Absence Management

Create an Online Account

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.
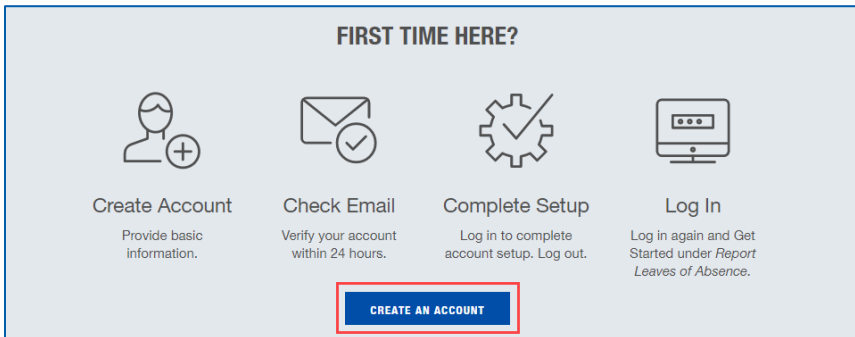
Get Started

*Allow **15** minutes.*

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)
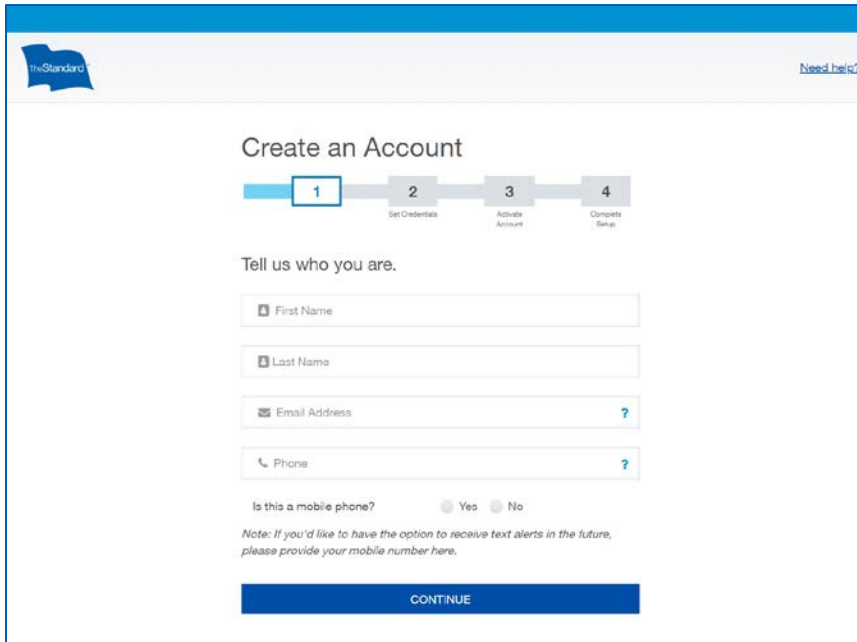
Create an Account

1. Open a browser window, such as Internet Explorer, Chrome or Safari.
2. Go to standard.com/absence to open The Standard's Absence page.
3. In the **FIRST TIME HERE?** section, click **CREATE AN ACOUNT** to begin the self-registration process.

4. On the Create an Account page, enter your contact information and click **CONTINUE**.

- Use contact methods available from home in order to submit an absence.
- If you'd like to receive text alerts in the future, please be sure the phone you enter here is a mobile phone.

