PEBB Navia Employer Portal – How to Register and Login

> **!! Important, please read:** before registering/logging in for the first time, both Navia and HCA must set up user access.
>
> Please proceed with these steps after you have received confirmation from Navia and HCA (possibly via Navia) that your access has been enabled.
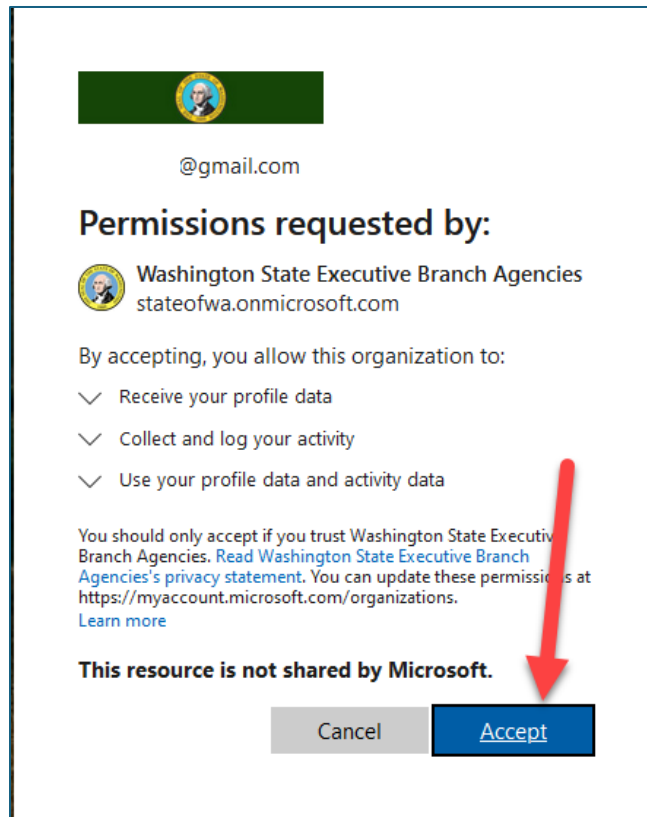
Azure Guest User Registration

Note: if you already have Microsoft Azure access with Washington State Executive Branch Agencies, you may skip this section and follow the steps starting under the **Navia Registration/Login Steps** section below.

