



# Create an Online Account for Absence Management Services

## Get Started

You will need the following items to create a new online account:

- A device with access to your email
- Your date of birth
- Your Social Security number *or* Employee ID number
- An email address and phone number that you'll have available during your leave or claim

## Create an Account

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### First Time Here?

The Standard uses secure, online accounts to protect your data and provide access to your employer's absence services. To use these services, you will need to create an online account.

### Create an Account

You will need the following items to create a new online account:

- A computer, or other device, with access to the Internet and to your email
- Your date of birth
- Your Social Security number
- Your email address and your phone number (accessible when submitting an absence)

**2** [Create an Account](#)

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[Check Your Email](#)

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[Complete Setup](#)

- 1** Go to [standard.com/absence](https://standard.com/absence).
- 2** Scroll down to the **First Time Here?** section to open the **Create an Account** section and select the **Create an Account** button.

Continued on next page

‡ The Standard is a marketing name for StanCorp Financial Group, Inc. and subsidiaries. Insurance products are offered by Standard Insurance Company of Portland, Oregon, in all states except New York, where insurance products are offered by The Standard Life Insurance Company of New York of White Plains, New York.

## Create an Account

### Personal Information

All fields are required.

First Name \_\_\_\_\_ Last Name \_\_\_\_\_

Email Address \_\_\_\_\_

Phone  
(000) 000-0000 \_\_\_\_\_

Is this a mobile phone?

Yes  No

### Login Information

You'll use this to log into your account.

Choose a user name following these requirements:

- 7-20 characters
- At least one letter
- No spaces
- No symbols or punctuation marks (@, \$, & # | % etc.)
- Cannot start with 0

User Name \_\_\_\_\_

Choose a password following these requirements:

- At least 10 characters
- A lowercase letter (like a)
- An uppercase letter (like A)
- A number and special character (like 1 and \$)

Password \_\_\_\_\_ [Show](#)

Confirm Password \_\_\_\_\_ [Show](#)

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[Continue](#)

[Cancel](#)

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On the Create an Account page, enter personal information and create a username and password based on the instructions, then **Continue**.

- If you'd like to receive text alerts to manage your two-step verification during login, be sure to enter a mobile phone number.

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## Create an Account

Verify your email to activate your account.

You're almost done! To complete account setup, follow the link sent to [wendy.parrish@stancor.com](mailto:wendy.parrish@stancor.com) to activate your account.

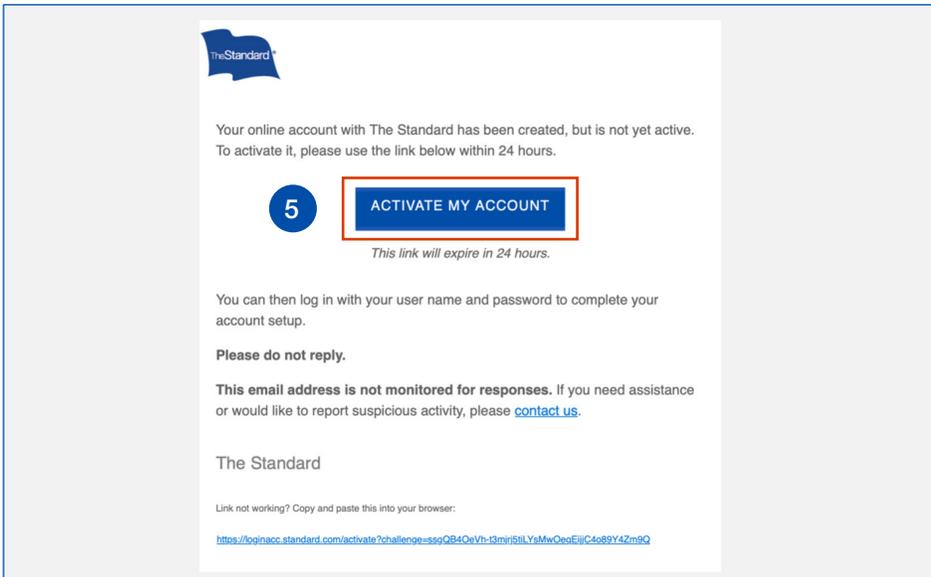
The account activation link in the email will expire in 24 hours.

