

unum® | Total Leave™

Employee Portal User Guide

Version_4.13.22

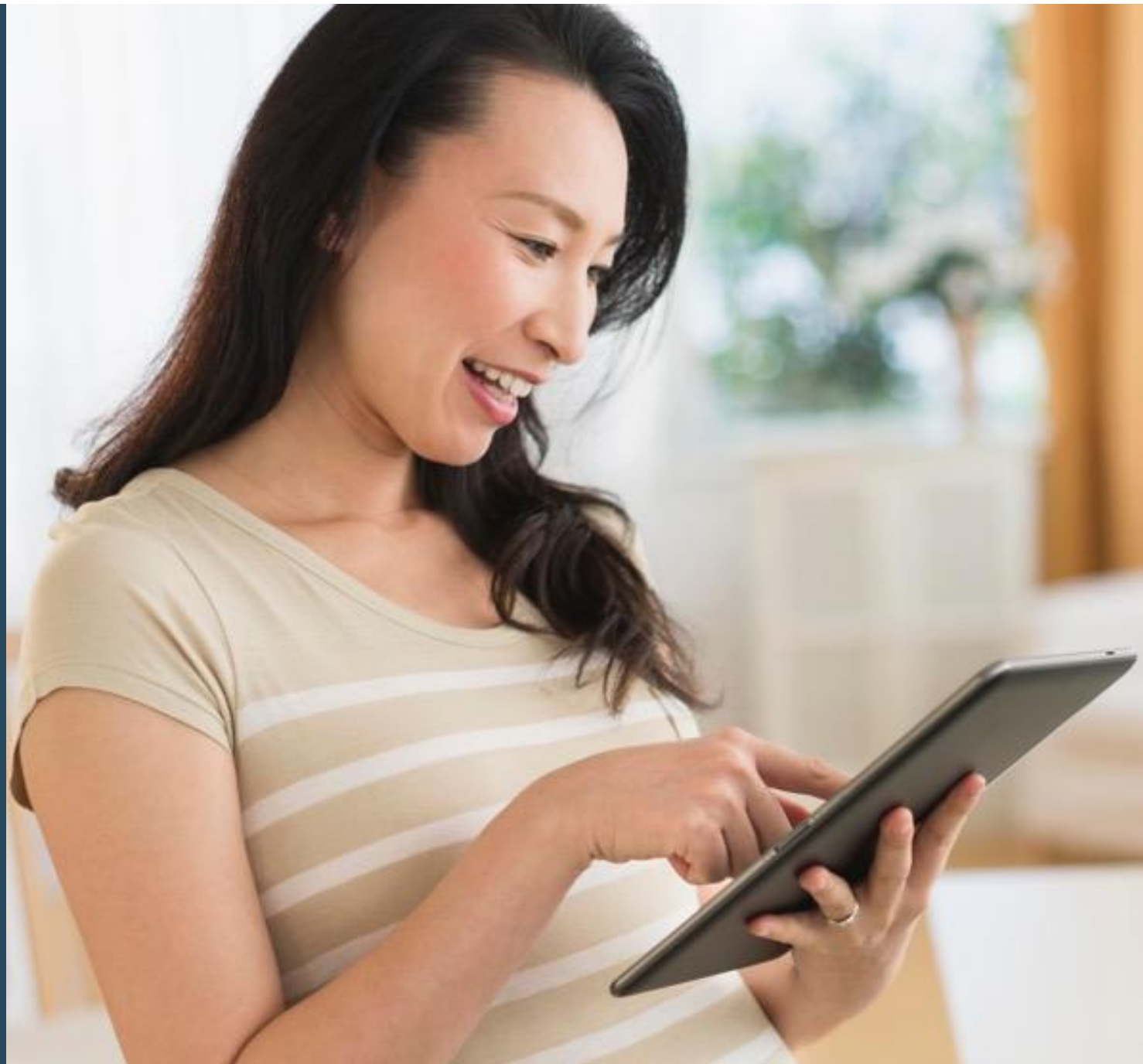




Table of Contents

Accessing the Total Leave Employee Portal

Login	4
Summary Page	5

Navigation

Menu	7
Quick Links	8
Preferences	9

Key Features

Start a Leave or Claim	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
Sign up for Same Day Payments	16



