

Online services

my universe

1. Click on the « My Universe | Login » icon.
2. Under the group insurance icon, select **Plan Administrator**.
3. Click on **Complete your registration**.
4. Enter your temporary username and click on **Confirm your registration**.

Complete your profile by filling in all the required fields and validate by selecting the **Save** option.

* Choose a username with a minimum of 5 and a maximum of 25 characters. Your password must include at least one letter and one number and have a minimum of 8 and a maximum of 15 characters.

1 1 800 567-0988 | my Universe Login

2 Group insurance
 Member
 Plan Administrator

3 Username: ?
 Password: ?
 Log in

note: you need to be registered to access online services
 Click here to register
 Complete your registration
 Forgot Password?
 Forgot your username?

4 Enter your temporary user name
 Confirm your registration
 Return to login page



Plan Administrator

Statement of Account

- ▶ View your invoices (PDF or CSV format).
- ▶ Get a payment slip (PDF) or a summary of your account statement.

Choose group and division

Group : 999 - GROUP ABC

Division : 3 - GROUP ABC

Get Statement of Account in : Get Payment Slip in :

Secured deposit documents

Submit your documents online in a totally secure manner.

1. Scan your administrative documents and keep the originals in your files.
2. Select the recipient department.
3. Complete the statement.
4. Upload your documents (Repeat this step for each scanned document).
5. To confirm that the documents you have sent have been received, a notice of receipt will be sent to you by e-mail.

1 Scan your administrative documents and conserve the originals in your files.

2 Please select the recipient department.
 Administration Disability

3 Please complete the following statement.
 I, :
 - Certify that the documents provided in this deposit are complete and accurate and have not been altered in any way.
 Yes No

4 Upload the documents scanned in step 1. First click on the browse button and select one document at a time. Next, click on Upload button. Repeat this step for each scanned document. The upload limit for each claim is 8 megabytes and only file formats PDF, PNG, BMP, JPEG, TIFF, JPG and GIF are accepted.

no file selected

Upload Document

Consultation of Leaflets

View or download your leaflet for each of the classes in your group.

Filter
 All groups

Search available insurance leaflet

Group Insurance Administration

Search for a member file

To search for a member file, you may use the **(filter)** research or do a more direct search using **(search by)**.

The screenshot shows a search interface with two main sections. On the left, under 'Filter', there are three dropdown menus: 'All groups', 'All divisions', and 'All Classes'. Below these is a 'View Certificates' button with a magnifying glass icon. On the right, under 'Search by', there are three radio buttons: 'Certificate' (selected), 'Surname', and 'Name'. Below these is a search input field and a 'Submit Search' button with a magnifying glass icon.

Modification of a member file

1. Click on the certificate number to view the member file and click on **Edit file**.
2. Click on **Next step** to have access to all the sections of the file and to modify information for the dependents.

Most of the modifications are processed instantly, which allows you to view your employee's new premium.

Certain modifications are not permitted on the secure web site

- ▶ Employees who are absent from work, such as unpaid leave, maternity leave, leave of absence, etc.
- ▶ Employees who are 65 years and over.
- ▶ An exemption request and a participation request following the end of an exemption.
- ▶ Change or designation of beneficiaries.
- ▶ Retroactive modifications of more than 30 days.

Your requests must be sent using the secure deposit documents function.

This screenshot shows the member file overview for Certificate 501 046 866, Name DANIEL AUBRY. At the top, there is a navigation bar with buttons for 'Edit file', 'Print', and 'Back to administration'. Below the navigation bar, there is a 'Download the insurance certificate' button. A list of sections is shown with expandable arrows: 'Insured's card', 'Dependents', 'Employee's address', and 'Coverage summary'.

This screenshot shows the modification options for Certificate 501 046 866. At the top, there is a navigation bar with a 'Back to file' button. Below the navigation bar, there are three buttons: 'Back to file', 'Next step' (highlighted with a mouse cursor), and 'Cancel modification'. Below these buttons, there is a list of sections with expandable arrows: 'Insured's card' and 'Employee's address'.

Massive change

Three massive changes are available

- ▶ Salary change
- ▶ Temporary layoff
- ▶ Return to work after a temporary layoff

Please note that these changes will be processed by UV Insurance subsequently.

<input type="checkbox"/>	Certificate	Grp / Div / Cls	Member
<input checked="" type="checkbox"/>	501046866	999 / 3 / 300	AUBRY DANIEL
<input type="checkbox"/>	501046874	999 / 3 / 300	AUCLAIR FANNY
<input type="checkbox"/>	501046841	999 / 3 / 300	AUDET MICHEL

This screenshot shows the 'Select a change type' dropdown menu. The selected option is '60 : SALARY CHANGE'. Below the dropdown is a 'Make massive change' button with a magnifying glass icon.

Web site UV Insurance

In the Group Insurance main menu, under the **I represent a company** section, you will find a mass of useful information, available at all times.

- ▶ Details on our complete range of products.
- ▶ A list of our forms available for download.
- ▶ A frequently asked questions section to help better understand group insurance.

