Aflac Remittance Portal User Guide

https://remit.aflac.com

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What is the Aflac Remittance Portal?

A site which allows employers to send Aflac their payment details in a secure and seamless method. As an employer you tell us who and how much you are submitting premium for, and Aflac will use this information to break down the payment for each certificate holder. This enables Aflac to allot the correct amount of premium to the certificates holders accounts. By registering and sending enrollment and eligibility details on this Portal, you represent that you have actual and legal authority to submit the information. In addition, you will only ask others to be added that the company has authorized to have access and you will promptly remove access to individuals who no longer have authority.

How do I log in to the Aflac Remittance Portal?

1. Navigate to the URL: https://remit.aflac.com/portal/Login.xhtml.
   - Enter Username (your full e-mail) and Password
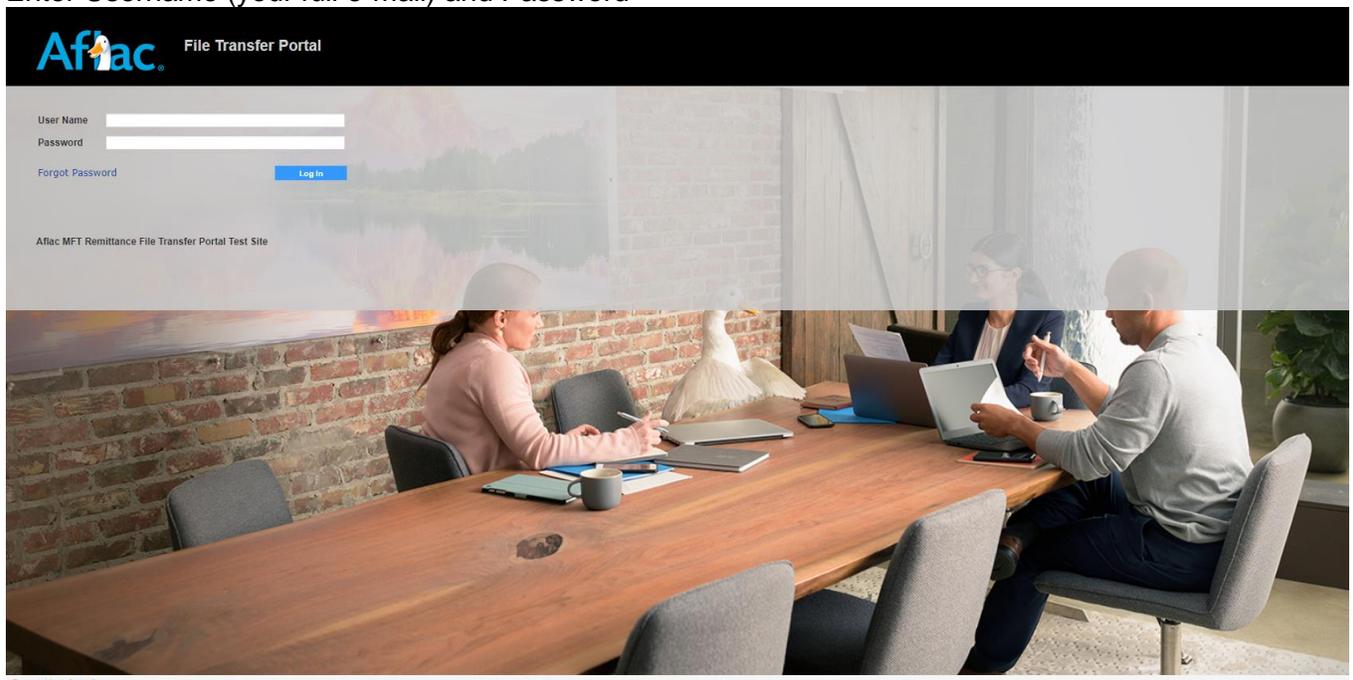
   - Aflac's Remittance Portal works with most modern web browsers. For example, Google Chrome and Microsoft Edge
   - After 5 minutes of no activity, a user will be logged out automatically from the portal.