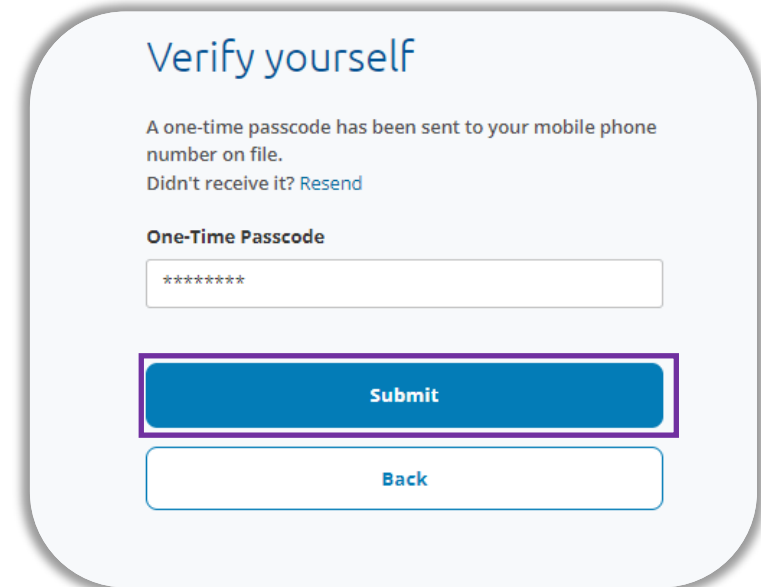
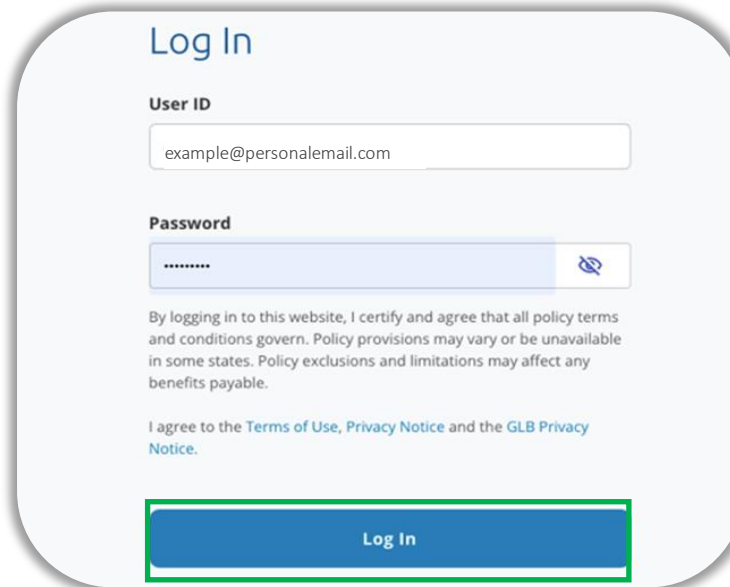
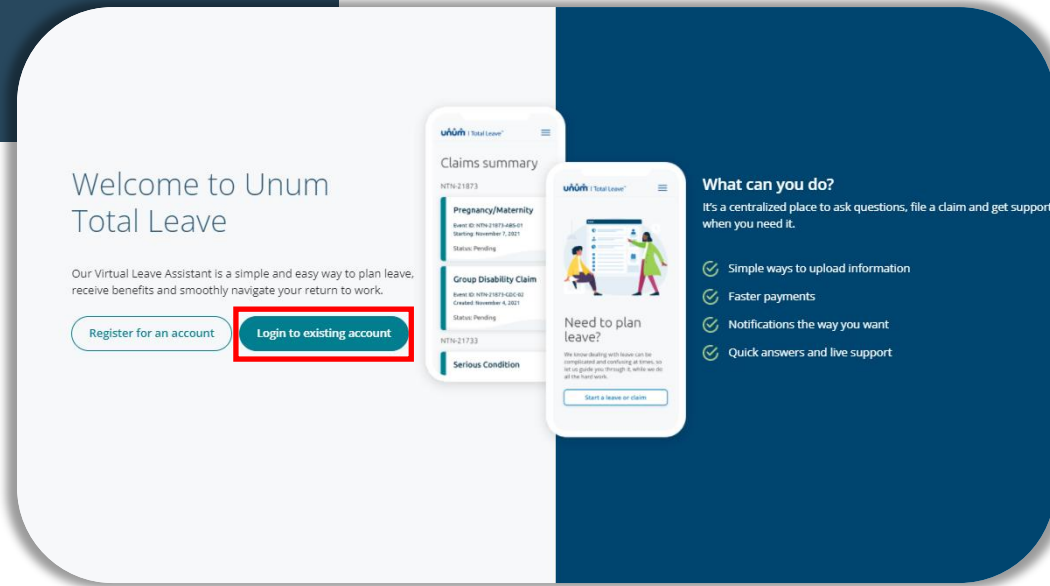
Accessing the Total Leave
Employee Portal





Login

- 1 Use this [link to navigate to the Login page](https://portal.unum.com) or go to <https://portal.unum.com>
- 2 Click on “**Login to existing account**” (red box)
- 3 Enter your password & click ‘**Log In**’ button (green box)
- 4 If you signed up for two-way verification, a one-time passcode will be sent to your cell phone. Enter it into the one-time passcode box and then click the ‘**submit**’ button (purple box)