1. After HCA has enabled your access, you will receive an email from **Microsoft Invitations on behalf of Washington State Executive Branch Agencies**. Click on the **Accept invitation** link in this email. (If you did not receive the email, please reach out to HCA Support.)
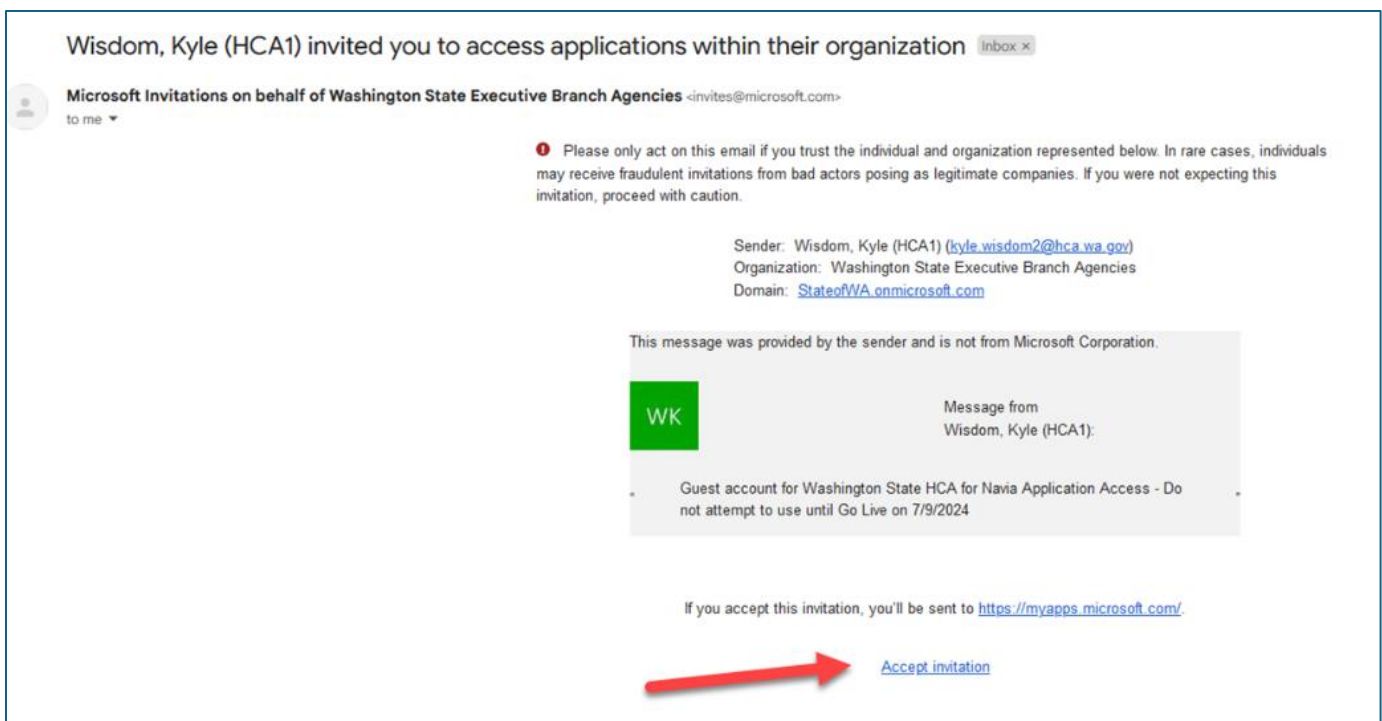

2. Click the **Accept** button on the following page. You will then be prompted to log in or create an account. You will need to request a code that will be sent to your email. Enter that code to complete registration/login to your Azure Guest User account.
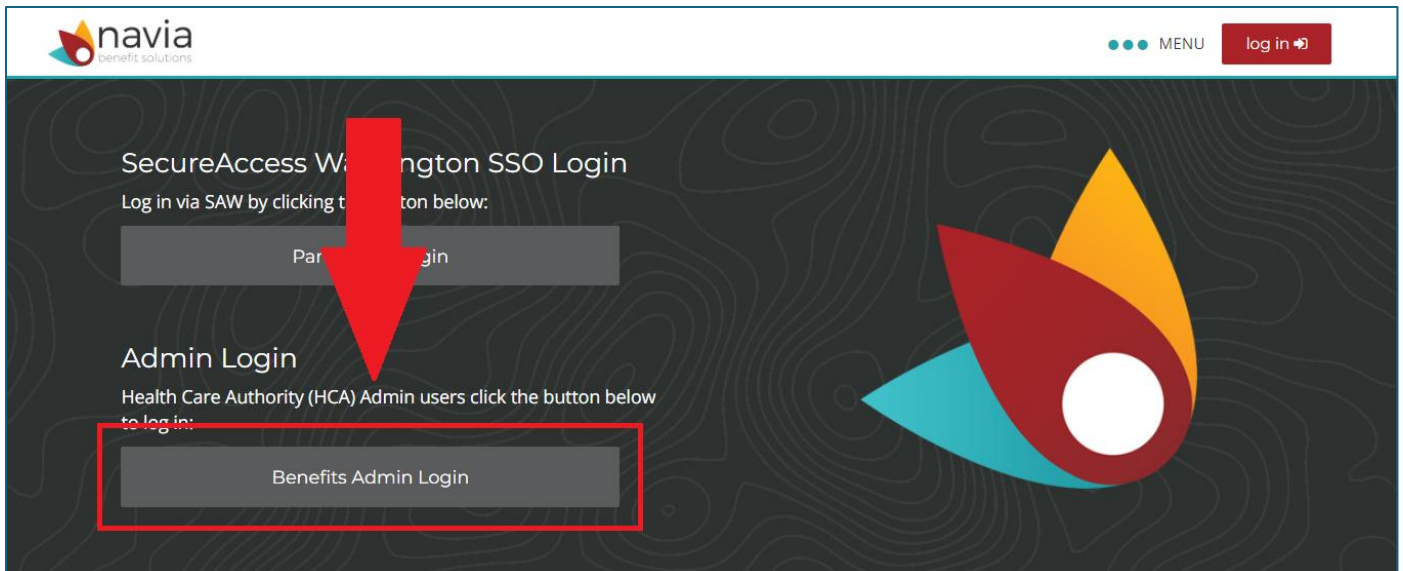
Your Azure Guest User account is now registered. Move on to the Navia Registration/Login Steps below.

