

REFERENCE GUIDE

mySedgwick Guide to the Manager View

for those managing employees with disability, workers' compensation, or leave of absence claims

With mySedgwick, you can access up-to-date claim information in real time for your employees, see who is off work, contact their 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**.

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**.

mysedgwick

Registration

Date of Birth * 5/18/1965

Last 4 digits of SSN *

Home Postal Code * 37501

Please do not enter dashes or spaces for postal code.

CANCEL 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 registration interface. At the top, the logo 'mySedgwick' is displayed. Below it, the heading 'Choose Username/Password' is centered. A dark blue box contains a list of password requirements: 8-16 characters long, contain at least one letter and one number, minimum of one uppercase letter, one of the special characters @ \$ ^ & * + = !, different than the username, different than the current 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: *', and 'Retype Password: *'. The 'Password' and 'Retype Password' fields have eye icons to toggle visibility. A '*Required' label is positioned to the right of the password requirements box. Below the registration form, there is a section for personal information with the heading 'Please provide your personal information for your user profile.' and four input fields: 'First Name: *', 'Last Name: *', 'Email: *', and 'Cell Phone Number:'. The 'Cell Phone Number' field has a format of ___ - ___ - _____. Below that is a section for security questions with 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.' and 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.

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**.

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Enter Authentication Code

Your verification code has been sent to: t*****@sedgwick.com.

Authentication code: *

Remember this device

Your authentication code is a one-time code. You do not have to remember the code.

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 and the **Manager view**, described on page 8, is shown.

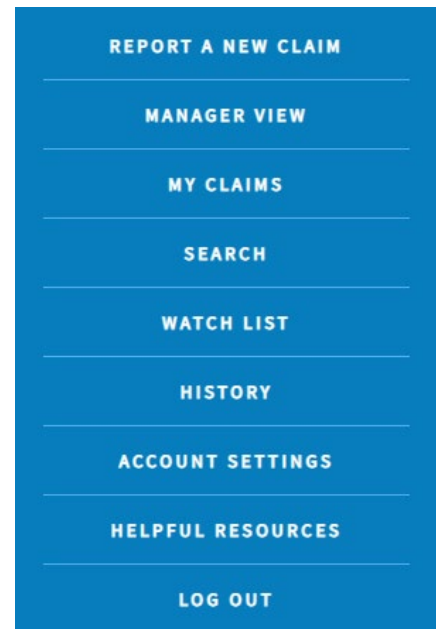
Navigation features

The bar at the top of the page includes icons for **Search**, **Watch list**, **History**, **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.
- **Manager view:** Appears after you log in and provides a manager-level overview of your direct reports' claims as described on page 8.
- **My claims:** Opens the My claims page, which displays your personal claim details. Refer to the **mySedgwick Guide for Employees (WFA)** for more information.
- **Search:** Opens the Claim search page; see page 16.
- **Watch list:** Displays a list of claims you've added to your Watch list for easy tracking. You can add a claim to your Watch list by clicking the star ☆ icon next to a claim number. See page 17 for details.
- **History:** Displays a list of claims you've recently accessed. See page 17 for more details.
- **Account settings:** Allows you to change your password, update your security questions, and more. See page 18 for details.
- **Helpful resources:** Provides information about the claim process, helpful links to state websites, documents, and frequently asked questions. See page 19 for more information.
- **Log out:** Logs you out of mySedgwick.



Manager view

The Manager view appears after you log in and presents you with a manager-level overview of your direct reports' claims. To also see the claims of your indirect reports (i.e., those who report to your direct reports), select the **Include indirect reports** toggle. You can see up to five levels down in your HR hierarchy.

REPORT A NEW CLAIM

MANAGER VIEW

MY CLAIMS

SEARCH

WATCH LIST

HISTORY

ACCOUNT SETTINGS

HELPFUL RESOURCES

LOG OUT

mysedgwick

Jeannie

Manager

Include indirect reports

Manager view My claims Jeannie Ng - 1000575

Hello Jeannie, here are some important reminders. Do you want to [report a new claim](#) or [learn about claims](#)?

