

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

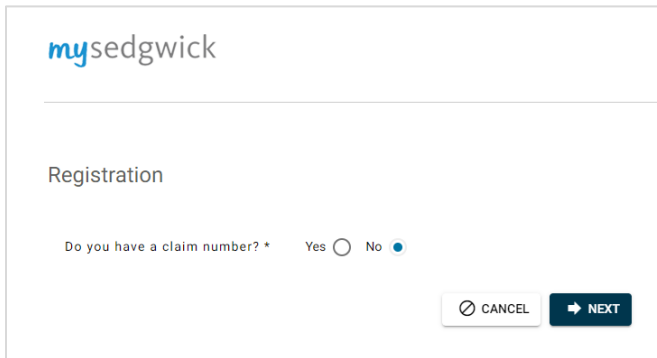


sedgwick
caring counts

Help | About | Contact Support | Privacy Notice

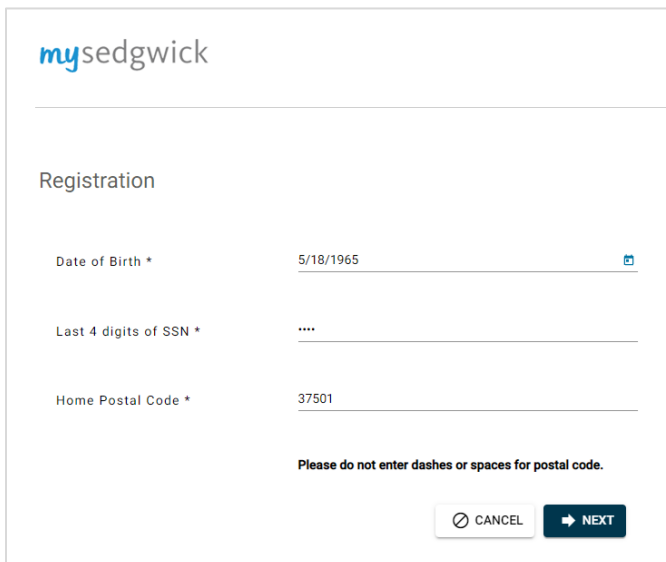
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3. If you're logging in from mySedgwick.com, answer **No** to the question, “**Do you have a claim number?**” Then select **Next**.



The screenshot shows the mySedgwick logo at the top. Below it, the word "Registration" is centered. The question "Do you have a claim number? *" is followed by two radio buttons: "Yes" (unselected) and "No" (selected). At the bottom right, there are two buttons: "CANCEL" and "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**.



The screenshot shows the mySedgwick logo at the top. Below it, the word "Registration" is centered. There are three input fields: "Date of Birth *" with the value "5/18/1965", "Last 4 digits of SSN *" with the value "....", and "Home Postal Code *" with the value "37501". Below the fields, there is a note: "Please do not enter dashes or spaces for postal code." At the bottom right, there are two buttons: "CANCEL" and "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.

The screenshot shows the 'mySedgwick' logo at the top. Below it is the heading 'Choose Username/Password'. A dark blue box contains password requirements: 8-16 characters long, at least one letter and one number, at least one uppercase letter, one special character from @#\$%^&*+=!, different from the username, different from the current password and previous 12 passwords, and not the same as a password used in the last 90 days. Below this box are three input fields: 'Username: *', 'Password: *' (with an eye icon), and 'Retype Password: *' (with an eye icon). A '*Required' label is at the bottom right of the box.