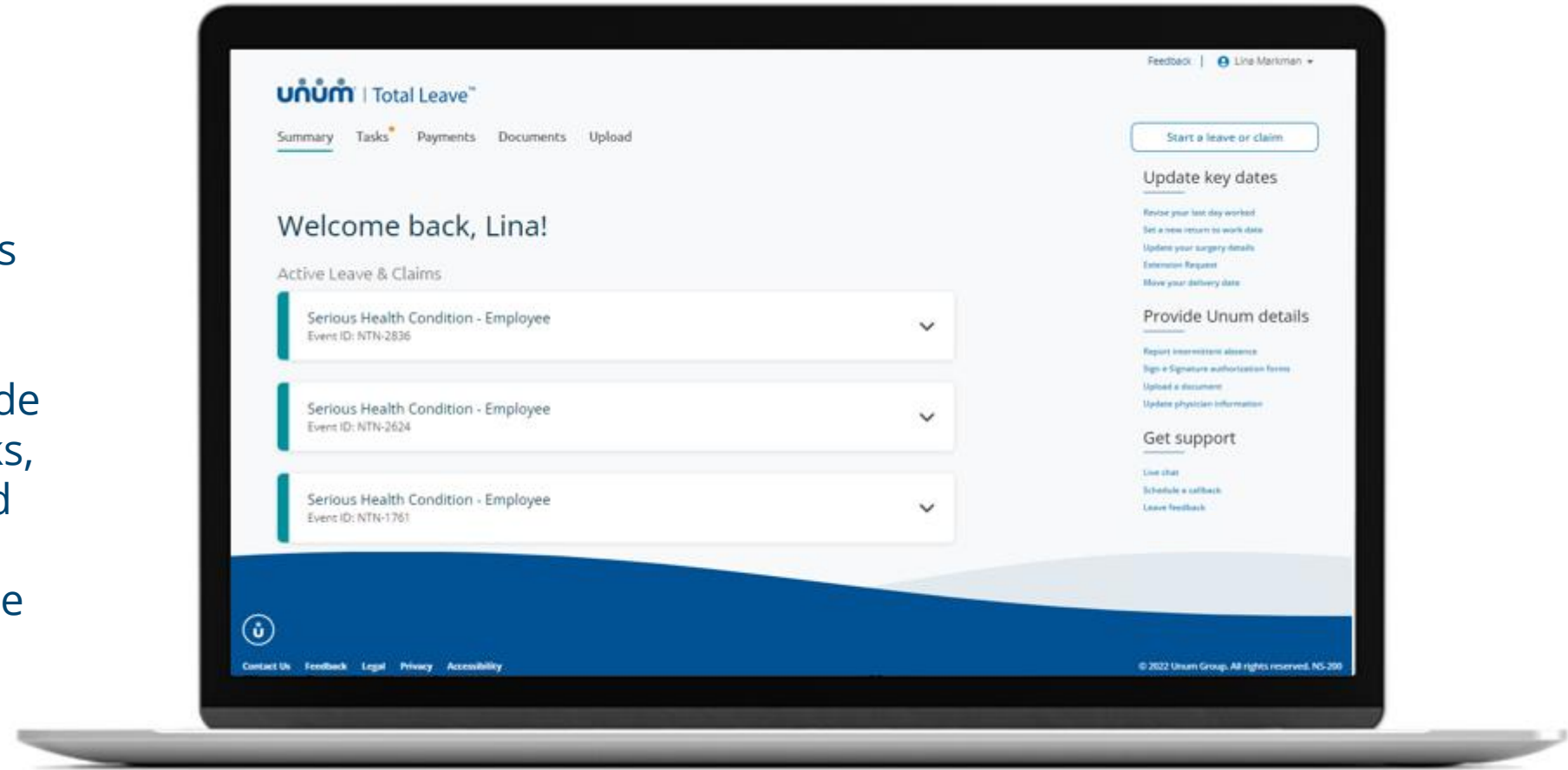




Summary Page

When you log in, you will first land 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



A woman with long brown hair, wearing a dark blue blazer over a white shirt and blue jeans, is sitting at a wooden desk. She is smiling and looking down at a smartphone in her right hand. A silver laptop