



Employee Portal User Guide

Version 12.23

This material is proprietary to Unum and is intended for the sole use of Unum customers. It should only be shared via secure channels to known recipients entitled to the information. It should not be posted or stored on non-secure sites.





Table of Contents

Accessing the Total Leave Employee Portal

Login	4
Summary Page	5

Navigation

Menu	7
Quick Links	8
Preferences	9

Key Features

Start a Claim or Leave	11
View Leave Plan (Continuous Leave)	12
View Absence Calendar (Intermittent Absence)	13
Add Intermittent Absence via Calendar	14
Add Intermittent Absence via Summary	15
View and Respond to Tasks	16
Sign up for Same Day Payments	17



Accessing the Total Leave Employee Portal

This material is proprietary to Unum and is intended for the sole use of Unum customers. It should only be shared via secure channels to known recipients entitled to the information. It should not be posted or stored on non-secure sites.



1

Login

Go to <https://portal.unum.com>

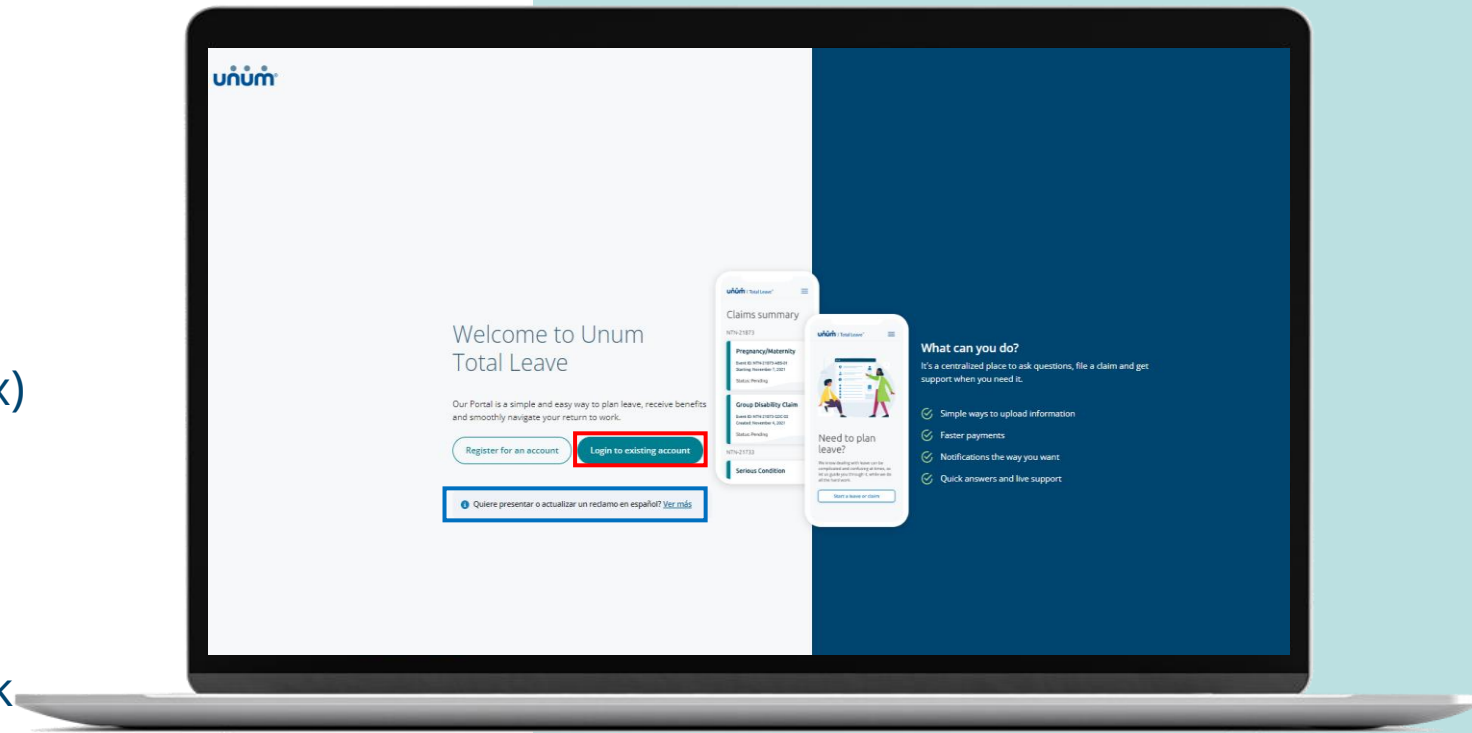
Click on “**Login to existing account**” (red box)

Enter your password & click ‘**Log In**’ button (green box).

For Information in Spanish click ‘**Ver mas**’ link (blue box).

Enter your password & click ‘**Log In**’ button (green box)

If you signed up for two-way verification, a passcode will be sent to your phone. Enter it into the one-time passcode box and then click the ‘**submit**’ button (purple box)



Log In

User ID

Password

By logging in to this website, I certify and agree that all policy terms and conditions govern. Policy provisions may vary or be unavailable in some states. Policy exclusions and limitations may affect any benefits payable.

I agree to the [Terms of Use](#), [Privacy Notice](#) and the [GLB Privacy Notice](#).