5. In Step 2, create an account **User Name** and **Password**, and then click **CONTINUE**.
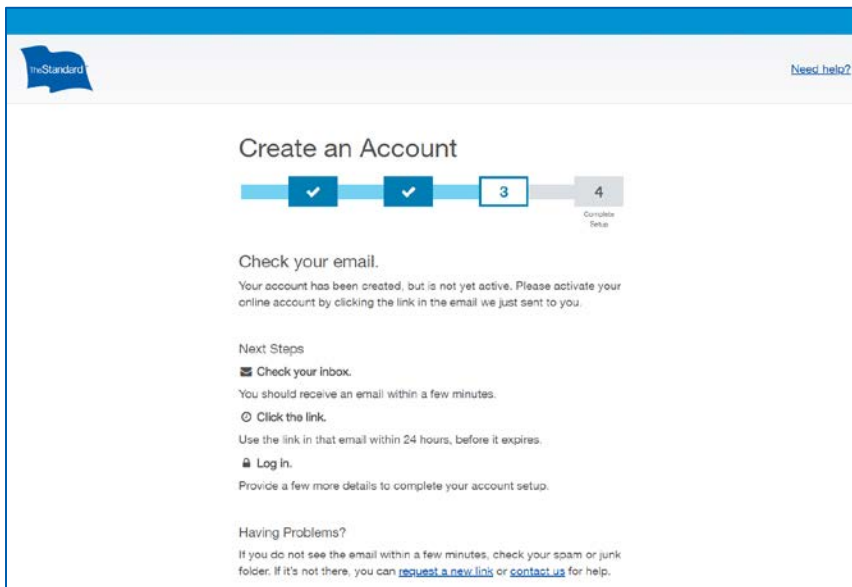

- Your user name must have 7 – 20 characters, no spaces and no @ symbol.
- Your password must have at least 10 characters, a lower-case letter (like a), an upper-case letter (like A), and a number or special character (like 1 or $).

Once you click CONTINUE, you will receive an activation email. You must click the ACTIVATE MY ACCOUNT link within **24 hours** to verify and activate your account.
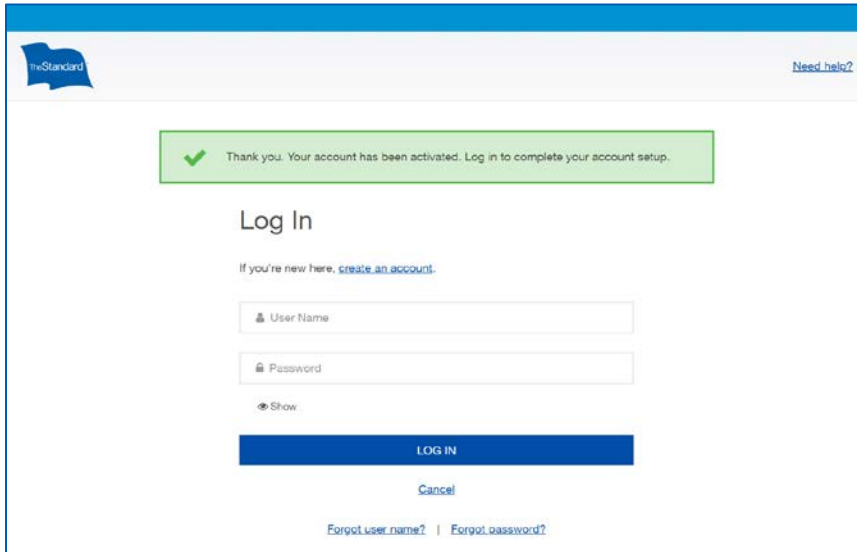
6. Return to your email, open the Activate Your Online Account email from The Standard <verify@standard.com>, and then click the **ACTIVATE MY ACCOUNT** link.
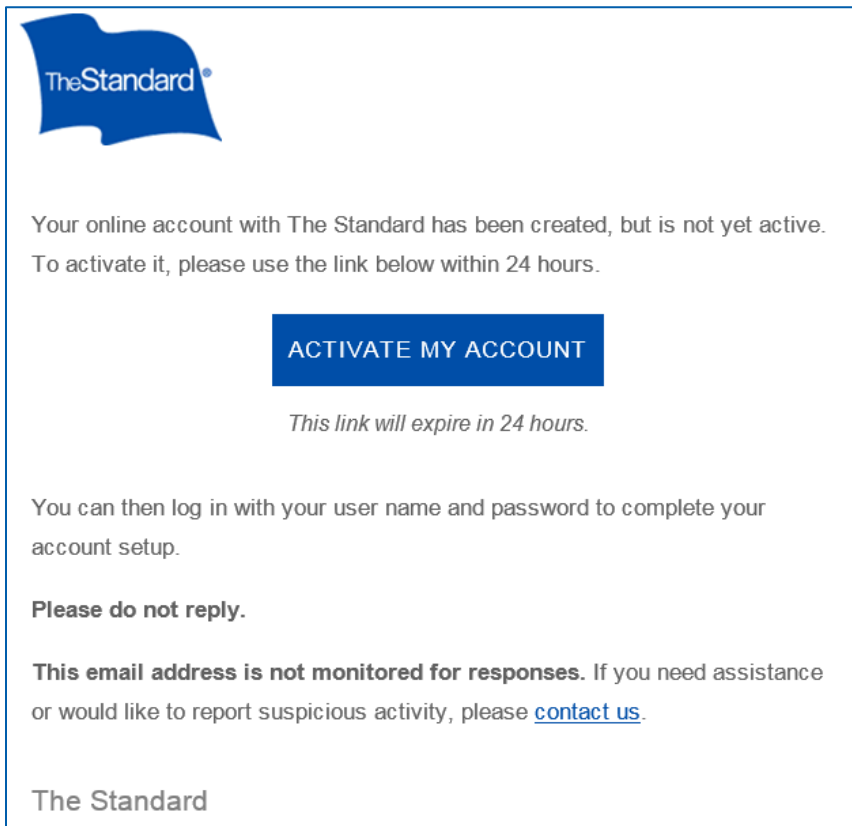
Once you have clicked the ACTIVATE MY ACCOUNT link, log in with your user name and password, complete your account setup and connect to your employer's absence services.

