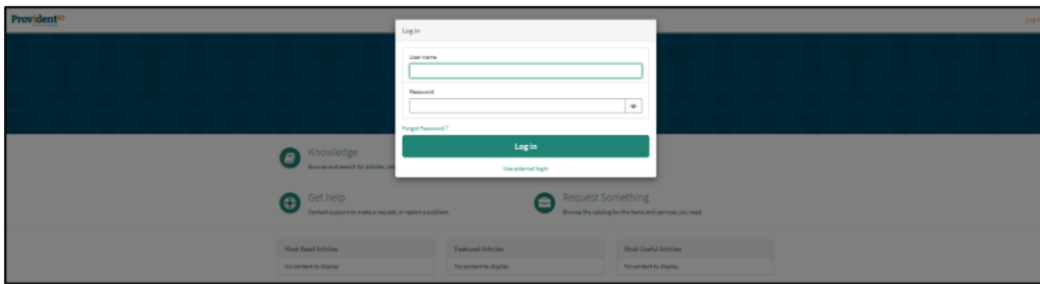




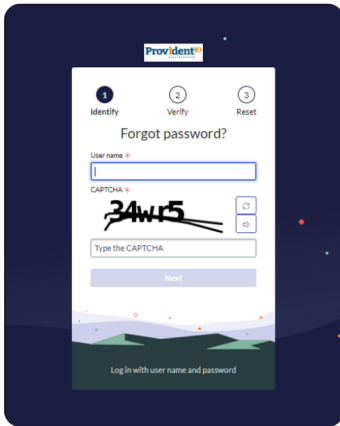
# CMS Navigation

## Part 1: Logging into the CMS Portal

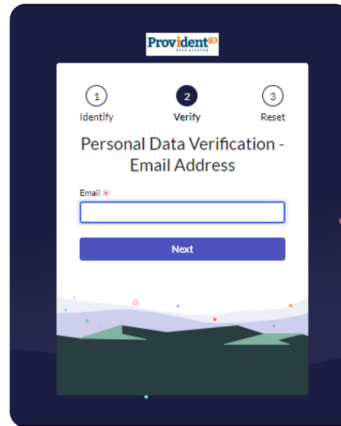
1. Navigate to the portal - <https://provident10prod.service-now.com/csm>.
2. Enter your **username and password**.



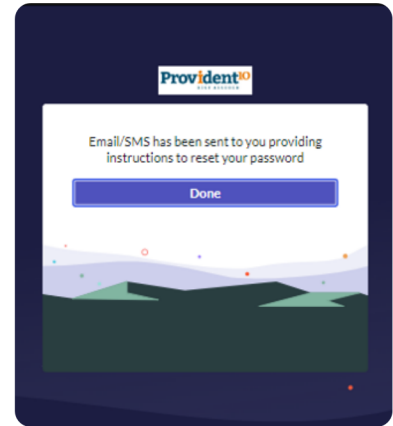
3. If you forget your password, select **Forgot Password**.



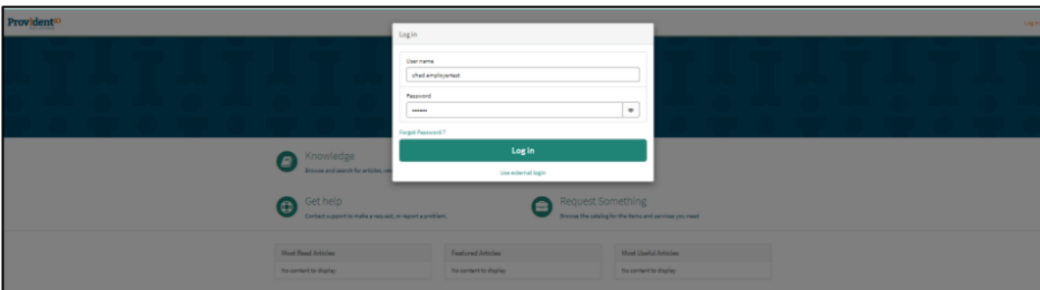
4. You will be asked to verify your identify. Enter your email address. Click **Next**.



5. An email will be sent to you with a link to reset your password. Click **Done**.

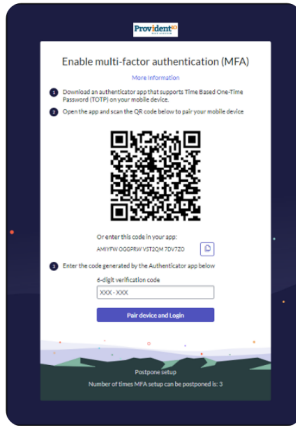


6. Check your email and click the link to reset your password. **Log in to the portal**.



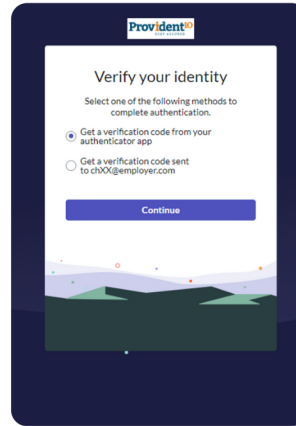
7. You will be asked to **verify your identity**. You will have **two options**:

i. Enable multi-factor authentication per the screen below.