- Confirmation of a return to work date is required for **two** notification(s).
- Supporting documentation is required for **one** claim(s) as early as 4/27/2022..

[Report a new claim](#)

[Communication center](#)

[Helpful resources](#)

NEW CLAIMS NOTIFICATIONS RETURN TO WORK OFF WORK

Filter Sort by

CLAIM	NAME	DETAIL	DISMISS
Workers' Compensation - C454500045000101 ☆	James Feng - 2009381	DATE OF LOSS: 1/1/2024 DATE REPORTED TO SEDGWICK: 1/1/2024 CLAIM REOPENED: No	✓
Continuous Leave - C204070618200001AA ☆	Mary Noll - 1528604	FIRST DAY ABSENT: 4/1/2022 HOURS WORKED: 1,884	✓
Continuous Leave - C312150618200001AA ☆	Mary Noll - 1528604	FIRST DAY ABSENT: 11/1/2023 HOURS WORKED: 1,884	✓
Continuous Leave - C204070618200002TC ☆	James Feng - 2009381	FIRST DAY ABSENT: 4/1/2022 HOURS WORKED: 2,000	✓
Continuous Leave - C401110618200001AA ☆	James Feng - 2009381	FIRST DAY ABSENT: 1/2/2024 HOURS WORKED: 149.04	✓

Communication center

No Messages

Click the Select claim button to start a new conversation below.

[Select claim](#)

Helpful resources

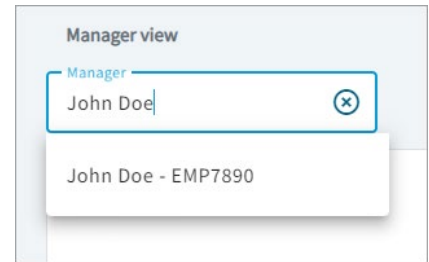
- [Visit learning center](#)
- [Helpful links](#)
- [Helpful videos](#)
- [Helpful documents](#)

sedgwick



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MANAGER FILTER


The **Manager** filter in the top-left corner allows you to see this page as the selected manager would see it, showing the claims of their direct reports (and their indirect reports, if you select that toggle) and applicable alerts. Begin typing a name in this filter field to see suggested matches.




MAIN SECTION AND TABS






Messages  and **Notifications**  icons in the top-right corner of the page display the number of unread messages in the **Communications center** and undismissed items on the **Notifications** tab. 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.

The main section of the Manager view page includes important reminders and quick links (i.e., links to commonly used features, such as the **Communication center**), as well as the following tabs:


- **New Claims:** Displays a list of new claims for your employees. Click the **Confirm**  icon to confirm or edit the first day absent and hours worked.





NEW CLAIMS	NOTIFICATIONS	RETURN TO WORK	OFF WORK
Filter			
CLAIM	NAME	DETAIL	CONFIRM
Continuous Leave - C401110618200001AA ☆	James Feng - 2009381	FIRST DAY ABSENT: 1/2/2024 HOURS WORKED: 149,04	✓
Continuous Leave - C312150618200001AA ★	Mary Noll - 1528604	FIRST DAY ABSENT: 11/1/2023 HOURS WORKED: 1,884	✓
Continuous Leave - C204070618200001AA ★	Mary Noll - 1528604	FIRST DAY ABSENT: 4/1/2022 HOURS WORKED: 1,884	✓
Continuous Leave - C204070618200002TC ★	James Feng - 2009381	FIRST DAY ABSENT: 4/1/2022 HOURS WORKED: 2,000	✓

- **Notifications:** Lists any information that has been deemed important for your employees' claims. You can dismiss a notification from this list by clicking the **Dismiss**  icon.

