



# 2024 Maximus Virtual Benefits Fair

Attendee Event Guide for SCA Employees

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# Welcome to the Maximus Virtual Benefits Fair

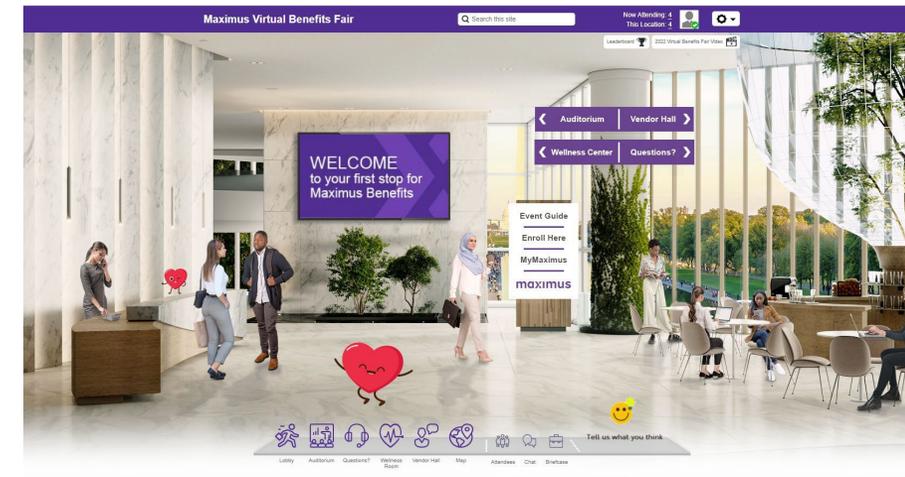
Follow this guide for an overview of features, important information, instructions, and best practices to make the most of your virtual experience.

Sima, can we confirm live links – just to be sure!

To access the Virtual Benefits Fair, visit [maximus.com/sca-benefits](https://maximus.com/sca-benefits):



- Be sure to read the Welcome message and Terms and Conditions
- Select **Click Here to Register**
- Enter your Maximus email address
- Fill in other fields as prompted
- Under **Terms and Conditions**, select **Yes** (this allows others to see you and communicate with you within the Fair site)
- Click on **Submit**, and you are ready to explore
- Note: Chrome, Edge, Firefox, and Safari are the most stable and consistent browsers.

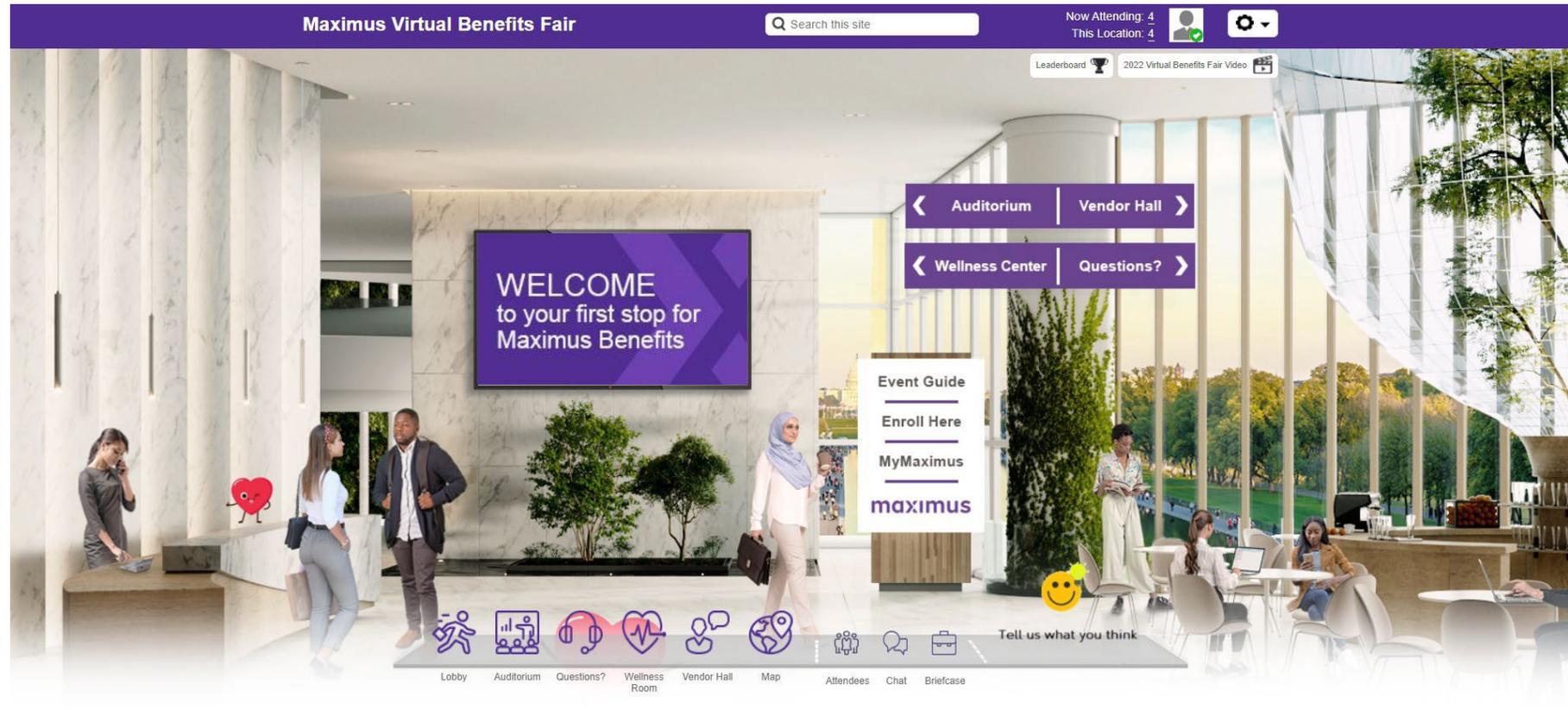
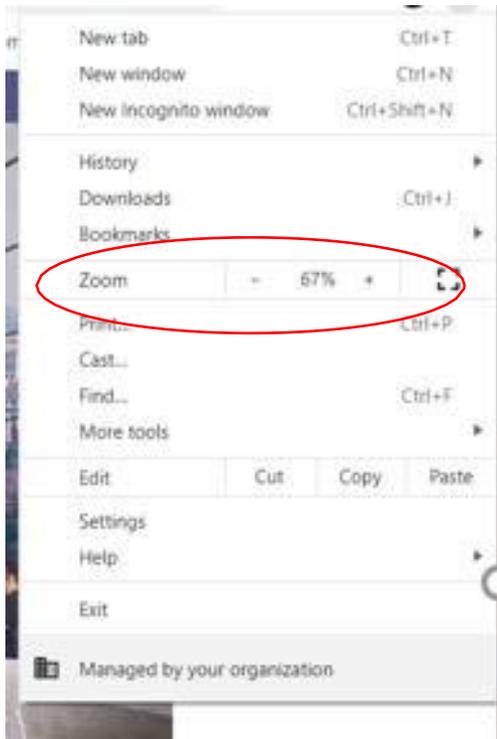


