

# Self-Service Portal Employee User Guide

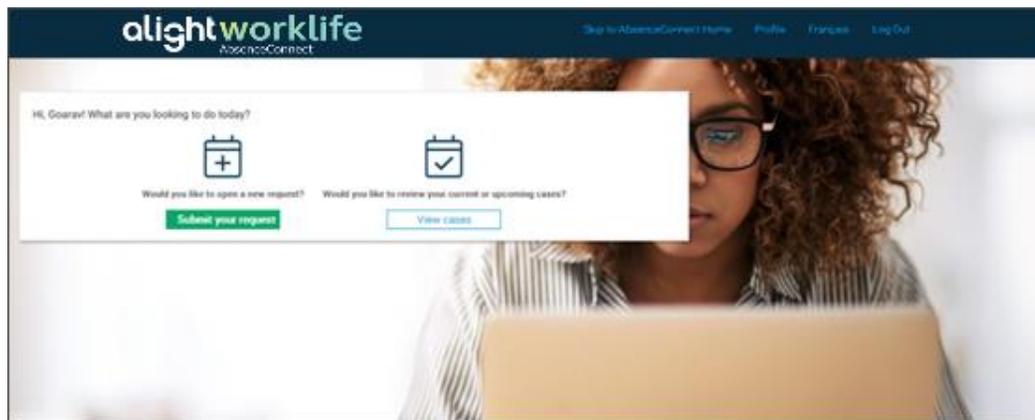
**Alight Worklife's AbsenceConnect, is a self-service platform that provides efficient and simple ways to create and track your requests. This guide outlines the various self-service capabilities available for users.**

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## Employee Landing Page

<https://lithiadriveway.absenceconnect.ca/>



- **Submit a request** - To open a new case click on 'Submit Your Request' and go to 'Submit a Request' page.
- **View cases** - To review your past and current cases, click on 'View Cases' to go to the Home page.

### 1.1 Submit A Request

Starting a new claim request is effortless with AbsenceConnect self-serve portal. Click 'Begin' to start the process.



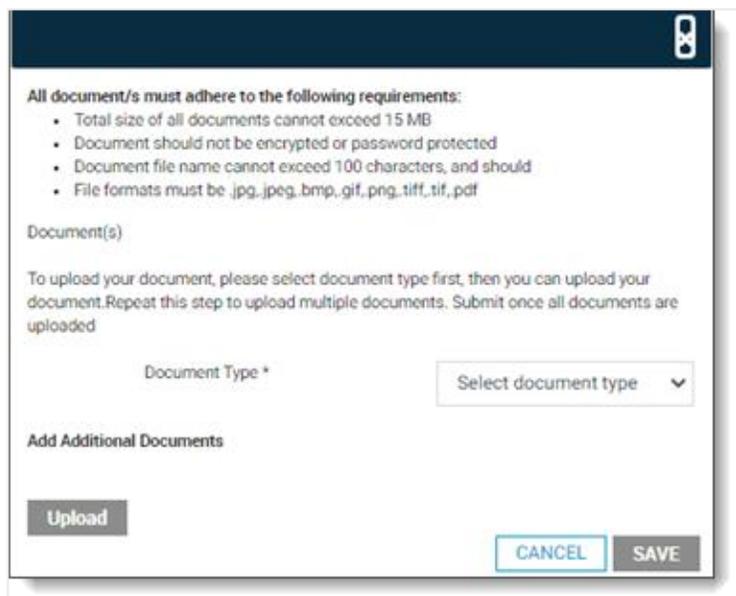
Choose the reason for creating the request. Select the option that is applicable to your situation and click 'Next' to fill in the details.

