

Edison Employee Self Service

Edison is the State of Tennessee's Enterprise Resource Planning (ERP) system. When using Employee Self Service (ESS) in Edison to add/make changes to benefits, Internet Explorer 11 is the preferred browser. You may not be able to enroll if you use another browser, a mobile device or a tablet.

Login/passwords

To access Edison, use your University of Memphis credentials at memphis.edu/edison. You no longer will need a separate username and password to access Edison.

If you have questions regarding the use of Edison ESS, please contact the Edison Help Desk at 1.866.376.0104.

Higher education employees should call the Benefits Administration service center at 800.253.9981 for benefits assistance.

How do I make changes?

- Log into Edison via www.memphis.edu/edison.
- Click **Self Service > Employee Work Center**.
- Click **Benefits Enrollment** under **My Benefits**.
- On the Welcome to Employee Self Service page under **Open Benefit Events** click **Select**.
- Click **Edit** next to the plan to add or change.
- Under **Select an Option**, click your plan choice.
- Under **Enroll Your Dependents**, check the box next to a dependent's name to cover him.
- Click **Update** and **Continue** to confirm your option.
- You will see a summary of the options you selected. To make changes, click **Discard Changes**. If no changes, click **Update Elections**.
- Once you have made all of your changes, click **Continue** on the Benefits Enrollment page.
- If adding dependents, you will see an **Action Needed** page that lets you know you will need to provide verification for your new dependents. Click **Continue**.
- If adding dependents, click on the **Upload Documents** link, then click the **Continue** button.
- You will be taken to a page that asks you to enter/verify your beneficiaries for basic life and voluntary AD&D (if enrolled). If you need to make updates, click the **Update Beneficiaries** button. Once you have made all of your changes, click the **Continue** button.
- Next, choose if you want your confirmation by mail or email. Make any changes needed. Click **Submit**. **You must complete this step for changes to be submitted.**
- You will be taken to a confirmation screen. Click **OK**.
- You can view confirmation of your selections on the Welcome to Employee Self Service page by logging back in and selecting **View** in the View/Print Confirmation Statement box.

How do I add dependents?

- Look for the **Enroll Your Dependents** section. Click **Add/Review Dependents**.
- Click **Add a Dependent** on the Add/Review Dependents page.
- Add the dependent's personal information and click **Save**, then **OK** on the next screen. Then click the **Return to Dependent Summary** link.
- To add additional dependents, click **Add a Dependent** on the Add/Review Dependents page. When done, click **Return to Event Selection**.
- Click the **Enroll** boxes under **Enroll Your Dependents**. Then click **Update Elections**.
- To add a dependent to dental or vision, click on the **Enroll** boxes under **Enroll Your Dependents**.
- You will see an Action Needed page after clicking **Continue** on the Benefits Enrollment page. Click **Continue** to add dependent verification.
- You can upload your dependent documentation into ESS. Scan your document and click **Upload Documents**. Click **Browse**, find the file and upload.
- You can upload as many documents as needed. When complete, click **Continue**.

You may also fax hard copies to 615.741.8196 and include your name and employee ID (found on the front of your Caremark card) on each page.

There is a link to a list of acceptable documentation on the **ESS Upload Dependent Verification Documents** page and the Benefits Administration website.

How do I update my personal information?

- **State employees:** Update information (address, phone number, email) in Edison, or contact your agency human resource office.
- **Higher education employees:** Update information in Edison, or contact your agency benefits coordinator. You can also call the Benefits Administration service center to change your address.
 - » You must provide the last four digits of your Social Security number, Edison ID, date of birth, previous address and confirm authorization of the change before our office can update your information.
 - » It is up to you to keep your address and phone number current with your employer.