You are now in the Virtual Benefits Fair!

Open 24 hours a day, 7 days a week!

# Window View

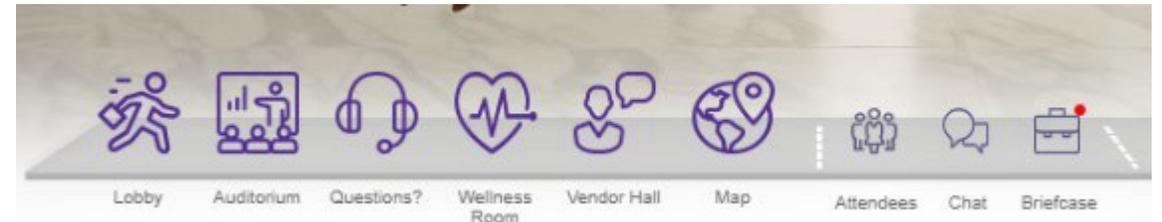
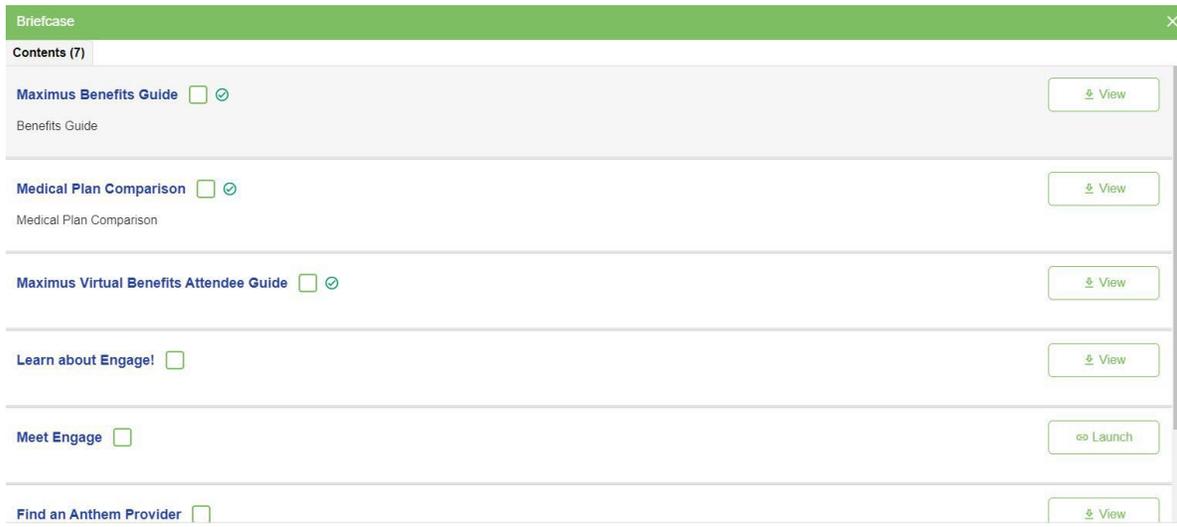
- If the scene isn't fitting properly in the window, try adjusting the zoom.



# Virtual Briefcase

- Collect items or documents as you explore the fair and save them to view, share, or download later.

- You can find the virtual briefcase on the navigation bar at the bottom of your screen.



# Scavenger Hunt Overview

Let's have some fun as you explore the fair!