Log In

Verify yourself

A one-time passcode has been sent to your mobile phone number on file.
Didn't receive it? [Resend](#)

One-Time Passcode

Submit

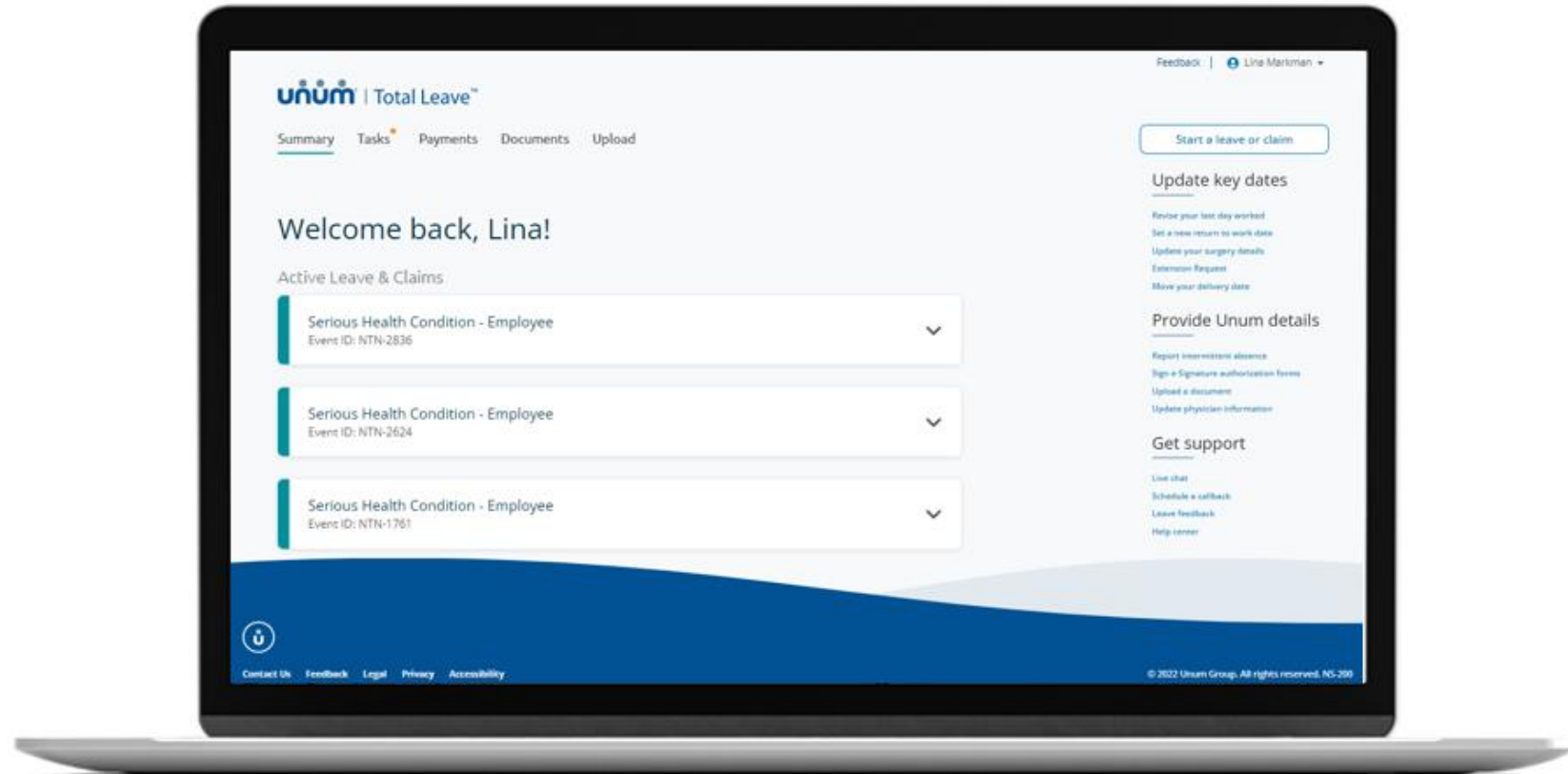
[Back](#)

2

Summary Page

When you log in, you will be on the **'Summary'** page where you can:

- start a new leave or claim
- view all your existing leaves and claims
- check status
- navigate to tabs that provide information related to tasks, payments, documents, and uploads
- access quick links to update key dates, provide Unum details, and get support
- provide feedback





Navigation

This material is proprietary to Unum and is intended for the sole use of Unum customers. It should only be shared via secure channels to known recipients entitled to the information. It should not be posted or stored on non-secure sites.