2. After logging-in, your home screen will be at the **Secure Folders** screen**.** This is where files can be securely uploaded. Most users will upload remittance details for only one group. Because of this, a user will only have access to a single folder. For single group users, your screen will look similar as shown below in Image 3. **Note**: *If you submit remittance details for multiple groups, please review section* I needed access to multiple group folders.
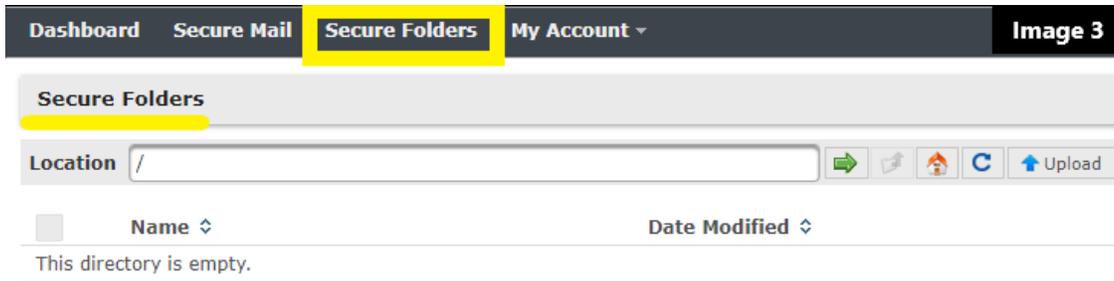
The **Location** will only display a forward slash (/). You will not actually see a folder icon.

How do I Upload my Files?

1. There are two methods to upload files, Drag and Drop or use the Upload Button. To upload files, navigate to secure folders. **Note**: *The preferred file format is Excel; however, CSV (Comma delimited) can be accepted.*

   - Drag and Drop feature will work like the standard Windows feature. Navigate to the location on your local computer. Then click and hold the mouse over the file, then continue to hold the mouse button down and drag the file to the web browser with the **Secure Folder** open and release the mouse button. The file will upload and display on the web browser in the **Secure Folder**. An **Upload Complete** will display in the bottom center of the window. See below Image 8
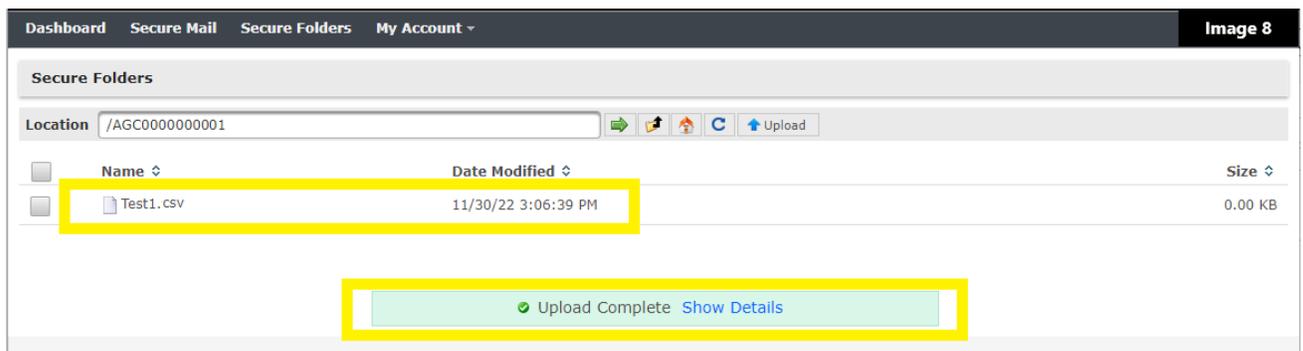

