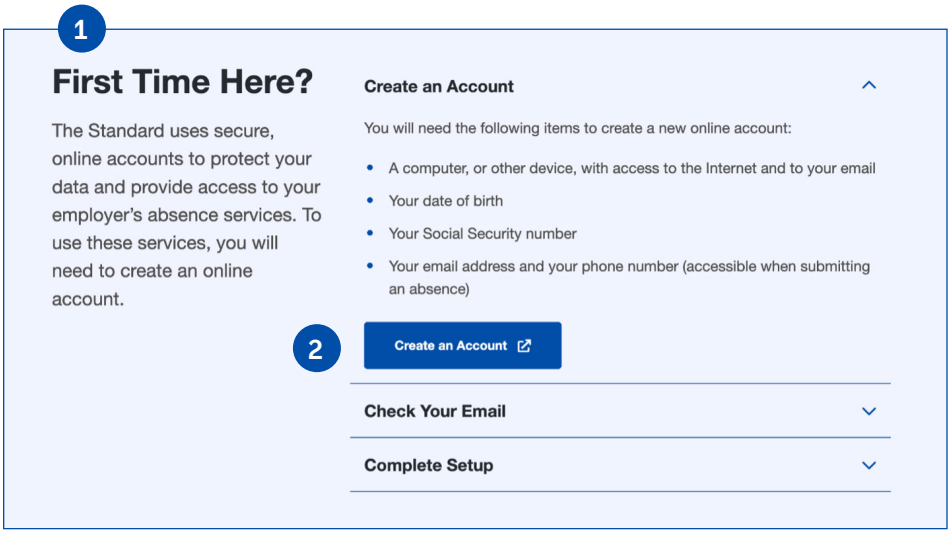
Create an Online Account for Absence Management Services

