



## Army Benefits Center - Civilian (ABC-C)

SPECIAL EDITION

# ABC-C News

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To reach the ABC-C: <https://www.abc.army.mil> or 1-877-276-9287 (TDD: 1-877-276-9833)  
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### CHANGING FOR THE BETTER!

As you know, we continually ask for your comments on how we can make our services better



and easier for YOU, our customer. You continue to ask that we make our systems less cumbersome and confusing. Well, we hear you and are striving to do just that!

With an ever increasing number of you utilizing our website to make many of your benefit transactions, remembering all those passwords and logins can definitely be a challenge. However, we must always keep the security of your personal information our number one priority.

Effective July 24, 2006, a new and improved process will make it easier for you to access the Employee Benefits Information System (EBIS), and yet add a new degree of security to your personal information. You can still access EBIS through the ABC-C website at <https://www.abc.army.mil> or through the Army Portal at <http://acpol.army.mil>.

The computer screens will look the same, except you will no longer be prompted to enter your Point of Entry (POE) password. *Whew!* Authentication will now be accomplished by utilizing your AKO userid and password. Just follow these few simple steps and be on your way!

### From the ABC-C Website:

1. Select *Benefits/EBIS*
2. Enter your AKO userid and password
3. Enter your SSN and ABC-C Personal Identification Number (PIN)

### From the Army Portal:

1. Select *Employee Portal*
2. Enter your AKO userid and password
3. Select the *Employee* tab
4. Click on *Army Benefits Center – Civilian (ABC-C)*
5. Select *Benefits/EBIS*
6. Enter your SSN and ABC-C PIN

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### Under Construction



We've heard you ask, "How can I talk to a person instead of a recording? I just have one quick question. It's so frustrating, press 1, press 2, press 3....., HELP!"

Well, help IS on the way. In the near future we will be streamlining our phone menu making it much easier to reach one of our benefits counselors here in the ABC-C. While you will still be required to utilize your PIN, (it's for your protection), the option to press "0" for a counselor will be much earlier in our menu. You've been asking for it so stay tuned for this GREAT change.



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Send comments or suggestions to:

<mailto:NewsletterINQ@cpocswr.army.mil>