   - Upload Button: The Upload button is located to the right of the **Location** bar. See Image 6 below:
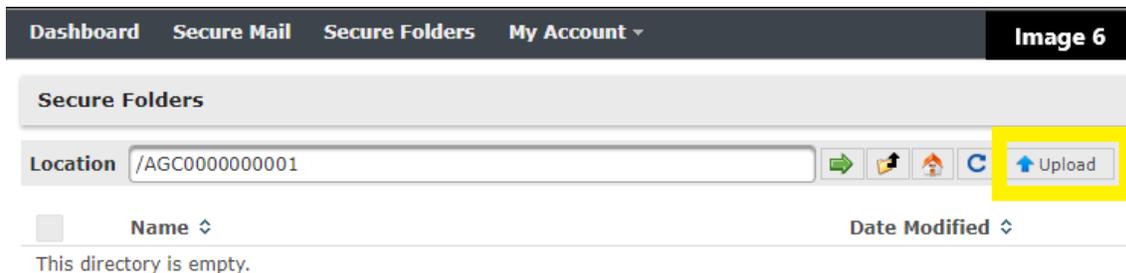
   - After selecting the **Upload** button, a new window will open. Navigate to the file which needs to be uploaded. The window should look similar to below Image 7.
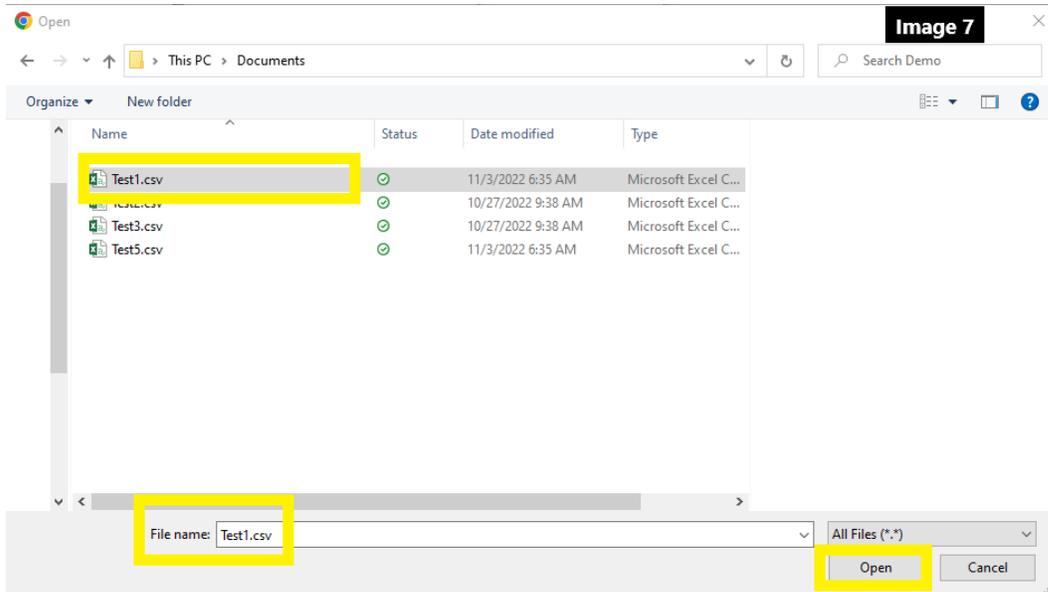
- Select the file and click **Open**.
- The file will display in the **Secure Folders** and an **Upload Complete** confirmation will display at the bottom of the screen. See below Image 8
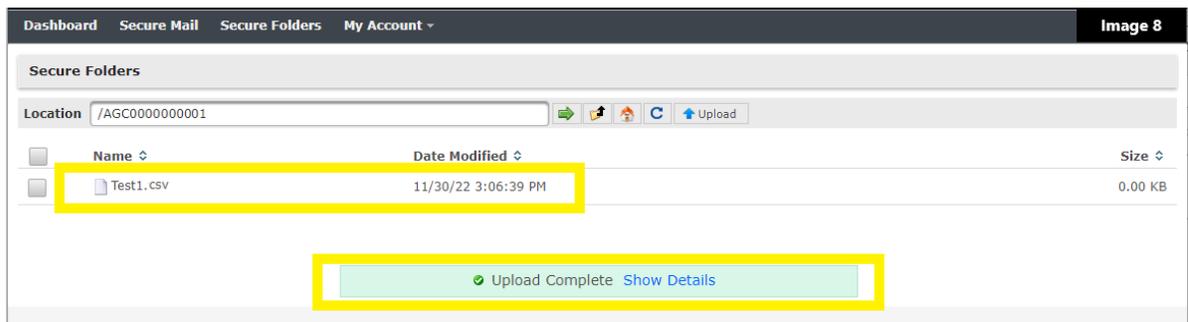
What do I need to do once I have uploaded my files?