NEW CLAIMS NOTIFICATIONS RETURN TO WORK OFF WORK				
				↓ Date
CLAIM	NAME	MESSAGE	DATE	DISMISS
Continuous Leave - C401110618200001AA ☆	James Feng	James Feng's determination on their Continuous leave will be made by 2/6/2024.	02/06/2024	
Continuous Leave - C401110618200001AA ☆	James Feng	No message	01/22/2024	
Workers' Compensation - C454500045000101 ☆	James Feng	James Feng's Received Legal Representation on 01/11/2024.	01/11/2024	
Continuous Leave - C204070618200002TC ☆	James Feng	James Feng's determination on their Continuous leave will be made by 4/28/2022.	04/28/2022	
Continuous Leave - C204070618200002TC ☆	James Feng	James Feng's supporting documentation on their Continuous leave is needed by 4/27/2022 in order to make a Claim determination.	04/27/2022	

Items per page: 5 1 - 5 of 8 |< < > >|

- **Return to Work:** Contains a list of return-to-work dates for your employees' claims. Click the **Confirm**  icon to confirm the return-to-work date. If you need to change the return-to-work date, click **No**, edit the date, and click **Submit**.

NEW CLAIMS NOTIFICATIONS RETURN TO WORK OFF WORK			
			↓ Return to work
CLAIM	NAME	RETURN TO WORK	CONFIRM
Short Term Disability - C254501273000101 ☆	Mary Noll	4/1/2022	
Continuous Leave - C204070618200001AA ☆	Mary Noll	4/1/2022	
Continuous Leave - C312150618200001AA ☆	Mary Noll	11/1/2023	
Short Term Disability - C354500743000101 ☆	Mary Noll	11/1/2023	

- **Off Work:** Displays a list of off-work date ranges for your employees. Select the **Actions** menu to report a return to work for the employee or perform another action (options vary).

NEW CLAIMS	NOTIFICATIONS	RETURN TO WORK	OFF WORK	
Filter From				
CLAIM	NAME	FROM	TO	ACTIONS
Short Term Disability - C254501273000101 ☆	Mary Noll	4/1/2022		⋮
Continuous Leave - C204070618200001AA ☆	Mary Noll	4/1/2022	4/30/2022	⋮
Continuous Leave - C312150618200001AA ☆	Mary Noll	11/1/2023	11/30/2023	⋮
Short Term Disability - C354500743000101 ☆	Mary Noll	11/1/2023		⋮

COMMUNICATION CENTER

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

The Communication center shown on the Manager view page includes a **Select claim** button.

Communication center			
Select claim			
Filter Sort by			
CLAIM	NAME	DATE	OPEN
Workers' Compensation - 1000GHI12341234Z	John Doe - EMP1234	2/7/2024	📧
Short Term Disability - 1000JKL12341234Z	John Doe - EMP1234	2/7/2024 NEW	📧
Intermittent Leave - 1000BNM12341234Z	John Doe - EMP1234	2/7/2024	📧
Continuous Leave - 1000CVB12341234Z	John Doe - EMP1234	2/7/2024	📧

When you click **Select claim**, a Select Claim window opens where you can search for and select the specific claim for which you want to send a message.

CLAIM	NAME	OPEN
Workers' Compensation - 1000GHI12341234Z	John Doe - EMP1234	
Short Term Disability - 1000JKL12341234Z	John Doe - EMP1234	
Intermittent Leave - 1000BNM12341234Z	John Doe - EMP1234	
Continuous Leave - 1000CVB12341234Z	John Doe - EMP1234	

Click **Open** to open the Communication center page. Type your question or message to the examiner in the text box and click **Send**.

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

HELPFUL RESOURCES

This page also includes links to the Helpful resources page, described on page 19.

Employee's claims

When you select an employee name, the Employee's claims page opens. This page presents you with an overview of claims for the selected employee.