Navia Registration/Login Steps

1. Go to pebb.naviabenefits.com and click on the red **Log In** button in the right-hand corner of the screen.
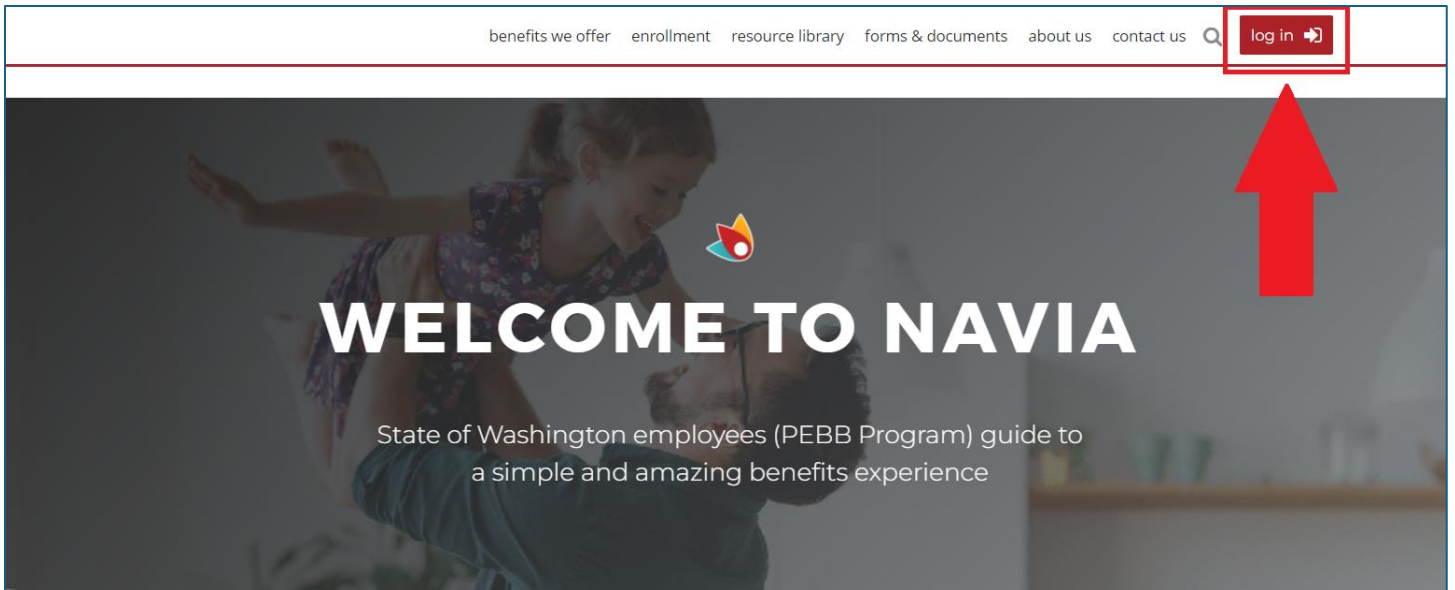