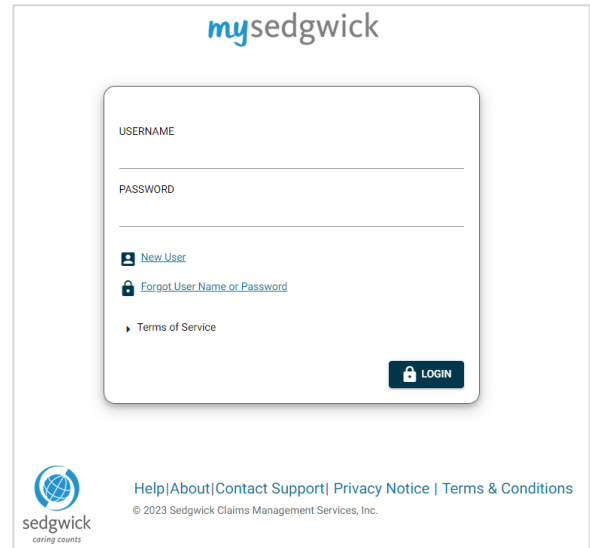
The screenshot shows the heading 'Please provide your personal information for your user profile.' Below it are four input fields: 'First Name: *', 'Last Name: *', 'Email: *', and 'Cell Phone Number:'. The cell phone number field has a format with dashes: '____ - ____ - ____'.

The screenshot shows the heading 'For security purposes we are asking you to select a series of challenge questions. They will be used to provide you with access if you forget your password.' Below it are two input fields: 'Security Question: *' (with a dropdown arrow) and 'Enter your answer: *'.

Logging In

1. Open the [mySedgwick login page](#).
2. Log in with your username and password.

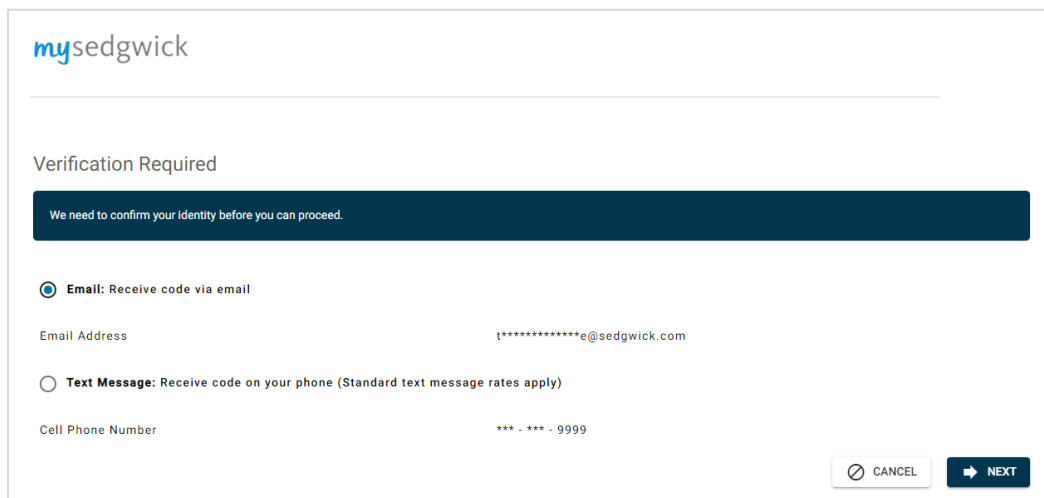
If you have not logged in before or it has been a while since you last verified your identity, you will be prompted to do so by entering a code you will receive by email or text message.



The image shows the mySedgwick login page. At the top is the mySedgwick logo. Below it is a login form with fields for USERNAME and PASSWORD. There are links for 'New User', 'Forgot User Name or Password', and 'Terms of Service'. A 'LOGIN' button is at the bottom right of the form. At the bottom of the page is the Sedgwick caring counts logo and a footer with links: 'Help | About | Contact Support | Privacy Notice | Terms & Conditions' and the copyright notice '© 2023 Sedgwick Claims Management Services, Inc.'

