State Fund Online
User Administration Guide

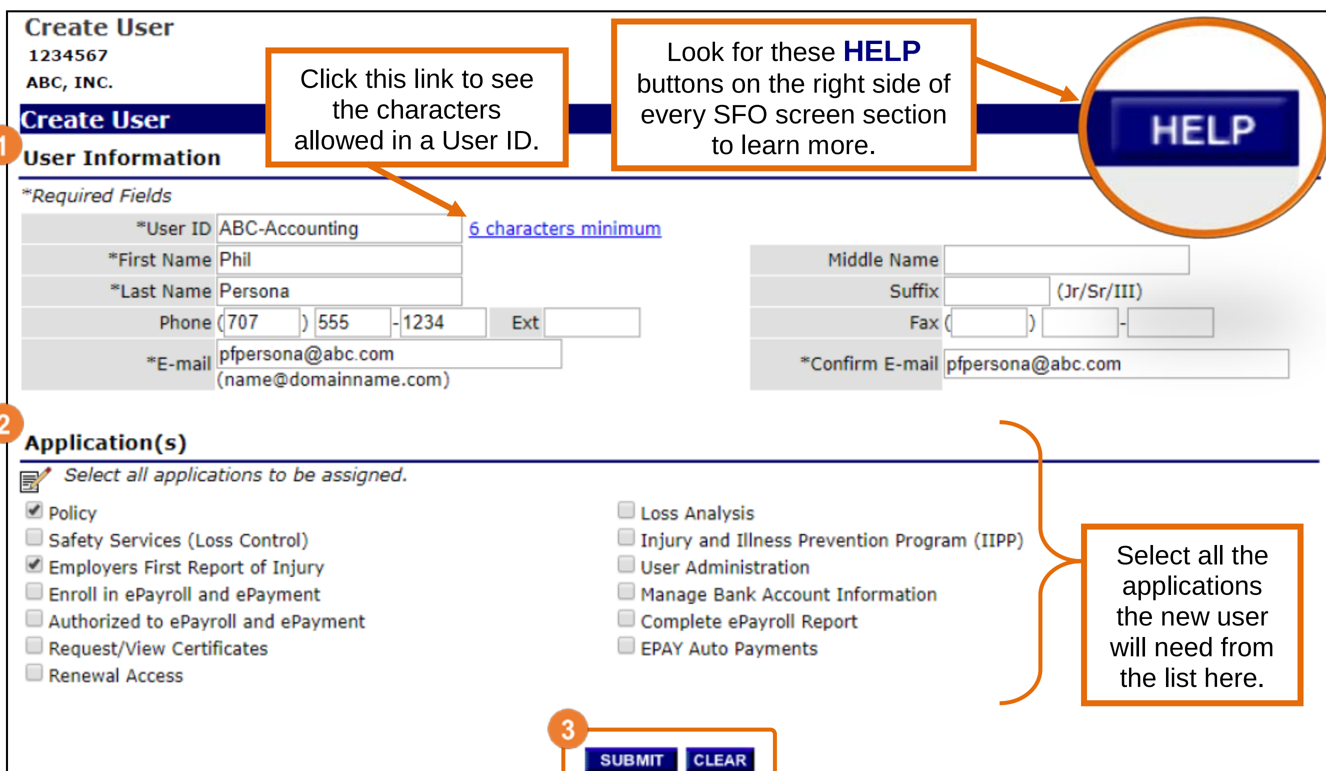
State Fund Online Account Menu Bar

The first State Fund Online (**SFO**) account linked to a policy is automatically the User Administrator for that policy. The Administrator can create and edit additional user accounts and can make any of those accounts back up user administrators as well, through the User Administration options under **More**:

This menu bar dynamically adjusts based on the policy's type, its enrollment status in specific services (such as paperless billing), and the access level of the user who is currently logged in. If a policy isn't eligible for a specific feature or the current user doesn't have access to that feature, the menu option will not be visible.

Creating New User Accounts

Click **Create User** to begin. Complete the User Information section, then tick the boxes for the Application(s) you want to give the new user access to. The options available will depend on the policy type and the services it is eligible for.



Available Applications:

Authorized users have access to applications as assigned by the User Administrator. When the account user logs in, only the applications granted by the User Administrator will appear.

