

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, these registration instructions do not apply. Use your employer's established connection instead.*

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](#)

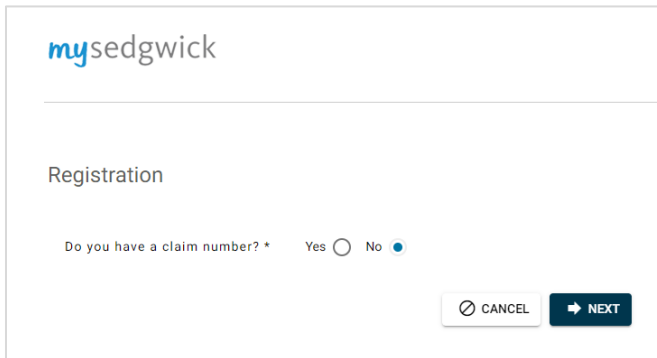
▶ [Terms of Service](#)

 LOGIN



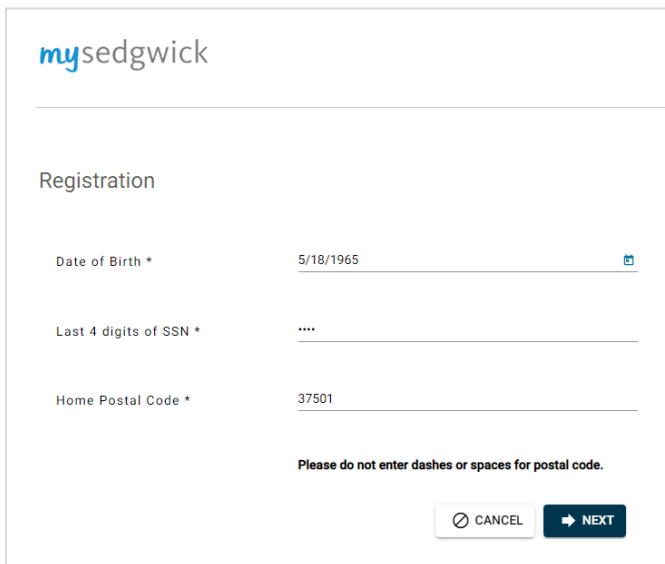
[Help](#) | [About](#) | [Contact Support](#) | [Privacy Notice](#)
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3. If you're logging in from mySedgwick.com, answer **No** to the question, “**Do you have a claim number?**” Then select **Next**.



The screenshot shows the mysedgwick logo at the top left. Below it is the word "Registration". The main question is "Do you have a claim number? *". There are 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 left. Below it is the word "Registration". 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 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.

mySedgwick

Choose Username/Password

Your new password must have the following characteristics:

- 8-16 characters long.
- Contain at least one letter and one number.
- Minimum of one letter must be upper case.
- Have one of the following special characters @\$%^&*+=!.
- Different than your username.
- Different than your current password and previous 12 passwords.
- Must not be the same as a password used in the last 90 days.

*Required

Username: * _____

Password: * _____

Retype Password: * _____

Please provide your personal information for your user profile.

First Name: * _____

Last Name: * _____

Email: * _____

Cell Phone Number: _____ - _____ - _____

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.