VERIFYING YOUR IDENTITY

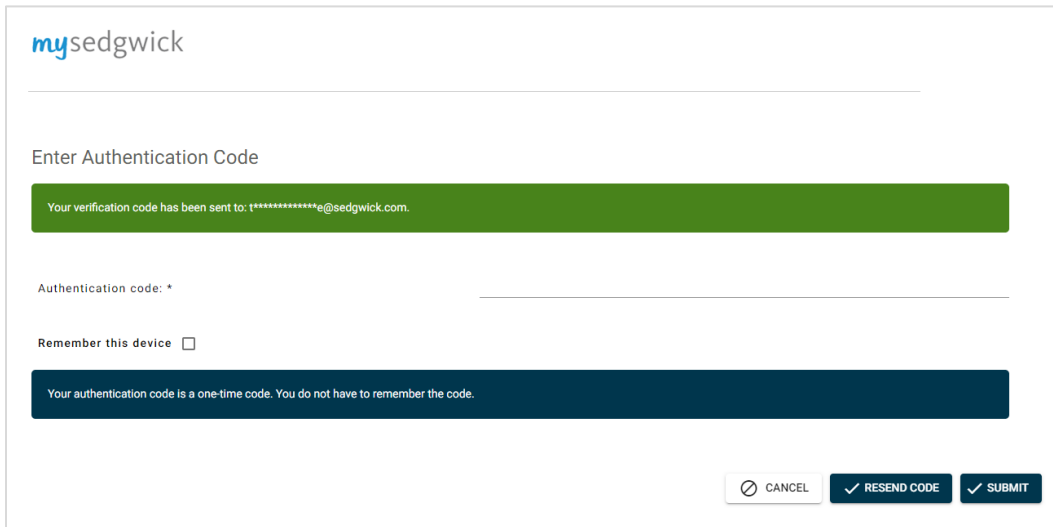
1. Select your preferred method (**Email** or **Text Message**) for receiving an authentication code; the options available to you may vary based on the information on file. Then select **Next**.



The image shows the mySedgwick verification page. At the top is the mySedgwick logo. Below it is a section titled 'Verification Required' with a message: 'We need to confirm your identity before you can proceed.' There are two radio button options: 'Email: Receive code via email' (selected) and 'Text Message: Receive code on your phone (Standard text message rates apply)'. Below the 'Email' option is an 'Email Address' field with the value 't*****e@sedgwick.com'. Below the 'Text Message' option is a 'Cell Phone Number' field with the value '*** - *** - 9999'. At the bottom right are 'CANCEL' and 'NEXT' buttons.

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**.



The screenshot shows the mySedgwick login interface. At the top is the mySedgwick logo. Below it is a horizontal line. The main heading is "Enter Authentication Code". A green message box states: "Your verification code has been sent to: t*****g@sedgwick.com." Below this is a text input field labeled "Authentication code: *". Underneath the input field is a checkbox labeled "Remember this device". A dark blue message box states: "Your authentication code is a one-time code. You do not have to remember the code." At the bottom right are three buttons: "CANCEL" (with a close icon), "RESEND CODE" (with a checkmark icon), and "SUBMIT" (with a checkmark icon).

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.

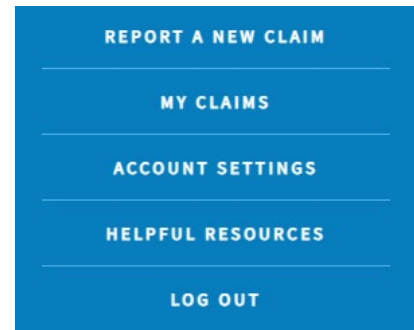
Navigation features

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.

my sedgwick Alyssa Log out

REPORT A NEW CLAIM
MY CLAIMS
ACCOUNT SETTINGS
HELPFUL RESOURCES
LOG OUT

My claims

Hello Alyssa, here are some important reminders.

- Confirmation of your return to work date is required for **two** notification(s).
- Supporting documentation is required for **two** claim(s) as early as 6/21/2023.