Once a file has been uploaded, there are no other steps required for a user. The rest of the process is automatic.

Helpful Details:
- The file will sit in the folder for roughly 15 seconds and cannot be deleted. A process runs on the folder and will move it automatically. After this process, the file will no longer appear in the **Secure Folders (Secure Folders** will be empty**)**. If for any reason, a file is still in the folder for more than five minutes, please reach out to your Client Manager.

  - Upload Complete Show Details. There are 3 different possible Upload statuses:
    1. Upload Complete – Most common status, upload is successful and displays in Green. See Image 8 below
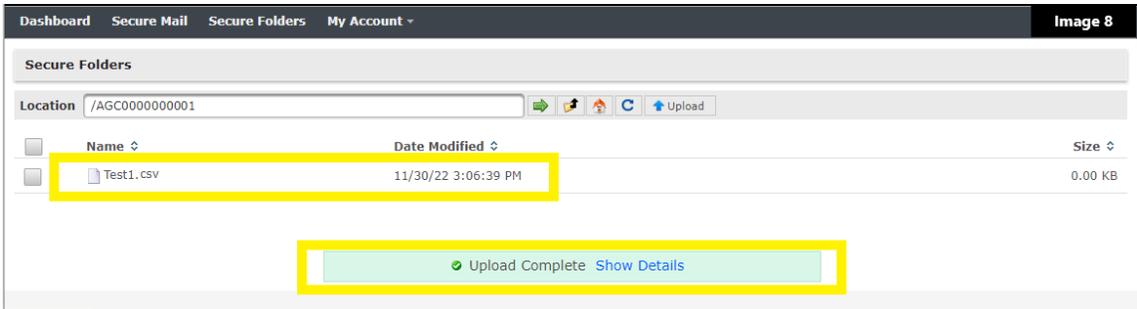
2. Upload Warning – The file uploaded, but there was a minor issue. If a file has been uploaded and a second file with the same name is uploaded a second time, an **Upload Finished with Warnings** status will display on the bottom of the