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

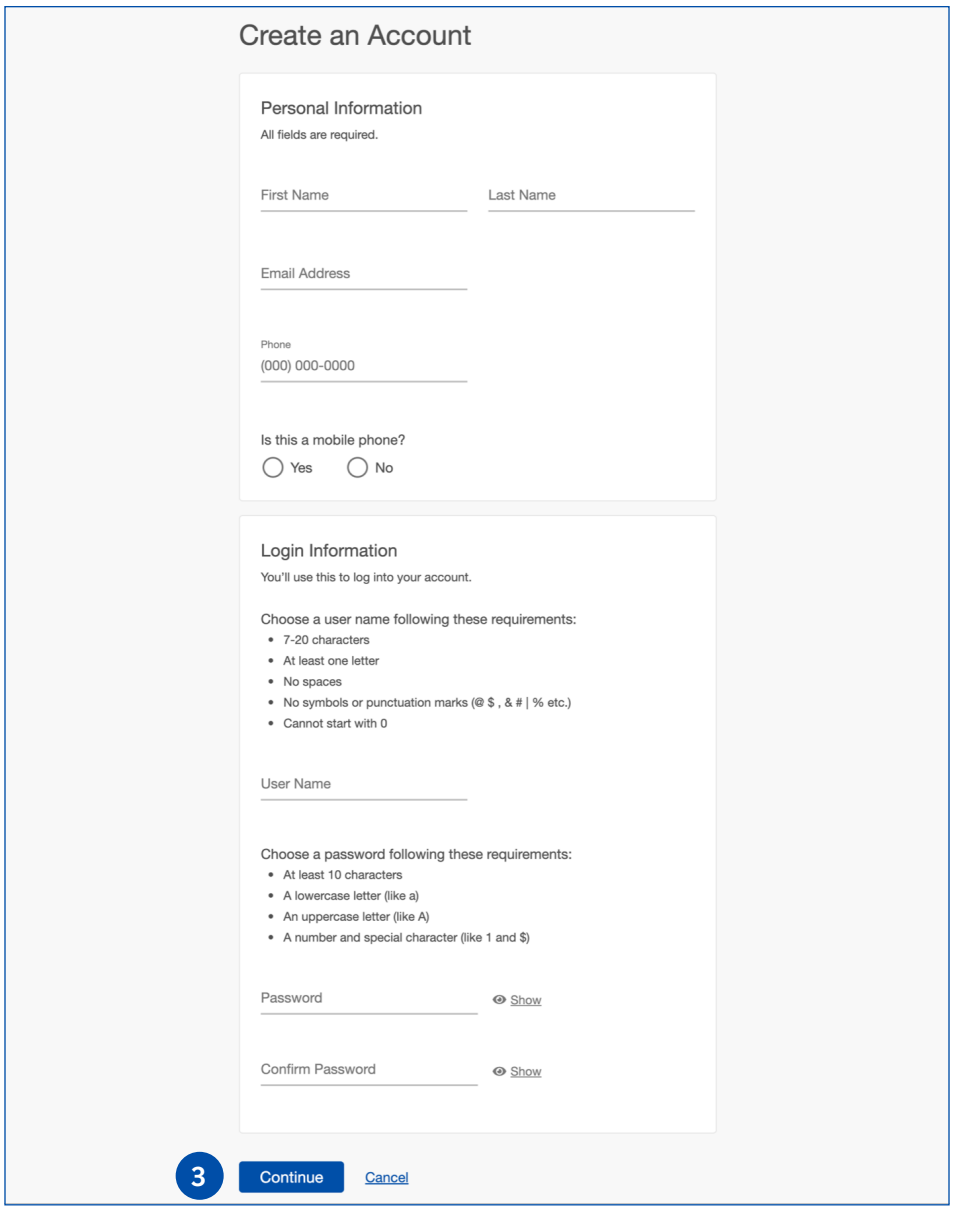
Create an Account



1. Go to 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.

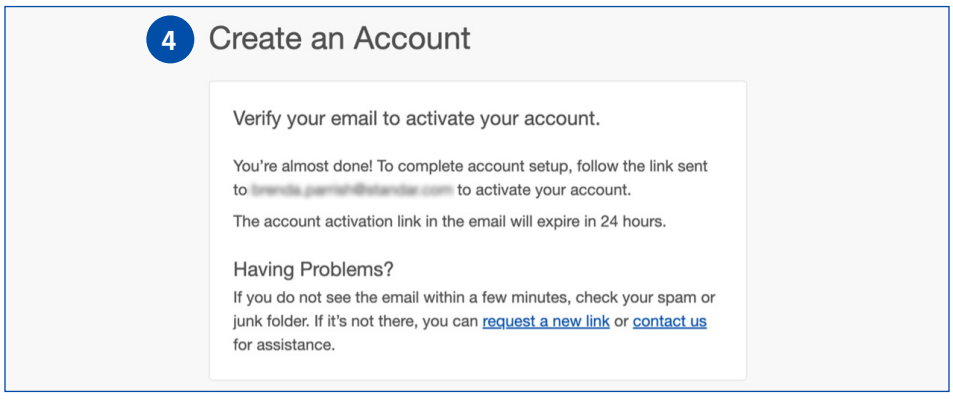
Continued on next page

‡ 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.