The screenshot shows the 'Get Started' step of the 'Submit a Request' process. At the top, there is a navigation bar with the 'alightworklife' logo and 'AbsenceConnect' text, and links for 'Profile', 'Français', and 'Log Out'. Below the navigation bar, the page title is 'My Cases' and the main heading is 'Submit a Request'. A progress bar at the top indicates three steps: 'Get Started' (highlighted in blue), 'Add Details', and 'Review & Submit'. The 'Get Started' section contains the text: 'Ready to submit your request? Let's get started. What's the reason for your request?\*' followed by four radio button options: 'Short Term Disability', 'Workers' Compensation', 'Accommodation', and 'Leave of Absence'. At the bottom right, there are 'Cancel' and 'Next' buttons.

Fill accurate information and upload supporting documents, as required.

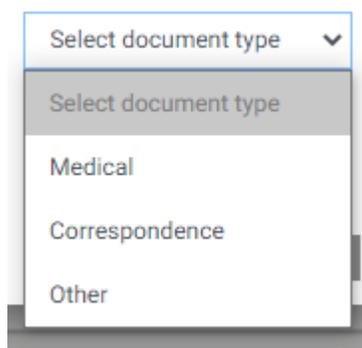
The screenshot shows the 'Add Details' step of the 'Submit a Request' process. The navigation bar and page title are the same as in the previous screenshot. The progress bar now highlights the 'Add Details' step. The 'Add Details' section contains the text: 'Tell us your request dates and some details about your request.' followed by four date input fields with calendar icons: 'First Date of Absence \*', 'Last Day Worked \*', 'When did this illness/injury prevent you from performing your job?', and 'When do you expect to return to work?'. Below these fields is a text area for 'Please provide any additional details which may be helpful to the Case Manager' with a character count of '0 / 1000 characters'. At the bottom, there is an 'Upload Documents' button and a note: 'Please upload all pertinent documentation related to this request'. At the bottom left, there is a 'Previous' button, and at the bottom right, there are 'Cancel', 'Resume Later', and 'Next' buttons.

To begin uploading relevant documents, click on 'Upload Documents'.



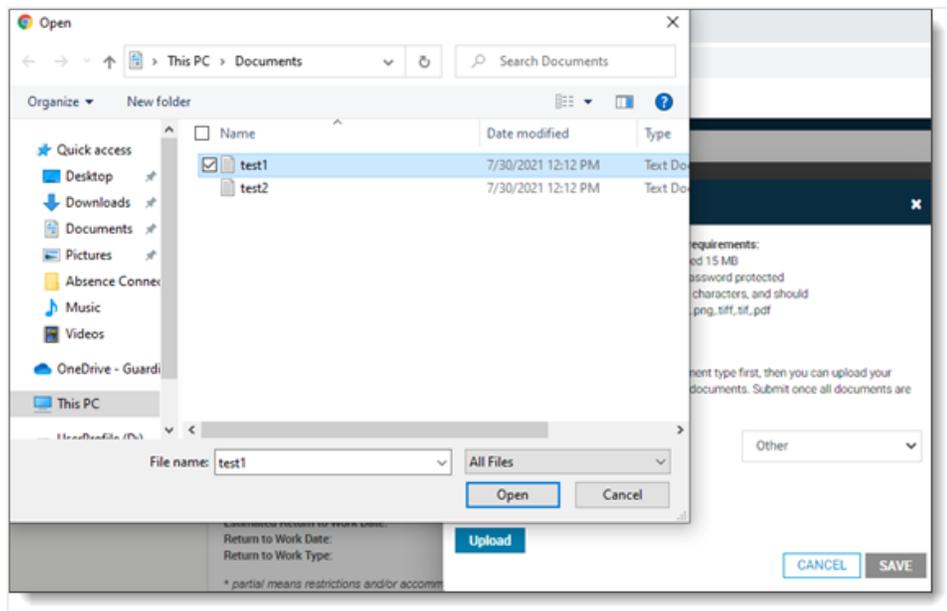
The screenshot shows a document upload window with a dark blue header. Below the header, there is a section titled "All document/s must adhere to the following requirements:" followed by a bulleted list: "Total size of all documents cannot exceed 15 MB", "Document should not be encrypted or password protected", "Document file name cannot exceed 100 characters, and should", and "File formats must be .jpg, .jpeg, .bmp, .gif, .png, .tiff, .tif, .pdf". Below this is a "Document(s)" section with instructions: "To upload your document, please select document type first, then you can upload your document. Repeat this step to upload multiple documents. Submit once all documents are uploaded". There is a "Document Type \*" label and a dropdown menu with the text "Select document type". Below that is an "Add Additional Documents" section. At the bottom, there are three buttons: "Upload", "CANCEL", and "SAVE".