window in Yellow. Both files will be uploaded, however the second file will have a **2** added to the end of the file name. Note: if this was unintended and contained the same information, please contact your Client Manager. See below Image 9
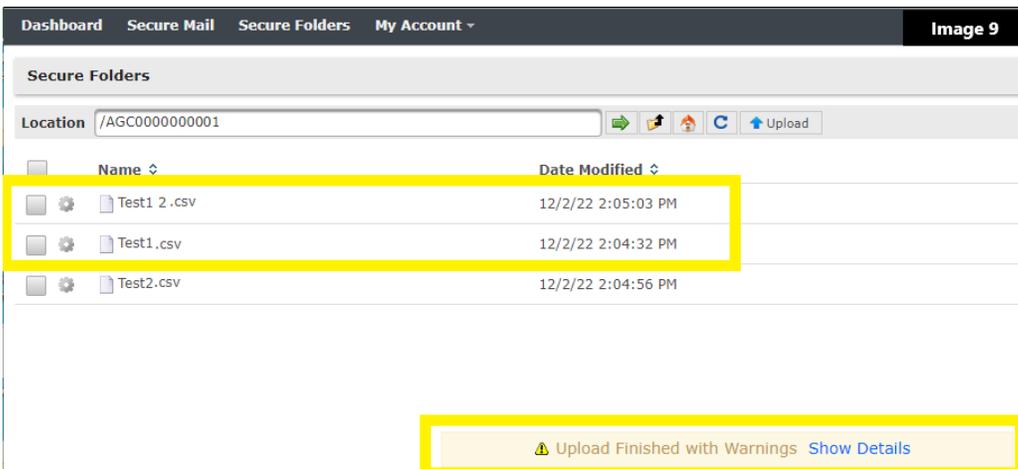
3. Upload Error – The file Failed to upload. If the file is too large, the file will fail to upload, and this upload status will display in Red on the bottom of the window. The largest file which can be uploaded is 1 GB or 1024 MB.
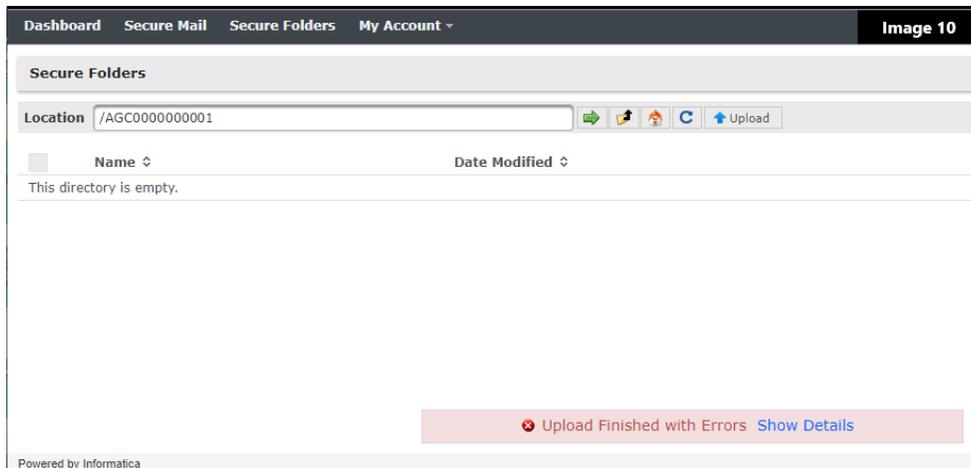
To view the details of the Upload, click the **Show Details**. The details will list the file name and status.
Note: *In the top right corner is an option to change what will happen if a file already exists. The default setting is Rename. If this setting is changed, it will only stay on this setting while the user is still logged in. After a user logs out, the default setting will be restored.* See Image 11 below