Security Question: * _____

Enter your answer: * _____

Logging In

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

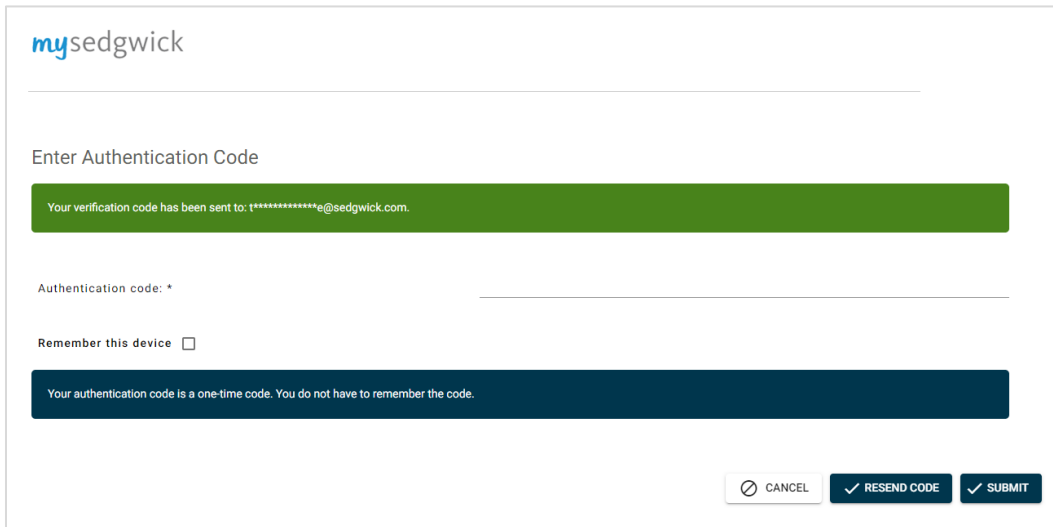
If you have not logged in before or it has been a while since you last verified your identity, you will be prompted to do so by entering a code you will receive by email or text message.

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**.



The screenshot shows the 'mySedgwick' login interface. At the top left is the 'mySedgwick' logo. Below it is a horizontal line. The main heading is 'Enter Authentication Code'. A green notification bar states: 'Your verification code has been sent to: t*****@sedgwick.com.'. Below this is an input field for the 'Authentication code: *'. Underneath the input field is a checkbox labeled 'Remember this device'. A dark blue notification bar at the bottom of the form reads: 'Your authentication code is a one-time code. You do not have to remember the code.'. At the bottom right of the form 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.

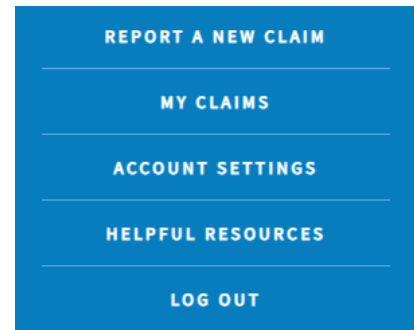
Navigation features

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, notifications about your claims, and more.

REPORT A NEW CLAIM

MY CLAIMS

ACCOUNT SETTINGS

HELPFUL RESOURCES

LOG OUT

mysedgwick

Alyssa 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

CLAIM	STATUS	DETAIL	ACTIONS
Intermittent Leave - C11170204800037C	Open - Conditional	BENEFIT: 10/2/2019 LEAVE TYPE: Employee Medical	
Short Term Disability - C283061255000101	Open - Approved	BENEFIT: 6/1/2022	

Sort by

Notifications

Off work calendar

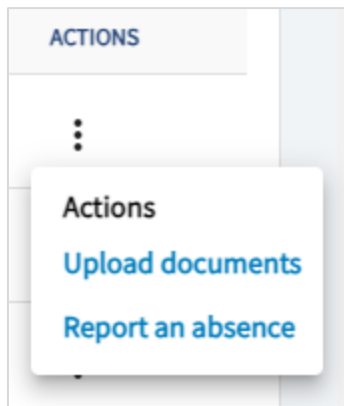
Communication center


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 undismitted 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).



- **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 shows the 'my.sedgwick.com' user interface for a user named Alyssa. The main navigation menu on the left includes: REPORT A NEW CLAIM, MY CLAIMS, ACCOUNT SETTINGS, HELPFUL RESOURCES, and LOG OUT. The user is logged in as Alyssa, with a 'Log out' option.

The main content area is titled 'My Claims > Short Term Disability - C283001255000103'. Below this, there's a sub-header for the specific claim: 'Short Term Disability - C283001255000103' with a link to 'View a different claim'. There are tabs for SUMMARY, BENEFITS, WORK SCHEDULE, RESTRICTIONS, DOCUMENTS, and IMPORTANT CONTACTS.

