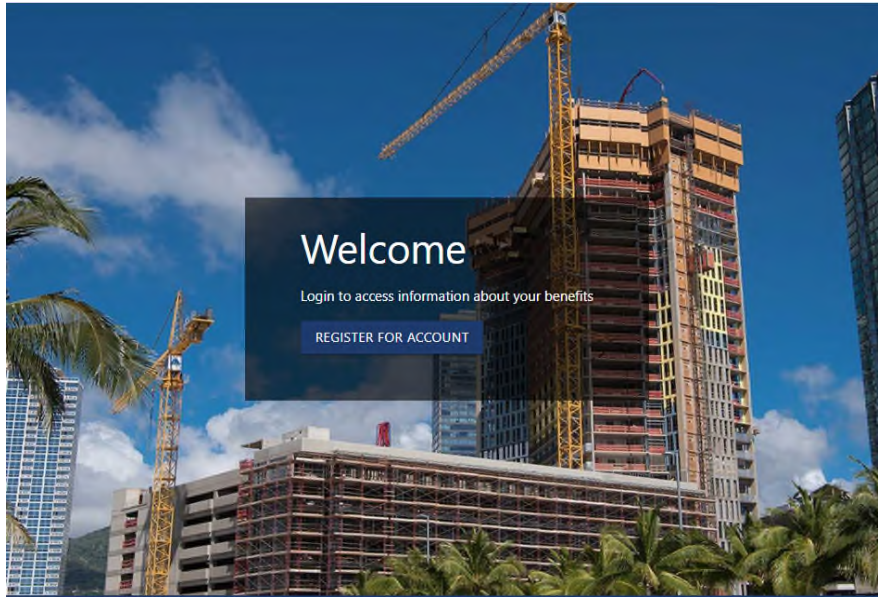


Web Portal Registration Instructions

1. Click Register for Account



2. Enter Information to Register for Access

Back to Login Activate



Register for Access

Enter your information into the fields below to verify your identity and create your account. Only Hawaii Electrician Administrative Office participants can register and log into the website.

All fields are required and must be filled out

Verify Your Identity

 Last Name

 Social Security Number

 Birth Date

MM/DD/YYYY

Create Your Account

 Email

 Re-enter Email

A valid email address is required

Password must meet the following requirements

- At least **one capital letter**
- At least **one number**
- At least **one special character** (! @ # \$ % & ' etc)
- Contains **8-24 characters**

 Password

 Re-enter Password

 Security Question

Select a question

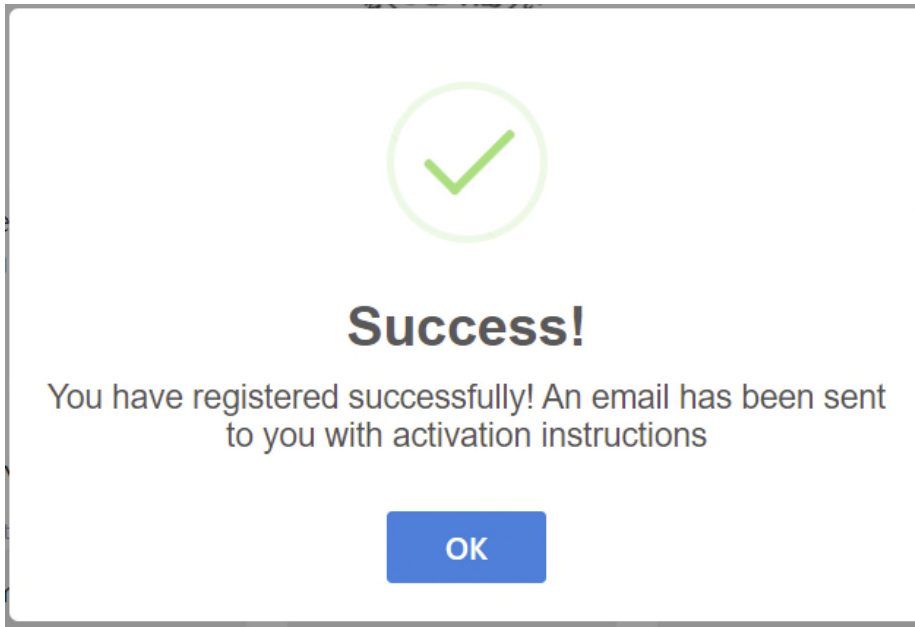
 Answer to Question

Please Note: Answer is case sensitive!

