REFERENCE GUIDE

AbsenceOne Guide to the Manager View

for those managing employees with disability, workers' compensation, or leave of absence claims

With AbsenceOne, you can access up-to-date claim information in real time for your employees, see who is off work, contact their examiner, learn more about the claim process, and more. This guide will walk you through accessing AbsenceOne and using its features.

Creating a new AbsenceOne account

Note*: If your employer has a single sign-on (SSO) connection with us, follow your employer's instructions to access AbsenceOne.*

To create a new account in AbsenceOne, your information must be on file from your employer.

This section helps you to do the following:

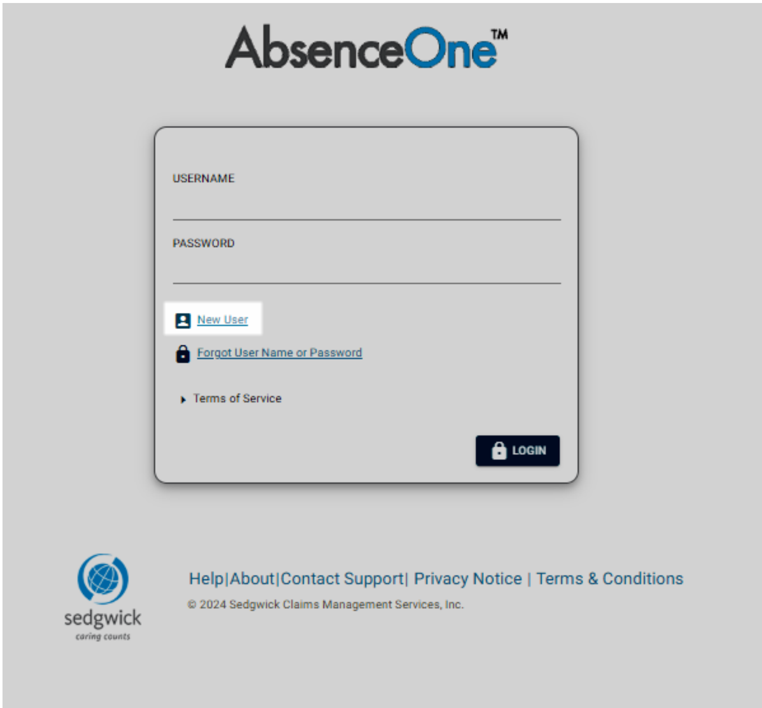
- Registering for an account
- Choosing a username and password

REGISTRATION

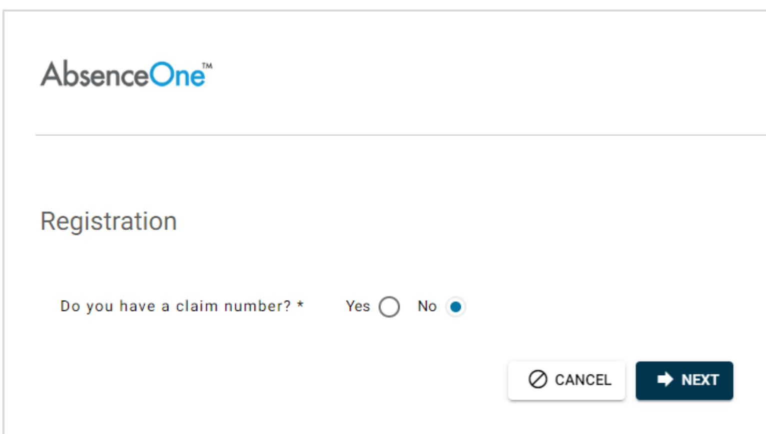
1. Go to the AbsenceOne login page.

   Note: If your employer provided you with a custom URL, go to that URL instead. For example, "*login.mySedgwick.com/CompanyName.*"

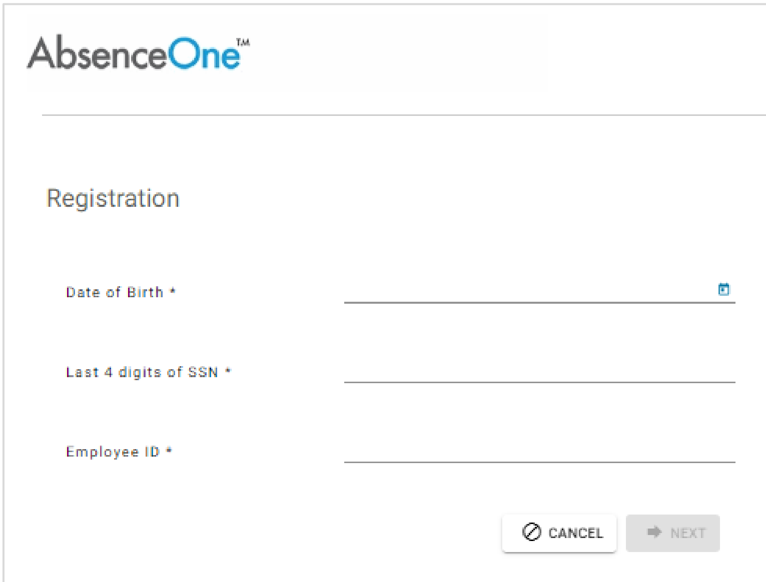
2. Select **New User**.



3. Answer **No** to the question, “**Do you have a claim number?**” Then select **Next**.



4. Complete the fields on the Registration page, including your **Last Name**, **Date of Birth**, **Last 4 digits of SSN**, and **Home Postal Code**. The information requested may vary based on your employer's requirements. When you're finished, select **Next**.



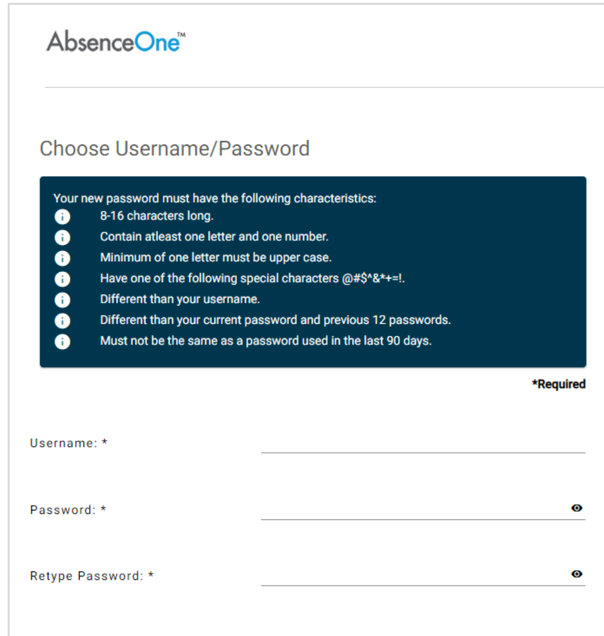
Your personal information must match the information on file.

If AbsenceOne is unable to verify your information, select the link that appears for contacting Sedgwick Support or contact your HR department for more assistance.

If AbsenceOne successfully verifies your information, a page opens where you can create a username and password.

