

EMPLOYEE ABSENCE MANAGEMENT PORTAL INSTRUCTIONS



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STANDARD INSURANCE COMPANY

How to Access The Standard's Absence Management Portal

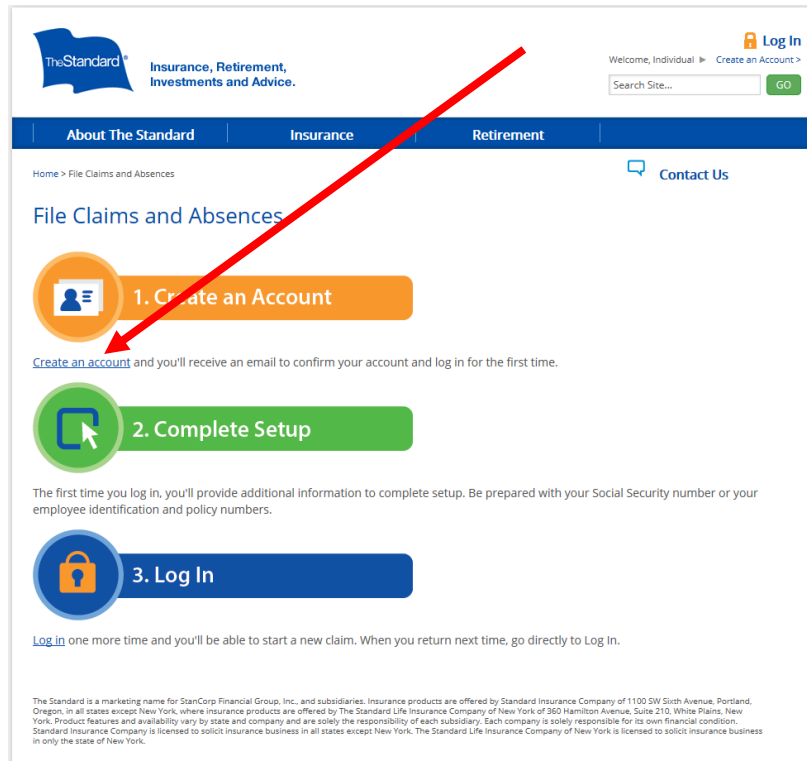
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How to Access The Standard's Absence Management Portal

First Time Users – Create an Account:

1. Go to www.standard.com/absence and click on the *Create an account* link.



2. You'll be asked to provide your name and email address. Be sure to provide an email address that you can access from home. Further, you will be asked to create a user name.

How to Access The Standard's Absence Management Portal



Create An Account

1. ONLINE ACCOUNT 2. SECURITY SETTINGS

If you already have an online account with The Standard, please [log in](#) now. Otherwise, you may create an account to gain secure access to your services.

All fields are required.

First name

Last name

Email address
 [\(Why is this needed?\)](#)

Confirm email address

Create a user name

- Use a minimum of seven characters.
- Do not use special characters (e.g., #, \$, %, @), punctuation, or spaces.

I have read and agree to the [Terms and Consent](#).

[Cancel](#)

[CONTINUE ►](#)

- [Customer Support](#)
- [Create Account Help](#)
- [Protect Your Identity](#)

How to Access The Standard's Absence Management Portal

- Next you will be asked to create a password and select security questions. Then click **Create Account**.



LOG IN

CONTACT

Create An Account

1. ONLINE ACCOUNT

2. SECURITY SETTINGS

All fields are required.

Password

Confirm password

Security Questions

Security questions help us to verify your identity when you need help with your account. Please select only three questions below and provide an answer to each. Your answers will not be case sensitive. Choose an answer that is memorable but not easily guessable or searchable on the web.

What was your favorite as a child?

What was the make and model of first car?

What was the last name of your ?

In what city did your meet?

Who was your first employer?

Who was your childhood hero?

What's the unusual middle name of an acquaintance?

What is the name of a college you applied to but didn't attend?

Where did you celebrate New Year's Eve 1999?

