

# **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**



### Continued on next page

<sup>‡</sup> 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.

Personal Information All fields are required.		
First Name	Last Name	
Email Address		
Phone (000) 000-0000		
Is this a mobile phone?		
Login Information You'll use this to log into your acco	unt.	
Choose a user name following • 7-20 characters • At least one letter • No spaces • No symbols or punctuation ma • Cannot start with 0	these requirements: rks (@ \$ , & #   % etc.)	
User Name		
Choose a password following • At least 10 characters • A lowercase letter (like a) • An uppercase letter (like A) • A number and special character	these requirements: rr (like 1 and \$)	
Password	Show	
Confirm Password	Show	

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

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

## 4 Create an Account

Verify your email to activate your account.

You're almost done! To complete account setup, follow the link sent to 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.



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



#### Welcome Account created! You may now log in to your account. Once logged in, please be sure to review terms and set up two-step verification for extra account security. Log in for full account access Log in for Dental & Vision (ONLY) Members User Name If your employer is based outside of New York If your employer is based in New York Employers Password Show If based outside of New York If based in New York Log In Forgot user name? | Forgot password?

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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.

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

#### Terms and Consent

Welcome. Your online account with The Standard provides access to our secure online services.

To continue, please read the following terms and conditions, then accept the agreement that follows these terms. If you do not agree, you will not be able to proceed.

#### Acceptance of Terms

By checking "I have read and agree to the Terms and Consent" you are consenting to the terms and conditions set forth in these Terms and Consent, as well as the Terms of Use and Privacy Policy that govern use of The Standard's web pages and apps (collectively the "Site"). Nothing in these Terms and Consent require The Standard to continue to provide the online services.

#### Additional Terms

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The Standard may choose to offer different or additional online services in the future that it will provide under terms and conditions other than or in addition to those described in the Acceptance of Terms section and Consent to Electronic Transfers section. Therefore, as a condition of accessing or receiving those additional services, you may be asked to agree to different or additional terms and conditions.

I have read and agree to the Terms and Consent

Continue Cancel

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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	Next, you'll set up an
	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.	additional layer of security called two-step verification. This feature requires two
	How two-step verification works	things when you log in to
	→ Log in with your user name and password.	access your account from
	We'll send you a code using the method you choose.	an untrusted browser:
	<ul> <li>Enter the code.</li> <li>That's it! Once you're logged in, you can choose to log in without requiring a code in the future.</li> </ul>	something you know (your username and password)
	How do you want to receive codes? Text messages and phone calls are only supported for US/Canadian phone numbers	and something you have (your phone or computer).
8	Via text to 50*****17 Via email to br*****@standard.com Via phone to 50*****17 Continue	<ul> <li>Select your preferred method to receive the two-step verification code and then <b>Continue</b>.</li> </ul>

	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.	
9	Continue Having problems? <u>Request a new code</u> or <u>contact us</u> for assistance.	

	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
10	Continue to My Home

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.

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

If you don't see what you're expect	Connect your account? It looks like your account is not yet connected to any services. Would you like to connect your account to services available to you? In (1) Yes, Continue to Connect Not Now	1	In the <b>Connect your</b> <b>Account?</b> window, select <b>Yes, Continue to Connect</b> .
Ad	ccount Access	 12	Choose <b>Insurance</b> <b>Benefits, Absences and</b> <b>Leaves</b> and enter your identifying information:
Choo	ose the type of services you're seeking and provide the additional mation to connect your account. If you need more than one service,		a Enter your Date of Birth
plea:	se choose one at a time and return to this page to add more. Retirement Account		<b>b</b> In Option 1 enter
0	nsurance Benefits, Absences and Leaves		your Social Security number.
12 Frince	rovide your date of birth and then select an option to find your account. you have questions, please reach out to your human resources ontact. ate of Birth *		<ul> <li>C. Or in Option 2, enter your employer's Policy</li> <li>Number and your</li> <li>Employee ID Number.</li> </ul>
	If your employer provides us with your Social Security		<b>d.</b> Option 3 is only
	Social Security Number 🕢		provided for very
	Option 2 If your employer does not provide us with your Social Security number, an alternate way to find your account is with your policy number and employee identification number. You can find your policy number on your Group Insurance Certificate or reach out to your human resource contact.		specific situations. Selecting options 1 or 2 are typically the best choices.
	Policy Number Employee ID Number		e. Add Services.
	If you have instructions to provide your group identification number, use this option.		

Group ID Number

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



TheStandard	
My Hon	ne
	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?

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

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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**.

15	Unable to Find Your Service X	15 Troubleshooting or alternate path: The
	We could not find <b>Insurance Benefits, Absenses and Leaves</b> services with that information.	Unable to Find Your Service window displays
	Please ensure the information is correct and try again. If you continue to encounter this problem, please <u>contact us.</u> .	match your information to
	Are you here to file a claim? If you're here to file a disability insurance claim, you can add that service.	your services and benefits
	Try Again	<ul> <li>You can Try Again to go back to the Account</li> </ul>
	Cancel	Access page and re-
	Add File a Claim	enter your information o 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

‡ 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.