Report a new claim
Report an absence
Communication center
Helpful resources

Sort by

CLAIM	STATUS	DETAIL	ACTIONS
Intermittent Leave - C311170204800003TC	Open - Conditional	BEGIN DATE: 10/2/2023 LEAVE TYPE: Employee Medical	
Short Term Disability - C283001255000103	Open - Approved	BEGIN DATE: 6/1/2022	

Items per page: 5 1 - 2 of 2

PAYMENTS NOTIFICATIONS

Sort by

ISSUE DATE	PAYEE	AMOUNT	PAYMENT METHOD	DETAIL
11/28/2023	ALYSSA SUAREZ	\$0.75	Voucher	CLAIM: Short Term Disability - C283001255000103 GROSS-NET: \$0.75 - \$0.75 FROM-TO: 6/22/2022 - 6/22/2022
11/28/2023	ALYSSA SUAREZ	\$0.50	Voucher	CLAIM: Short Term Disability - C283001255000103 GROSS-NET: \$0.50 - \$0.50 FROM-TO: 6/1/2022 - 6/2/2022
9/7/2023	ALYSSA SUAREZ	\$2,438.47	Voucher	CLAIM: Short Term Disability - C283001255000103 GROSS-NET: \$2,438.47 - \$2,438.47 FROM-TO: 6/18/2022 - 6/30/2022

Payment history on open claims for the past 12 months.

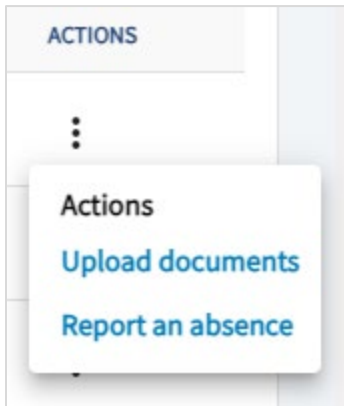
Off work calendar Communication center


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.

The screenshot displays the 'my sedgwick' web interface for a 'Short Term Disability' claim. The left sidebar contains navigation links: 'REPORT A NEW CLAIM', 'MY CLAIMS', 'ACCOUNT SETTINGS', 'HELPFUL RESOURCES', and 'LOG OUT'. The main content area is titled 'My Claims > Short Term Disability - C283001255000103' and includes a 'View a different claim' link. Below the title is a tabbed interface with 'SUMMARY' selected, showing claim details (Name: ALYSSA SUAREZ, Claim: Short Term Disability - C283001255000103, Begin Date: 6/1/2022, Status: Incident - Approved, Companion Claims: C283001255000102, C283001255000101) and a list of actions (Upload documents, Manage direct deposit, Visit helpful resources, Communication preferences). A progress bar shows the claim status: 01 CLAIM INITIATED (11/17/2023), 02 SUPPORTING DOCUMENTATION DUE (12/07/2023), 03 CLAIM DETERMINATION, and 04 CLAIM CLOSED. Below this are four sections: 'Claim activity' with a table of messages, 'Communication center' with a table of claims, 'Off work calendar' for January 2024 showing disability periods, and 'Your contact information' for 123 Elm Street, Oakland, CA 94610.

my sedgwick Alyssa Log out

My Claims > Short Term Disability - C283001255000103 [View a different claim](#)

Short Term Disability - C283001255000103

SUMMARY PAYMENTS BENEFITS WORK SCHEDULE RESTRICTIONS DOCUMENTS IMPORTANT CONTACTS

Claim

Name ALYSSA SUAREZ - 22623592

Claim Short Term Disability - C283001255000103

Begin Date 6/1/2022

Status Incident - Approved

Companion Claims C283001255000102 C283001255000101

Actions

Upload documents Manage direct deposit Visit helpful resources Communication preferences

01 CLAIM INITIATED 11/17/2023 02 SUPPORTING DOCUMENTATION DUE 12/07/2023 03 CLAIM DETERMINATION 04 CLAIM CLOSED

Claim activity

Filter Sort by

DATE	MESSAGE
12/05/2023	Estimated FULL Return to Work date for your Short Term Disability is 12/05/2023.
12/02/2023	Your request for Short Term Disability has been approved. Let's stay in touch! 5 days prior to the end of this approval, we'll need to know if you're planning to return to work or if you'll need more time away from work. If you need more time, additional medical will be required so we'll start the process over again.
11/29/2023	Estimated RESTRICTED Return to Work date for your Short Term Disability is 11/29/2023.