## Earn points

Complete activities, such as:

Visit a vendor booth

View the Welcome Video

Find our fair mascot

## Collect 200 points

Points are tracked automatically

Check the leaderboard at the top right of your screen

You're automatically entered in a random drawing for prizes

Ear Buds

iPad

Fitbit

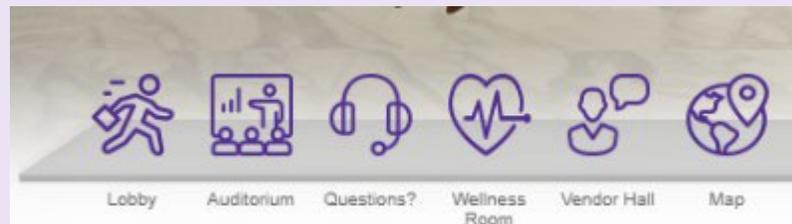
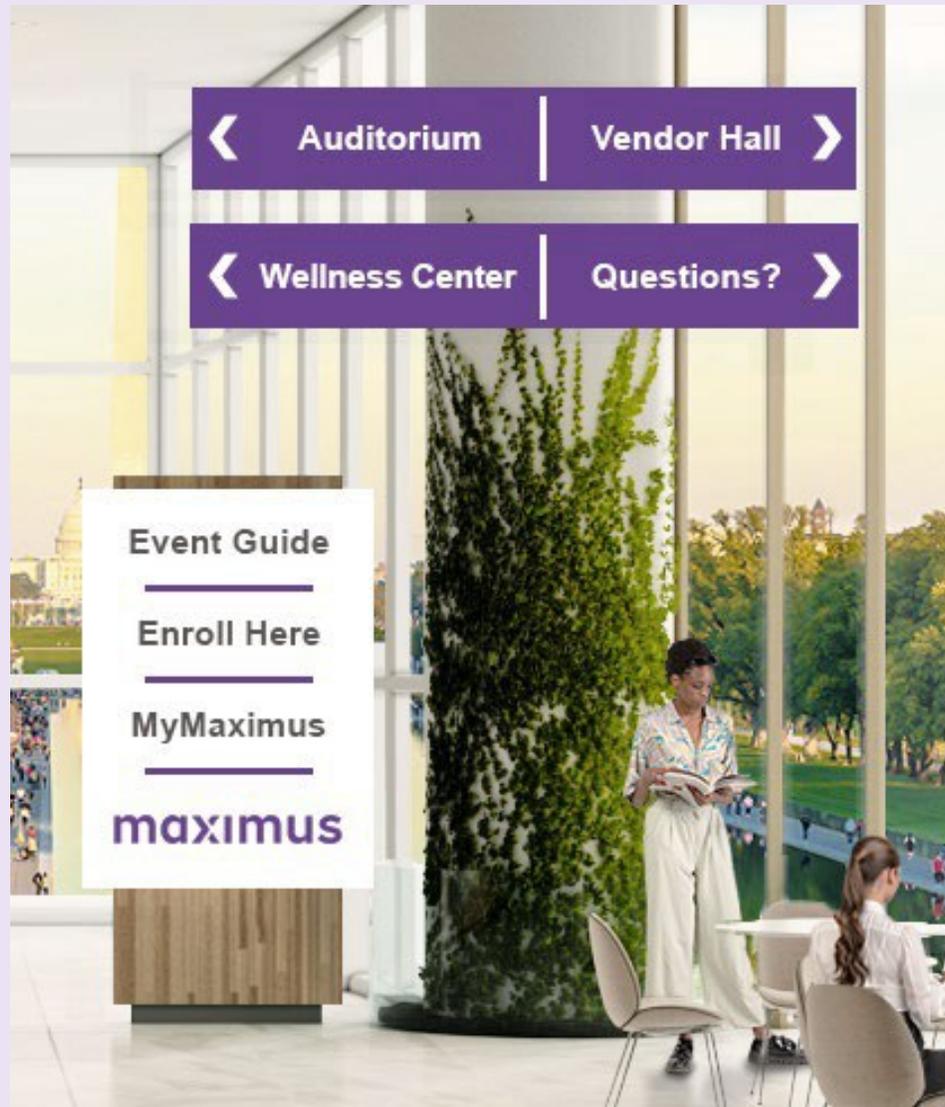
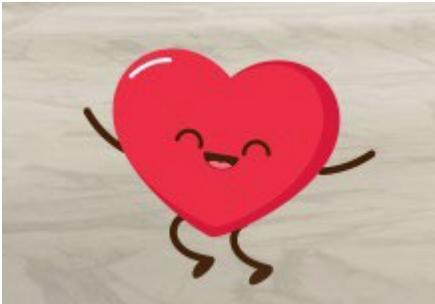
# Scavenger Hunt Rules

- Complete activities for points
- Pick up 200 points to be entered into a random drawing to earn some cool prizes such as an Apple Watch, iPad, ear buds, or a Fitbit!
- Random drawing prize winners will be announced throughout the fair during Benefits Open Enrollment
- Employees may only win once
- Employees who haven't won will continue to be entered into weekly random drawings
- Activities are automatically tracked as employees complete each activity
- Check the leaderboard
- Once you reach 200 points you stop accumulating points

Activity	Points
Find our Fair Mascot throughout the fair	5 points each
Watch Fair Welcome Video	20 points
Watch Benefits Overview Video	25 points
Visit the Anthem Booth	25 points
Visit the Questions Room	25 points
Visit the Wellness Room	10 points
Attend an Anthem recorded webinar	50 points
Visit Express Scripts Booth	10 Points
Visit the Dental booth	10 points
Visit the Fidelity Booth	10 points
Visit the TELUS Health EAP Booth	10 points
Attend a live or recorded vendor webinar	25 points
Watch the Health Equity Benefits Explained Video	25 points
Visit the Engage Booth	10 points
Visit the VSP Vision Booth	10 points

# Lobby

- From the Lobby, you can access any room and space using the signs shown to the right
- You can also access from the Navigation bar as well.