Select the document type.

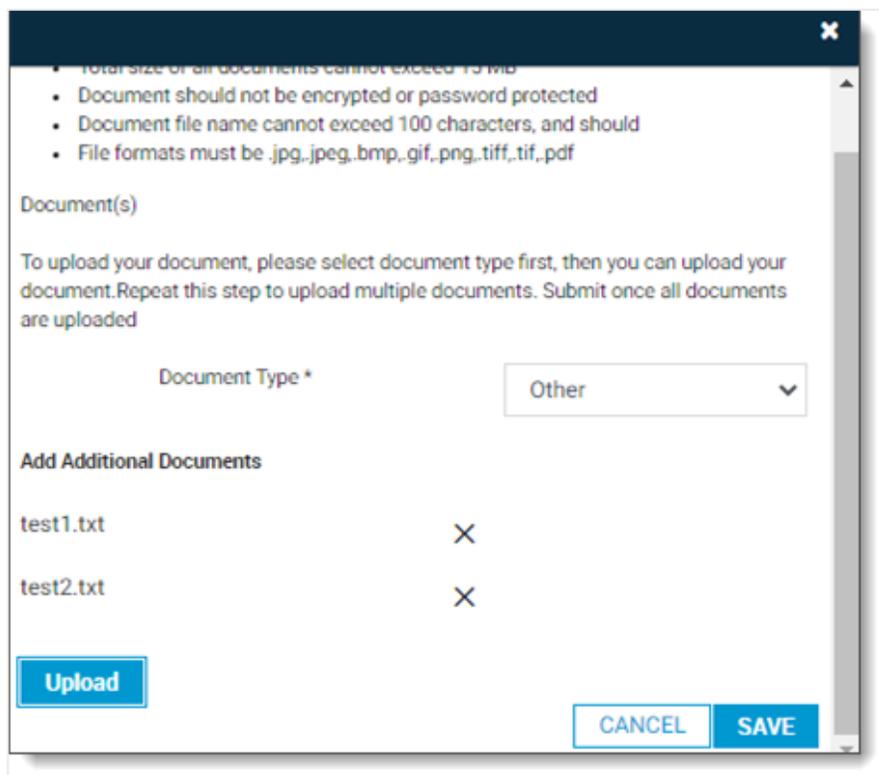


The screenshot shows a dropdown menu for selecting a document type. The menu is open, showing the following options: "Select document type" (the selected option), "Medical", "Correspondence", and "Other".

Click on 'Upload' and select the file from your computer.



Click on 'Upload'.



Once the documents are chosen, click on "Save" and the documents will be uploaded. They will then be listed on the case information page under the Documents section.

### RETURN TO WORK INFORMATION

Estimated Return to Work Date:	N/A
Return to Work Date:	N/A
Return to Work Type:	N/A

*\* partial means restrictions and/or accommodations might exist*

### CASE ACTIONS

[Upload Documents](#)

[Report Return to Work Details](#)

### DOCUMENTS

File Name	Date Received
test2.txt	30-Jul-2021
test1.txt	30-Jul-2021

Review all the details, verify all documents uploaded and click 'Submit'

Get Started > Add Details > **Review & Submit**

### Review & Submit

You're almost finished. Let's make sure everything is correct.

Short Term Disability

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### Request Details

[Edit Details](#)

 First Date of Absence  
04-Oct-2021

Last Day Worked  
02-Oct-2021

When did this illness/injury prevent you from performing your job?  
11-Oct-2021

When do you expect to return to work?  
31-Oct-2021

Please provide any additional details which may be helpful to the Case Manager  
N/A

[Previous](#) [Cancel](#) [Submit](#)

Click on 'Next', review the details, and submit.