Communication center

Sort by

CLAIM	DATE	OPEN
Short Term Disability - C283001255000103	12/8/2023	

Off work calendar

< > today January 2024 month week

Sun	Mon	Tue	Wed	Thu	Fri	Sat
31	1	2	3	4	5	6
Short Term Disability						
7	8	9	10	11	12	13
Short Term Disability						
14	15	16	17	18	19	20
Short Term Disability						
21	22	23	24	25	26	27
28	29	30	31	1	2	3
4	5	6	7	8	9	10

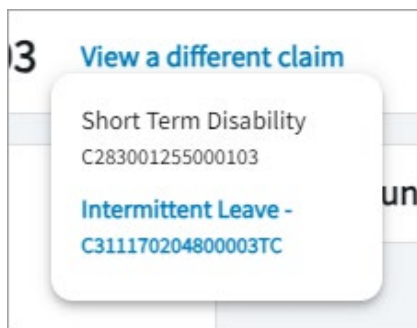
Approved Pending Waiting Period Denied

Your contact information

CONTACT ADDRESS
123 Elm Street
Oakland, California 94610
[Change Contact Address](#)

sedgwick © 2024 SEDGWICK CONTACT SUPPORT PRIVACY POLICY TERMS AND CONDITIONS HELP V1.0

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.

Short Term Disability - C283001255000103

[View a different claim](#)

SUMMARYPAYMENTS BENEFITS WORK SCHEDULE RESTRICTIONS DOCUMENTS IMPORTANT CONTACTS

Claim
Name
ALYSSA SUAREZ - 226323592
Claim
Short Term Disability - C283001255000103
Begin Date
6/1/2022
Status
Incident - Approved
Companion Claims
C283001255000102
C283001255000101

Actions

Upload documents

Manage direct deposit

Visit helpful resources

Communication preferences

✓

02

03

04

CLAIM INITIATED
11/17/2023

SUPPORTING DOCUMENTATION
DUE: 12/07/2023

CLAIM DETERMINATION

CLAIM CLOSED

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

SUMMARYWORK SCHEDULECERTIFICATIONSLEAVE BALANCEDOCUMENTSIMPORTANT CONTACTS

EFFECTIVE DATE: 6/1/2022

WEEK 1 HOURS: TOTAL 40

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
0	8	8	8	8	8	0

EFFECTIVE DATE: 6/1/2022

WEEK 2 HOURS: TOTAL 40

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
0	8	8	8	8	8	0

- **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.

SUMMARYWORK SCHEDULECERTIFICATIONSLEAVE BALANCEDOCUMENTSIMPORTANT CONTACTS

Remember, multiple certifications may exist for each claim.

The current status of this leave is based on the most recent certification received from the treatment provider as shown below.

Certified Absence Frequency & Duration

ILLNESS

1 absence(s) every 1 week(s) with a duration of 8 hour(s) per absence

APPOINTMENT

1 absence(s) every 4 week(s) with a duration of 4 hour(s) per absence

Certifications

The certification(s) below are related to your Family Medical leave for your Self

Status

Pending - Eligibility Review

✓

02

✓

✓

DATE REQUESTED

11/17/2023

DUE DATE

12/7/2023

BEGIN DATE

SUCCESS

END DATE


SUCCESS

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

SUMMARYWORK SCHEDULECERTIFICATIONSLEAVE BALANCEDOCUMENTSIMPORTANT CONTACTS

↑ Sort by

POLICY	TIME USED	?	POLICY EXHAUSTS
Federal Family and Medical Leave Act	0.00 Weeks		1/19/2024



