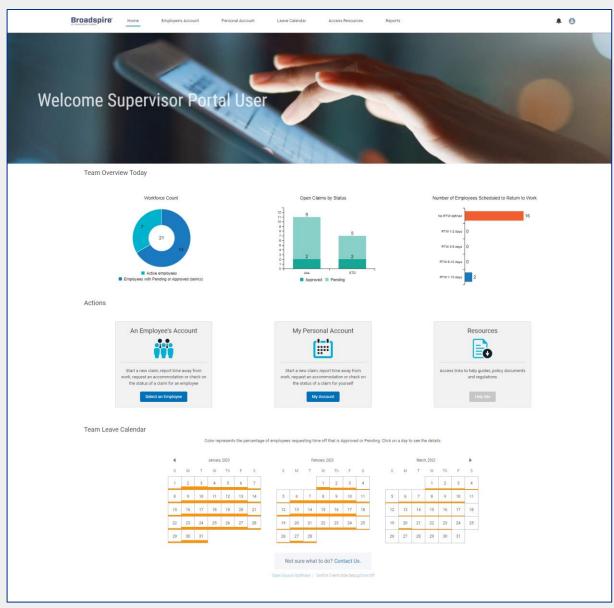
My Leavetech Connect Portal



Supervisor Dashboard



Broadspire® A CRAWFORD COMPANY

When assigned the Portal Role 'Supervisor' you will arrive at Supervisor Home page with the following features:

Navigation Bar

Allows quick navigation to key activities that align with the claim action tiles.

Welcome Banner

Displays a standard, pre-configured greeting for the user.

Team Overview Today

Provides at-a-glance claim status for the supervisor's team via three key charts.

Action Tiles

Displays tiles to help the employee navigate quickly to key activities. In addition to tiles that correspond to the top-level navigation.

Employee Leave Calendar

Calendar showing count of employees reporting to them who have requested time off on a particular day. The count includes requests that have a Status of 'Pending' or 'Approved'.

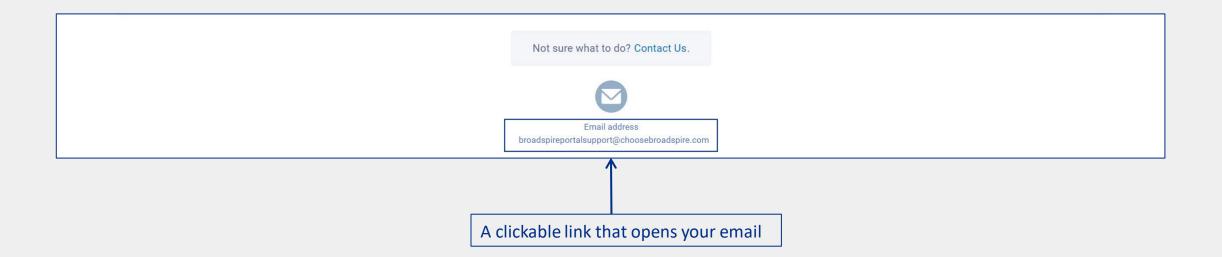
— Help Button

Displays pre-configured information and links (phone, email, etc.) for requesting assistance

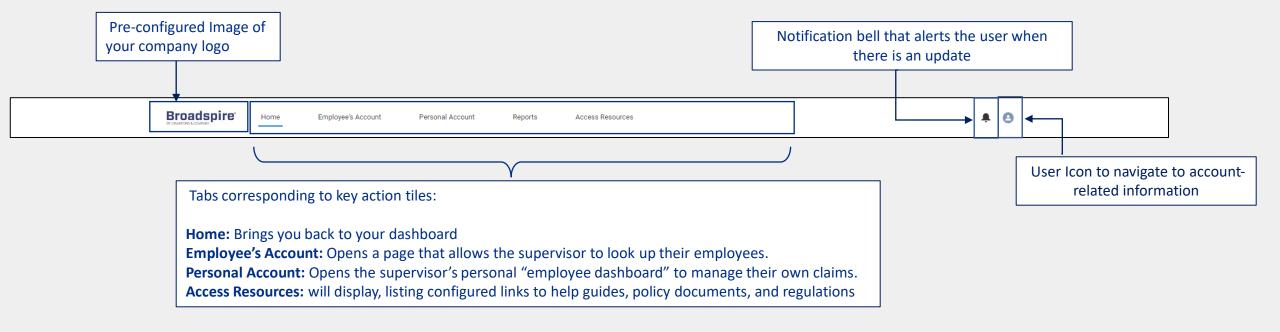
Help Button

At the bottom of each screen, is a help button. When clicked an email address to our portal support team will display. The portal support team can assist you with any portal related issues.