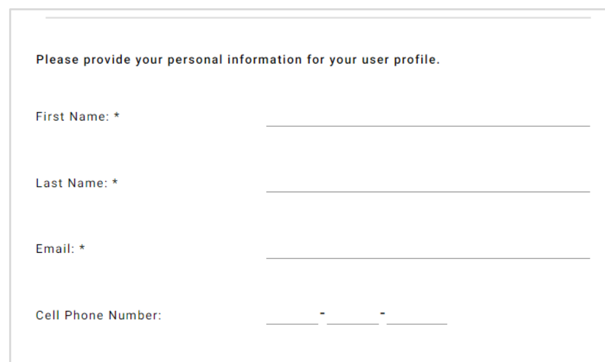
CHOOSE USERNAME AND PASSWORD

1. Enter a unique username.
2. Create a new password that meets the following requirements:
    - 8-16 characters long
    - Contains at least one letter and one number
    - Contains at least one uppercase letter
    - Contains one of the following special characters: @ # $ ^ & * + = !
    - Is different than your username



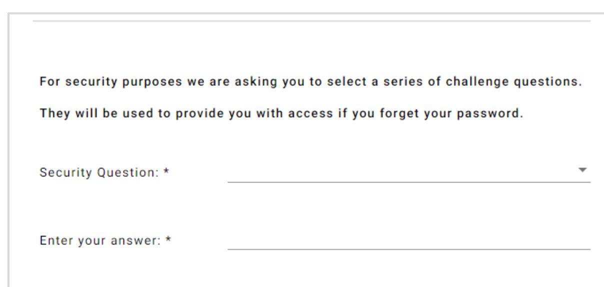
Enter Your Name and Email Address

3. Enter your first and last name and email address. These fields are required.
4. If desired, enter your cell phone number.



Select Security Questions and Answers

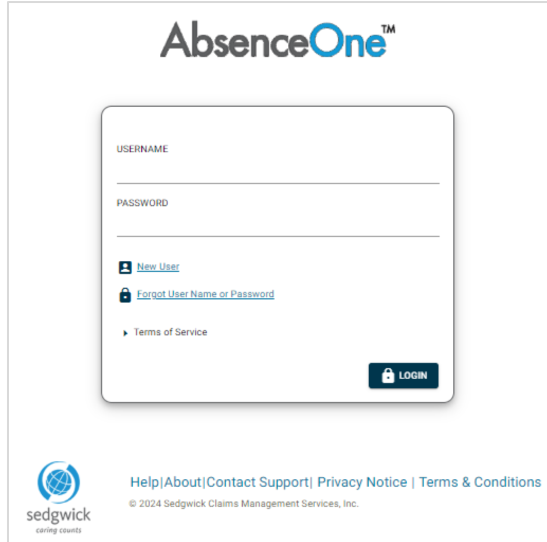
5. Select five security questions and specify an answer for each that can be used to validate your identity if you ever forget your username or password.
6. Once all fields have been completed, select **Submit**. A confirmation message appears.



You will also receive a confirmation email at the address you entered which includes the username you selected and a link to AbsenceOne.

Logging In

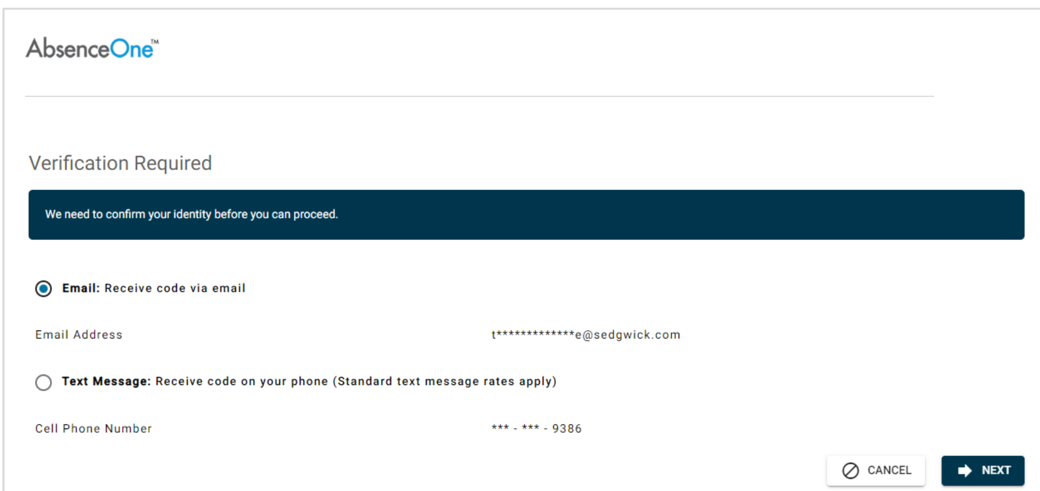
1. Open the AbsenceOne login page.
2. Log in with your username and password.



If you have not logged in before or it has been a while since you last verified your identity, you will be prompted to do so by entering a code you will receive by email or text message.

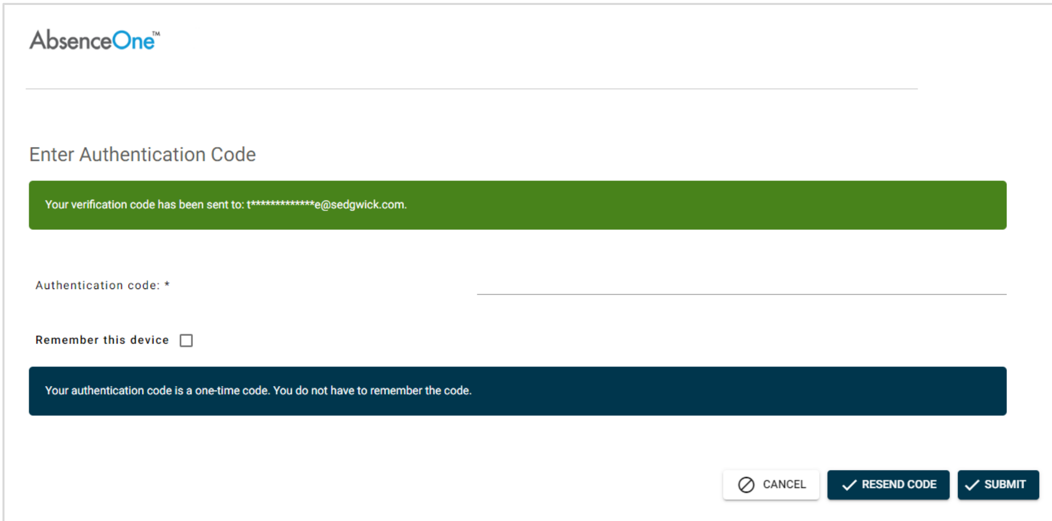
VERIFYING YOUR IDENTITY

1. Select your preferred method (**Email** or **Text Message**) for receiving an authentication code; the options available to you may vary based on the information on file. Then select **Next**.



Codes received by email will be sent from **no-reply@sedgwick.com**.

2. Enter the authentication code in the field provided. To avoid the need to enter an authentication code each time you log in, select **Remember this device**.



Codes expire 10 minutes after they are sent. If you need a new code sent to you, select **Resend Code**.

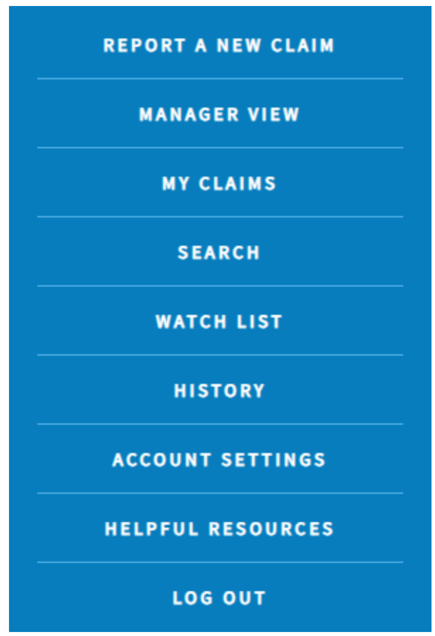
3. Select **Submit**.

If your code is valid, you are now logged in to AbsenceOne.

Navigation features

The bar at the top of the page includes icons for **Search**, **Watch list**, **History**, **Account settings**, and **Log out**, features that are described below.