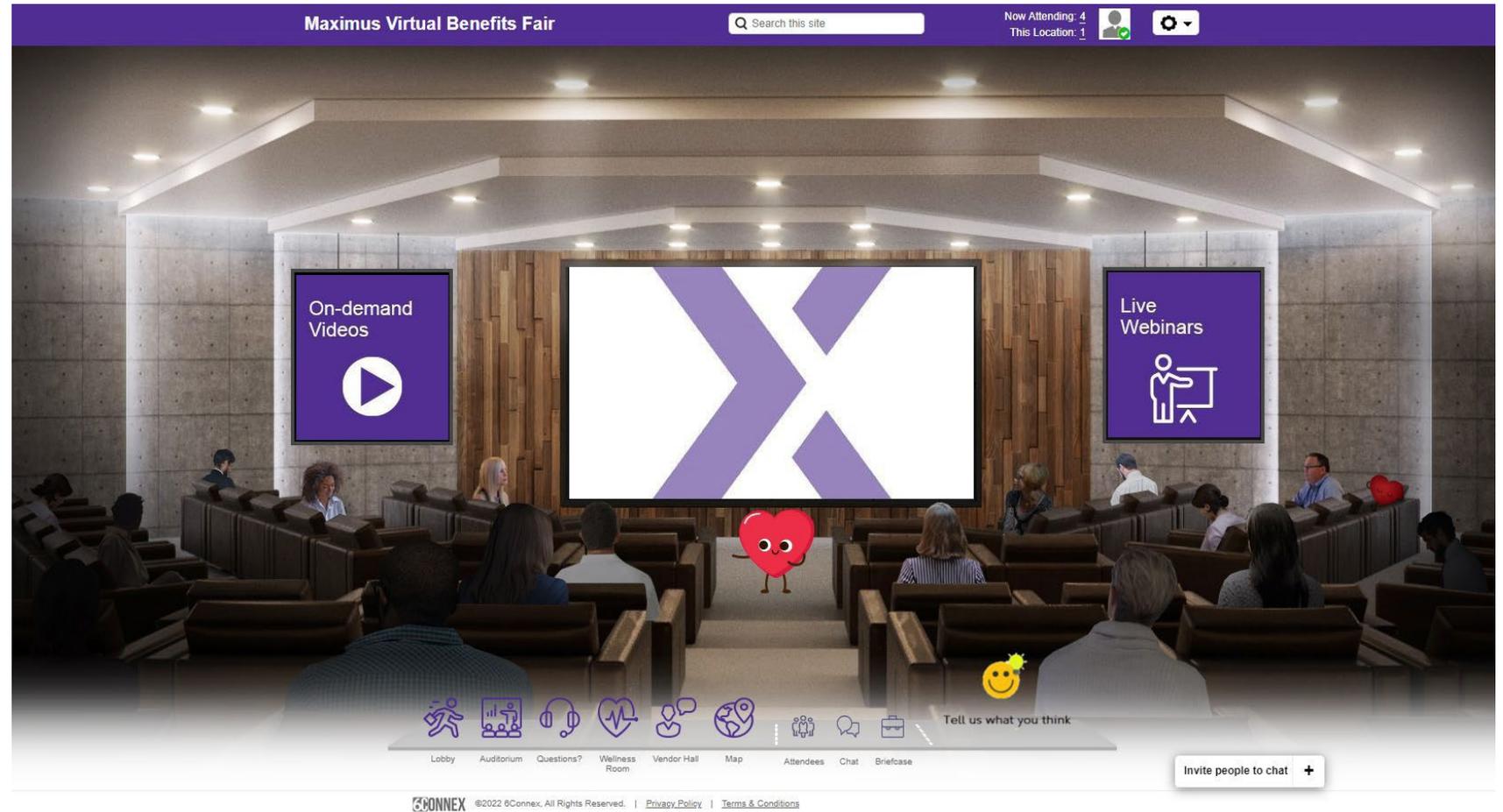
# Questions Room



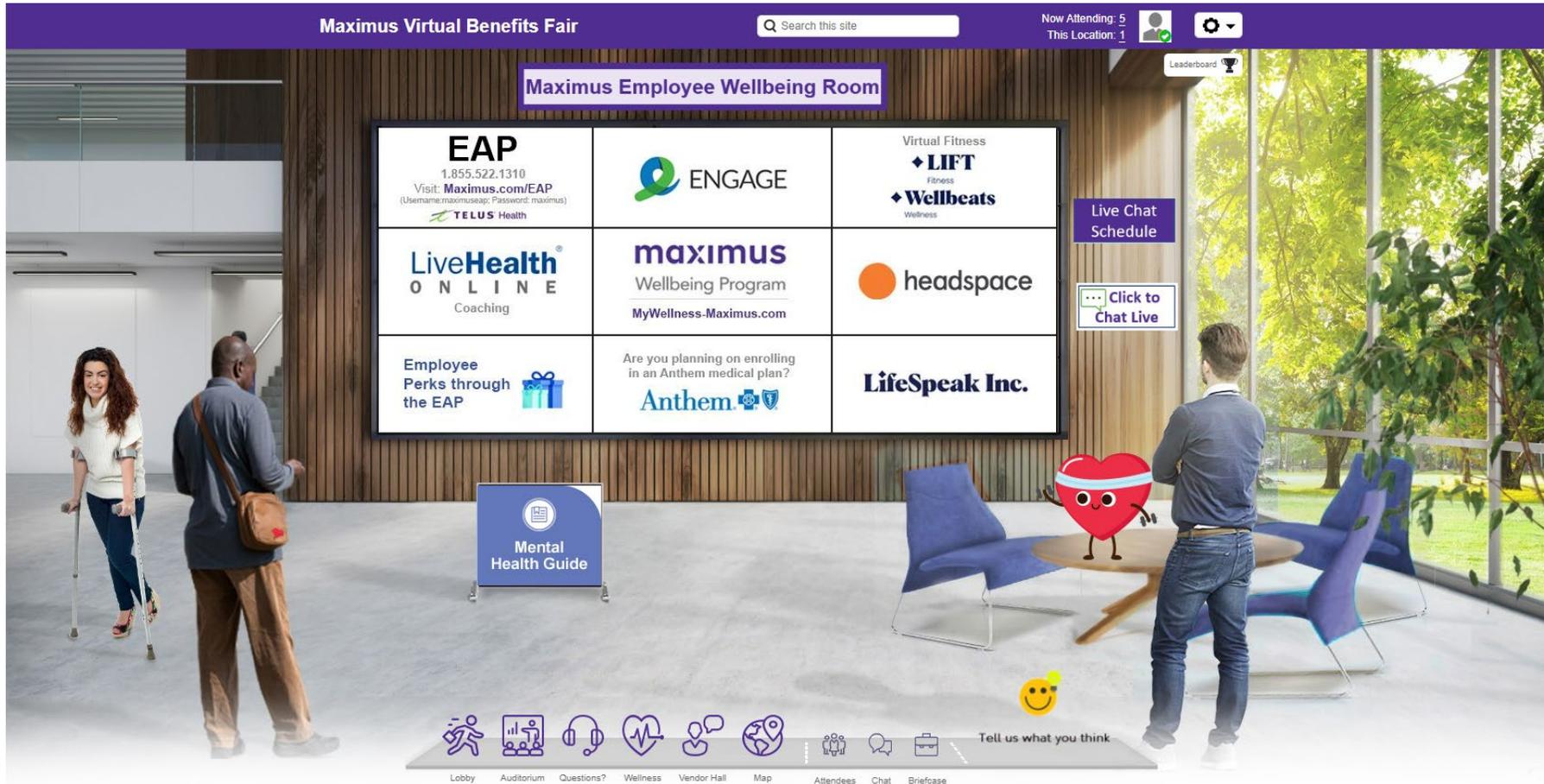
- Access benefits resources and enrollment information here.
- Chat with the Benefits Team, Monday through Friday, 8 a.m. to 7 p.m. all throughout Open Enrollment!

# Auditorium

- In the Auditorium you will find helpful videos about your benefits, schedule a live webinar, or view recorded webinars.
- View a short video about your benefits from Alhassan Elbarasse, our Vice President of the Total Rewards team



