

viaOne[®] Express 2.0



Application Guide

Employee Users



sedgwick university

Overview

viaOne Express for Employees offers extensive web-based access and self-service functionality for you across Sedgwick CMS disability and leave programs. It allows you to view your claim (or case) status and information, including balances by leave type. It also provides you with the ability to report a new leave or disability, add absence dates for an existing leave, securely communicate with your leave or disability specialist, update personal information, return-to-work dates and obtain your company's customizable FAQ's and links.

This User Guide is a step-by-step reference tool to help you:

- ④ [Create an account](#), if you are a new user
- ④ [Log in](#) to viaOne express
- ④ [Navigate](#) viaOne express pages through your Dashboard
- ④ [Create a new claim or case](#)
- ④ View your [Leave of Absence claim](#) or case information, including balances by leave type
- ④ [Add intermittent absence dates](#) to existing leave cases
- ④ Review status of your [certifications](#), [personal information](#), [leave calendar](#) and [balance summary](#)
- ④ View your [Disability \(Short and Long-Term \(STD/LTD\) and Paid Family Leave \(PFL\)\)](#) claim or case information, including [important dates](#) for medical documentation, [report a return to work date](#) and [absence history](#)
- ④ Securely [communicate with your leave specialist](#) assigned to your claim or case
- ④ Update [return to work](#) (RTW) dates
- ④ [Upload files associated with your claim](#), like photos or documents
- ④ Browse [additional resources](#) about your employer and viaOne express

Note: Some of the figures, fields and instructions in this document may slightly differ from user experience based on some viaOne express customization made for PG&E.

New User Registration

Important! You can skip the **New User Registration** and go straight to [Your Dashboard](#) (see page 4 of this guide) by accessing viaOne express through PG&E's single-sign option ([Sedgwick's viaOne Express](#)). You need to be logged into PG&E's network in order to use this option.

To create a new user account:

1. You'll need to follow the instructions below and create a username and password if logging in directly to Sedgwick site (<https://claimlookup.com/pge>).
2. Click **New User**.
3. Complete the **Personal Information** section of the Registration page. All fields in this section are required to match the information you enter with employee records.
4. Click **Next**.
5. If necessary, complete the **Your Case/Claim Information** section by entering your case/ claim number. If you do not have a case/claim number, click **Reset** to return to the **Personal Information** section and correct any errors.
6. Enter a unique **Username** and **Password**. Your password must meet all of the [requirements listed below](#).
7. Select a **Security Question** from the drop-down menu and enter your **Security Question Answer**.
8. Click **Submit**

After registration is complete, you will receive a confirmation email containing your registration information. For full instructions on creating a new user account, click **Help** at the bottom of the page.

Password Requirements

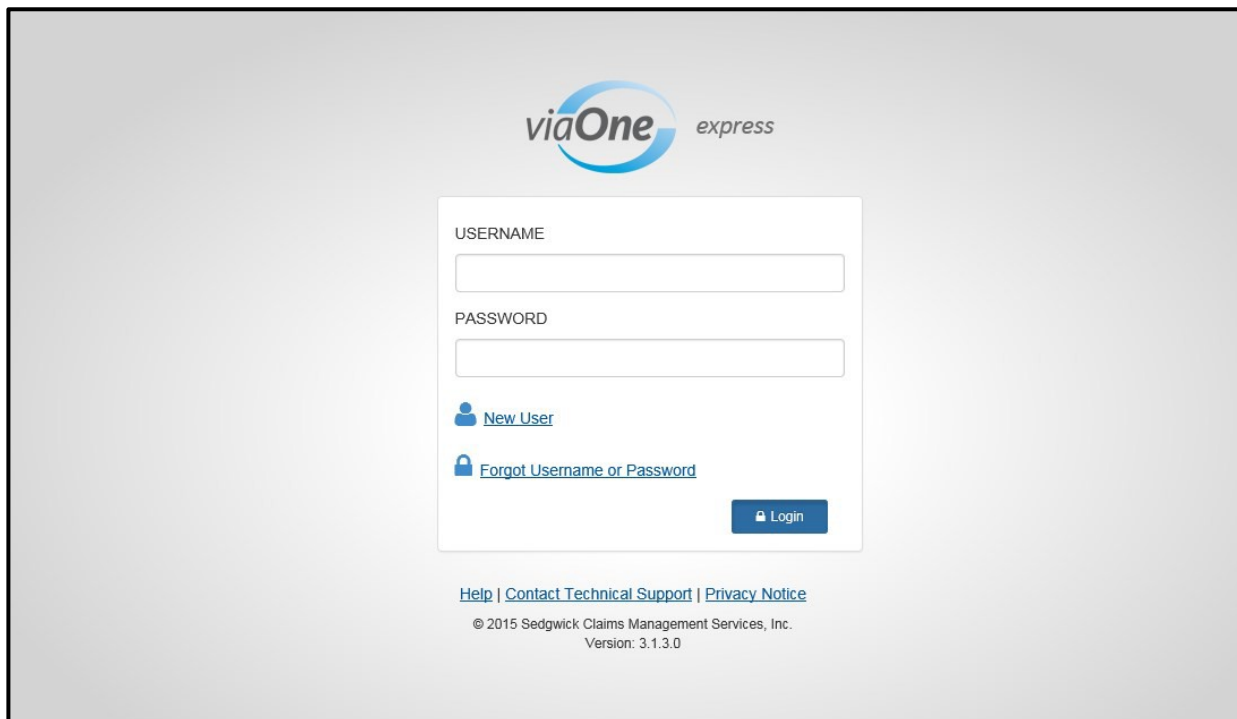
- Password must be at least eight characters long and must contain at least three of the following: Alphabetic character, numeric character, special character, and change in case.
- Password must be different than your username.