Cancel

CREATE ACCOUNT

[Customer Support](#)

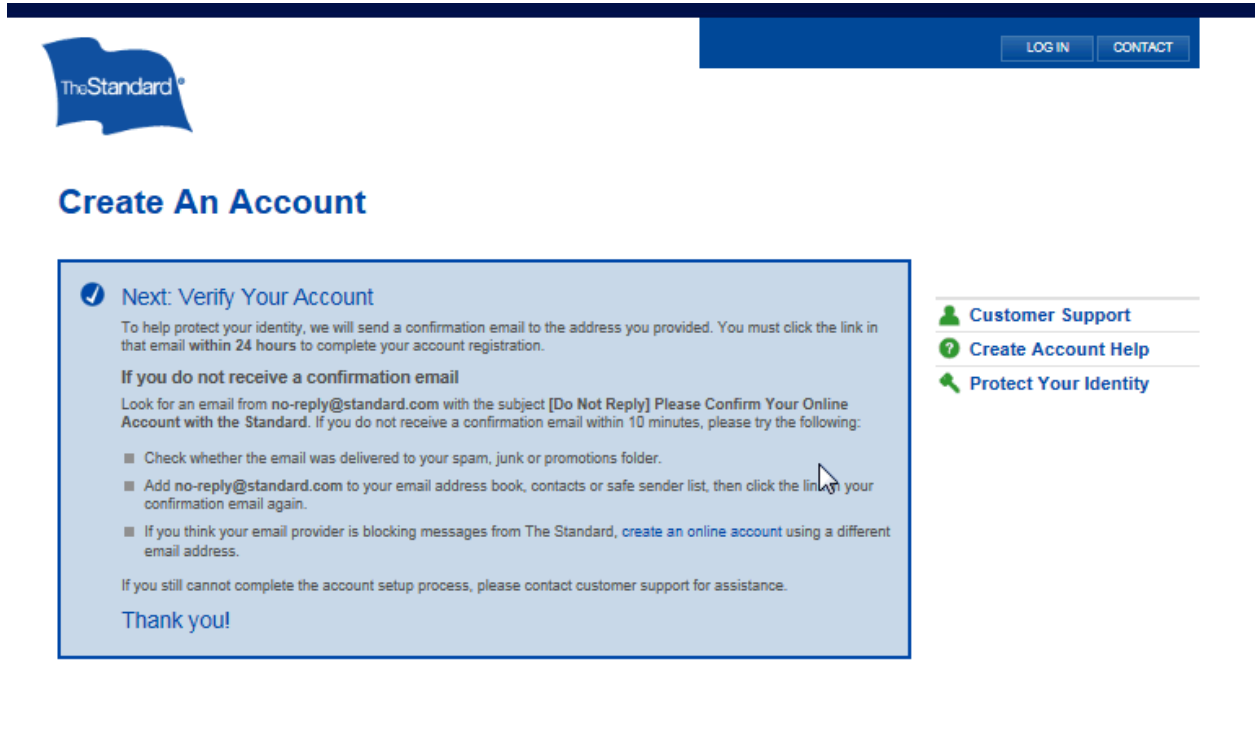
[Create Account Help](#)

[Protect Your Identity](#)



How to Access The Standard's Absence Management Portal

4. Once you select **Create Account**, a message will appear advising you will receive an email to verify your account. (You should receive the email within moments of selecting **Create Account**.)




The screenshot shows the 'Create An Account' page on The Standard's website. At the top left is the 'TheStandard' logo. At the top right, there are 'LOG IN' and 'CONTACT' buttons. The main heading is 'Create An Account'. Below this is a light blue box with a checkmark icon and the title 'Next: Verify Your Account'. The text inside the box explains that a confirmation email will be sent to the provided address and must be clicked within 24 hours. It also provides instructions for users who do not receive a confirmation email, including checking spam folders, adding the sender to a safe sender list, and using a different email address if necessary. A 'Thank you!' message is at the bottom of the box. To the right of the box are three links: 'Customer Support', 'Create Account Help', and 'Protect Your Identity', each with a corresponding icon.