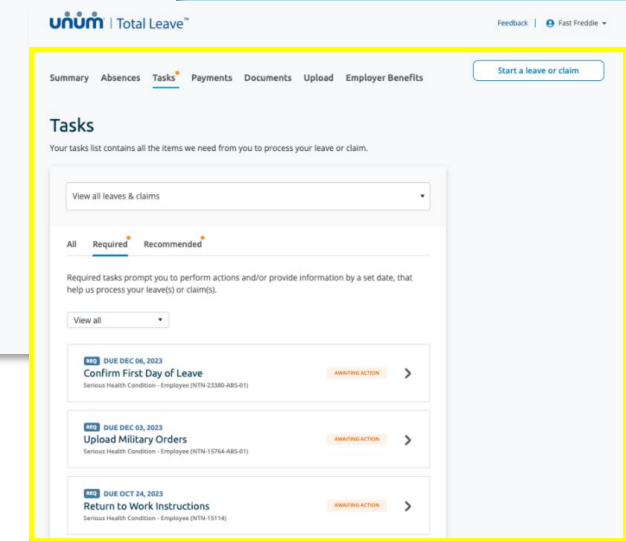
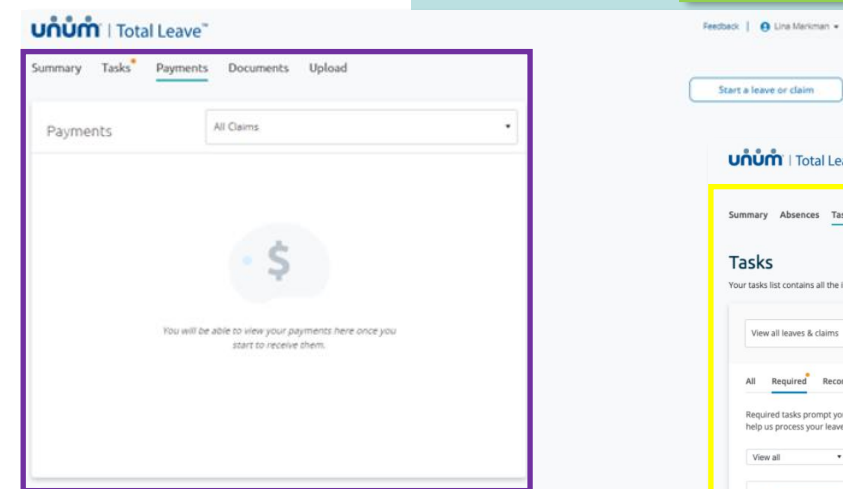
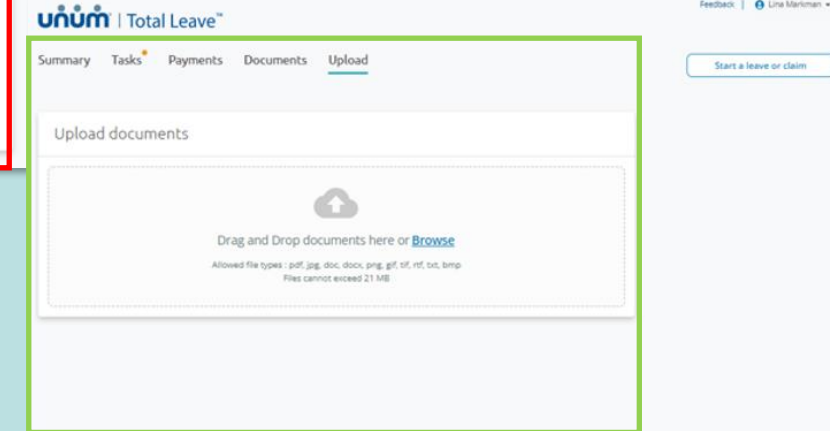
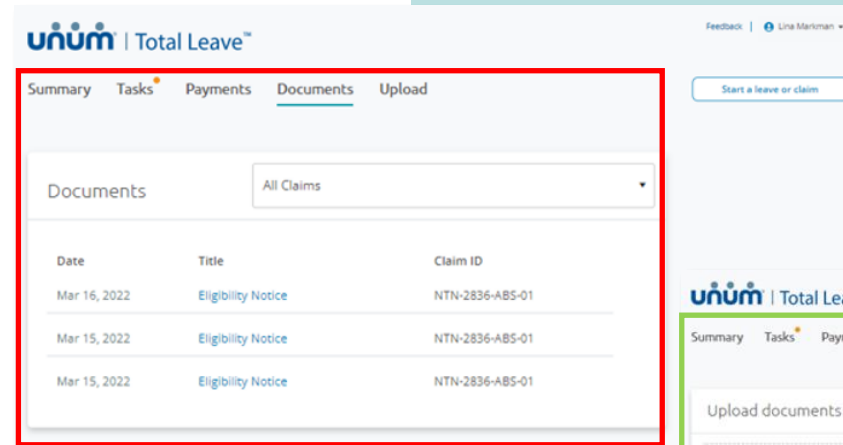


1

Menu

The menu bar at the top makes it easy to navigate quickly to where you want to go:

- **Documents:** View all correspondence from Unum related to your claim/leave (red box)
- **Upload:** Share a document with Unum related to your claim/leave (green box)
- **Payments:** Find information related to your payments – dates & amounts (purple box)
- **Tasks:** With Tasks it's easy to see what's needed on a claim/leave. It provides a clear and concise explanation of exactly what's outstanding and when it's due. (yellow box)

