

eConnect Frequently Asked Questions

1. What is *eConnect*?

eConnect is a secure part of the New Hampshire Local Government Center website. It allows groups to process forms, complete employee paperwork, and receive documents from LGC.

2. How do I access *eConnect*?

- a. *eConnect* can be accessed through www.nhlgc.org.
- b. Once the main page is displayed, click on “**Coverage Programs**” in the top menu bar.
- c. Then click on “*eConnect*.”
- d. Log in using your work e-mail address and Password.

3. How does a user log into *eConnect*?

- a. If you already have a Password from LGC:
 - 1) Enter your work e-mail address and Password.
 - 2) Click on the **Submit** button.
 - 3) You will then enter the *eConnect* web section.
- b. If you do not have a Password from LGC:
 - 1) A new, first-time user may ask another designated contact person at your group, who already has access to *eConnect*, to add their name and information. They do this by using our *Group Contact Update Form* in *eConnect*'s “Smart Forms” portion of the site. Alternatively, you may call our Enrollee Services Department at 800.852.3358 to become an *eConnect* user.
 - 2) You will be asked to provide us with some basic work-related information. Please be advised that for security reasons, an e-mail address will be requested; it must be an address used for your job only, and not for personal nor family use.
 - 3) Within 5 business days, LGC will send you an e-mail confirming that we have added you as a contact.
 - 4) Once you receive the e-mail, log in to *eConnect*, enter your e-mail address, and click on the “E-mail Password” icon following “Forgot your Password?” A Password will be systematically generated and e-mailed to you.

4. How secure is *eConnect*?

This website feature uses state-of-the-art security—password-protected and secure 128-bit encryption.

5. Who can use *eConnect*?

eConnect is available to designated key contacts of LGC member groups, e.g., benefits administrators, finance directors, town managers and superintendents. (Each type of contact will be given access to information relevant to their specific role and/or needs.)

6. What can *eConnect* do for me?

eConnect provides convenient web-based functions, including the following:

- a. **Smart Forms** – Interactive forms that can be completed online and submitted electronically
Examples: ID Card Request Form, Salary Change Update Form, Supply Order Form

- b. **Printable Forms** – Downloadable documents that can be easily printed and then mailed to LGC
Almost all LGC HealthTrust forms are available to be downloaded.
- c. **Library** – A secure, online repository of current and historical documents, communications and reports specific to a group
Examples: Benefit Administrators Manual, Coverage Pages (Carrier ID Tables and Transmittals) and communication pieces. Experience-rated groups will also find Rating Summaries.

eConnect was created to make your interactions with LGC quicker and easier. Please e-mail us at enrolleeservices@nhlgc.org with comments and suggestions for improving *eConnect*.

7. What do I do if I have problems using *eConnect*?

If you encounter problems once connected to *eConnect*, use the “Help” button for immediate assistance. If this does not resolve the issue, please call LGC’s Enrollee Services Department toll free at 800.852.3358 with specific questions. Our Enrollee Services Representatives are knowledgeable about *eConnect*, however, they may not be equipped to resolve specific computer and Internet issues related to personal computers, software or monitors that are uniquely configured. Internet connection or computer issues of this nature should be directed to your own local support area.