

How to Log on to Benefitplace



HUMAN
RESOURCES
DEPARTMENT

Retirees and survivors will need to set up your account when you log in for the first time.

Step 1: Go to Benefitplace:

<https://benefitplace.houstontx.gov>

Step 2: Enter your Username, then choose “**Reset Password**”

Your username is COHBEN + your Employee ID (Here’s an example: COHBEN00123456)

REQUIRED: You must add ZEROS in front of your Employee ID to make sure it equals 8 numbers (Example: COHBEN00123456)

Step 3: Choose **Employee or Independent Worker**, then select **Next**.

Step 4: Provide your identifying information (Your last name, date of birth, last 4-digits of your SSN).

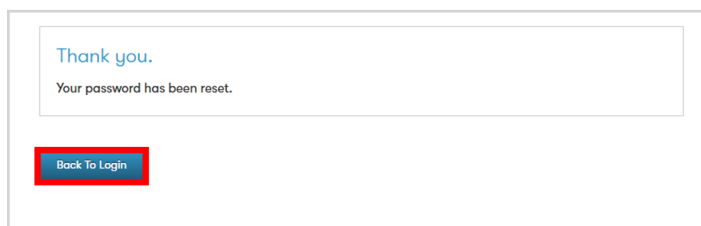
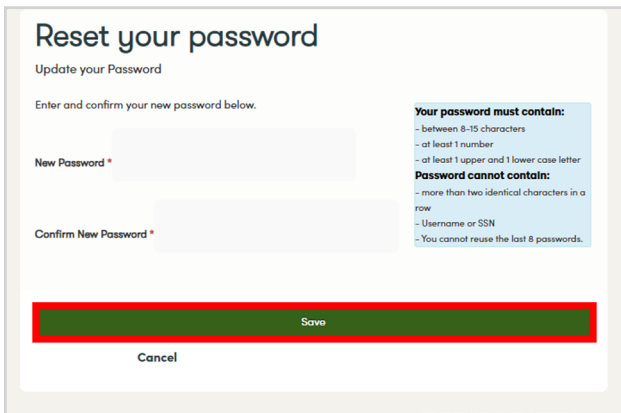
IMPORTANT: You must select the box next to “I’m not a robot”, then select **Next**.

Step 5: Select all images with the applicable objects, then choose **VERIFY**.

Step 6: Verify your identity by choosing responses to three unique identifying statements, along with your zip code. (Note: The following is an example for your reference.) Select **Next**.



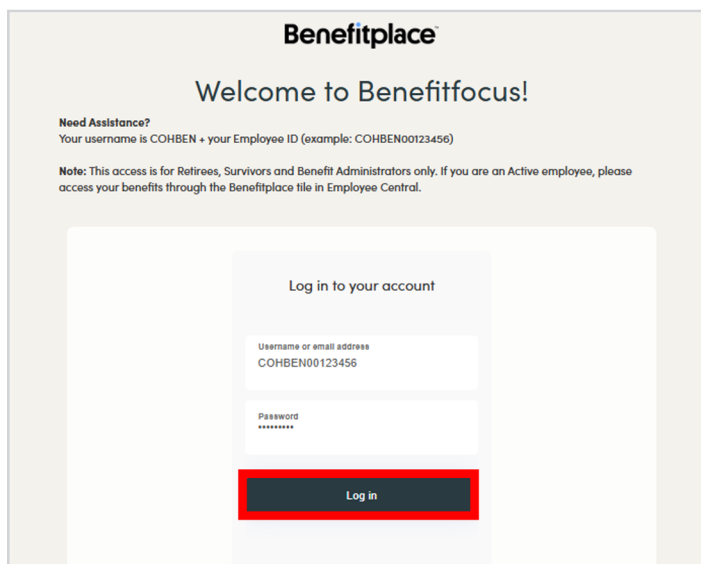
Step 7: Create New Password and choose **save**.



Step 8: Choose **Back To Login**.

Step 9: Log back into your account by entering your username (COHBEN + your Employee ID) and chosen password, then select **Log in**.

RECALL: You must add ZEROS in front of your



Employee ID to make sure it equals 8 numbers (Example: COHBEN00123456)

Step 10: You will be prompted to choose your preferred method to confirm your identity. Once you setup your verification method, you will receive a verification code to login to Benefitplace.

Verification options:

Microsoft Authenticator

(Recommended) - A

Microsoft app available

to download to your

smart device (phone, tablet, etc.) to confirm your

identity. This method is simple to use and can be

leveraged for other apps or systems that also require

multi-factor authentication. If this option is selected, download instructions will be provided.

Email - A verification code will be sent to the email address provided. The verification code will need to be entered here to confirm your identity.

Phone - You can choose to receive a phone call or a text message. For a phone call, press pound (#) to confirm your identity. If you choose text message, you will be sent a verification code. It's important to note this method may be subject to rates and fees from your service provider.

Step 11: Enter the verification code received through your email in the verification code section, then select **Verify Code**.

Note: In this example, the preferred method is email.

Congratulations! You are now logged in to Benefitplace.

Should you have any questions or require assistance, our dedicated Benefits Team is ready to support you. We can be reached phone at 832-393-6000 or by email at: retireebenefits@houstontx.gov. Our office hours are Monday – Friday from 7:30 a.m. – 5:00 p.m.