TheStandard

LOG IN CONTACT

Create An Account

 **Next: Verify Your Account**

To help protect your identity, we will send a confirmation email to the address you provided. You must click the link in that email within 24 hours to complete your account registration.


If you do not receive a confirmation email


Look for an email from no-reply@standard.com with the subject **[Do Not Reply] Please Confirm Your Online Account with the Standard**. If you do not receive a confirmation email within 10 minutes, please try the following:


- Check whether the email was delivered to your spam, junk or promotions folder.
- Add no-reply@standard.com to your email address book, contacts or safe sender list, then click the link in your confirmation email again.
- If you think your email provider is blocking messages from The Standard, [create an online account](#) using a different email address.

If you still cannot complete the account setup process, please contact customer support for assistance.

Thank you!

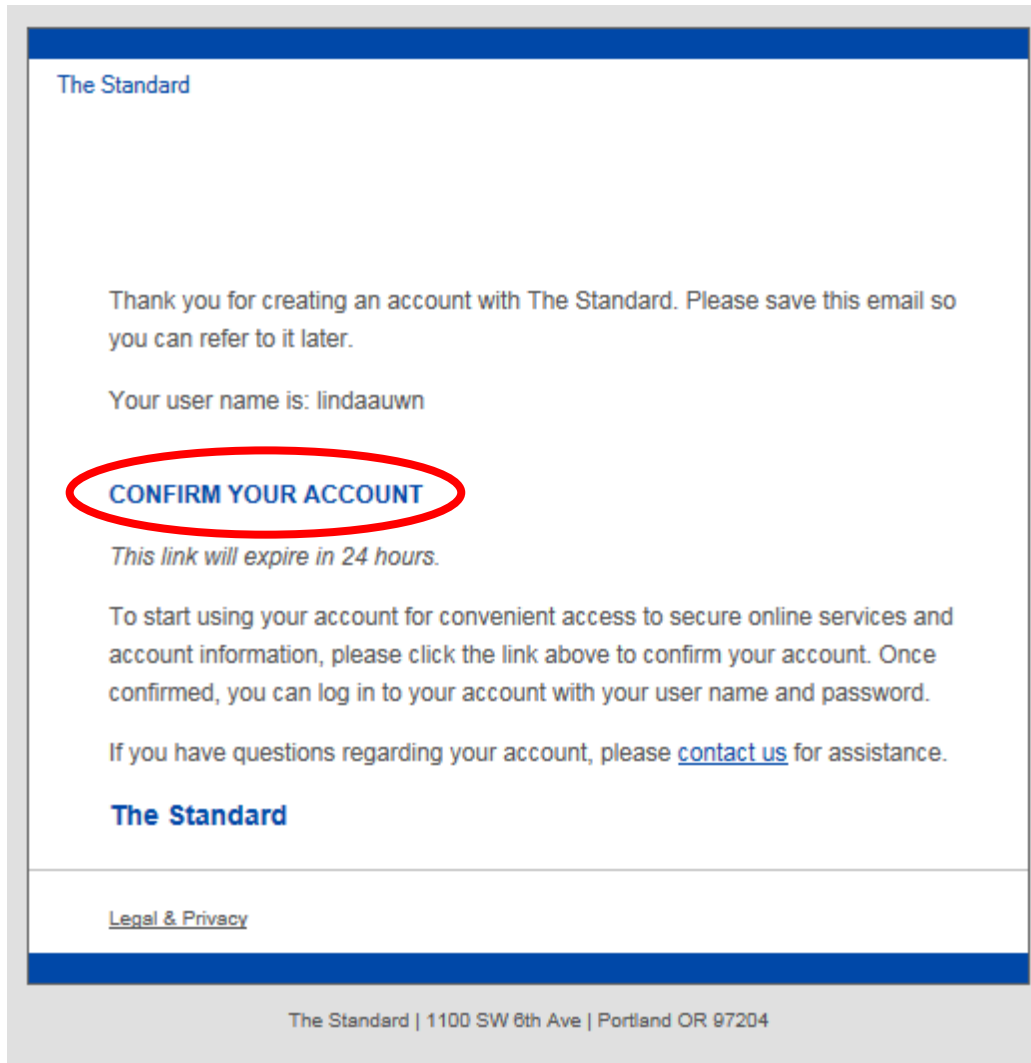
 [Customer Support](#)

