

FAQ's

What is a virtual benefits fair?

An online event where attendees can connect through robust chat tools, webinars, immersive booths, and endlessly valuable content. A virtual benefits fair is a way for us to bring an event to you at the tips of your fingers, on your device, at your convenience.

Who can attend the event?

This event is open to all postal employees and retirees.

Is the event on-the-clock or off-the-clock?

This event is off-the-clock during non-working hours.

How much will it cost me to attend this event?

Nothing. There is no cost.

Where will the event be held?

This is an online event. You do not have to travel to any specific location. You can participate anywhere that you have Internet access. The event is accessible from desktop, mobile and tablet devices.

What can I do at the Virtual Event?

- Watch live online presentations from healthcare vendors and more.
- Download valuable resources and materials to access later.
- Chat live with vendors, specialist and representatives.
- Complete interactive gamification activities

Do I need to register for this event?

Registration is preferred but not required. Only registered participants are eligible for prizes.

How do I log in on the day of the event?

Select the link at the top of the page titled log in.

Will I be able to take away any documents or files from the event?

Yes. Similar to a "cart", you will be able to add documents to your "Virtual Bag" and then email them to yourself.

Do I need to download or install any software to be able to attend this event?

No. You do not need to download or install any software to participate. You only need to have access to the internet.

What is the preferred browser?

Google Chrome, Safari, Firefox, and Edge.

Which browser is best for video streaming?

We recommend Chrome and Firefox.

What can I do to improve my video streaming quality?

Good internet connectivity will ensure high quality video streaming.

Who will I be able to chat with?

You will be able to engage and chat with plan representatives, subject matter experts, and booth vendors.

Can I log in and out throughout the event?

Yes, you can log in and out at any time.

How do I earn points with the Leaderboard & Scavenger Hunt?

There will be a Scavenger Hunt incorporated with clues hidden in the virtual environment. Attendees that can locate all clues will be entered in a drawing to win impressive prizes. You will be notified via email if you won a prize. ****You must register for the event and provide an email address to receive prize.****

Who should I contact if I have additional questions prior to the actual event?

You may send an email to: BenefitsandWellness@usps.gov

Who should I contact if I have questions during the event?

Please navigate to the Help Desk to select Technical Assistance or send an email to: 2023uspsopenseasonsbenefits@getvfairs.io

How do I make changes to my benefits?

Active USPS employees can access PostalEase (button on top of page). You will need your EIN and PIN. Retirees should contact the Office of Personnel Management (OPM) – your CSA number will be required.

Additional Resources

Please visit the **USPS Health and Wellness** booth for additional information on all employee benefits, including insurance, wellness, and retirement.

The **Human Resources Shared Service Center (HRSSC)** booth is a great resource for employee processing and benefits inquiries.

Use the **Checkbook** plan comparison tool for to view multiple health plans (side-by-side)