



Online Enrollment Instructions

The County of San Mateo has partnered with Benesyst to provide you with the tools to make open enrollment and benefits selection easy for you. The BeneSmart® Online Benefits Portal is available 24/7 to manage your annual open enrollment changes as well as manage your beneficiaries, review benefit information and process mid-year life events throughout the year.

From any computer with Internet access go to:

www.mybenesyst.net

If you are a First Time User

1. Under "I am a First Time User" click on "Register"
2. You will be taken to the "Create Account" Screen
 - You will need to locate your record by using either: your Social Security Number (SSN) and zip code, or by using your employee ID, date of birth, and zip code.
 - When you have entered your information, click "Search". If you receive an error message, check to make sure you have correctly entered your social security number and zip code.
3. Once your record has been located, you can create your personal Username and Password.
 - Choose your unique username and password. Please review the password guidelines on the left of the screen for criteria.
 - Below your password, select a security question from the list under the heading "Your Question". The system will use this question as validation should you need to reset your password at a later date. You will have to provide the exact answer before you can reset your password.
 - Select your language preference and click "Create".

If you are a Returning User

1. If you are a returning user, enter your User Name and Password that you have already created and used in the past.
2. If you do not remember either your User Name or your Password, click either "Forgot your Password?" or "Forgot your User Name?" and follow the instructions.