Logging in to viaOne express

- Access viaOne express from [Sedgwick's viaOne Express](#) (if logged in top PG&E's Network); or.
- Access from <https://claimlookup.com/pge> (will need to provide your **USERNAME** and **PASSWORD** on the viaOne express Welcome page.
- After logging in, the [Your Dashboard](#) page appears.

Tips:

- If you cannot remember your password, click **Forgot Username or Password** and enter your **Username**. If your username is recognized, Sedgwick will email your password to you.
- If you cannot remember your username, contact the Sedgwick Technical Applications Team at (866) 647-7610.
- If you are experiencing difficulties accessing the site or find technical issues within the site itself you can also reach Sedgwick's support team by clicking the link located at the bottom center of each page titled '[Contact Technical Support](#)'.



The screenshot shows the login interface for viaOne express. At the top center is the viaOne express logo. Below it is a white login form with the following elements: a 'USERNAME' label above a text input field, a 'PASSWORD' label above a text input field, a 'New User' link with a person icon, a 'Forgot Username or Password' link with a lock icon, and a blue 'Login' button with a lock icon. At the bottom of the form are three links: 'Help', 'Contact Technical Support', and 'Privacy Notice'. Below the form, the copyright information reads: '© 2015 Sedgwick Claims Management Services, Inc. Version: 3.1.3.0'.

Note: After 20 minutes of inactivity your session will time out and you must log in again. A message warns you a minute before your session times out and offers an option to extend your session.

Your Dashboard

After you log in to viaOne express, Your Dashboard appears. Your Dashboard is designed so that you can quickly access top level functionality and information.

Tabs with drop-down menus are available across the top of each page, allowing you to quickly navigate to the page you need. If you are accessing viaOne express from a mobile device, you may see expandable sections.

If you have any claims for yourself open, you can view them from this section.




Click the plus sign to expand the sections to view more information.