 [Create Account Help](#)

 [Protect Your Identity](#)

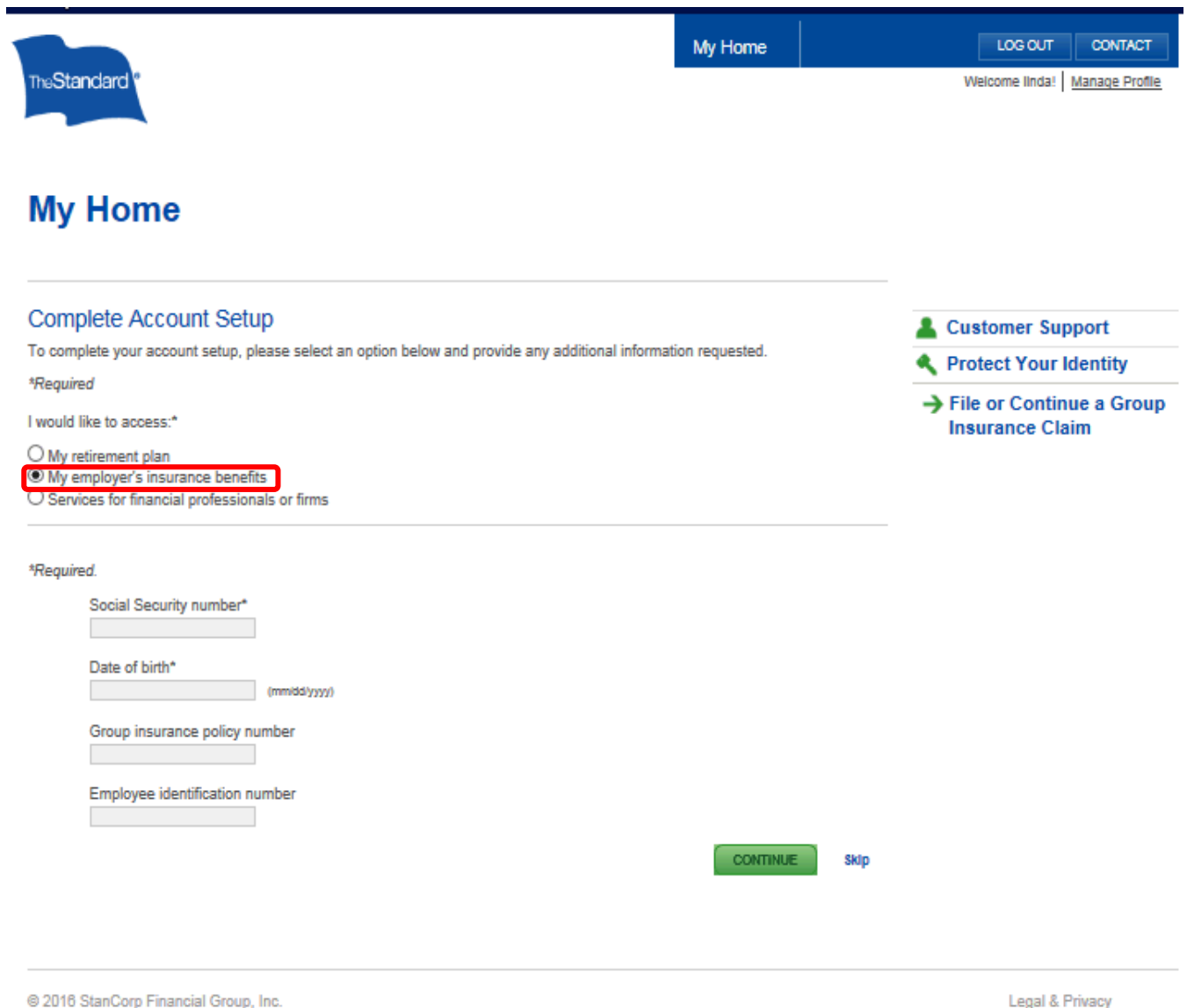
How to Access The Standard's Absence Management Portal