* The portal support team can not assist with any claim related questions



Navigation Bar

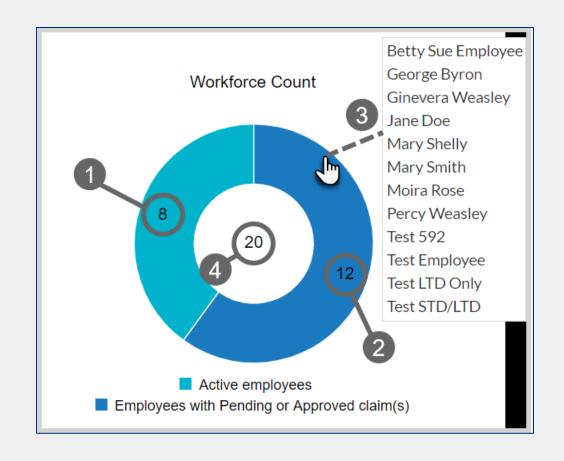




Workforce Count Chart

This chart shows:

- (1) How many of their employees are **Active** (meaning at work)
- (2) How many employees are On Leave
- (3) Hover over a section to display a corresponding list of employee names
- (4) The total number of employees connected to the Supervisor is displayed in the center of the chart



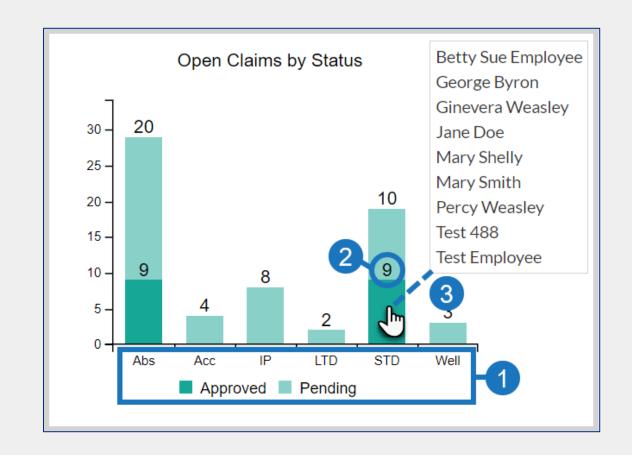


Open Claim By Status Chart

This chart shows:

How many of their employees have claims with a **Status** of 'Approved' or 'Pending'. For Disability and Voluntary benefits, claims with a **Status** of 'Open', 'Pending', or 'Incomplete' will display. For Absence, claims with a **Status** of 'Open' will display.

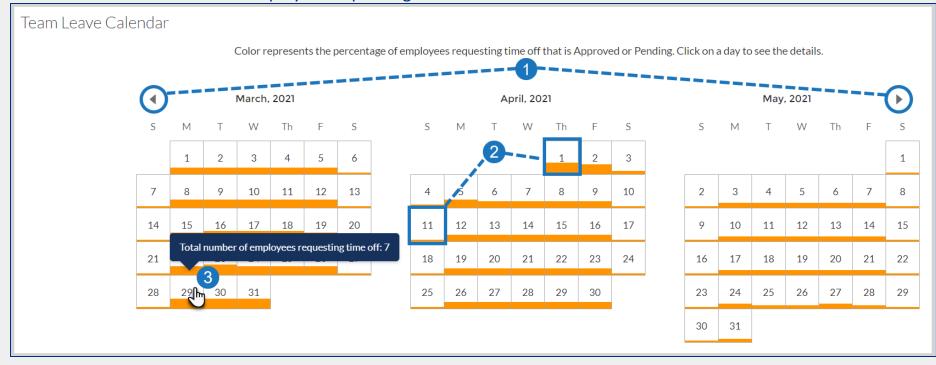
- (1) Claims are grouped by Record Type, displaying as a stacked bar chart according to Status(2) The total number of claims in each Status is also displayed
- (3) Hover over a section to show the corresponding list of employee names