7. In the Log In form, enter your **User Name** and **Password**, and then click **LOG IN**.

8. After logging in, review the Terms and Consent statement, click to acknowledge **I have read and agree to the Terms and Consent**, and then click **CONTINUE**.

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 user name and password) and something you have (your pho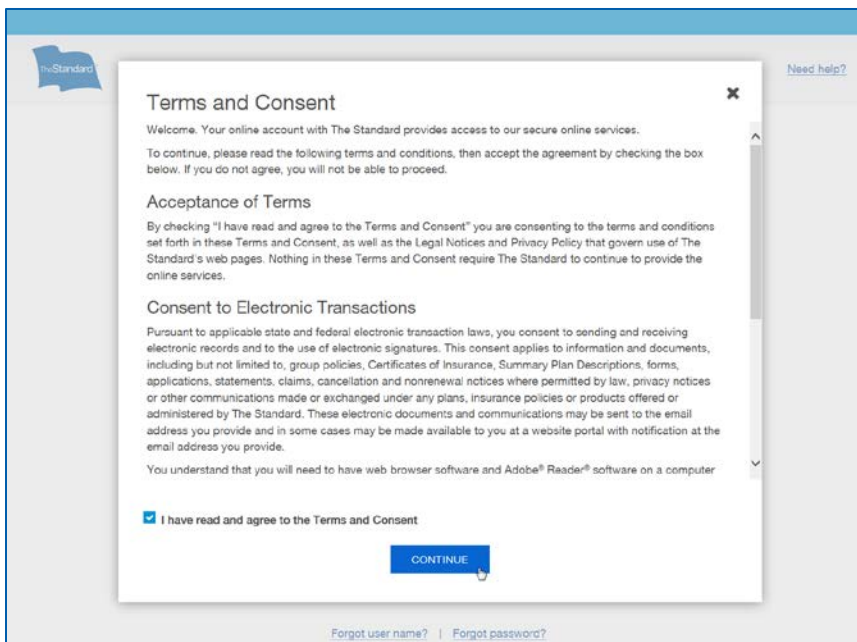ne or computer). In the next steps, you will select and confirm how you will receive the verification code that is sent to your phone or email and entered during the login process.

9. Click to select your method to receive the two-step verification code when you log in to your account, and then click **CONTINUE**.

Text messages will be available as an option only if you indicated a mobile phone at the beginning of this process. If you did not indicate a mobile phone, you may choose to receive an email or voice call.