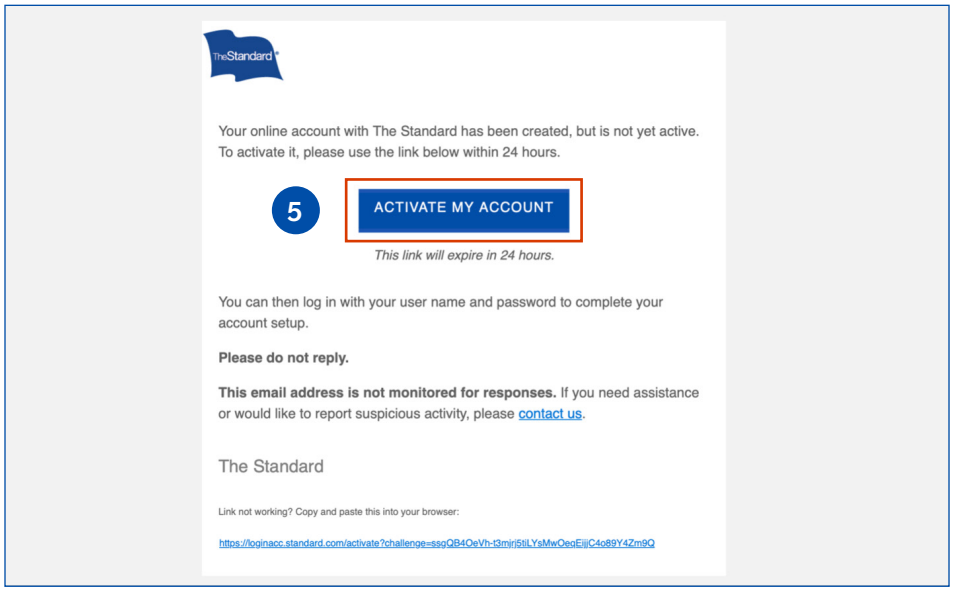


3 On the Create an Account page, enter personal information and create a username and password based on the instructions, then **Continue**.

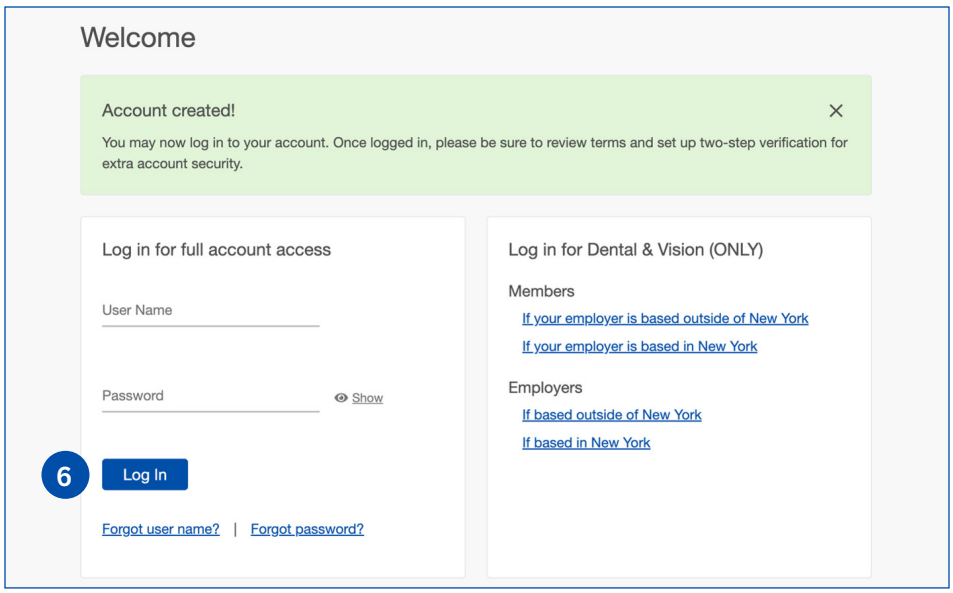
- If you'd like to receive text alerts to manage your two-step verification during login, be sure to enter a mobile phone number.



