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 employee identification 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 to open The Standard’s website.
3. Click I am an Individual.

If you selected an incorrect option, in the upper-right corner, click Welcome, and then select Individual.
4. In upper-right corner, click **Create an Account**.

5. Locate the **Leave and Absence Management** section and click **CONTINUE**.
6. Enter your account information and then click **CONTINUE**.

![Create An Account Form]

**TIPS:**

- Provide an email address that you can access from home when submitting an absence request
- Select a unique and memorable User Name
  - The user name is required to log in to your account and to identify your account if you need login assistance
  - The user name cannot be an email address
- Read and acknowledge The Standard’s Terms and Consent statement
7. Scroll down, create an account password, complete answers to three security questions, and then click **CREATE ACCOUNT**.

**TIPS:**

- **Passwords requirements:**
  - Minimum of 10 characters
  - Case sensitive
  - Contain at least one uppercase character (A-Z)
  - Contain at least one lowercase character (a-z)
  - Contain at least one numeric character (e.g., 0-9) or at least one non-alphanumeric character (e.g., !$%@)
  - Are not case sensitive

- **Complete three security question answers**
  - Answers must be a minimum of four characters and cannot contain spaces
  - A green check mark indicates when an answer is completed successfully
Once you click CREATE ACCOUNT, you will receive a verification email. You must click the link within the verification email within **24 hours** to verify and activate your account.

8. Return to your email, open the account verification email from no-reply@standard.com, and then click the **CONFIRM YOUR ACCOUNT** link.

Thank you for creating an account with The Standard. Please save this email so you can refer to it later.

Your user name is: [Redacted]

**CONFIRM YOUR ACCOUNT**

*This link will expire in 24 hours.*

To start using your account for convenient access to secure online services and account information, please click the link above to confirm your account. Once confirmed, you can log in to your account with your user name and password.

If you have questions regarding your account, please [contact us](#) for assistance.

**The Standard**

[Legal & Privacy](#)
Once you have clicked the CONFIRM YOUR ACCOUNT link, log in with your user name and password, complete your account setup, and connect to your employer’s absence services.

1. In the Log In screen, enter your new account **User Name** and **Password**, and then click **LOG IN**.

![Log In Screen]

2. After logging in, click **CONTINUE** to complete your security settings.

![Security Settings Screen]
3. Verify your email address, enter a phone number and type of phone, and then click **NEXT**.

You will receive automated email notifications when you update your account.

4. Once your security setup is complete, click **CONTINUE**.
Next, you'll setup an additional layer of security – called two-step verification. These steps will allow you to select and verify the method you will use to receive a security access code when logging in to your account.

5. Click to select the method you would like to use to receive an access code, and then click CONTINUE.

6. Based on your selection, check your phone or email for the six-digit access code, and then enter the code to verify your device, and click CONTINUE.
7. If you trust the device used to log in, click **Trust this browser**, and click **CONTINUE**.

![You're all set!](image)

You can log in to your account from a trusted device with your user name and password. However, in certain circumstances, even when a device is trusted, you may be prompted to enter an access code such as when you change or update your browser software, change equipment used to access our services, or are signing in from an unrecognized location or IP address.

In the next step, you will connect to your employer’s absence services.

8. Click **My employer’s insurance benefits**. Then enter your **Date of Birth** and your employer’s **Group insurance policy number** and your **Employee identification number** (DO NOT ENTER the Social Security number), and click **CONTINUE**.

**YALE UNIVERSITY Group Insurance Policy Number: 642971**

![My Home](image)
To display your absence services, you will need to log out and then log back in.

9. In the upper-right corner, click **LOG OUT**.

10. Enter your **User Name** and **Password**, and click **LOG IN**.

   ![My Home](image)

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

   The My Home screen displays a **Report Leaves of Absence** box when you have successfully connected to your employer’s absence services.

   *When you are ready to report an absence, click **Get Started**.*
Managing Your Online Account

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

Forgot your Password?

It happens. If you have forgotten your account password, you can use the self-service *Forgot password?* feature under the Log In form to create a new one.

2. In the upper-right corner, click **Log In**.
3. Under the Log In form, click **Forgot password?**.

**TIPS:**

- Provide your user name and the email address associated with your account
- An email will be sent with a link to create a new password
- Reset your password within 24 hours 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 Access Code Delivery Method?

You can easily update your email address, phone number, or the way you receive your access codes by managing your profile settings online.

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 access six-digit access code.
5. In My Home, in the upper-right corner, click Manage Profile.
6. Click Edit to modify your email address, phone number, or the method selected to receive your Two-step Verification access codes.

When you have completed your changes, click the profile menu to return to My Home.
Need to Trust or Not Trust a Device?

Devices can be marked as trusted when you use them to log in; however, when a device should no longer be trusted, such as when it is lost or no longer in use, you can manage them online.

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 access six-digit access code.
5. In My Home, in the upper-right corner, click **Manage Profile**.
6. Click the profile menu and then click **Login Activity**.
7. Locate the device and click **Untrust**.