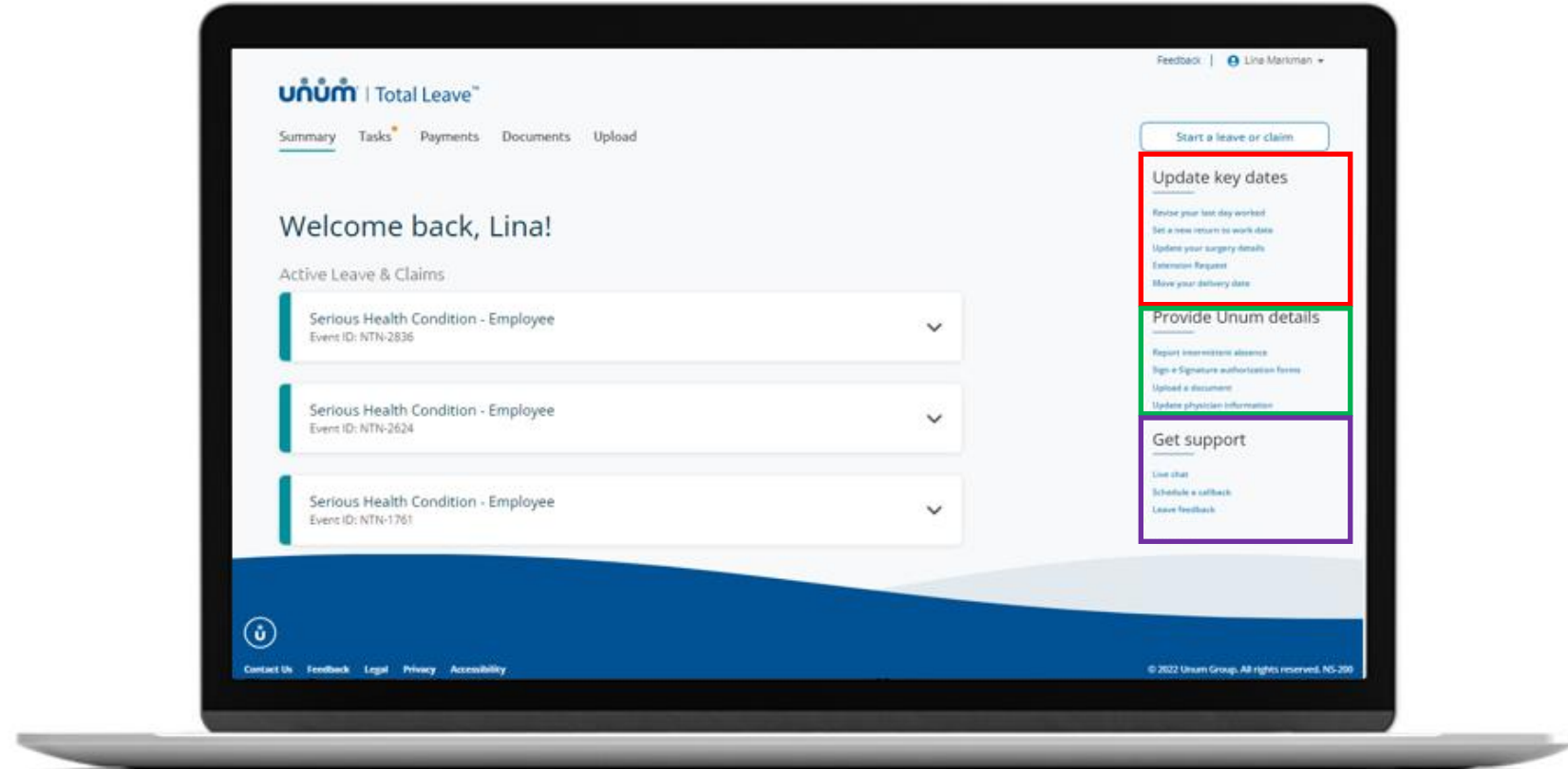


2

Quick Links

Quick Links provide easy access to complete key actions such as:

- **Update key dates** like your last day worked, or your return-to-work date (red box)
- **Provide Unum details** like reporting an intermittent absence or updating your physician's information (green box)
- **Get support** using live chat, scheduling a callback, or leaving feedback (purple box)



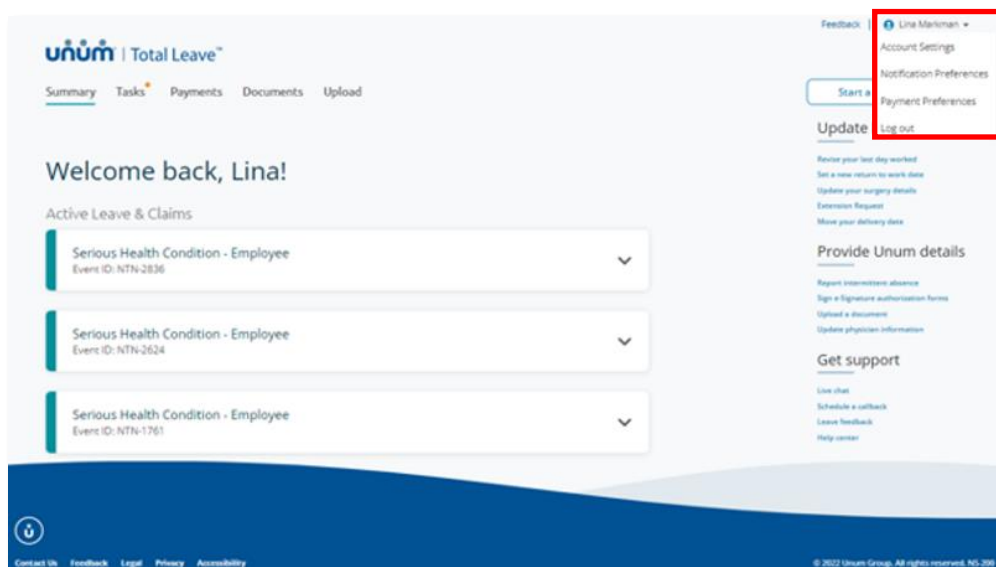
3

Preferences

Unum provides you with several options to tailor your preferences. In the top right corner click on the down arrow located next to your name (red box). From here you can access:

- **Account Settings:** where you can change your email, phone number, password, and enable/disable two-step verification
- **Notification Preferences:** change your preferences for SMS text notifications and electronic consent
- **Payment Preferences:** Choose between Zelle and Direct Deposit for same day payments, or mailed paper check which takes apx. 3-5 days

This material is proprietary to Unum and is intended for the sole use of Unum customers. It should only be shared via secure channels to known recipients entitled to the information. It should not be posted or stored on non-secure sites.



My Profile

Email address

Email Address (This is also your user ID)
 lina_markman.aos7wupt@mailosaur.io
 [Update](#)

Mobile phone number

Mobile Phone Number
 (830) 742 - 0748 [Verify](#) [Update](#)
 Verifying your mobile phone number allows you to use two-step verification via text message.

Account security

Password
 ***** [Update](#)

Two-step verification

Unum uses two-step verification to keep your account information safe and secure.

Please select how you want to receive one-time passcode (OTP) when you log in

☒ None
 ☐ Email
 ☐ Text Message

Please note:

Text message notifications are only available for our U.S.-based customers at this time and may not be available on all wireless carriers. Message and data rates may apply.

Electronic consent policy

Consent	State of Residence	Update
Yes	New Jersey	





Key Features

This material is proprietary to Unum and is intended for the sole use of Unum customers. It should only be shared via secure channels to known recipients entitled to the information. It should not be posted or stored on non-secure sites.