Team Leave Calendar

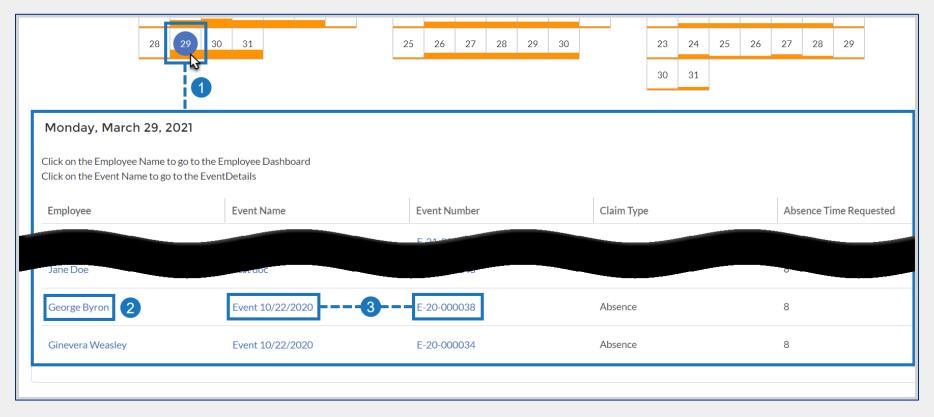
- 1) Navigate between months by clicking the left and right arrows.
- The amount of color contained within the calendar date box represents the percentage of employees who have requested time off (with **Status** of 'Pending' or 'Approved'), compared to the total number of employees reporting to the Supervisor.
- (3) For example, if 2 out of 20 employees have 'Pending' or 'Approved' time off on a certain date, 10% of the box will be filled; if 5 out of 20 employees have 'Pending' or 'Approved' time off, 25% will be filled. Hover over a date to display the total number of employees requesting time off.





Team Leave Calendar

- (1) Click on a calendar day to expand the **Team Leave** detail for that date. (1)
- (2) You'll see a list of employees who have requested time off that day (with **Status** of 'Pending' or 'Approved'), along with summary information and links. (If there are no such requests for that date, the detail will display the message 'No leave requests.') Click on the **Employee Name** link to go to that person's **Employee Dashboard (2)**.
- (3) Click on the **Event Name** link or the **Event Number** link to go directly to the corresponding **Event Details** screen **(3)**.





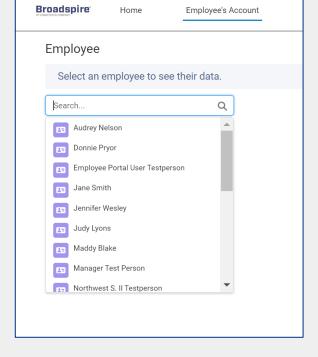
How to Search for an Employee

(1) In the tile called An Employee's
 Account, click Select an Employee.
 (Or click on Employee's Account in the top-level navigation.)



Broadspire®	Home	Employee's Account	Personal Account	Access Resources			÷ €	3
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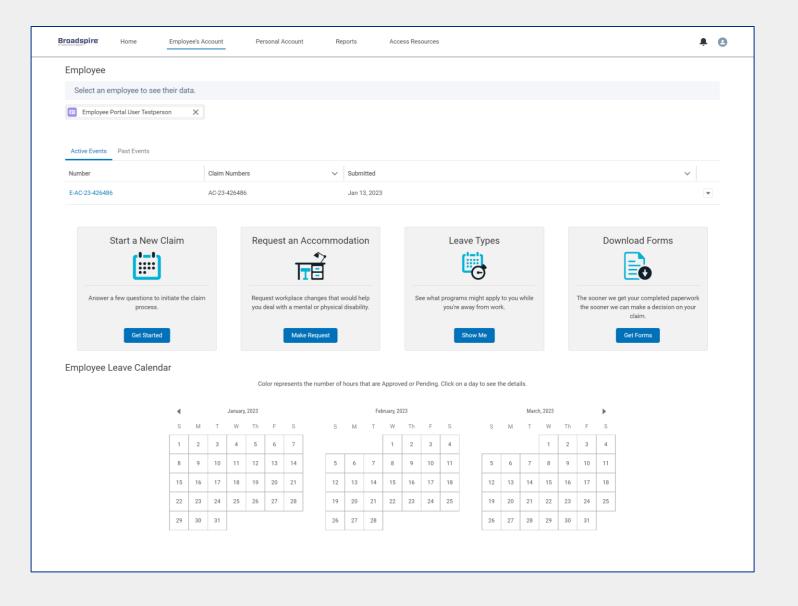
On the Employee Search screen, click in the Search field to display a list of employees connected to that Supervisor. Select the employee or narrow the search results by typing the employee's name.





