

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

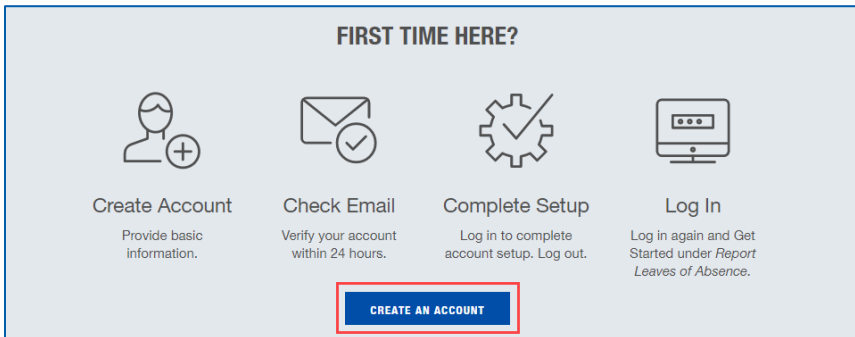
Allow **15 minutes**.

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)
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Create an Account

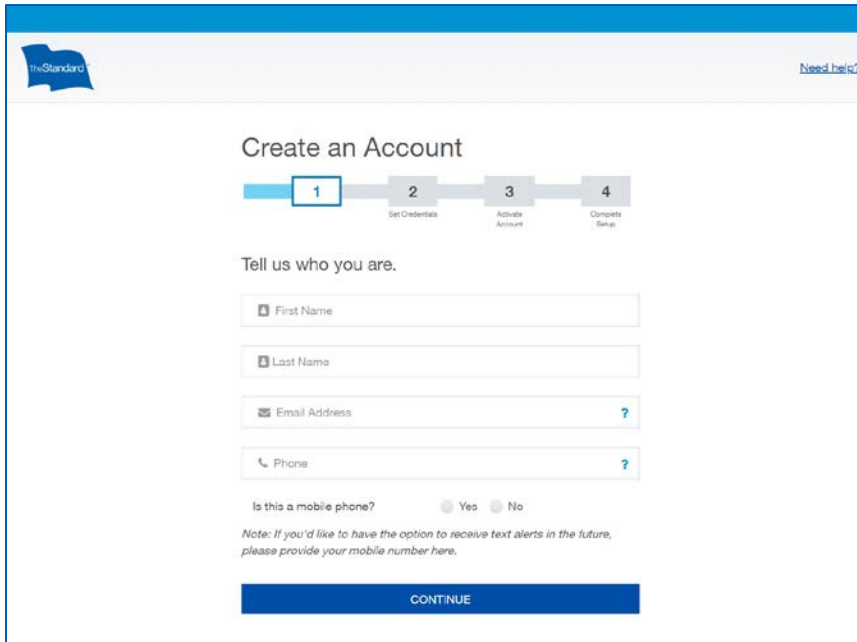
1. Open a browser window, such as Internet Explorer, Chrome or Safari.
2. Go to standard.com/absence to open The Standard's Absence page.
3. In the **FIRST TIME HERE?** section, click **CREATE AN ACCOUNT** to begin the self-registration process.



FIRST TIME HERE?

			
Create Account Provide basic information.	Check Email Verify your account within 24 hours.	Complete Setup Log in to complete account setup. Log out.	Log In Log in again and Get Started under <i>Report Leaves of Absence</i> .
CREATE AN ACCOUNT			