5. You'll be sent a verification email. Click **Confirm Your Account**, in that email, to log in with your user name and password. Important: the link, within the email, will expire in 24 hours.



How to Access The Standard's Absence Management Portal

- Once you confirm your account and log back in, select **My employer's insurance benefits**. You'll be asked to provide some additional identifying information. Your Social Security Number and Date of Birth are required to complete your account setup. The site will also ask you for your Group Insurance Policy number and Employee ID number. These fields are optional. Click **Continue**.



The screenshot shows the 'My Home' dashboard of The Standard's portal. The header includes the logo, 'My Home' navigation, and user information for 'Linda'. The main content area is titled 'Complete Account Setup' and offers three options: 'My retirement plan', 'My employer's insurance benefits' (which is selected and highlighted with a red box), and 'Services for financial professionals or firms'. Below the selection are input fields for Social Security number, Date of birth, Group insurance policy number, and Employee identification number. A 'CONTINUE' button and a 'Skip' link are at the bottom right. A sidebar on the right contains links for 'Customer Support', 'Protect Your Identity', and 'File or Continue a Group Insurance Claim'. The footer contains copyright information and a 'Legal & Privacy' link.

The Standard

My Home [LOG OUT](#) [CONTACT](#)

Welcome Linda! [Manage Profile](#)

My Home

Complete Account Setup

To complete your account setup, please select an option below and provide any additional information requested.

**Required*

I would like to access:*

- My retirement plan
- My employer's insurance benefits
- Services for financial professionals or firms

**Required.*

Social Security number*

Date of birth*
 (mm/dd/yyyy)

Group insurance policy number

Employee identification number

[CONTINUE](#) [Skip](#)

[Customer Support](#)

[Protect Your Identity](#)

[File or Continue a Group Insurance Claim](#)

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How to Access The Standard's Absence Management Portal

7. At this point, you will need to log out and then log back in for your services to be displayed.
8. Upon logging in, you'll be directed to the My Home page. Click **Get Started** to enter the portal and begin using.

The screenshot shows the 'My Home' page of The Standard's Absence Management Portal. At the top left is the 'TheStandard' logo. The top right navigation bar includes 'My Home', 'LOG OUT', and 'CONTACT' buttons, along with a user greeting 'Welcome Linda!' and a 'Manage Profile' link. The main heading is 'My Home'. Below this, there are two primary sections: 'Report Leaves of Absence' and 'Group Insurance Claims'. The 'Report Leaves of Absence' section contains a green printer icon and a 'GET STARTED →' button highlighted with a red rectangle. The 'Group Insurance Claims' section includes a 'START A CLAIM' button. On the right side, there are links for 'Customer Support' and 'Protect Your Identity'. At the bottom, the footer contains the copyright notice '© 2016 StanCorp Financial Group, Inc.' and a 'Legal & Privacy' link.

TheStandard

My Home

LOG OUT CONTACT

Welcome Linda! | [Manage Profile](#)

My Home

CONTINUE skip

Report Leaves of Absence

Use this tool to submit absences. View absence type and status in calendar format and track absence and disability claims with searchable and sortable lists.

GET STARTED →

Group Insurance Claims

If you need assistance filing a claim or want to find the status of a submitted claim, please call our Contact Center at 877.278.6816 (877.278.6832 if your policy was issued in New York).

Start a New Group Insurance Claim

If you are covered under a group insurance plan from The Standard, you may start a claim by selecting one of the options below. (Which claim should I select?)