The 'Claim' section displays the following information:

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

The 'Actions' section includes: Upload documents, Manage direct deposit, Visit helpful resources, and Communication preferences.

A progress bar shows the claim status: 01 CLAIM INITIATED (11/17/2023), 02 SUPPORTING DOCUMENTATION (DOB: 12/07/2023), 03 CLAIM DETERMINATION, and 04 CLAIM CLOSED.

The 'Claim activity' section has a filter and sort options. It shows three messages:

- 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.

The 'Communication center' section shows one message:

- Short Term Disability - C283001255000103 on 12/8/2023, with an 'OPEN' status and a checkmark icon.

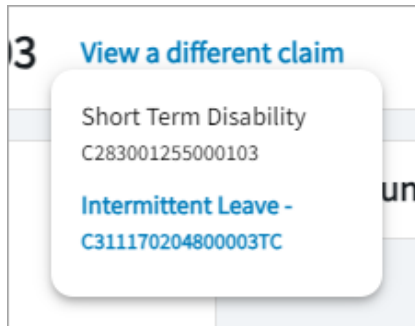
The 'Off work calendar' section shows a calendar for January 2024. The calendar is currently in 'month' view. The dates 1, 8, 15, and 22 are highlighted in blue, indicating 'Short Term Disability' periods. A legend at the bottom shows: Approved (green dot), Pending (blue dot), Waiting Period (grey dot), and Denied (red dot).

The 'Your contact information' section shows:

- CONTACT ADDRESS: 123 Elm Street, Oakland, California 94610
- Change Contact Address link

The footer includes the Sedgwick logo and copyright information: © 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.

A screenshot of the "Short Term Disability - C283001255000103" claim summary page. The page has a header with the claim title and a "View a different claim" link. Below the header are tabs for "SUMMARY", "BENEFITS", "WORK SCHEDULE", "RESTRICTIONS", "DOCUMENTS", and "IMPORTANT CONTACTS". The "SUMMARY" tab is active. The main content area is divided into "Claim" details and "Actions".
Claim Details:
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
Claim Tracker:
A progress bar shows four steps: 01 CLAIM INITIATED (11/17/2023) with a green checkmark, 02 SUPPORTING DOCUMENTATION (DUE: 11/07/2023), 03 CLAIM DETERMINATION, and 04 CLAIM CLOSED.

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

SUMMARY	WORK SCHEDULE	CERTIFICATIONS	LEAVE BALANCE	DOCUMENTS	IMPORTANT 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.

SUMMARY	WORK SCHEDULE	CERTIFICATIONS	LEAVE BALANCE	DOCUMENTS	IMPORTANT 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				

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

SUMMARY	WORK SCHEDULE	CERTIFICATIONS	LEAVE BALANCE	DOCUMENTS	IMPORTANT CONTACTS
					↑ Sort by
POLICY	TIME USED [?]		POLICY EXHAUSTS		
Federal Family and Medical Leave Act	0.00 Weeks		1/19/2024		
<ul style="list-style-type: none"> • You can also learn more about leave rights in your state • View your leave balance summary for all of your related claims 					


