Welcome to CrewNet External: The retiree portal

From your years working at Vanguard, you may remember using CrewNet, Vanguard’s intranet website. CrewNet External, the extranet version, serves as a valuable resource for Vanguard retirees. We are pleased to offer this experience to you. To help get you started, use this guide to navigate the portal and discover the resources available to you.

Return to CrewNet at any time by visiting http://crewnet.vanguard.com on any desktop or mobile device.

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Welcome back, Saundra

CrewNet External provides you with extended access to Vanguard news, information, and HR systems so that you can stay engaged with Vanguard and Crew Central throughout your retirement years.

Contact: Crew Central™, Ext. 1CREW or 844-VG1-CREW (844.841.2739)

Company and culture

Service milestones, April 2019
147 crew members reached milestones in April 2019.

Crew member retirements, April 2019
Congratulations to the crew members who are retiring this month. Vanguard recognizes them for their years of dedication and service.

Crew member retirements, March 2019
Congratulations to the crew members who are retiring this month. Vanguard recognizes them for their years of dedication and service.

Service milestones, March 2019
152 crew members reached milestones in March 2019.

Crew member retirements, February 2019
Congratulations to the crew members who are retiring this month. Vanguard recognizes them for their years of dedication and service.

About Vanguard

Visit the About Vanguard site to learn more about who we are, our clients, and our community involvement.

Vanguard.com

Explore vanguard.com to access your own personal Vanguard account and also learn more about our products and services.

Tell us what you think

Provide anonymous feedback about your experience with using the retiree portal and how we can improve the site. Because all feedback is anonymous, you will not receive a response.
What is Crew Central?
Crew Central is Vanguard’s global Human Resources (HR) shared services group. It is the crew's and retiree’s primary point of contact for all HR needs and the global source of HR information and core operations.

Health coverage resources for retirees
Explore this consolidated list of resources and links for information about rates, plans, and coverage.

Retirement packet
An electronic copy of the information you received at retirement is available here so you always have important forms and information at your fingertips.

Provider contacts
Find commonly used websites and phone numbers.
Workday: Home

Workday is Vanguard’s global HR system.

You can navigate through Workday by using the applications on the home page. Continue to the next pages to learn more about what you can do in each application.
Workday: Personal Information

Use these options to view or edit the personal information Vanguard HR has on file for you or to change your:

- Contact information, including your mailing addresses, phone numbers, and email addresses.
- Preferred name.
- Legal name.
Workday: Benefits

Within the Benefits application, you can review your retiree benefits.

Although changing your life insurance beneficiary designation appears as an option within the application, retirees **cannot** submit these changes through Workday. Please contact Crew Central to make changes to your beneficiary information.
Workday: Payslips

The Pay application provides access to your payslip records and banking information within Workday.

**Note:** Electronic W-2s are not available in the retiree portal. Please contact Crew Central at 844-VG1-CREW (844-841-2739) for instructions on how to request a copy, if needed.

**Note:** If you did not receive payslips in the Workday system (all pay periods April 2015 and after), you will not see those payslips in this section. For information on a paystub from prior to April 2015, contact Crew Central by creating a case online (use the My HR Cases: Salesforce link on the portal) or calling the contact number above.
Welcome to Salesforce

Salesforce is the HR case management system that allows you to correspond with an HR associate online to get answers to any questions about your retiree benefits.

On your Salesforce home page, you can:

- Click **Create New Case** to initiate a new case or ask a new question.
- Click an existing case number to view its status or comments as well as make updates.
Salesforce: Create a case

When creating a new case, select a **Case Category** and enter a Subject and Description. You may also add a phone number and/or email address to make it easier for the HR representative to get in touch with you.
Salesforce: Create a case

After you submit a case, Salesforce will provide a recommended list of CrewNet articles that may also answer your question. If one of these articles answers your question, you can choose to close your case immediately.