is open on the desk in front of her. The background is a bright, modern office space with large windows and a white wall.

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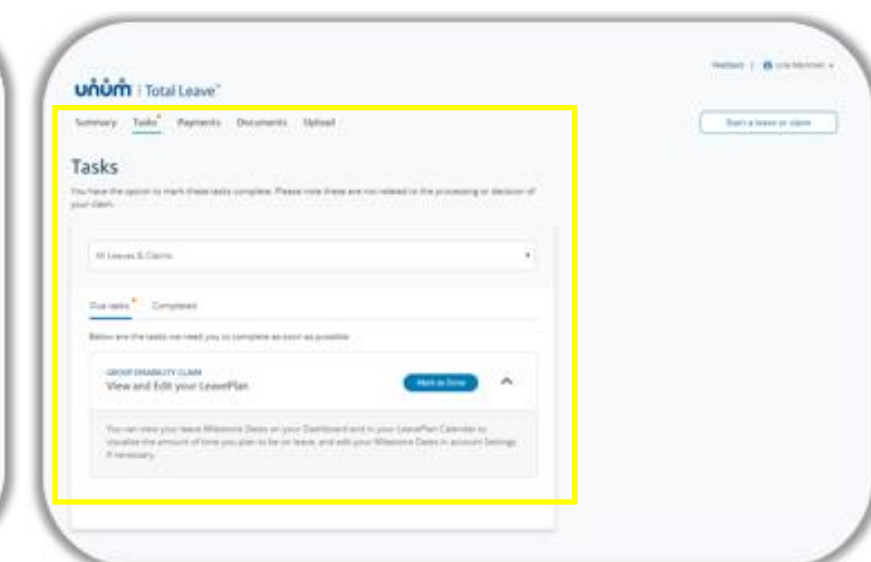
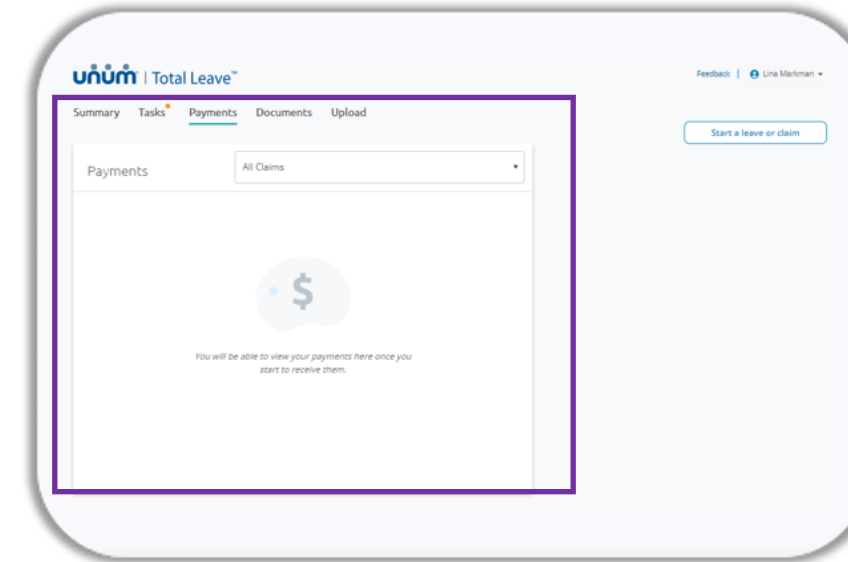
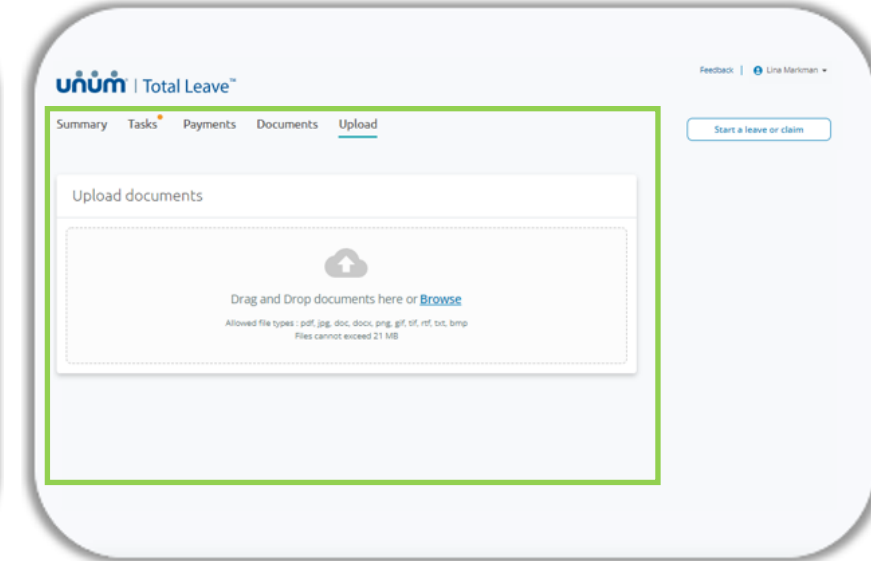
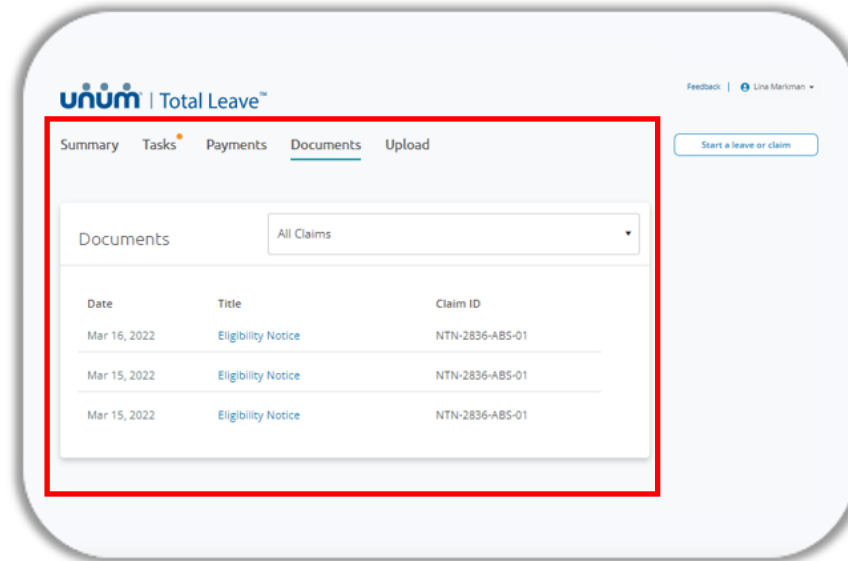
Navigation