A navigation menu is displayed on the left side of each page and includes the following links:

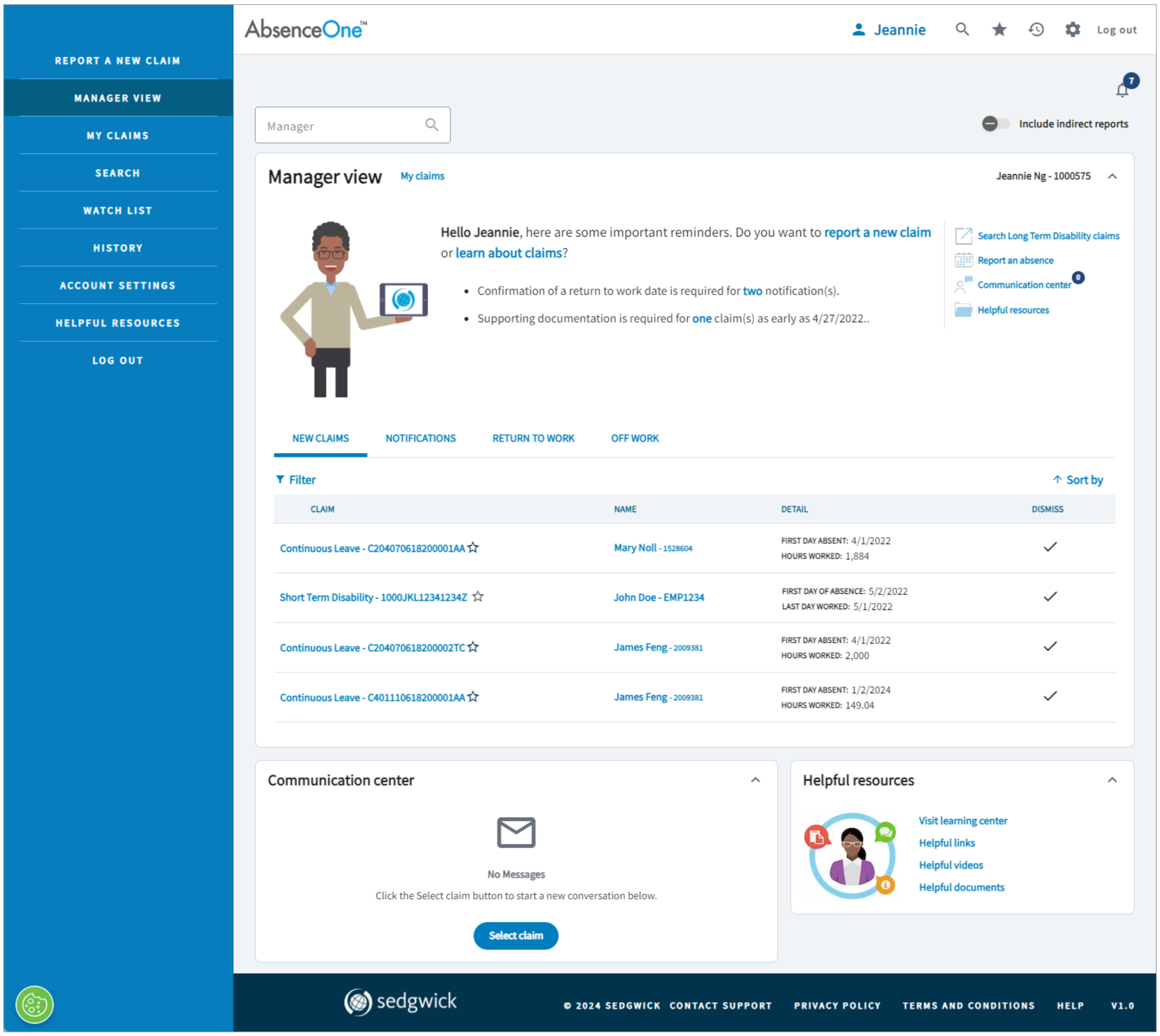


- **Report a new claim**: If available, this link opens a separate browser tab where you can report a new claim.
- **Manager view**: Appears after you log in and provides a manager-level overview of your direct reports' claims as described on page 8.
- **My claims**: Opens the My claims page, which displays your personal claim details. Refer to the **AbsenceOne Guide for Employees** for more information.
- **Search**: Opens the Claim search page; see page 17.
- **Watch list**: Displays a list of claims you've added to your Watch list for easy tracking. You can add a claim to your Watch list by clicking the star ☆ icon next to a claim number. See page 18 for details.
- **History**: Displays a list of claims you've recently accessed. See page 18 for more details.
- **Account settings**: Allows you to change your password, update your security questions, and more. See page 19 for details.
- **Helpful resources**: Provides information about the claim process, helpful links to state websites, documents, and frequently asked questions. See page 20 for more information.
- **Log out**: Logs you out of AbsenceOne.

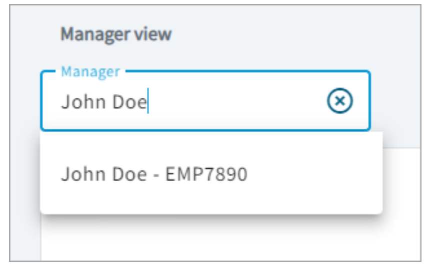
Manager view

The Manager view appears after you log in and presents you with a manager-level overview of your direct reports' claims. To also see the claims of your indirect reports (i.e., those who report to your direct reports), select the **Include indirect reports** toggle. You can see up to five levels down in your HR hierarchy.

AbsenceOne provides details about your employees' short-term disability claims. To quickly access their long-term disability claim information, click **Search Long Term Disability Claims** from this page.



MANAGER FILTER



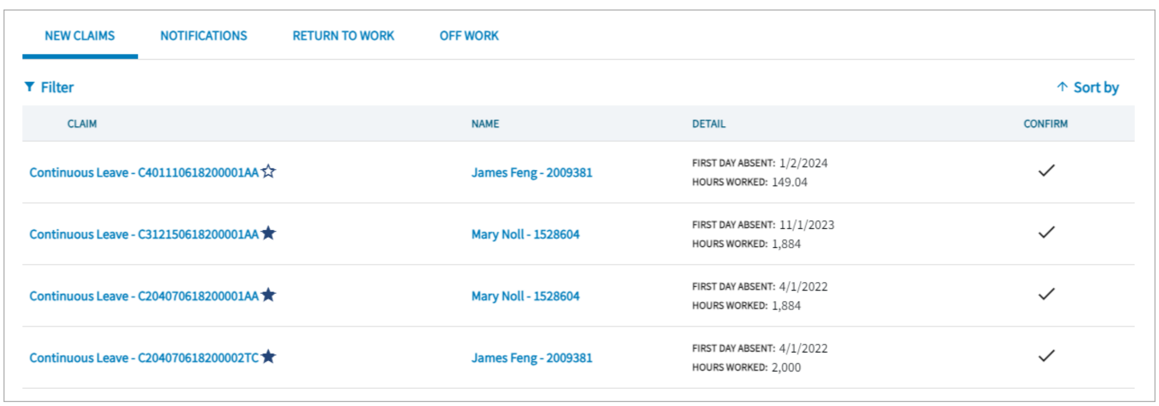
The **Manager** filter in the top-left corner allows you to see this page as the selected manager would see it, showing the claims of their direct reports (and their indirect reports, if you select that toggle) and applicable alerts. Begin typing a name in this filter field to see suggested matches.

MAIN SECTION AND TABS

Messages and **Notifications** icons in the top-right corner of the page display the number of unread messages in the **Communications center** and undismissed items on the **Notifications** tab. To view a claim from here or any other page, click the claim number. Sort what's displayed on any grid in ascending or descending order by choosing the appropriate field from the **Sort by** menu.

