



Zenith American

SOLUTIONS

Frequently Asked Questions
Participant Edge
Version 1.0



How do I register?

- a. Please consult this manual for step by step directions: [Participant Edge Portal Registration Manual](#)

How do I reset my password?

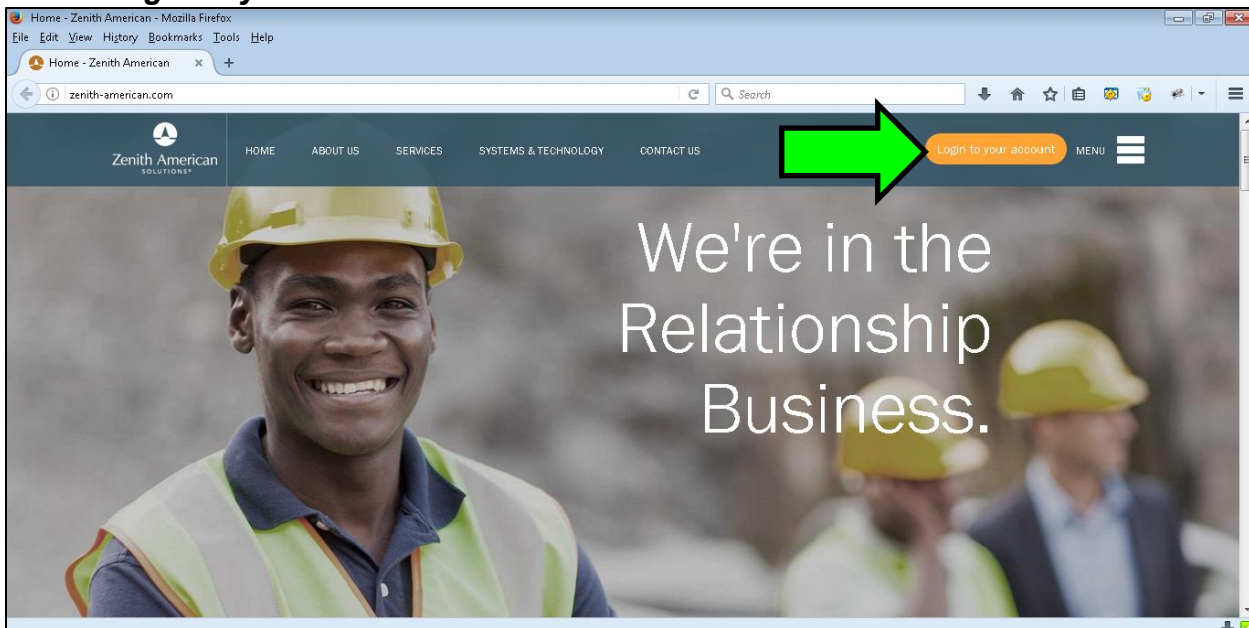
- a. Please consult this manual for step by step directions: [Participant Edge Portal Password Reset Manual](#)

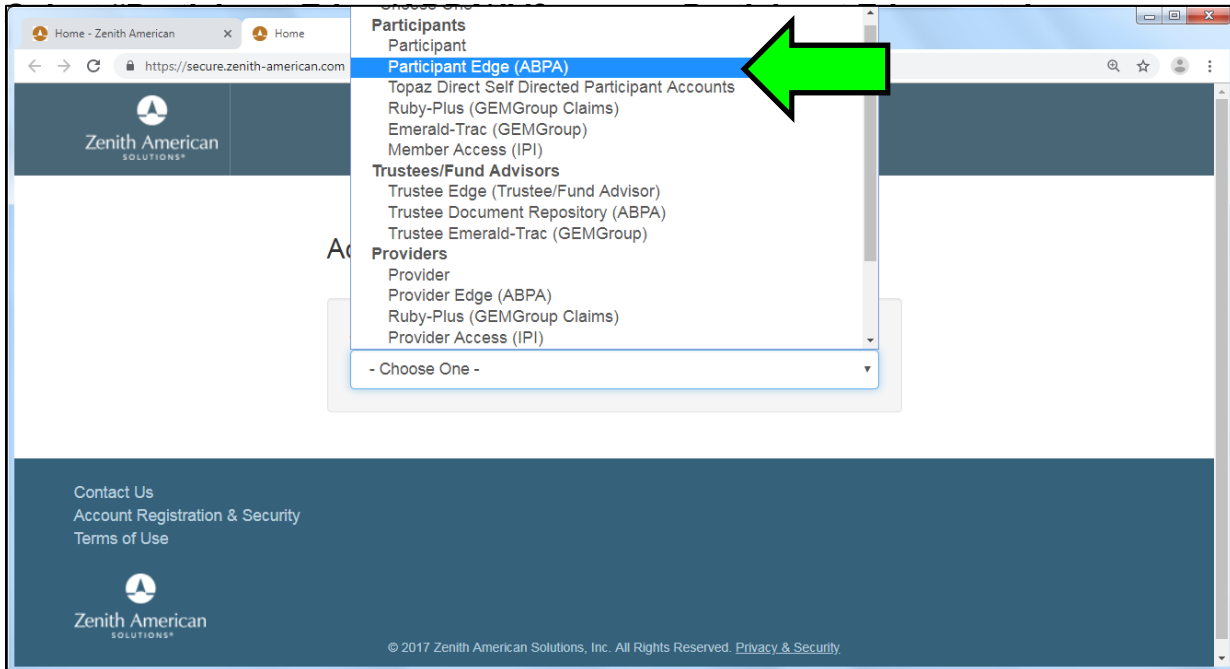
How do I log in?