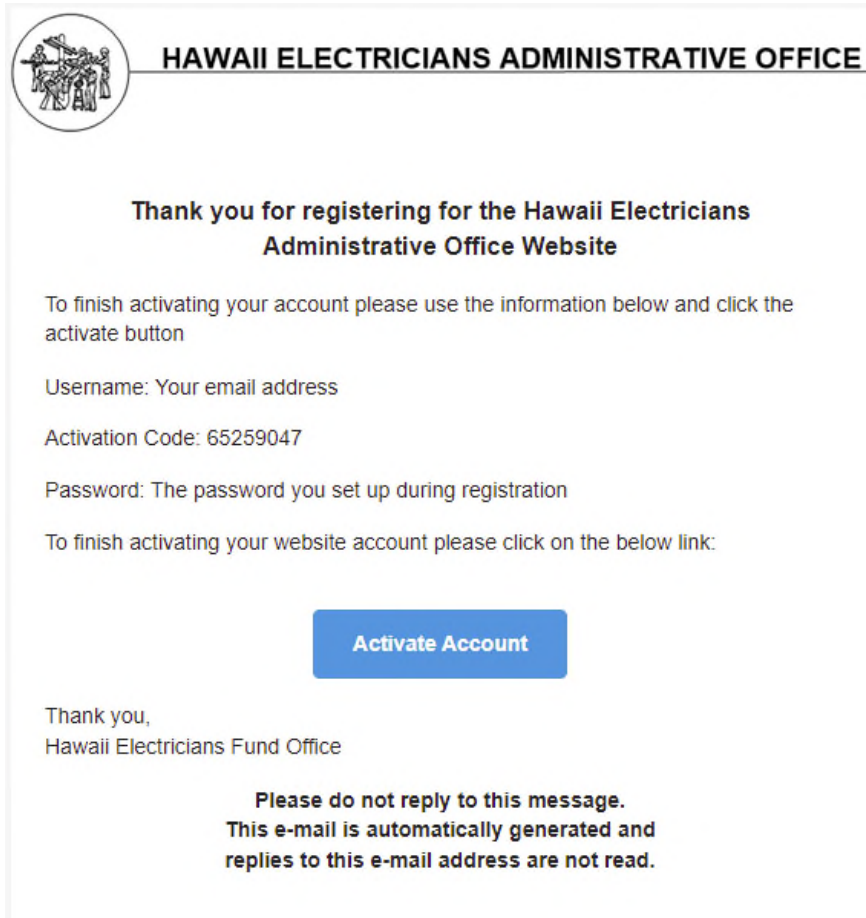
An activation code will be sent to the email address you provide here. You will need to use this activation code to activate your account and login.

REGISTER FOR ACCESS

3. If successful, the success message will pop up, and the email below will be sent from issisite@issi-webservices.com with the subject "Member Website Registration" with final account activation instructions. Click on "Activate Account". If you don't see this email in a few minutes, please check your junk mail folder.



Your email will look like the below example:



4. After clicking "Activate Account, the below screen will pop up. Enter the information from the email you received and click "Submit"



Account Activation

* All fields are required and must be filled out

 Username:

Your username is the email address you registered with

 Password:

 Activation Code:

The activation code was emailed to you when you created your account.

SUBMIT

5. If the proper information is entered, you will receive a popup saying that activation was Successful. You may now log in to your account. Click on "OK", and you will be automatically directed back to the login page.



