

**AON**

# Aon ONE Portal User Guide

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## Version History

Version	Date	Documented By	Description
1.0	06/26/2020	Aswini Kesireddy	Draft Version

**AON**

## Stakeholders

Name	Group/Function	Role
Bryan Morens		Product Owner
Amber Medford		Product Team member
Anthony Riveria		BTM
Ralph Morens		Communications
Steve Martinsen		Aon ONE Portal Support

## Application Purpose

The purpose of the Aon ONE Portal application is to give current MyUnivers users a central secure place to log into MyUnivers related tools and pages. The Aon ONE Portal application is the first phase in the effort to sunset the MyUnivers application in 2020. Aon ONE Portal will filter access to the remaining available sections of MyUnivers, so disabled MyUnivers sections will no longer be accessible.

## Login

**AON**

### Overview

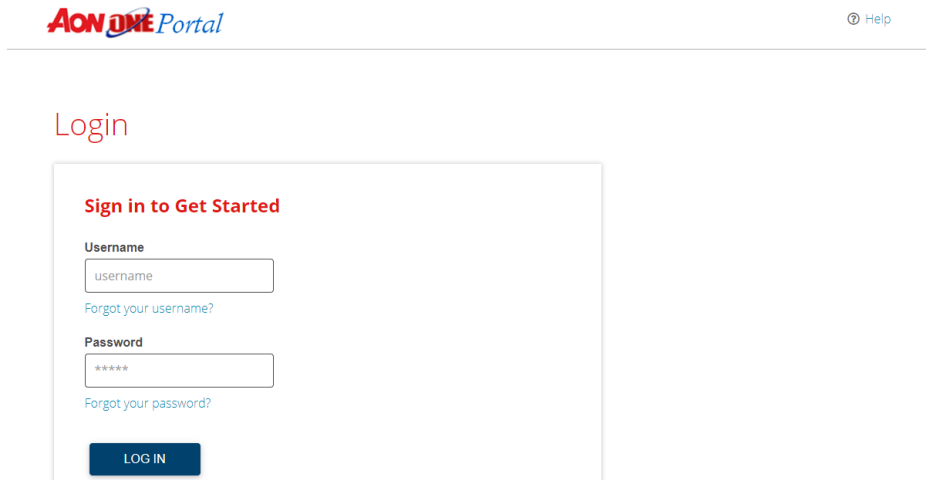
The below section is a general overview of Login page of Aon ONE Portal.

### Business purpose

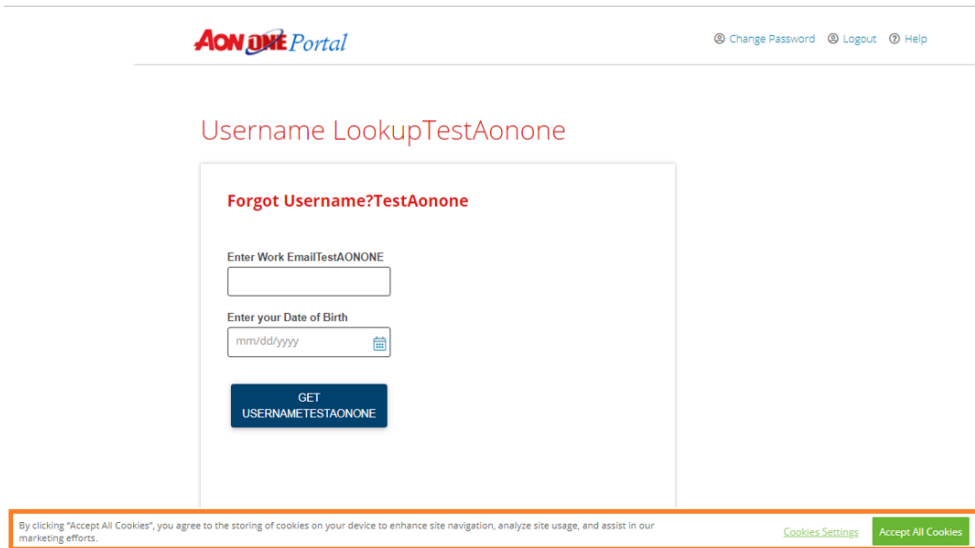
Purpose of Login screen is to launch the application.

### Steps to Navigate to Login

1. In Browser enter the Aon ONE portal URL:



2. Username, Password fields along with login button are displayed.
3. At the top right "Help" button is also present.
4. When first time Aon ONE portal is launched in your system, Cookie banner will be displayed at the bottom as below.



5. Once the user clicks on “Accept all cookies”, this banner will not be displayed again unless if user launches the application in another system.
6. To verify the cookies setting, can click on cookie settings and validate the default configurations.