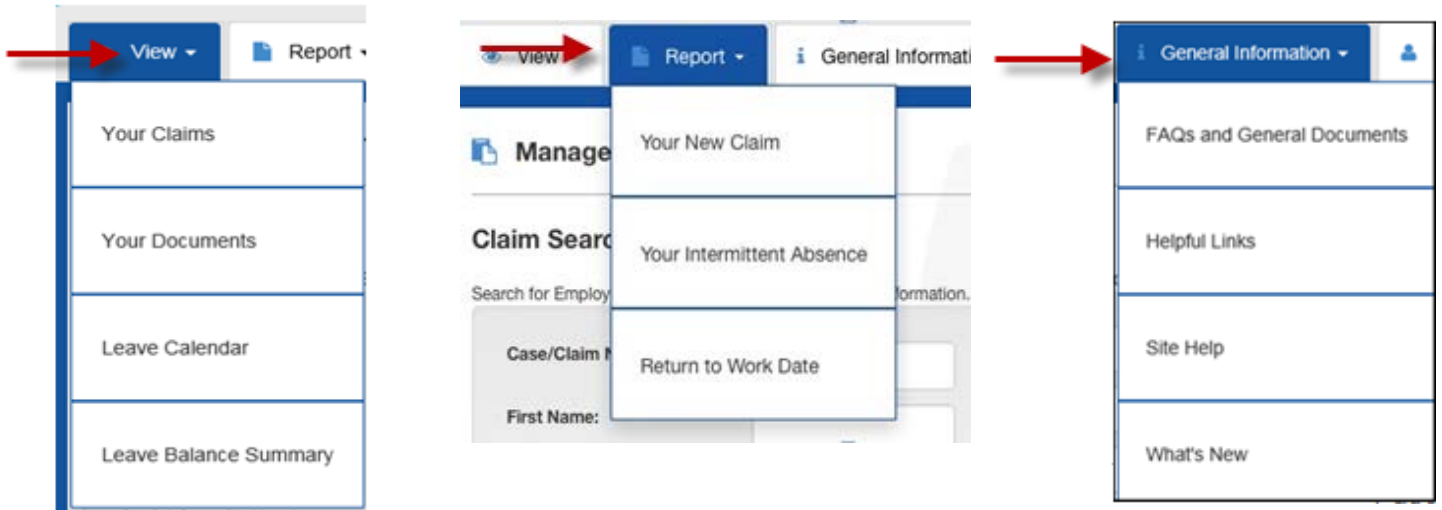
The screenshot shows the viaOne express dashboard interface. At the top, there are navigation tabs: View, Report, General information, and Delegate. Below this is the 'Your Dashboard' section, which includes 'Your Claims' and 'Your Leave Calendar'. The 'Your Claims' section contains a table with columns for Begin Date/Date of Injury, Claim Number, Type, Sub Type, Check Issue Date, Amount, From Date, and To Date. The 'Your Leave Calendar' section shows a calendar for August 2015 with a legend for Approved, Denied, Pending, and Multiple Absences. The 'Your Leave Balance Summary (in weeks)' section displays three categories: California Family Rights Act, California Pregnancy Disability Leave, and Federal Family and Medical Leave Act, each with a bar chart showing used, pending, and available weeks.

| Begin Date/ Date of Injury | Claim Number | Type | Sub Type | Check Issue Date | Amount | From Date | To Date |
|-------------------------------|------------------------------------|------------------|------------------|------------------|--------|-----------|---------|
| 6/3/2015 | B100240900300001TC | Employee Medical | Employee Medical | | | | |
| 11/4/2013 | B404170900300009TC | Family Leave | Newborn | | | | |
| 9/23/2013 | B404170900300008TC | Employee Medical | Other | | | | |
| 4/1/2013 | B404170900300007TC | Employee Medical | Other | | | | |
| 9/28/2008 | 300808169590001 | Disability | | | | | |

The following tabs appear for most users, depending on the type of claim or case you have as well as the features that your employer or company has enabled.

Select the links below to read more about each page.

-  **View** – Access your claims/cases, important documents, leave calendar, and leave balance summary (if applicable).
-  **Report** – Create a new leave of absence, Short-term Disability (STD) or Paid Family Leave (PFL) claim/case, report an intermittent absence, or provide a new return to work date.
-  **General Information** – Access FAQs and General Documents, Helpful Links, and other resources to help you navigate viaOne express.



Creating Claims and Cases

Note: Do not use the following procedure if you have not previously registered. Instead, refer to the [New User Registration](#) section above.

viaOne express Claim Reporting: You can report a new claim directly from viaOne express.

1. To create a new claim after initially logging in, from the **Report** tab, click **Your New Claim**.
2. The Welcome to Internet Reporting page appears in a new window. Refer to the User Guide on that page should you need additional information about creating a claim.
3. A claim intake form prompts you for information pertaining to the absence, illness, or injury. Required fields are indicated with an asterisk (*).
 - a. This is the process for opening a new leave and disability request under all company, federal and state leaves Sedgwick administers, including but not limited to, STD, PFL, FMLA, CFRA, PDL, Company leaves, USERRA, FSPA (School Activities), VDVA/VCA, etc.
 - b. When you create a new request for a leave of absence, STD or PFL, if you are covered under the Voluntary Plan, a new case will be created on your behalf and your eligibility for benefits assessed by your Sedgwick leave or disability specialist.
4. After you have reviewed, printed, and submitted the form, viaOne express provides your claim number and further information about forms related to your claim.

Viewing Your Claims

To see your claims and/or cases after first logging in, from the **View** tab, and just click the Claim Number hyperlink and you'll be taken directly to that claim. (You may also see a list of your claims on Your Dashboard.)