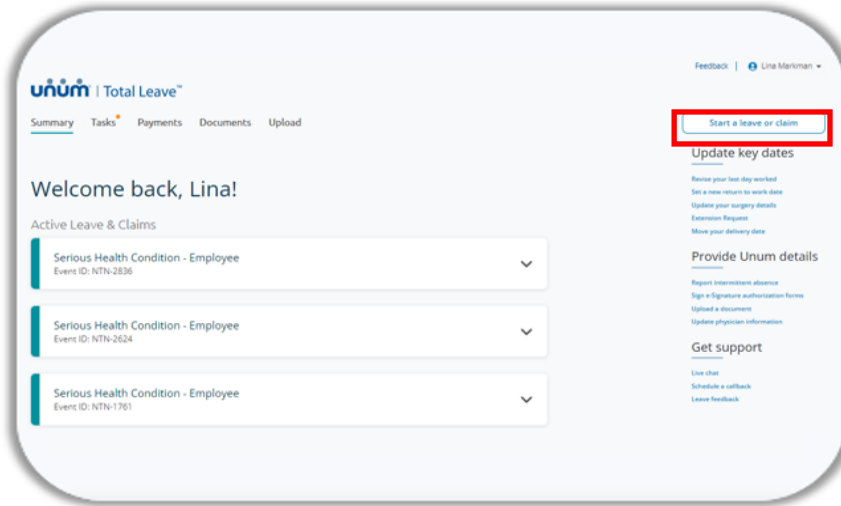


Start a Claim or Leave

This material is proprietary to Unum and is intended for the sole use of Unum customers. It should only be shared via secure channels to known recipients entitled to the information. It should not be posted or stored on non-secure sites.

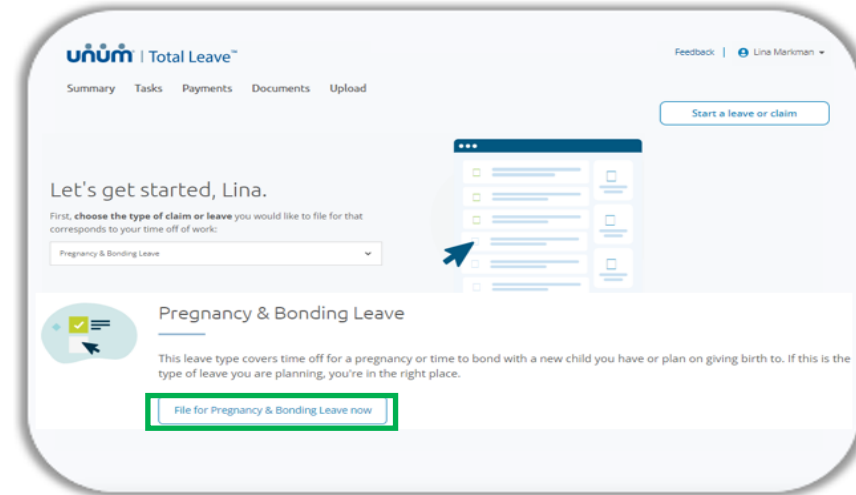
1

Click on the **'start a leave or claim'** button from any tab/screen in the portal (red box)



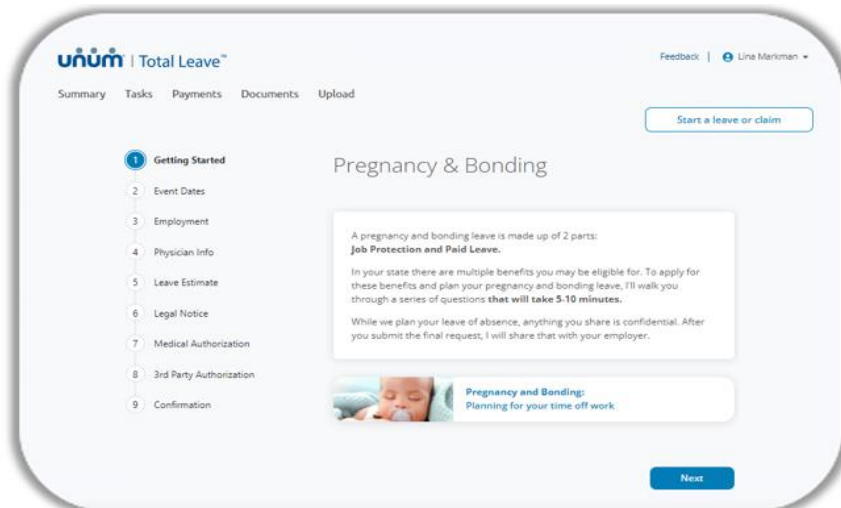
2

From the drop-down menu, choose the type of claim or leave you need then click the **'file for'** button (green box)



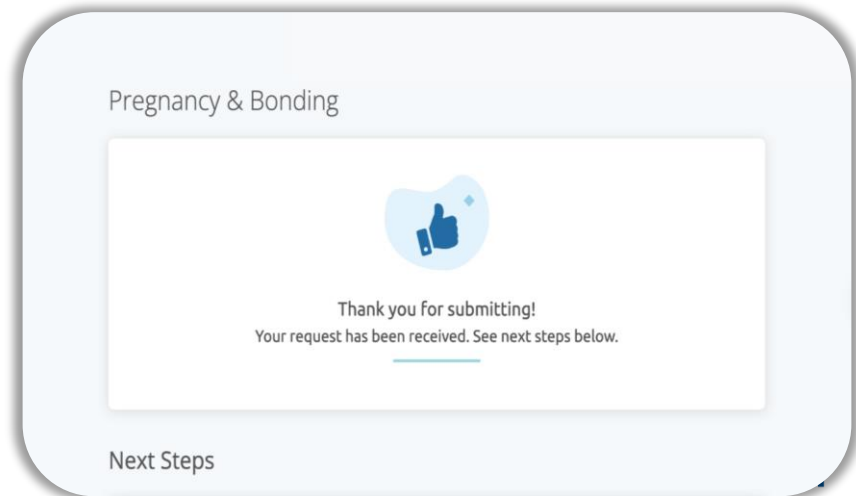
3

Follow the on-screen questions related to your type of leave or claim (see sample screen to the right)



4

Once all steps are completed, you'll see a confirmation message and be provided with next steps (see sample screen to the right)



View Leave Plan (for continuous absences)

This material is proprietary to Unum and is intended for the sole use of Unum customers. It should only be shared via secure channels to known recipients entitled to the information. It should not be posted or stored on non-secure sites.

