

June 5, 2017

Dear UNM Retiree,

We are happy to inform you that access to your UNM Benefits Statement is being re-established, effective July 1, 2017, with a new additional measure UNM has taken to protect your sensitive Benefits information in LoboWeb.

As of July 1, 2017, you may log in to view your retiree **Benefits Statement** online in **LoboWeb**. Your Benefits Statement reflects the UNM retiree benefits in which you are currently enrolled, for example, medical, dental and/or life insurance. You will be required to complete an additional step to authenticate your identity via **Duo** before gaining access to your Benefits information.

- **What is Duo?**

Duo adds a second layer of security when logging in to view your Benefits information. Duo verifies your identity using a second factor (like your phone or other mobile device), and helps prevent anyone but you from logging in, even if someone else knows your password.

This security process requires that you provide your password to log in to your account, **and** provide a second authentication in the form of an SMS message or phone call.

Please read through the details of this communication. Note that it is important to establish your Duo authentication when Duo goes live for retirees on July 1, 2017, for added security in accessing your Benefits Statement in LoboWeb.

- **How do I enroll in Duo?**

Duo's self-enrollment process prompts you to enroll the first time you log in to LoboWeb to view your Benefits Statement. You can view the Duo Enrollment Guide at: guide.duo.com/enrollment

Register your phone and select to receive a text (SMS) message, phone call, or Push notification when you are accessing Benefits in LoboWeb. You can also use a landline phone for Duo.

- **Once you've enrolled in Duo:**

Log into the Benefits area in LoboWeb with your username and password, and then use your device to verify that it is actually you. The two authentication factors are your password and your designated device.

For additional details, helpful information, and FAQs about Duo, visit **UNM FastInfo**. Access **FastInfo** from the main UNM webpage at www.unm.edu and click on **Help** at the top of the main page. Once you are on the UNM FastInfo page, enter **7456** in the Search box.

- **How can I access my Benefits information online?**

To access your Benefits Statement in LoboWeb, follow the steps below:

- Go to my.unm.edu/home
- Click the **Login** button in the top right corner
- Enter your NetID and your password
 - If you do not have a NetID, please contact the UNM IT Department at 505-277-5757
- Click **Retiree Life** on the top left corner
- Click the red **ENTER LOBOWEB** box in the middle of the screen
- Click the **Employee** tab at the top of the screen
- Click **Benefits and Deductions**
- Click **Benefits Statement**
 - Follow the prompts for DUO. *Please see information and access to first-time DUO user instructions above. You will need to sign in again with your NetID and password.*
- Select **CURRENT** to view your Benefits information as of today's date
 - Or, select the blank space from the drop-down box in the **As of Date** option, and enter the date for which you would like to view your Benefits information.
- Click **Select** to view your Statement

If you encounter problems enrolling in Duo or authenticating through Duo, please contact the UNM IT Department at 505-277-5757.

If you have Benefits questions, please contact the HR Service Center at 505-277-MyHR (6947).

Thank you,

UNM HR Benefits Department
505-277-MyHR (6947)
hr.unm.edu/benefits