How to Search for an Employee

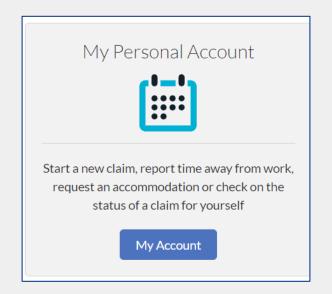
(3) When the screen refreshes, you'll see the individual's **employee dashboard**. From this screen, the Supervisor can start a new claim, report time away from work for an employee, request an accommodation on an employee's behalf, or check the status of their claim.





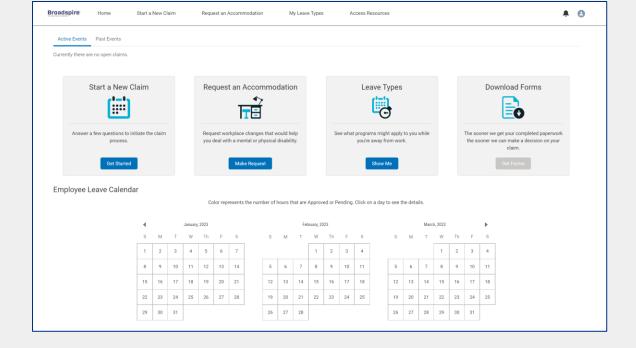
Personal Account

(1) In the tile called My Personal
Account, click My Account. (Or
click on Personal Account in the
top-level navigation.)



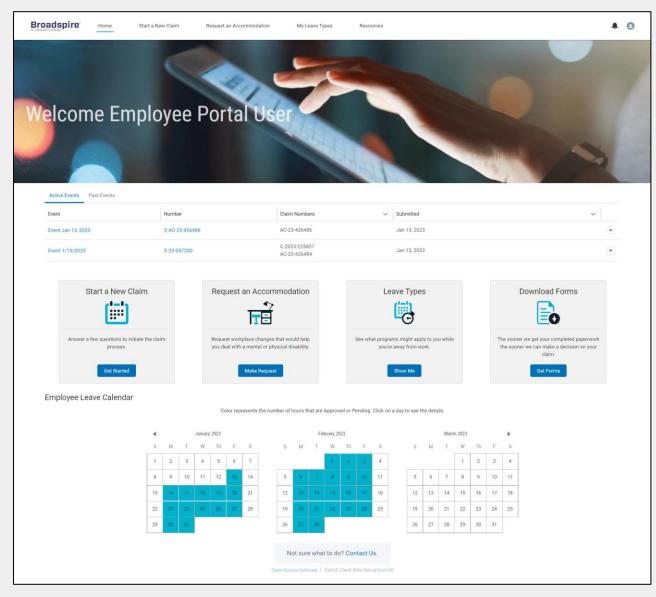
Broadspire Home Employee's Account Personal Account Access Resources

employee dashboard will
display. From this screen, the
Supervisor can start a new claim for
themselves, report their own time
away from work, request an
accommodation for themselves, or
check the status of their own claim.





Employee Dashboard



When assigned the Portal Role 'Employee' you will arrive at Employee Dashboard with the following features:

Navigation Bar

Allows quick navigation to key activities that align with the claim action tiles.

Welcome Banner

Displays a standard, pre-configured greeting for the user.