- Disability Income Insurance (Have you already filed a Short Term Disability claim?)
- Life Insurance
- Waiver of Life Insurance Premium (Have you already filed a Long Term Disability claim?)

START A CLAIM

Customer Support

Protect Your Identity

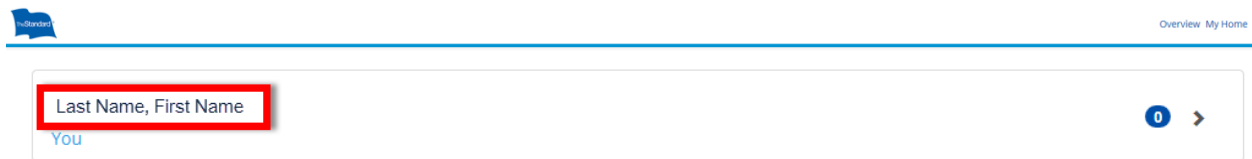
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How to Access The Standard's Absence Management Portal

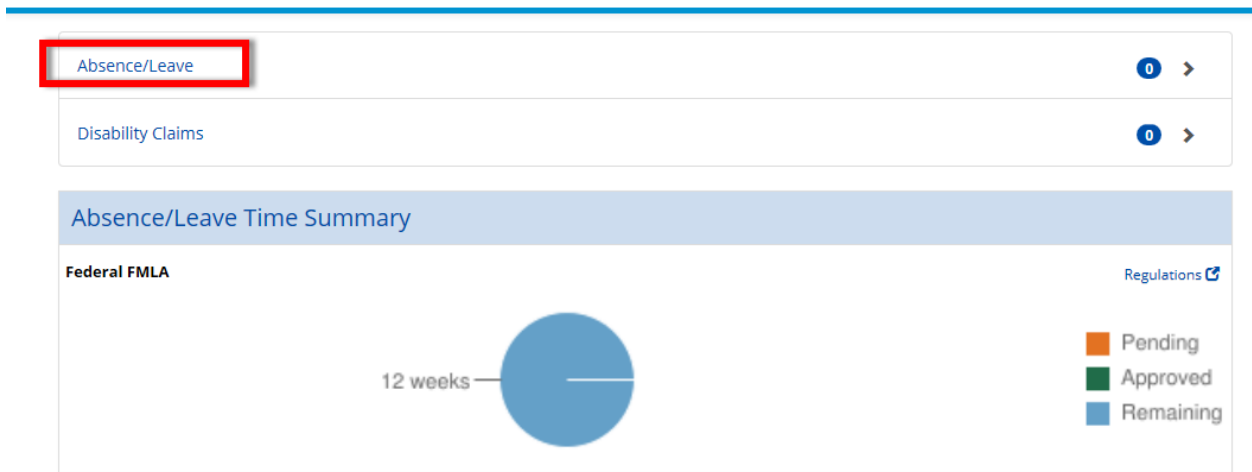
How to create an Absence (FMLA, State Leave, Disability and/or NY DBL)

When you create an absence through the portal, the system will automatically create all of the different claims you are eligible for.

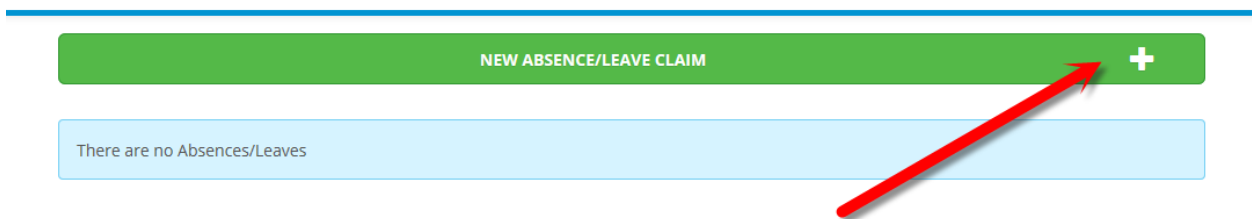
1. After clicking **Get Started**, Click on your name