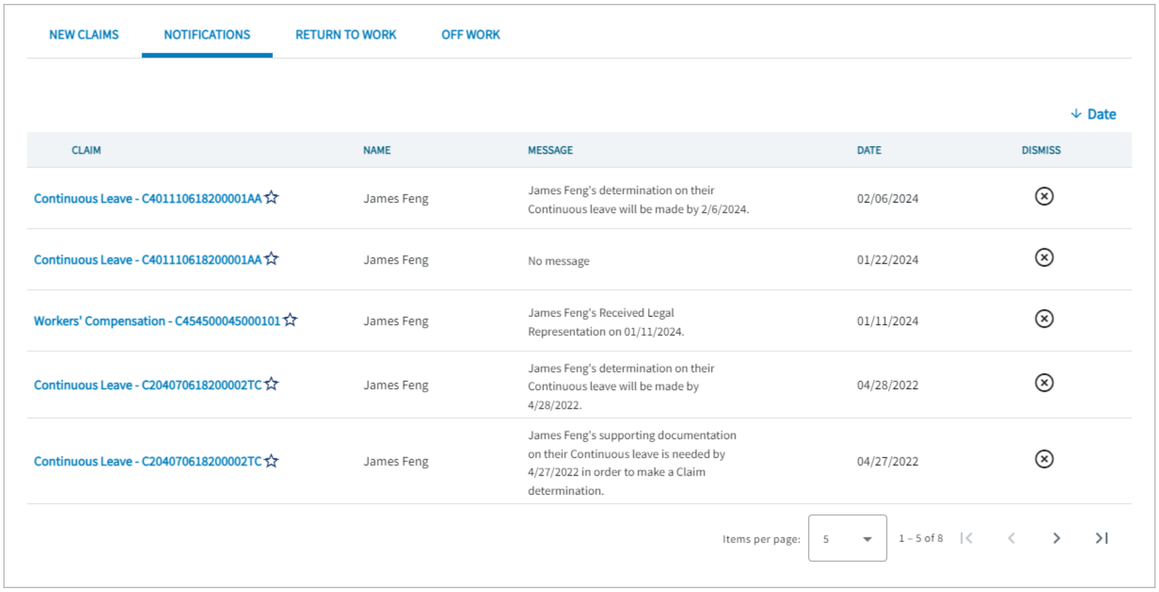
The main section of the Manager view page includes important reminders and quick links (i.e., links to commonly used features, such as the **Communication center**), as well as the following tabs:

- **New Claims**: Displays a list of new claims for your employees. Click the **Confirm** icon to confirm or edit the first day absent and hours worked.



CLAIM	NAME	DETAIL	CONFIRM
Continuous Leave - C401110618200001AA	James Feng - 2009381	FIRST DAY ABSENT: 1/2/2024 HOURS WORKED: 149.04	✓
Continuous Leave - C312150618200001AA	Mary Noll - 1528604	FIRST DAY ABSENT: 11/1/2023 HOURS WORKED: 1,884	✓
Continuous Leave - C204070618200001AA	Mary Noll - 1528604	FIRST DAY ABSENT: 4/1/2022 HOURS WORKED: 1,884	✓
Continuous Leave - C204070618200002TC	James Feng - 2009381	FIRST DAY ABSENT: 4/1/2022 HOURS WORKED: 2,000	✓

- **Notifications**: Lists any information that has been deemed important for your employees' claims. You can dismiss a notification from this list by clicking the **Dismiss** ⓧ icon.

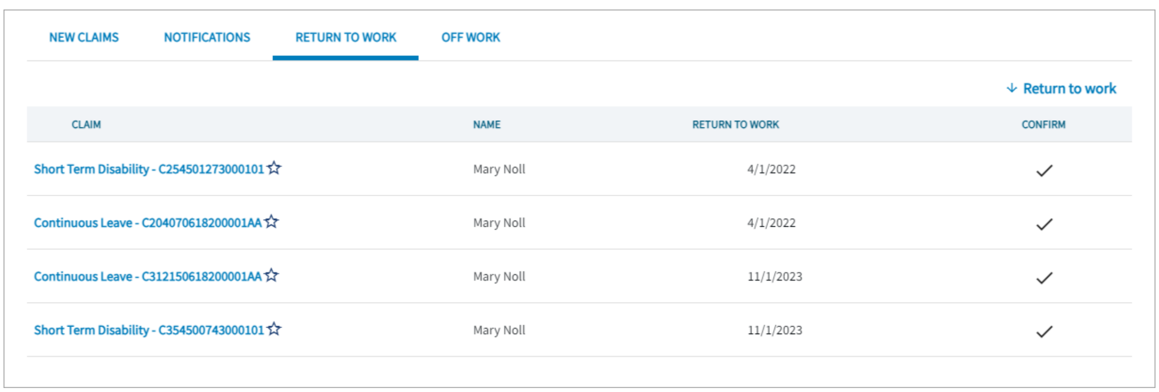

NEW CLAIMS | NOTIFICATIONS | RETURN TO WORK | OFF WORK

↓ Date

CLAIM	NAME	MESSAGE	DATE	DISMISS
Continuous Leave - C401110618200001AA ☆	James Feng	James Feng's determination on their Continuous leave will be made by 2/6/2024.	02/06/2024	ⓧ
Continuous Leave - C401110618200001AA ☆	James Feng	No message	01/22/2024	ⓧ
Workers' Compensation - C454500045000101 ☆	James Feng	James Feng's Received Legal Representation on 01/11/2024.	01/11/2024	ⓧ
Continuous Leave - C204070618200002TC ☆	James Feng	James Feng's determination on their Continuous leave will be made by 4/28/2022.	04/28/2022	ⓧ
Continuous Leave - C204070618200002TC ☆	James Feng	James Feng's supporting documentation on their Continuous leave is needed by 4/27/2022 in order to make a Claim determination.	04/27/2022	ⓧ

Items per page: 5 1 – 5 of 8

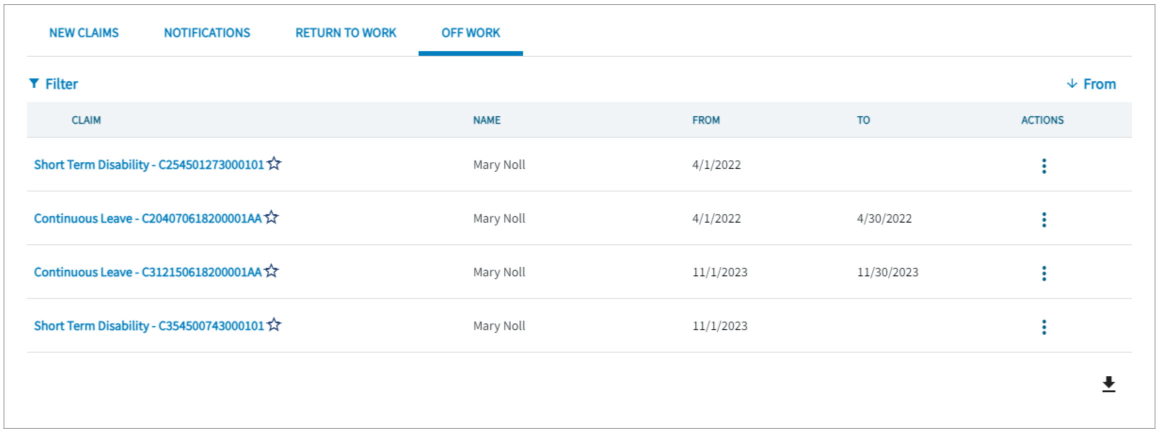
- **Return to Work**: Contains a list of return-to-work dates for your employees' claims. Click the **Confirm** ✓ icon to confirm the return-to-work date. If you need to change the return-to-work date, click **No**, edit the date, and click **Submit**.