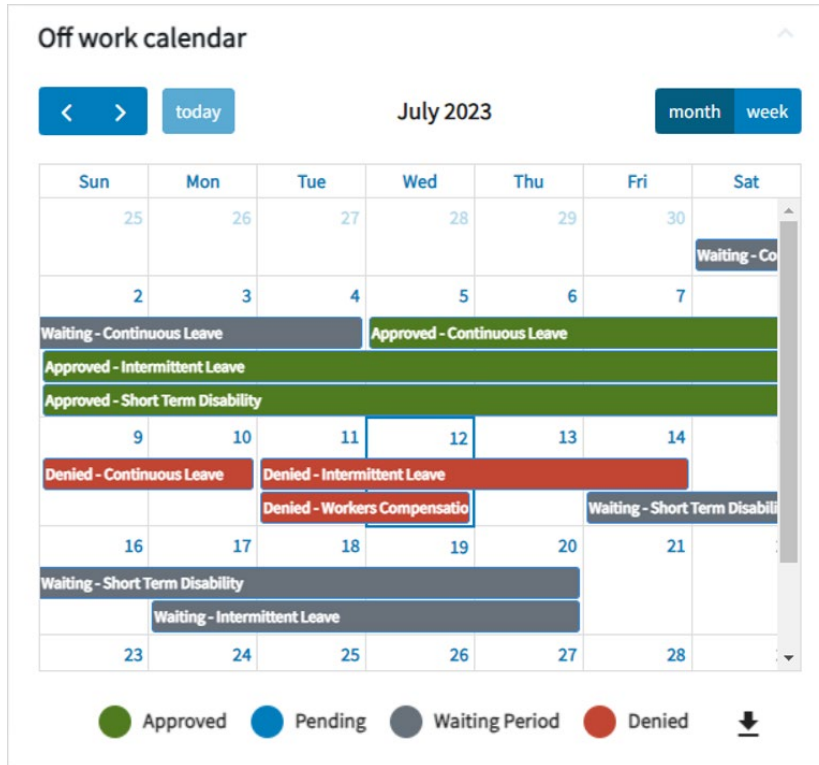
The screenshot shows the 'my sedgwick' interface for an employee named John Doe (EMP1234). The page is titled 'John Doe - Claims' and features a navigation sidebar on the left with options like 'REPORT A NEW CLAIM', 'MANAGER VIEW', 'MY CLAIMS', 'SEARCH', 'WATCH LIST', 'HISTORY', 'ACCOUNT SETTINGS', 'HELPFUL RESOURCES', and 'LOG OUT'. The main content area includes a greeting, a list of reminders (e.g., 'Confirmation of your return to work date is required for one claim'), and a table of claims. The table has columns for CLAIM, STATUS, DETAIL, and ACTIONS. Two claims are listed: 'Short Term Disability - 1000JKL12341234Z' and 'Intermittent Leave - 2000BNM12341234Z', both with a status of 'Open - Approved'. Below the table are tabs for 'NEW CLAIMS', 'NOTIFICATIONS', 'RETURN TO WORK', and 'OFF WORK'. A 'Filter' and 'Sort by' option are also visible.


CLAIM	STATUS	DETAIL	ACTIONS
Short Term Disability - 1000JKL12341234Z	Open - Approved	BEGIN DATE: 5/1/2022	⋮
Intermittent Leave - 2000BNM12341234Z	Open - Approved	BEGIN DATE: 5/1/2022 LEAVE TYPE: Employee Medical	⋮

This page includes the same features as the Manager view page but also includes the following:

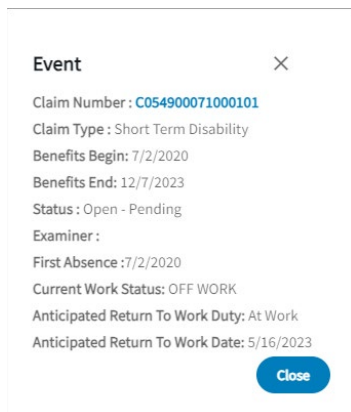
- A list of the employee's claims is displayed. Only open claims and claims closed within the last 24 months are shown. To open a claim to view it, click the claim number shown. Click the three vertical dots in the **Actions** column to access various actions for the claim (options may vary).

