REFERENCE GUIDE

mySedgwick User Guide

for employees with disability claims and/or leave of absence cases

With mySedgwick, you can access up-to-date claim information in real time, contact your examiner, learn more about the claim process, and more. This guide will walk you through accessing mySedgwick and using its features.

Creating a new mySedgwick account

Note*: If your employer has a single sign-on (SSO) connection with us, follow your employer's instructions to access mySedgwick.*

To create a new account in mySedgwick, your information must be on file from your employer.

This section helps you to do the following:

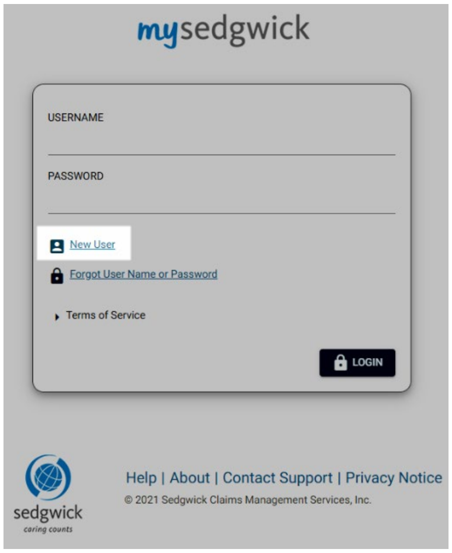
- Registering for an account
- Choosing a username and password

REGISTRATION

1. Go to the mySedgwick login page.

   Note: If your employer provided you with a custom URL, go to that URL instead. For example, "*mySedgwick.com/CompanyName.*"

2. Select **New User**.


mysedgwick
USERNAME
PASSWORD
New User
Forgot User Name or Password
Terms of Service
LOGIN
Help | About | Contact Support | Privacy Notice
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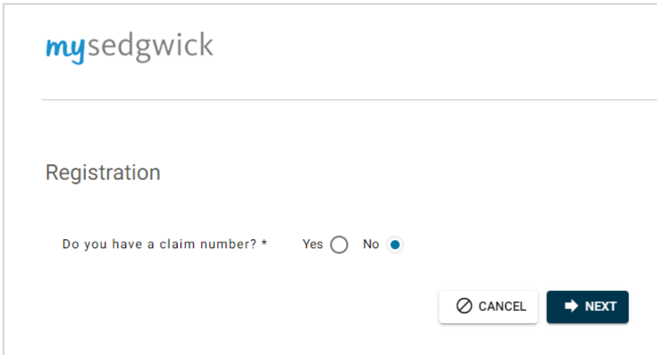
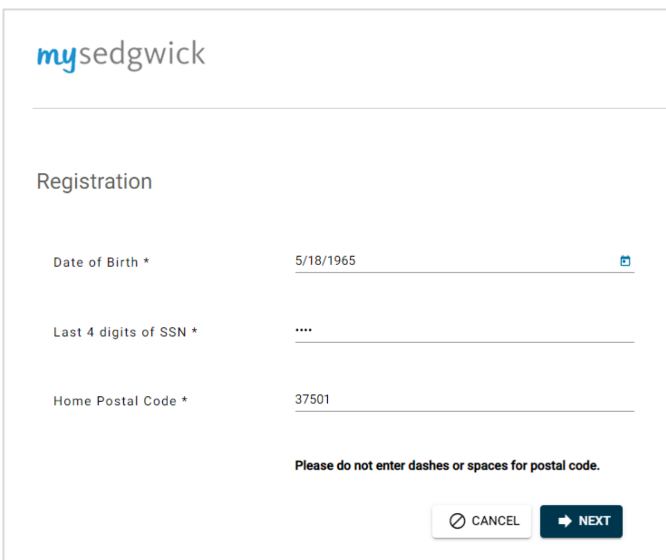
sedgwick
caring counts

3. If you're logging in from mySedgwick.com, answer **No** to the question, "**Do you have a claim number?**" Then select **Next**.



4. Complete the fields on the Registration page, including your **Last Name**, **Date of Birth**, **Last 4 digits of SSN**, and **Home Postal Code**. The information requested may vary based on your employer's requirements. When you're finished, select **Next**.

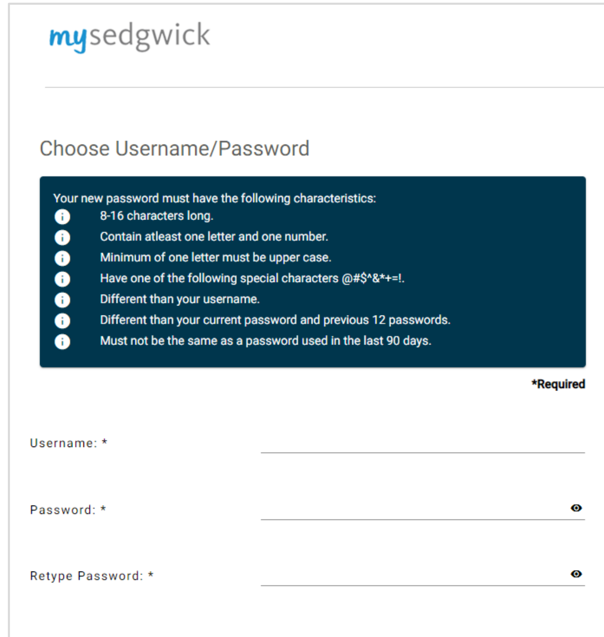


Your personal information must match the information on file.

If mySedgwick is unable to verify your information, select the link that appears for contacting Sedgwick Support or contact your HR department for more assistance.

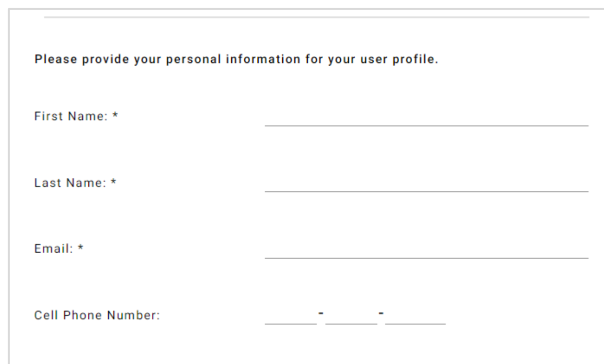
If mySedgwick successfully verifies your information, a page opens where you can create a username and password.

CHOOSE USERNAME AND PASSWORD



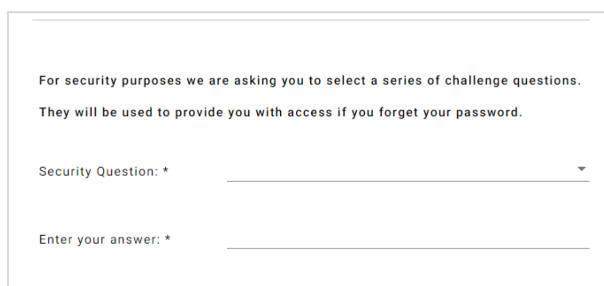
1. Enter a unique username.
2. Create a new password that meets the following requirements:
    - 8-16 characters long
    - Contains at least one letter and one number
    - Contains at least one uppercase letter
    - Contains one of the following special characters: @ # $ ^ & * + = !
    - Is different than your username

Enter Your Name and Email Address



3. Enter your first and last name and email address. These fields are required.
4. If desired, enter your cell phone number.

Select Security Questions and Answers

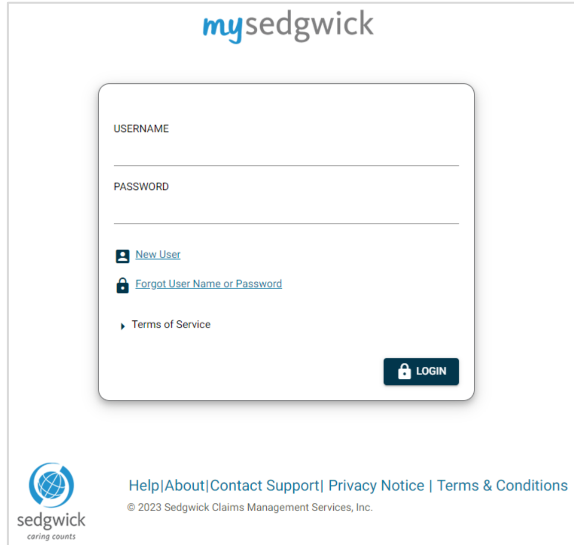


5. Select five security questions and specify an answer for each that can be used to validate your identity if you ever forget your username or password.
6. Once all fields have been completed, select **Submit**. A confirmation message appears.