NEW CLAIMS | NOTIFICATIONS | RETURN TO WORK | OFF WORK

↓ Return to work

CLAIM	NAME	RETURN TO WORK	CONFIRM
Short Term Disability - C254501273000101 ☆	Mary Noll	4/1/2022	✓
Continuous Leave - C204070618200001AA ☆	Mary Noll	4/1/2022	✓
Continuous Leave - C312150618200001AA ☆	Mary Noll	11/1/2023	✓
Short Term Disability - C354500743000101 ☆	Mary Noll	11/1/2023	✓

- **Off Work**: Displays a list of off-work date ranges for your employees. Select the **Actions** menu to report a return to work for the employee or perform another action (options vary).


NEW CLAIMS | NOTIFICATIONS | RETURN TO WORK | OFF WORK

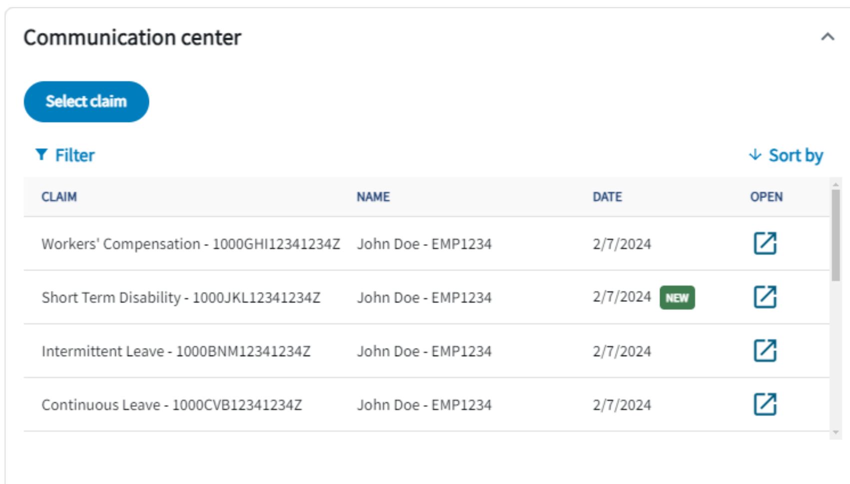
Filter | From

CLAIM	NAME	FROM	TO	ACTIONS
Short Term Disability - C254501273000101	Mary Noll	4/1/2022		⋮
Continuous Leave - C204070618200001AA	Mary Noll	4/1/2022	4/30/2022	⋮
Continuous Leave - C312150618200001AA	Mary Noll	11/1/2023	11/30/2023	⋮
Short Term Disability - C354500743000101	Mary Noll	11/1/2023		⋮

COMMUNICATION CENTER

The **Communication center** enables you to communicate directly with the examiner on a claim. When an unread message exists, a **New** icon appears next to the date.

The Communication center shown on the Manager view page includes a **Select claim** button.

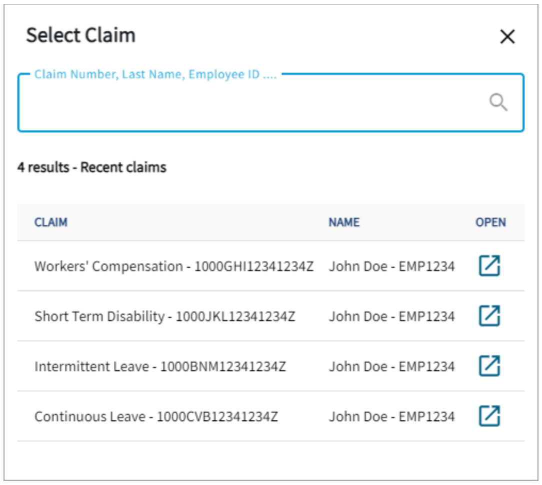

Communication center

Select claim

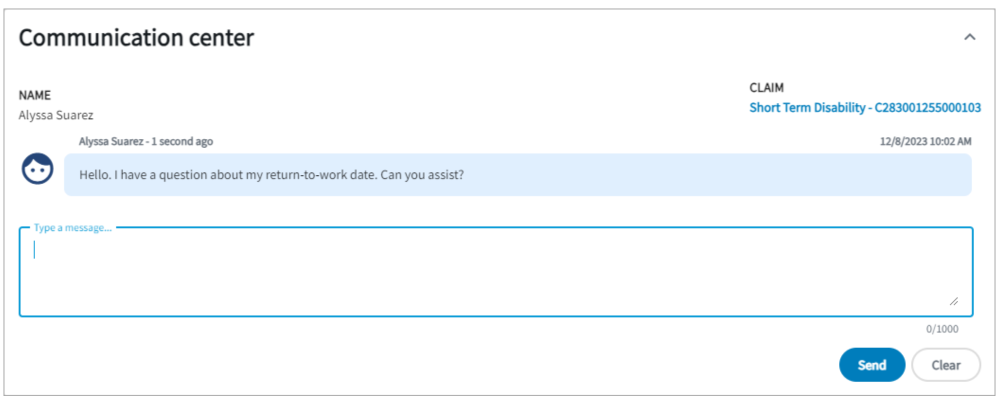
Filter | Sort by

CLAIM	NAME	DATE	OPEN
Workers' Compensation - 1000GHI12341234Z	John Doe - EMP1234	2/7/2024	
Short Term Disability - 1000JKL12341234Z	John Doe - EMP1234	2/7/2024 NEW	
Intermittent Leave - 1000BNM12341234Z	John Doe - EMP1234	2/7/2024	
Continuous Leave - 1000CVB12341234Z	John Doe - EMP1234	2/7/2024	

When you click **Select claim**, a Select Claim window opens where you can search for and select the specific claim for which you want to send a message.



Click **Open** to open the Communication center page. Type your question or message to the examiner in the text box and click **Send**.