Here is a list of the applications and their functions:

- **Policy** – Access to policy details and history
- **Safety Services (Loss Control)** – Access to Loss Control Reports
- **Employers First Report of Injury** – Ability to report employee injuries online
- **Enroll in ePayroll and ePayment** – Access to set up paperless billing and payroll reporting (for eligible policies)
- **Request/View Certificates** – Access to view, email, and print certificates of insurance. For direct accounts, this option also gives access to request new certificates.
- **Renewal Access** – Ability to view and update renewal information on direct accounts
- **Loss Analysis** – Access to loss analysis reports and claim information
- **Injury and Illness Prevention Program (IIPP)** – Access to the IIPP Builder tool
- **User Administration** – Access to user administration tools
- **Manage Bank Account Information** – Access to saved bank account and/or payment card information
- **Complete ePayroll Report** – Ability to report payroll figures online (for eligible policies)
- **EPAY Auto Payments** – Ability to enroll in State Fund's automatic payment service (for eligible policies)

To grant access, choose the applications for the account user and click the **Submit**. An email confirmation will be sent to the administrator:

From: State Fund <postmaster@scif.com>
Sent: Monday, April 27, 2020 8:49 AM
To: Molly Mountebank <mmountebank@abc.com>
Subject: New SFO User Phil Persona

Dear State Fund Online Policyholder Administrator:

Your request to create a new State Fund Administrator:

Your request to create a new State Fund Online user has been successfully processed and completed.

State Fund Online Login User ID: abc-accounting

State Compensation Insurance Fund

A second email will be sent to the new user with their account information and login instructions:

From: State Fund <postmaster@scif.com>
Sent: Monday, April 27, 2020 8:49 AM
To: Phil Persona <pfpersona@abc.com>
Subject: Your SFO registration

Dear State Fund Online (SFO) user:

Your State Fund Online access has been successfully processed and completed. A login User ID and a password have been generated and assigned to you.

SFO Login User ID: abc-accounting
SFO Login Password: xY1#23%Z

The ID and password must be typed in exactly as you see it here, in lower-case letters and numbers.

Upon your first login to State Fund Online, you will be requested to change your password.

The Password requirements are:

1. Your new password must contain at least eight (8) characters.
2. Our system maintains a history of 12 passwords and will not allow you to reuse any of your last 12 passwords.
3. Your new password cannot contain your User Id, first name, or last name.
4. Your password must contain at least three of the following four classes of characters in any order:

    Uppercase letters (e.g., A, B, C, ...)
    Lowercase letters (e.g., a, b, c, ...)
    Numerals (e.g., 1, 2, 3, ...)
    Non-alphanumeric (@,#)

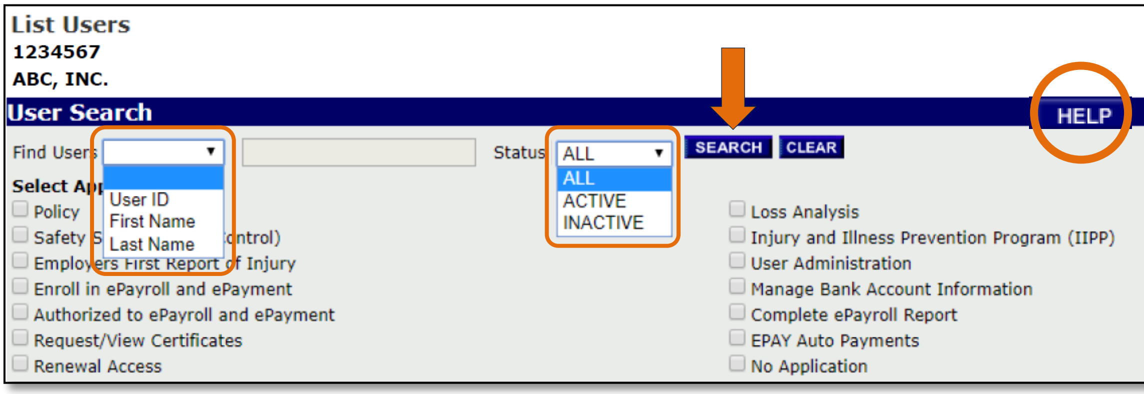
You can connect to State Fund Online via the following URL:
https://statefundonline.scif.com/

Helpful tips:

- Don't let people share accounts. SFO tracks the name of every user who makes a change on a policy. Creating separate accounts for each person/position ensures accurate recordkeeping.
- Choose strong passwords. Passwords must be at least 8 characters, cannot contain your User ID, first name, last name, or blank spaces, and must use at least 3 of these 4 types of characters in any order:
    - Uppercase Letters
    - Lowercase Letters
    - Numbers
    - Special Characters (such as !, $, #, %)
- Avoid using personal names or email addresses as User IDs when creating additional user accounts. This allows you to update an account when a new person takes over a position rather than create a whole new account. When editing an account, all of the information can be updated except the User ID.
- When an employee leaves the company, be sure to update the information on any account they used, especially the email address and password. This will prevent the person from accessing the account or resetting the password themselves to regain access.
- Deactivate any accounts that are unused for an extended period of time to prevent unauthorized access to your policy. If a deactivated account is needed in the future, it's easy to reactivate it (shown below in Updating User Information).

