Once an HR administrator is notified that a qualified life event (QLE) has been submitted, it’s imperative to take immediate action so that the change(s) are sent to the carrier(s) timely and the QLE is closed.



1. Log into the portal as an **HR Admin**
2. From the Dashboard, click on **Life Events**

or **View Pending Tasks**. You can also

click on **Tasks** within the Employee section

of the left-hand menu.

1. From the Tasks page, click the **Life Events**

tab to view all open and pending life events.

Then click on the record you wish to view/update.





1. Scroll down to view the activity details for the QLE, including the before and after changes requested by the employee. You have the ability to **Allow** or **Disallow** each action taken. At the bottom, click **Accept** or **Reject** to complete the process.



 