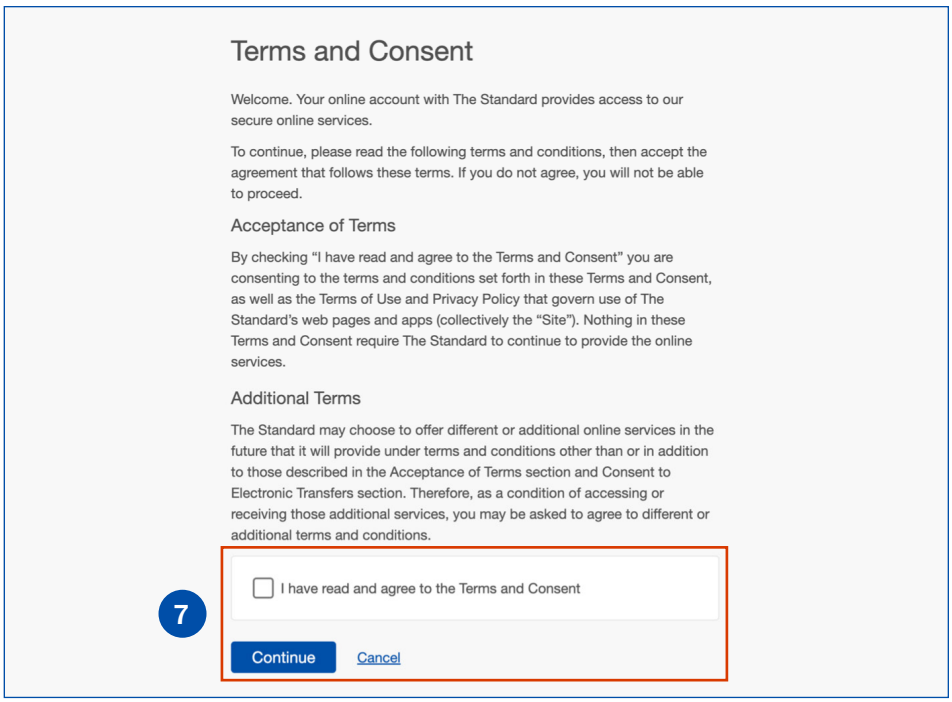
4 Once you **Continue**, you will see instructions to verify your email address to activate your account.



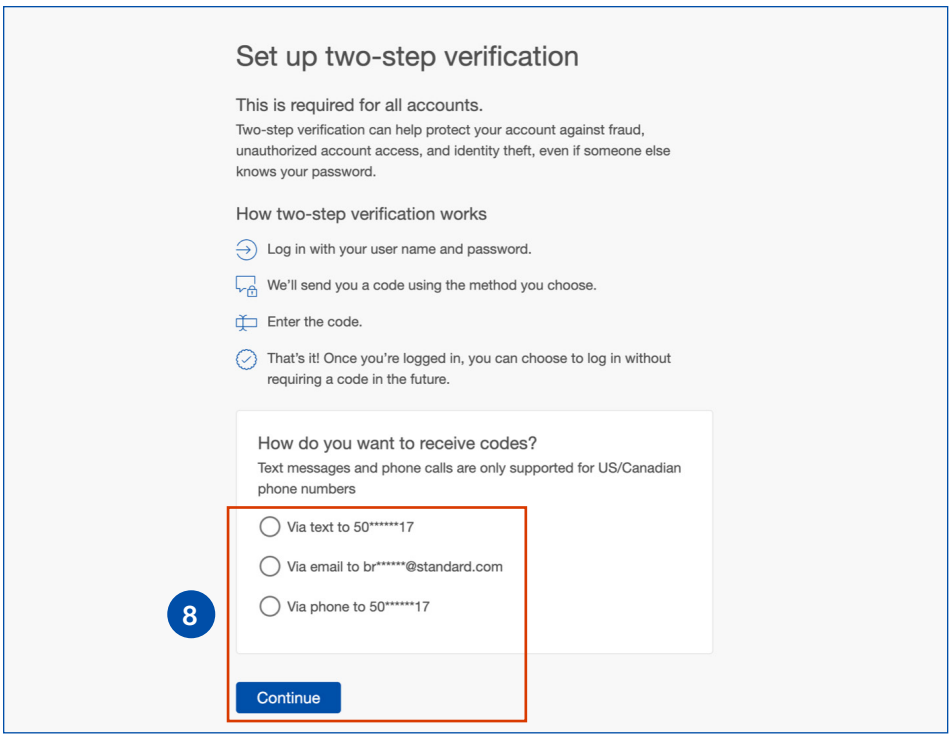
5 Go to your email, open the Activate Your Online Account email from The Standard‡ and use the **ACTIVATE MY ACCOUNT** link within 24 hours to verify and activate your account.