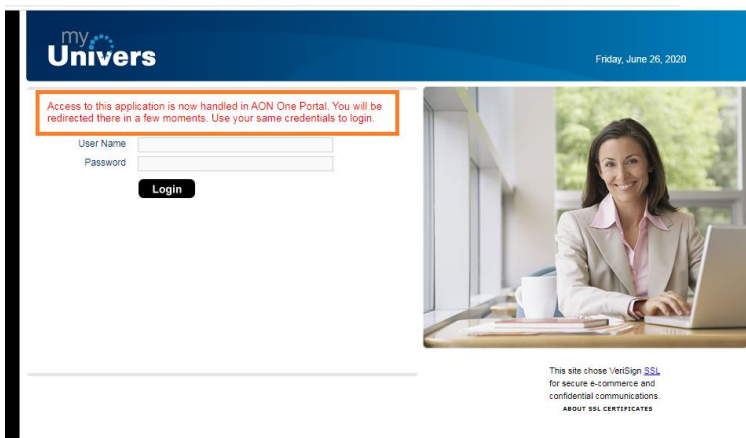
## Login through MyUnivers URL

### Overview

The below section helps to understand if user try to log in to My Univers application.

### Steps to Login using My Univers URL

1. In Browser when user tries to launch the MyUnivers application using URL, Message will be displayed in the login page



2. In few seconds user will be navigate to Aon ONE Portal login page automatically.

## Login

**Sign in to Get Started**

**Username**  
username

[Forgot your username?](#)

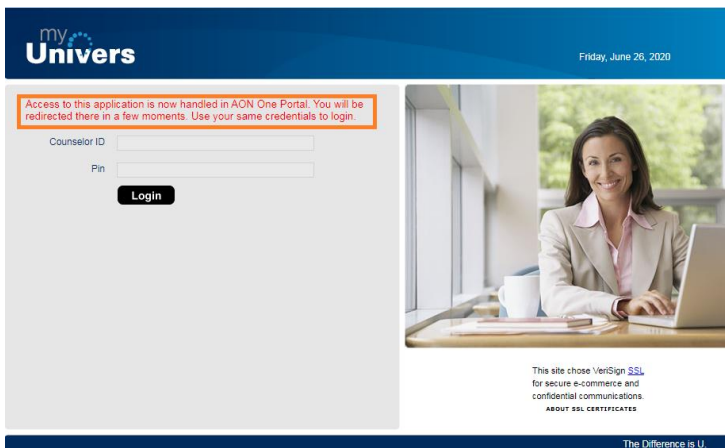
**Password**  
\*\*\*\*\*

[Forgot your password?](#)

**LOGIN**

Not Registered [Get Started](#)

3. The same text message will be displayed if user launches the counselor launcher application as well.



4. After few Seconds Aon ONE Portal Login page will be displayed to the user automatically.

## Login Flow with Validation

### Overview

The below section is a general overview of when unregistered employees tries to login to Aon ONE Portal

### Steps

1. Launch the Aon ONE Portal URL in any browser.
2. Enter the login details of employee who is not registered or mismatch of username and password, or the employees whose details are not valid as per database.
3. For all the above type of employees, we can observe the common error message will display as per below screen.

## Login

**Sign in to Get Started**

**⚠** We are unable to find your account. Please contact your AON representative for assistance. x

**Username**  
  
[Forgot your username?](#)

**Password**  
  
[Forgot your password?](#)

**LOG IN**

## Landing Page

### Overview

The below section is a general overview of Aon ONE Portal landing page view. Landing page displays the legacy applications the user has access to. For example, an enrollment counselor will see only Counselor Launcher tile.

### Steps

1. Login to Aon ONE Portal with user name and password
2. Once user Logs in, the landing page dashboard will be displayed
  - a. Here is an example of a user with access to ONE tile

## Dashboard

Tiles listed below represent applications you have access to enter.

