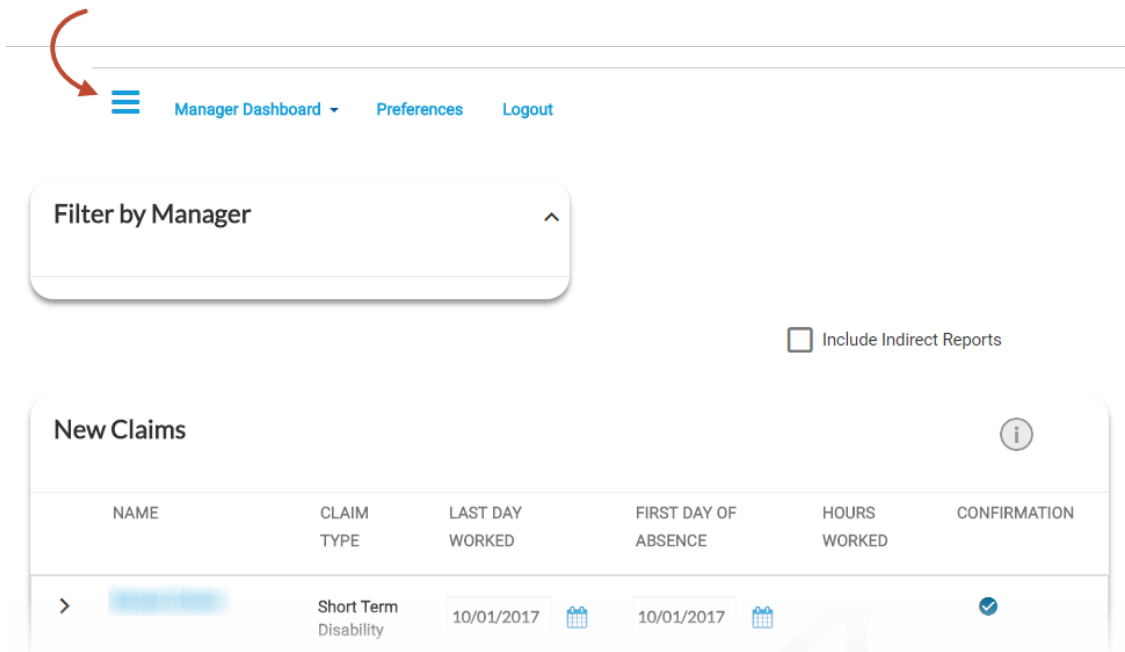# Manager Dashboard Experience

The Manager Dashboard in mySedgwick provides at-a-glance information about your employees' claims and accommodations via the **New Claims**, **Notifications**, and **Employees Off Work** sections. Additional features allow you to filter claims by manager, confirm return-to-work dates, search for an employee, communicate with a claims specialist, and learn more about disability and leave of absence claims.

To easily access the features described below, click the menu button ≡ in the upper-left corner of the Manager Dashboard, as shown in the example below.
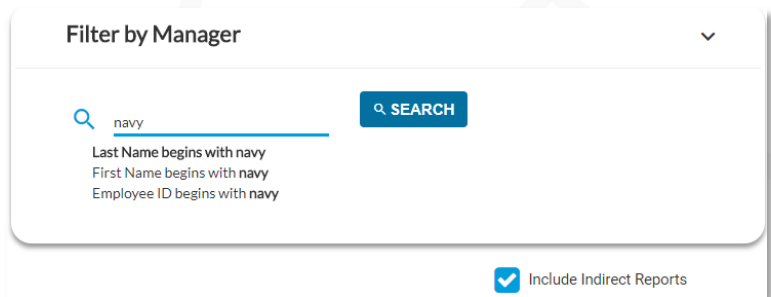


To explore a section in depth, click MORE . To return to this dashboard, click **Manager Dashboard** at the top of the page.

## Filter by Manager

Managers with employees who report both directly and indirectly to them can filter and include either group of employees. From the **Filter by Manager** section, search for and select other managers to add them to your dashboard and view information about their direct reports.



**If you do not have direct reports**, your dashboard will not display any information. Search for and select one or more managers from this feature to view their employees' claims. Select **Include Indirect Reports** to view all employees within a selected manager's organization.