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

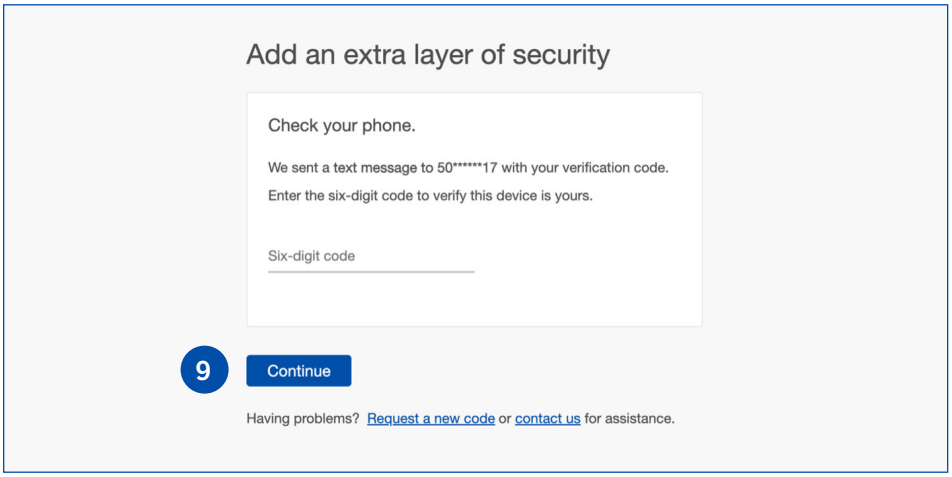


7 After logging in, review the Terms and Consent statement, acknowledge **I have read and agree to the Terms and Consent** and then **Continue**.

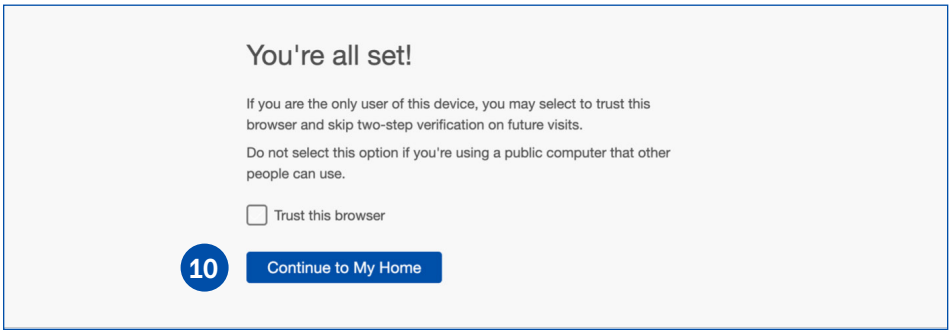


8 Next, you'll set up an additional layer of security called two-step verification. This feature requires two things when you log in to access your account from an untrusted browser: something you know (your username and password) and something you have (your phone or computer).

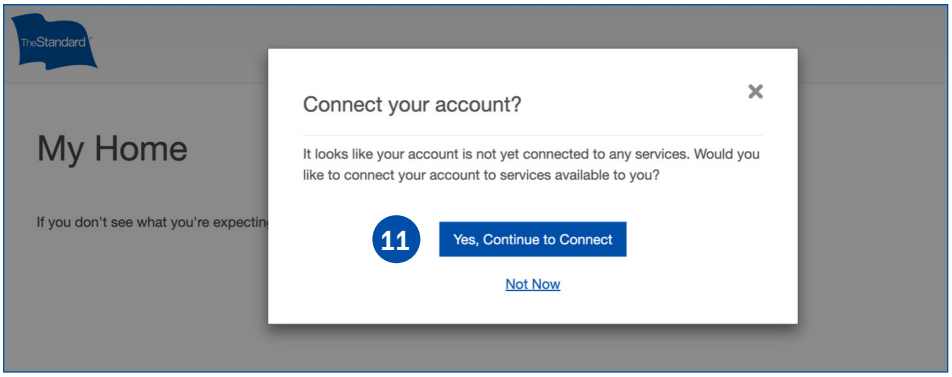
- Select your preferred method to receive the two-step verification code and then **Continue**.