- You can also [learn more](#) about leave rights in your state
- View your [leave balance summary](#) for all of your related claims


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

SUMMARY	PAYMENTS	BENEFITS	RESTRICTIONS	DOCUMENTS	IMPORTANT CONTACTS
					↑ Sort by
ISSUE DATE	PAYEE	AMOUNT	PAYMENT METHOD	DETAIL	
11/28/2023 ?	ALYSSA SUAREZ	\$0.75	Voucher ?	GROSS-NET: \$0.75 - \$0.75 ? FROM-TO: 6/22/2022 - 6/22/2022	
11/28/2023 ?	ALYSSA SUAREZ	\$0.50	Voucher ?	GROSS-NET: \$0.50 - \$0.50 ? FROM-TO: 6/1/2022 - 6/2/2022	
9/7/2023 ?	ALYSSA SUAREZ	\$2,438.47	Voucher ?	GROSS-NET: \$2,438.47 - \$2,438.47 ? FROM-TO: 6/18/2022 - 6/30/2022	
Payment history for past 12 months. ?					↓

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.

SUMMARY	PAYMENTS	BENEFITS	RESTRICTIONS	DOCUMENTS	IMPORTANT CONTACTS
					↑ Sort by
WORKING WITH RESTRICTIONS	RECOMMENDED DATES	TYPE	ACTIVITY	RESTRICTION	
11/1/2023 - 11/3/2023	11/1/2023 - 11/3/2023	Temporary	Computer Screen	More Than 8 Hours	
11/1/2023 - 11/3/2023	11/1/2023 - 11/3/2023	Temporary	Drive	8 Hours	
11/1/2023 - 11/3/2023	11/1/2023 - 11/3/2023	Temporary	Frequent Breaks	8 Hours	
11/1/2023 - 11/3/2023	11/1/2023 - 11/3/2023	Temporary	Climbing Poles	Occasionally	
11/1/2023 - 11/3/2023	11/1/2023 - 11/3/2023	Temporary	1 - 5 lbs.	Never	
Items per page: 5					1 - 5 of 8 < > >>

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

SUMMARYPAYMENTS**BENEFITS**RESTRICTIONSDOCUMENTSIMPORTANT CONTACTS

Benefit Plan

MAXIMUM BENEFIT DURATION DATE : 12/26/2023

↑ Sort by

BEGIN DATE	END DATE	BENEFIT FREQUENCY	BENEFIT RATE
6/1/2022	6/26/2022	Bi-weekly	Undefined
6/1/2022	6/30/2022	Bi-weekly	\$2626.04
12/1/2023	12/26/2023	Bi-weekly	\$2626.04

Work Status

View Prior Entries


↑ Sort by

WORK STATUS	AS OF	BENEFITS BEGIN	BENEFITS END	BENEFIT STATUS
OFF WORK	6/1/2022	6/1/2022	6/30/2022	Approved

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

SUMMARYWORK SCHEDULECERTIFICATIONSLEAVE BALANCE**DOCUMENTS**IMPORTANT CONTACTS


My Documents




No documents available for this claim

Upload Documents

Please upload your file below. Up to 10 files can be selected. Size limit is 6MB per file. The following formats are supported: .jpg, .png, .gif, .pdf, .rtf, .tif, .txt & .docx. Do not upload password protected documents as Sedgwick will not be able to open them.


 Upload



No documents uploaded for this claim

My Forms

↑ Sort by

DOCUMENT	OPEN
Release of Information	

- **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.

