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 (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

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.

NOTE: Text messages will be available as an option only if you indicated a mobile phone at the beginning of this process.

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. Click My employer’s insurance benefits and enter your information.
   a. Enter your Date of Birth.
   b. Enter the Yale University Group Insurance Policy number: 642971
   c. Enter your Yale University Employee identification number (located in Workday; not your UPID or Net ID).
   d. Then click UPDATE PROFILE.

IMPORTANT: DO NOT ENTER your Social Security number.
To display your absence services, you will need to log out and then log back in.

13. To log out and log back in, click **LOG IN WITH NEW SERVICES**.

14. In the Log In Page, enter your **User Name** and **Password**, and click **LOG IN**.

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

When you have successfully connected to your employer’s absence services, the My Home screen displays a Report Leaves of Absence panel.

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**.