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

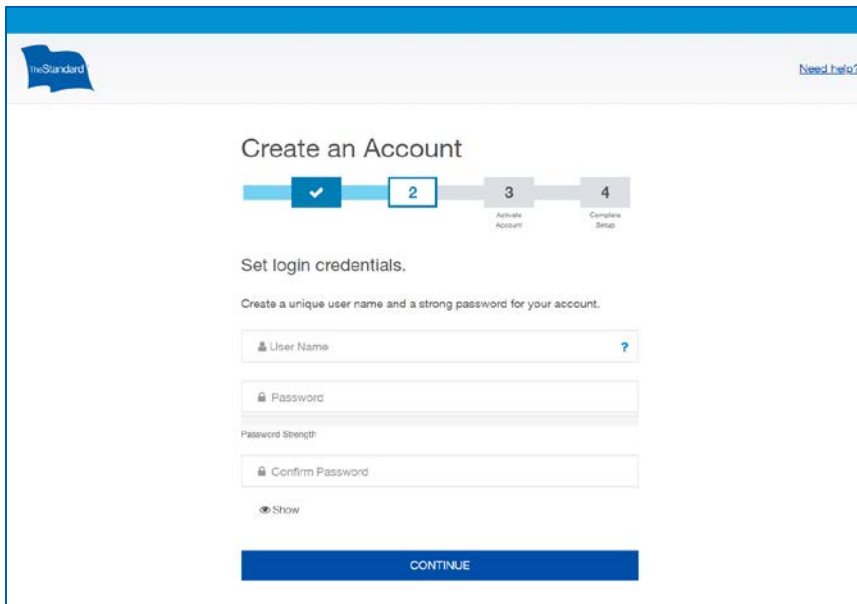


The screenshot shows the 'Create an Account' page with a progress bar at the top. Step 1, 'Tell us who you are', is highlighted with a blue box and the number 1. The progress bar also shows steps 2 (Set Credentials), 3 (Activate Account), and 4 (Complete Setup). Below the progress bar, the text 'Tell us who you are.' is followed by four input fields: 'First Name', 'Last Name', 'Email Address', and 'Phone'. Each field has a small icon to its left and a question mark to its right. Below the 'Phone' field, there is a radio button question 'Is this a mobile phone?' with 'Yes' and 'No' options. A note below the radio buttons reads: 'Note: If you'd like to have the option to receive text alerts in the future, please provide your mobile number here.' At the bottom of the form is a blue 'CONTINUE' button.



- 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**.

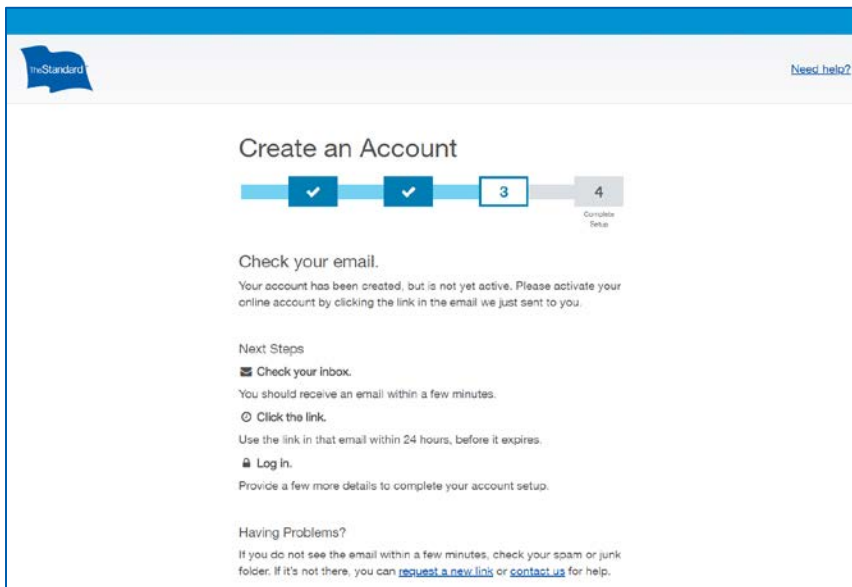


The screenshot shows the 'Create an Account' page with a progress bar at the top. Step 2, 'Set login credentials', is highlighted with a blue box and the number 2. The progress bar also shows steps 1 (Tell us who you are), 3 (Activate Account), and 4 (Complete Setup). Below the progress bar, the text 'Set login credentials.' is followed by the instruction 'Create a unique user name and a strong password for your account.' Below this are three input fields: 'User Name', 'Password', and 'Confirm Password'. Each field has a small icon to its left and a question mark to its right. Below the 'Confirm Password' field, there is a 'Show' button with an eye icon. At the bottom of the form is a blue 'CONTINUE' button.

