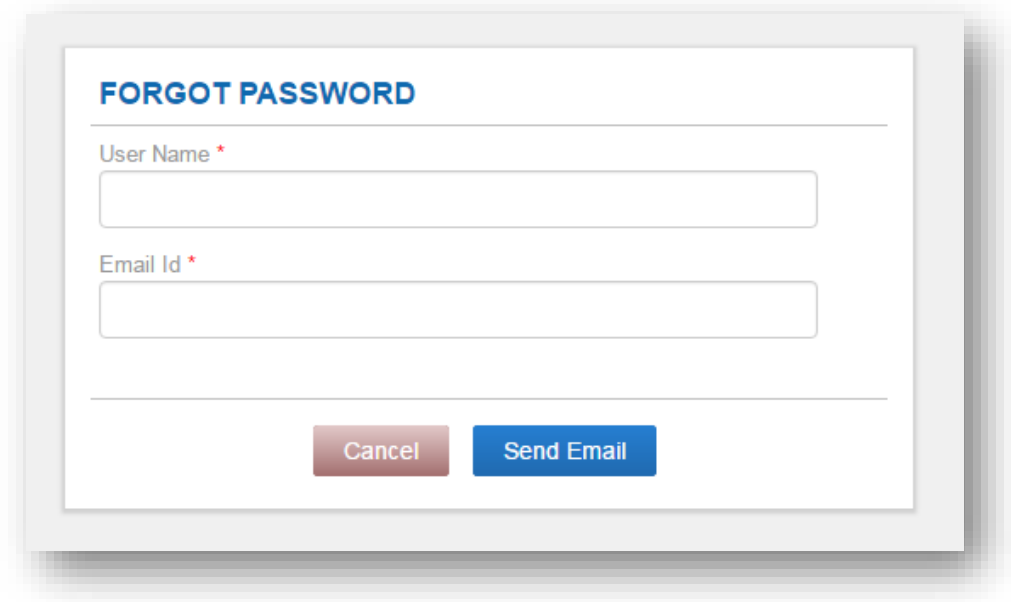
Solution: Contact you Account manager to get your User ID unlocked.



tc144444
[Forgot Password?](#)
Your User ID is locked. Please contact your account manager.

FORGOT PASSWORD

- “Forgot Password” functionality will allow you to reset your password in case you forget the password
- Go to the “Login” screen
- Click on “Forgot Password”
- “Forgot Password” screen will be displayed
- Enter the User ID
- Enter the Registered E-mail ID
- Click on “Request Reset” button




The screenshot shows a web form titled "FORGOT PASSWORD". It contains two input fields: "User Name *" and "Email Id *". Below the fields are two buttons: "Cancel" (a red button) and "Send Email" (a blue button).

FORGOT PASSWORD

On successful reset, a message will be displayed “Your password has been reset successfully. New password has been sent to your registered mail id.”

An e-mail will be sent to the registered e-mail id



Your password has been reset successfully. New password has been sent to your registered mail id.

Note: For troubleshooting errors related to Forgot Password, please refer to the next slide

TROUBLESHOOTING FOR FORGOT PASSWORD



Error: User Name textbox highlighted in red

Reason: User ID field is blank

Solution: Ensure that User ID is entered

A screenshot of a web form titled 'FORGOT PASSWORD'. It has two input fields: 'User Name *' and 'Email Id *'. The 'User Name *' field is empty and has a red border, indicating an error. The 'Email Id *' field contains the text 'client@client.com'. At the bottom of the form are two buttons: 'Cancel' (brown) and 'Send Email' (blue).

Error: E-mail ID textbox highlighted in red

Reason: Registered E-mail ID field is blank.

Solution: Ensure that Registered E-mail ID is entered

A screenshot of a web form titled 'FORGOT PASSWORD'. It has two input fields: 'User Name *' and 'Email Id *'. The 'User Name *' field contains the text 'tc122222'. The 'Email Id *' field is empty and has a red border, indicating an error. At the bottom of the form are two buttons: 'Cancel' (brown) and 'Send Email' (blue).

TROUBLESHOOTING FOR FORGOT PASSWORD



**Error: User ID isn't linked to the entered e-mail id.
Please contact your Account Manager.**

Reason: Either the entered User ID is incorrect or the entered Registered E-mail ID is not linked with the User ID or both

Solution: Please contact your Account Manager by calling or by writing an e-mail to assist@jltindependent.com

Error: Your User ID is locked. Please contact your account manager.

Reason: Wrong password entered 5 times consecutively

Solution: Contact you Account manager to get your User ID unlocked.

A screenshot of a web form titled 'FORGOT PASSWORD'. It has two input fields: 'User Name *' containing 'tcl22222' and 'Email Id *' containing 'client@client.com'. Below the fields is a red error message: 'User ID isn't linked to the entered e-mail id. Please contact your Account Manager.' At the bottom are two buttons: 'Cancel' and 'Send Email'.A screenshot of a login form. It has two input fields: one containing 'tcl44444' and another containing a masked password (represented by dots). To the right is a blue 'Login' button. Below the fields is a blue link 'Forgot Password?' and a red error message: 'Your User ID is locked. Please contact your account manager.'