### Having Problems?

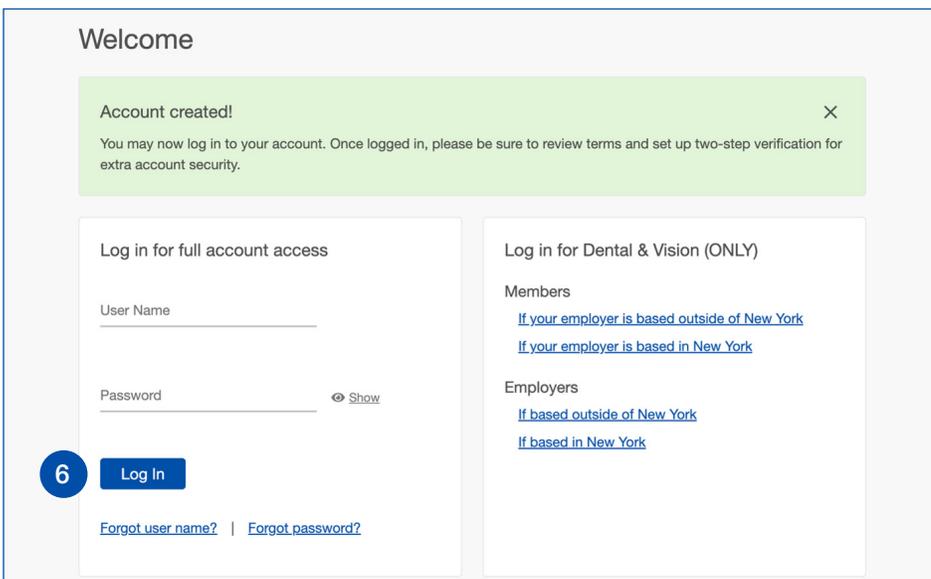
If you do not see the email within a few minutes, check your spam or junk folder. If it's not there, you can [request a new link](#) or [contact us](#) for assistance.

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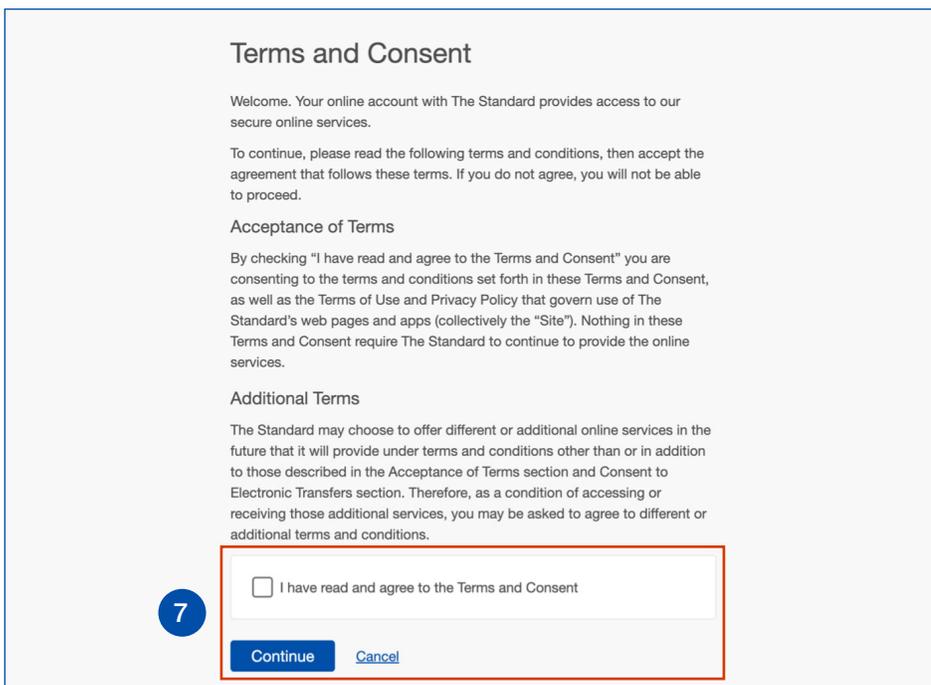
Once you **Continue**, you will see instructions to verify your email address to activate your account.



- 5** Go to your email, open the Activate Your Online Account email from The Standard<sup>†</sup> and use the **ACTIVATE MY ACCOUNT** link within 24 hours to verify and activate your account.



- 6** That link will direct you to a log in page with a success message. Enter your username and password, and **Log In**.



- 7** After logging in, review the Terms and Consent statement, acknowledge **I have read and agree to the Terms and Consent** and then **Continue**.

## Set up two-step verification

This is required for all accounts.

Two-step verification can help protect your account against fraud, unauthorized account access, and identity theft, even if someone else knows your password.

### How two-step verification works

- 1 Log in with your user name and password.
- 2 We'll send you a code using the method you choose.
- 3 Enter the code.
- 4 That's it! Once you're logged in, you can choose to log in without requiring a code in the future.

