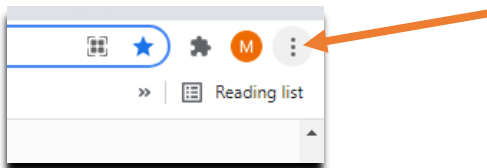


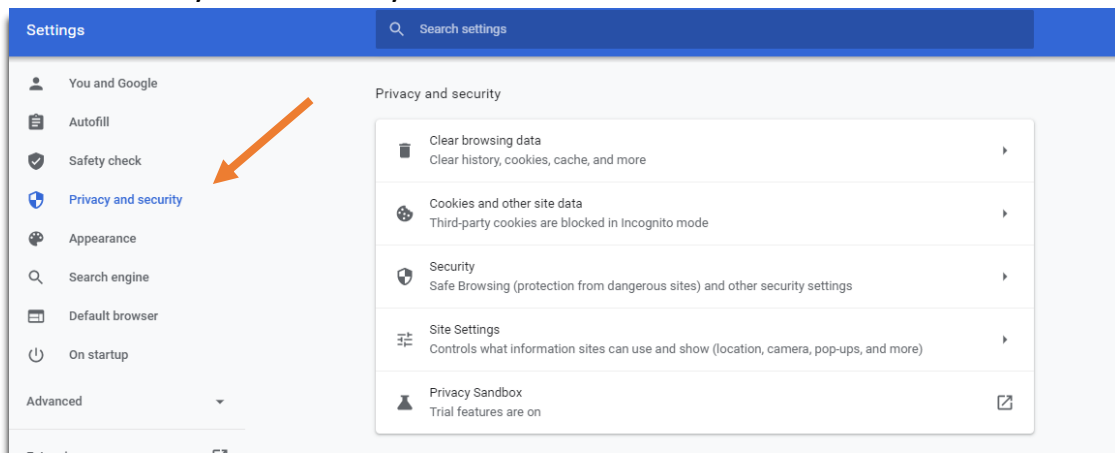
# Trouble Shooting your Benefit Enrollment



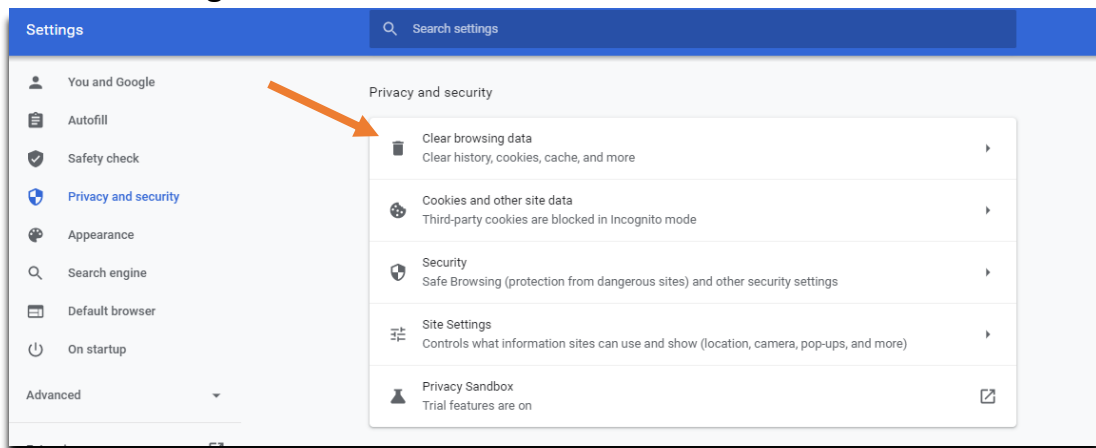
1. On your computer, open Chrome .
2. Please clear your cookies in chrome by following the next simple steps.
3. Go to: Settings located in the right top corner (...).