SUBSCRIBE TO NEWSLETTERS

This functionality allows you to subscribe to JLT Independent health and wellness newsletters

- Go to the Stay Connected section
- Enter E-mail Id in the text box
- Click on 'Subscribe'

You will receive an acknowledgement mail regarding your request to subscription for newsletters



Note: For troubleshooting and errors related to Subscribe To Newsletters, please refer to the next slide

TROUBLESHOOTING FOR SUBSCRIBE TO NEWSLETTERS

Error: E-mail ID is required

Reason: E-mail ID field is blank.

Solution: Ensure that E-mail ID is entered

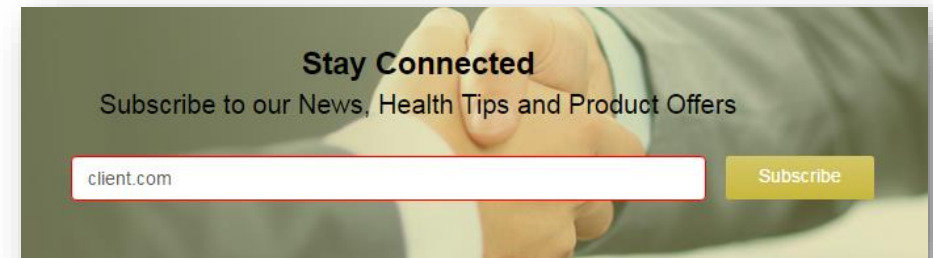


The screenshot shows a subscription banner with a background image of two hands shaking. The text reads "Stay Connected" and "Subscribe to our News, Health Tips and Product Offers". Below this is a white input field labeled "Email Id" which is currently empty, and a yellow "Subscribe" button to its right.

Error: Please enter e-mail id in correct format

Reason: The entered E-mail ID is not in correct format

Solution: Ensure that entered E-mail ID is in correct format (i.e. amit1982@gmail.com)



The screenshot shows the same subscription banner as above. The white input field labeled "Email Id" now contains the text "client.com", which is not a valid email format. The yellow "Subscribe" button remains to the right.

- “About Us” provides you a brief introduction about JLT Independent



The JLT Group:

JLT is one of the world's largest providers of insurance, reinsurance and employee benefits related advice, brokerage and associated services.


Our client proposition is built upon our deep specialist knowledge, client advocacy, tailored advice and service excellence. Together, we place our clients first, champion independent thinking and expect to be judged on the results we deliver. JLT has offices in 40 territories with over 10,000 employees supported by the JLT International Network enabling us to offer risk management and employee benefit solutions in over 135 countries.

JLT Independent Insurance Brokers Pvt. Ltd.


JLT Independent marks JLT's direct presence in India through a joint venture with Sunidhi Group, a leading local Indian financial services group.

With our expertise we provide cutting edge solutions in Energy, Employee Benefits, Liability, Credit & Political risks, Crisis Management, Construction & Property. We also offer new age solutions for product lines such as Cyber Insurance. JLT Independent is operational in 6 major cities in the country and is headquartered in Mumbai.

- “Contact Us” provide you details about JLT Independent offices PAN India



BENPAL LOGIN

 **CONTACT US**

<p>MUMBAI (Registered Office)</p> <p>JLT Independent Insurance Brokers Pvt Ltd.</p> <p>Unit No 103 & 104, 1st Floor, Peninsula Tower 1, Peninsula Corporate Park, Ganpatrao Kadam Marg, Lower Parel West Mumbai - 400 013 Ph: +91 22 4340 1313</p>	<p>MUMBAI (Corporate Office)</p> <p>JLT Independent Insurance Brokers Pvt Ltd.</p> <p>Unit No 103 & 104, 1st Floor, Peninsula Tower 1, Peninsula Corporate Park, Ganpatrao Kadam Marg, Lower Parel West Mumbai - 400 013 Ph: +91 22 4340 1313</p>
<p>PUNE</p> <p>JLT Independent Insurance Brokers Pvt Ltd.</p> <p>C-9, Dr. Herekar Park, Near Kamala Nehru Park Off. Bhandarkar Road, Pune - 411 004 Ph: +91-20-66220400 Fax: +91-20-66220350</p>	<p>HYDERABAD</p> <p>JLT Independent Insurance Brokers Pvt Ltd.</p> <p>201, 2nd Floor, H.No. 8-2-684/II/8, Kanka Durga Temple Street, Bhavani Nagar, Road no. 12, Banjara Hills, Hyderabad-500034 Hyderabad-500034 Ph: +91-040-4369 6608</p>

FIRST TIME USER

- “First Time User” kit allows a user to view and save a presentation for the first time user



SECURITY TIPS FOR BENPAL PORTAL



- Remember that Passwords are case sensitive
- You need to enter your Self Service Portal User id and Password each time you access your Self Service Portal. Since your access is protected by this password, it is very important that you protect your password, by making it known only to you.
- We recommend you to change the default password after the first successful login
- Always logoff from Self Service Portal upon completion of your activities, use the Logout button for closing the session. It is preferable not to shut the window to log off
- Your Self Service Portal account gets locked in case you enter wrong user id and password for 5 times. You can regenerate your password by using Forgot Password link
- Disable the option on internet browsers for storing user names and passwords. Refer to the help section available on your internet browser for instructions

For any further assistance , please e-mail us at
assist@jltindependent.com

Thank You