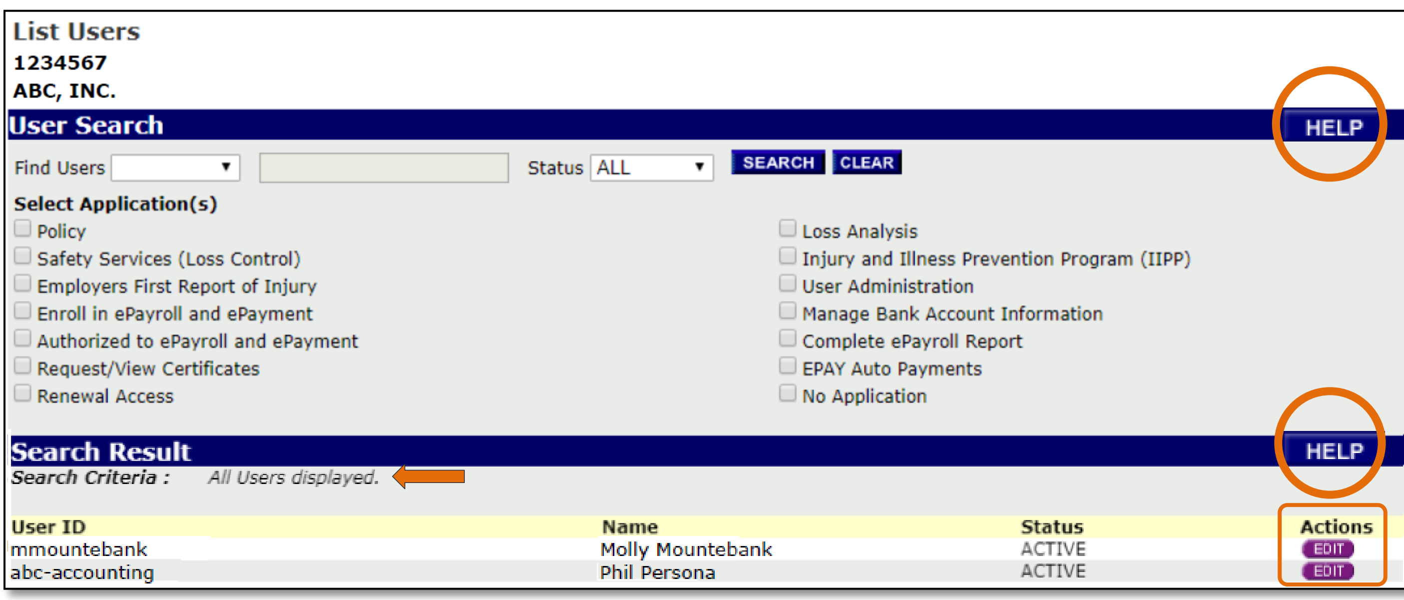
Viewing Current Users

Click **List/Update Users** to open the User Search screen:



Searches can be run by First Name, Last Name, or User ID and Status (Active or Inactive). If you have several accounts, the search can also be narrowed by selecting access to specific application(s) in SFO.
For example, if you tick the box for 'Complete ePayroll Report', you will only see the accounts that have permission to complete electronic payroll reports in SFO.

Click **Search** without making any selections to see <u>every</u> user linked to the policy:

