

# Member Portal Initial Login Instructions

## Setting Up A New Account

### Logging Into the Member Portal

Welcome to the **One Stop Shop Member Portal!** This Open Enrollment you will enroll in your 2025 benefits and confirm, or update, your personal information and dependents' information through our online Member Portal. This portal is strictly for you, the employee, to use, and will help make open enrollment easier and more efficient.

**Please follow these steps for your first initial login to the Member Portal:**

1. Obtain your temporary individual One Stop Shop Member Portal username and password instructions from your employer.
2. Go to <https://www.onestopshopbenefits.com> and click on the 'Member' tab. On the right side of the page, you will enter the temporary username and password provided by your employer to log in to the Member Portal, and then click 'Login'.
  - You can also log into the Member Portal by going to <https://municipalbenefitsservices.com/> and clicking the "Access Portal" button in the top right corner of the home page or the One Stop Shop Portal page.
  - Your temporary username is:
    - Your company's client number (this number will be provided to your employer by MBS),
    - Your first initial,
    - Your full last name (characters excluded), and
    - Your two-digit day of your birth month.
  - Your temporary password is:
    - Your eight-digit birthday, and
    - Your last six numbers of your Social Security Number (SSN).
3. After you have logged in to the Member Portal with your temporary username and password, you will be prompted to create a new username using a *personal email* on the 'Account Set-Up' page. Enter your personal email address twice, then read and check the box next to the Acknowledgement section.
4. After your new email address is submitted, you will be sent an email with a secure link to create a new password. Go to your email account, click on the link, and follow the instructions provided in the portal to create a new password.
5. Once you have created a password, you will use your new username (*personal email*) and password to log in to the Member Portal.
6. After you have successfully logged in, follow the directions in each section carefully to review your and your dependents' information then make your 2025 benefit elections.

#### Temporary Username & Password Example

Jay O'Shea  
DOB: 6/9/1999,  
SSN: 666-58-1321  
Client #: 340

Username: 340JOSHEA09  
Password: 06091999581321

**Please reference the One Stop Shop Member User Guide, located on left side of the home page, for detailed instructions on how to navigate the Member Portal.**