You will also receive a confirmation email at the address you entered which includes the username you selected and a link to mySedgwick.

Logging In

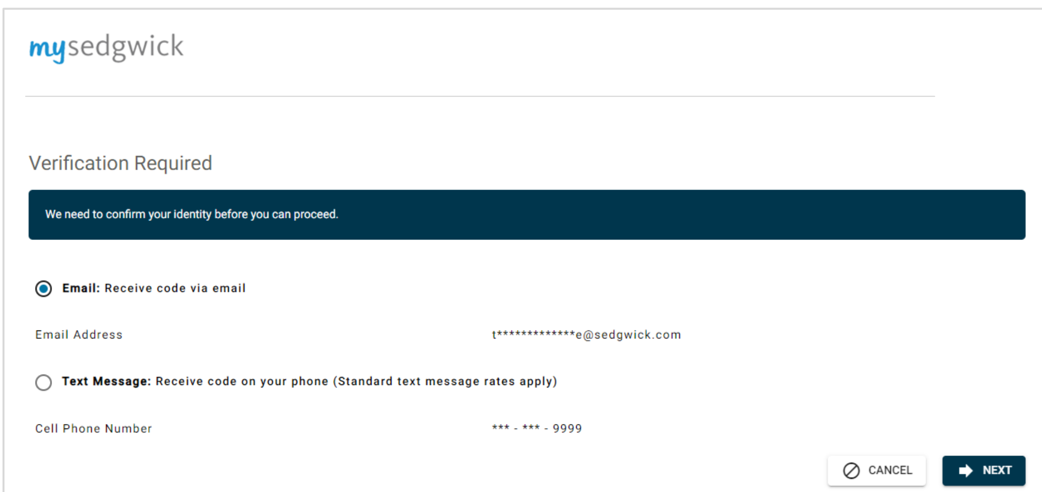
1. Open the mySedgwick login page.
2. Log in with your username and password.



If you have not logged in before or it has been a while since you last verified your identity, you will be prompted to do so by entering a code you will receive by email or text message.

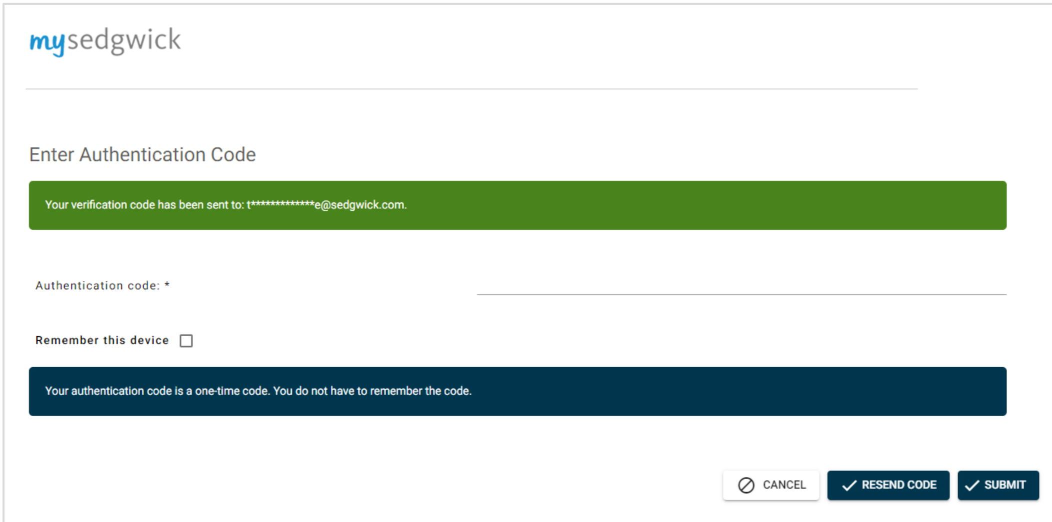
VERIFYING YOUR IDENTITY

1. Select your preferred method (**Email** or **Text Message**) for receiving an authentication code; the options available to you may vary based on the information on file. Then select **Next**.



Codes received by email will be sent from **no-reply@sedgwick.com**.

2. Enter the authentication code in the field provided. To avoid the need to enter an authentication code each time you log in, select **Remember this device**.



Codes expire 10 minutes after they are sent. If you need a new code sent to you, select **Resend Code**.

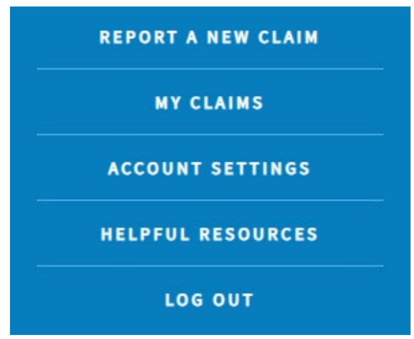
3. Select **Submit**.

If your code is valid, you are now logged in to mySedgwick.

Navigation features

The bar at the top of the page includes icons for **Account Settings** and **Log Out**, features that are described below.

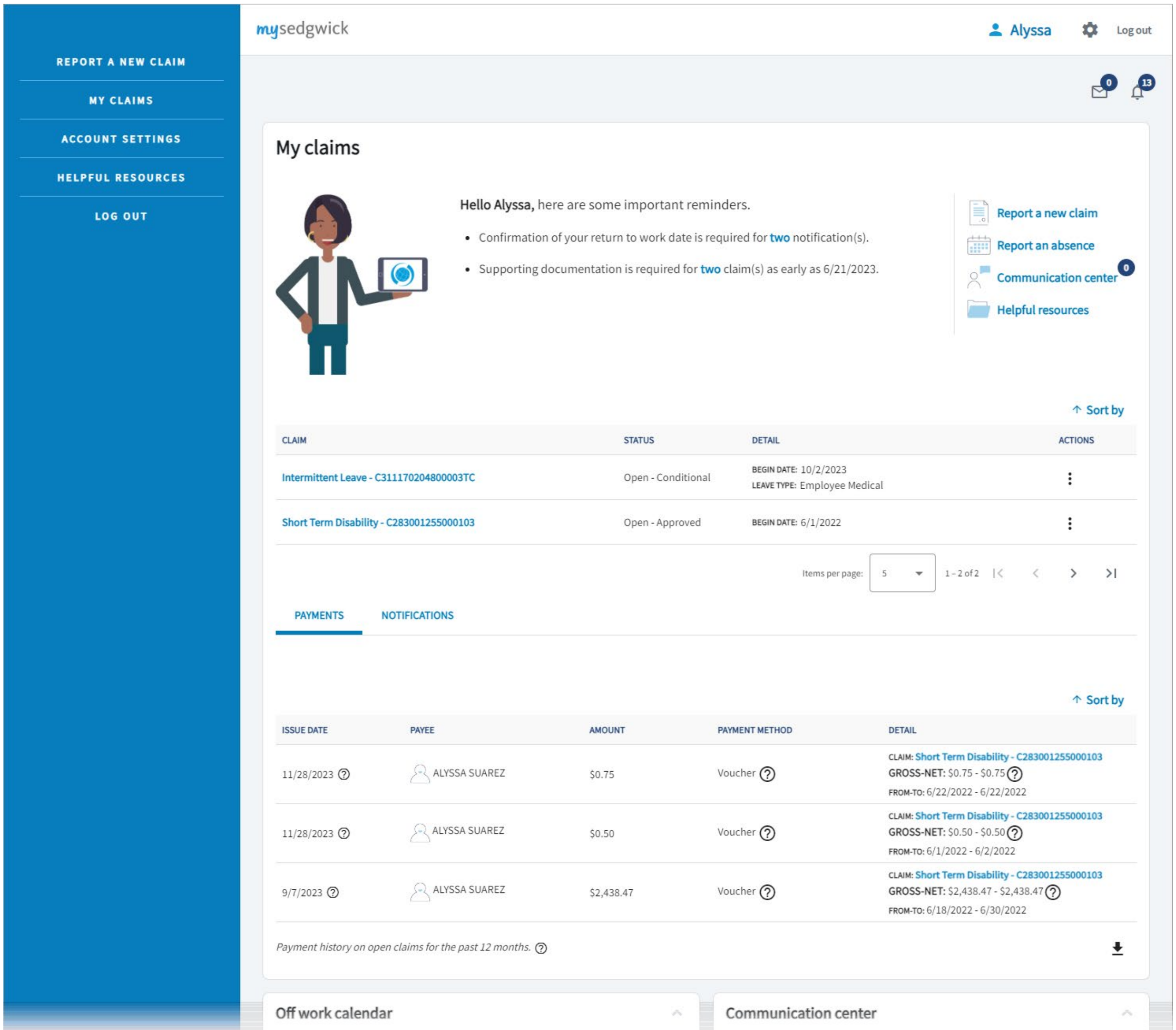
A navigation menu is displayed on the left side of each page and includes the following links:



- **Report a new claim**: If available, this link opens a separate browser tab where you can report a new claim.
- **My claims**: Opens the My claims page, described on page 8.
- **Account settings**: Allows you to change your password, update your security questions, and more. See page 21 for details.
- **Helpful resources**: Provides information about the claim process, helpful links to state websites, documents, and frequently asked questions. See page 22 for more information.
- **Log out**: Logs you out of mySedgwick.