Menu

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

- **Documents:** Find all your letters that posted for you (red box)
- **Upload:** Share a document with Unum related to your leave or claim (green box)
- **Payments:** Find information related to payments – dates & amounts (purple box)
- **Tasks:** Find information related to suggested/optional tasks (yellow box)

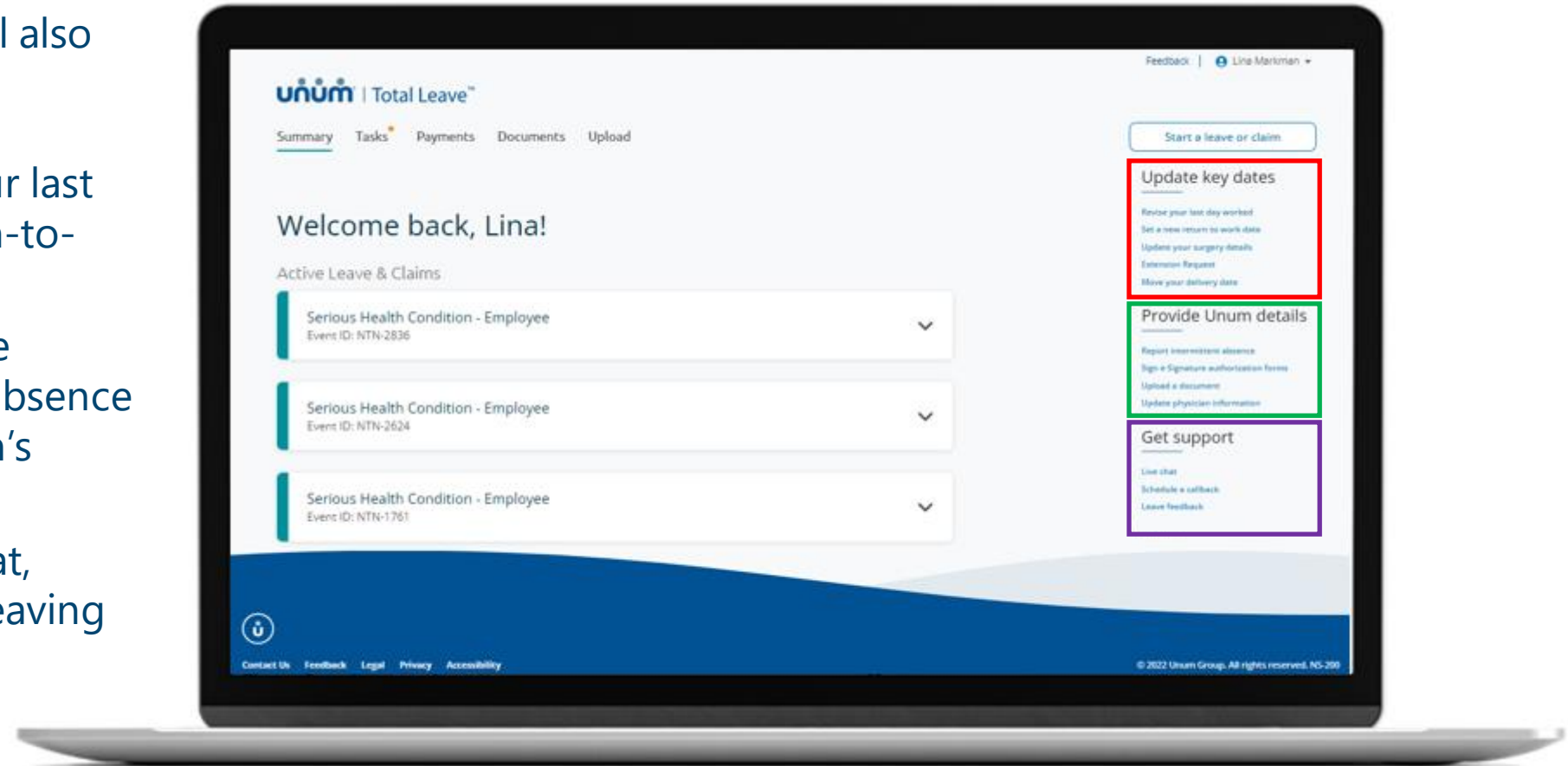


Quick Links



On your Summary page you'll also find quick links to:

- **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)

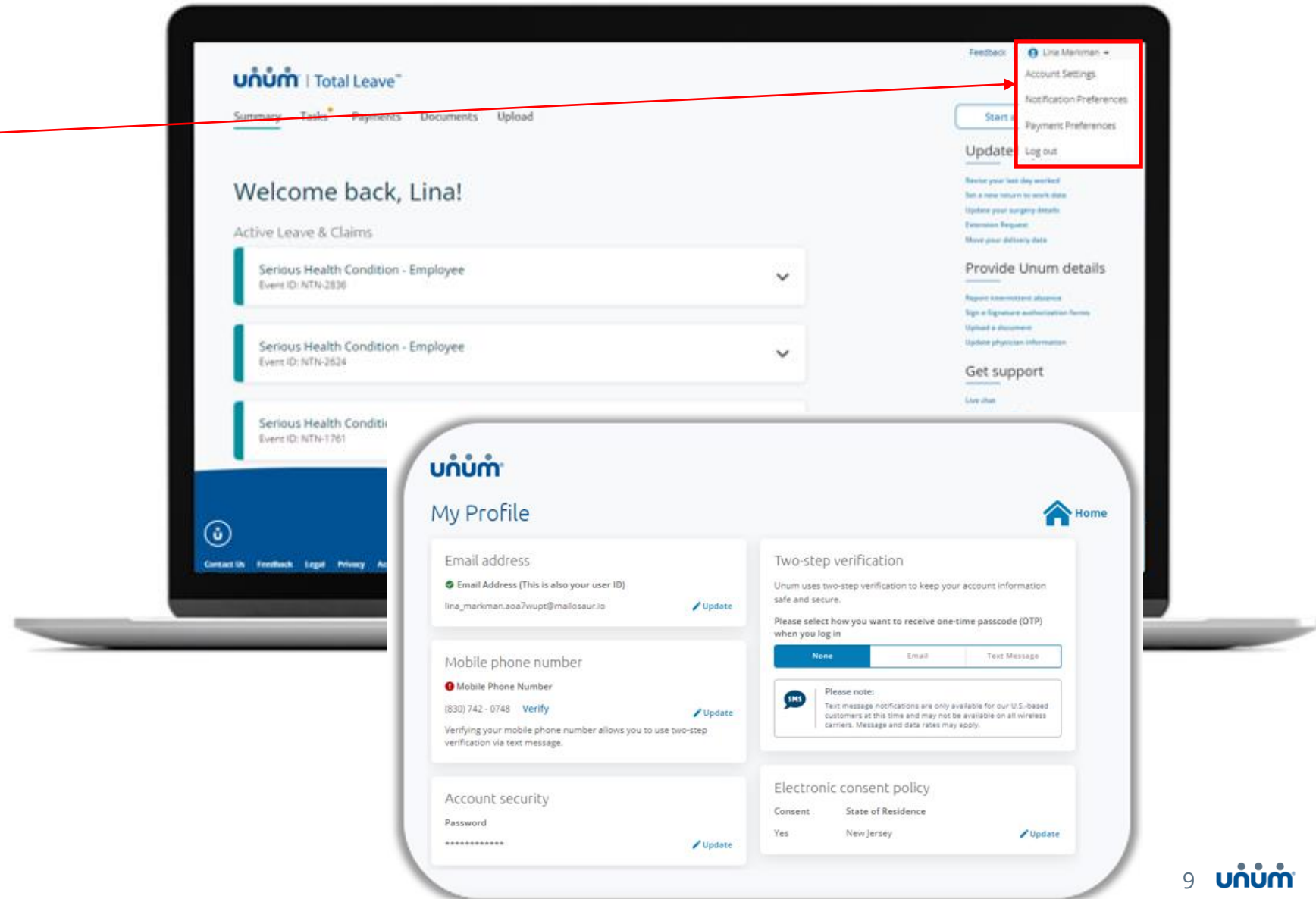




Preferences

By clicking on the down arrow next to your name, on the top right corner (red box) you'll find access to:

- **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 3-5 days





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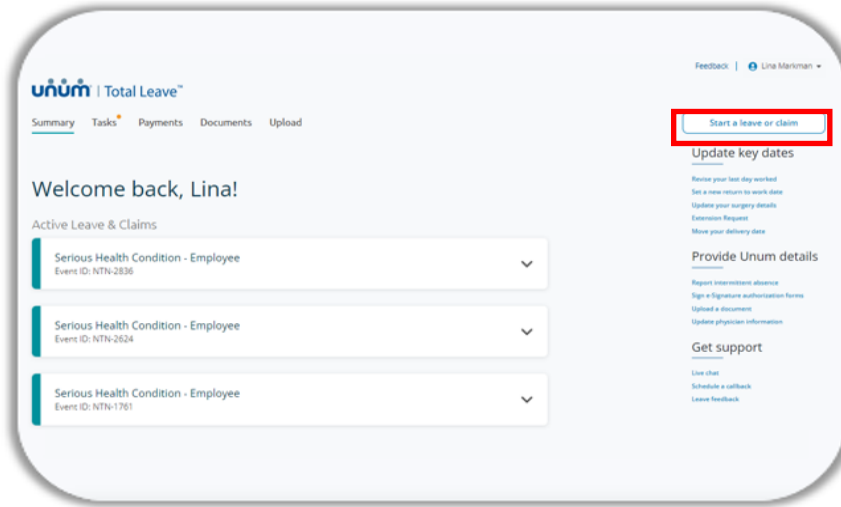
Key Features