- a. If you have not yet registered, [do that first](#). Once registered:

1. **Navigate to <http://zenith-american.com/>**

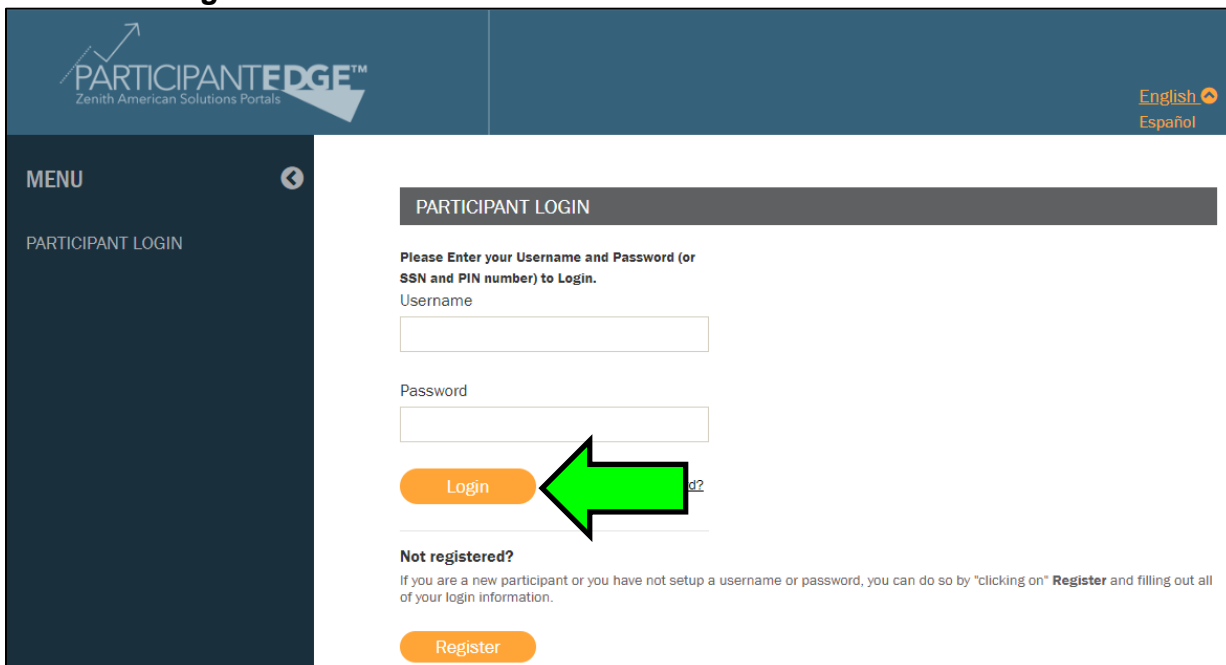
Click “Login to your account”





Enter your username and password.

Click the “Login” button.



How do I check my eligibility?

- Once logged in. Click the menu item that reads, "H&W Eligibility"

The screenshot shows the PARTICIPANTEdge portal interface. On the left is a dark blue sidebar menu with the following items: My Home, Eligibility (highlighted with a green arrow), Documents, Pension Calculator, Work History, Claims, Enrollment Form, Add/Edit Username, Change Password, and a Logout button. The main content area has a header with the PARTICIPANTEdge logo and the text 'Zenith American Solutions Portals'. Below the header, there are sections for 'Eligibility', 'Current Trust', 'Participant Information', and 'H&W Eligibility'. The 'Participant Information' section contains the following data:

| | | | |
|-----------------|-------------------------------------|-----------------------|---------|
| Name: | Jane J Doe | Phone Numbers: | N/A |
| SSN: | XXX-XX-3123 | Language: | English |
| Address: | PO BOX 55555 CANDYLAND, NY 55555 | E-Mail: | N/A |
| DOB: | 12/30/1960 | | |

At the bottom of the main content area, there is a date indicator: 'Today is June 1, 2020.'

How do I check my work history?

