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
  *(located in Workday; not your UPID or NET ID)*
- Your employer’s group insurance policy number: 642971
- Your date of birth
- Your email address and 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.
3. In the FIRST TIME HERE? section, click CREATE AN ACCOUNT 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 your home in order to submit an absence. And to receive future text alerts, please be sure the phone you enter here is a mobile phone number.
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 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.

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 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 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.

![Verification Code Image]

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.

  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.

- If you close the Connect your account? window, click connect your account on My Home to connect to your employer’s absence services.

13. Click Insurance Benefits, Absences and Leaves and enter your information.

- a. Enter your Date of Birth.
- b. DO NOT ENTER YOUR SOCIAL SECURITY NUMBER
- c. In Option 2, enter the Yale University Policy Number: 642971 and your Yale University Employee ID # (found in Workday, not your UPID or NET ID), and then click Add Services.

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

14. Click Continue to My Home.
Reporting an Absence
Return to your account when you need to report an absence.

Log In

2. Click Log In and enter your account credentials.
3. In the Log In form, enter your User Name and Password, and then click LOG IN.
4. If prompted, retrieve and enter your secure six-digit verification code.
5. When you are ready to report an absence, in the Absences & Short Term Disability Claims panel, click Get Started.

Managing Your Online Account

The Standard provides self-service tools to manage your account.

Forgot your User Name or Password?

1. Under the Log In form, click Forgot User Name? or Forgot Password?.
2. Enter the requested credentials on file for your account and we’ll send an email with your user name or a link to reset your password.

- Reset your password within 60 minutes before the link expires. If the link expires, repeat the process to receive a new link.

Need to Change your Information or Verification Code Delivery Method?

To update your email address, phone number, or the way you receive your two-step verification code, log in to your account. Then on My Home,

1. On My Home, click the user profile menu, and then click My Information.
2. Click Edit and modify your data as needed.

Need to Untrust a Trusted Device?

You can mark a device as untrusted when it is lost or no longer in use.

1. On My Home, click the user profile menu, and then click Login Activity.
2. Locate the device and click Untrust.

- In the user profile menu, click My Home when changes are finished.