My claims

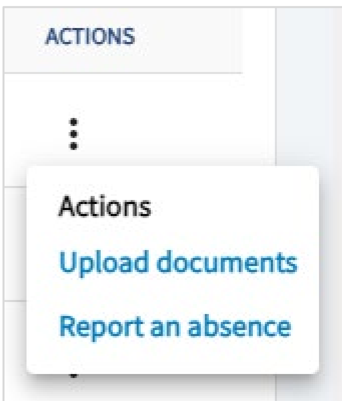
The My claims page appears after you log in and provides a list of your claims, payments made, notifications about your claims, and more.



You can return to this page at any time by clicking **My claims** on the navigation menu. **Messages** and **Notifications** icons in the top-right corner of the page display the number of unread and undismissed items. To view a claim from here or any other page, click the claim number. Sort what's displayed on any grid in ascending or descending order by choosing the appropriate field from the **Sort by** menu. In addition to the main section, this page also includes the **Off work calendar** (described on page 19), **Communication center** (page 18), links to **Helpful resources** (page 22), and **Leave balance summary** (page 9) sections.

The following features are available in the main section of this page:

- **Important reminders**: Displays a bulleted list of reminders, if applicable.
- **Quick links**: Allows you to quickly access commonly used features, such as the **Communication center.**
- **Claim list**: Displays a list of your claims. To open a claim to view it, click the claim number shown. Click the three vertical dots in the **Actions** column to access various actions for the claim (options may vary).



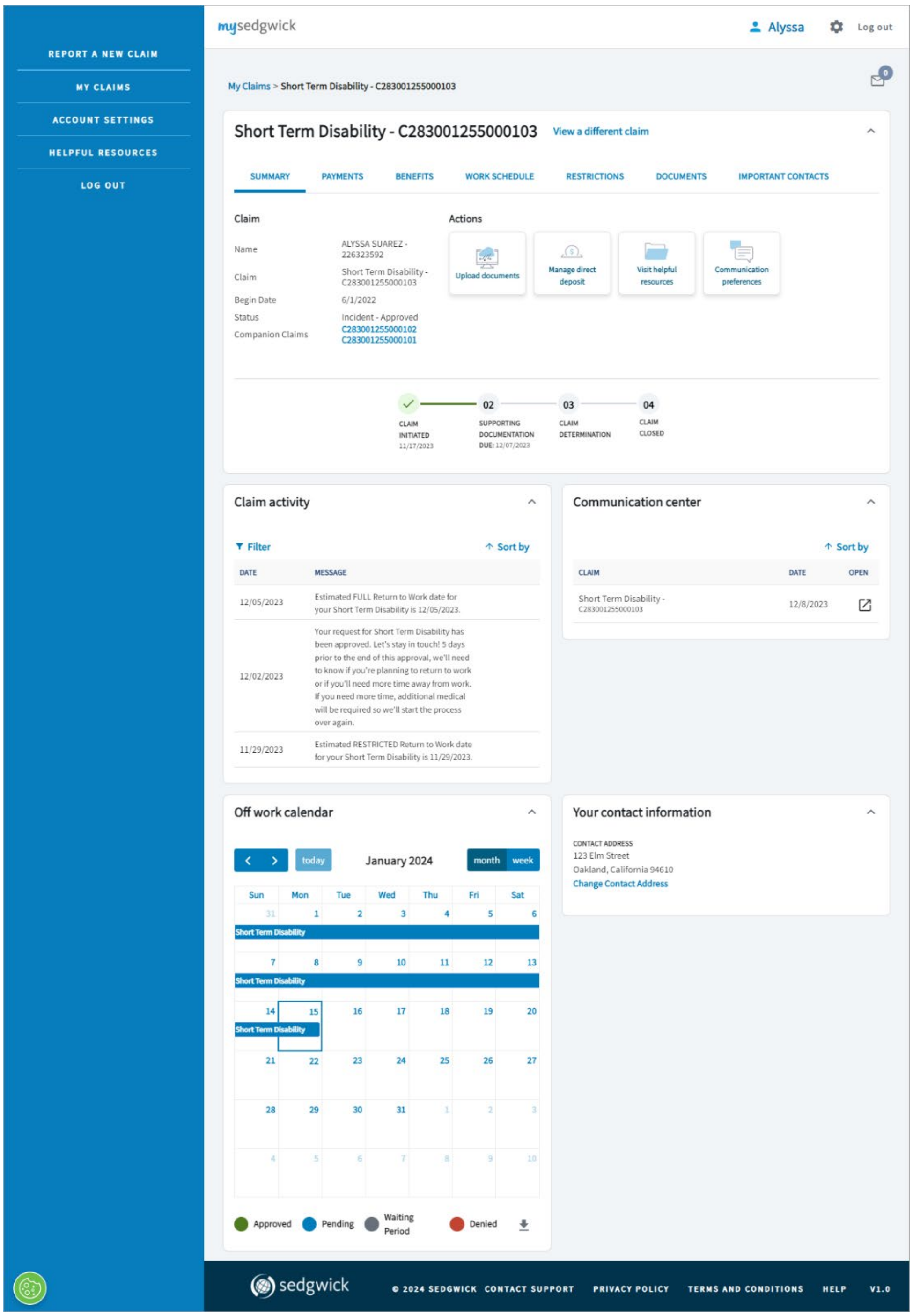
- **Payments**: Displays a list of payments made within the past 12 months for your open claim(s) only. More details about the **Payments** tab, as it appears on the claim, are described on page 13.
- **Notifications**: Lists any information that has been deemed important for your claim. You can dismiss a notification from this list by clicking the **Dismiss** icon.

LEAVE BALANCE SUMMARY

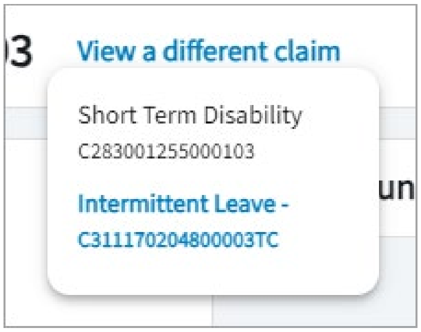
The Leave balance summary section of the My claims page shows any leave policies applicable to the claim, as well as the amount of time used and remaining for each policy, in graphical form.

Claim

The Claim page contains additional information relevant to a claim. To access this page, select a claim number from wherever it appears. In addition to the main section on this page (which includes various **Actions** described on page 15), this page also includes the **Claim activity** (page 17), **Communication center** (page 18), **Off work calendar** (page 19), and **Your contact information** (page 20) sections.

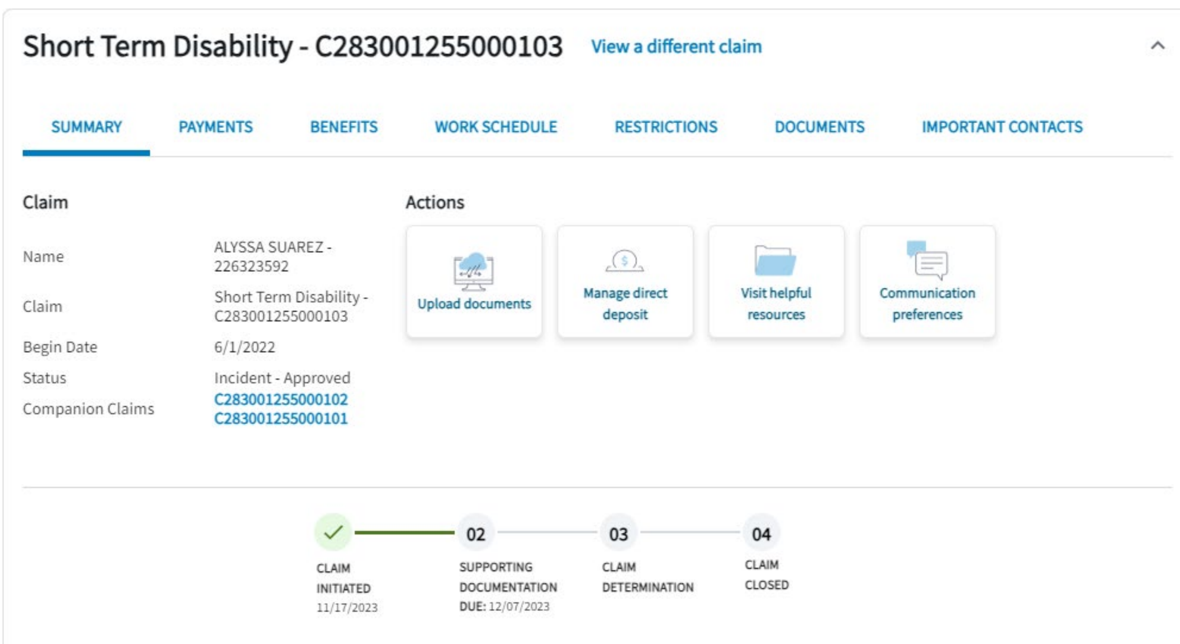


If you have multiple claims, you can click **View a different claim** (near the top) to change claims without navigating back to the My claims page.

