

Absence Management

Yale University

Creating 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.

Getting started

Allow **15 minutes**





You will need the following items to create a new Absence Management account:

- A computer, or other device, with access to the Internet and to your email
- Your **UPI number**
- Your employer's group insurance policy number: **642971**
- Your date of birth
- Your email address (which is accessible when submitting an absence from your home)
- Your phone number (which is accessible when submitting an absence from your home)

Creating an account

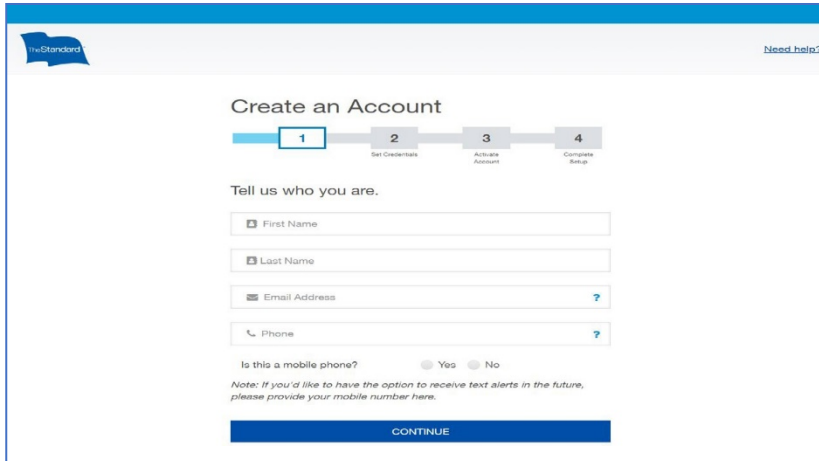
1. Open a browser window; such as Internet Explorer, Chrome, or Safari.
2. Go to www.standard.com/absence to open The Standard's Absence page.
3. In the **FIRST TIME HERE?** section, click **CREATE AN ACCOUNT** to begin the self-registration process.

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

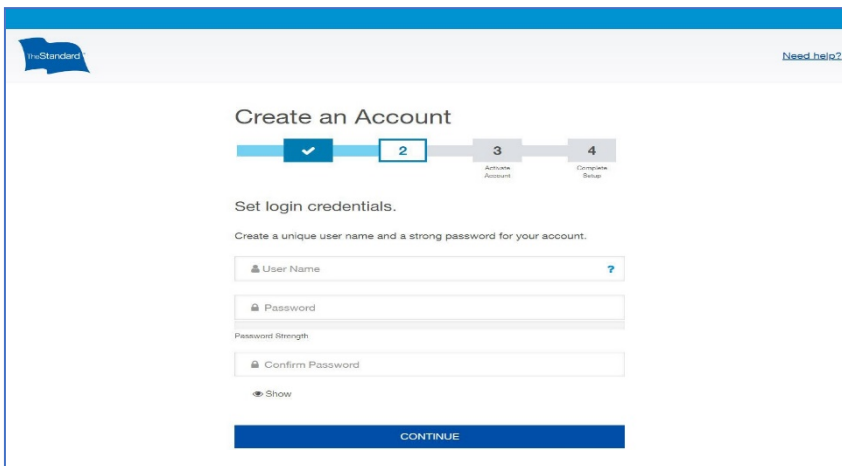
- In the Create an Account page, enter your contact information, and click **CONTINUE**.



The screenshot shows the 'Create an Account' page with a progress bar at the top indicating four steps: 1 (highlighted), 2 (Set Credentials), 3 (Activate Account), and 4 (Complete Setup). Below the progress bar, the heading 'Tell us who you are.' is followed by four input fields: First Name, Last Name, Email Address, and Phone. Below these fields are two radio buttons for '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.

TIPS:

- 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.
- 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 indicating four steps: 1 (completed with a checkmark), 2 (highlighted), 3 (Activate Account), and 4 (Complete Setup). Below the progress bar, the heading 'Set login credentials.' is followed by the instruction 'Create a unique user name and a strong password for your account.' Below this instruction are three input fields: User Name, Password, and Confirm Password. Below the Confirm Password field is a 'Show' button with an eye icon. At the bottom of the form is a blue 'CONTINUE' button.

TIPS:

- User names must have 7 – 20 characters, no spaces, and no @ symbol
- Passwords 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.

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

myStandard [Need help?](#)

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****l.com

Get a phone call *****5555

CONTINUE

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

NOTE: 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**.

myStandard [Need help?](#)

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**.

NOTE: 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**

Connect your account?

It looks like your account is not yet connected to any services. Would you like to connect your account to services available to you?

Yes, Continue to Connect

[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. Selection Option 2 and enter the Yale University **Group Insurance Policy number: 642971**
- c. Enter your Yale University **UPI number**.
- d. Then click **Add Services**

IMPORTANT: DO NOT ENTER your Social Security number

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)

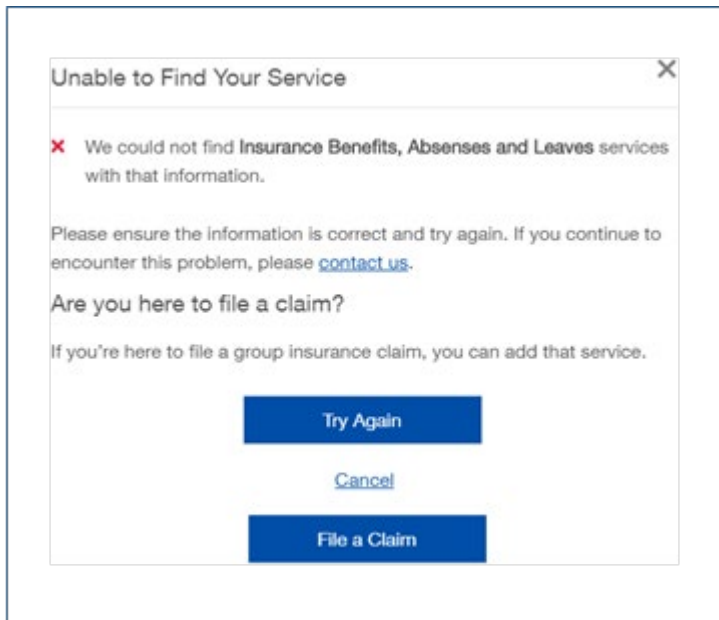
When you are ready to report an absence, in the **Absences & Short Term Disability Claims** panel, click **GET STARTED**.



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.



Managing Your Online Account

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

Forgot your User Name or Password?

Under the Log In form, click **Forgot User Name** or **Forgot Password**,

- Enter the User Name or Email Address on file for your account
- Make sure to reset your Password before the **60-min** expiration

Need to Change your Information or Verification Code Delivery Method?

If you need to update your email address, phone number, or the way you receive your two-step verification code, first log in, then,

1. In My Home, in the upper-right corner, click **Manage Profile**.
2. Then, in **My Information**, click **Edit** to modify your data.

Need to Untrust a Device?

If your trusted device is lost or no longer in use,

1. In My Home, in the upper-right corner, click **Manage Profile**.
2. Then, in the profile menu, click **Login Activity**.
3. Select the device and click **Untrust**.