1

From the summary screen click on a continuous absence from the listing of absences (red box)

2

After the continuous absence box expands click on the **'View Leave Plan'** button (green box)

3

Details regarding your continuous absence will be presented along with a leave plan visual (purple box)

View Absence Calendar (for intermittent absences)

This material is proprietary to Unum and is intended for the sole use of Unum customers. It should only be shared via secure channels to known recipients entitled to the information. It should not be posted or stored on non-secure sites.

1

From the summary screen click on an intermittent absence from the listing of absences (red box)

unum | Total Leave™

Summary Tasks Payments Documents Upload

Feedback | Lina Markman

Start a leave or claim

Welcome back, Lina!

Active Leave & Claims

- Serious Health Condition - Employee
Event ID: NTN-2836
- Serious Health Condition - Employee
Event ID: NTN-2624**
- Serious Health Condition - Employee
Event ID: NTN-1761

Update key dates

- Revise your last day worked
- Set a new return to work date
- Update your surgery details
- Extension Request
- Move your delivery date

Provide Unum details

- Report intermittent absence
- Sign e-Signature authorization forms
- Upload a document
- Update physician information

Get support

- Live chat
- Schedule a callback
- Leave feedback

Back Submit

2

After the intermittent absence box expands click on the '**View Absences**' button (green box)

unum | Total Leave™

Summary Tasks Payments Documents Upload

Feedback | Lina Markman

Start a leave or claim

Welcome back, Lina!

Active Leave & Claims

- Serious Health Condition - Employee
Event ID: NTN-2836
- Serious Health Condition - Employee
Event ID: NTN-2624
- YOUR LEAVE
Serious Health Condition - Employee
Event ID: NTN-2624-ABS-01 START DATE: 03/09/2022 END DATE: 05/31/2022 STATUS: Pending
- Serious Health Condition - Employee
Event ID: NTN-1761

Update key dates

- Revise your last day worked
- Set a new return to work date
- Update your surgery details
- Extension Request
- Move your delivery date

Provide Unum details

- Report intermittent absence
- Sign e-Signature authorization forms
- Upload a document
- Update physician information

Get support

- Live chat
- Schedule a callback
- Leave feedback

Add an absence View absences

3

Details regarding your intermittent absence will be presented in a color-coded calendar (purple box). You can choose between a calendar or list view.

unum | Total Leave™

Summary Tasks Payments Documents Upload

Feedback | Lina Markman

Start a leave or claim

Summary

Absence History

Your absence history displays the statuses of your reported absences.

Serious Health Condition - Employee (03/09/22) NTN-2624-ABS-01

Absences

Calendar List

Below are all your reported absences for the leave period starting 02/14/2022 and ending 04/22/2022.

FEBRUARY, 2022

SUN	MON	TUE	WED	THU	FRI	SAT
30	31	01	02	03	04	05
06	07	08	09	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	01	02	03	04	05

Approved Pending/Partial Denied

09 March, 2022

No intermittent absences have been requested for this day.

Add another absence for this date

Intermittent Absence – Adding via the Calendar

This material is proprietary to Unum and is intended for the sole use of Unum customers. It should only be shared via secure channels to known recipients entitled to the information. It should not be posted or stored on non-secure sites.

1

From the intermittent absence calendar click on a date and then click the link **“Add another absence for this date”** (red boxes)

unum | Total Leave™

Summary Tasks Payments Documents Upload

Start a leave or claim

← Summary

Absence History

Your absence history displays the statuses of your reported absences.

Serious Health Condition - Employee (03/09/22) NTN-2624-ABS-01

Calendar List

Below are all your reported absences for the leave period starting 02/14/2022 and ending 04/22/2022.

FEBRUARY, 2022

SUN	MON	TUE	WED	THU	FRI	SAT
30	31	01	02	03	04	05
06	07	08	09	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	01	02	03	04	05

Approved Pending/Partial Denied

09 March, 2022

No intermittent absences have been requested for this day

[Add another absence for this date](#)

2

Answer the questions related to your absence & then click on **‘next’** (green box)

unum | Total Leave™

Summary Tasks Payments Documents Upload

Start a leave or claim

Intermittent Absence

Please note: If you recently submitted a new claim or leave, it may take a few minutes to display in the system.

Check for recent updates

Which leave of absence are you submitting time for?

Select

What was the start date of the absence?

month/day/year

Did your work time include unpaid lunch/dinner/break time?

Yes No

Did your work time include overtime?

Yes No

Includes a treatment or appointment on this day?

Yes No

Next

3

Review the information you provided & then click **‘submit’** (purple box)

unum | Total Leave™

Summary Tasks Payments Documents Upload

Start a leave or claim

Intermittent Absence

Please confirm your answers before submitting your information.

Which leave of absence are you submitting time for?

NTN-2624-ABS-01

What was the start date of the absence?

March 22, 2022

What was the start time of the absence?

08:00 AM

What was the end time of the absence?

01:19 PM

Did your work time include unpaid lunch/dinner/break time?

No

Did your work time include overtime?

No

Includes a treatment or appointment on this day?

No

Back Submit

Intermittent Absence – Adding via the Summary Screen

1

Click on **“report intermittent absence”** from the Summary screen (red box)

unum | Total Leave™

Feedback | Lina Markman

Summary Tasks Payments Documents Upload

Start a leave or claim

Welcome back, Lina!

Active Leave & Claims

- Serious Health Condition - Employee
Event ID: NTN-2836
- Serious Health Condition - Employee
Event ID: NTN-2624
- Serious Health Condition - Employee
Event ID: NTN-1791

Update key dates

- Revise your last day worked
- Set a new return to work date
- Update your surgery details
- Extension Request
- Move your delivery date

Provide Unum details

- Report intermittent absence**
- Sign e-Signature authorization forms
- Upload a document
- Update physician information

Get support

- Live chat
- Schedule a callback
- Leave feedback

Back Submit

2

Answer the questions related to your absence & then click on **‘next’** (green box)

unum | Total Leave™

Feedback | Lina Markman

Summary Tasks Payments Documents Upload

Start a leave or claim

Intermittent Absence

Please note: If you recently submitted a new claim or leave, it may take a few minutes to display in the system.

