

iColleague Log-In Instructions:

1. Log into the iColleague portal at <https://convergint.ultipro.com>. If you experience issues logging in, troubleshoot with these steps to resolve your access issue:
 - a. Make sure you are logged into your Convergent email/Convergent Microsoft credentials.
 - b. Use a laptop (not a tablet or phone).
 - c. Use the latest version of Chrome, the recommended internet browser to access the site.
 - d. Please clear all cache and ensure that cookies have been enabled or allowed. Do not use stealth mode/private browsing.
 - e. If you experience any site freezes or error messages when completing your Open Enrollment event, please log out and then log back in an hour or so later. Due to the high volume of website traffic, the site may be slow/experience issues during business hours.
2. When logged in, navigate to "**Menu**" > click "**Myself**" > click "**Manage My Benefits**"
3. Follow the site prompts to select an "**Open Enrollment**" event. It is important that you select an "**Open Enrollment**" event, NOT a Life Event. If you submit a Life Event during the Open Enrollment period, it will be denied, and you will be responsible for logging back in and completing an "**Open Enrollment**" event.
4. On each benefit, make sure that you select the benefit plan option and make sure that you check the box next to any dependent(s) you wish to enroll in each plan.
5. Select Review and Checkout to review your benefit elections for accuracy.
6. Select Checkout and complete the Benefits Enrollment process.
7. **Important:** It is your responsibility to carefully review the benefits you selected. If you made an error, please re-complete the Open Enrollment process before the deadline.
8. If you do not complete your Open Enrollment event before the deadline, the next opportunity to make a change will be the next annual Open Enrollment in November 2023 for 2024 benefits, or within 30 days of an eligible Life Event such as marital status change, the birth of a child, etc.