

## DCUE Dental Reimbursement Plan Online Enrollment Instructions

- This is an Annual Enrollment- every Member must submit an online enrollment form each plan year (plan year begins 9/1). Enrollment window is August 1<sup>st</sup> – June 1<sup>st</sup>, every year.
- Review your information before submitting your online enrollment form.
- DEADLINE to enroll is June 1<sup>st</sup>.

*Make sure you are logging in on the Dental Members Page, which looks like this:*

GOOGLE CHROME is the recommended Web browser.

It is highly recommended to **type the web address in full vs. using your computers history.**  
*Clearing your computers history and cache may be needed if you cannot get logged into your page.*

### **If you know your DCUE Dental Member password:**

- Go to [www.dcue.org](http://www.dcue.org) (manually type in address bar)
- Click on **Dental Members** (located top left)
- You should see DCUE Dental Access Only in the middle of the page*
- Enter your Employee Number in the ISD 196 ID#: field
- Enter your Password in the DCUE Dental Password: field
- Click Enter Site

*You should now see:*

Welcome to your DCUE Dental Members Area

- Click on the image that says OPEN ENROLLMENT
- Make any necessary changes by adding or deleting information
- Enter your initials on the bottom of the form
- Click Complete Enrollment

The form will indicate (at the top of the page) if a field is not complete before it will save and submit to administration. Make sure your enrollment goes through and you receive a confirmation email.

### **If you DO NOT know your DCUE Dental Member password:**

- Go to [www.dcue.org](http://www.dcue.org) (manually type in address bar)
- Click on **Dental Members** (located top left)
- Scroll to the bottom right of page
- Enter your Employee Number in the First Time or Forgot Password field (leave other fields on the page blank)
- Click Request Temporary Password

*You will receive a temporary password in your District Email inbox (this may be delayed during the first couple months of enrollment due to an influx in website use by Members.)*

*When you receive the temporary password go back to the DCUE Dental Members page and:*

- Enter your Employee Number in the ISD 196 ID#: field
- Enter your Temporary Password in the DCUE Dental Password: field
- Copy/Cut and Paste** the temporary password from your email into the website (be sure to include all characters and no additional spaces).
- Click Enter Site

*You should now see:*

Welcome to your DCUE Dental Members Area

- Click on the image that says OPEN ENROLLMENT
- If you are a new member or never enrolled complete ALL applicable fields on the enrollment form
- If you're not new then make any necessary changes by adding or deleting information
- Enter your initials on the bottom of the form
- Click Complete Enrollment

The form will indicate (at the top of the page) if a field is not complete before it will save and submit to administration. Make sure your enrollment goes through and you receive a confirmation email.

**New Hires and Return to Work:**

DCUE Dental is notified by the District of your coverage, there may be a short delay in getting this information.

You will receive a Welcome email with instruction from DCUE Dental when you are able to go and enroll in the dental benefit plan.

If you have not received this email you are likely not in our system and will not be able to receive a temporary password and get enrolled.

Please contact DCUE Dental if you have not received a Welcome email within 2 months of hire.

**Helpful Tips:**

*-Chrome is the most compatible web browser with our website.*

*-Type your dates in this format, 09-01-2024, the auto calendar will pop-up to the appropriate year for you to select the date from the calendar.*

*-If you are prompted to complete a "security question" multiple times close your web browser, clear your history and cache then re-open, typing our web address in full and do not let it populate from memory.*

*-If you are still unable to access your Dental Members page request a new Temporary Password (bottom right corner of the screen, all other fields need to be left blank).*

*-Temporary Passwords may take longer to receive during the first months of enrollment due to an influx in website use by Members. If you request more than one temp password you will want to make sure you use the latest one.*

*-It is helpful to copy and paste the temp password from your email to the website. Be sure not to include extra spaces or characters.*

*-If you are having trouble logging in make sure you are accessing the DCUE Dental tab vs. DCUE tab (union).*

Contact me with any questions.

Thank you.

*Justine Kolb*

Fund Administrator

DCUE Dental

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