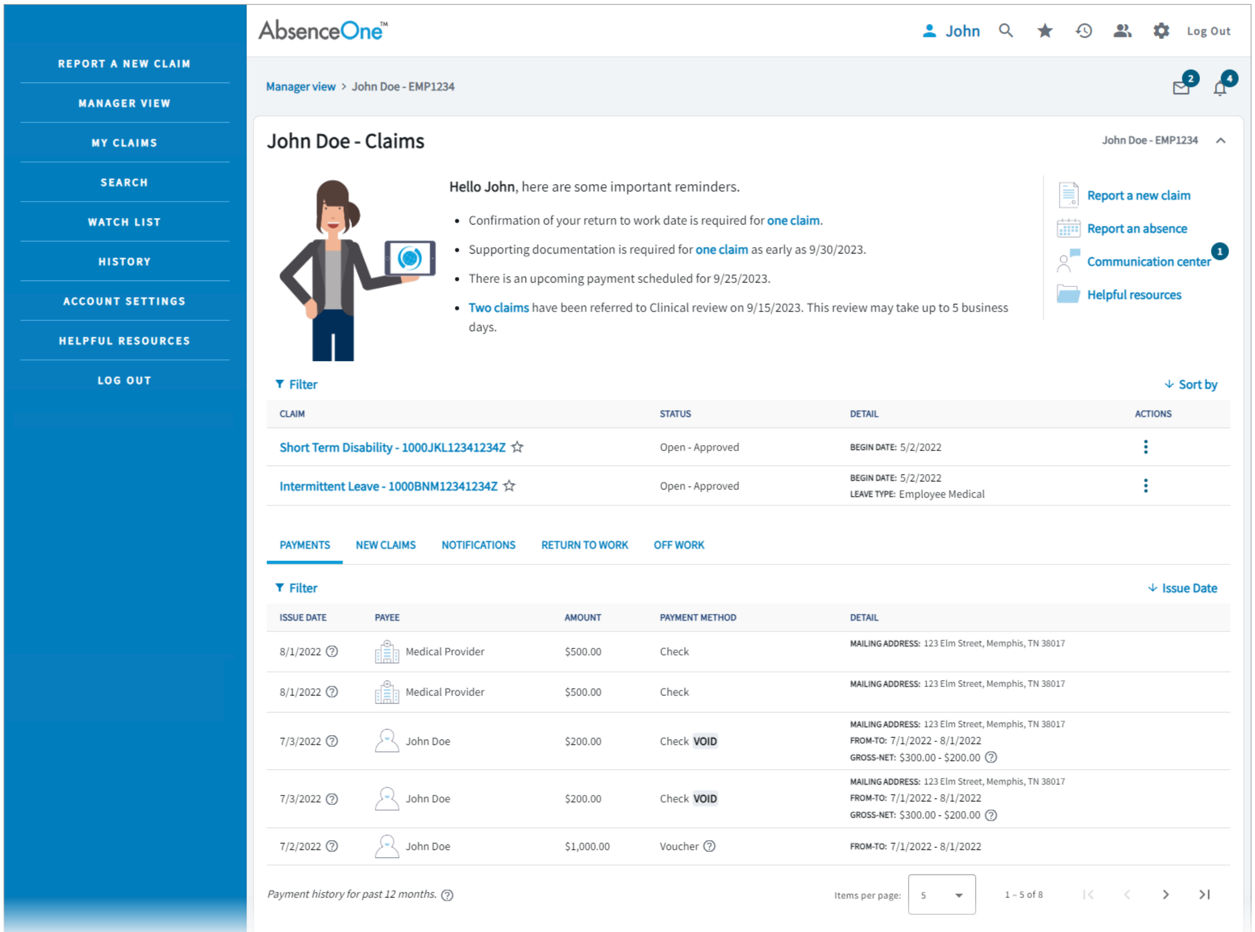


HELPFUL RESOURCES

This page also includes links to the Helpful resources page, described on page 20.

Employee's claims

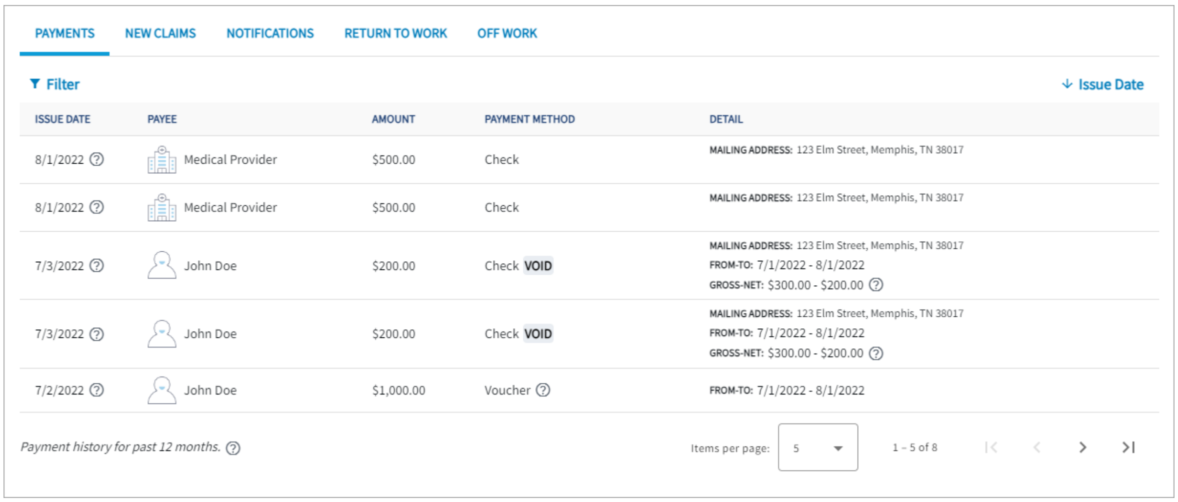
When you select an employee name, the Employee's claims page opens. This page presents you with an overview of claims for the selected employee.



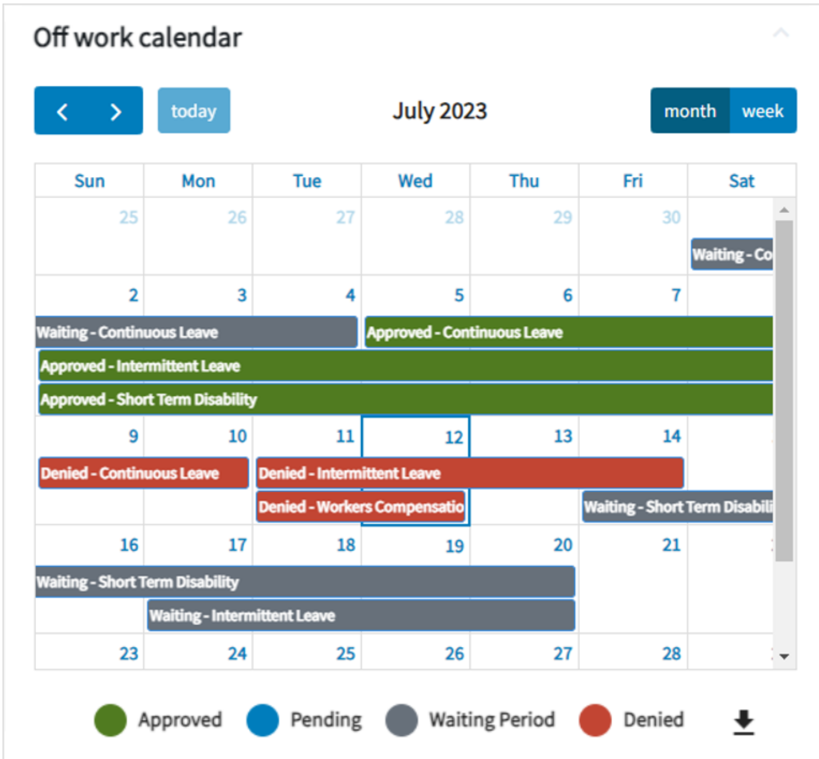
This page includes the same features as the Manager view page but also includes the following:

- A list of the employee's claims is displayed. Only open claims and claims closed within the last 24 months are shown. To open a claim to view it, click the claim number shown. Click the three vertical dots in the **Actions** column to access various actions for the claim (options may vary).

- **Payments** tab: Displays a list of payments made for open claims in the past 12 months, starting with the most recent. Shown are each payment's **Issue Date**, **Payee**, **Amount**, **Payment Method**, and payment details (**Detail**). Note the following:
  - If a payment is scheduled, a message informs you when the next payment will be sent.
  - An icon in the **Payee** column helps to indicate whether the payee is a claimant or a medical provider.
  - You can export information from this tab to an Excel file by clicking **Export** ⭳.

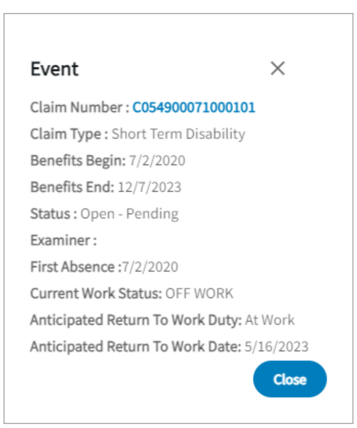


- **Off work calendar** section: The **Off work calendar** displays a calendar-view of the employee's time away from work on all applicable claims. Absence periods and their statuses are shown in a monthly or weekly view, color-coded according to the key shown beneath the calendar.

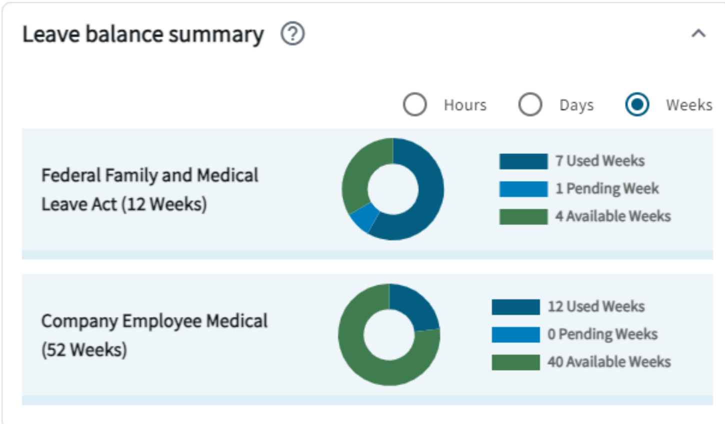


Use the arrows to change the month or week being viewed. You can toggle between views by clicking **month** or **week**, and the **today** button returns you to the current month/month. To export the information to an Excel file, click **Export** ⬇.