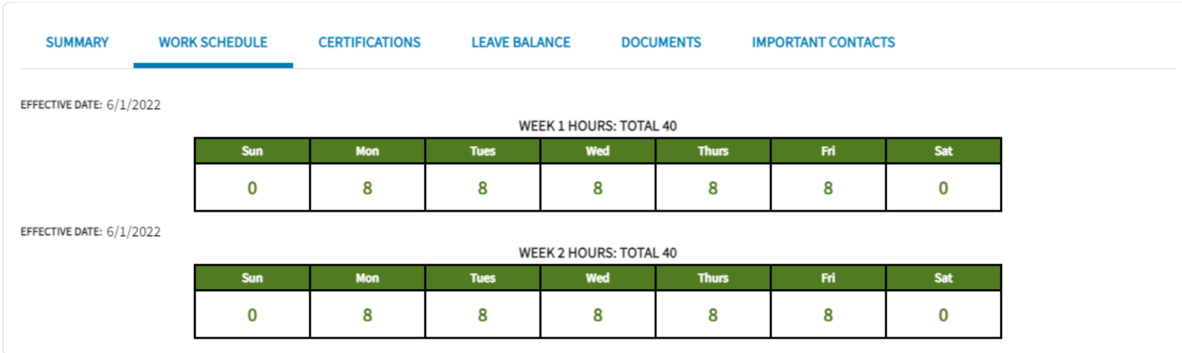


The claim's main section displays key details about the claim in several tabs:

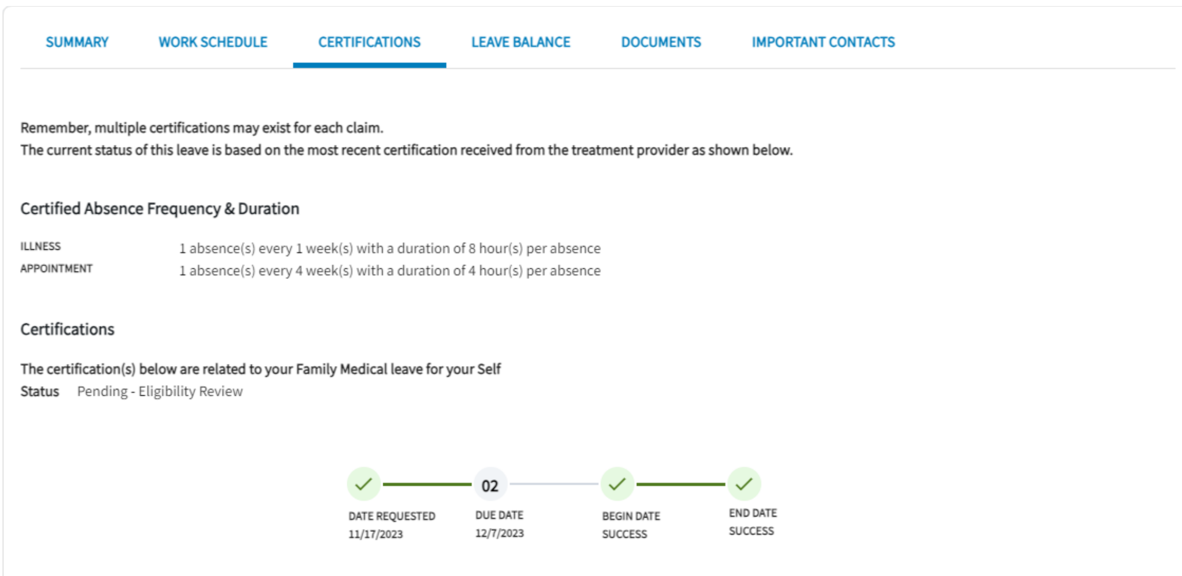
- **Summary**: Contains your **Claim** number, claim **Status**, and other details. The claim tracker on this tab depicts the claim's progress; completed steps are shown with a green check mark. **Actions** are described in detail on page 15.



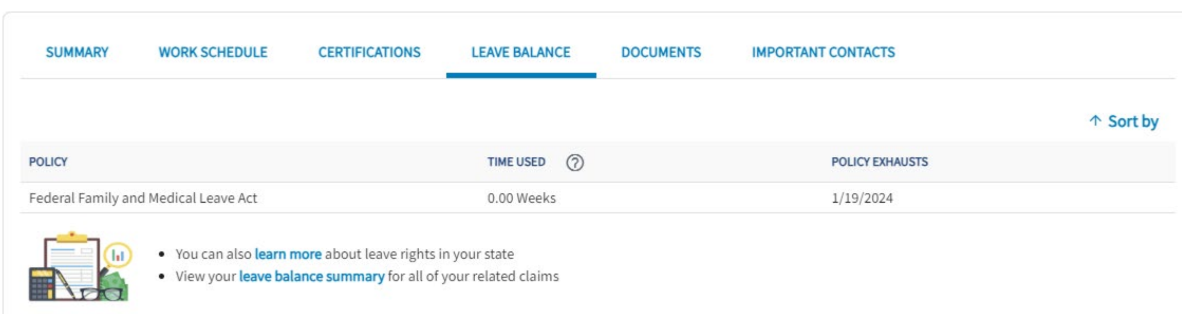
- **Work schedule** (leave only): Displays your most recent work schedule (i.e., number of hours scheduled to work per day).



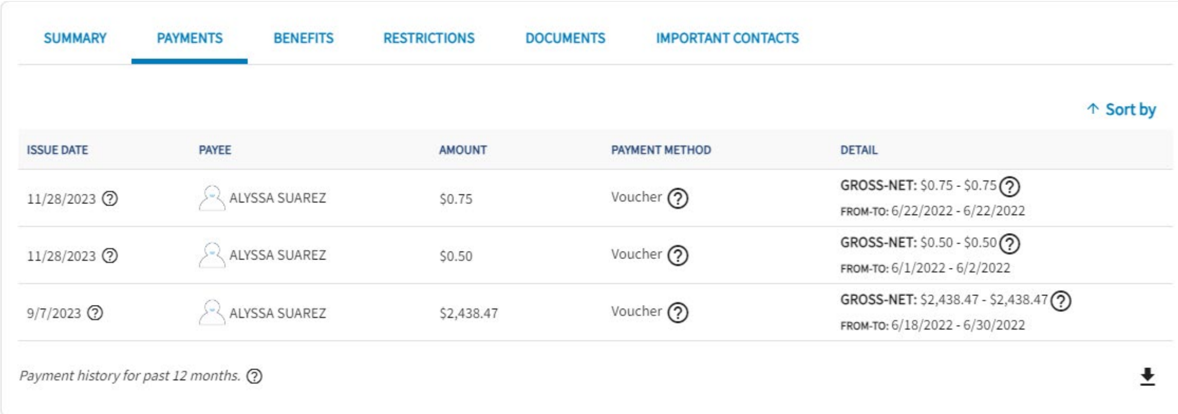
- **Certifications** (leave only): Provides information about absence frequency and duration, as well as medical certification(s) applicable to the leave claim, including a progress tracker.



- **Leave balance** (leave only): Lists any leave policies applicable to the claim, as well as the amount of time used for each policy.