## New Claims

The **New Claims** section displays new claims that employees have recently filed, displaying the date of injury or last day worked, first day absent, hours worked, and the date reported to Sedgwick for each claim. You can update this information or click ✅ to confirm it.

Click an employee's name to view their dashboard and get additional claim information.

| | NAME | CLAIM TYPE | LAST DAY WORKED | FIRST DAY OF ABSENCE | HOURS WORKED | CONFIRMATION |
|---|---|---|---|---|---|---|
| > | Edgardo | Continuous LOA | | 10/20/2017 | 1250.00 | ✅ |
| > | Patrick | Continuous LOA | | 07/20/2017 | 1250.00 | ✅ |

**⤢ MORE**

## Notifications

The **Notifications** section displays updates and important events regarding your employees' claims.

Click ☰ to select the types of notifications displayed. Click ❯ to view additional information about a notification. Click an employee's name to view their Employee Dashboard. Click ✕ to remove a notification.

| | NAME | NOTIFICATION | |
|---|---|---|---|
| > | Manda | Future Claim - 20180...0001 Manda...'s medical documentation on their future claim is needed by 04/19/2018 in order to make a CLAIM determination. | ✕ |
| > | Wendell | Short Term Disability - B...80000101 Wendell...'s Short Term | ✕ |

**⤢ MORE**

## Employees Off Work

| | NAME | CLAIM TYPE | FROM | TO |
|---|---|---|---|---|
| > | Manda | Short Term Disability | 03/30/2018 | |
| > | Wendell | Short Term Disability | 06/06/2017 | 06/25/2017 |

**Employees Off Work**

☑ MORE

This section displays employees who are currently off work, the type of claim, and the dates they will be absent. Click ❯ to see all of an employee's current claims. Click the employee's name to view their Employee Dashboard.

## Confirm Return to Work

This section allows you to confirm ✔ that an employee has returned to the workplace, update their **Return to Work Date** 📅, or indicate that the **Employee Has Not Returned** 🗙.

After confirming an employee's return date, you can upload supporting documentation related to the return to work status (if your employer allows document uploads).

**Confirm Return To Work** ⓘ

| | NAME | CLAIM TYPE | RETURN TO WORK DATE | | CONFIRM | EMPLOYEE HAS NOT RETURNED |
|---|---|---|---|---|---|---|
| | Morgan | Short Term Disability | 04/02/2018 | 📅 | ✔ | 🗙 |
| > | Shawn | Future Claim | 03/23/2018 | 📅 | ✔ | 🗙 |

☑ MORE

## Search for an Employee

The **Search** section allows you to search for a specific employee to view their dashboard and other important information—such as claim(s) status and leave balances—or file a new claim on their behalf.

You can search by:

- First Name
- Last Name
- Employee ID
- Claim Number

Click **Advanced Search** to access additional search options such as the type of claim, dates, claim status, and substatus. You can also search by leave of absence status and cause, allowing you to identify leaves that are not associated with other types of claims such as disability claims.

## Search Results

The search results provide information about claims matching your criteria as well as features for working with those claims directly.



- **Name**: Click the employee's name to open the manager's view of the [Employee Dashboard](#) where you can view any **Tasks Requiring Attention** as well as their **Leave Calendar**, **Communication Center**, and **Activity Stream**.
- **Start A New Claim**: Create a new claim for any employee in the search results who does not yet have a claim.
- **Claim Number**: Click the claim number to open the Claim Overview page and view details about the claim.
- **Export**: Click the **Select One** drop-down menu below the search results list and choose whether to save your results as a PDF or CSV file, then click ⬇ EXPORT .

## Open Accommodations

If applicable, the **Open Accommodations** section displays up to four employees with open workplace accommodation requests (i.e., those that are currently accommodated, pending business response, or under review). Click **More** to view a full list of open accommodations, search for an employee by name, or filter and export the list.

| | NAME | TYPE | STATUS | BEGIN | END | TEAM MEMBER ID |
|---|---|---|---|---|---|---|
| | Anthony | At-work | Under review | 11/02/2020 | 12/04/2020 | |
| > | Stacy | LOA | Pending business response | 11/02/2020 | 01/08/2021 | |
| | Brian | LOA | Under review | 11/02/2020 | 12/04/2020 | |
| | Andrea | LOA | Currently accommodated | 11/02/2020 | | |

⧉ MORE

## Communication Center

The **Communication Center** enables you to view your open communications with the claim specialist. Click **Open** ⧉ to view an existing conversation and respond, if desired.