10. Based on your selection, check your phone or email for the six-digit verification code, then enter the code to verify your device, and click **CONTINUE**.
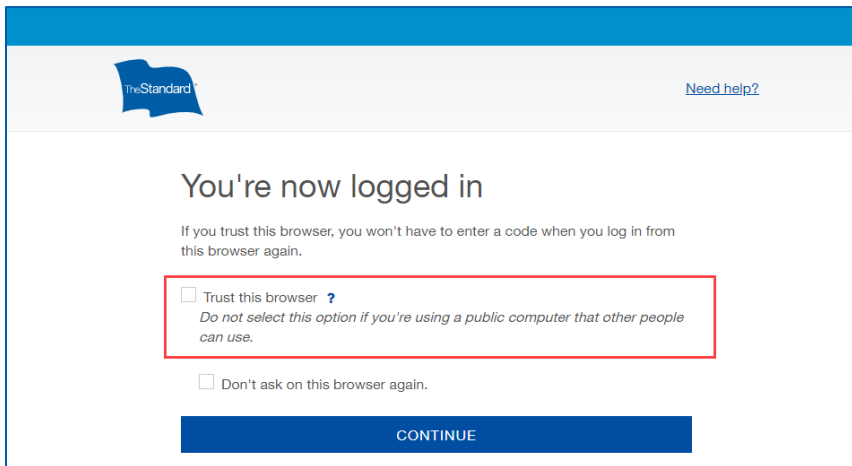
11. If you trust the device used to log in, click **Trust this browser** and click **CONTINUE**.
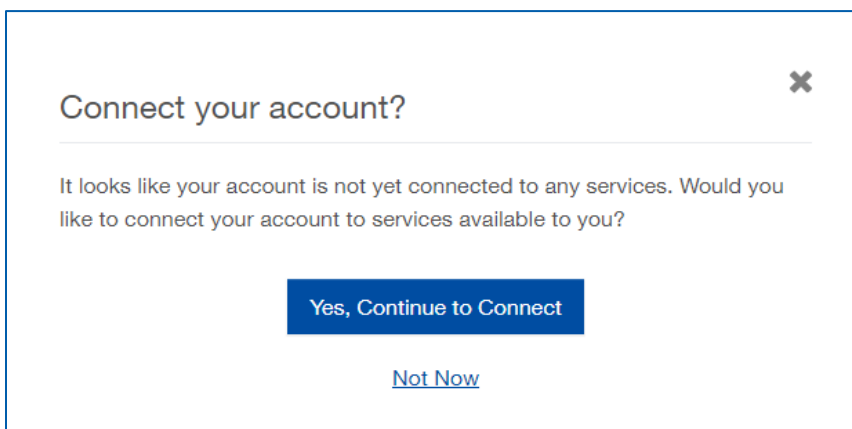
Designating a device as trusted is helpful when the device is frequently used to log in. When a device is trusted, it allows you to log in from that device without having to enter a two-step verification code.

However, in certain circumstances, even when a device is trusted, you may be prompted to enter the verification code. Situations that may trigger the verification code include changing or updating the browser software or the equipment used to access our services, deleting cookies, or signing in from an unrecognized location or IP address.

In the next step, you will enter information needed to connect to your employer's absence services.

12. In the Connect your account? window, click **Yes, Continue to Connect**.

⚙ **ALTERNATE PATH**: If you close the Connect your account? window, you can click **connect your account** on the My Home page to connect to your employer's absence services.

My Home

If you don't see what you're expecting here, you may attempt to connect your account or file a claim.

13. Click **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 **Group insurance policy number** and your **Employee ID #**.

    d. Click **Add Services**.

Account Access

Add Services

Choose the type of services you want to access. Then provide the additional information to connect your account.

◯ Retirement Account

🔵 Insurance Benefits, Absences and Leaves ℹ

Date of Birth

◯ Option 1

Social Security Number

◯ Option 2

Policy Number   Employee ID #

Some employers do not use your Social Security number as a way to identify you. If your employer does not use your Social Security number, you can provide your group insurance policy number and your employee identification number instead. If you don't have this information, please contact your benefits administrator.

◯ Financial Professional Services

Add Services

When you have successfully connected to your employer's absence services, the Account Connected window displays.