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

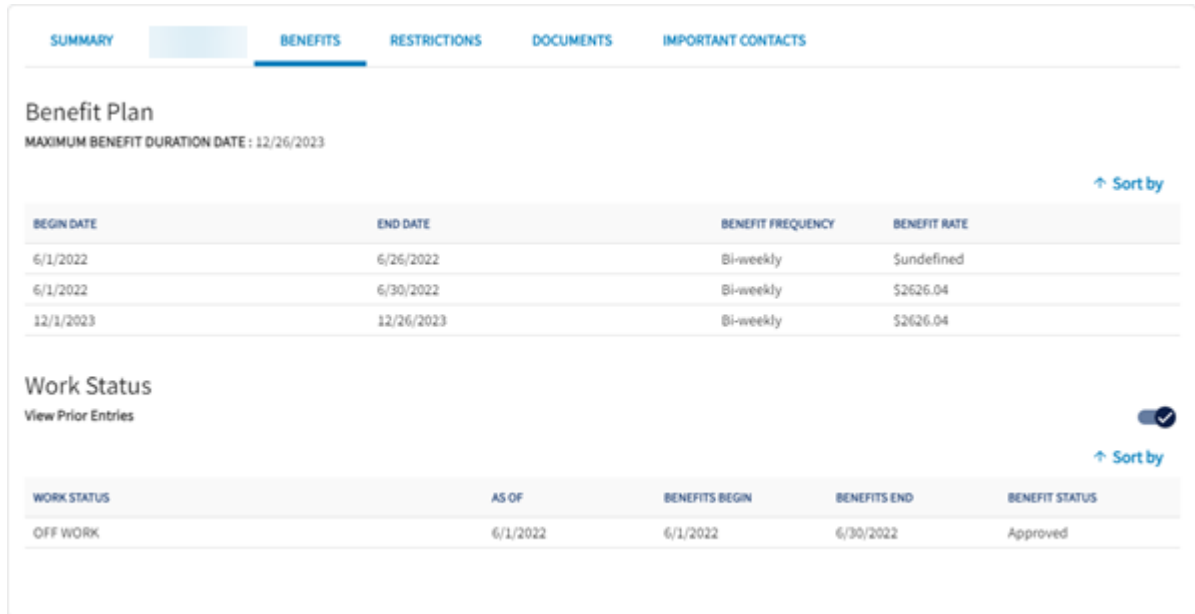
SUMMARY BENEFITS **RESTRICTIONS** DOCUMENTS IMPORTANT CONTACTS

↑ 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.



Benefit Plan
MAXIMUM BENEFIT DURATION DATE : 12/26/2023

↑ Sort by

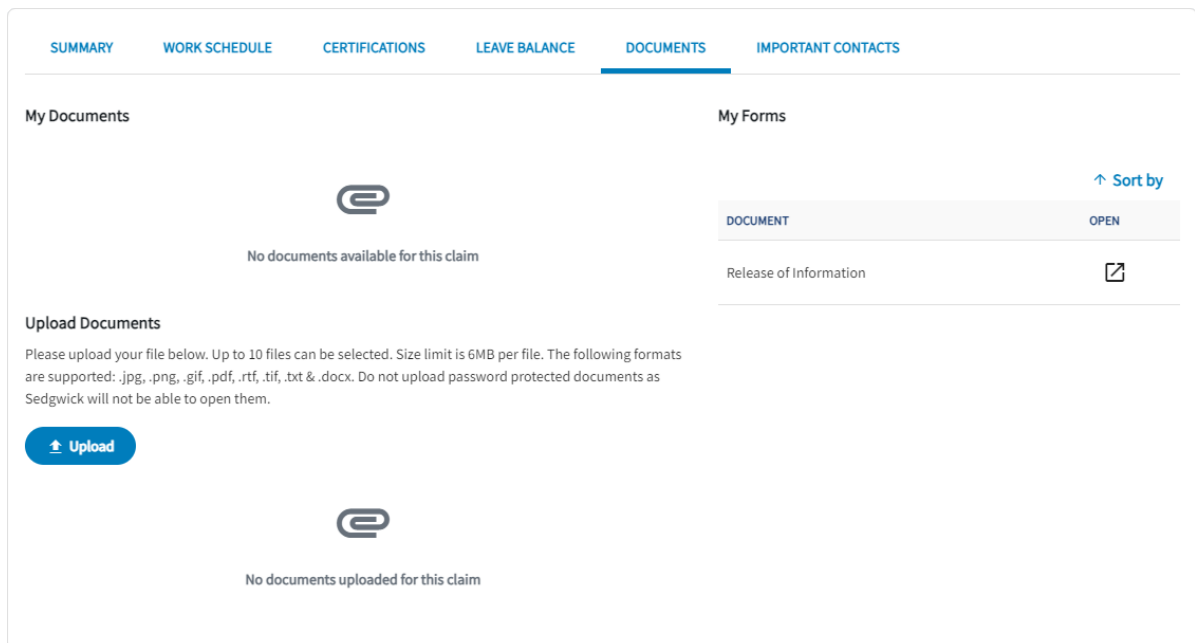
BEGIN DATE	END DATE	BENEFIT FREQUENCY	BENEFIT RATE
6/1/2022	6/26/2022	Bi-weekly	Undefined
6/1/2022	6/30/2022	Bi-weekly	\$2626.04
12/1/2023	12/26/2023	Bi-weekly	\$2626.04

