

# Updating a Participant Status to Leave of Absence (LOA)

The isolved Benefit Services one-stop portal gives you the tools you need to better support your employees in the management of their pre-tax benefit plans such as Flexible Spending Accounts (FSAs) and Health Reimbursement Arrangements (HRAs). This includes entering enrollments online.

## How do I get access to this portal?

1. Access the login page from the [Isolved Benefit Services website](#) or [here](#).
2. You and your assigned contacts will be sent a user name and a temporary password.
3. Upon first login, you will be prompted to change the password.
4. Once the password is updated and confirmed, click **Login**.

### Log in

Username

Password

[Forgot your password?](#)

**Log In**

## Online Enrollments – Terminating a Participant

1. Select **Employees** from left menu
2. Search for employee to remove (you can type in the participant's name or scroll and locate the participant)
3. Click on the Participant's Name
4. Under the Participant's Name, click on the blue "status"
5. Select **New Status** from "Status" box (e.g. Leave of Absence, LOA)
6. If you select **LOA** and the participant is enrolled in a plan, some questions will pop up that you need to answer. They are:
  - a. Hold payroll deductions
  - b. Hold employer contributions
  - c. Allow the participant to incur expenses while on LOA
7. In making these selections, the deductions will not post to the participant's account while the status is LOA. Once the participant comes back to work and the status is changed back to Active, the deductions will recalculate in our system to reflect what the deduction amount needs to be to "make up" the deductions missed and make their election amount by the end of the plan year.
8. Once completed, click on **Add**
9. If this is a new status for the participant, click on **\*Add\*** and complete the information.
10. If you need to change a Status, click on the blue "status" link under the participant's name and you can then select to **Add New Status** or **Change Status History** (removing a status)