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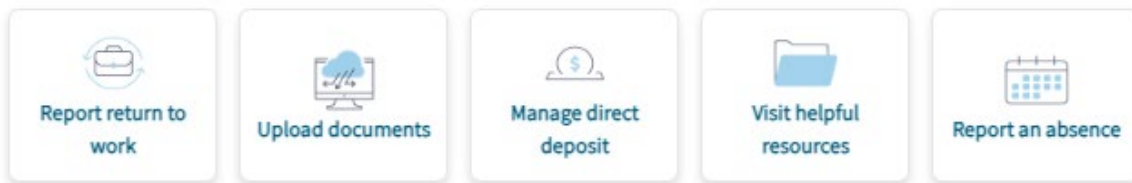
© 2024 Sedgwick

14

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.

Actions



- **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**.

Return to work

NAME
Jasmine Burke

CLAIM
Short Term Disability - C283001255000103

Return to Work Date *

RETURN TO WORK TYPE *

☐ Full Duty ☐ Restricted Duty

Additional Comments

0/500

Submit

Clear

- **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.

Manage direct deposit

NAME
ALYSSA SUAREZ

CLAIM
Short Term Disability - C283001255000103

Sign up for direct deposit on your claim to receive payments quickly and easily.

Enrollment in direct deposit does not constitute payment or acceptance of claim. If you have any questions regarding your claim, please contact your LOA Specialist.

How would you like to receive your payments? *

☐ Electronic
 ☒ By Mail

This is the address your employer has file.

123 Elm Street
OAKLAND, CA 94610

If you would like to edit this address, you may do so in the Your Contact Information section of the Claim Summary screen.

Submit

- **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**.

Report an absence

NAME
Jasmine Burke

CLAIM
-C283001255000103

Date of Absence

Date of Absence *

DURATION: 24 hours 60 minutes per day maximum
Please report in increments of 1 minutes.

Hours*
Minutes*

Reason

☐ Illness
 ☐ Appointment

Add absence

There are no new requests
Use the form above to add absences

Cancel


- **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.

Communication Center		
CLAIM	DATE	OPEN
Short Term Disability - C283001255000101	6/28/2023	


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

Communication center

NAME
Alyssa Suarez

CLAIM
Short Term Disability - C283001255000103

Alyssa Suarez - 1 second ago12/8/2023 10:02 AM

Hello. I have a question about my return-to-work date. Can you assist?


Type a message...