14. In the Account Connected window, click **Continue to My Home**.
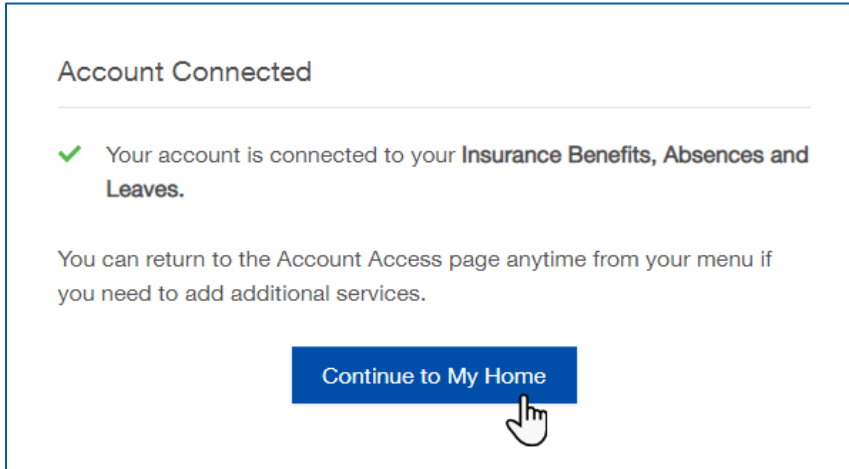
The My Home screen displays your employer's related product and/or services panels.

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

When you are ready to report an absence, in the **Absences & Short Term Disability** panel, click **GET STARTED**.
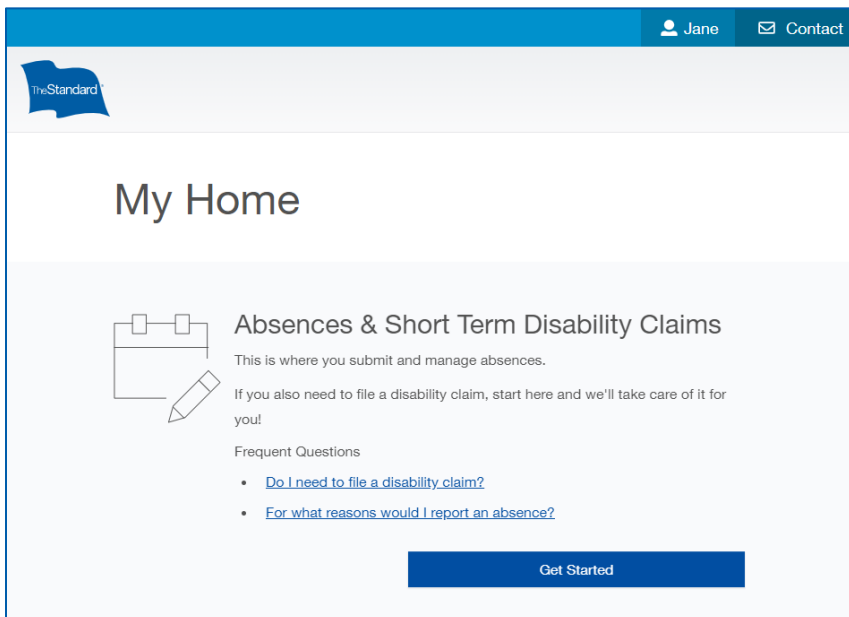
TROUBLESHOOTING OR ALTERNATE PATH: The Unable to Find Your Service window displays if the system is unable to match your information to your employer's absence services.

- Click Try Again to redisplay the Account Access page and re-enter your information.

  NOTE: The File a Claim option should not be used with absence services.

Manage Your Online Account

The Standard provides both self-service and guided assistance for your online account.

Forgot your User Name or Password?

It happens. If you have forgotten your account user name or password, you can use the self-service *Forgot user name?* or *Forgot password?* feature on the Log In page.