To start a new conversation, access the [Employee Dashboard](#) and start a conversation from there. The claim specialist will be notified of the message and should respond within one business day.

**Communication Center** ⓘ

| NAME | EMPLOYEE ID | NEW MESSAGES | OPEN |
|---|---|---|---|

(!) You do not have Open Conversations. Please go to the Employee Dashboard to initiate a new conversation.

## Learning Center

The **Learning Center** is a document library offering information to assist and educate you throughout the claim process. Click **Visit The Learning Center** to read about short-term disability and FMLA leave. You can also access additional information and helpful links from this section.

| | OPEN |
|---|---|
| FAQ and General Documents | ⧉ |
| Helpful Links | ⧉ |
| Short Term Disability | ⧉ |

Visit The Learning Center

# Employee Dashboard for Managers Experience

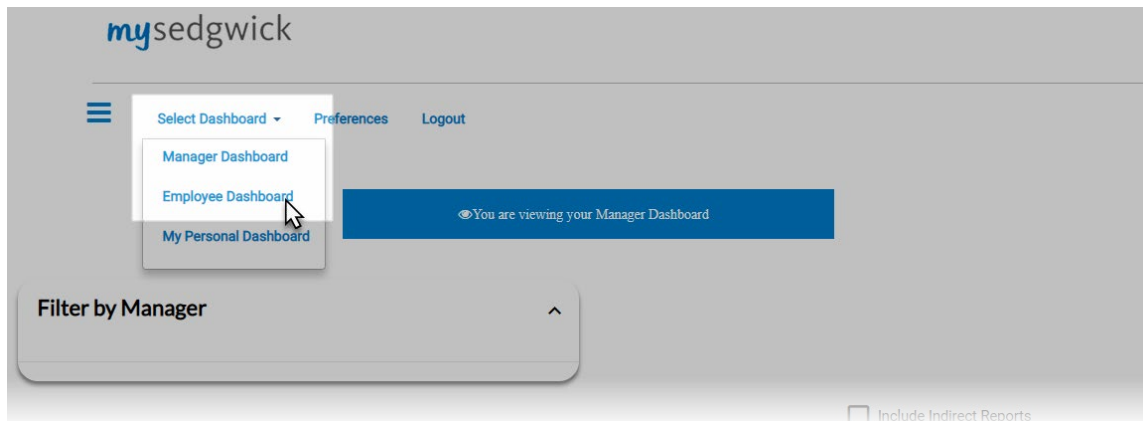The Employee Dashboard provides managers a view of the employee's leave calendar, activity stream, and a communication center for interacting with the examiner. It also provides a combined list of tasks needing attention, providing quick and easy access to items requiring your consideration.

To access these features, select an employee from the Manager Dashboard or click **Select Dashboard** and choose **Employee Dashboard** to search for an employee and view their information, as shown above. The blue banner near the top of the page changes to display, "*You are viewing <employee's> Employee Dashboard.*"

## Tasks Needing Attention

The **Tasks Needing Attention** feature is available at the top of the Employee Dashboard, providing a combined list of tasks needing your consideration, such as confirmation of new claims and employees that have returned to work, and acknowledgment of notifications about important claim events. The total number of tasks is available at a glance; click the down arrow ⌄ to expand the section and view tasks by group.

Three groups of tasks needing attention are displayed: **New Claims** that require confirmation, **Notifications** of information that needs to be addressed, and a **Confirm Return to Work** group. All three group headings display the number of tasks requiring attention within their group.

These groups provide the same information and functionality as their corresponding sections on the Manager Dashboard. Completing a task removes it from this list as well as from the Manager Dashboard.

To expand a group and view specific tasks, click the arrow > beside the group.

**For more information** about features on the Employee Dashboard, refer to the Employee Reference Guide.