



## How to Access the Benefits and Entitlements Web Automated System

Our web automated system - the Employee Benefits Information System (EBIS) - is a secure web program, so you must first login to the AFPC Secure website in order to reach EBIS. To get started, go to [www.afpc.randolph.af.mil/dpc/BEST\\_GRB/EBIS.htm](http://www.afpc.randolph.af.mil/dpc/BEST_GRB/EBIS.htm), and click on "Enter the AFPC Secure Web Site Login." A "Client Authentication" dialog box will appear.

Next, decide whether you will access AFPC Secure via your (1) DoD PKI certificate/CAC card or (2) the regular AFPC Secure UserID and password:

**DoD PKI Certificate/CAC Card.** You may use your Common Access Card (CAC) to access AFPC Secure if your browser has been configured for use with the CAC card and your CAC personal identification number (PIN).

-- If your browser has been configured you'll see your name and certificate number in the white area of the "Client Authentication" dialog box. Click "OK" and follow the prompts. Insert your CAC card into the reader on your computer, and enter your CAC PIN. At the prompt, enter your Air Force affiliation (i.e., U.S. Air Force Civil Service), DSN phone number, and a valid E-mail address. The AFPC Secure Main Menu will then appear. Follow the directions on the next page of this instruction sheet to enter EBIS.

-- If you are a **first-time** user of AFPC Secure, be sure to establish a UserID and password while logged on -- you'll need it to get into AFPC Secure from another workstation or your home computer. During the AFPC Secure account creation process, the system should prompt you to create a UserID and password. If it doesn't, when you reach the AFPC Secure Main Menu page scroll to the bottom and click on the "Create UserID and Password" button. (If you've already established a UserID and password, you won't see this button.)

**UserID and Password.** Click "Cancel" when the "Client Authorization" dialog box appears on your screen.

-- If you **already have** a UserID and password, enter them and click the "Secure Login" button. The AFPC Secure Main Menu page will appear. Follow the instructions on the next page of this instruction sheet to enter EBIS. (NOTE: If you don't have a UserID/password, but you previously logged in to AFPC Secure with CAC card or software certificate, you'll have to connect to AFPC Secure using CAC or software certificate in order to establish a UserID and password.)

-- If this is your **first time** logging into AFPC Secure, you will create the UserID and password as follows:

--- Click the "Civilian" button on the right side of your screen under "Create Password Accounts Here." The Civilian Verification screen will appear. Enter your social security number (SSN), date of birth, service computation date (SCD) for leave, pay plan, grade, and step. You will find this information on your Leave and Earnings Statement (LES) -- be sure to use the most current one.

--- After the system accepts this information, you will create a UserID and password. The UserID will default to the first four letters of your last name and the last four numbers of your SSN unless you enter a different one. You'll also be required to enter a valid E-mail address (either at home or work).

--- The system should prompt you to enter your Mother's Maiden Name for use in the on-line password reset process. (Caution: Mother's Maiden Name **is** case-sensitive.) If it does not, once you reach the AFPC Secure Main Menu page scroll down to the bottom and click on "Enter/Edit Mother's Maiden Name." If you later forget your password, you can create a new one by clicking on "Forgot your password?" on the AFPC Secure Login page and entering your SSN and Mother's Maiden Name.

--- After successful creation of your new UserID and password you'll be returned to the Login screen where you'll enter the UserID and password and click the "Secure Login" button. The AFPC Secure Main Menu will appear. To enter EBIS, see the following instructions.

**To Enter EBIS.** When you reach the AFPC Secure Main Menu, click on the "EBIS" button. This will take you to the EBIS welcome page where you'll login.

-- **EBIS Login.** Enter your SSN (no dashes) and your personal identification number (PIN). See below for more information on your BEST PIN.

-- **Click the icon that relates to what you wish to do.** For example, if you wish to enroll or make changes to your TSP, FEHB, FEGLI, or TSP Catch-Up Contributions, click the "Transactions" icon. When the Transactions screen appears, go to the current coverage box for the benefit you are enrolling in or changing, and click the "Change" button. When the next screen appears, follow the prompts, answering the questions. Be sure to follow through until the screen advises your transaction is complete.

If you want a retirement estimate, click the "My Benefits" icon or the "Calculators" icon. The retirement estimate under My Benefits is based on the date you are first eligible for optional retirement and uses current salary data to compute your high-3 average salary. Under Calculators, you may select the date of retirement and enter the high-3 average salary yourself. You can also compute the high-3 average salary yourself by using the High-3 Average Salary calculator.

-- **More information on the BEST PIN.** Your BEST PIN is the same for the BEST phone system and EBIS.

--- If you've never accessed the BEST phone system or EBIS, your PIN will be a four-digit number equivalent to your month and year of birth, for example, June 1960 will be 0660. (This is set automatically by our automated system – we don't mail PIN numbers.) You'll be required to change the four-digit PIN to a six-digit number of your choice, which you'll use with both the phone system and EBIS.

--- If you've previously used EBIS or the BEST phone system, you already have a personally selected six-digit PIN. If you forget it, you can reset it within either EBIS or the phone system. In EBIS, click the "Reset" button on the EBIS Welcome page, enter your SSN, date of birth, SCD-Leave, pay plan, grade, and step, and follow the prompt to set a new PIN. Within the phone system, you'll be given the choice to enter your SSN and PIN or to press 2 if you forgot your PIN. Simply follow the prompts, enter your SSN, DOB, and so on, and select your new six-digit PIN.

**Please note:** If you **forget your UserID** and it has been less than 120 days since you last used AFPC Secure, click on "Contact" at the top of the screen and call one of the phone numbers listed for assistance. If you forget your UserID and it has been more than 120 days since you last entered AFPC Secure, your account no longer exists. You will create a new UserID and password by clicking on the "Civilian" button on the AFPC Secure Login page.

If you **forget your password**, you have 3 options: 1) click on "Forgot your password?" on the AFPC Secure Login screen, enter your SSN and Mother's Maiden Name, and enter a new password; 2) login using your CAC and click the "Change Password" button; or 3) if the first two options don't work, click "Contact" at the top of the screen and call one of the numbers listed for help.

**NEW!! The Air Force Portal is here.** With the establishment of the AF Portal, AFPC Secure will eventually go away. Within 48 hours of receiving a valid CAC card, you will be able to register and establish an AF Portal account. You should then be able to access EBIS through the Portal.

If you do not have a Portal account, please go to <https://www.my.af.mil/>. (You **don't** need to have your CAC card in the reader on your computer to register.) In the "Activate Your Account" block, click on the "Register" button. The registration process takes about five minutes. When complete, you'll receive two email notifications, one with your username, and one with your temporary password. After initial login, you'll be prompted to change your password and complete a short profile. After accessing your account, click the Career tab, and click on Employee Benefits Information System. Enter your SSN and BEST PIN number, and you're ready to conduct benefits transactions or obtain retirement estimates. We also recommend taking the 12-minute Portal Tour, available on the AF Portal page.