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**.




My Documents

No documents available for this claim


My Forms

↑ Sort by

DOCUMENT	OPEN
Release of Information	

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

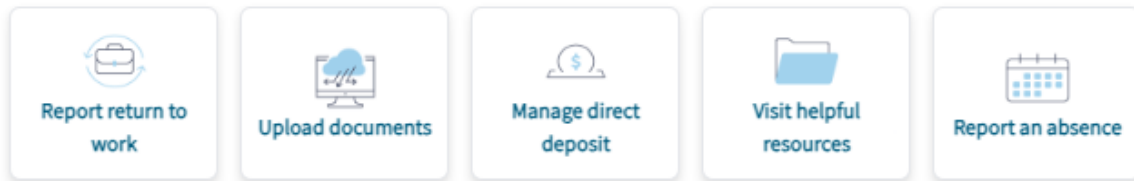
No documents uploaded for this claim

- **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.

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.

- **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.

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 ago 12/8/2023 10:02 AM


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

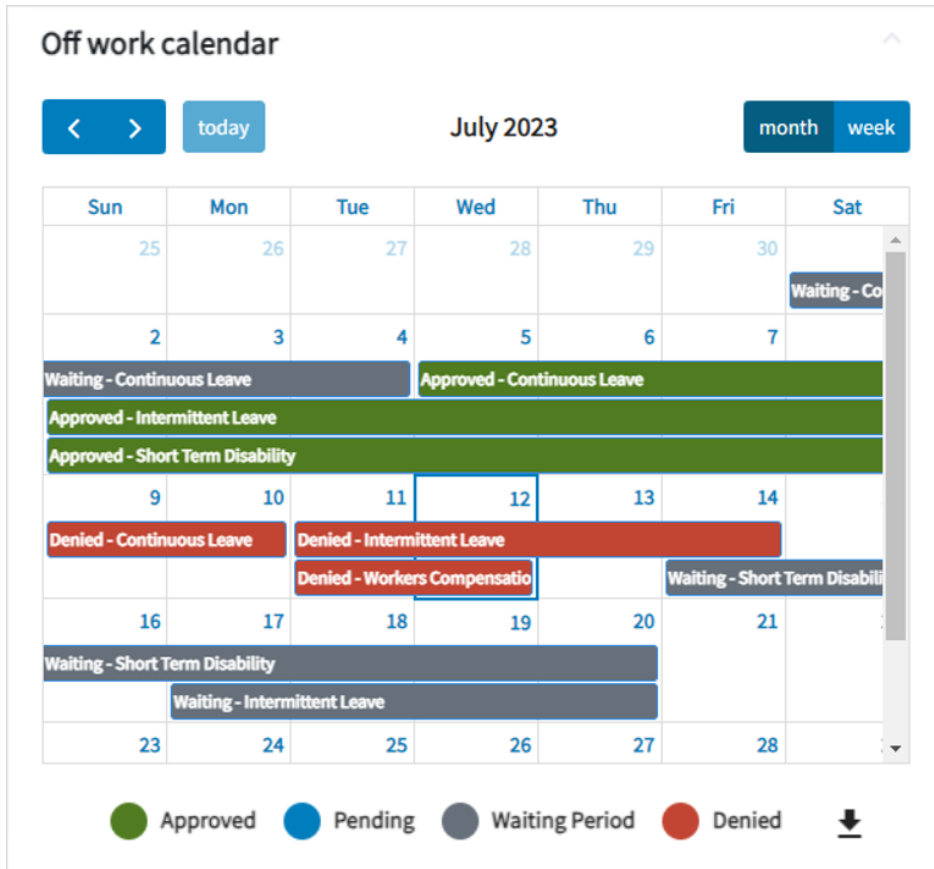
Type a message... 