[Cancel](#) [Resume Later](#) [Next](#)

You also have the option to save the details and resume later.

If you want to change any information at this point, click 'Edit Details.' Submitting the details will create a new case for this request.

**Click 'OK' to acknowledge your case submission.**

The screenshot displays the 'alightworklife' interface. At the top, the logo 'alightworklife' and 'AbsenceConnect' are visible on the left, and 'Profile', 'Français', and 'Log Out' are on the right. Below the header, there is a 'My Cases' link and a 'Submit a Request' section. A progress bar shows three steps: 'Get Started', 'Add Details', and 'Review & Submit'. The main content area is titled 'New Request' and includes an 'Incident Summary' for 'Gorav' with the text: 'Short Term Disability case # 96179 has been created and submitted for review.' Below this, a 'Next steps' section states: 'You will be contacted by a team member to review your request and obtain any additional information or documentation available. If you have any questions in the meantime please contact us at 1-866-572-5664.' A blue 'OK' button is positioned at the bottom left of the main content area. At the bottom center, a dark grey notification box displays the message 'Case Saved Successfully' with a close 'X' icon.

## 1.2 View Cases

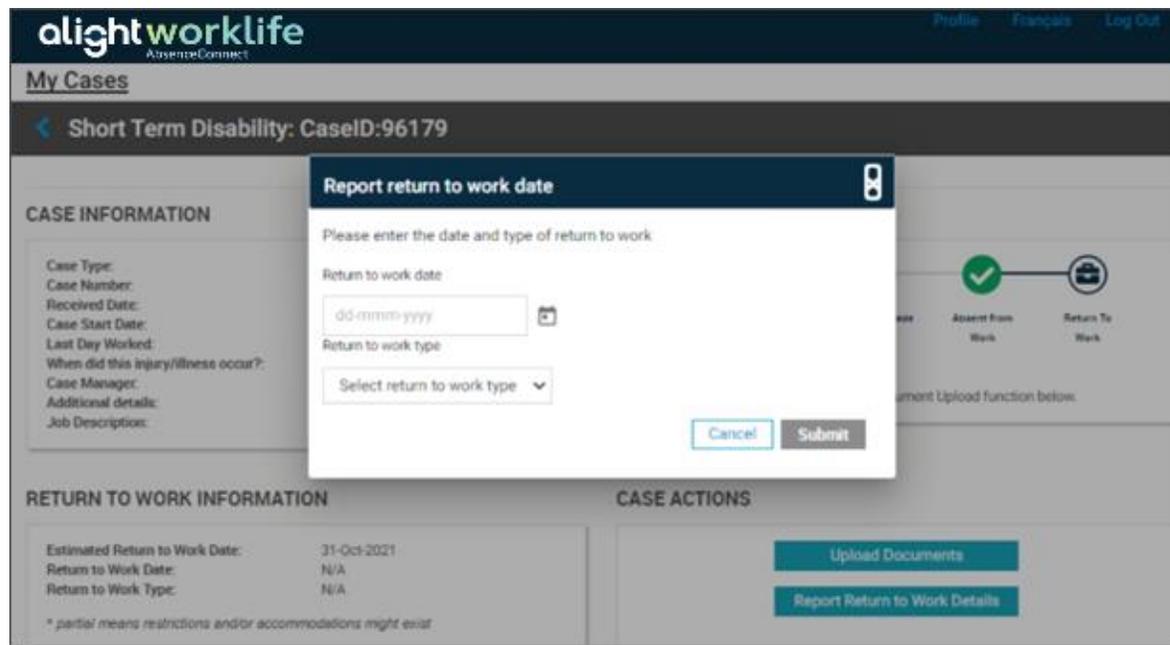
To view your case history, go to the home page and click on 'View Cases'.

View your current and previous cases here. Select the case you want to edit or close. You can also upload documents on this page under 'Case Actions.'