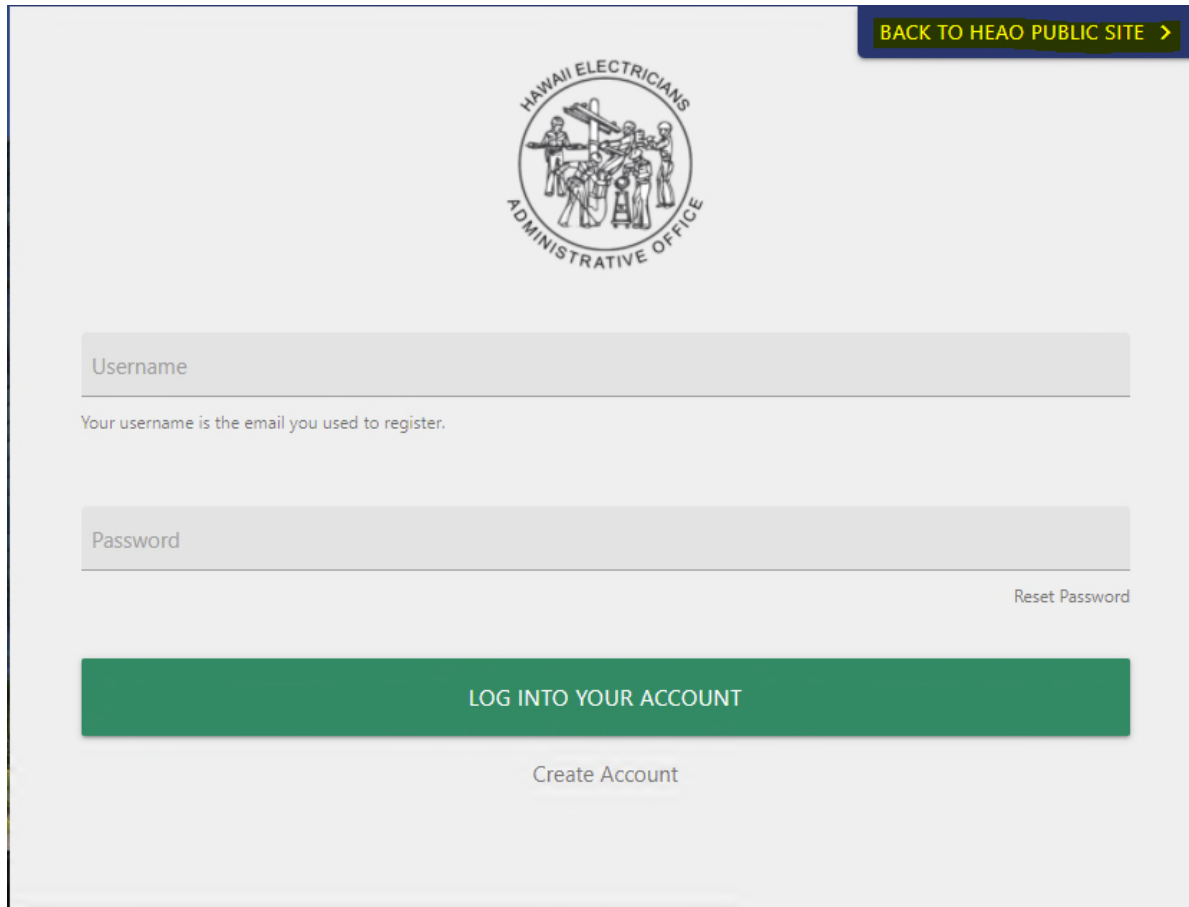
Activation Successful

Your account has been activated. You may now log in.

OK

Navigating the Hawaii Electricians Website

1. Printable forms, notices, and links to important third party websites can be found on the Hawaii Electricians public website. To return to the public website from the portal login screen, click "Back to HEAO Public Site".