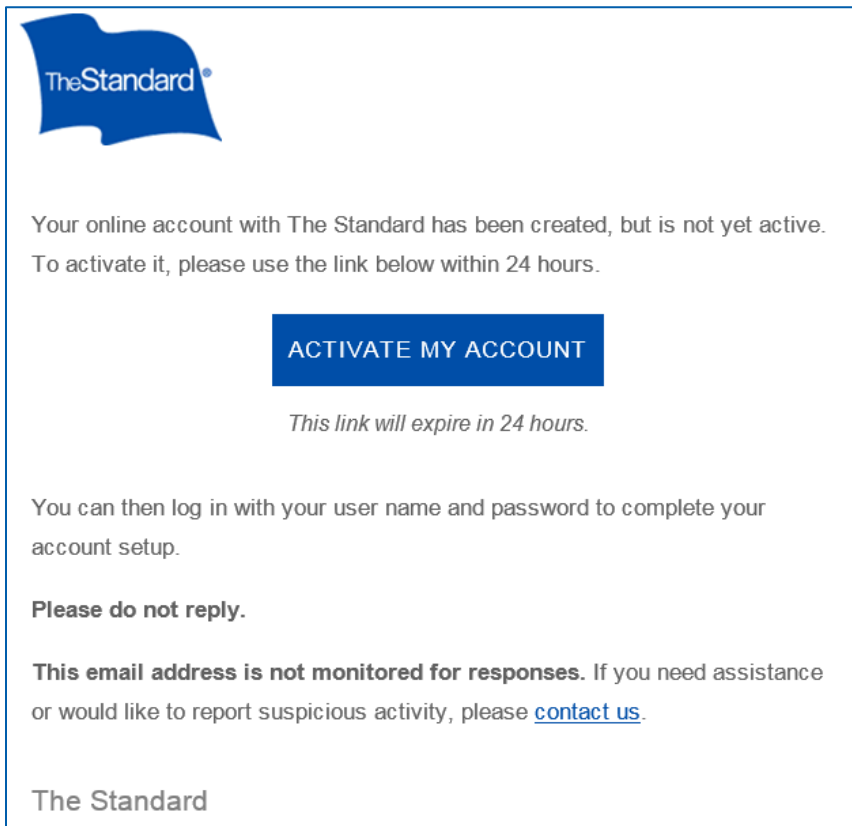


- Your user name must have 7 – 20 characters, no spaces and no @ symbol.
- Your password must have at least 10 characters, a lower-case letter (like a), an upper-case letter (like A), and a number or special character (like 1 or \$).

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.