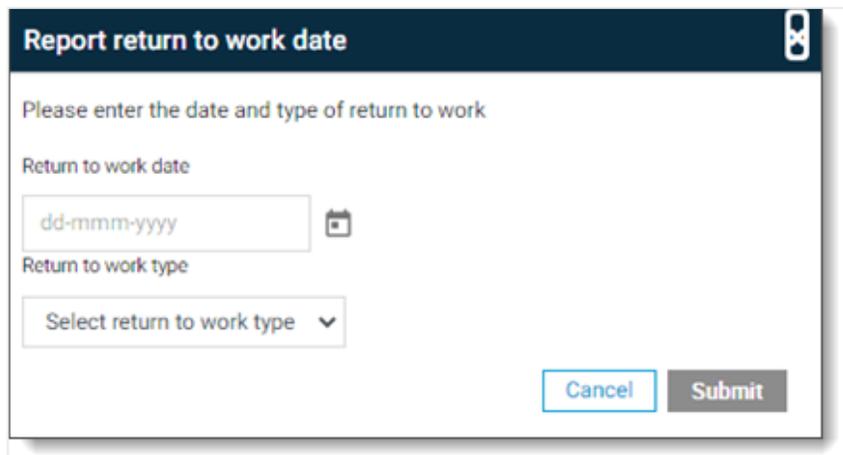
The screenshot displays the 'My Cases' interface. At the top, the user is welcomed as 'Goarav Masiwal' and a 'Submit a Request' button is visible. The main content is divided into two sections: 'CURRENT CASES' and 'CASE ACTIONS'. The 'CURRENT CASES' section lists three 'Short Term Disability' cases with their respective IDs and dates, each with a 'Details' link. The 'CASE ACTIONS' section contains two buttons: 'Upload Documents' and 'Report Return to Work'.

Case ID	Case Dates	Action
Short Term Disability - #96179	04-Oct-2021 - TBD	Details
Short Term Disability - #96178	22-Oct-2021 - TBD	Details
Short Term Disability - #96177	22-Oct-2021 - TBD	Details

Select 'Report Return to Work' if you are returning to work. Fill the required details and click 'Submit'.



Enter return-to-work date and select the return-to-work type from the drop-down.



The options for return-to-work type are:

- Full Time
- Gradual
- Modified Duties
- Gradual Modified

Return to work type

Select return to work type ▾

Select return to work type

Full Time

Gradual

Modified Duties

Gradual Modified

Once the details are submitted, the case information will be updated under the return-to-work information section.

RETURN TO WORK INFORMATION	CASE ACTIONS						
<table><tr><td>Estimated Return to Work Date:</td><td>N/A</td></tr><tr><td>Return to Work Date:</td><td>06-Aug-2021</td></tr><tr><td>Return to Work Type:</td><td>Full Time</td></tr></table> <p><i>* partial means restrictions and/or accommodations might exist</i></p>	Estimated Return to Work Date:	N/A	Return to Work Date:	06-Aug-2021	Return to Work Type:	Full Time	<p>Upload Documents</p>
Estimated Return to Work Date:	N/A						
Return to Work Date:	06-Aug-2021						
Return to Work Type:	Full Time						

## 1.3 Edit Personal Information

**To update or change any personal information, click 'Profile' and select the category to 'Edit'.**

Employee information that can be updated (depending on the configurations chosen by your company) are:

- Mailing Address
- Phone Numbers
- Email
- Communication Preferences

**alightworklife** AbsenceConnect [Profile](#) [Français](#) [Log Out](#)

**My Cases**

[< Goarav Masiwal](#)

**PERSONAL INFORMATION**

Mailing Address:  
Phone Number(s):  
Email:

Alternate Mailing Address:  
Effective Dates:

[Edit](#)

**COMMUNICATION PREFERENCES**

Notifications:

[Edit](#)

**JOB INFORMATION**

Employee Status: Province:

Communication Preferences - Edit

Notification Preferences [Edit](#)

Preferred contacts for receiving leave-related correspondence.

- Personal Email
- Work Email
- Personal Mailing Address