Upload to Folder   Image 11

＋ Select Files   When File Exists Rename ▼

Test1.csv   1.3 GB   File rejected due to File Size Policy

Clear   Close

Passwords

1. Passwords must fit the following password policies
    - Minimum Password Length: 8
    - Must have 1 Upper Case Letter
    - Must have 1 Lower Case Letter
    - Must have 1 number
    - Must have 1 Special Character (~@#$%^&*-_=+<>?/\;:[]{},.)
    - May not contain any Spaces
    - The same password cannot be reused for the last 5 passwords.

2. Password Age
    - The password must be changed every 90 days. An email will be sent as a reminder 14 days before it is mandatory, 7 days before it is mandatory, and lastly 1 day before it is mandatory.

3. Changing Passwords
    - A user's password can be changed after logging in by navigating to the **My Account** menu dropdown. Next, enter your **Current Password** and a **New Password** which follows password policies listed above.

Dashboard   Secure Mail   Secure Folders   My Account ▾   Image 12

Secure Folders

Change Password
Update Profile

Location /

Name ⬍   Date Modified ⬍
This directory is empty.

Download

Dashboard   Secure Mail   Secure Folders   My Account ▾

Change Password   🔒 Change Password   ✖ Cancel

Current Password *
New Password *
Confirm New Password *
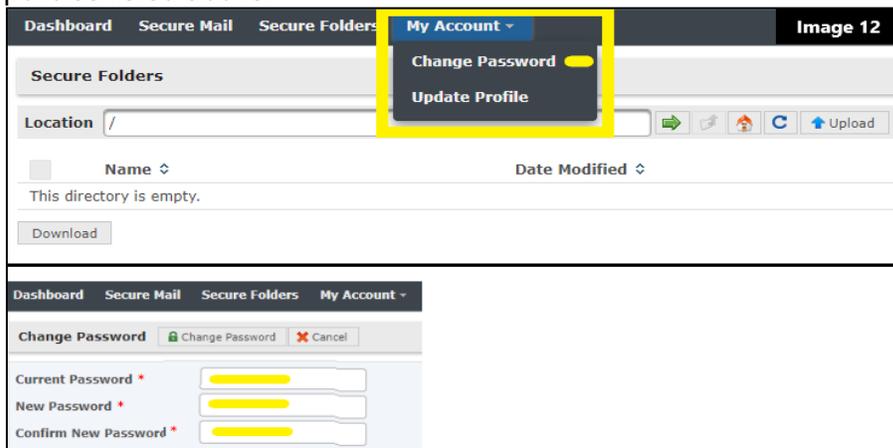
- Next, enter the Username (full e-maill address) and the **Characters from Image** as displayed below in Image 14.

Image 14

Password Assistance ✓ Submit ✗ Cancel

Specify your user name and the characters shown in the image, then click Submit. A message will be sent to the email address associated with your account which will contain a link to reset your password. Please contact your account representative if you do not remember your user name.

User Name *

Try a different image.

Characters From Image *

- After entering the details and selecting **Submit** the following notification will display. see below Image 15

Image 15

Password Assistance ↺ Done

ℹ An email was successfully sent to the email address

Further Instructions

Please follow the instructions in the email to create a new password.

If you don't receive this email, please check your junk folder or contact your Account Representative.

- An email will be sent to the registered email from **Aflac Remittance**. The email will come from **Remit.Aflac@aflac.com** and will contain a link to reset your password. It will look similar to Image 16 below

Image 16

Reset Password Request Inbox

Aflac Remittance 3:39 PM
to me ⌄

Reset Password Request

A reset password request has been received for the account associated with this email address. Please click the link below to continue with the password reset process.

Click here to continue with the password reset process

If the link above does not open, copy and paste the following URL into your browser:
https://remit.aflac.com/portal/forgotpassword?token=7f4e12f0-1e5f-4d16-a1a7-720fdd6a56f6

This link will expire after 24 hours. Please contact your account representative if you have any trouble resetting your password.

This email is confidential and is intended solely for the use of the named addresses. This notification has been sent to you by Informatica.

Confidentiality Notice:
This e-mail and any attachments may contain confidential information intended solely for the use of the addressee. If the reader of this message is

- Follow the instruction to enter your Username (full e-mail address) and create a new password (Be sure to follow Password policies or the new password will be rejected).

- A user will be automatically disabled (Locked Out) if:
    1. A user has attempted 5 login attempts and failed.
    2. A user has not logged in after 365 days.
- A user will only see the Invalid username and/or password notification as displayed below in Red. No disabled notification is displayed or emailed. If you have been unable to follow the forgotten password steps to reset your password or you are locked out, you will need to reach out to your Client Manager for additional assistance.
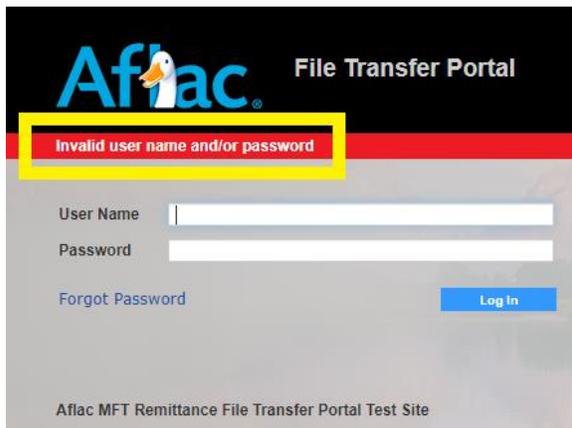
I needed access to multiple group folders