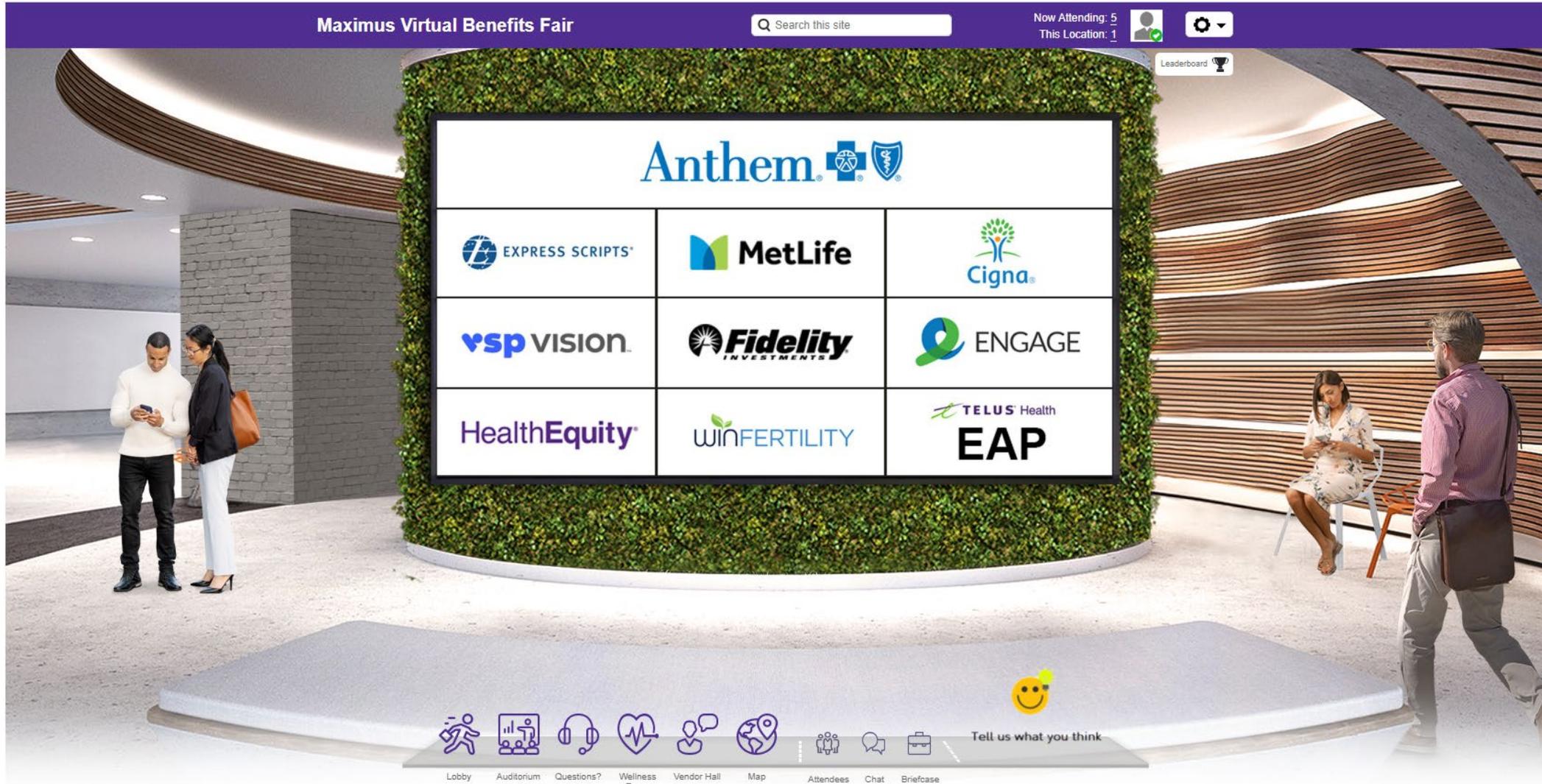
# Wellbeing Room



- Here, you can access wellness resources and chat with a Wellness representative during live chat hours. A schedule of live chat hours is posted in the room.
- For information on all Maximus wellness programs, visit:

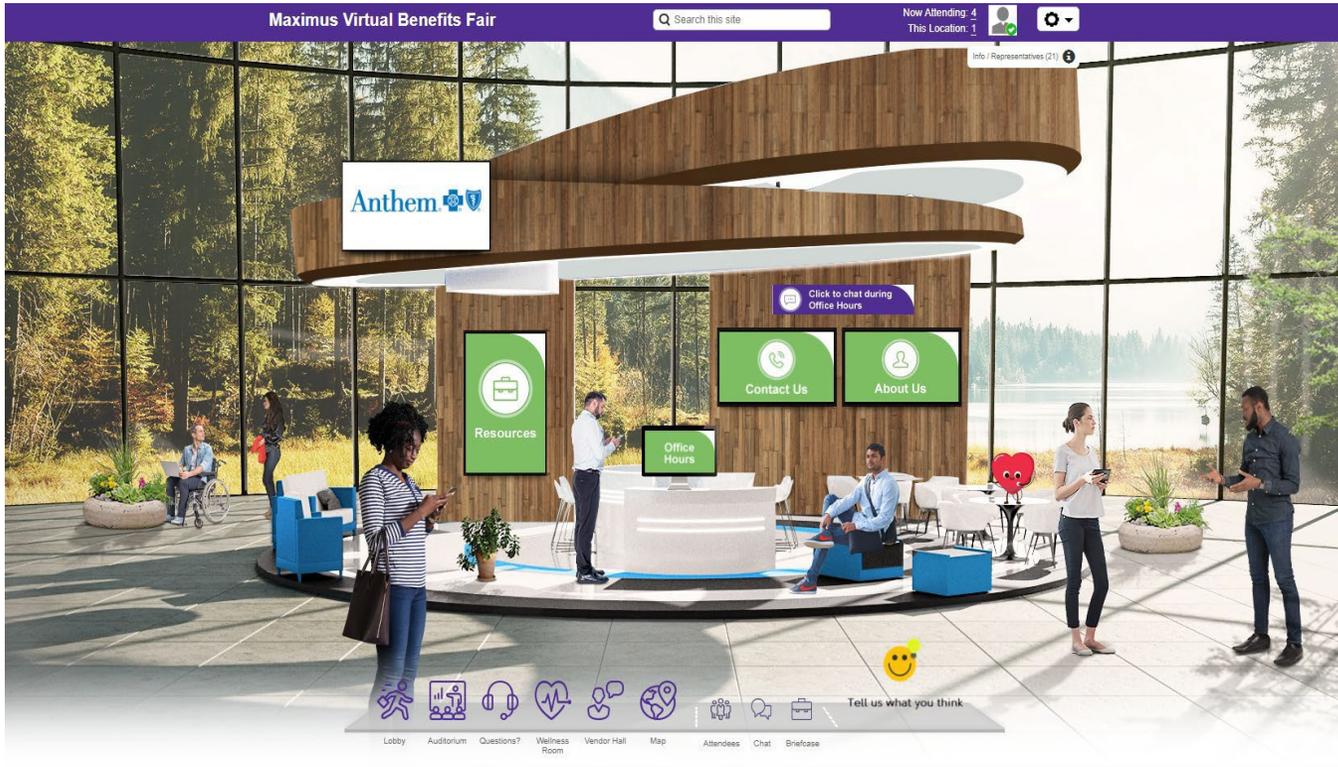
MyWellness  
 S-  
 Maximus.com **maximus**

# Vendor Hall



- Visit vendor booths by clicking their logo on the Vendor Hall wall.