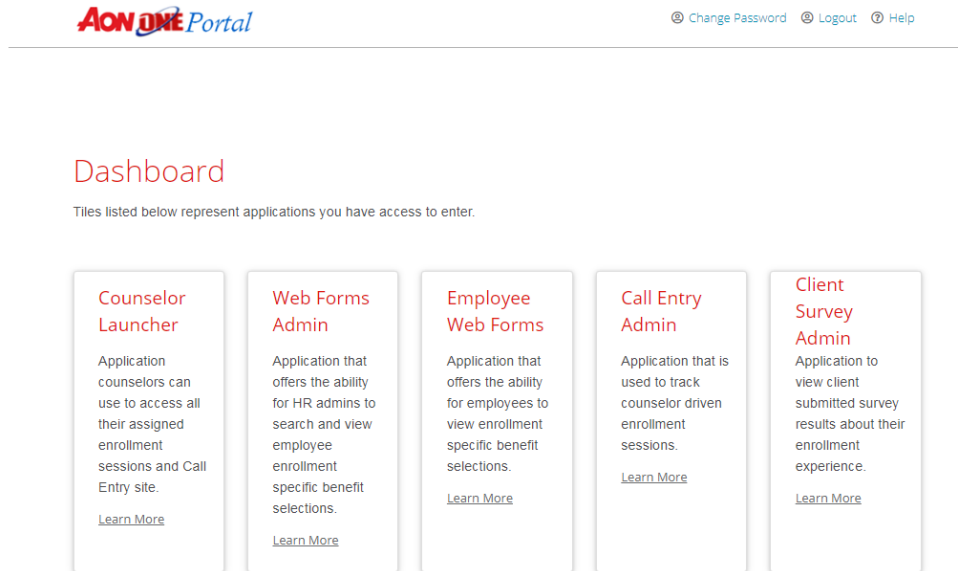
**Counselor Launcher**

Application counselors can use to access all their assigned enrollment sessions and Call Entry site.

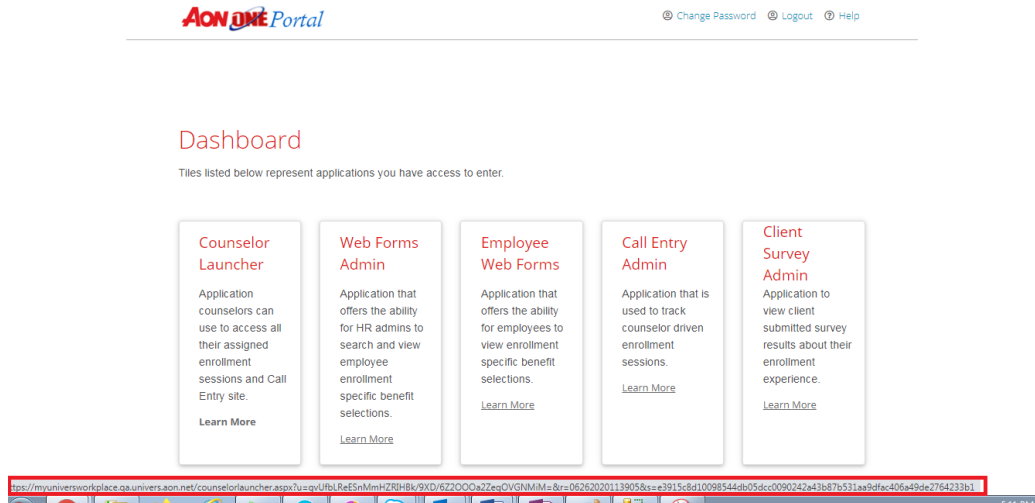
[Learn More](#)

# Aon ONE Portal User Guide

- b. Here is an example of a user with access to multiple tiles

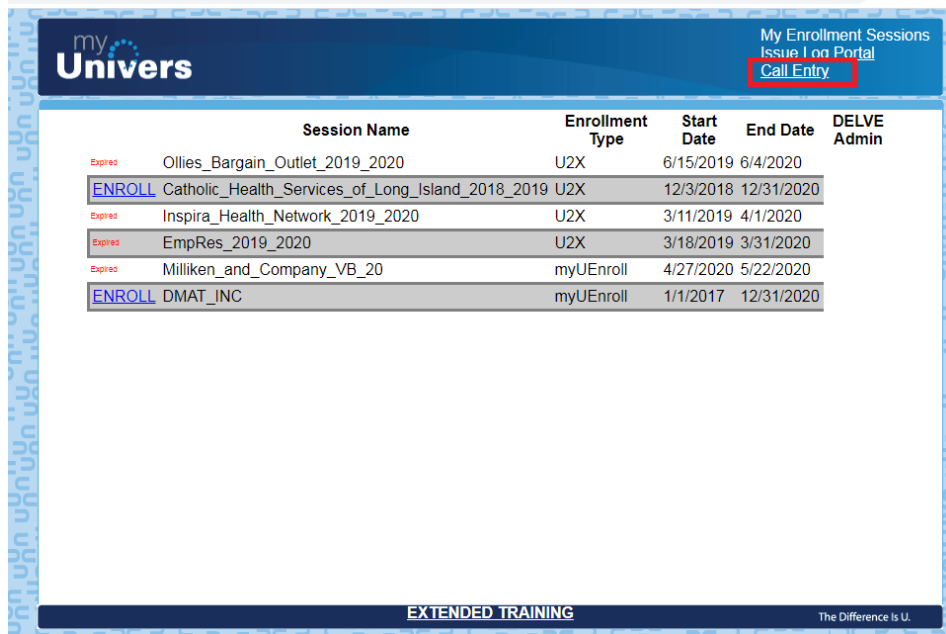


3. By clicking on “learn more” under each tile navigates user to that application page
- a. All URLs include time sensitive encrypted data, so URL can’t be reused by other users, and to ensure data is handled securely.