Some users will need access to more than a single group folder. Users who are responsible for submitting remittance details for more than one group will see multiple folders when they navigate to **Secure Folders**. If you are responsible for submitting remittance details for only one group, you will not see multiple folders and can skip this section. Below Image 4 is an example of what a user will see under **Secure Folders** if they have access to multiple group folders.
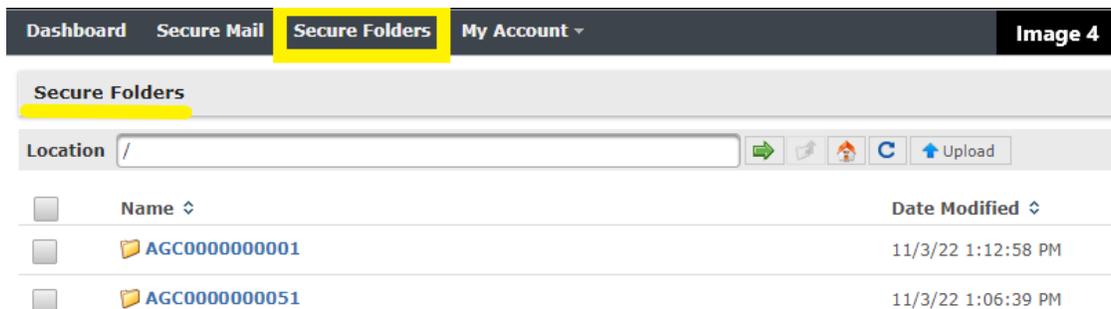

Image 4 For each Group Number there will be one folder. The folders will be named for their corresponding Group number.

How do I open a Secure Folder?

1. You will only see multiple folders in the **Secure Folders** tab if you have access to more than a single folder (if you are a single-folder user, you will already be in your folder by navigating to your **Secure Folders** tab). For users which have multiple folder access, the folders can be viewed by navigating to the **Secure Folders.** The below Image 4 shows an example of multiple folders in the Secure Folders tab.
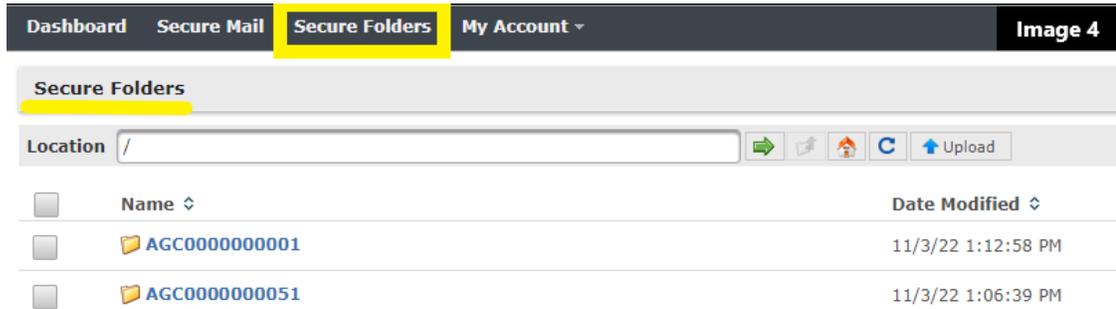
2. After navigating to **Secure Folders**, then select the required folder with the corresponding Group number to upload the remittance details. The Location bar will display the folder name (the Group Number) as displayed below in Image 2.
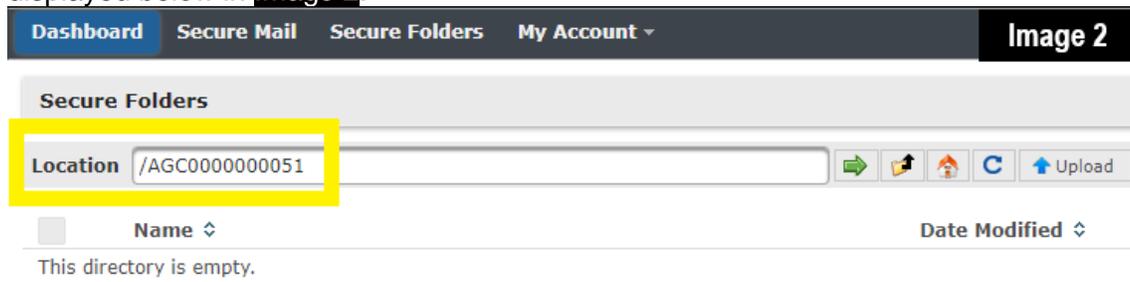
Frequently Asked Questions