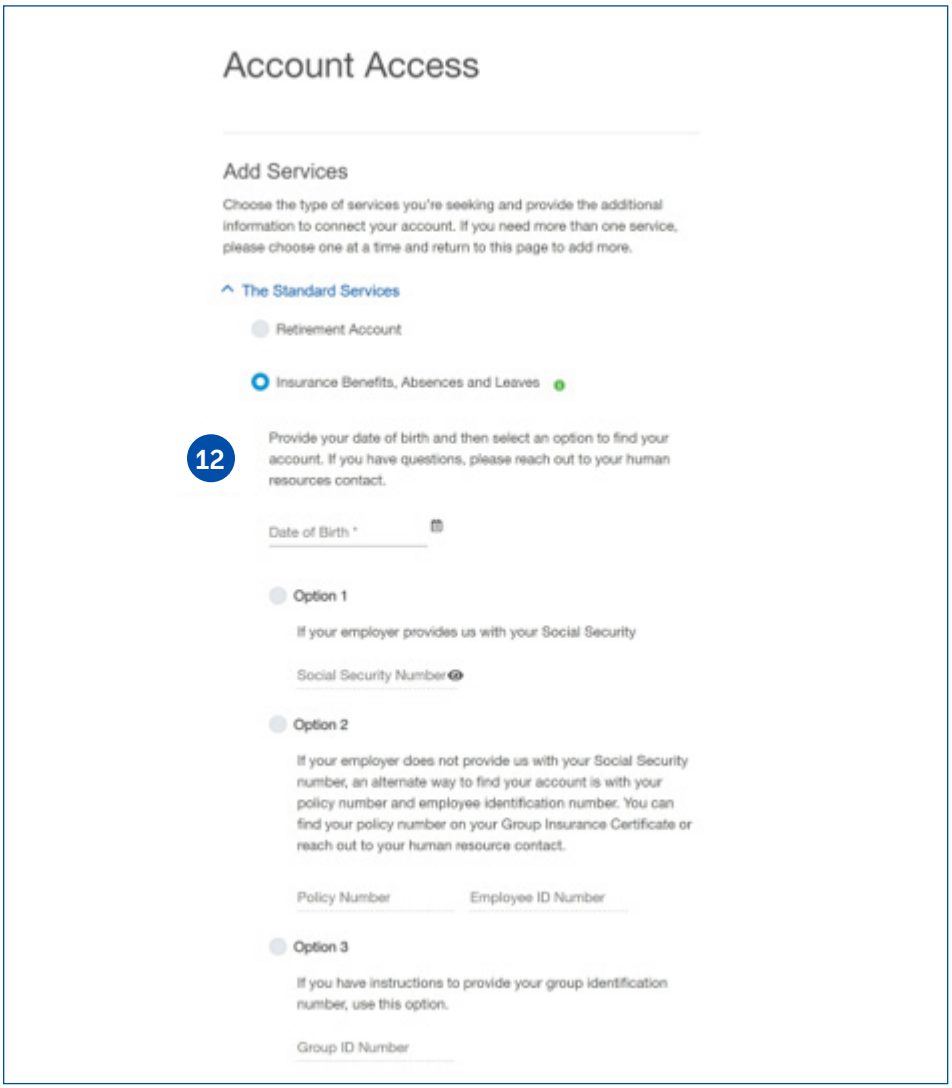
9 Based on your selection, check your phone or email for the six-digit verification code, then enter the code to verify your device and **Continue**.



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



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**.

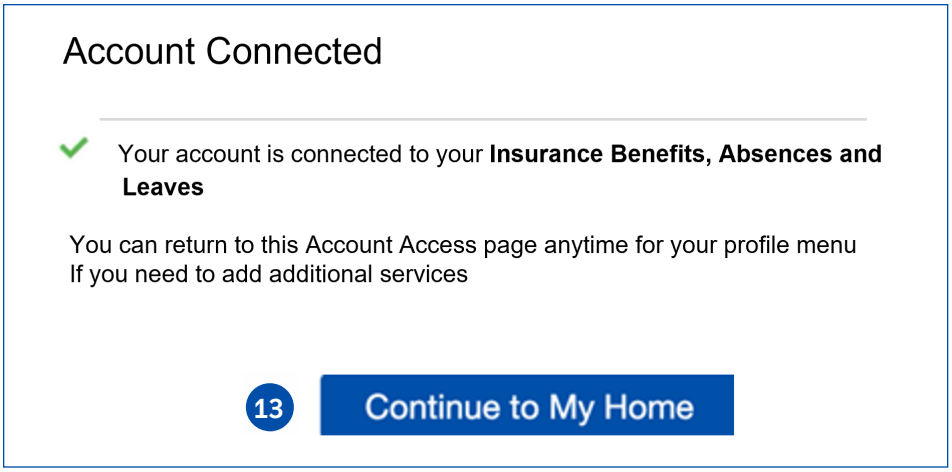
b. In Option 1, enter your **Social Security number**.