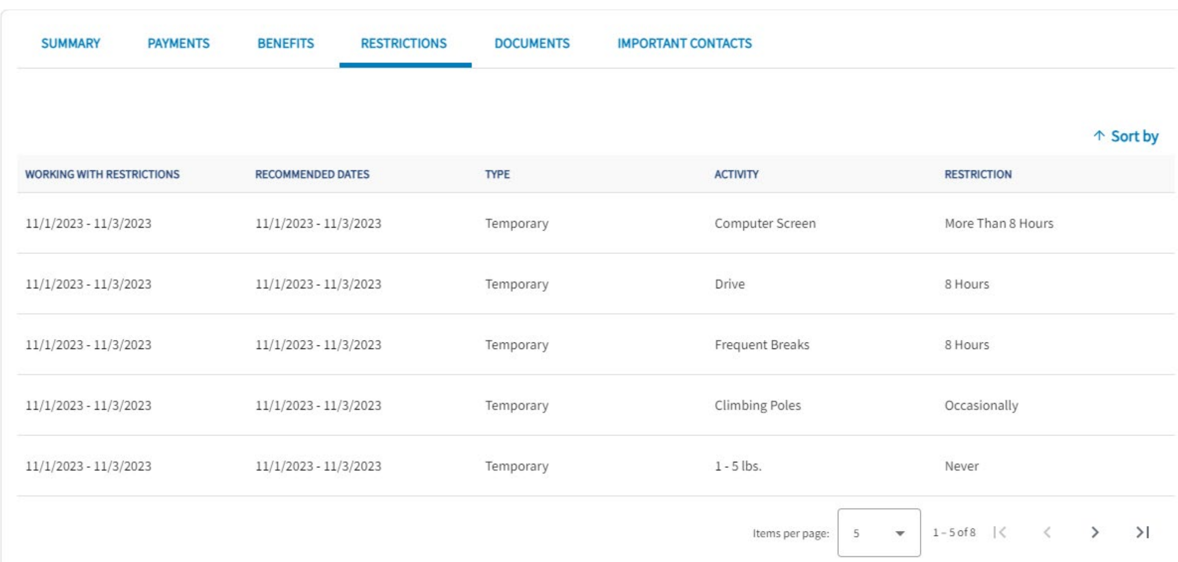
- **Payments** (disability only): Displays a list of payments made for the claim in the past 12 months, starting with the most recent.



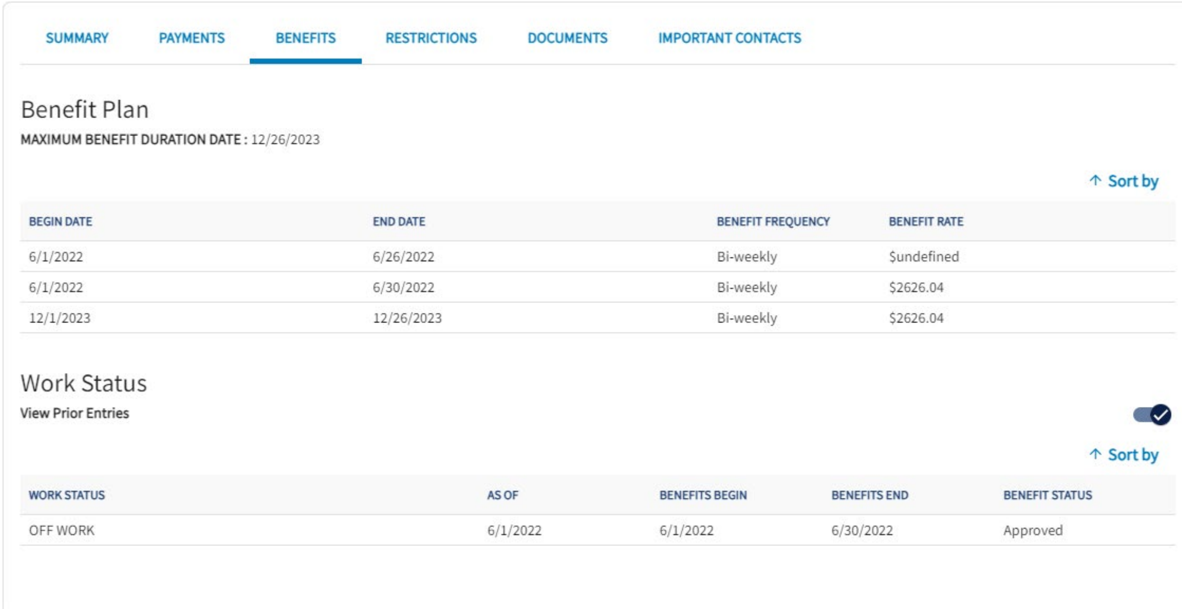
Shown are each payment's **Issue Date**, **Payee**, **Amount**, **Payment Method**, and payment details (**Detail**). Note the following:

  - If a payment is scheduled, a message informs you when the next payment will be sent.
  - An icon in the **Payee** column helps to indicate whether the payee is a claimant or a medical provider.
  - If an explanation of bill review is available, a link to that is shown in the **Detail** column.
  - You can export information from this tab to a .csv file by clicking the **Export** button.

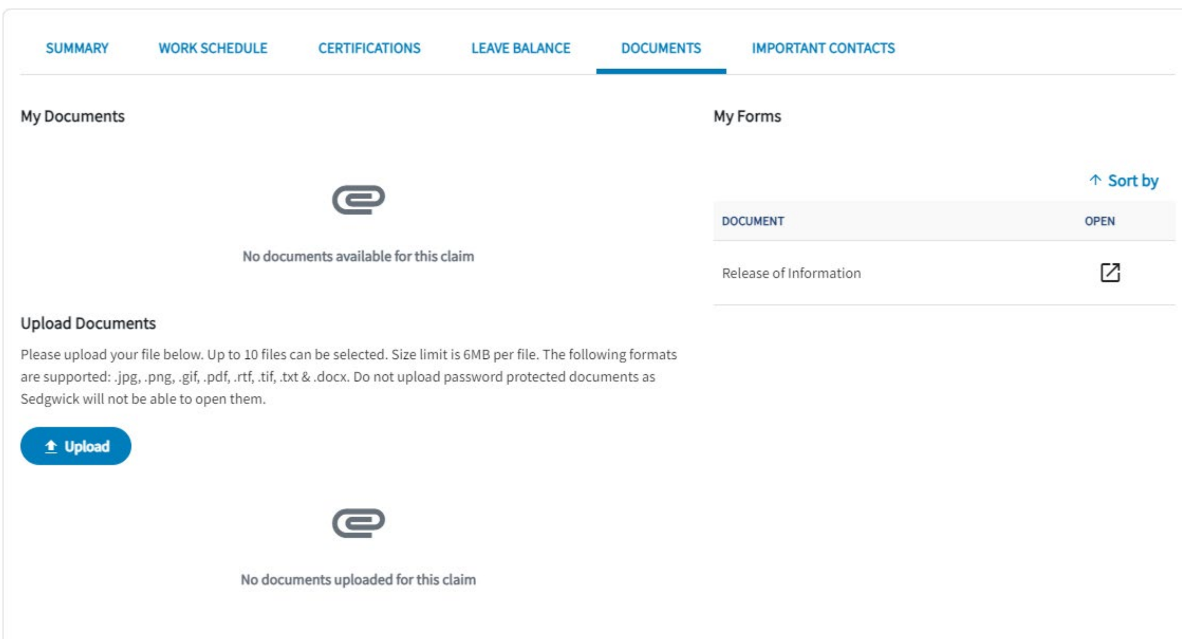
- **Restrictions** (disability only): Displays a list of work restrictions, along with dates for each restriction.



- **Benefits** (disability only): Displays work status periods for the claim. To view previous work statuses, select the toggle on the right side.



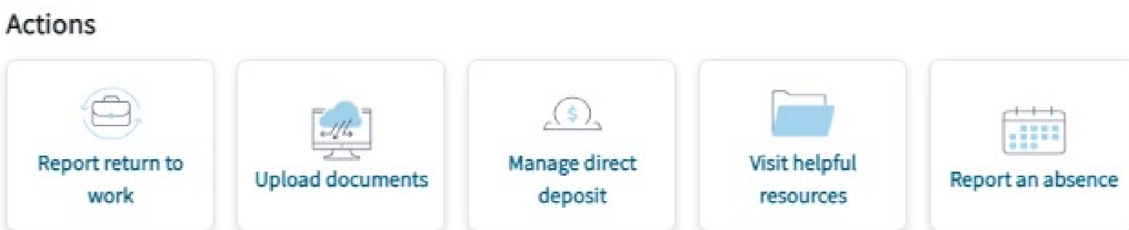
- **Documents**: Displays a list of documents available to you and those you have uploaded. You can upload a document by clicking **Upload**.



