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.
3. In the **FIRST TIME HERE?** section, click **CREATE AN ACCOUNT** to begin the self-registration process.
4. In the Create an Account page, enter your contact information, and click **CONTINUE**.

**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.

5. In Step 2, create an account **User Name** and **Password**, and then click **CONTINUE**.

**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.

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 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**.

**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**.

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**.

**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.
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


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.
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.