4. Under Privacy and Security.

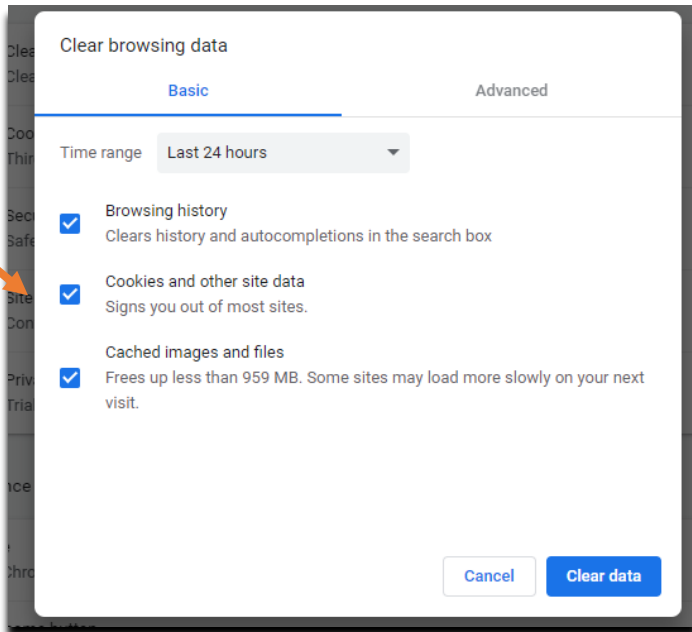


5. Clear Browsing data.

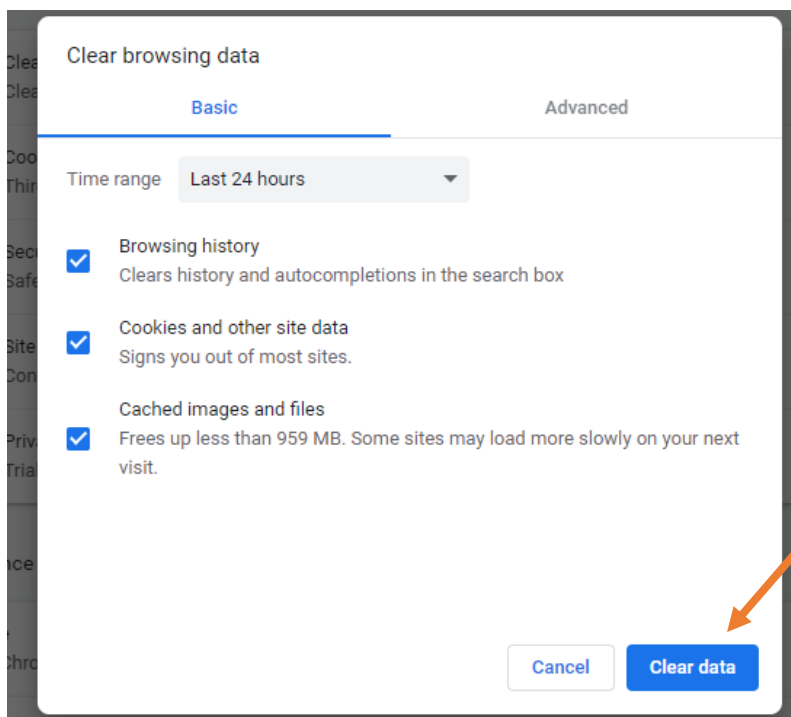


# Trouble Shooting your Benefit Enrollment

6. Time Range> Select: All Time (All three boxes should be checked).



7. Then click “Clear Data” once completed you may proceed with the steps below.



# Trouble Shooting your Benefit Enrollment

8. Click on the link <https://www.lisd.net/domain/894>

9. Click on either of the two areas to be re-directed to the Learning Hub.



The screenshot shows the LISD Benefits website interface. At the top, there is a navigation menu with the following items: Home, About Us, Benefit Plans, Leave, Retirement, Work Comp, and Clinics. Below the menu is a large banner area. On the left side of the banner is the 'my benefits' logo, with an orange arrow pointing to it. On the right side of the banner are two images: the top one shows two people working at a table, and the bottom one shows a group of people in white lab coats holding certificates. Below the banner is a 'Welcome to LISD Benefits' message with the text 'Access the Learning Hub for your "My Benefits" information'. Below this is an 'Access Online' section with a button that says 'Click here to use the Online Benefits System'. To the right of this section is a 'Benefits News' section with an orange arrow pointing to the first news item: 'ONE ON ONE ENROLLMENT ASSISTANCE - LIMITED SPACE -click to schedule'. Below this are two other news items: '2021-2022 Plan and rate information now available under the Benefit Plans Ribbon' and '21-22 OPEN ENROLLMENT SET FOR JULY 14 - AUGUST 12TH. (Effective date 9/1/21)'.

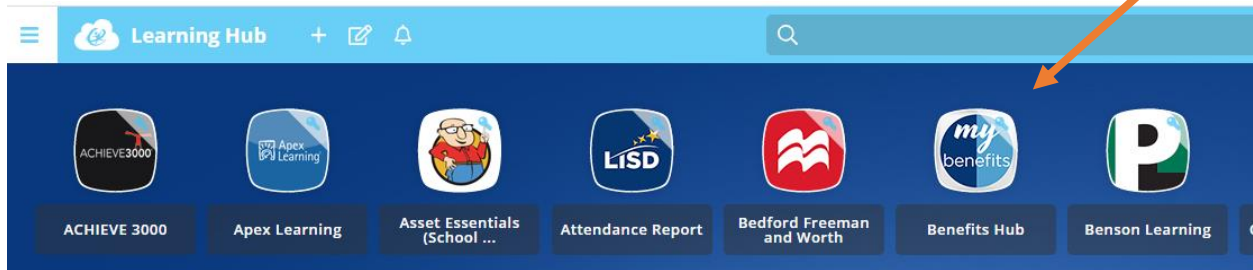
10. Enter your Username & Password for LISD.



The screenshot shows the login page for the LISD Lewisville ISD Learning Hub. At the top is the LISD logo with three yellow stars above it. Below the logo is the text 'LEWISVILLE ISD Learning Hub'. There are two input fields: 'Username' with the text 'baldivarmaria' and 'Password' with a masked password '\*\*\*\*\*'. Below the input fields is a blue 'Sign In' button. Two orange arrows point to the Username and Password fields.

# Trouble Shooting your Benefit Enrollment

11. Select (My Benefits). It might have you sign in again with your LISD Username & Password.



The (Benefits Hub) will take you through some System & Company Acknowledgments before you can make changes to your Benefits.

For additional assistance please call  
The Benefits Department 469-948-8104  
or  
FBS at 972-685-1203