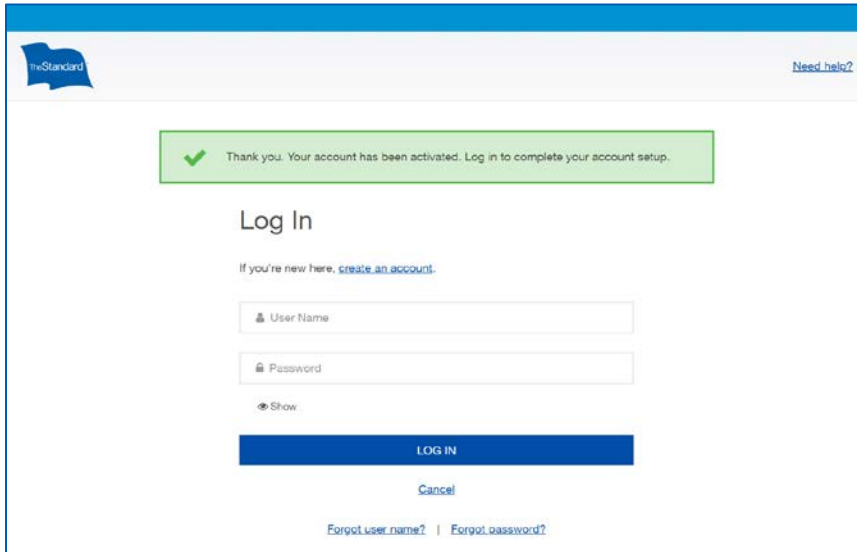


- Return to your email, open the Activate Your Online Account email from The Standard <verify@standard.com>, and then click the **ACTIVATE MY ACCOUNT** link.



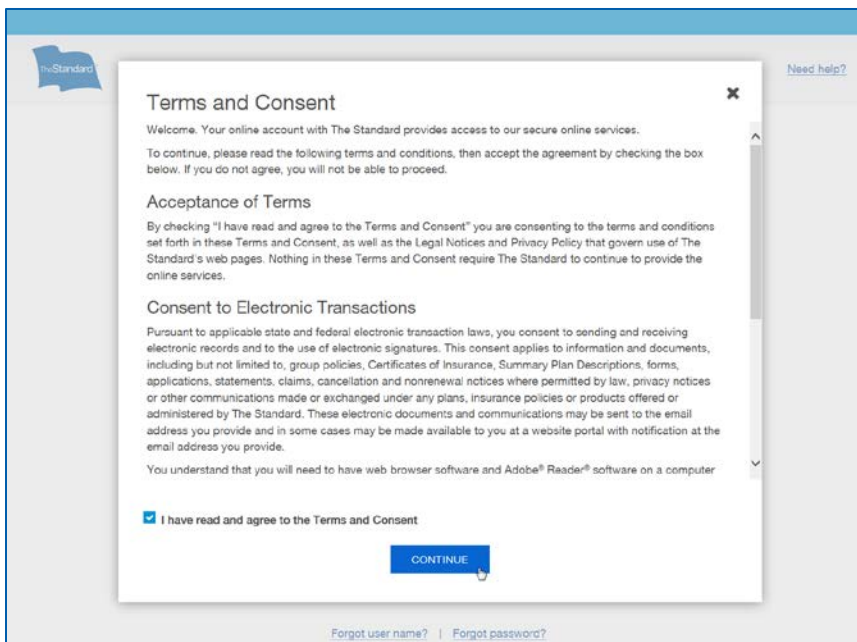
Once you have clicked the **ACTIVATE MY ACCOUNT** link, log in with your user name and password, complete your account setup and connect to your employer's absence services.

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



The screenshot shows the 'Log In' page of The Standard website. At the top left is the 'The Standard' logo, and at the top right is a 'Need help?' link. A green notification box at the top center contains a checkmark and the text: 'Thank you. Your account has been activated. Log in to complete your account setup.' Below this is the 'Log In' heading. Underneath, there is a link: 'If you're new here, [create an account](#).' The form consists of two input fields: 'User Name' and 'Password'. Below the password field is a 'Show' link with an eye icon. A blue 'LOG IN' button is centered below the fields, with a 'Cancel' link underneath it. At the bottom of the form are two links: 'Forgot user name?' and 'Forgot password?'.

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**.



The screenshot shows a 'Terms and Consent' dialog box overlaid on the website. The dialog has a title bar with 'The Standard' logo on the left and a close button (X) on the right. The text inside reads: '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 by checking the box below. If you do not agree, you will not be able to proceed.' Below this is the section 'Acceptance of Terms' with a paragraph of text. The next section is 'Consent to Electronic Transactions' with another paragraph of text. At the bottom of the dialog, there is a checkbox that is checked, with the text 'I have read and agree to the Terms and Consent'. Below the checkbox is a blue 'CONTINUE' button. At the bottom of the dialog are two links: 'Forgot user name?' and 'Forgot password?'.

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 phone 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**.

Add an extra layer of security.