1. Go to standard.com/absence to open The Standard's Absence page.

2. In the upper-right corner, click **Log In**.

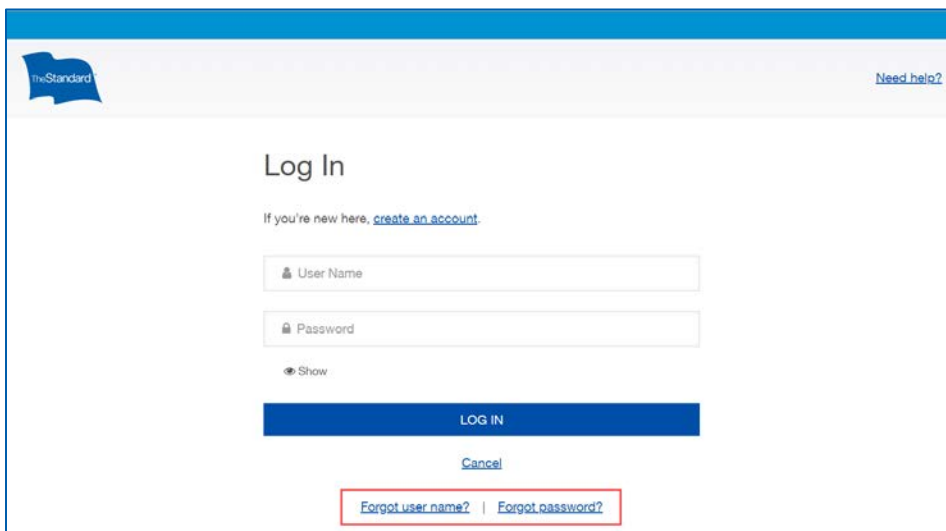3. On the Log In page, click **Forgot user name?** or **Forgot password?**.

☑ Forgot user name

- o Enter the verified email address on file for your account, and we'll send you an email with your user name.

- o Have multiple accounts that use the same email or don't have a verified email on file? Just give us a call at 866.756.8116.

☑ Forgot password

- o Enter your user name and verified email address on file for your account, and we'll send an email with a link to create a new password.

- o Make sure to create a new password within 60 minutes before the link expires. If the link expires, click Forgot password? to repeat the process.

- o If you remember your password, simply disregard the email.

Need to Change Your Information or Verification Code Delivery Method?

You can easily update your email address, phone number or the way you receive your two-step verification code by managing your profile settings online.

1. Go to standard.com/absence to open The Standard's Absence page.

2. In the upper-right corner, click **Log In**.

3. Use your **User Name** and **Password** credentials to log in**.**

4. If prompted, retrieve and enter your secure six-digit verification code.

5. On My Home, click the user profile menu, and then click **My Information**.
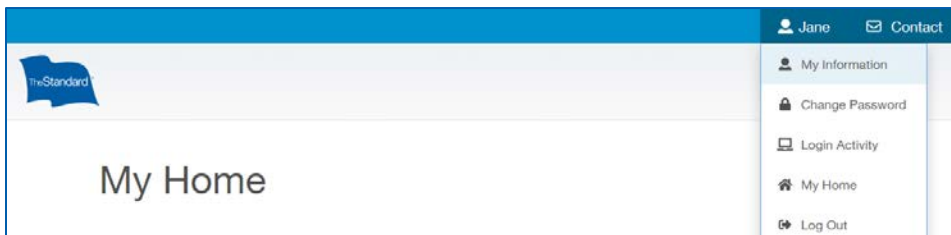
6. Click **Edit** to modify your email address, phone number or the method selected to receive your two-step verification access codes.
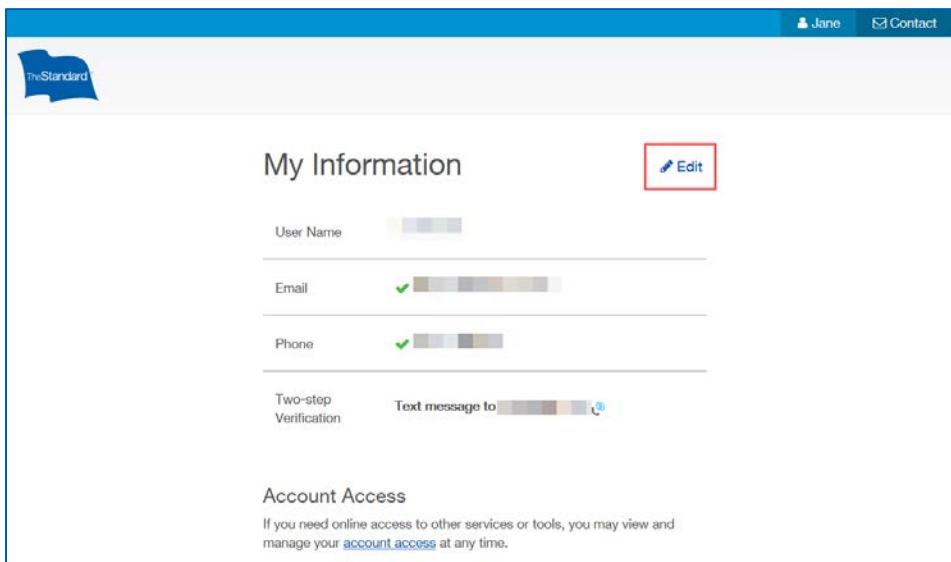
Some changes may require you to verify your two-step verification method.