The Your Claims page below displays a summary of all your open and closed leave and disability claims within the last 24 months that have been administered by Sedgwick. Click the claim number link to see information for a claim.

Depending on the claim type (leave or disability), your claim information and related will differ slightly. Both are described in this reference guide.

View ▾
Report ▾
General Information ▾

Your Claims

All your open claims and any claims that closed within the last 24 months are displayed.

| Begin Date/ Date of Injury ▾ | Claim Number ▾ | Type ▾ | Sub Type ▾ | Check Issue Date ▾ | Amount ▾ | From Date ▾ | To Date ▾ | Contact |
|---------------------------------|----------------------|------------|---------------|--------------------|----------|-------------|-----------|---|
| 9/9/2013 | 2013 | Disability | Incident Only | | | | |  |
| 7/26/2013 | B | Disability | | | | | |  |

Leaves of Absence

Claim Information

After you select a claim number from the list of [Your Claims](#), the corresponding **Claim Summary** screen displaying the **Claim Overview** page is displayed.

In the **Claim Summary** section you can review:

- The status of the file
- Beginning and ending dates
- How many hours you have worked in the last 12 months
 - These hours represent the hours worked in the last 12 months preceding the requested begin date, not 'today'—they will not change and there could be a gap of a couple of days between when we received your hours and your requested begin date.
 - Eligibility determinations will be evaluated based on your actual hours worked in the last 12 months preceding your first day of absence. If there is a question on eligibility due to hours worked, confirmation will be made.

The **Certification Details** section lets you know when Sedgwick sent certification information, when it is due and when it was received along with any clarification needed.

The **Intermittent Absence Frequency** displays the approved time you are certified to be off work. **NOTE:** This is only available when you have an intermittent leave. If your leave is continuous, the intermittent absence frequency is omitted.

Policy Details lists leave policies (federal, state, etc.) available.

Case Overview

Leave Specialist : [vperez](#)

Name : Penny Johnson
Case Type : Intermittent
Leave Status : Open

Case Number : A911060900300003TC
Leave Type : Employee Medical
Caused By : Other

Related Links

[Contact Leave Specialist](#) [Demographics](#)
[Case Summary](#) [Work Schedule](#)
[Report Intermittent Absence](#) [Leave Calendar](#)
[Certifications](#) [Leave Balance Summary](#)

Case Summary

Case Status : Open
Absence Status : Approved
Hours Worked in Last 12 Months : 1250.00
FMLA Calculation Method : Rolling Backward

Begin Date : 3/19/2009
Absence Status Reason : None
Hours Available : 460.0000

End Date : 3/18/2010
Spouse at Same Client : No
Exhaustion Date :

Certification Details

Date Certification Sent : 3/20/2009
Date Clarification Sent :

Last Certification Sent : 3/20/2009

Certification Due Date : 4/6/2009

Intermittent Absence Frequency

Incapacity/Care :

Treatment/Appointments :









Policy Details

| Policy Name ↕ | Case Time Used* ↕ | Case Exhaustion Date ▼ |
|--------------------------------------|-------------------|------------------------|
| Federal Family and Medical Leave Act | 0.50 Weeks | |

*Case Time Used is based on how much time has been used for this case only, as of today.
Please use the Related Links above to view the Leave Balance Summary information.

The **Related Links** section at the top-right of the page displays a list of links to various pages providing additional information about your claim or case. The available links, described below, will be displayed for leave of absence claims. Leave-specific links are **highlighted in yellow** and described immediately below. Remaining links are described after the Disability section.

Related Links

-  **Contact Leave Specialist:** Communicate directly and securely with your leave specialist
-  **Case Summary:** Overview of your leave case, including the case's status, your absence status, and certification information
-  **Report Intermittent Absence:** Report intermittent absences on an open leave claim
-  **Certifications:** Overview of certification dates and status of your certification
-  **Demographics:** Your demographic information currently on file
-  **Leave Calendar:** A calendar view of approved, denied, and pending absence periods
-  **Leave Balance Summary:** Overview of maximum amount of federal and state leaves
-  **Upload a File:** You can upload documents directly into your leave of absence claim

Report Intermittent Absences

You can report a new absence (same day for unplanned absence for illness or care) or an upcoming absence (advanced notice for a planned for treatment or appointments) during a regular workday or **mandatory overtime** shift that relates to an existing leave of absence claim.