Click an absence period to view more details in the Event pop-up window.



- **Leave balance summary** section: If the employee has any leave claims, the **Leave balance summary** section shows any leave policies applicable to their claims, as well as the amount of time used and remaining for each policy, in graphical form.



Claim

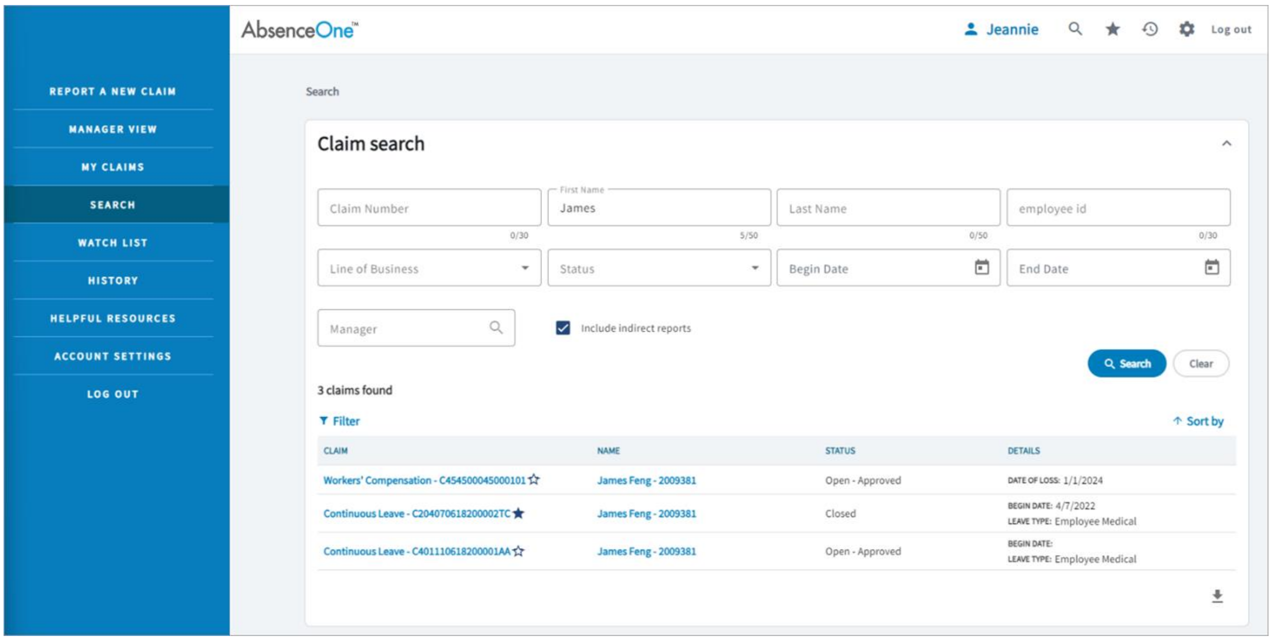
The Claim page contains information relevant to an employee's specific claim. For additional information about what you will see here, please refer to the **AbsenceOne Guide for Employees**. Note that some features are not available when viewing your employees' claims.

My claims

The My claims page provides a list of your own claims, payments made, notifications about your claims, and more. From there, you can access an individual claim for yourself. For more information, refer to the **AbsenceOne Guide for Employees**.

Claim search

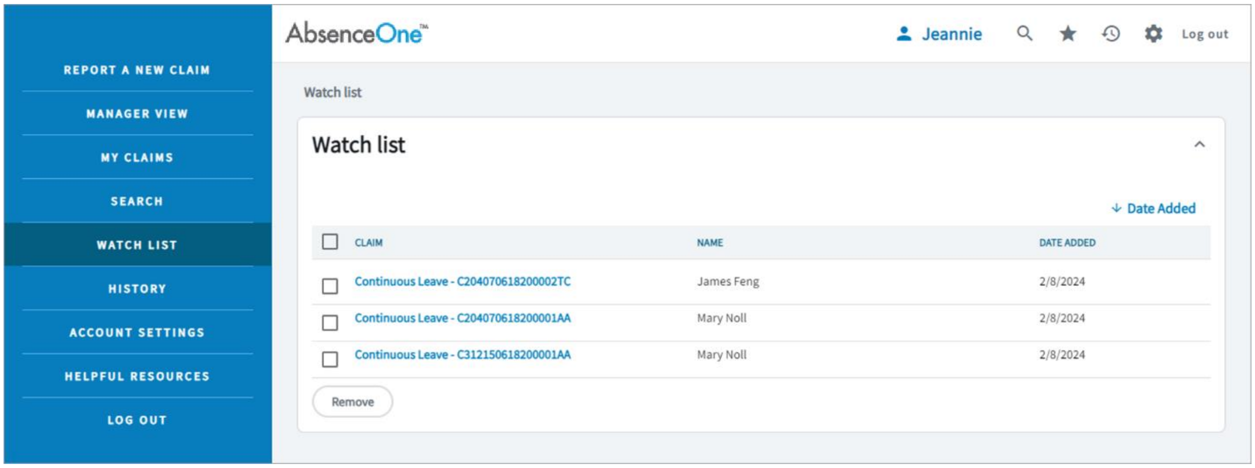
The Claim search page allows you to find claims using the employee's name, claim status, dates, and more. Enter your search criteria in the fields provided, then click **Search**. Results are shown in the bottom section; click a claim number to open it. You can export results to an Excel file by clicking **Export** .



Even if you navigate away from the Claim search page, your search results are retained until you perform a new search or you log out.

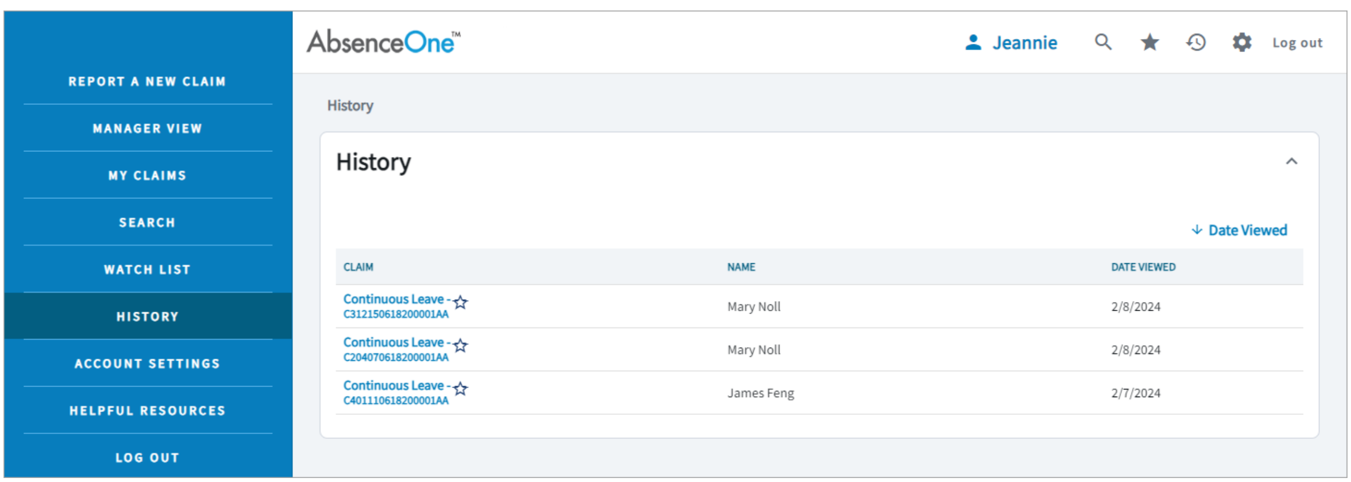
Watch list

The Watch list displays a list of all claims you've added to it, providing quick and easy access to frequently viewed or important claims. Throughout AbsenceOne, you can add a claim to your Watch list by clicking the star icon next to the claim number. Up to 25 claims can be added to your Watch list; you can remove a claim from this list by selecting the check box next to it and clicking **Remove**.