- **Off work calendar** section: The **Off work calendar** displays a calendar-view of the employee’s time away from work on all applicable claims. Absence periods and their statuses are shown in a monthly or weekly view, color-coded according to the key shown beneath the calendar.

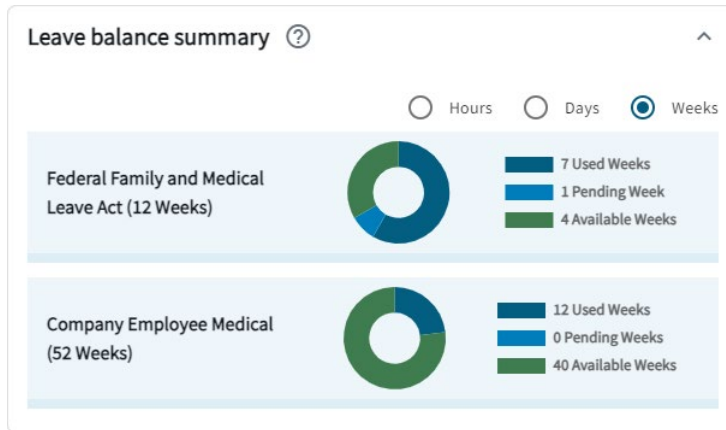


Use the arrows to change the month or week being viewed. You can toggle between views by clicking **month** or **week**, and the **today** button returns you to the current month/month. To export the information to an Excel file, click **Export** .

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



- **Leave balance summary** section: If the employee has any leave claims, the **Leave balance summary** section shows any leave policies applicable to their claims, as well as the amount of time used and remaining for each policy, in graphical form.




Claim

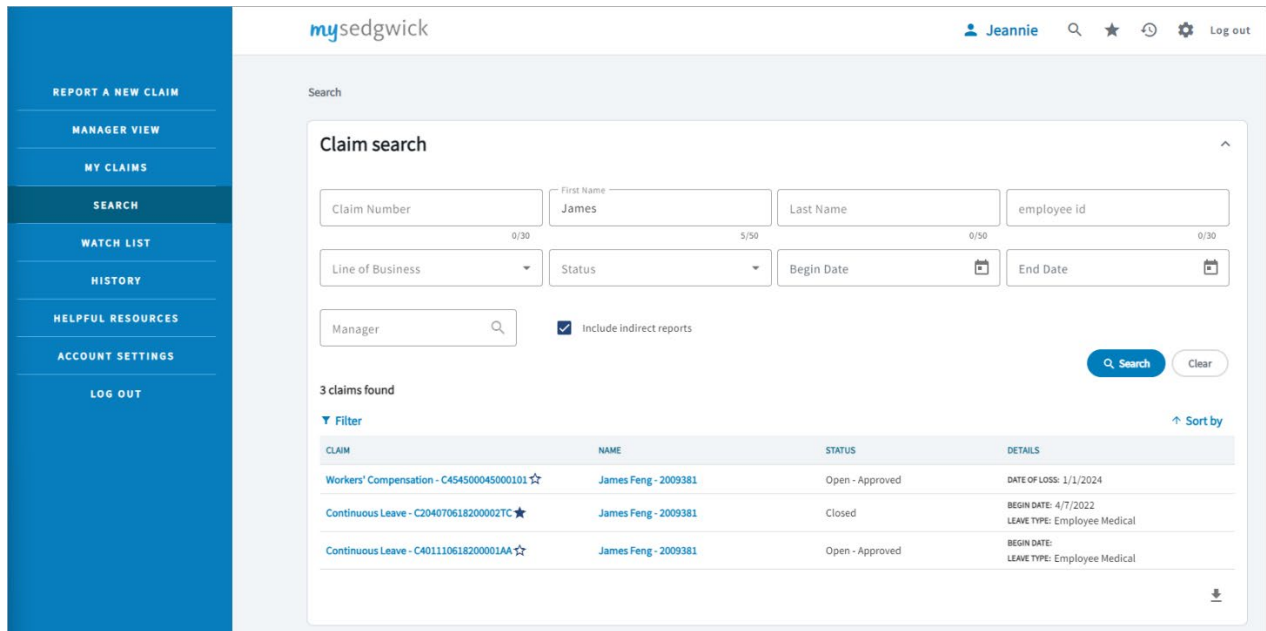
The Claim page contains information relevant to an employee's specific claim. For additional information about what you will see here, please refer to the **mySedgwick Guide for Employees**. Note that some features are not available when viewing your employees' claims.