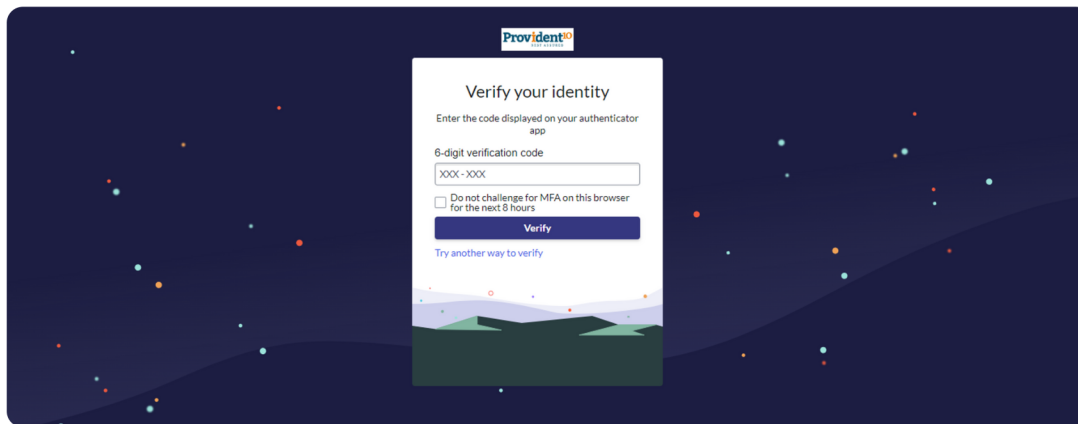


OR

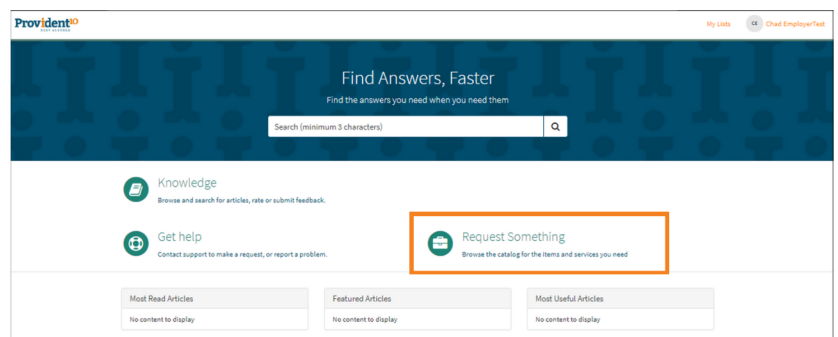
ii. Enter your email address and password. You may be prompted with a Verify Identity dialog box.



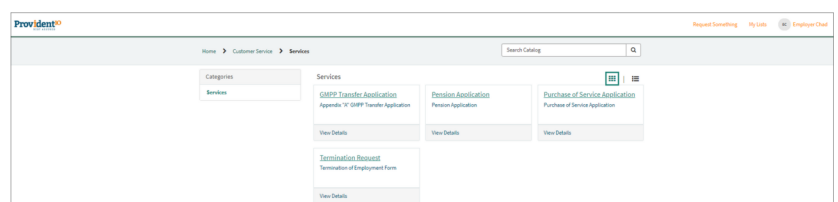
8. **Enter the code** as provided via the authenticator app or text and click **Do not challenge for MFA on this browser for the next 8 hours**.



9. **Once you have successfully logged in** to the portal, you will arrive at the CMS landing page, Find Answers, Faster screen. Here you can search for information, find help or browse a catalogue of services - depending on what you would like to do. This is also where you can begin a transaction/workflow. Click **Request Something**.



10. **Select the Request** you wish to submit.



## Part 2: Beginning a Request

### Choose an Employee and confirm contact information.

1. **Select an employee from the drop-down list.** Once an employee is selected, their details will appear automatically, including their address and contact information. If the information that appears needs to be updated, select Yes for the question - Are there any changes to the address? Additional address fields will appear. Enter the information and the changes will be sent to Provident10 so it can be updated in their system.

**\*\*Important:** The province code will populate in the city field of the form. This is how the information is imported from Provident10's Pension Administration System, Benplus. Please ensure the city and province are added to the correct fields in the event you need to update the address.

\* Indicates required

Employer Representative  
Employer Chad

Request For  
Date of Birth

Last 4 SIN  
Marital Status  
-- None --

Are there any changes to the address?  
Yes

Address 1  
Address 1

Address 2  
Address 2

City  
NL  
City

Province  
Province

Postal Code  
Postal Code

Personal Email Address

Phone Number

Phone Number(Alternate)

### Submitting a request for an employee not in the list

1. If the employee you are looking for is not appearing in the dropdown list, click the checkbox **Unable to select Plan Member**.
2. Fill in the employee's information and submit the request once all required fields have been completed.
3. Proceed with your Request.

Unable to select Plan Member

Are there any changes to the address?  
-- None --

\* First Name

\* Last Name

\* Last 4 SIN

\* Date of Birth  
MM-DD-YYYY

\* Address 1

\* Address 2

\* City

\* Postal Code

\* Personal Email Address

\* Phone Number

\* Phone Number Alternate