2. On the next page, click on the **Benefits Admin Login** button.
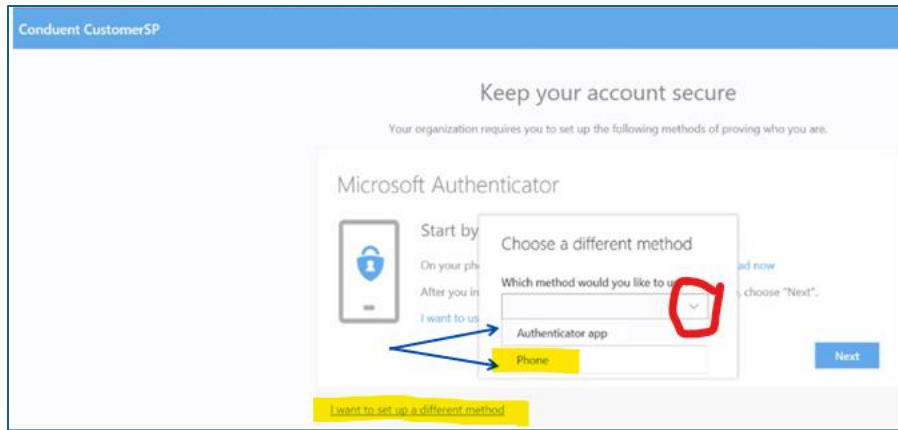
3. After clicking on the **Benefits Admin Login** button for the first time, you may be prompted to enter your username (email address) and password that you created for the Microsoft Azure Guest User access. You will then be prompted to set up Multifactor Authentication (MFA) on your first login. (If you have already set up MFA, you will skip steps 3-5 and be logged into the PEBB Employer Portal after selecting your preferred MFA method.)
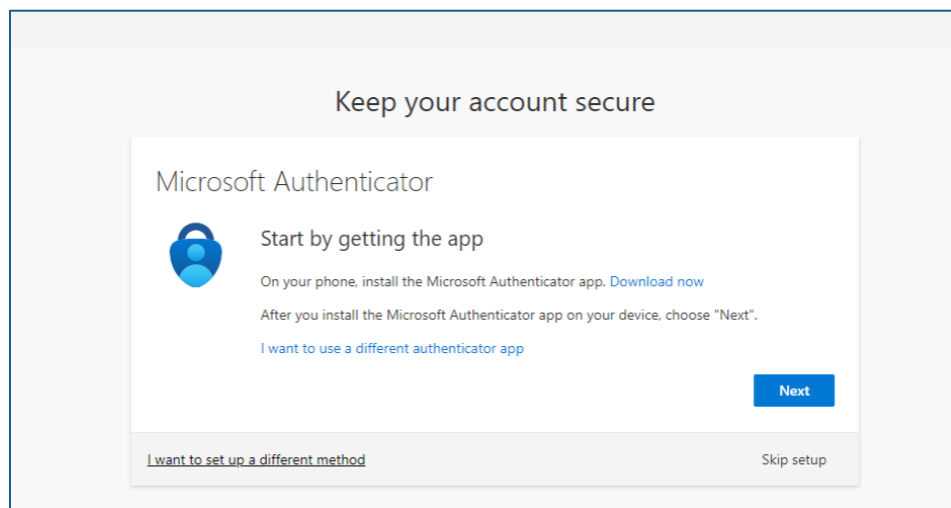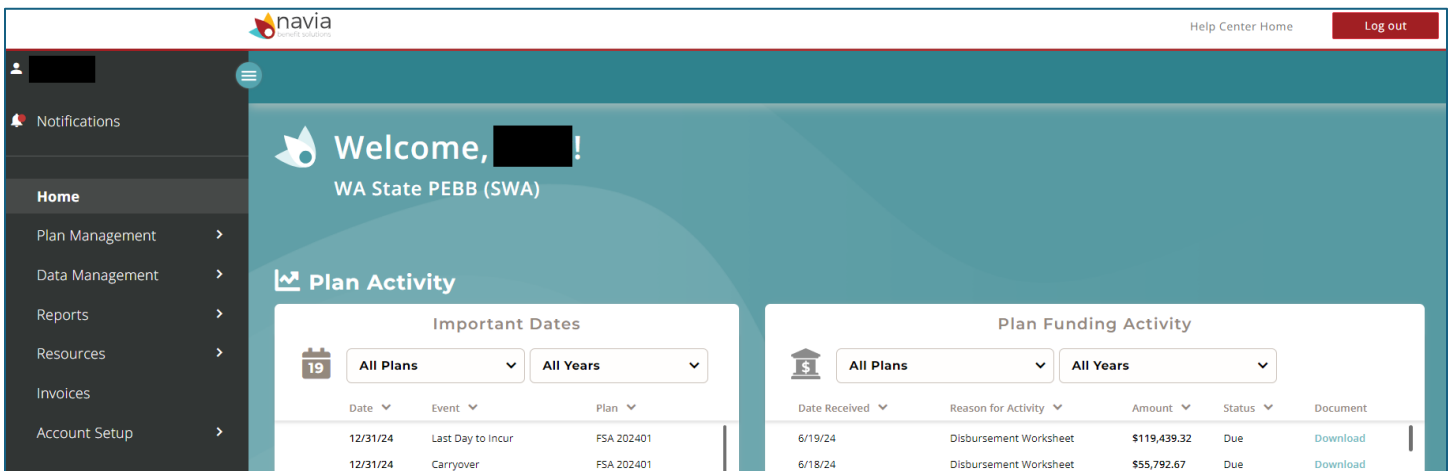