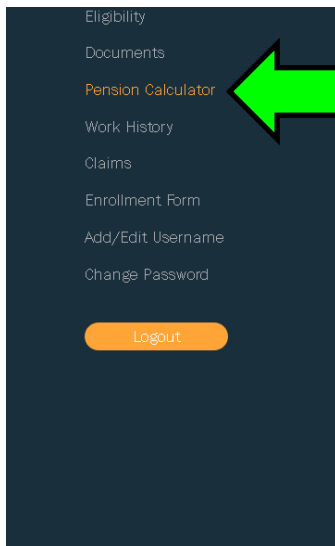
- Once logged in. Click the menu item that reads, "Work History"

The screenshot shows the PARTICIPANTEdge portal interface. On the left is a dark blue sidebar menu with the following items: My Home, Eligibility, Documents, Pension Calculator, Work History (highlighted with a green arrow), Claims, Enrollment Form, Add/Edit Username, Change Password. The main content area has a header with the PARTICIPANTEdge logo and the text 'Zenith American Solutions Portals'. Below the header, there are sections for 'Work History', 'Current Trust', 'Work History Funds', and 'ZHEALTH Work History'. The 'Current Trust' section shows 'Southwestern Electrical Union Local 213'. The 'Work History Funds' section has a 'ZHEALTH' button. Below that is a 'ZHEALTH Work History' section with a table of work history data:

| Work Year (Year/Month) | Employer | Rate | |
|------------------------|--------------------|--------|------|
| 2020 | | | |
| 20200131 | SAFEWAY STORES INC | 173.00 | 3.85 |

How do I get a pension estimate?

- Not all groups have pension calculators. Once logged in. Look for a menu the menu item that reads, "Pension Calculator". Click it.
- Enter the values it asks for. Then click the "Calculate Pension" button.



Member Name: JANE J DOE

Explanation

This Pension Calculator will show you what your benefit will be when you retire, taking into consideration factors like your retirement date, your payment option, and whether or not you have a beneficiary.

The amounts produced by this Pension Calculator are based only on the hours your employer has reported up until this point. Your actual benefit may be higher or lower, depending on how many hours you work before retiring and depending on whether or not you become vested.

Please enter the following information requested.

Questions

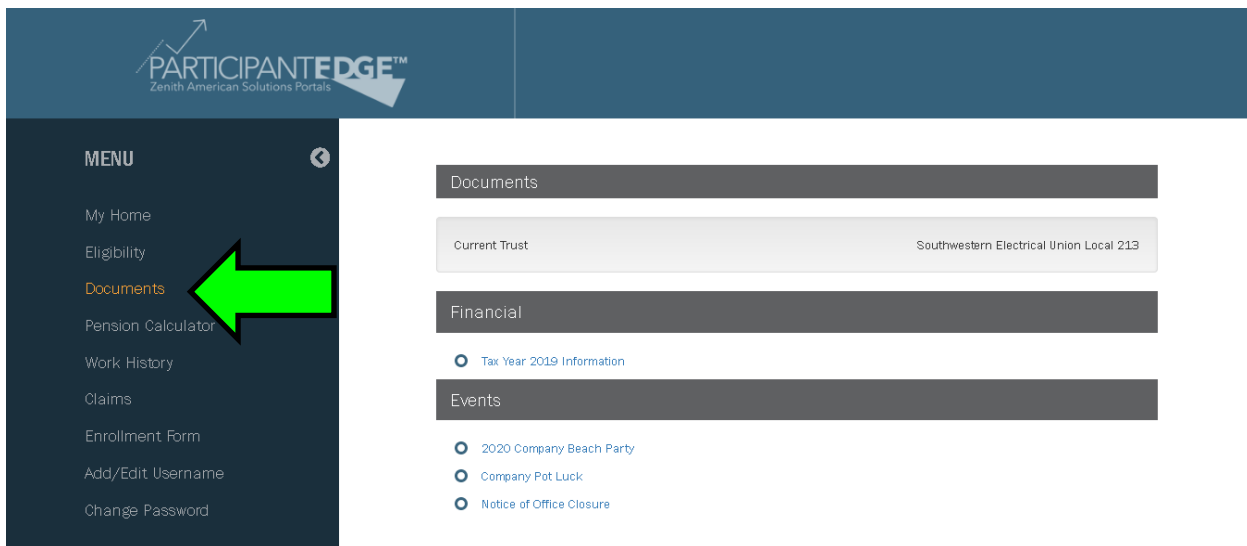
You must choose your fund

Zenith Demo Trust Pension Fund

Enter a starting date for your retirement: (MM/DD/YYYY)

How do I access resources such as documents (SPD) and links?

- a. Once logged in. Click the menu item that reads, "Documents"



Who should I contact for Troubleshooting?

- a. Visit <https://www.zenith-american.com/contact-us/general-assistance> and contact us via one of the methods there.

How do I make changes to my personal information or get more information?

- a. Please contact your Plan Office in order to change personal information.