Start a Leave or Claim

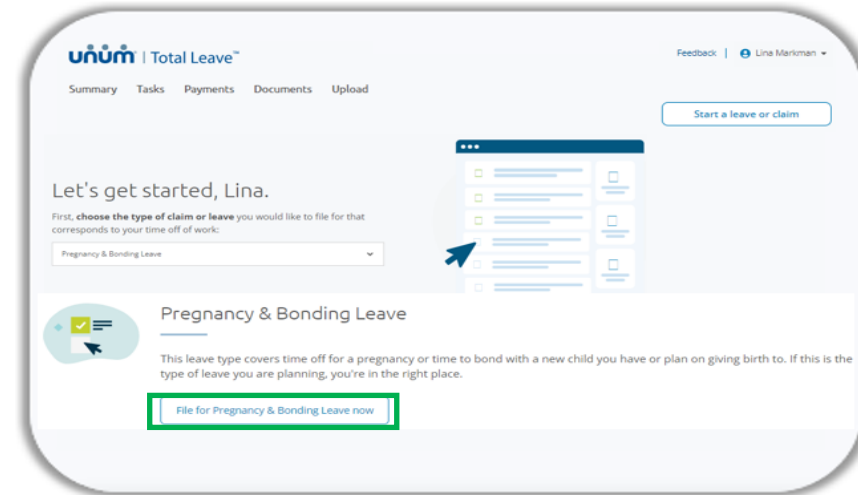
1

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



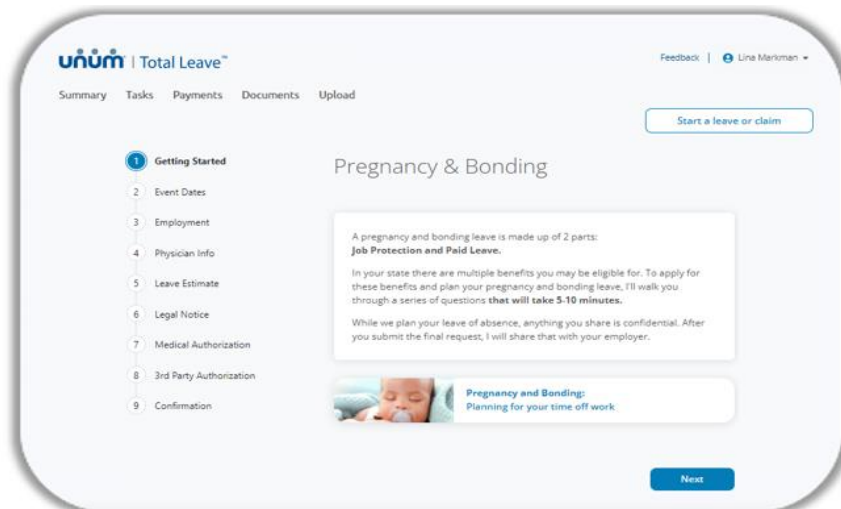
2

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



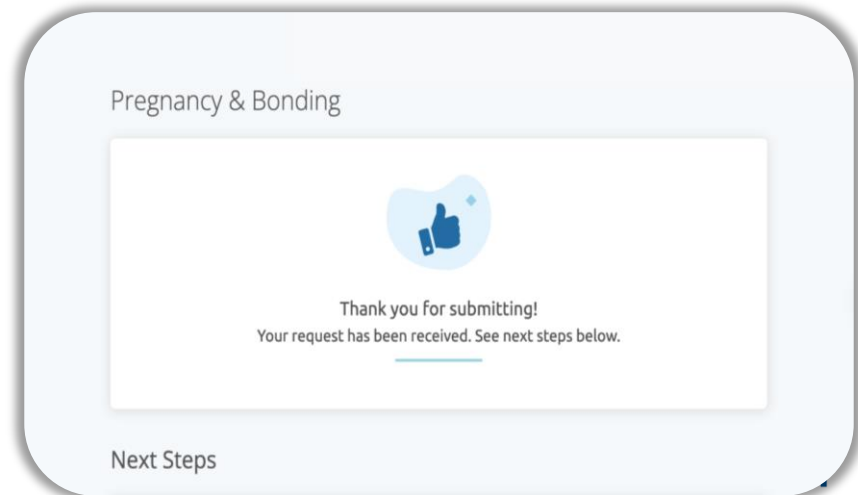
3

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



4

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

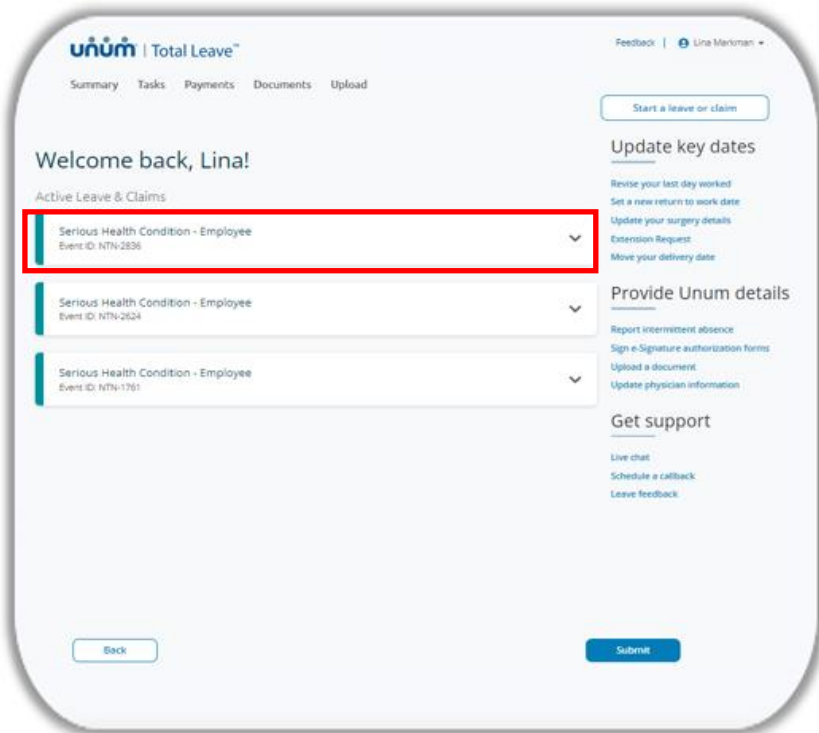


View Leave Plan (for continuous absences)



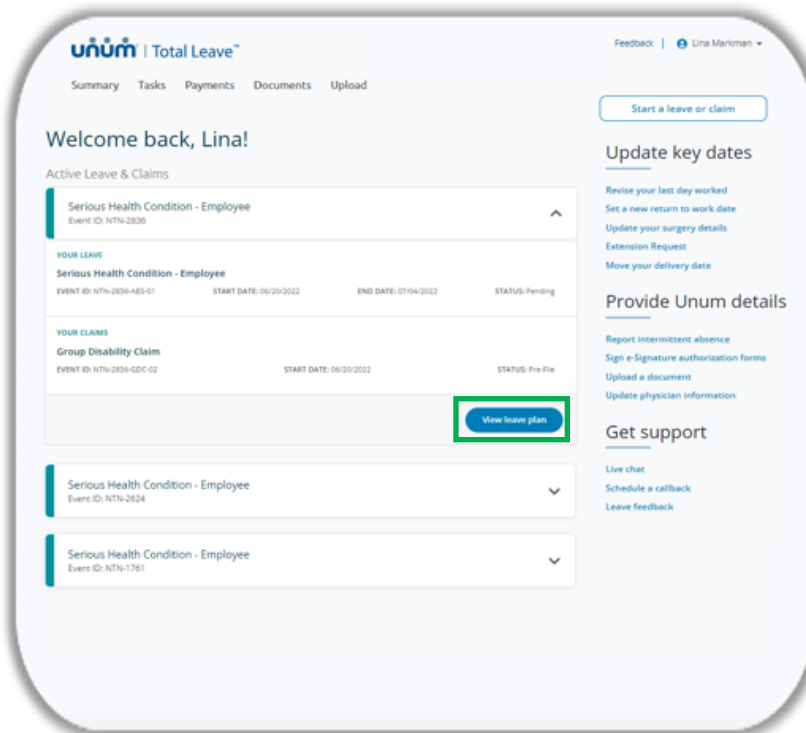
1

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



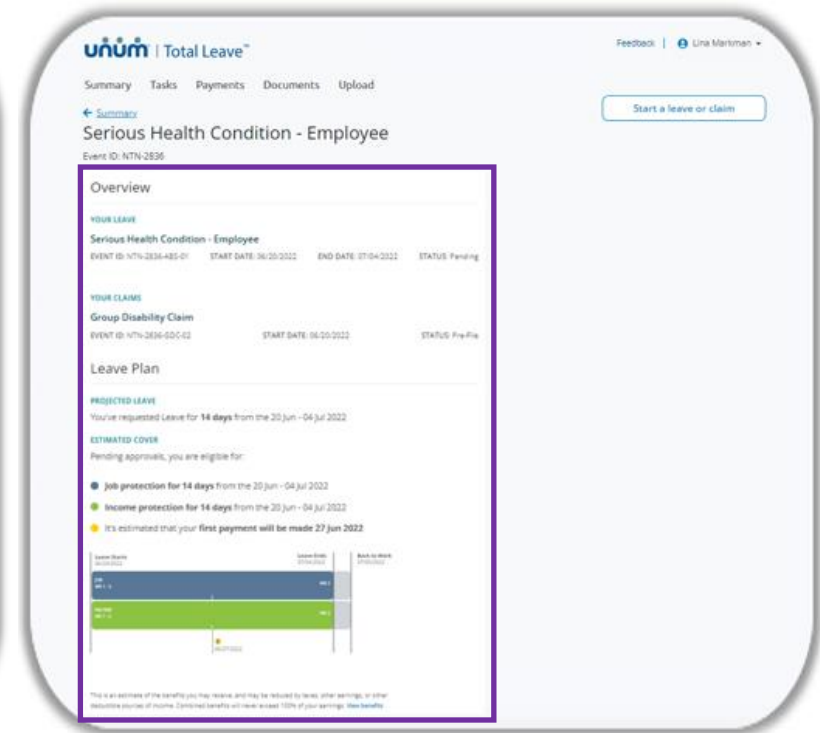
2

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)



1

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

2

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

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.



Add Intermittent Absence via Calendar

1

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

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Feedback | Lina Markman

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

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](#)

2

Answer the questions related to your absence & then click on **'next'** (see screen above & green box)

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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?

Did your work time include overtime?

Includes a treatment or appointment on this day?