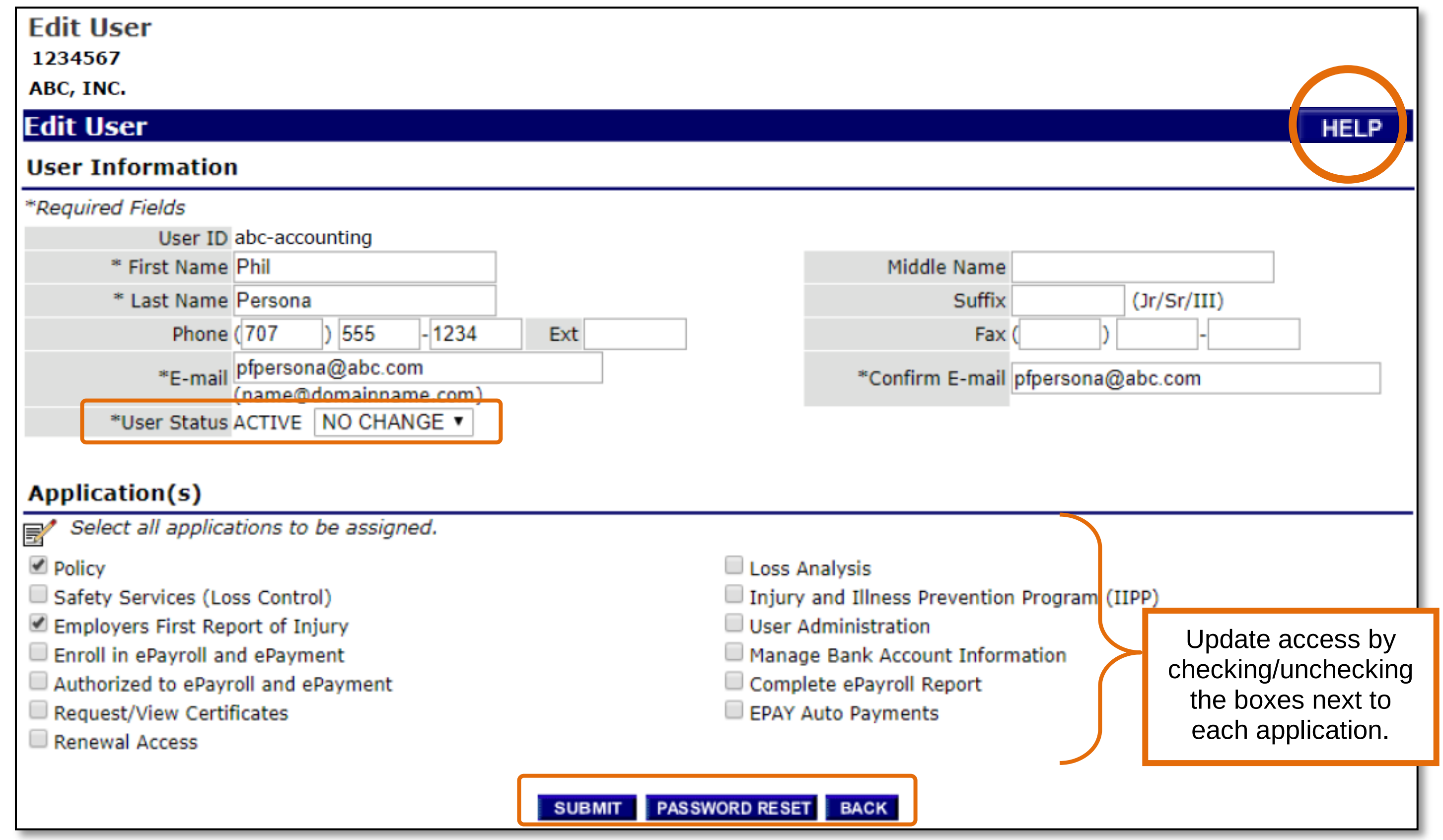


Search results show the User ID, Name, and Status of each account.

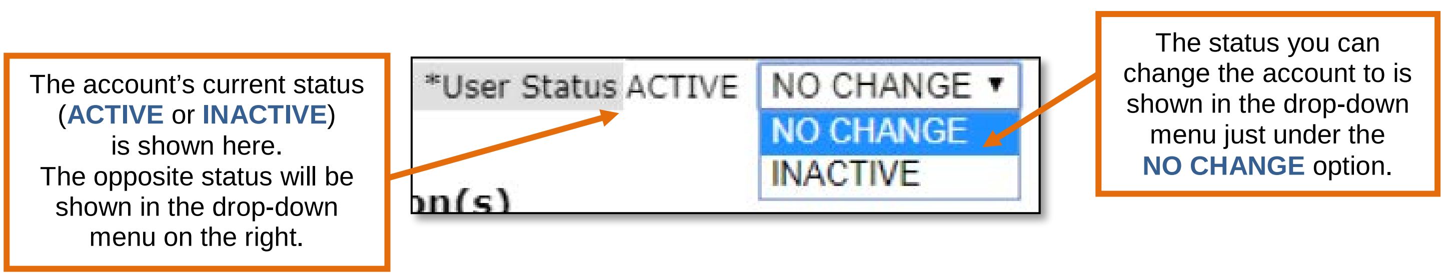
To see additional information or to make changes, click **Edit** under Actions to the right of the account you want to view/update. This will take you to the Edit User screen.

