



Department of the Navy  
Civilian Benefits Center  
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## Employee Benefits Information System (EBIS) Is Easier to Access

In the past, accessing the Employee Benefits Information System (EBIS) was a two-step process. First, you entered your Social Security Number (SSN) and a Password at the Point of Entry Login, then, you entered your SSN and a Personal Identification Number (PIN). Now only one login is required. You will use a "Username" and "Password". You will not be required to enter your SSN.

Below are the new EBIS login instructions. On the Civilian Benefits Information Center homepage at <https://www.civilianbenefits.hroc.navy.mil/>, on the left side of the screen, select "Access EBIS". Click on the link to "Enter EBIS Now". (If you prefer, you may click on the tutorial link to view a slide show.)

### Existing (or Returning) User:

1. Enter your SSN in the Username field. Enter your 6-digit PIN in the Password field.
2. Once entered, you will be prompted to enter a Username (9 numbers, letters, and special characters only). Do not use your SSN.
3. You must then enter a "strong" Password (must contain at least 2 character(s) from these 4 categories: uppercase alphabetical (A-Z), lowercase alphabetical (a-z), numeric (0-9) or special characters (~{}:,.?=-+|<>!@#\$\$%^&\*()[\^]) and be between 9 and 15 characters long).
4. **If a Username already exists (or if you enter your SSN), you will be directed to change it.**
5. Upon success (pressing Set Password), you can now enter your new Username and Password to access the system.

### New User (never accessed EBIS before):

1. Select the New User button and validate your personal credentials (SSN, Date of Birth, Service Computation Date, Pay Plan or Pay Schedule, Pay Grade or Pay Band and Step - found on your latest SF-50, Leave and Earnings Statement or in My Biz). **Note:** Do not leave fields blank, if your Step is "00", enter zeroes.
2. Once the personal credentials are entered, press "Continue" to validate.
3. You will be directed to the New user login screen where you will be prompted to enter a Username (9 numbers, letters, and special characters only). Do not use your SSN.
4. You must then enter a "strong" Password (must contain at least 2 character(s) from these 4 categories: uppercase alphabetical (A-Z), lowercase alphabetical (a-z), numeric (0-9) or special characters (~{}:,.?=-+|<>!@#\$\$%^&\*()[\^]) and be between 9 and 15 characters long).
5. **If a Username already exists (or if you enter your SSN), you will be directed to change it.**
6. Upon success (pressing Set Password), you can now enter your new Username and Password to access the system.

### Forgot Login:

1. Select the Forgot Login link and validate your personal credentials (SSN, Date of Birth, Service Computation Date, Pay Plan or Pay Schedule, Pay Grade or Pay Band and Step - found on your latest SF-50, Leave and Earnings Statement or in My Biz). **Note:** Do not leave fields blank, if your Step is "00", enter zeroes.
2. Once entered, you will be prompted to enter a Username (9 numbers, letters, and special characters only). Do not use your SSN. Note: if the Username is known, it can be re-submitted again."
3. You must then enter a "strong" Password (must contain at least 2 character(s) from these 4 categories: uppercase alphabetical (A-Z), lowercase alphabetical (a-z), numeric (0-9) or special characters (~{}:,.?=-+|<>!@#\$\$%^&\*()[\^]) and be between 9 and 15 characters long). Note: if the Password is known, it can be re-submitted again."
4. **If a Username already exists (or if you enter your SSN), you will be directed to change it.**
5. Upon success (pressing Set Password), you can now enter your new Username and Password to access the system.

If you need assistance, call The Benefits Line at 1-888-320-2917, select menu option #4 to speak with a Customer Service Representative (CSR). CSRs are available from 7:30 a.m. until 7:30 p.m., Eastern Time, Monday through Friday, except Federal holidays. The toll-free Teletypewriter (TTY) phone number for the hearing-impaired is 1-866-328-9889.