[Next](#)

3

Review the information you provided & then click **'submit'** (see screen above & purple box)

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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](#)

Add Intermittent Absence via Summary



1

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

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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-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

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

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Summary Tasks Payments Documents Upload

Start a leave or claim

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Check for recent updates

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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’** (see screen above & purple box)

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Feedback | Lina Merkmán

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?
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Includes a treatment or appointment on this day?
No

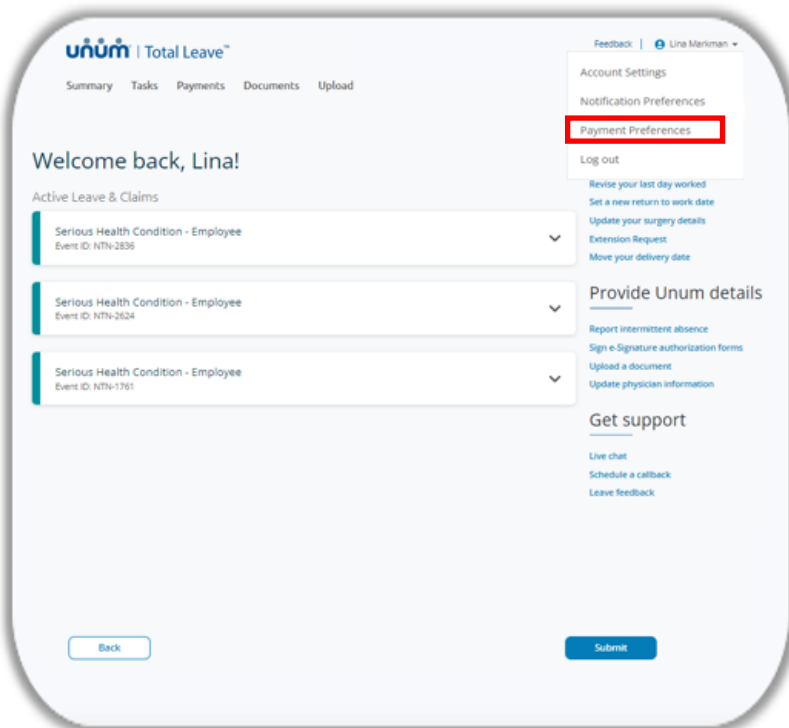
Back Submit

Sign up for same day* payments



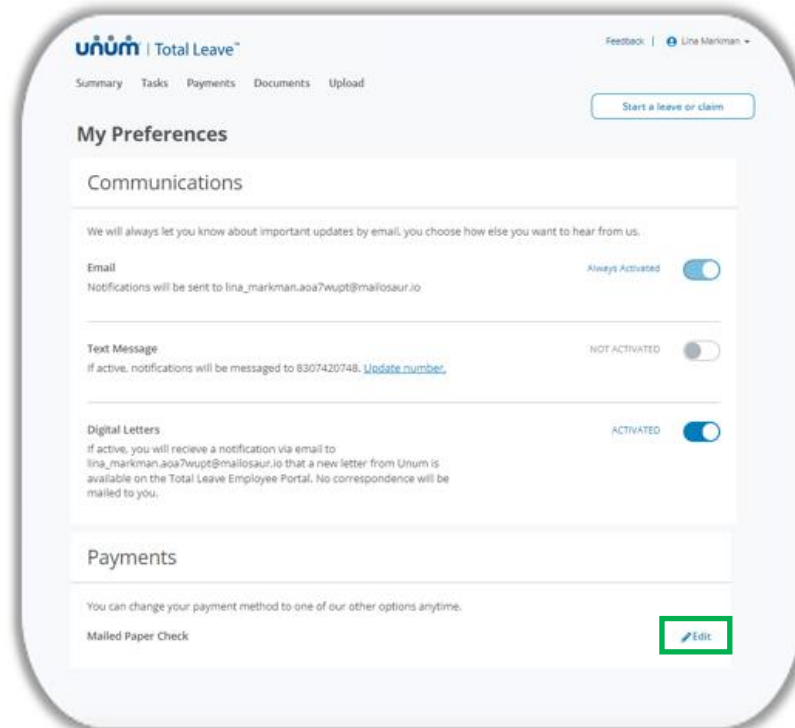
1

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



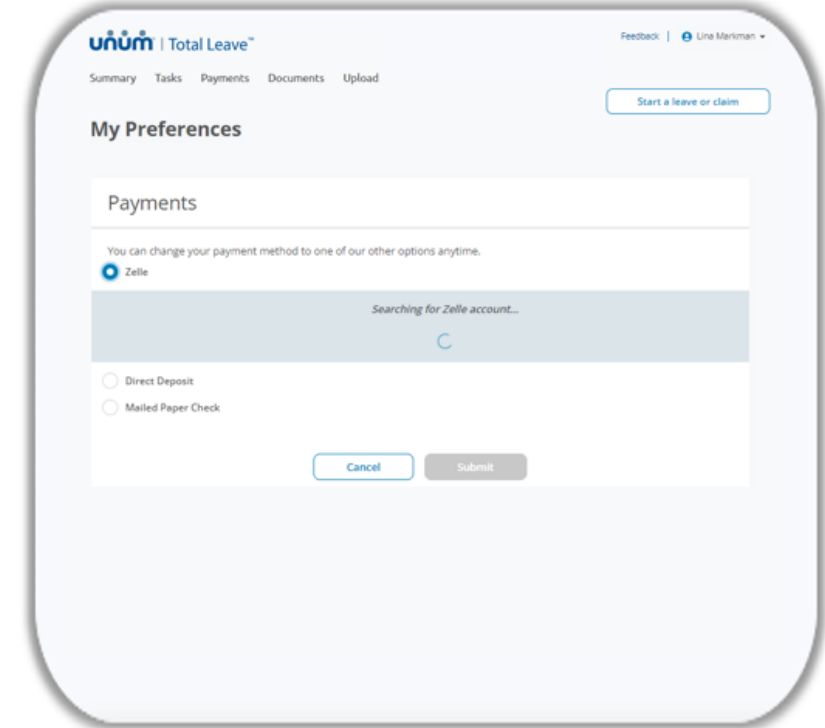
2

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



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)



*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

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