- After you submit the new absence, you'll receive a confirmation number
- Your supervisor may ask for this confirmation number



Certifications

Provides an overview of certifications dates, status of the certification and an indicator for intermittent type absences. If **No** is entered in the intermittent box the leave is continuous. Also, clicking on the plus sign beside the Relationship entry on the Certification tab will open a window that provides more detail about that certification.

| Certifications for Current Case | | | | | | |
|---------------------------------|--------------|---------------------|----------|--------|--------------|-----------|
| | Relationship | Certification Dates | Status | Reason | Intermittent | Created |
| + | Self | 1/4/2012 - 7/3/2012 | Complete | | Yes | 12/3/2012 |

| Details | Certification Dates | Clarification |
|---|--|---|
| Certification Status : Complete Certification Sub Status : Certified Leave Begin Date : 1/4/2012 End Date : 7/3/2012 | Date Sent : 1/4/2012 Date Received : 1/19/2012 Date Reviewed : 1/19/2012 Date Due : 1/19/2012 | Date Sent : Date Received : Date Reviewed : Date Due : Type : Reason : |

| Intermittent Absence Frequency |
|--|
| Treatment/Appointments : 1 time(s) per 1 Week for 2 Hours each Incapacity/Care : 3 time(s) per 1 Month for 1 Day each |

Leave Calendar

Shows a calendar where you can check color-coded absences in a four-month view. Absences indicated in this calendar are at the employee level and not at the claim level so absences for claims **prior** to the currently open claim will appear here as well. Each absence date is color coded to indicate it was approved, denied or pending for that particular date.

Leave Calendar

This calendar includes absence information, reported to date by or on behalf of the employee, for consideration and protection under the Family and Medical Leave Act, State Leave Laws, Military Leave, or other Company Leave Policies. Case related absences for the employee will not be limited to the case listed above.

Month: Year:

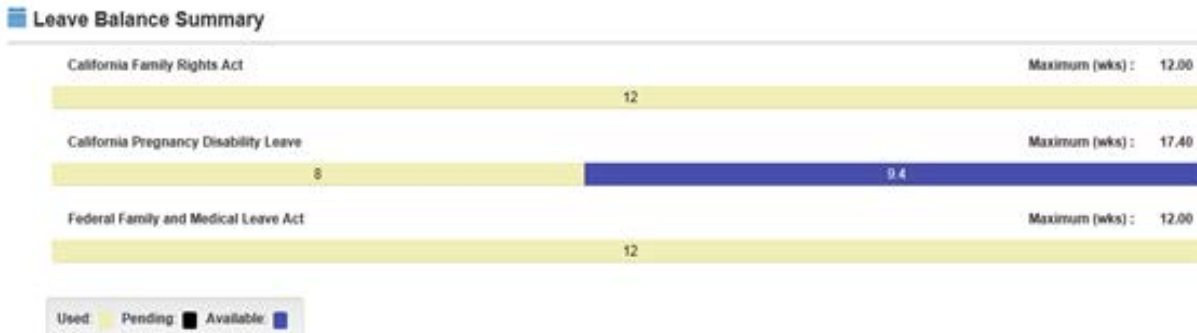
| May 2015 | | | | | | | June 2015 | | | | | | | July 2015 | | | | | | | August 2015 | | | | | | |
|----------|-----|-----|-----|-----|-----|-----|-----------|-----|-----|-----|-----|-----|-----|-----------|-----|-----|-----|-----|-----|-----|-------------|-----|-----|-----|-----|-----|-----|
| Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue | Wed | Thu | Fri | Sat |
| | | | | | 1 | 2 | | 1 | 2 | 3 | 4 | 5 | 6 | | | | 1 | 2 | 3 | 4 | | | | | | | |
| 3 | 4 | 5 | 6 | 7 | 8 | 9 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| 10 | 11 | 12 | 13 | 14 | 15 | 16 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 9 | 10 | 11 | 12 | 13 | 14 | 15 |
| 17 | 18 | 19 | 20 | 21 | 22 | 23 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 16 | 17 | 18 | 19 | 20 | 21 | 22 |
| 24 | 25 | 26 | 27 | 28 | 29 | 30 | 28 | 29 | 30 | | | | | 28 | 27 | 26 | 25 | 24 | 23 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 |
| 31 | | | | | | | | | | | | | | | | | | | | | 30 | 31 | | | | | |

Approved : ■ Denied : ■ Pending : ■ Multiple Absences : ■

[Export](#)

Leave Balance Summary

Provides your maximum amount of entitlement for each applicable absence plan (FMLA, CFRA or state equivalent) as well as the amount used, pending approval and available. This information is reported at the employee level so balances will include time taken during any of your prior claims during the current eligibility period.