The screenshot shows the login interface for the Hawaii Electricians Administrative Office. At the top right, there is a yellow button labeled "BACK TO HEAO PUBLIC SITE >". In the center is the circular logo of the Hawaii Electricians Administrative Office, featuring a group of electricians working. Below the logo are two input fields: "Username" and "Password". A note below the username field states, "Your username is the email you used to register." To the right of the password field is a link labeled "Reset Password". A large green button labeled "LOG INTO YOUR ACCOUNT" is positioned below the input fields. At the bottom center, there is a link labeled "Create Account".

2. To access the web portal from the public website, click "Participants Login" at the bottom of the page.

HEAO LOGIN PORTALS

PARTICIPANTS:

Login to view your benefits

View your current eligibility, account balances, and much more.

PARTICIPANTS LOGIN

- After logging in with your information, read the Terms of Use. Check the “I agree” box and click “Accept” to accept the terms of use and enter the web portal.

By checking the below box and clicking “accept” you are:

1. Affirming that you:
 - a. have read and understand the Terms of Use below;
 - b. are the participant of one or more of the Funds administered by the Hawaii Electricians Administrative Office, and not a third party.
2. Agreeing:
 - a. to be bound by the Terms of Use without limitation;
 - b. that you are fully responsible for all activities occurring under your account, user names, logins, passwords, and security questions and answers, including changes in address and other personal information, that result from your negligence, carelessness, misconduct, sharing your login with a third party, or failure to use or maintain appropriate security measures;
 - c. authorizing the Hawaii Electricians Administrative Office to use any information provided through this website, including but not limited to address and telephone number changes, to update any of your records on the website without any additional documentation or confirmation.

If you do not affirm, agree, or authorize any of the items above, do not proceed further and do not use this website.

TERMS OF USE

All information and content of this website are furnished “AS IS” without warranty of any kind, express or implied, including but not limited to implied warranties of merchantability or fitness for a particular purpose. Information in this website does not guarantee eligibility for benefits.

Although every effort is made to keep this website up to date, the Hawaii Electricians Administrative Office, Hawaii Electricians Pension Fund, Hawaii Electricians Health & Welfare Fund, Hawaii Electricians Supplementary Unemployment Benefits Fund, Hawaii Electricians Vacation & Holiday Fund, and CATV Industry-BEW Pension Fund (collectively the “Funds”) do not assume responsibility for error or omission in the site. Accuracy and completeness of information, graphs, text, links or other items presented is not warranted.

Questions concerning any laws, regulations or legal requirements that may be mentioned or referred to in the information on this website should be addressed to your own legal counsel. Nothing in this website may be construed to provide legal advice, either expressed or implied. Information on the website is only for purposes of a general nature.

In the case of any conflict between any of the information on this site and the Rules and Regulations, Plan Document, and/or Summary Plan Description of any Fund, then the Rules and Regulations, Plan Document, and/or Summary Plan Description shall control.

Any linked website is not the responsibility of, and is not under the control of, the Funds, their sponsors, affiliates and agents.

Information on this website is not intended to create, nor is it to be construed to create, a contract between the Funds, the Funds’ sponsors, and any one of the Fund participants and beneficiaries.

The Funds, their sponsors, affiliates and agents shall not be liable for any direct, special, indirect, incidental, consequential or punitive damages related to the use of this website. The Funds, their sponsors, affiliates and agents shall not be responsible for any loss resulting from failure of electronic equipment, communication lines, phone problems, connection problems, computer viruses, unauthorized access, theft, operator error, weather-related problems, natural disasters, governmental restrictions, and any other cause for which they do not have direct control.

☐ I agree to the Terms of Use. By checking the below box and clicking “accept” you agree to indemnify, hold harmless and defend the Funds, their sponsors, affiliates and agents from and against any and all claims, proceedings, damages, injuries, liabilities, losses, costs and expenses relating to use of this website by you.