Event Component

Provides quick links to the employee's open and closed claims, organized by Event. This section displays summary information from the Claims component.

———— Action Tiles

Displays tiles to help the employee navigate quickly to key activities. In addition to tiles that correspond to the top-level navigation, this section includes a tile for downloading claim-related forms.

Employee Leave Calendar

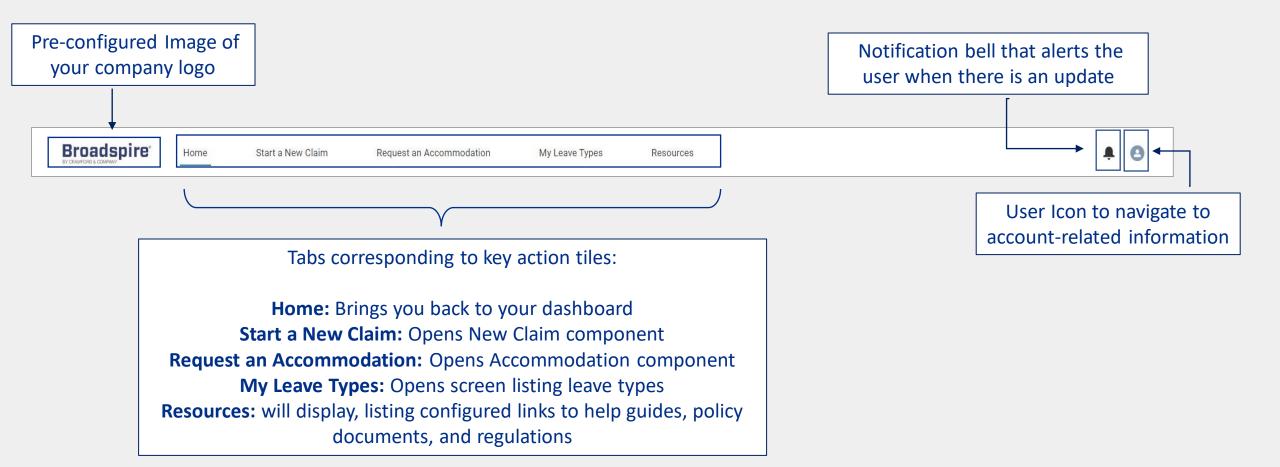
Calendar indicating claim days in blue. Clicking on the day will open a list of claims related to that day.

← Help Button

Displays pre-configured information and links (phone, email, etc.) for requesting assistance



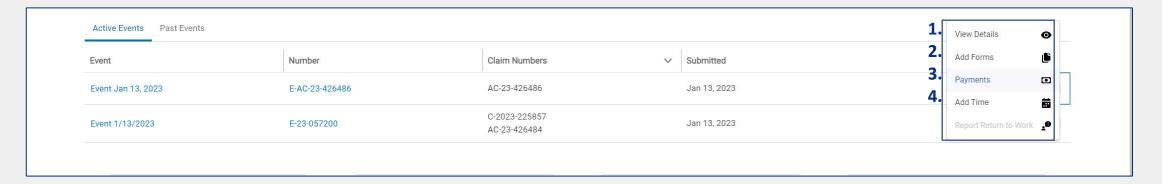
Navigation Bar





Active or Past Events

Displays the Event Name, Event Number, Claim Number and Submitted date associated to a claim which provide quick links to the claim. Additionally, the drop-down list to the right provides a list of actions that quickly navigate you to the claim with certain components already expanded.



- (1) View Details opens claim with the Claims component expanded.
- (2) Add Forms opens claim with the **Documents** component expanded.
- (3) Payments opens claim with the Payments component expanded.
- (4) Add Time opens claim with the **Absence Time Requested** component expanded.