Disability—Short-Term Disability (STD) and Paid Family Leave (PFL) Wage Continuation, Voluntary Plan (VP) and Long-Term Disability (LTD)

Claim Information

After you select a claim to view, the screen automatically opens up to the **Claim Summary** screen displaying the **Claim Overview** information along with other important details about the case.

The **Claim Summary** screen allows you to view details for a specific claim such as:

- Work Status
- Anticipated Return to Work Duty
- If the claim has been Appealed

The **Important Dates** section contains your anticipated return to work date, your first day of absence/disability, when medical certification is due and when it was received and next payment date (includes PG&E's STD and PFL Wage Continuation payments, Voluntary Disability Insurance (VDI) and Voluntary Paid Family Leave (VPFL) benefits and LTD benefits).

Benefits includes the applicable time frame for each status change and pay status through the life of the selected claim.

Claim Overview

Examiner: [Demo User](#)

Name: Crystal Summers
Loss Date: 3/9/2009
Status: Open-Approved

Claim Number: A921705270000101
Type: Disability

Related Links

[Contact Examiner](#)
[Claim Summary](#)
[Report Return to Work](#)
[Payment History](#)

[Absence History](#)
[Demographics](#)
[Benefits Summary](#)

Claim Summary

Appealed: No

Work Status: RESTRICTED Anticipated Return to Work Duty: Restricted

Important Dates

Anticipated Return to Work Date: Next Payment Due: Last Medical Information Received Date:

Next Medical Due: First Day of Absence: 3/10/2009 Maximum Benefit Duration Date:








Date of Disability: 3/10/2009

Benefits

| Work Status | Effective Date | Duration | Begin Date | End Date | Type | Benefit Status | Reason |
|-------------|----------------|--------------|------------|-----------|-----------|---------------------------|---------------|
| RESTRICTED | 9/11/2009 | 2157 Days(s) | 9/11/2009 | 9/30/2009 | Long Term | Approved | Voluntary Pay |
| OFF WORK | 3/10/2009 | 185 Days(s) | 9/5/2009 | 9/10/2009 | Long Term | Approved | Voluntary Pay |
| | | | 3/10/2009 | 9/4/2009 | Long Term | Waiting Period - Not Paid | No Pay |

The **Related Links** section at the top-right of the page displays a list of links to various pages providing additional information about your claim or case. The available links, described below, will be displayed for disability claims, which includes STD and PFL Wage Continuation, VDI, VPFL and LTD. Disability-specific links are **highlighted in yellow** and described immediately below. Remaining links are described after this section.

Related Links

-  **Contact Leave Specialist:** Communicate directly and securely with your leave specialist
-  **Case Summary:** Overview of your leave case, including the case's status, your absence status, and certification information
-  **Report Return to Work:** opens the "contact examiner" section
-  **Absence History:** Provides a historic and up-to-date work status for the selected disability/PFL claim
-  **Demographics:** Your demographic information currently on file
-  **Benefits Summary:** Available for LTD only. Provides benefit rate and frequency of payment information
-  **Upload a File:** You can upload documents directly into your leave of absence claim

Report Return to Work

Opens the “contact examiner” section with the Topic and Subtopic already selected in the dropdown menus

Absence History

This page is designed to provide a historic and up-to-date work status for the selected disability claim.

The first table of **Restrictions** provides information about any release with restrictions during the life of the claim including when it was created, the recommended dates of restriction, the type of restriction and this also includes modified duty information.

The second table for **Benefits** includes the applicable time frame for each status change and pay status through the life of the selected claim.

Absence History - Work Status

Days Off Work : 185 Days Restricted Duty : 2157

Restrictions

| Restriction Dates | Date Created | Recommended Dates | Type | Restriction | Category |
|--------------------------|--------------|--------------------------|-----------|------------------|----------------------|
| Begin: 9/11/2009 End: | 9/11/2009 | Begin: 9/11/2009 End: | Temporary | Climbing Stairs | None |
| Begin: 9/11/2009 End: | 9/11/2009 | Begin: 9/11/2009 End: | Temporary | Climbing Ladders | None |
| Begin: 9/11/2009 End: | 9/29/2009 | Begin: 9/11/2009 End: | Temporary | Work Hours | Not More Than 4 Hrs |
| Begin: 9/11/2009 End: | 9/11/2009 | Begin: 9/11/2009 End: | | Lifting | Not More Than 10 lbs |

When No Pay is indicated as a reason, it relates only to disability benefit or workers' compensation payment.