2. You are now on **My Home** on the portal. At this point, Click on **Absence/Leave**



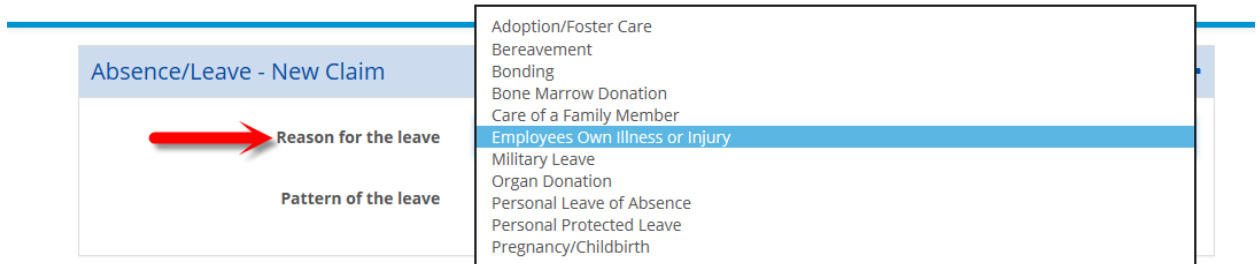
3. Now, Click on **NEW ABSENCE/LEAVE CLAIM**



How to Access The Standard's Absence Management Portal

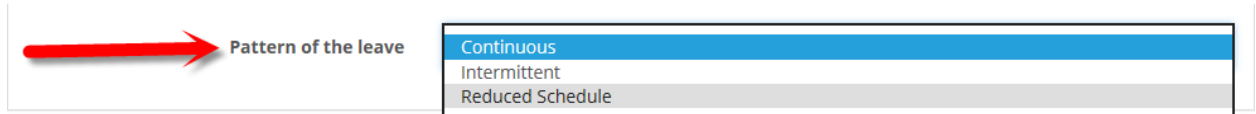
- You are now able to create a new Absence/Leave Claim.

Select the correct **reason for your leave**:



The screenshot shows a form titled "Absence/Leave - New Claim". There are two dropdown menus. The first is labeled "Reason for the leave" and has a red arrow pointing to it. The second is labeled "Pattern of the leave". A list of reasons is shown next to the first dropdown, with "Employees Own Illness or Injury" highlighted in blue. The list includes: Adoption/Foster Care, Bereavement, Bonding, Bone Marrow Donation, Care of a Family Member, Employees Own Illness or Injury, Military Leave, Organ Donation, Personal Leave of Absence, Personal Protected Leave, and Pregnancy/Childbirth.

And the correct **pattern for your leave**:



The screenshot shows the "Pattern of the leave" dropdown menu with a red arrow pointing to it. The menu is open, showing three options: "Continuous" (highlighted in blue), "Intermittent", and "Reduced Schedule".

- Based on the reason for leave, the next series of questions will vary based on the leave reason. Please complete the items listed to the best of your ability.
- Depending on the pattern of leave, please update the **from & to** dates and **for reason** you will be out of work.



The screenshot shows the "Continuous" leave form. The title is "Continuous" with the subtitle "Leave on consecutive calendar days". There are three main sections: "From", "To", and "for reason". The "From" section has a date field with "01/23/2017" and a calendar icon, with the text "Mon, Jan 23, 2017" below it. The "To" section has a date field with "01/27/2017" and a calendar icon, with a blue circle containing the number "5" next to it, and the text "Fri, Jan 27, 2017" below it. The "for reason" section has a dropdown menu with "None" selected.

How to Access The Standard's Absence Management Portal

7. If you have additional information to provide regarding your absence, provide the detail in the notes section:

Notes
Enter any additional information

8. To submit the request and complete the Absence/Leave Claim, select CREATE CLAIM.

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How to add time to your Absence:

1. From **My Home** on the portal, **Click on Absence/Leave**

The screenshot shows the top navigation bar with 'Absence/Leave' highlighted in a red box. Below it is a 'Disability Claims' section with a '0' icon. The main content area is titled 'Absence/Leave Time Summary' and features a section for 'Extended Non FMLA Medical Leave'. A circular gauge shows '8 weeks' remaining, with a legend indicating 'Pending' (orange), 'Approved' (green), and 'Remaining' (blue). A 'Regulations' link is visible in the top right of the summary section.