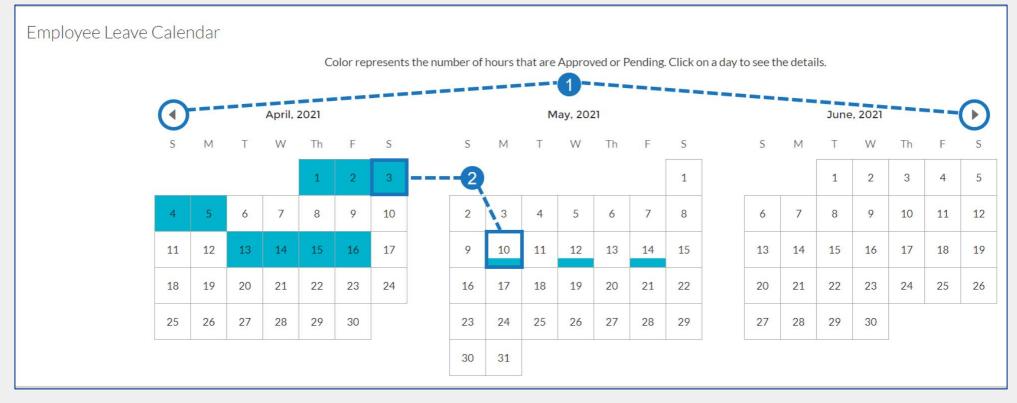
Employee Leave Calendar

- (1) Navigate between months by clicking the left and right arrows
- (2) The amount of color contained within the calendar date box represents the amount of time off requested with a **Pending** or **Approved** status as a percentage of the employee's daily work schedule.

An example for an employee whose daily work schedule is 8 hours:

- On a day where they have 2 hours 25% of the box will be filled
- On a day where they have 8 hours of leave 100% of the box will be filled.

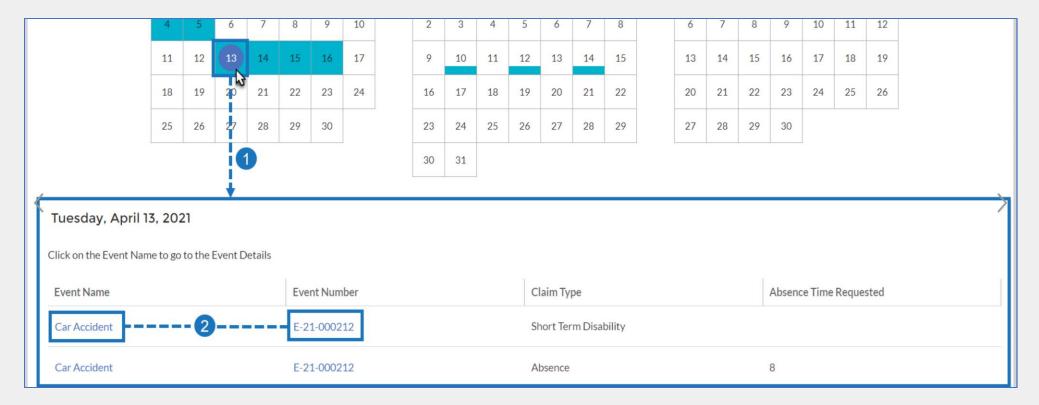
Note: if there is a disability claim on a calendar date, the box will automatically display as 100% filled.





Employee Leave Calendar

- (1) Click on a date to display Employee Leave details for that date.
- (2) You'll see a list of the events corresponding to time off requested for that day (with Status of 'Pending' or 'Approved'), along with summary information and links. (If there is no leave with Status of 'Pending' or 'Approved' for that date, the detail will display the message 'No Claims.') Click on the Event Name link or the Event Number link to go directly to the corresponding Event Details screen.





A (a)

Start a New Claim

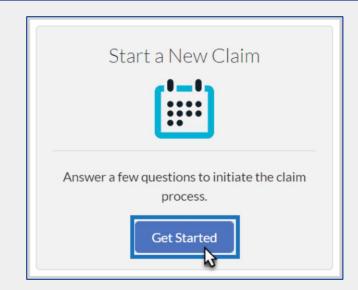
(1) On the Employee dashboard, click **Get Started** in the tile labeled Start a New Claim or click **Start a New Claim** from the top-level navigation.