# Vendor Booths



Each vendor booth provides access to resources and representatives.

1. Click content screens within a vendor booth to access documents, videos, links and other assets.
2. Click to go in a queue to chat with a vendor booth representative
3. Don't forget to let us know about your experience at the fair!



# How to Attend a Live Webinar

Prior to a session being accessible, there will be a button to show the event as **Scheduled**

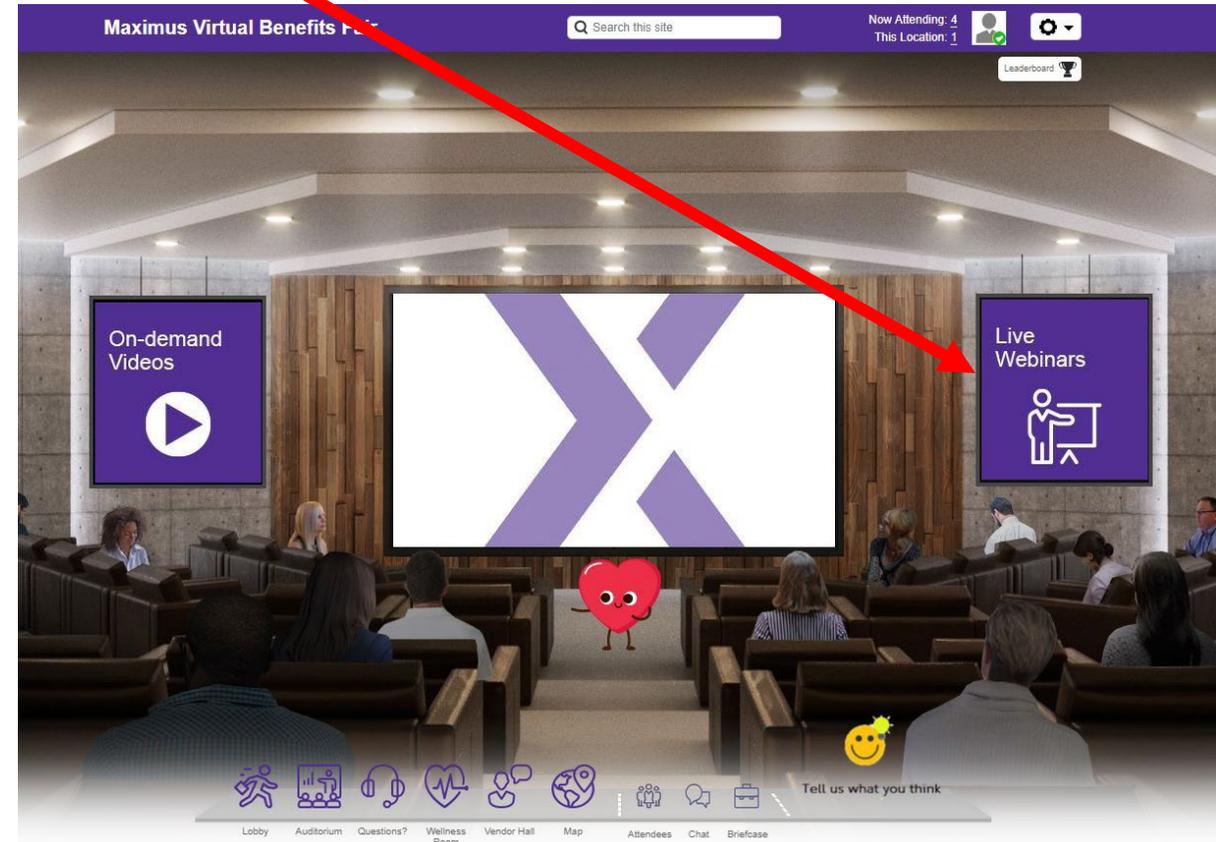
The button will change to **Launch** or **Play** when content is available

Click the **Launch/Play** button to access live webinar content Countdown timer is displayed until 5 minutes before designated event start time

Select the Calendar icon to save a reminder to your calendar

Add a session to your briefcase

You may need a password to access a webinar. This information will be displayed below the meeting description



# Vendor Live Chat and Live Webinar Schedule

Schedule is subject to change. The most current schedule can be found in the Auditorium.