7. When changes are complete, click the user profile menu, and then click **My Home**.

Need to Trust or Not Trust a Device?

When you frequently use a device to log in to your account, you can designate it as *trusted* during the log in process. Using a trusted device allows you to log in without having to enter a verification code. You can manage the devices used to access your account on the Login Activity page. You can mark a trusted device as untrusted, when it is lost or no longer in use.
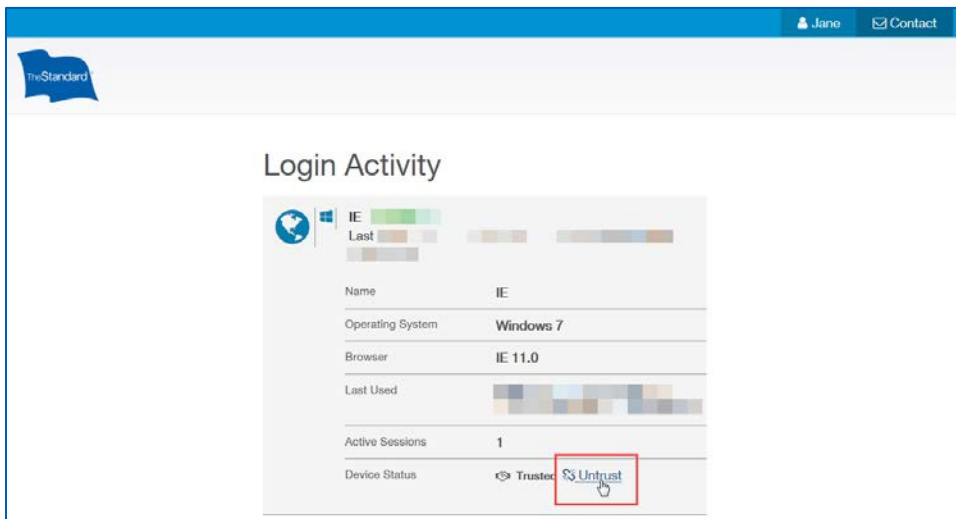
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3. Use your **User Name** and **Password** credentials to log in**.**

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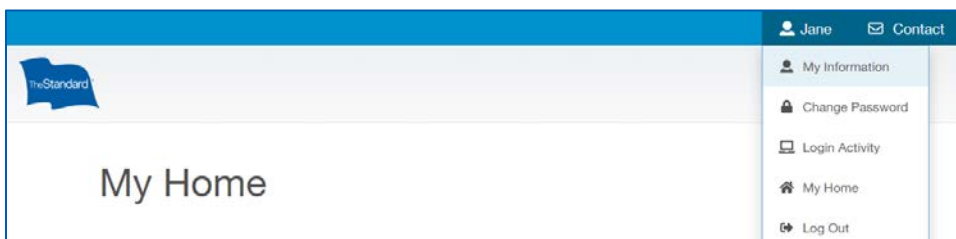
6. Locate the device and click **Untrust**.

7. When changes are complete, click the user profile menu, and then click **My Home**.