



Division of Human Resources (HR)

Employee Navigator – Employee Self-Service

Employee Procedures

In November of 2020, the Human Resources department implemented a new self-service system for all employees, **Employee Navigator**. This system has been implemented to help with open enrollment, give employees easier access to their information and any documentation, and making it easier for employees to request changes to their information.

This document is being provided to answer any and all questions someone might have regarding this new system.

1. How do I sign up for Employee Navigator?

All current and new employees will receive an email (see below) with instructions on how to sign up for employee navigator. If you have not received this email, please contact HR and we can assist you.

Dear Michael Eckert,

Open Enrollment is almost here! The City of Jonesboro has implemented an online benefit management tool. In order to collect required information and ensure your current benefit enrollment is correct, you are requested to access your account now. Please access this [Registration](#) link to review your personal data and enrolled benefits. Please register as soon as possible in order to be prepared for *Open Enrollment November 23, 2020 through December 3, 2020*.

During the registration process you will be required to enter personal identifying data as well as the following company identifier: cityjbr

This tool will work as an employee self-service system; you will not only be able to elect your benefits during open enrollment, but you will also be able to log in at any time to request changes to your contact information, view your personal information and documentation provided by the City of Jonesboro, and report life-changing events that will create a change in your benefits.

Please direct any questions about enrollment or benefits to Human Resources.

Thank you,
City of Jonesboro Human Resources

This is an automatic email. Please do not reply.

2. What is the company identifier?

The company identifier is **cityjbr**. You will be asked to enter this when verifying your personal information while signing up.

3. How do I access Employee Navigator once I am signed up?

You can access the City's portal for Employee Navigator using the following link:

[COJ 2021 Open Enrollment](#)

Employees will also be able to access this link at [Jonesboro.org](#) on the main page.



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4. What can I do with Employee Navigator?

a. Open Enrollment

Open enrollment will be conducted through Employee Navigator going forward. You will be able to see and select benefits available to you as well as their prices and information.

b. Employee Information

All employees will be able to easily view their information including, but not limited to, your current address, phone number, and email with the City of Jonesboro, dependents on file, emergency contacts, and personal information. **All employees will have the ability to make their own changes (pending approval from HR) through Employee Navigator.** This means paper change forms will no longer be required going forward for basic information changes.

c. Documents

All employees will be able to view documents provided by HR; this will be replacing the employee Intranet site available currently on Jonesboro.org and will be updated regularly.

5. What if I don't have an e-mail address? Can I still use Employee Navigator?

At this point in time, an e-mail address is required to be able to use Employee Navigator. If you would like help getting an e-mail set up, you may contact HR and we will be more than happy to assist you. If you would like to continue using paper forms for changes and open enrollment, that option will be available to you as well.

We are excited to be able to provide this service to the City of Jonesboro employees as we believe this will make things run a lot easier, more smoothly, and include several quality of life adjustments for everyone involved. As always, if you have any questions, feel free to reach out to HR at (870) 933-4640, HR@Jonesboro.org, or visit us on the first floor of City Hall.