### How do you want to receive codes?

Text messages and phone calls are only supported for US/Canadian phone numbers

- Via text to 50\*\*\*\*\*17
- Via email to br\*\*\*\*\*@standard.com
- Via phone to 50\*\*\*\*\*17

Continue

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Next, you'll set up an additional layer of security called two-step verification. This feature requires two things when you log in to access your account from an untrusted browser: something you know (your username and password) and something you have (your phone or computer).

- Select your preferred method to receive the two-step verification code and then **Continue**.

## Add an extra layer of security

Check your phone.

We sent a text message to 50\*\*\*\*\*17 with your verification code. Enter the six-digit code to verify this device is yours.

Six-digit code

Continue

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Having problems? [Request a new code](#) or [contact us](#) for assistance.

Based on your selection, check your phone or email for the six-digit verification code, then enter the code to verify your device and **Continue**.

## You're all set!

If you are the only user of this device, you may select to trust this browser and skip two-step verification on future visits.

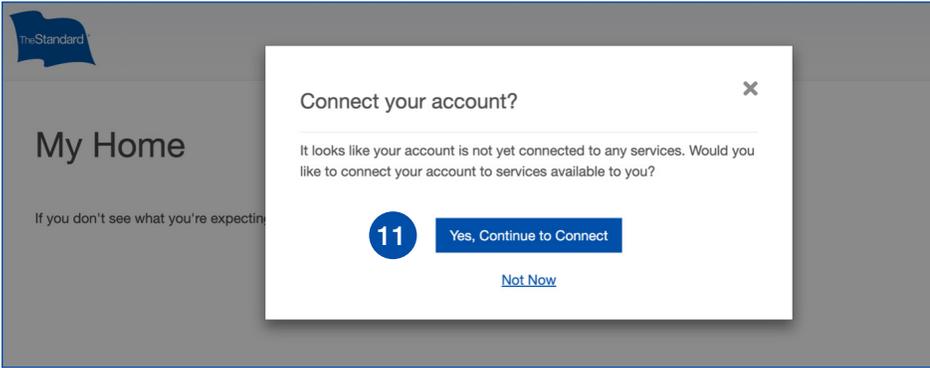
Do not select this option if you're using a public computer that other people can use.

Trust this browser

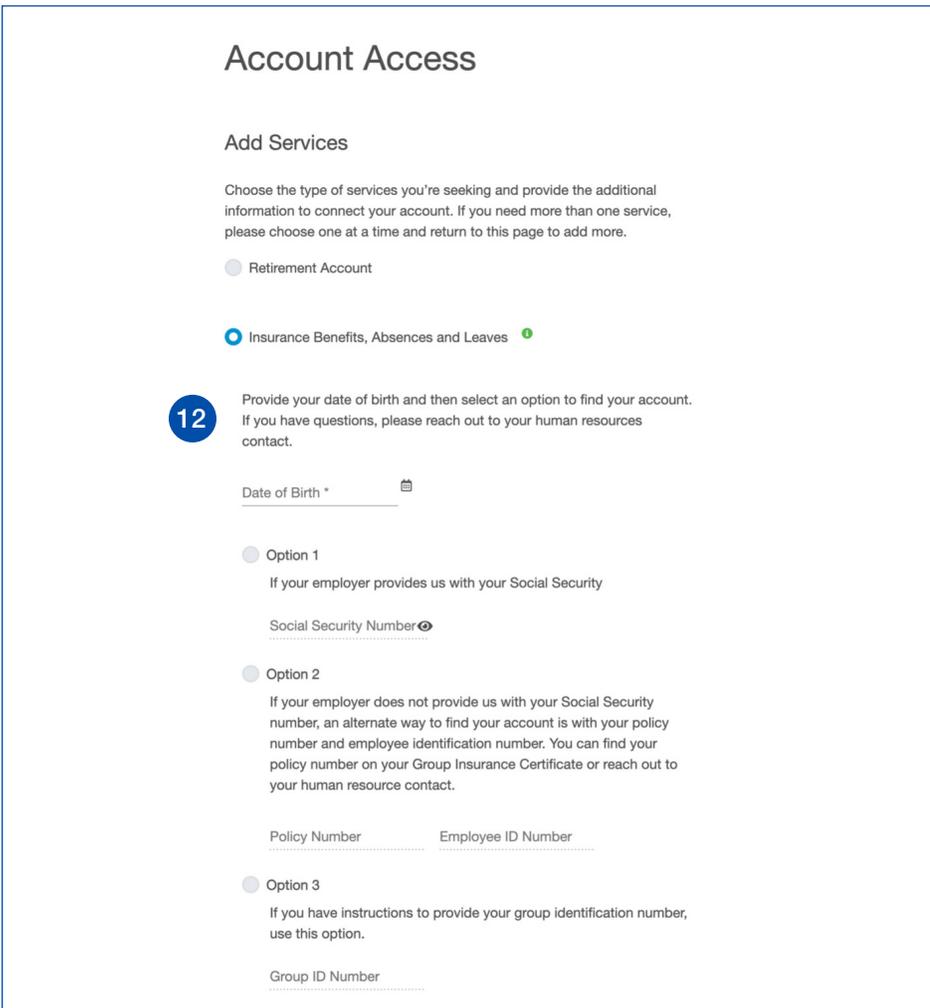
Continue to My Home

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If you trust the device used to log in, select **Trust this browser** and **Continue to My Home**.