Benefits

| Work Status | Effective Date | Duration | Begin Date | End Date | Type | Benefit Status | Reason |
|-------------|----------------|--------------|------------|-----------|-----------|----------------|---------------|
| RESTRICTED | 9/11/2009 | 2157 Days(s) | 9/11/2009 | 9/30/2009 | Long Term | Approved | Voluntary Pay |
| OFF WORK | 3/10/2009 | 185 Days(s) | 9/5/2009 | 9/10/2009 | Long Term | Approved | Voluntary Pay |

Benefits Plan Summary for LTD

This screen is for Long-Term Disability claims only and provides benefit rate and frequency of payment information.

Benefit Plan Summary

Claim Coverage Code : 0





Description :

| From Date | Through Date | Frequency | Rate |
|-----------|--------------|-----------|------|
| No Data | | | |

Leaves of Absence and STD, PFL, Voluntary Plan and LTD



Related Links

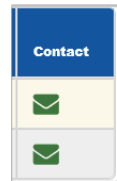
The **Related Links** section at the top-right of the Claim Summary page displays a list of links to various pages providing additional information about your claim or case. The links described below will be displayed regardless of your type of claim.

-  **Contact Leave Specialist:** Communicate directly and securely with your leave specialist
-  **Case Summary:** Overview of your leave case, including the case's status, your absence status, and certification information
-  **Demographics:** Your demographic information currently on file
-  **Upload a File:** You can upload documents directly into your leave of absence claim









Contact Your Examiner (Leave or Disability Specialist)

You can send secure e-mail correspondence to your claims examiner via an online form. This form is accessible by:



-  Clicking the **Contact Examiner** link in the Related Links section of the Claim Overview page.
-  Clicking the green envelope icon in the **Contact** Column of the Your Claims page.



Complete the personal information requested and select the **Topic** to which the correspondence applies; options include:

-  **Request an update on the status of your claim from the leave specialist**
-  **Provide updated demographic information (phone, address, e-mail) to the leave specialist**
-  **Provide an update on your claim to the leave specialist**
-  **Inquire as to receipt of documentation**
-  **Other question regarding your claim**
-  **Question regarding the claims process**
-  **Question regarding forms**
-  **Other topic not listed**

If you select **Provide an update on your claim to the examiner**, you must specify the **Subtopic** to which this correspondence applies; options include the following:

-  **New RTW date**
-  **Need for Extension**
-  **Next Medical Appointment**
-  **Date Plan to Submit New Medical**

Enter your note to the examiner in the **Message** field and click **Submit** to send the form (picture on following page).

For Assistance

Phone Contact Center Number: Your company has not provided this information.

Fax Number: Your company has not provided this information.

Mailing Address:

Contact Leave Specialist

* Required

Feel free to contact us for any questions or concerns about this claim.

Phone: - -

Email:

Preferred Contact Method: *

Topic: *

Message:

0 of 500 characters used.

Demographics

This page includes your demographic information such as name, Employee ID, hire date, service date, address, phone, and fax information. You can also update your home address or alternate address information by clicking the “Edit” link beside those fields. This does not auto-update the Sedgwick CMS claims systems, but will send a note and diary to the examiner who will review and update the system.

Upon submission, viaOne Express will return a message to you indicating that this does not update your own HR system and to notify internal representatives if such update is needed.

Failure to update your HR system records at PG&E may affect delivery of important benefit information.

Demographics

| | | |
|--------------------|------------------------|---------------------|
| Name : Anita Myers | Hire Date : 11/11/2007 | Employee ID : 41084 |
| Termination Date : | Rehire Date : | Pay Cycle : |
| Service Date : | Sex : F | Date Of Death : |