Two-step verification can help protect your account even if someone else knows your password. In addition to your user name and password, you'll be asked to enter a code that we send to you.

Once you've securely logged in, you'll have the option to log in from the same browser without a code in the future. However, if anyone tries to access your account from a *different* browser, two-step verification will be required.

[Tell me more about two-step verification](#)

How do you want to receive codes?

Get a text message *****5555
Message and data rates may apply.

Get an email ja*****@m*****.com

Get a phone call *****5555

CONTINUE

[Do I need to do this now?](#)



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**.

Check your phone.

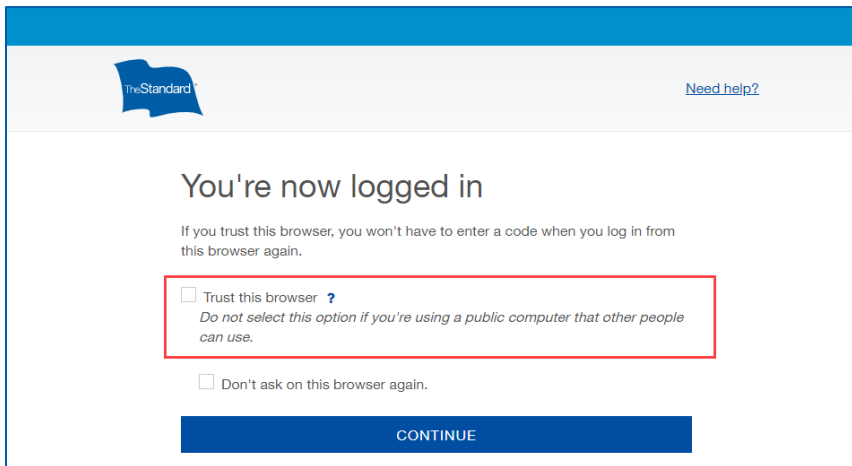
We just sent a text message to *****5555 with your verification code. Enter the six-digit code to verify this device is yours.

🔍 Six-Digit Code

CONTINUE

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

11. If you trust the device used to log in, click **Trust this browser** and click **CONTINUE**.



The screenshot shows a web interface for 'The Standard'. At the top left is the logo, and at the top right is a link for 'Need help?'. The main heading is 'You're now logged in'. Below this, a message states: 'If you trust this browser, you won't have to enter a code when you log in from this browser again.' There are two radio button options: 'Trust this browser ?' (highlighted with a red box) and 'Don't ask on this browser again.'. Below the options is a blue button labeled 'CONTINUE'.

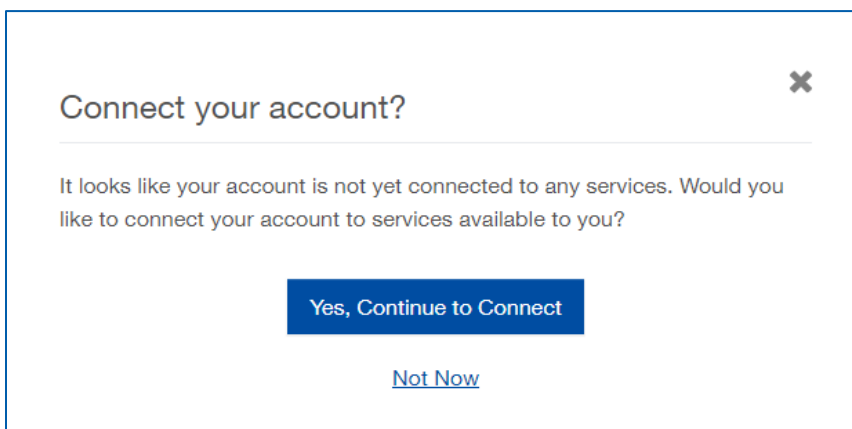


Designating a device as trusted is helpful when the device is frequently used to log in. When a device is trusted, it allows you to log in from that device without having to enter a two-step verification code.

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**.