**11** In the **Connect your Account?** window, select **Yes, Continue to Connect**.



**12** Choose **Insurance Benefits, Absences and Leaves** and enter your identifying information:

- a.** Enter your **Date of Birth**.
- b.** In Option 1, enter your **Social Security number**.
- c.** Or in Option 2, enter your employer's **Policy Number** and your **Employee ID Number**.
- d.** Option 3 is only provided for very specific situations. Selecting options 1 or 2 are typically the best choices.
- e.** **Add Services**.

If you have questions about which option to use, please reach out to your HR Department.

## Account Connected

✓ Your account is connected to your **Insurance Benefits, Absences and Leaves**.

You can return to this Account Access page anytime for your profile menu if you need to add additional services.

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Continue to My Home

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Once successfully connected, select **Continue to My Home**.



## My Home



### Your Leave and Short-Term Disability Claims

Request and manage your leaves.

Frequently Asked Questions

- [Do I need to file a disability claim?](#)
- [When should I report an absence?](#)

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Visit Portal

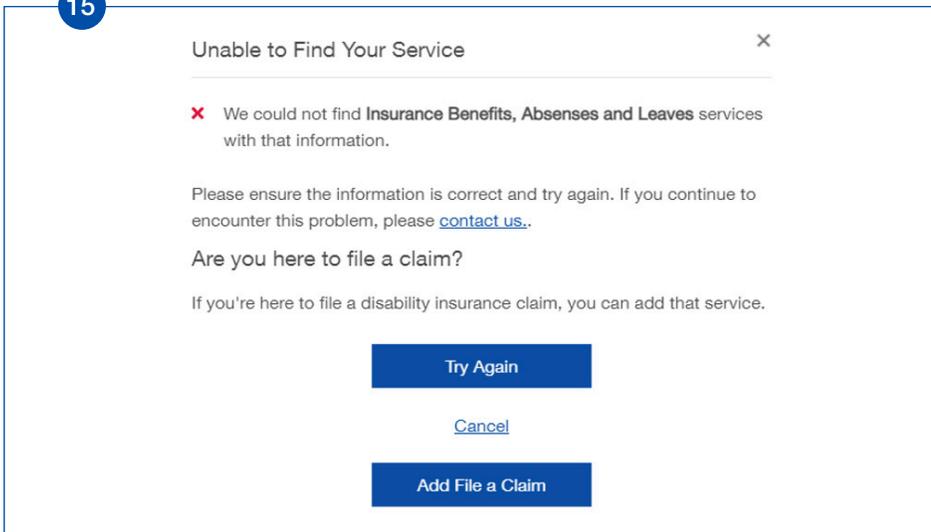
14

The **My Home** screen displays panels based on the services and benefits available to you.

*Sample screen (actual screen may vary based on the available products and/or services)*

When you are ready to report or manage a claim or leave, choose **Visit Portal**.

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**Troubleshooting or alternate path:** The **Unable to Find Your Service** window displays if the system is unable to match your information to your services and benefits.

- You can **Try Again** to go back to the **Account Access** page and re-enter your information or try another option.

**IMPORTANT:** The **Add File to a Claim** option **should not be used** for your leave and claim management services with us.

If you are unable to connect to your service, call or text the Contact Center at 866.756.8116. In New York call or text 866.757.1984

Standard Insurance Company | The Standard Life Insurance Company of New York | [standard.com](https://www.standard.com)

‡ The Standard is a marketing name for StanCorp Financial Group, Inc. and subsidiaries. Insurance products are offered by Standard Insurance Company of 1100 SW Sixth Avenue, Portland, Oregon, in all states except New York, where insurance products are offered by The Standard Life Insurance Company of New York of 445 Hamilton Avenue, 11th Floor, White Plains, New York. Product features and availability vary by state and company, and are solely the responsibility of each subsidiary. Each company is solely responsible for its own financial condition. Standard Insurance Company is licensed to solicit insurance business in all states except New York. The Standard Life Insurance Company of New York is licensed to solicit insurance business in only the state of New York.