Updating User Information and Resetting Passwords

In the Edit User screen, all account information except the User ID can be updated:



Accounts can be deactivated or reactivated using the User Status drop down list:



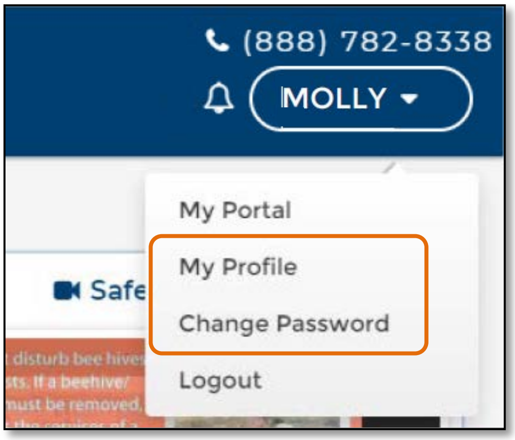
The drop-down's default is **NO CHANGE**. The status shown below it when the drop-down is opened will change depending on the account's current status. It will always be the opposite of the account's current status.

Click **Submit** to save your changes.

- **No changes** will take effect until the **Submit** button is clicked.
- Clicking **Password Reset** will send a password reset email to the address on the account if a user has forgotten their password and is unable to reset it on their own or is locked out of their account from making too many failed attempts.
- Click **Back** to return to the previous menu without making changes to the account.

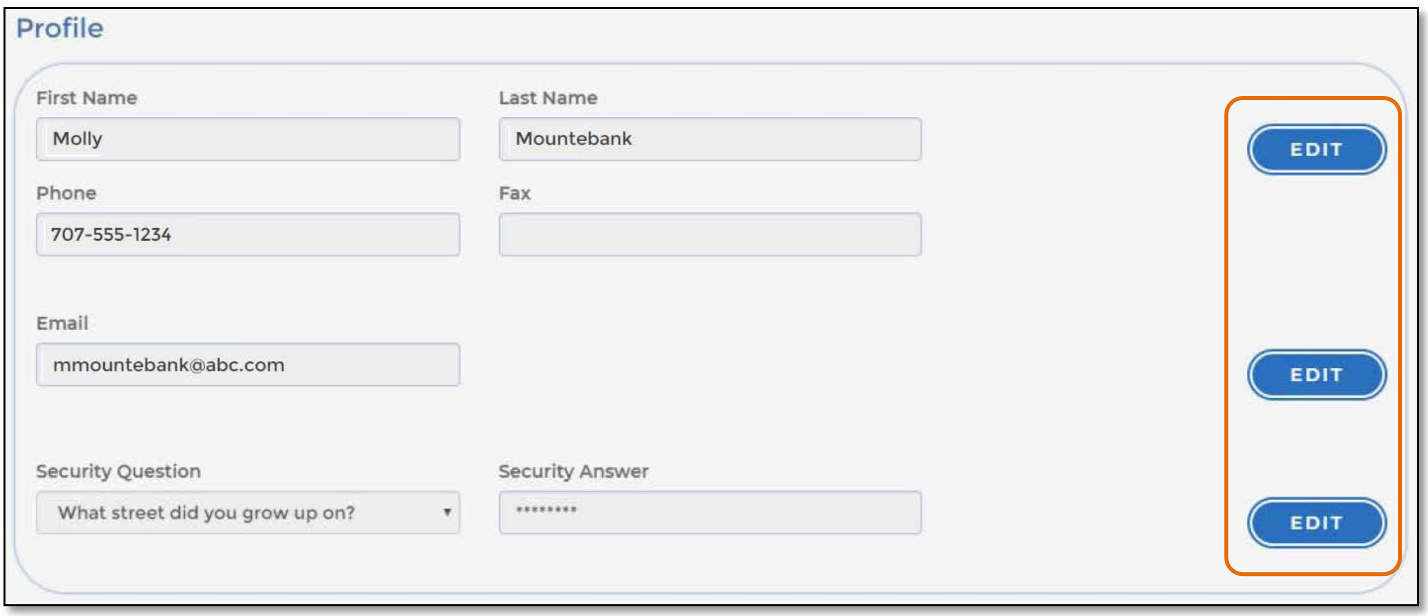
Updating Your Own Profile and Password

Select **My Profile** or **Change Password** from the drop-down menu under your name on the right-hand side of the top menu bar:



From My Profile you can update your own account information, including your security question.

Click the **Edit** button to the right of any item you want to change:



If you need additional assistance with your State Fund Online user accounts, please call (888) 782-8338 to speak with a State Fund representative.