The screenshot shows a dialog box titled 'Connect your account?'. The text inside says: 'It looks like your account is not yet connected to any services. Would you like to connect your account to services available to you?'. There are two buttons: 'Yes, Continue to Connect' (highlighted with a blue box) and 'Not Now'.



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](#).

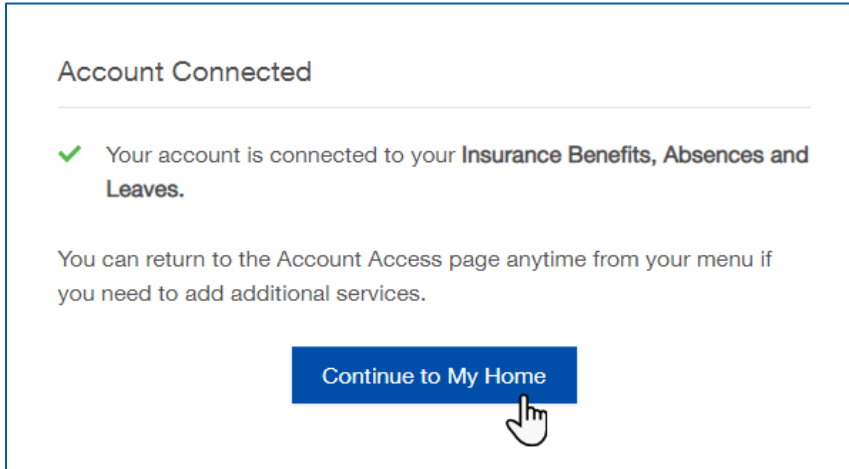
13. Click **Insurance benefits, Absences and Leaves** and enter your identifying information:

- 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**.

The screenshot shows the 'Account Access' page. At the top right, there are user profile icons for 'Jane' and 'Contact'. The page title is 'Account Access'. Below the title, there is a section 'Add Services' with the instruction: 'Choose the type of services you want to access. Then provide the additional information to connect your account.' There are three radio button options: 'Retirement Account', 'Insurance Benefits, Absences and Leaves' (which is selected), and 'Financial Professional Services'. Under the selected option, there are two sub-options: 'Option 1' and 'Option 2'. 'Option 1' has a 'Social Security Number' field. 'Option 2' has 'Policy Number' and 'Employee ID #' fields. A note at the bottom explains that some employers use group insurance policy numbers instead of Social Security numbers. At the bottom of the page, there is a blue 'Add Services' button with a mouse cursor pointing to it.

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

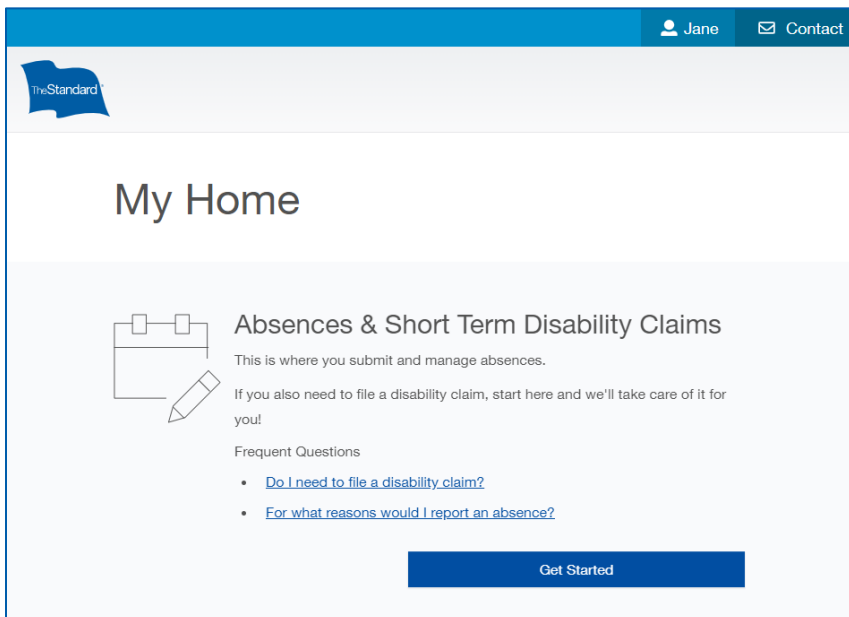
14. In the Account Connected window, click **Continue to My Home**.