c. Or in Option 2, enter your employer's **Policy Number** and your **Employee ID Number**.

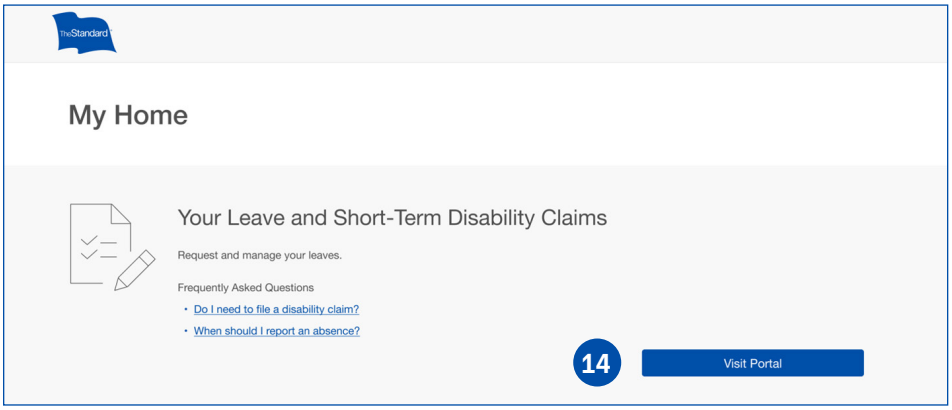
d. Option 3 is only provided for very specific situations. Selecting options 1 or 2 are typically the best choices.

e. **Add Services**.

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



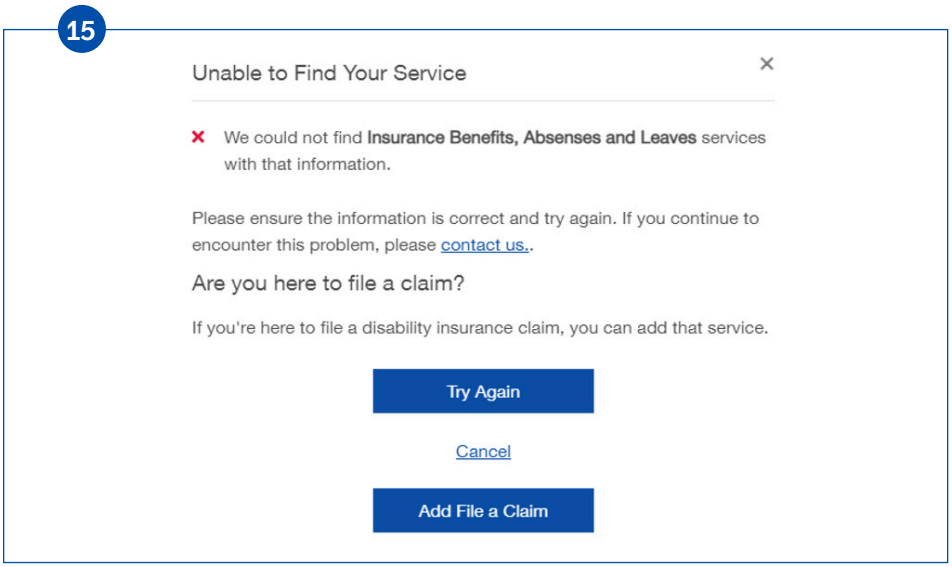
13 Once successfully connected, select **Continue to My Home**.



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**.



15 **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**

‡ 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.