ACCEPT

- You can click the links on the dashboard or on the menu to the left to view additional details about your benefits.

Welcome,

Personal Information

Contact Information

VIEW MY INFO >>

VIEW BENEFICIARIES >>

SUB

VIEW SUB >>

Vacation & Holiday

VIEW VACATION & HOLIDAY >>

Annuity

VIEW ANNUITY >>

DASHBOARD

MY INFORMATION +

ACCOUNT SETTINGS

WORK HISTORY

HEALTH & WELFARE

SUB

VACATION & HOLIDAY

ANNUITY

PENSION

LOGOUT

- You may submit change of address or phone number information by clicking “My Information” on the menu then clicking “Change of Address & Phone”. Please note that the change will not be instantaneous and may take up to two (2) business days to be reviewed and updated.

MY INFORMATION X

MY INFO

BENEFICIARIES

CHANGE OF ADDRESS & PHONE

Please allow up to two (2) business days for your requested change to be reviewed and updated.

☐ I certify that I am a participant of the Hawaii Electricians Administrative Office, that the above information is correct, and authorize the changes to be made to my account.

The person who submits this form states he or she is the participant for whom mail shall be forwarded under this change. Anyone submitting false claims or inaccurate information on this form is subject to legal action.

SUBMIT FORM

[Click here to start over](#)

Resetting Your Password

1. If you need to reset your password, click on "Reset Password" under the password field at the portal login screen.

[BACK TO HEAO PUBLIC SITE >](#)



Your username is the email you used to register.

[Reset Password](#)

[LOG INTO YOUR ACCOUNT](#)

[Create Account](#)

2. Enter in your user name (your email address) and click "Submit".

Forgot your Password?

Enter your username to see your security question. The answer to this question was created during the registration process. Entering the correct answer will send an email to the email address you registered with.

[SUBMIT](#)

[BACK](#)

3. Enter the answer to your security question and click "Submit".

Forgot your Password?

Enter your username to see your security question. The answer to this question was created during the registration process. Entering the correct answer will send an email to the email address you registered with.

* Security Question

What is your first pet's name? ▼

answer

Enter the answer to the above question.

SUBMIT BACK

4. If the proper information is entered, you will receive a popup noting that an email has been sent with instructions on how to reset your password.



Success

A temporary password has been sent to the email registered to your account.

OK

5. The email below will be sent from issisite@issi-webservices.com with the subject "Password Reset". If you don't see this email after a few minutes, please check your junk mail folder. Click the "Reset Your Password" link in your email.



HAWAII ELECTRICIANS ADMINISTRATIVE OFFICE

It's OK - Everyone forgets a password now and then!

To reset your password, please click on the below link:

[Reset Your Password](#)

Thank you,
Hawaii Electricians Administrative Office

**Please do not reply to this message.
This e-mail is automatically generated and
replies to this e-mail address are not read.**

Hawaii Electricians Administrative Office, 1935 Hau Street Room 300 Honolulu, HI 96819-5003

6. Enter your new password

Reset your Password

Enter and confirm your new password. After successfully changing your password, you will be redirected to the login page.

Enter New Password

New Password

Confirm New Password

Confirm

Passwords must be a 8-24 characters and at least contain one letter, one number, and one special character.

SUBMIT

7. You will see a "Success" pop up if your password was reset. You will automatically be redirected to the login screen.



Success

You've changed your password.

OK

Common Problems

1. Accessing the portal on your phone

If you are having troubles logging into the portal on your phone, clear your phone's web browser history, then try again.

Make sure you are not logged into your portal account in another location, such as your PC or in another tab of your phone's web browser.

2. Locked out of your account

If you input your password incorrectly five (5) times, your account will be temporarily locked for an hour and you will not be able to access it. You will not be able to recover your password by answering your security question during this time.

Try your password again or recover your password by answering your security question after an hour has passed.