**Have a PIN number resent to a subscriber:**

Option 1:

1. Connect to My UT Benefits: <http://www.utsystem.edu/myutbenefits/>
2. Click “Forgot PIN / Change PIN”
3. Click “Click here” (if you have forgotten your PIN…)
4. Provide the SSN or BID of the subscriber, the DOB in YYYYMMDD format, and click “Have Your PIN Resent”

The PIN number will be immediately emailed to the subscriber if an email address is on file. A PIN letter will be created overnight and either emailed or US mailed to the subscriber as well.

Option 2:

1. Connect to SGELIG Online: <https://utdirect.utexas.edu/sgelig/>
2. Click “View/Change”
3. Click “Create and/or Resend Subscriber PIN”
4. Provide the Subscriber BID, select “Resend Current PIN”, and click “Submit”

A PIN letter will be created overnight and either emailed or US mailed to the subscriber.

Option 3:

1. Connect to SGELIG on the mainframe
2. Type “1B1 999999999”, where 999999999 is the subscriber SSN
3. Tab down to any subscriber record, type “T”, and hit enter
4. A message will confirm that a PIN letter will be resent overnight.

A PIN letter will be created overnight and either emailed or US mailed to the subscriber.

**Have a PIN number changed for a subscriber:**

Option 1:

1. Connect to My UT Benefits: <http://www.utsystem.edu/myutbenefits/>
2. Click “Forgot PIN / Change PIN”
3. Click “Click here” (if you have forgotten your PIN…)
4. Provide the SSN or BID of the subscriber, the current PIN, a New PIN, a “Confirm” New PIN, and click “Change Your PIN”

The PIN number will be immediately emailed to the subscriber if an email address is on file. A PIN letter will be created overnight and either emailed or US mailed to the subscriber as well.

Option 2:

1. Connect to SGELIG Online: <https://utdirect.utexas.edu/sgelig/>
2. Click “View/Change”
3. Click “Create and/or Resend Subscriber PIN”
4. Provide the Subscriber BID, select “Create New PIN”, and click “Submit”

A message will provide you with the newly generated PIN, which can be provided to the subscriber in person or over the phone (after verification). A PIN letter will be created overnight and either emailed or US mailed to the subscriber.

Option 3:

1. Connect to SGELIG on the mainframe
2. Type “1B1 999999999”, where 999999999 is the subscriber SSN
3. Tab down to any subscriber record, type “P”, and hit enter.

A message will provide you with the newly generated PIN, which can be provided to the subscriber in person or over the phone (after verification). A PIN letter will be created overnight and either emailed or US mailed to the subscriber.

**View Annual Enrollment PIN & Confirmation Letters Online:**

1. Go to SGELIG Online: <https://utdirect.utexas.edu/sgelig/>
2. Provide your UT EID & Password
3. Click “Online Reports”
4. Click “Online PIN/Confirmation Letters”
5. Provide your campus state agency code (SAC)
6. Optional: Provide a Subscriber ID, Date, or Letter Type

**Administer a subscriber in My UT Benefits:**

Authorized SGELIG users can administer (make elections for) subscribers on their behalf using the following steps:

1. Logon to My UT Benefits as yourself.
2. Provide either a subscriber BID or subscriber Campus ID in the text box under “Provide an ID to view another subscriber”
3. Choose the appropriate ID type (BID or Campus ID)
4. Click “Submit”

If you are authorized to administer the subscriber whose ID you entered, My UT Benefits will “flip” from your logon session to a logon session of the subscriber you entered. You may now proceed with making elections or performing other tasks on behalf of the subscriber.

**Resolve a subscriber who is “locked out” of My UT Benefits:**

Both subscribers and computers are locked out of My UT Benefits after an excessive number of invalid login attempts on a given day. Follow the steps below to assist a locked out subscriber:

1. Determine whether the subscriber or the computer is locked out by requesting the error message received:

Subscriber:

**Your PIN number has been locked due to an excessive number of failed attempts to access My UT Benefits. To have your PIN number unlocked, contact your benefits office.**

Computer:

**Your IP address has been locked due to an excessive number of failed attempts to access My UT Benefits. To have your IP address unlocked, contact your benefits office.**

1. Contact Marc Parrish ([mparrish@utsystem.edu](mailto:mparrish@utsystem.edu)) & John Leibenguth ([jleibenguth@utsystem.edu](mailto:jleibenguth@utsystem.edu)) to request a Subscriber or Computer unlock.

Marc or John will unlock and will reply when completed.

**View Email Addresses & Status for a Subscriber:**

Option 1:

1. Connect to SGELIG Online: <https://utdirect.utexas.edu/sgelig/>
2. Click “View/Change”
3. Click “Determine Subscriber Email/Paper Preference”
4. Provide the Subscriber SSN and click Submit

Option 2:

1. Connect to SGELIG on the mainframe
2. Type “1EM 999999999”, where 999999999 is the subscriber SSN
3. Hit enter.

The screen will provide all email addresses for a subscriber, and their status. For AE communications, email addresses are utilized in the following order:

1. A valid “Preference Email Address” provided by the member in MyUTB
2. A valid “Elem-Email Address” provided by the campus via dataset
3. A valid “Elde-Email Address” provided by the campus via dataset