My claims

The My claims page provides a list of your own claims, notifications about your claims, and more. From there, you can access an individual claim for yourself. For more information, refer to the **mySedgwick Guide for Employees - WFA**.

Claim search

The Claim search page allows you to find claims using the employee's name, claim status, dates, and more. Enter your search criteria in the fields provided, then click **Search**. Results are shown in the bottom section; click a claim number to open it. You can export results to an Excel file by clicking **Export** .



my sedgwick

Jeannie

Search

Claim search

Claim Number First Name Last Name employee id

Line of Business Status Begin Date End Date

Manager Include indirect reports

3 claims found

Filter

CLAIM	NAME	STATUS	DETAILS
Workers' Compensation - C454500045000101 ☆	James Feng - 2009381	Open - Approved	DATE OF LOSS: 1/1/2024
Continuous Leave - C204070618200002TC ☆	James Feng - 2009381	Closed	BEGIN DATE: 4/7/2022 LEAVE TYPE: Employee Medical
Continuous Leave - C401110618200001AA ☆	James Feng - 2009381	Open - Approved	BEGIN DATE: LEAVE TYPE: Employee Medical

Even if you navigate away from the Claim search page, your search results are retained until you perform a new search or you log out.

Watch list

The Watch list displays a list of all claims you've added to it, providing quick and easy access to frequently viewed or important claims. Throughout mySedgwick, you can add a claim to your Watch list by clicking the star ☆ icon next to the claim number. Up to 25 claims can be added to your Watch list; you can remove a claim from this list by selecting the check box next to it and clicking **Remove**.

The screenshot shows the mySedgwick interface with the 'WATCH LIST' menu item selected. The 'Watch list' section contains a table with the following data:

CLAIM	NAME	DATE ADDED
<input type="checkbox"/> Continuous Leave - C204070618200002TC	James Feng	2/8/2024
<input type="checkbox"/> Continuous Leave - C204070618200001AA	Mary Noll	2/8/2024
<input type="checkbox"/> Continuous Leave - C312150618200001AA	Mary Noll	2/8/2024

A 'Remove' button is located below the table.

History

The History page displays a list of claims you've recently accessed. Up to 25 claims are shown.

The screenshot shows the mySedgwick interface with the 'HISTORY' menu item selected. The 'History' section contains a table with the following data:

CLAIM	NAME	DATE VIEWED
Continuous Leave - ☆ C312150618200001AA	Mary Noll	2/8/2024
Continuous Leave - ☆ C204070618200001AA	Mary Noll	2/8/2024
Continuous Leave - ☆ C401110618200001AA	James Feng	2/7/2024

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 top right shows the user name 'Alyssa' and a 'Log out' button. The main content area is titled 'Account settings' and contains 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. At the bottom right are 'Save' and 'Cancel' buttons.

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. This applies to your own claims only, not the claims of your employees.

Helpful resources

The Helpful resources page is where you can learn about claims, 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

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.

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

Need help?

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