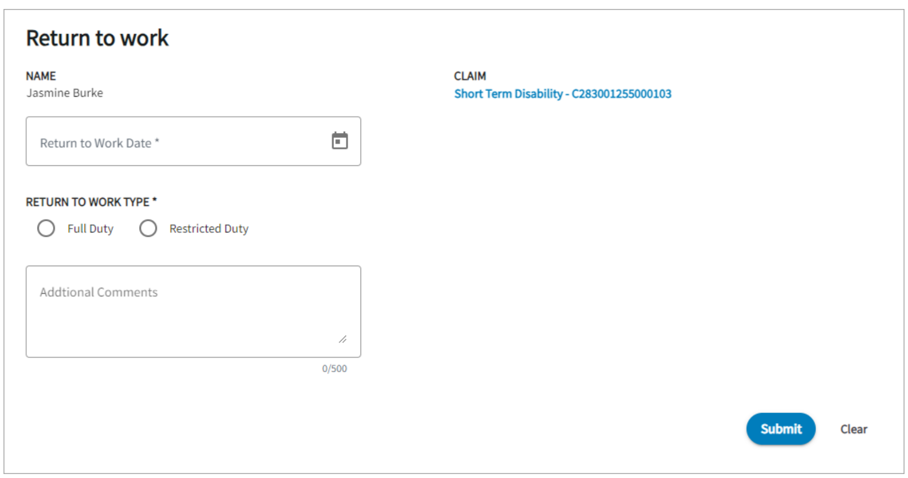
- **Important Contacts**: Provides information about how to contact the examiner. If available, click **Contact examiner** to open the Communication center window (described on page 18) where you can send a message to the examiner.

ACTIONS

The **Actions** section of the **Summary** tab (shown on page 11) includes options for submitting a return-to-work date, uploading a document, opening the Helpful resources page, and more. The options displayed here may vary and are dependent on how your employer has chosen to configure mySedgwick.

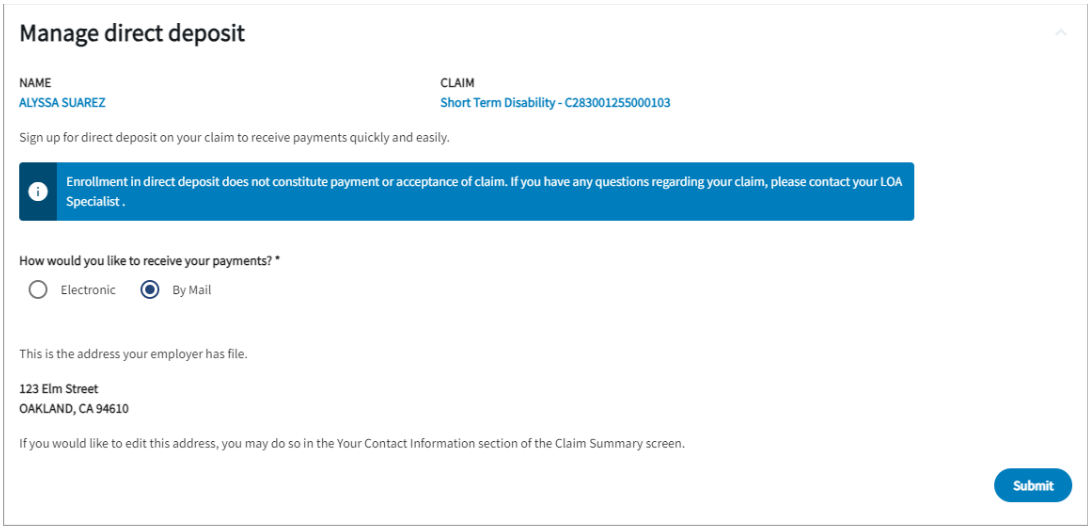


- **Report return to work**: Opens the Return to work page where you can submit the date you intend to return to work. From here, enter the **Return to Work Date**, specify the **Return to Work Type**, and add any **Additional Comments** before clicking **Submit**.

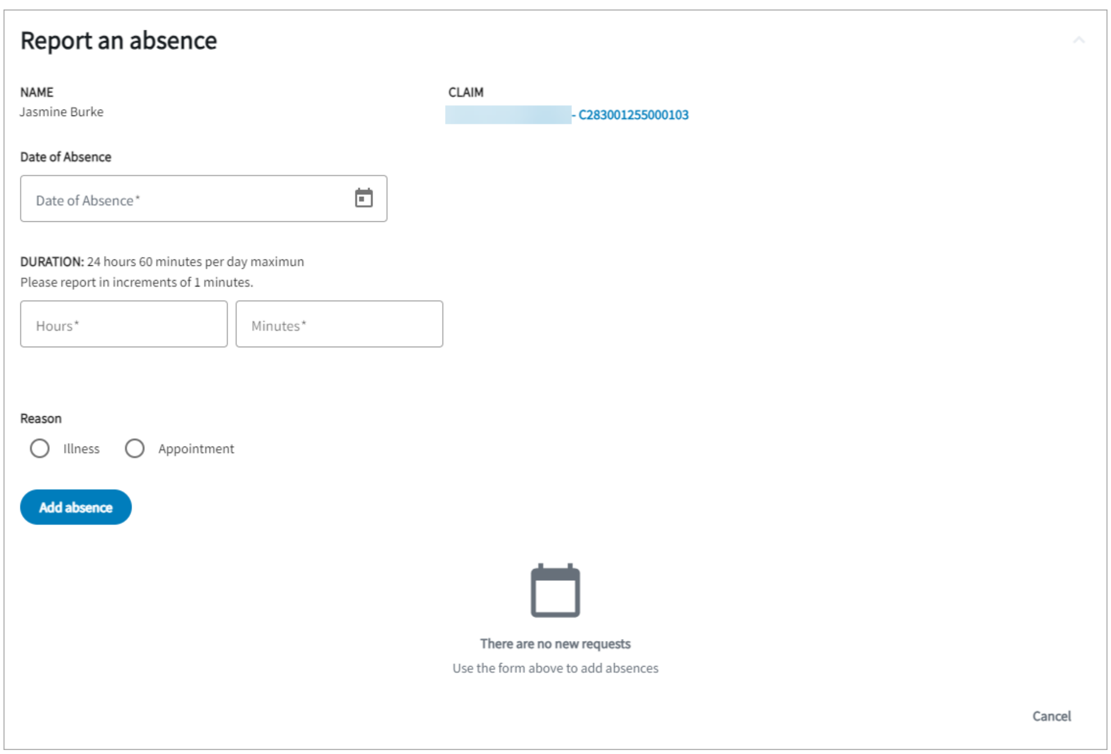


- **Upload documents**: Opens the **Documents** tab (see page 14).

- **Manage direct deposit**: Opens the Manage direct deposit page where you can enter your bank details to receive your payments quickly and easily. Select **Electronic** to begin.