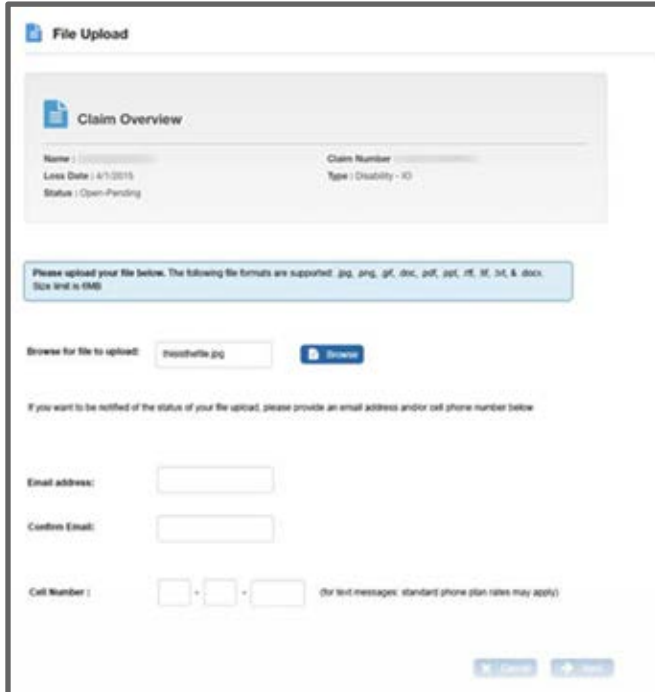
Contact Information

| | |
|--|--|
| <p>Home</p> <p>123 MAIN ST. ANY TOWN, IL 60525 USA Email : TMCCOLLUM@TRANSITCHICAGO.COM</p> <p>Request Change in Contact Info</p> | <p>Work</p> <p>123 Company St. BROWN Any Town, IL 60525 US Email : TMCCOLLUM@TRANSITCHICAGO.COM</p> <p>Request Change in Contact Info</p> |
|--|--|

Upload A File

You can upload files associated with your claim or case, such as photos or documents, directly from viaOne express. Your leave specialist will be able to view the information in their system.

Click the **Upload a file** link to open the File Upload page (for PC) (shown below) or the File Upload expandable section (for mobile devices).



From this page or section, you can browse for and select a file or photo from your PC or mobile device and specify an email address or cell phone number at which you will receive a notification of the status of your upload. This notification may take up to four hours to process.





Once the file upload is complete, a message indicates it will be available to your leave specialist and provides a confirmation number. Click **Return to Case/Claim** to view your claim, or click **Upload Another File** to repeat the process with another file.

If the file upload is successful and it is available to the leave specialist, you will receive a notification (within four hours) containing a confirmation number and a Document Control Number (DCN) through the delivery method you specified if requested.

Note: Files uploaded through viaOne express are not viewable in viaOne express. The only documents you can view in your claim are the items and blank forms mailed out to you.

Additional Information

Additional information is available from the **General Information** tab.

-  **FAQs and General Documents** page provides customized information from your employer.
-  **Helpful Links** page contains a list of links based on claim or case type. You can also customize your own list of helpful links.
-  **Site Help** opens the viaOne express Online Help system with information on how to navigate viaOne express.
-  **What's New** page provides a list of recent enhancements to viaOne express.

Helpful Links will give a list of links that are available by default and sorted by program type. Below is not an exact replica of PG&E's Helpful Links, nor a complete list of what you'll see in this section.

Helpful Links

PG&E Links

[Allsup](#)

[Employee Assistance Program \(EAP\)](#)

* [PG&E@Work For Me](#)

[Retirement Information](#)

[Leave of Absence, LTD and benefit information](#)

[Provant](#)

* Note: You need access to PG&E@Work for Me to visit this site. If you do not have access please reference the Work for Me_LTD document under FAQs and General Documents tab or call the PG&E Technical Service Center at: 415-973-9000.

Long-Term Disability (LTD)

You can find the additional LTD and benefit information described below by visiting www.mypgebenefits.com.

The Disability section under the Time Off and Accommodation tab provides copies of the Facts About Your Benefits During Long-Term Disability and an overview of the LTD Plan and health care benefits while on LTD is included here. The Summary of Benefits Handbook can be found under the Resources tab.

[California State Plan Disability](#)

[U.S. Social Security Administration](#)

You can find the additional leave of absence and benefit information described below by visiting www.mypgebenefits.com.

The leave of absence section, under the Time Off and Accommodation tab, includes details on the leave types available under federal, state, local laws and company policy, including a subsection for Parental Leave. In addition, you can find pay policy information, reference guides, checklists and frequently asked questions on this tab. For more information on health care benefits during your leave, you can find the Summary of Benefits Handbook under the Resources tab.

[California State Disability Insurance and Paid Family Leave Insurance Benefits](#)