2. Select the "time span bar" on the Absence Case you need to add time to:

The screenshot shows a 'NEW ABSENCE/LEAVE CLAIM' button at the top. Below it is a list of absence cases. The first case is 'Absence/Leave AC-XX-XXXXXX', 'Open', 'Employees Own Illness or Injury Intermittent', and 'Mon, Jan 23, 2017'. A red arrow points to an orange hatched bar representing the time span, with the text 'once every week for 4 hours' below it.

How to Access The Standard's Absence Management Portal

3. Click on **ADD TIME**

The screenshot shows the 'Absence/Leave' management interface. At the top, there are two green buttons: 'ADD TIME' (with a calendar icon) and 'RETURN TO WORK' (with a checkmark icon). The 'ADD TIME' button is highlighted with a red border. Below the buttons is a summary table for the absence.

Absence/Leave AC-XX-XXXXXX	
Reason	Employees Own Illness or Injury
Leave Type	Intermittent
Status	Open
Created	Fri, Jan 20, 2017
Return to Work	

Below the summary table is a 'Dates Summary' section with a table showing the absence dates and duration.

Start	End	Duration	Status
Mon, Jan 23, 2017	Mon, Jan 23, 2017	once every week for 4 hours	Pending

Below the dates summary is a 'Dates Detail' section for Federal FMLA, showing the same date and duration information.

Start	End	Duration	Status
Mon, Jan 23, 2017	Mon, Jan 23, 2017	once every week for 4 hours	Pending

At the bottom, there is a 'Certifications Received' section with a blue circle containing the number '0'.

4. Update the dates and reason you will be out of work then click save.

The screenshot shows the 'Add Time' form for absence AC-XX-XXXXXX. The form has a blue header bar with the text 'Absence AC-XX-XXXXXX - Add Time' and a calendar icon. The form fields are:

- From:** 01/20/2017 (with a calendar icon) and Fri, Jan 20, 2017
- To:** 01/20/2017 (with a calendar icon and a blue '1' notification bubble) and Fri, Jan 20, 2017
- for:** 8 hours (with a dropdown arrow)
- and:** 0 minutes each day (with a dropdown arrow)
- for reason:** None (with a dropdown arrow)

Below the form is a blue 'Cancel' button and a green 'SAVE' button, which is highlighted with a red border.

How to Access The Standard's Absence Management Portal

Returning Users – Access your account:

1. Go to www.standard.com
2. Click **Log In** in the upper right hand corner.
3. Enter your user name and password and click **Log In**.
4. Click **Get Started** to enter the portal and begin using.

The screenshot shows the user interface of The Standard's Absence Management Portal. At the top left is the 'TheStandard' logo. The top right navigation bar includes 'My Home', 'LOG OUT', and 'CONTACT' buttons, along with a user greeting 'Welcome Linda!' and a 'Manage Profile' link. The main heading is 'My Home'. Below this, there is a 'CONTINUE' button and a 'skip' link. A sidebar on the right contains 'Customer Support' and 'Protect Your Identity' links. The primary content area is titled 'Report Leaves of Absence' and includes a description: 'Use this tool to submit absences. View absence type and status in calendar format and track absence and disability claims with searchable and sortable lists.' It features a printer icon and a 'GET STARTED' button highlighted with a red rectangle. Below this is a section for 'Group Insurance Claims' with contact information and a 'Start a New Group Insurance Claim' section containing radio button options for 'Disability Income Insurance', 'Life Insurance', and 'Waiver of Life Insurance Premium', with a 'START A CLAIM' button at the bottom. The footer contains copyright information for StanCorp Financial Group, Inc. and a 'Legal & Privacy' link.