Q: **How do I access my account if I forget my password?**
A: Please review the Password section of this guide. **Quick tip:** Click the "Forgot my password" button. You'll see step-by-step instructions that will help you retrieve your information.

Q: **How do I access my account if I forget my username?**
A: Your username is your full email address used to register for Remit.Aflac.com. User names uniquely identify users and cannot have more than one user with the same username. If for some reason a user have lost access to their registered email, they will need to reregister with a new email address to which they have access to. Please contact your client manager with the new email to register it for Remit.Aflac.com portal.

Q: **I have several people who will submit remittance details to the portal. Can they all have access to the portal? Will each person need their own login?**
A: Multiple users can be registered for the portal for each group. Each person will need their own unique email address for their portal username. Please contact your client manager to register users.

Q: **What inbox will I send and receive information from for Remit.Aflac.com?**
A: All communications will be funneled through your assigned client manager. Email communications can come from Remit.Aflac.com for initial username and passwords and any time a user's password has been changed. The emails will be from **Aflac Remittance** at **Remit.Aflac@aflac.com**. This email address does not accept incoming emails and is not monitored. For assistance please contact your client manager.

Q: **Do I need access to a single folder or multiple folder?**
A: A user will have access to any folders they submit remittance details for. If a user only submits remittance details for a single group, they will not see multiple folder under Secure Folders. If a user submits remittance details for more than one group, they will see a folder for each group they submit remittance details for. For more information, please check here.

Q: **How long does it take to set up my profile after I submit the form?**
A: Based on the accuracy of the information you submit your profile will be set up in anywhere from two to four weeks.

Q: **My file disappeared after I uploaded it to the Remittance Portal. What do I do?**
A: Don't worry! This is just how the portal functions as it moves files from the portal to Aflac's internal systems. You'll know that you've successfully submitted your payment details when you see the word "Success" next to your file. For more information, please check here.

Q: **What does the message "Upload finished with warnings" mean?**
A: If you upload the same file twice in error, you'll be notified that your "Upload finished with warnings." This essentially means that your second upload was renamed to avoid overwriting the first file uploaded.

Q: **I accidentally uploaded a document which was not a remittance detail file. What do I do?**
A: Don't worry! If you uploaded a file which is not a remittance detail file, just upload the correct file. You can contact your client manager if there are any concerns.

Q: **I accidentally uploaded a remittance detail document which has already been previously submitted. What do I do?**

A: Don't worry! If you uploaded a file which has been submitted before, please take note of the file name, date and the approximate time. Wait for 15 minutes after the incorrect file was submitted, then submit the correct file. Please contact your client manager and share the mistakenly uploaded file name, date and time. Also, please share with your client manager the file name of the correct file, since they will see both files uploaded and they will need to distinguish the two files submitted.

Q: **I accidentally uploaded the same file twice. What do I do?**
A: Don't worry! If you uploaded a file twice, please contact your client manager.

Q: **What file format can I upload for my payment details?**
A: The preferred file format is Excel; however, CSV (Comma delimited) can be accepted.

Q: **What is the largest file I can upload?**
A: The largest file you can upload is 1 GB or 1024 MB. Any file larger than 1 GB will fail.

Q: **How long does an account remain active if there is no activity?**
A: Accounts will be disabled after 365 days of inactivity.

Q: **How do I remove a user that is no longer with the company?**
A: You can reach out to your client manager to have the access removed.

Q: **What are payment details and why are they needed?**
A: The details of the payments for each certificate holder which include at least the employee name, EEID/SSN and payment amount