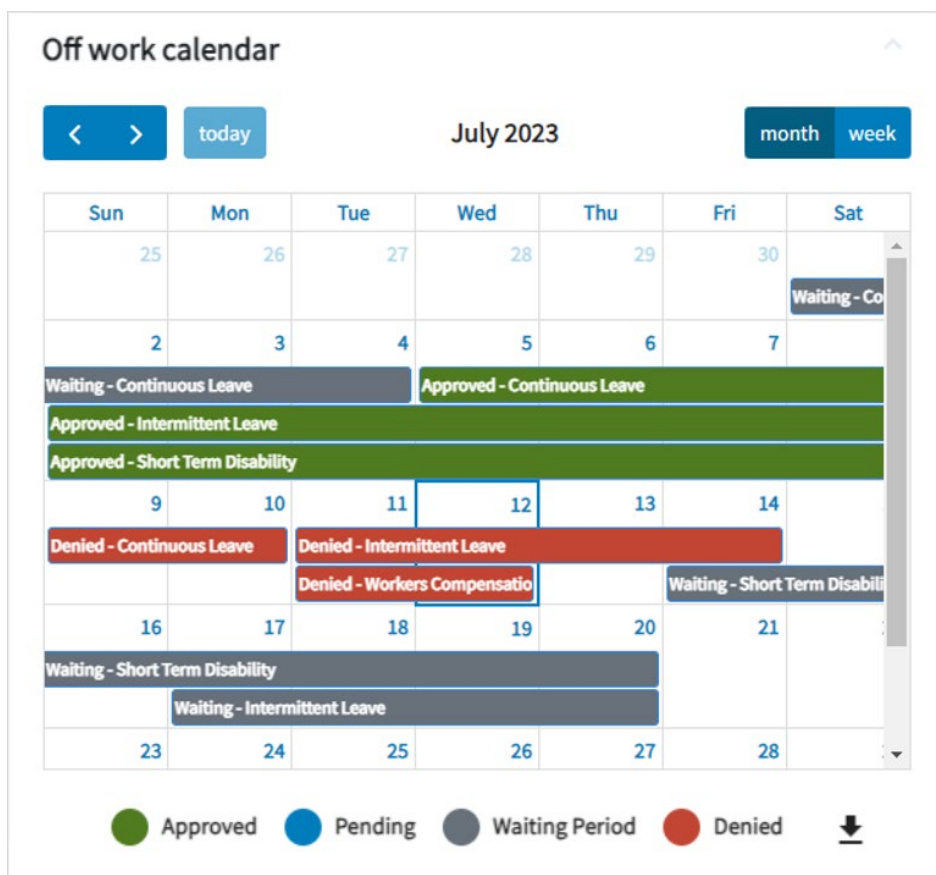
0/1000

Send

Clear

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.

Event ×

Claim Number : [C054900071000101](#)

Claim Type : Short Term Disability

Benefits Begin: 7/2/2020

Benefits End: 12/7/2023

Status : Open - Pending

Examiner :

First Absence :7/2/2020

Current Work Status: OFF WORK

Anticipated Return To Work Duty: At Work

Anticipated Return To Work Date: 5/16/2023

[Close](#)

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.

Your contact information

CONTACT ADDRESS

[Change Contact Address](#)

ELECTRONIC NOTIFICATIONS

EMAIL ADDRESS:

TEXT/SMS:

[Change Communication Preferences](#)

Account settings

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

The screenshot shows the 'my sedgwick' website interface. On the left is a blue sidebar with navigation links: 'REPORT A NEW CLAIM', 'MY CLAIMS', 'ACCOUNT SETTINGS' (highlighted), 'HELPFUL RESOURCES', and 'LOG OUT'. The main content area is titled 'Account settings' and features a 'Change password' section. This section includes a blue box with password requirements: 8-16 characters long, at least one letter and one number, minimum one uppercase letter, one of the special characters @#\$%^&*+=!, different from the username, different from the current password and previous 12 passwords, and not the same as a password used in the last 90 days. Below this are three input fields: 'Old password*', 'New password*', and 'Retype New Password*'. A 'Show Passwords' checkbox is present. At the bottom right are 'Save' and 'Cancel' buttons. The top right of the page shows the user's name 'Alyssa' and a 'Log out' link.

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.

The screenshot shows the 'my sedgwick' web application interface. On the left is a blue sidebar with navigation links: 'REPORT A NEW CLAIM', 'MY CLAIMS', 'ACCOUNT SETTINGS', 'HELPFUL RESOURCES' (highlighted), and 'LOG OUT'. The main content area is titled 'Helpful resources' and features a sub-navigation bar with 'LEARNING CENTER', 'HELPFUL LINKS', 'HELPFUL VIDEOS', and 'HELPFUL DOCUMENTS'. The 'LEARNING CENTER' is active, displaying a welcome message to 'Alyssa' and a list of topics: 'Here you can learn about all aspects of the claims process.' and 'Learn more about other claim types by selecting them from the right menu.' Below this is an illustration of a woman holding a tablet. The 'Introduction' section explains that Sedgwick administers Short Term Disability claims and provides information on how to file a claim. The 'What is a Short Term Disability Claim?' section defines the benefit and its purpose. On the right side of the page, there is a sidebar with a section titled 'I would like to learn more about...' containing radio buttons for 'Disability' (selected) and 'Leaves'. Below this is a 'Disability' section with a list of links: 'Introduction', 'What is a Short Term Disability Claim', 'Benefits Calculations', 'Submitting Claim Information', 'What's Next', 'After Your Decision is Made', 'Planning your Return', and 'How Do All of These Claims Work'.

Need help?

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