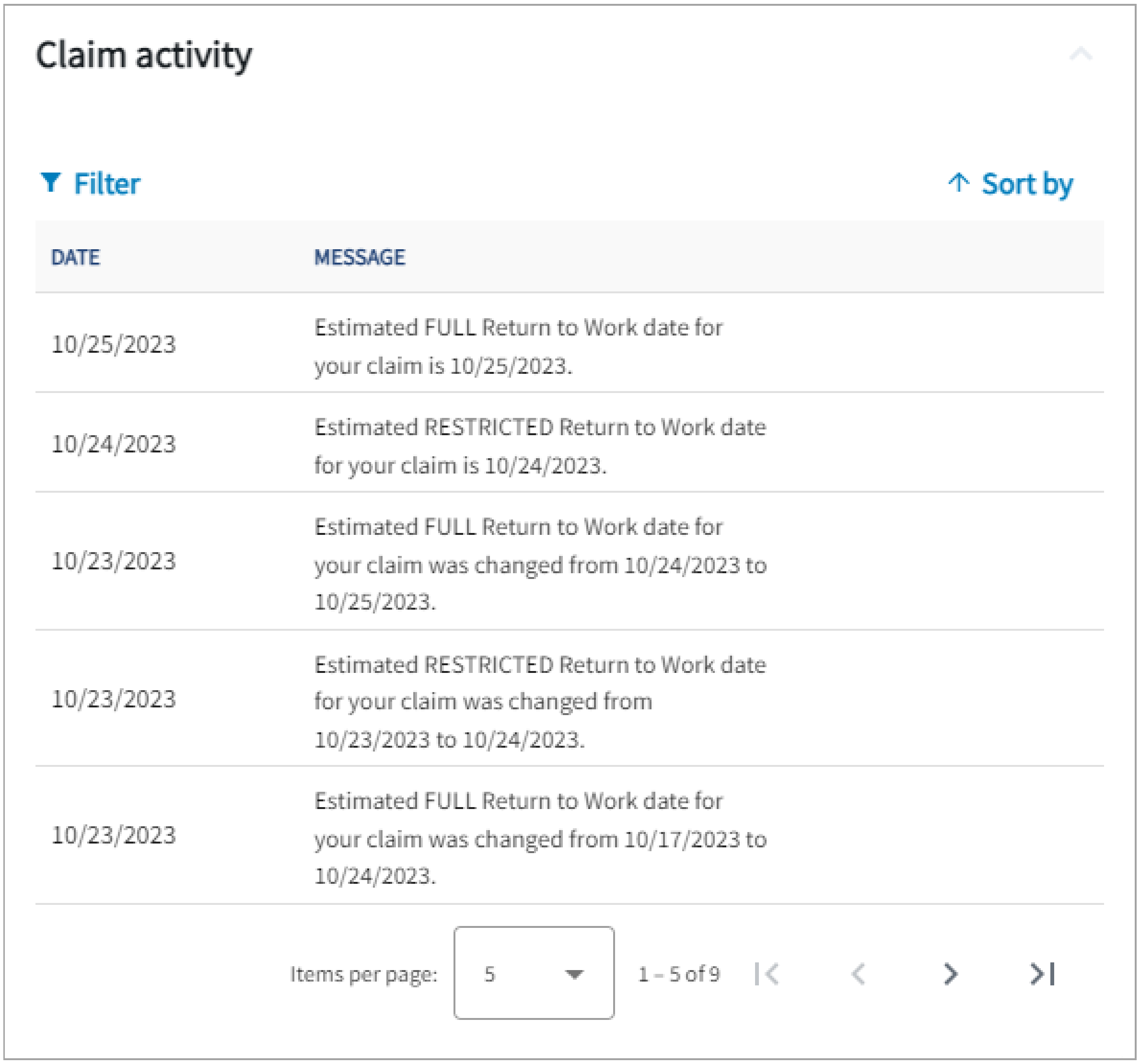
- **Visit helpful resources**: Opens the Helpful resources page (described on page 22).
- **Report an absence**: Opens the Report an absence page. From here, enter the **Date of Absence**, its **Duration**, and the **Reason**, then click **Add absence**.



- **Communication preferences**: Opens the **Change communication preferences** section of the Account settings page (described on page 21).

CLAIM ACTIVITY

The **Claim activity** section displays a list of milestone events that occurred for the claim, with the most recent activity listed first. To search for an event, click **Filter** to reveal a search field.


Claim activity

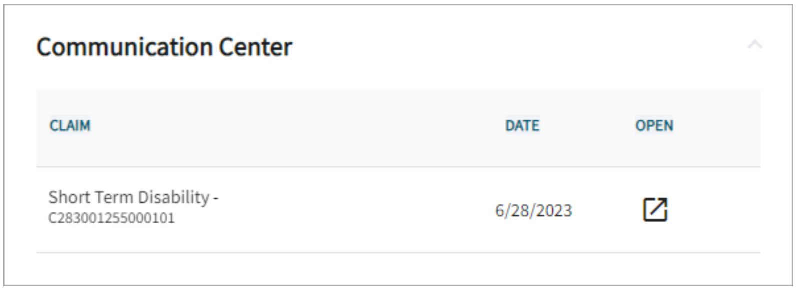
Filter   Sort by

DATE	MESSAGE
10/25/2023	Estimated FULL Return to Work date for your claim is 10/25/2023.
10/24/2023	Estimated RESTRICTED Return to Work date for your claim is 10/24/2023.
10/23/2023	Estimated FULL Return to Work date for your claim was changed from 10/24/2023 to 10/25/2023.
10/23/2023	Estimated RESTRICTED Return to Work date for your claim was changed from 10/23/2023 to 10/24/2023.
10/23/2023	Estimated FULL Return to Work date for your claim was changed from 10/17/2023 to 10/24/2023.

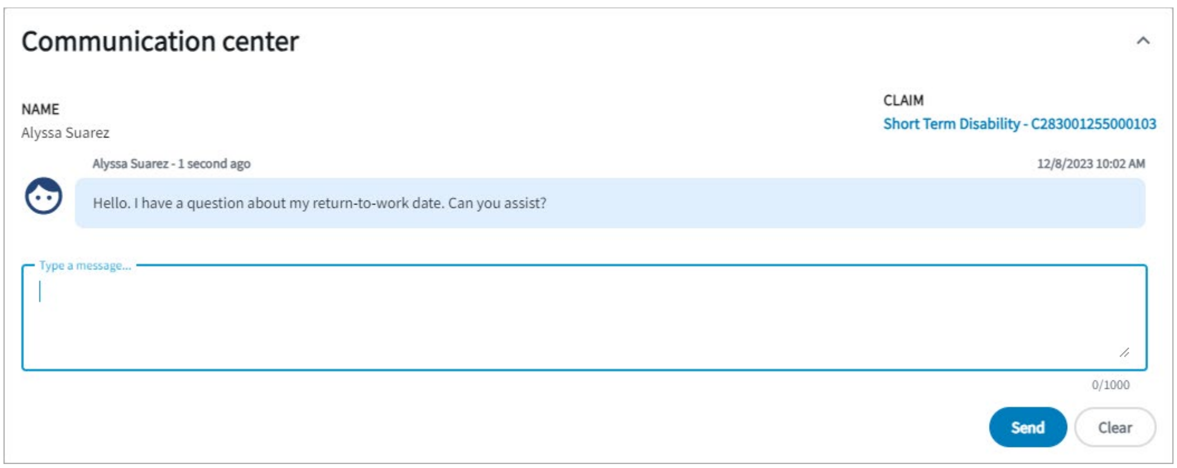
Items per page: 5   1 – 5 of 9

COMMUNICATION CENTER

The **Communication center** enables you to communicate directly with the examiner on the claim. When an unread message exists, a **New** icon appears next to the date. Click **Open** to open the Communication center page.

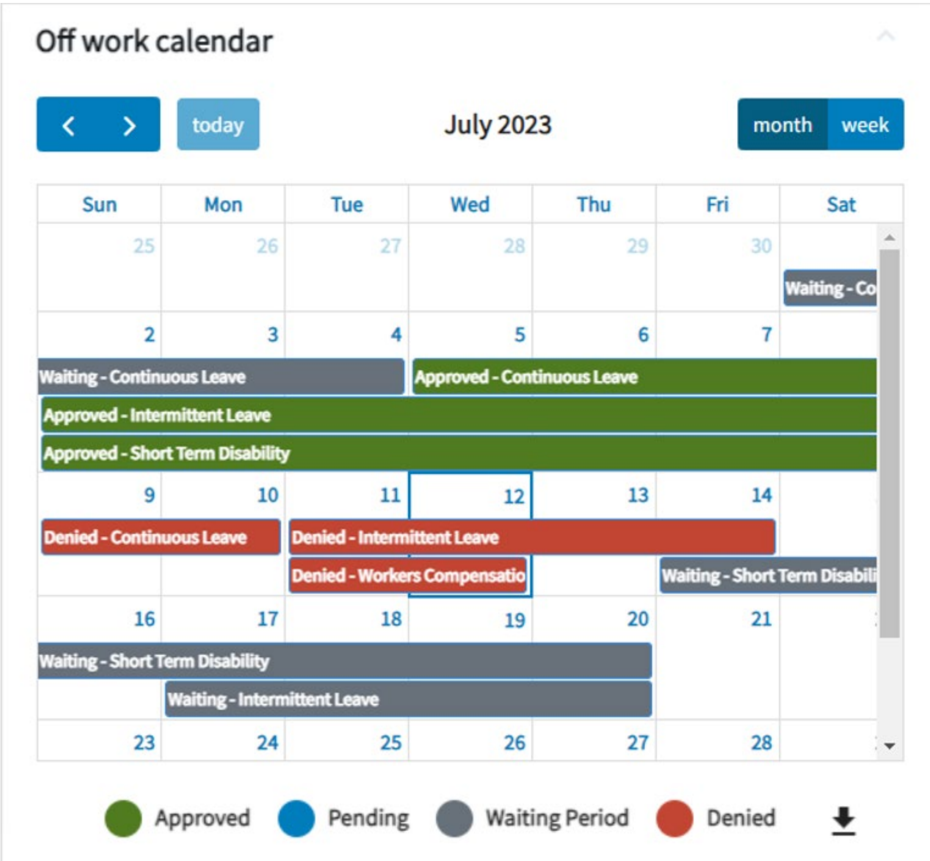


Type your question or message to the examiner in the text box and click **Send**.

