



Pipefitters Local Union 537 Trust Funds

40 Enterprise Street, Suite 463 Dorchester MA, 02125-1638

P 617.787.5550 F 617.787.5560

How do I create an account on the Benefits Portal?

- There are two options to create your Benefits Portal account

➤ Option 1

- You can create your account directly on the Benefits Portal website
- Click the website link

<https://memberxg.gobasys.com/pipene/main#!/account/login>

You will be taken to the login page of the Benefits Portal website where you can create your account. Follow the steps listed below under “**Create Your Account**”

➤ Option 2

- You can create your account through the Pipefitters Local 537 Union website
Click the website link <https://pipefitters537.org/>

- Click the Members tab at the top of the page
- Click Member Portal
- Enter your Username or Email
- Enter your Password
- Click Login
- Click the Benefits Office tab on the left side of the page
- Click CHECK BENEFITS NOW in the highlighted box

You will be taken to the login page of the Benefits Portal website where you can create your account. Follow the steps listed below under “**Create Your Account**”

Create Your Account

- Click “Create Account” next to the Log In box or on upper right side of the screen
*If you are using your mobile phone Click the “+” next to the Log In box or on upper right side of the screen
- Enter:
 - Your Account Information
 - Create your Password and choose your Expiration Policy
 - Agree to the Terms and Privacy Policy
 - Click “Finish”
- You will be returned to the Benefits Portal Login screen, enter the Email Address and Password you used to create your account
- You will receive an email with an “Access Code” at the email address you entered when you created your account
- Enter the “Access Code” to login to your account



Pipefitters Local Union 537 Trust Funds

40 Enterprise Street, Suite 463 Dorchester MA, 02125-1638

P 617.787.5550 F 617.787.5560

What do I do if I need help creating my Account?

- Click **“Need Help?”** from the right side of the “Registration: Create Your Account” screen for step-by-step instructions on how to create your account

What do I do if I forget my Password?

- If you forget your Password, you can Reset it at the Login screen by clicking “Can’t Access Your Account” and “I Forgot My Password”
- Enter:
 - Email Address for your account and Click Next
 - Account Information you used to create your account
 - Click “Send Access Code” ***You can choose to receive your “Access Code” by Email or Text message**
 - You will receive an email or text message with an “Access Code” to enter
 - Create your new Password
 - Enter “Access Code”
 - Choose your Expiration Policy and Agree to Terms and Privacy Policy
 - Click “Finish”

What do I do if I am locked out of my account after entering an incorrect Password?

- Your account is locked after three (3) attempts are made using an incorrect Password
- The system will display a message to wait 5 minutes before you attempt to Login again
- If you need to reset your Password, click “Can’t Access Your Account” and “I Forgot My Password”

Can I use different devices (smartphone, tablet, PC) to login to my Benefits Portal account?

- Yes, you will receive an email with an “Access Code” when you Login to your account from a new device

May I contact you?

- Yes, you can contact the Pipefitters Local Union 537 Trust Funds Office by phone at **617.788.5550** Monday - Friday between 8:30am – 4:30pm

What is Displayed on the Benefits Portal?

- Demographics
- Eligibility
- Work History
- Pension Credits, Options, and Payments
- Member Account Balances and Payments
- Document Center



Pipefitters Local Union 537 Trust Funds

40 Enterprise Street, Suite 463 Dorchester MA, 02125-1638

P 617.787.5550 F 617.787.5560

Am I able to find out my Eligibility for Insurance Benefits and print my Work History?

- Yes, click Eligibility from the dashboard to view your effective “from and through dates” for Benefit Eligibility
- Yes, you have access to view and print your Work History for each fund
- Click the printer icon on the upper right screen

Can I find out my Pension Credits and view my Pension Types and Options?

- Yes, you have access to view and print your yearly Pension Credit information
- Select the year and click the printer icon on the upper right screen
- Yes, you have access to view and print your available Pension Types and Options
- Click Pension Options from the dashboard and click the printer icon on the upper right screen

Am I able to check my Member Account Balances?

- Yes, you have access to view and print your Annuity and Vacation Balances
- Click Member Account Balances from the dashboard and click the printer icon on the upper right screen

Can I view my Vacation, Annuity, or Pension Payments?

- Yes, you have access to view and print your Payment Activity
- Click Member Account Payments from the dashboard and click the printer icon on the upper right screen

What can I do in the Document Center?

- Download and send documents to us from anywhere, anytime, and always with quick and secure access 24/7 from any of your devices
- Retrieve important information we send directly to your Inbox including Benefit and Plan documents, Annual Pension and Annuity Statements, and 1099-R and 1095-B documents.
- Upload the Member Enrollment and Beneficiary Designation forms and required documents to enroll in the 537 Insurance plans.
- Make changes to your Retirement Pension and Annuity direct deposit bank locations and withholding amounts
- Notify us of upcoming address changes