Vendor	Live Chat Hours (ET)	Live Webinar
<b>Maximus Benefits Team</b>	<b>Monday – Friday</b> 8 a.m. - 7 p.m. EST	
<b>Maximus Wellness Room</b>	<b>Monday, Wednesday, Friday</b> 12:00 p.m. – 1:00 p.m. EST  <b>Monday</b> 6:00 p.m. – 7:00 p.m. EST	
<b>Anthem</b>	<b>Tuesday and Thursday</b> 12 p.m. - 4 p.m. EST	Pre-recorded in Auditorium
<b>Cigna Dental</b>		Live 10/26/23 @ 12:30 p.m. EST
<b>Engage</b>		Pre-recorded in Auditorium
<b>Express Scripts</b>		Pre-recorded in Auditorium
<b>Kaiser Permanente</b>		Pre-recorded in Auditorium
<b>MetLife</b>		Pre-recorded in vendors room
<b>TELUS Health</b>		Pre-recorded in Auditorium
<b>Health Equity</b>		Pre-recorded in Auditorium
<b>VSP</b>		Live 11/02/2023 @ 12:30 p.m. EST
<b>Fidelity</b>		Check booth for information on how to contact Fidelity directly
<b>WIN Fertility</b>	Check booth for information on how to contact WIN directly	

# Vendor Random Drawing Prizes

Vendor	Prize
<b>Anthem</b>	Anthem will do a random drawing of live webinar attendees to win: <ul style="list-style-type: none"><li>• Apple AirPods</li><li>• 20oz Yeti Tumbler</li><li>• Cooler</li></ul>
<b>Express Scripts</b>	ESI will do a random drawing of names from booth attendees to win: <ul style="list-style-type: none"><li>• Backpack</li></ul>
<b>VSP</b>	VSP will do a random drawing of booth attendees to win: <ul style="list-style-type: none"><li>• 2 pairs of sunglasses</li></ul>
<b>Fidelity</b>	Fidelity will do a random drawing of booth attendees to win: <ul style="list-style-type: none"><li>• Cooler bag</li></ul>

Fair attendees will be entered into random drawings automatically for certain activities, which will be tracked automatically. Winners will be announced throughout Benefits Open Enrollment.

# Technical Support FAQs

## Q1. How do I register for the fair?

- To access the Virtual Benefits Fair, visit [maximus.com/sca-benefits](https://maximus.com/sca-benefits).
- Be sure to read the Welcome message and Terms and Conditions
- Select **Click Here to Register**
- Enter your Maximus email address (Veteran Evaluation Services employees enter VES email address)
- Fill in other fields as prompted
- Under **Terms and Conditions**, select **Yes** (this allows others to see you and communicate with you within the Fair site)
- Click on **Submit**, and you are ready to explore

## Q2. If I close out of the fair, how do I return another time?

Return to the fair login page. Once on that page, enter your Maximus email address under Already Registered? You can visit the fair as often as you'd like while it is open.

## Q3. What if I forget to close out of the fair or my browser?

That's ok. You will continue to show as "attending" the fair in the attendees list. It's generally a good idea to close a browser when you are done visiting a website.

## Q4. Can I visit the fair as often as I'd like?

Yes. The fair is open October 23 through November 10 , 24 hours a day, 7 days a week. You can attend any time and as often as you'd like.

# Technical Support FAQs

## **Q5. How does the chat feature work? How do I ask a question of a vendor representative?**

You can chat with members of the Benefits team in the Questions Room or the Wellness Room. You can also chat with benefits vendors in the Vendor Hall. Once within the room or booth, there will be a “chat button” you can select. The vendor representatives’ chat schedule is located in each booth by clicking “Office Hours”.

## **Q6. Can I attend the Maximus Virtual Benefits Fair from my tablet or phone?**

Yes, attendees can experience the full fair from a tablet or smart phone/device. Laptops, computers (Mac or PC), smart-phones and/or tablets (Android or ISO) are all supported.

## **Q7. What browsers are supported?**

This is a virtual, browser-based experience. If you’re using an older or unsupported operating system, internet browser, such as Internet Explorer, or version of Flash, you may experience decreased performance. **We recommend Chrome or Firefox as the most stable and consistent browsers for accessing the virtual environment.**

## **Q8. How do I navigate from room to room or throughout the fair ?**

After entering the fair, you will be taken directly to the lobby. Here you can visit any area of the fair by clicking on the icons in the navigation bar at the bottom of the screen or the “doorways” (signs to each room). The navigation bar will always appear at the bottom of your screen to directly navigate to other areas of the site.

# Technical Support FAQs

## **Q9. What if I have problems accessing the fair or navigating inside the fair?**

First, check your internet connection. If you are having issues returning to the fair, try to re-enter your Maximus (or VES) email address. If you continue to experience technical difficulties with the application or the environment, please contact our support desk by sending an email to [support@6connex.com](mailto:support@6connex.com)

## **Q10. How do I navigate from room to room or throughout the fair ?**

After entering the fair, you will be taken directly to the lobby. Here you can visit any area of the fair by clicking on the icons in the navigation bar at the bottom of the screen or the “doorways” (signs to each room). The navigation bar will always appear at the bottom of your screen to directly navigate to other areas of the site.

## **Q11. What if I have problems accessing the fair or navigating inside the fair?**

First, check your internet connection. If you are having issues returning to the fair, try to re-enter your Maximus email address. Also, you may want to run a system check as described in Q6. If you continue to experience technical difficulties with the application or the environment, please contact our support desk by sending an email to [support@6connex.com](mailto:support@6connex.com)