- i. After clicking on “learn more” link, counselor launcher application will be opened in next tab
- ii. “call entry” link is also added in counselor launcher application under “Issue log portal”





myUnivers

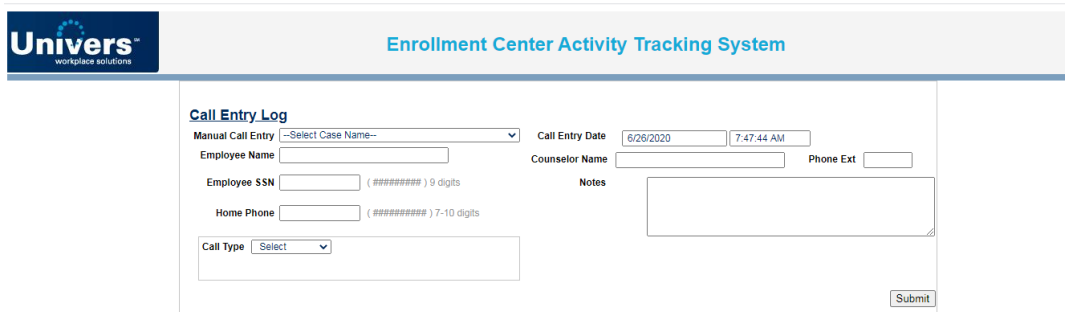
My Enrollment Sessions  
Issue 1 on Portal  
**Call Entry**

	Session Name	Enrollment Type	Start Date	End Date	DELVE Admin
Expired	Ollies_Bargain_Outlet_2019_2020	U2X	6/15/2019	6/4/2020	
<a href="#">ENROLL</a>	Catholic_Health_Services_of_Long_Island_2018_2019	U2X	12/3/2018	12/31/2020	
Expired	Inspira_Health_Network_2019_2020	U2X	3/11/2019	4/1/2020	
Expired	EmpRes_2019_2020	U2X	3/18/2019	3/31/2020	
Expired	Milliken_and_Company_VB_20	myUEnroll	4/27/2020	5/22/2020	
<a href="#">ENROLL</a>	DMAT_INC	myUEnroll	1/1/2017	12/31/2020	

EXTENDED TRAINING

The Difference is U.

iii. By clicking on “call Entry” link, call entry application will be displayed in next tab For all users who have access to counselor launcher application can view the “call entry” application as well.



Univers™  
workplace solutions

Enrollment Center Activity Tracking System

**Call Entry Log**

Manual Call Entry  Call Entry Date

Employee Name

Employee SSN  (#####) 9 digits

Home Phone  (#####) 7-10 digits

Counselor Name  Phone Ext

Notes

Call Type

Submit

b. By clicking on “learn more” under “web forms Admin” tile related application will be displayed in next tab.



Welcome

#### CASELOG

Start Date

End Date

Session

- c. By Clicking on “learn more” under “Employee Web Forms” tile related application will be displayed in next tab.

The screenshot shows the myUnivers portal dashboard. At the top right, there are links for "Account Information" and "Log out", and the date "Friday, June 26, 2020". The main content area features two tiles: "Your Benefit Elections" with a green checkmark icon and a link to "Confirm your benefit selections", and "Luther Sales" with a green gift box icon and a link to "Click Here To Enter Luther Sales Website". A message on the right states "Content on this page requires a newer version of Adobe Flash Player." with a "Get ADOBE FLASH PLAYER" button. The footer contains the slogan "The Difference is U."

- d. By Clicking on “learn more” under “Call Entry Admin” tile related application will be displayed in next tab.



## Enrollment Center Activity Tracking System

### Call Entry Reporting Section

Case Name

Employee Name

Employee SSN

Home Phone   (### - ### - ####)

Phone Number Dialed   (### - ### - ####)

Call Entry Date  From:  To:

Counselor Name:

Station:

Call Type

Attempts

Call Time

Notes

Enrollment Complete?

Call Entry Type

Outcome Code

Definition

Category

- e. By Clicking on “learn more” under “Client Survey Admin” tile related application will be displayed in next tab.

**UNIVERS' CLIENT SURVEY**

Choose from the cases below to view their survey results.