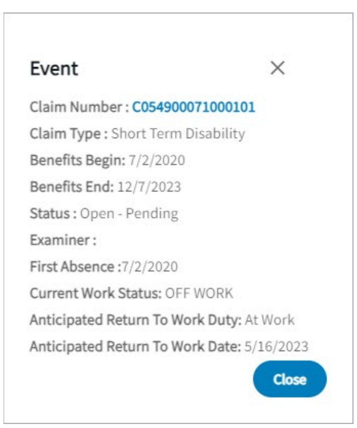


OFF WORK CALENDAR

The **Off work calendar** displays your absence periods and their statuses in a monthly or weekly view, color-coded according to the key shown beneath the calendar. Use the arrows to change the month or week being viewed. You can toggle between views by clicking **month** or **week**, and the **today** button returns you to the current month/month. To export the information to a .csv file, click **Export** .

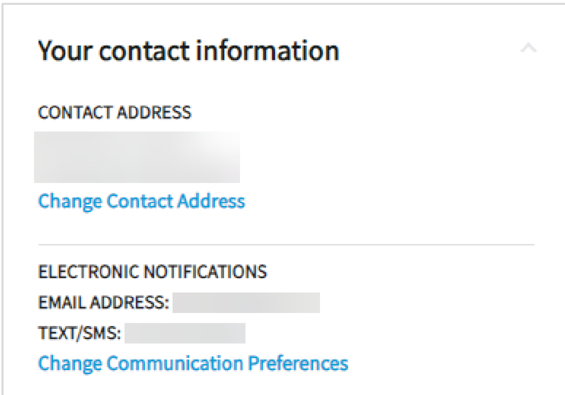


Click an absence period to view more details in the Event pop-up window.



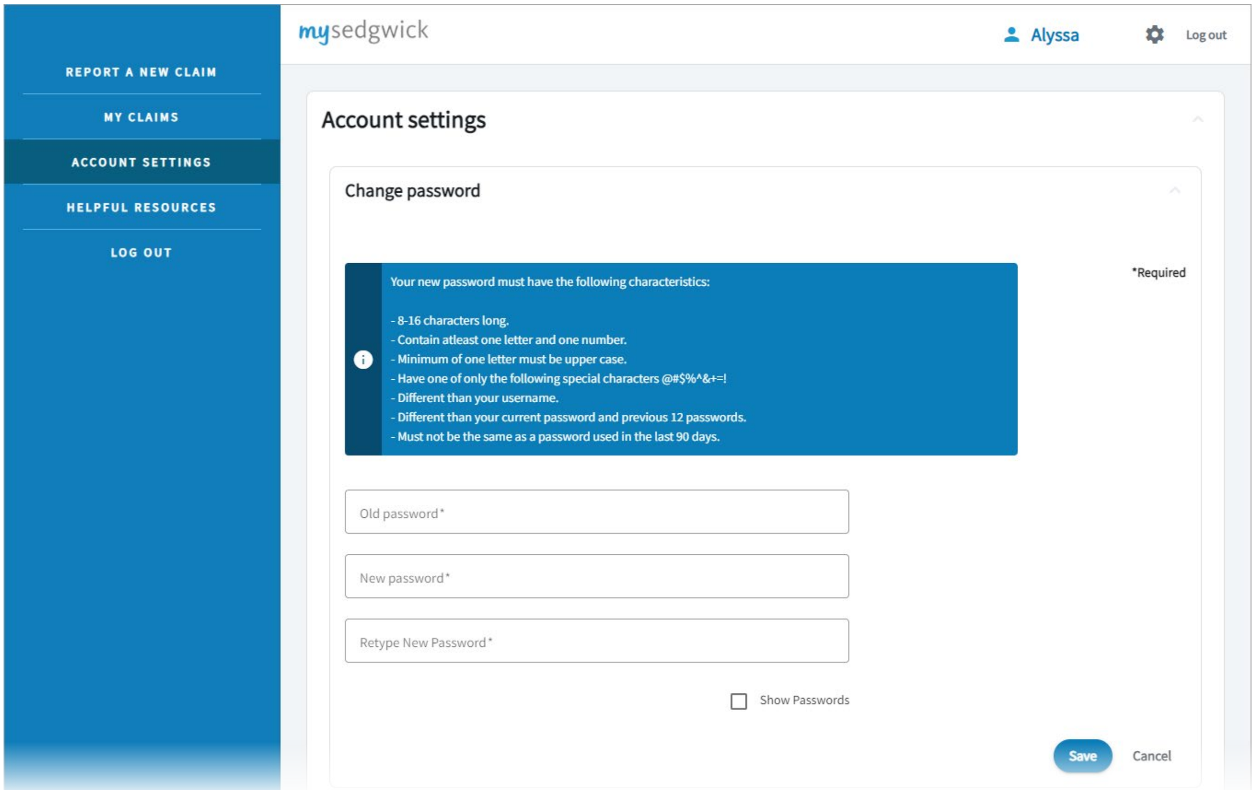
YOUR CONTACT INFORMATION

Your contact information is available on open claims only and displays the contact information you have on file. To update your information, click **Change Contact Address**. This will allow you to provide updated information that will be sent to your examiner for review.



Account settings

From the Account settings page, you can update your password, security questions, and more.

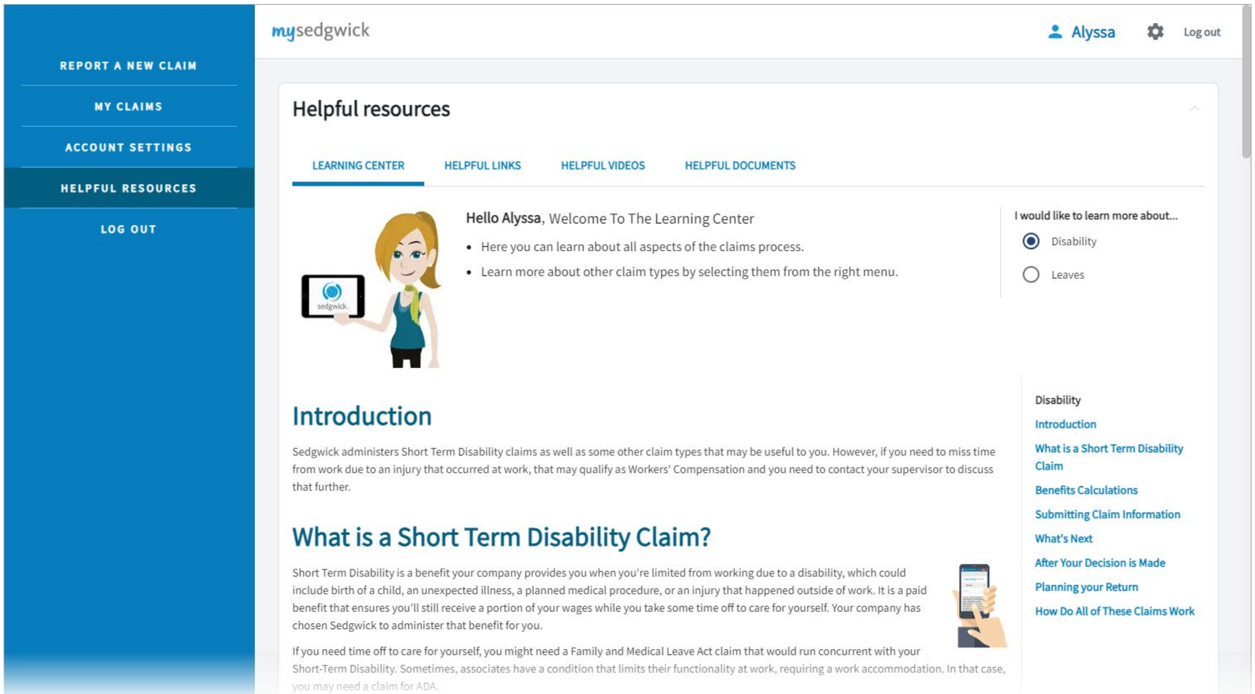


Click a header to expand the corresponding section:

- **Change password**: Enter your old password, then type your new password in both fields provided. Click **Save** to save your changes. New passwords must meet the requirements listed on this tab.
- **Change security questions**: Select a security question and enter your answer for each on this tab, then click **Save**.
- **Change multi-factor authentication**: Specify where you will receive multifactor authentication codes (**Email** and **Text/SMS**).
- **Change communication preferences**: Select your preferred language and specify the methods (**Email** and **Text/SMS**) through which Sedgwick may contact you with updates about your claim.

Helpful resources

The Helpful resources page is where you can learn about your claim, view informational links, watch helpful videos, and access educational documents.



Need help?

If you need help at any time, select **Contact Support** at the bottom of any page.