Check for recent updates

Which leave of absence are you submitting time for?

Select

What was the start date of the absence?

month/day/year

Did your work time include unpaid lunch/dinner/break time?

Yes No

Did your work time include overtime?

Yes No

Includes a treatment or appointment on this day?

Yes No

Next

3

Review the information you provided & then click **‘submit’** (purple box)

unum | Total Leave™

Feedback | Lina Markman

Summary Tasks Payments Documents Upload

Start a leave or claim

Intermittent Absence

Please confirm your answers before submitting your information.

Which leave of absence are you submitting time for?
NTN-2624-ABS-01

What was the start date of the absence?
March 22, 2022

What was the start time of the absence?
08:00 AM

What was the end time of the absence?
01:19 PM

Did your work time include unpaid lunch/dinner/break time?
No

Did your work time include overtime?
No

Includes a treatment or appointment on this day?
No

Back Submit

1

Tasks provide a clear and concise explanation of what's outstanding and when it is due. Color coding provides an at-a-glance view of status. To respond to a Task just click on it.

Tasks
Your tasks list contains all the items we need from you to process your leave or claim.

View all leaves & claims

All Required Recommended

View all

- REQ DUE OCT 31, 2023**
Work Schedule
Serious Health Condition - Employee (NTN-18009-ABS-01) RETURNED
- REQ DUE SEP 29, 2023**
Provide Military Dates of Service
Serious Health Condition - Employee (NTN-18009-ABS-01) RECEIVED
- REQ DUE SEP 28, 2023**
Return to Work Instructions
Serious Health Condition - Employee (NTN-18009-ABS-01) AWAITING ACTION
- REQ DUE SEP 28, 2023**
California PDL Certification
Serious Health Condition - Employee (NTN-18009-ABS-01) AWAITING ACTION
- REQ DUE SEP 28, 2023**
CFRA Certification of Health Care Provider
Serious Health Condition - Employee (NTN-18009-ABS-01) AWAITING ACTION

< 1 2 3 >

View and Respond to Tasks

2

The Task screen will open and provide specific details about 'what you need to do.' Actions and information needed will vary depending on the type of Task. Some will have linked 'forms' for you to fill out (like sample below). Follow the directions provided on screen.

Return to Work Instructions

Task details
TYPE: REQUIRED RELATED TO: [NTN-18009-ABS-01](#) Due: SEP 28, 2023 AWAITING ACTION

Please follow the instructions below prior to your return to work date.

What you need to do

Provide us with some details
[Fit For Duty](#) or Physician statement is required by your employer before returning to work. Once completed, forms should be returned to your employer.

☐ I have read and agree to the statement above.

Submit

3

Your specialist will may return a task to you if clarifications or additional information is needed. They will provide messaging to explain what is needed and guide you to complete the task.

Work Schedule

Task details
TYPE: REQUIRED RELATED TO: [NTN-18009-ABS-01](#) Due: OCT 31, 2023 RETURNED

In order to accurately calculate your leave entitlement, we require additional information regarding your work schedule in effect just prior to your leave start date.

Notes

OCT 04, 2023, 13:13
Some of the information entered does not match the information received from your employer, please up ... [View More](#)

What you need to do

Provide us with some details
In order to accurately calculate your leave entitlement, we require additional information regarding your work schedule in effect just prior to your leave start date.

Please provide the following information based on your work schedule:

Regular hours per week (e.g., 40):
24

Regular days per week (e.g. Mon - Fri):
3

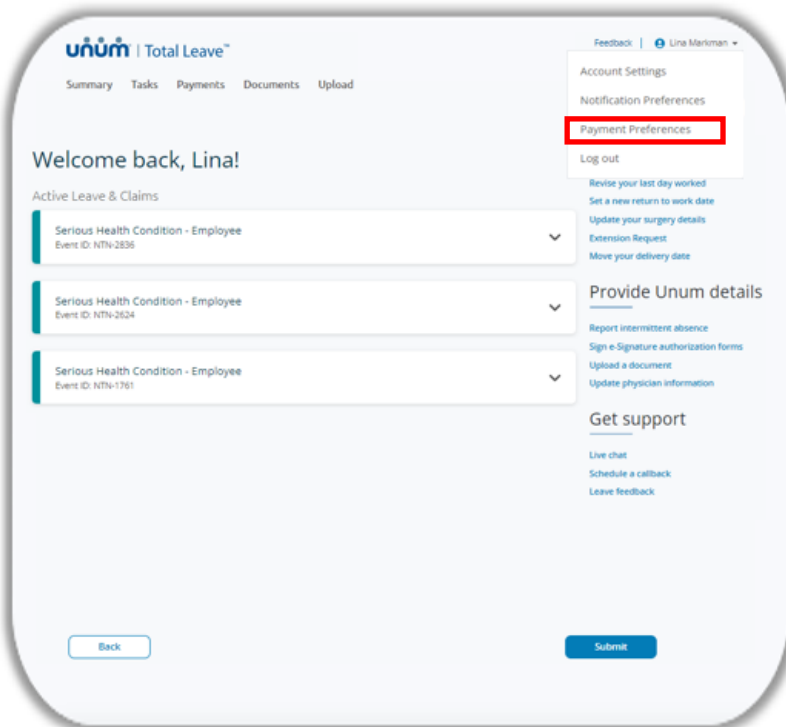
Are the hours per week variable from week to week?

Sign up for same day* payments

This material is proprietary to Unum and is intended for the sole use of Unum customers. It should only be shared via secure channels to known recipients entitled to the information. It should not be posted or stored on non-secure sites.