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** .




Off work calendar

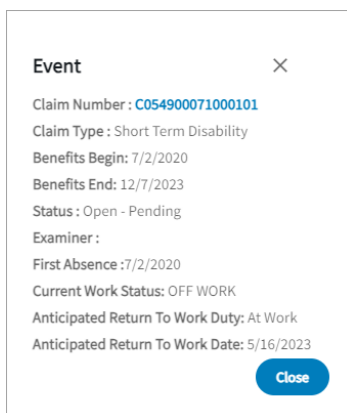
July 2023

month week

Sun	Mon	Tue	Wed	Thu	Fri	Sat	
25	26	27	28	29	30	Waiting - Co	
2	3	4	5	6	7		
Waiting - Continuous Leave			Approved - Continuous Leave				
Approved - Intermittent Leave							
Approved - Short Term Disability							
9	10	11	12	13	14		
Denied - Continuous Leave		Denied - Intermittent Leave					
		Denied - Workers Compensatio			Waiting - Short Term Disabili		
16	17	18	19	20	21		
Waiting - Short Term Disability							
	Waiting - Intermittent Leave						
23	24	25	26	27	28		

● Approved ● Pending ● Waiting Period ● Denied 

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

[REDACTED]

[Change Contact Address](#)

ELECTRONIC NOTIFICATIONS

EMAIL ADDRESS: [REDACTED]

TEXT/SMS: [REDACTED]

[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' user interface. On the left is a blue navigation sidebar with 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. A blue box lists password requirements: 8-16 characters long, at least one letter and one number, minimum 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 are three input fields: 'Old password*', 'New password*', and 'Retype New Password*'. A 'Show Passwords' checkbox is present, and 'Save' and 'Cancel' buttons are at the bottom right.

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.

my^sedgwick

Alyssa Log out

REPORT A NEW CLAIM

MY CLAIMS

ACCOUNT SETTINGS

HELPFUL RESOURCES

LOG OUT

Helpful resources

LEARNING CENTER | HELPFUL LINKS | HELPFUL VIDEOS | HELPFUL DOCUMENTS

Hello Alyssa, Welcome To The Learning Center

- Here you can learn about all aspects of the claims process.
- Learn more about other claim types by selecting them from the right menu.

I would like to learn more about...

Disability

Leaves

Disability

- Introduction
- What is a Short Term Disability Claim
- Benefits Calculations
- Submitting Claim Information
- What's Next
- After Your Decision is Made
- Planning your Return
- How Do All of These Claims Work

Introduction

Sedgwick administers Short Term Disability claims as well as some other claim types that may be useful to you. However, if you need to miss time from work due to an injury that occurred at work, that may qualify as Workers' Compensation and you need to contact your supervisor to discuss that further.

What is a Short Term Disability Claim?

Short Term Disability is a benefit your company provides you when you're limited from working due to a disability, which could include birth of a child, an unexpected illness, a planned medical procedure, or an injury that happened outside of work. It is a paid benefit that ensures you'll still receive a portion of your wages while you take some time off to care for yourself. Your company has chosen Sedgwick to administer that benefit for you.

If you need time off to care for yourself, you might need a Family and Medical Leave Act claim that would run concurrent with your Short-Term Disability. Sometimes, associates have a condition that limits their functionality at work, requiring a work accommodation. In that case, you may need a claim for ADA.

Need help?

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