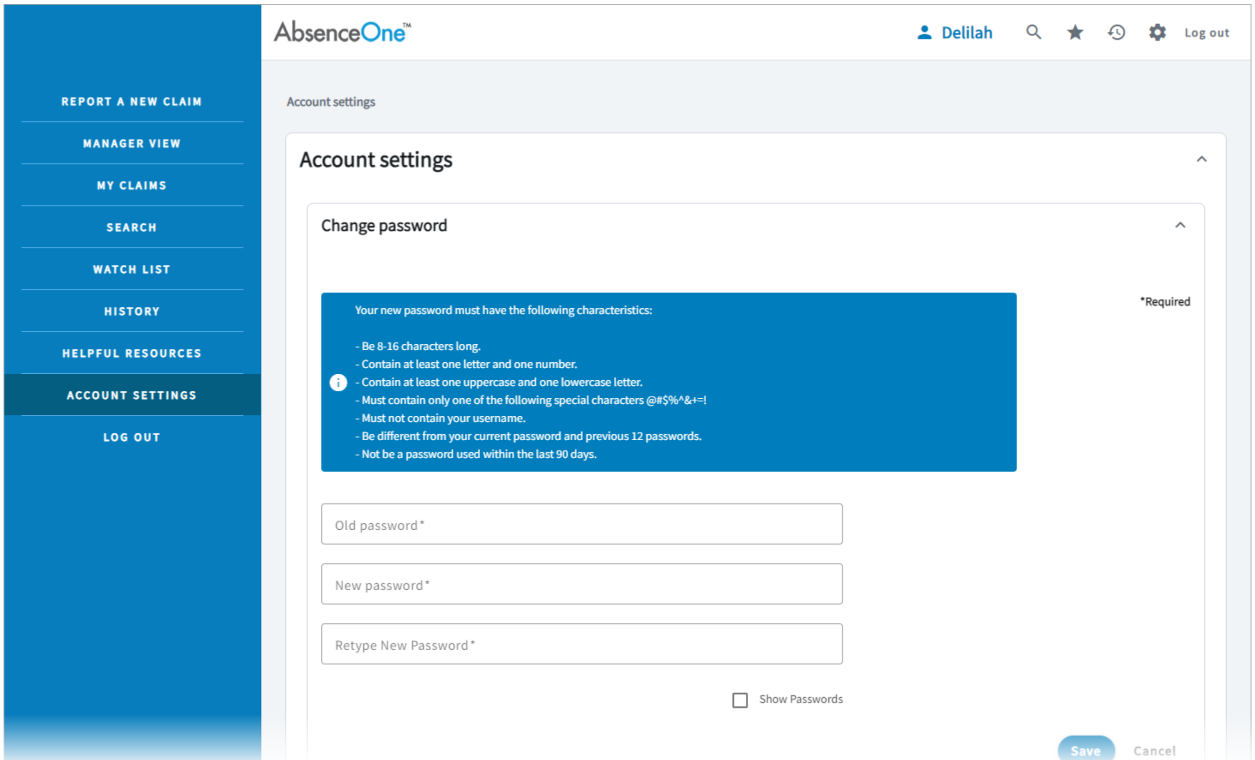
History

The History page displays a list of claims you've recently accessed. Up to 25 claims are shown.



Account settings

From the Account settings page, you can update your password, security questions, and more.

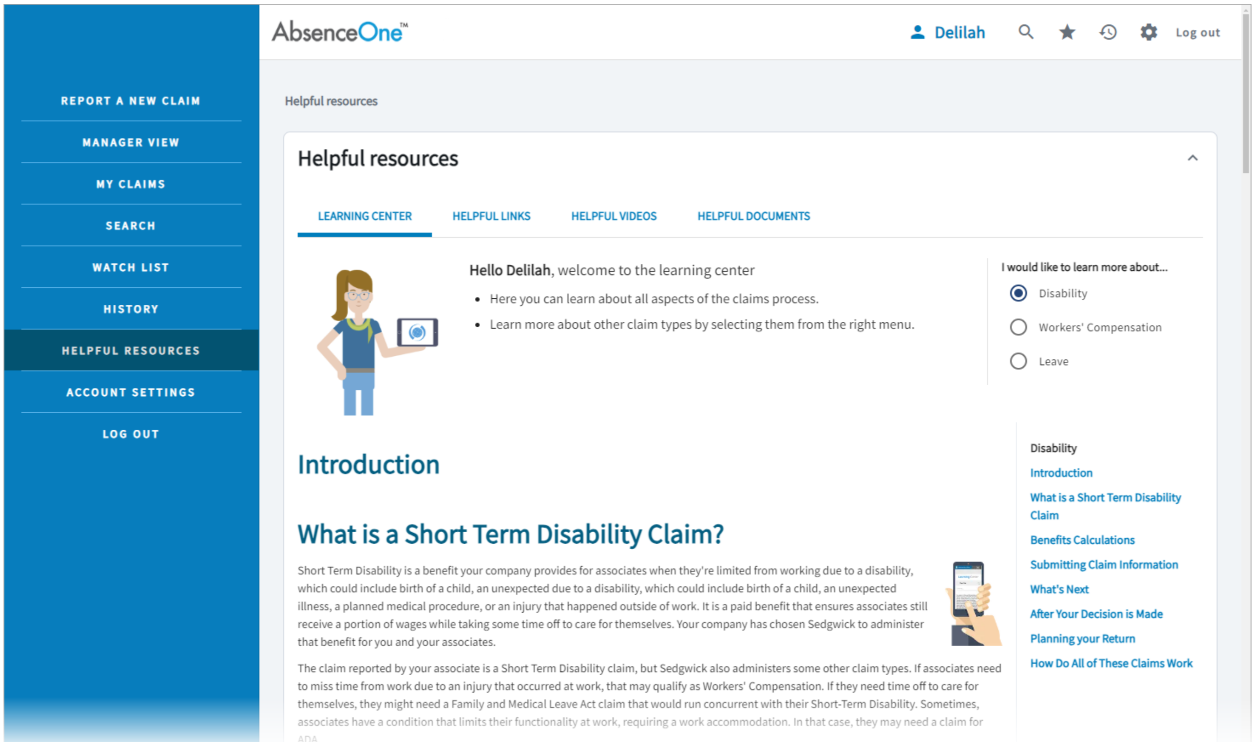


Click a header to expand the corresponding section:

- **Change password**: Enter your old password, then type your new password in both fields provided. Click **Save** to save your changes. New passwords must meet the requirements listed on this tab.
- **Change security questions**: Select a security question and enter your answer for each on this tab, then click **Save**.
- **Change multi-factor authentication**: Specify where you will receive multifactor authentication codes (**Email** and **Text/SMS**).
- **Change communication preferences**: Select your preferred language and specify the methods (**Email** and **Text/SMS**) through which Sedgwick may contact you with updates about your claim. This applies to your own claims only, not the claims of your employees.

Helpful resources

The Helpful resources page is where you can learn about claims, view informational links, watch helpful videos, and access educational documents.



Need help?

If you need help at any time, select **Contact Support** at the bottom of any page.