1

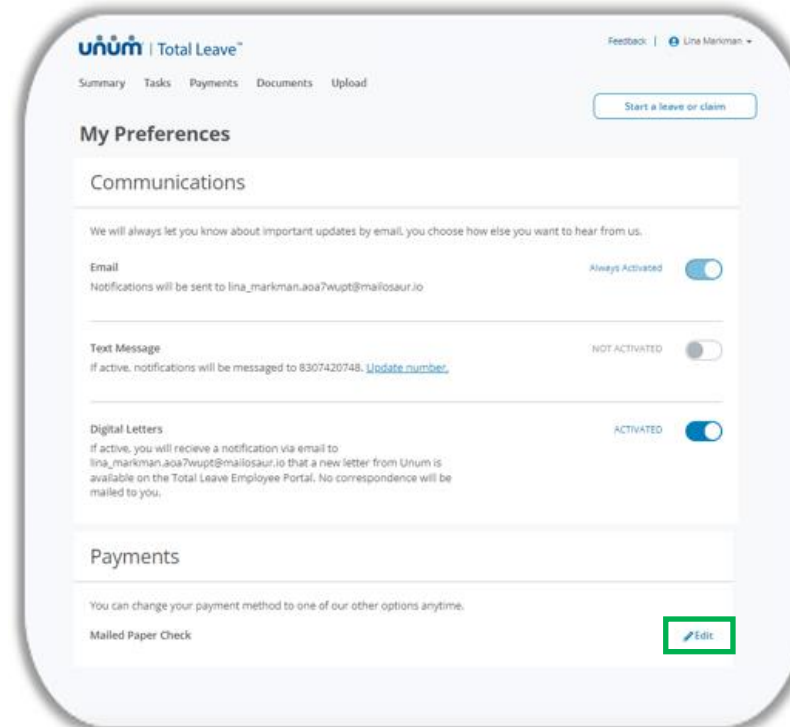
Click on the down arrow next to your name on the top right corner of the screen. Select '**Payment Preferences**' (red box)



The screenshot shows the Unum Total Leave portal. At the top right, the user's name 'Lina Markman' is displayed with a dropdown arrow. The dropdown menu is open, and 'Payment Preferences' is highlighted with a red rectangular box. Other menu items include 'Account Settings', 'Notification Preferences', and 'Log out'. The main content area shows 'Welcome back, Lina!' and 'Active Leave & Claims' with a list of health conditions.

2

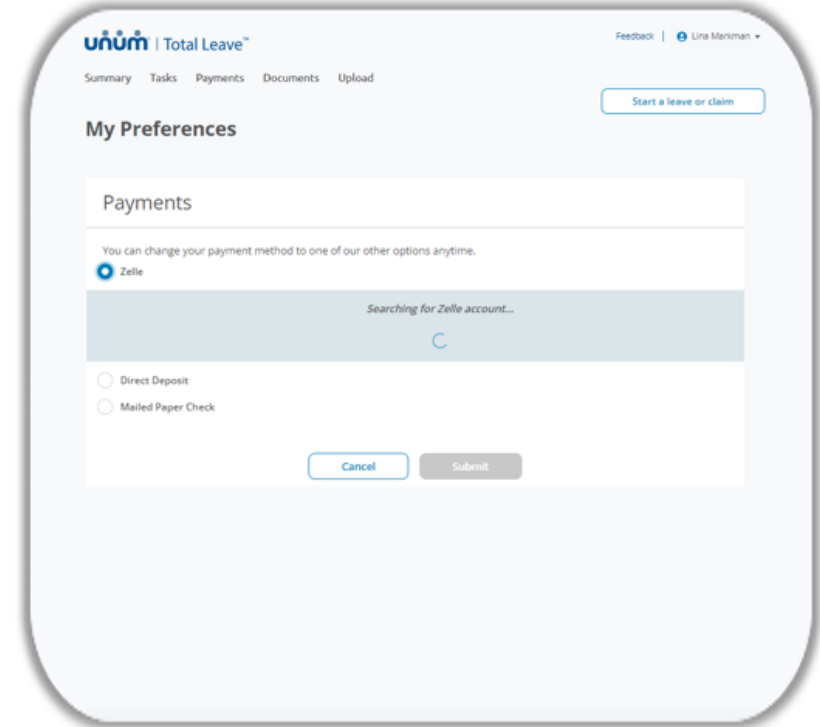
Click on '**Edit**' and then you may select either Zelle or Direct Deposit for faster payments (green box)



The screenshot shows the 'My Preferences' page. Under the 'Payments' section, there is a button labeled 'Edit' which is highlighted with a green rectangular box. The page also shows 'Communications' settings for Email, Text Message, and Digital Letters.

3

If you choose Zelle, we automatically check if your email is registered to a Zelle account. You can enter your phone # to validate as well (see screen below)



The screenshot shows the 'Payments' section of the 'My Preferences' page. The 'Zelle' payment method is selected with a blue radio button. Below it, there is a loading bar with the text 'Searching for Zelle account...'. At the bottom, there are buttons for 'Cancel' and 'Submit'.

*Unum systems process payments in real time but instant fund receipt requires real time payment enablement by the receiving bank as well. Around 60% of all US Bank accounts have already been enabled to receive real time payments

Better benefits at work.™

The material in this presentation is intended to outline our general product direction concerning Total Leave, and specific functionality may change at Unum's sole discretion in the future. All data displayed is fictitious and product screens are approximate. Also, certain information may contain forward-looking statements, and may include words such as "expects," "anticipates," "intends," "plans," and similar expressions. Such forward-looking statements involve known and unknown risk and uncertainties that may cause our actual future functionality to differ from that projected or contemplated in those forward-looking statements. This material is intended for informational purposes only and is not a contract, nor may it be incorporated into any contract, and any purchasing decisions should be made on features and functions that are currently available.

Insurance products are underwritten by the subsidiaries of Unum Group.

© 2023 Unum Group. All rights reserved. Unum is a registered trademark and marketing brand of Unum Group and its insuring subsidiaries.