About Direct Debit – OneUSG Connect -Benefits

- USG policy now requires that all retirees pay premiums by direct debit for USG Benefits (retiree dental, vision, life insurance, or pre-65 healthcare coverage), regardless of whether you now pay for your coverage by either direct debit or paper billing.
- If you do have direct debit now, you will need to provide your banking information again. Banking regulations prohibit us from transferring direct debit information from the current benefits administration system to the new system.
- All retirees must provide direct debit information between June 26 and November 30, 2017 or risk loss of coverage.

Steps:

A. Go to http://oneusgconnect.usg.edu/.
B. Under Manage My Benefits, select USG Retirees and COBRA participants.

C. Click Are you a new user? link.
D. **Enter Your Personal Identification** to establish secure access, click *Continue.*

   ![Enter Your Personal Identification](#)

   Enter Your Personal Identification  
   [Help]
   
   Before you can access your account, you need to confirm your identity:
   
   Last 4 Digits of SSN
   
   [Box for input]
   
   Birth Date
   
   [Date Selection]
   
   [Box for input]
   
   [Next Button]

E. Enter your **Zip Code**, Click *Continue*

F. Next you will be prompted to create your *user ID, password (needs 3 of 4 – uppercase, lowercase, number, symbol), phone pin (six digits only)* and *five security questions.*

G. Once you complete your security information, click *continue.*

H. This brings you to the main page. It will ask you if you want a tour or skip the tour. To go to the next step, select skip tour.

I. From the OneUSG Connect – Benefits home page. Click the **Health & Insurance Tab**,
J. Click **Learn About, Billing and Payments**. (If you have no USG Benefits, then this option will not be available. Next step is to check beneficiary information)

K. The system defaults to Bill Sent by Mail. Click either the **(change)** or **Choose Your Ongoing Payment Method** under Take Action.

L. From this screen, select **Continue**.
M. Click **Add Financial Institution**.

N. Make sure to have your banking information available and fill in account and routing information.
O. It will ask you to verify and save again. Once complete, you will see the following message.

This completes the steps for setting up your Direct Debit. Remember to Log Off (upper right corner) when you are done. When logging back into the system, you will be required to verify your identity, using one of the three methods listed below.