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.

Unable to Find Your Service ✕

✕ We could not find **Insurance Benefits, Absenses and Leaves** services with that information.

Please ensure the information is correct and try again. If you continue to encounter this problem, please [contact us](#).

Are you here to file a claim?

If you're here to file a group insurance claim, you can add that service.

[Try Again](#)

[Cancel](#)

[File a Claim](#)

Manage Your Online Account

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

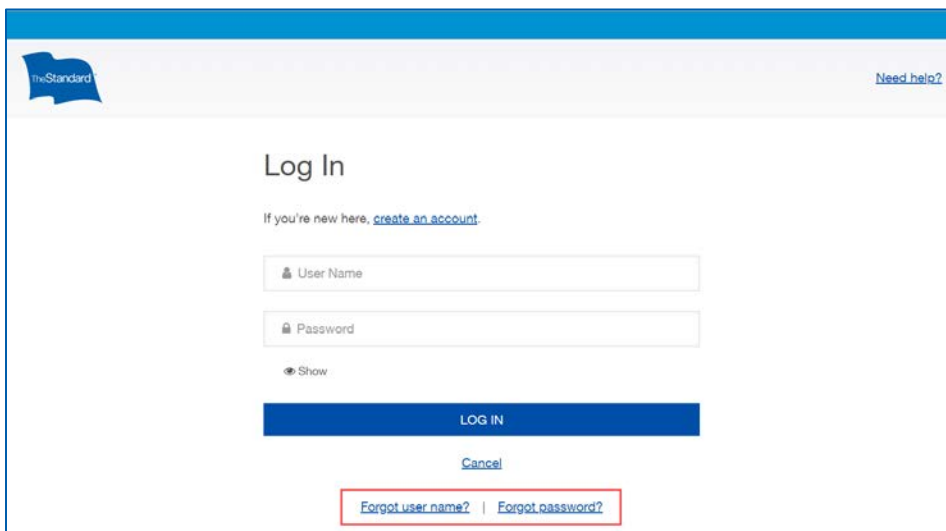
Forgot your User Name or Password?

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

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

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

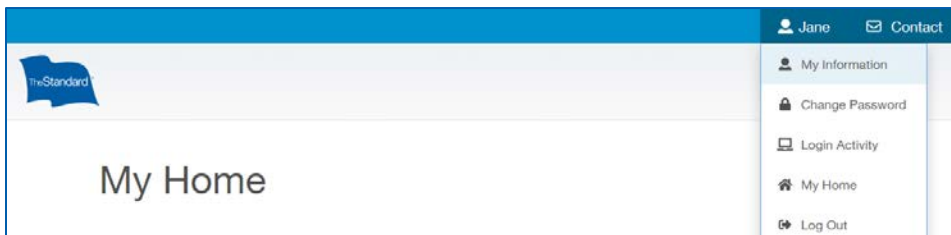
Need to Change Your Information or Verification Code Delivery Method?

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.