4. Follow the prompts to set up the preferred MFA method; **Microsoft Authenticator** is recommended. However, the following options are available to you if you click the **I want to set up a different method** at the bottom.
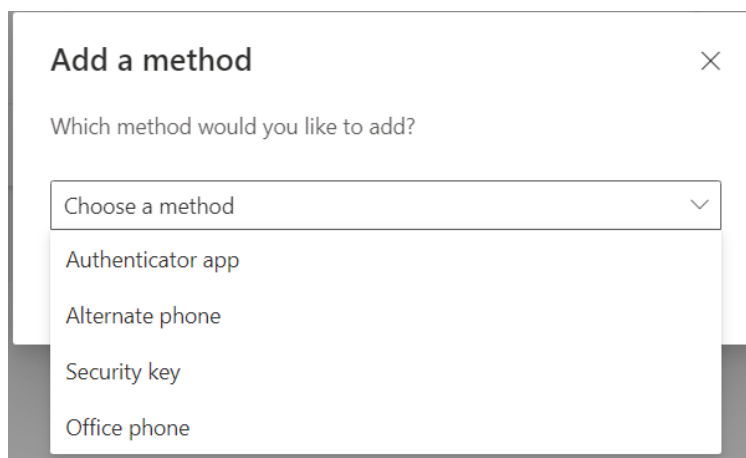
5. Click **Next** and follow the wizard to finish setting up MFA.

6. After completing MFA, you will be logged onto the PEBB Employer Portal Home page, shown below.

Navia Registration/Login Troubleshooting

If after clicking the **Admin Login** button on the pebb.naviabenefits.com website you receive one of the errors in the screenshots below, please reach out to the corresponding contact.

Unknown user. Please have your employer contact Navia Benefits and reference error code 32245518.
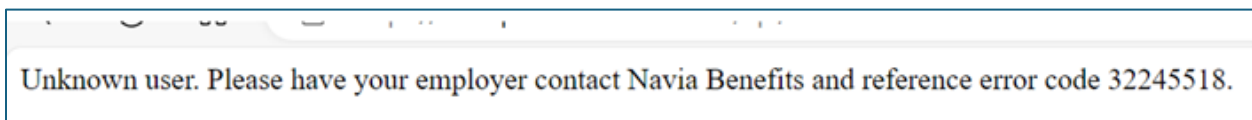
- **Navia error** – Contact Navia for assistance at PEBBadmin@naviabenefits.com or call 425-452-3488.

- **MFA/Azure error** – Contact O&T for assistance through HCA Support (select the Benefits Administrator inquiry tile) or call 1-800-700-1555.