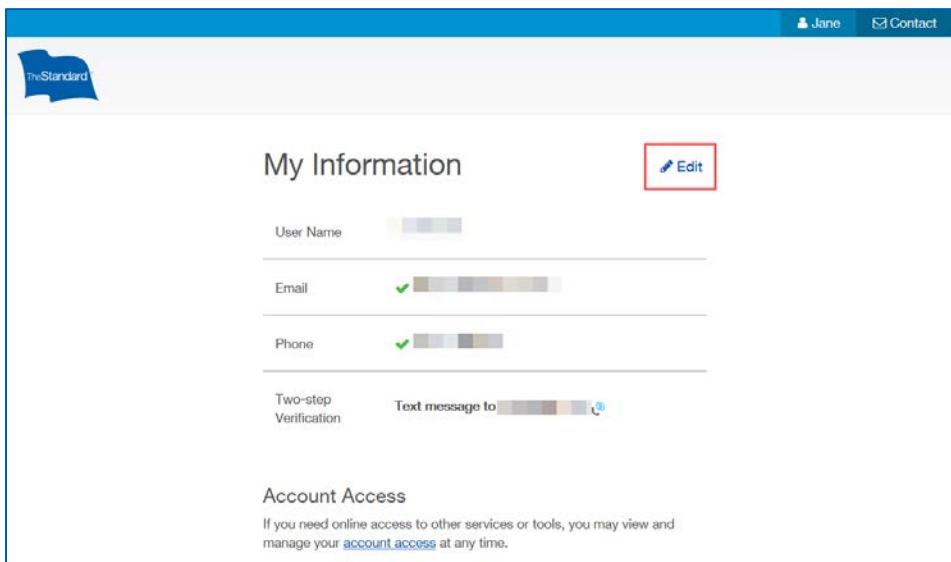
1. Go to standard.com/absence to open The Standard's Absence page.
2. In the upper-right corner, click **Log In**.



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**.

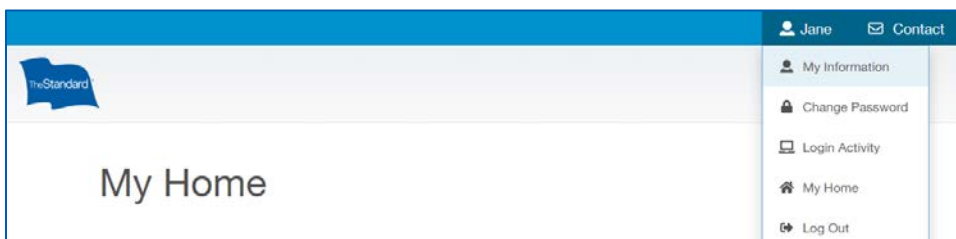
Need to Trust or Not Trust a Device?

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.

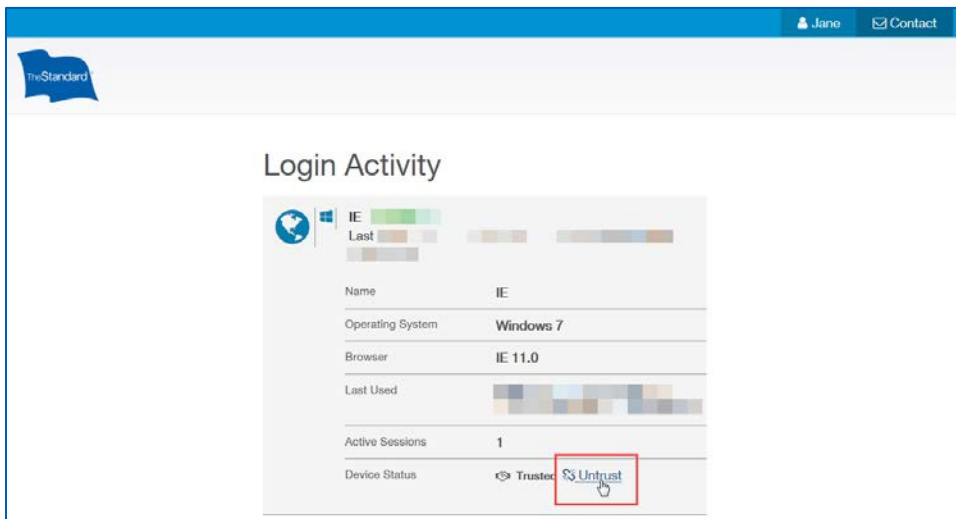
1. Go to standard.com/absence to open The Standard's Absence page.
2. In the upper-right corner, click **Log In**.



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



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