Broadspire

Start a New Claim

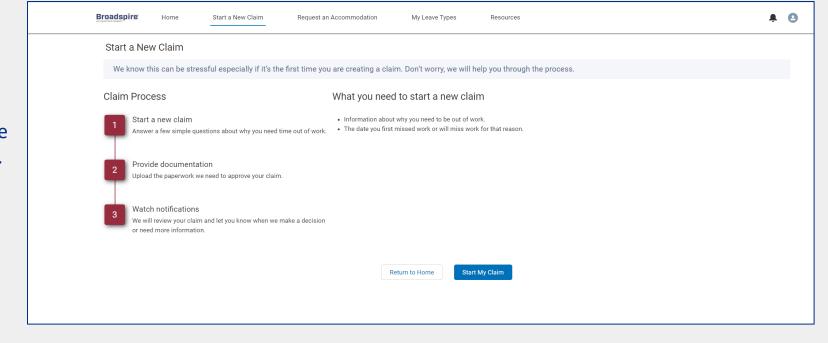
Request an Accommodation

(2) The **Start a New Claim** screen summarizes what to expect during the claim process and informs the employee about key information needed to begin. Click **Start My Claim**.



My Leave Types

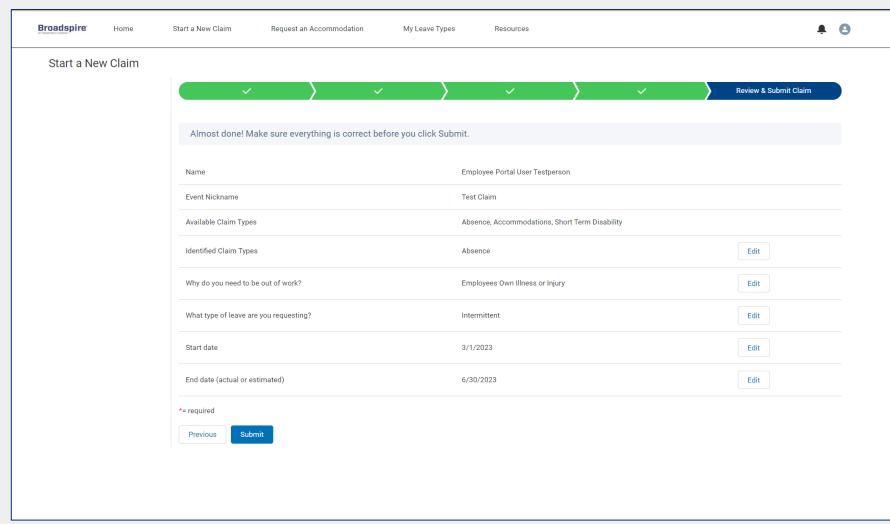
Resources





Start a New Claim

- (1) On the Employee dashboard, click **Get Started** in the tile labeled Start a New Claim or click **Start a New Claim** from the top-level navigation.
- (2) The **Start a New Claim** screen summarizes what to expect during the claim process and informs the employee about key information needed to begin. Click **Start My Claim**.
- (3) The next several screens guide the employee through the process of creating a claim, asking only for information relevant to the specific benefits available to them. Click **Submit** to submit the claim.

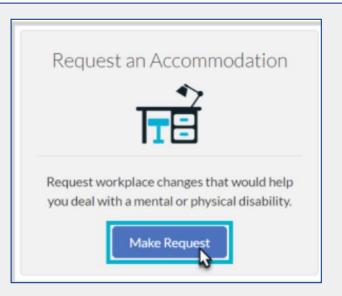




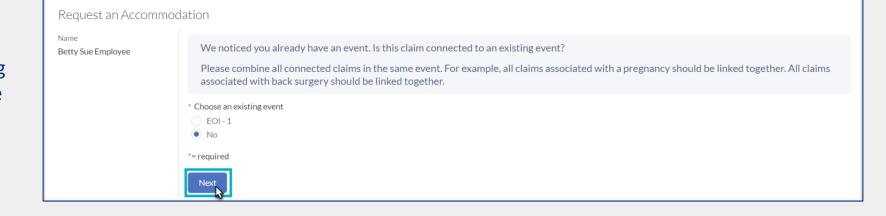
Request an Accommodation

Broadspire Home Start a New Claim Request an Accommodation My Leave Types Resources

(1) In the tile called Request an Accommodation, click Make Request or click Request an Accommodation in the top-level navigation



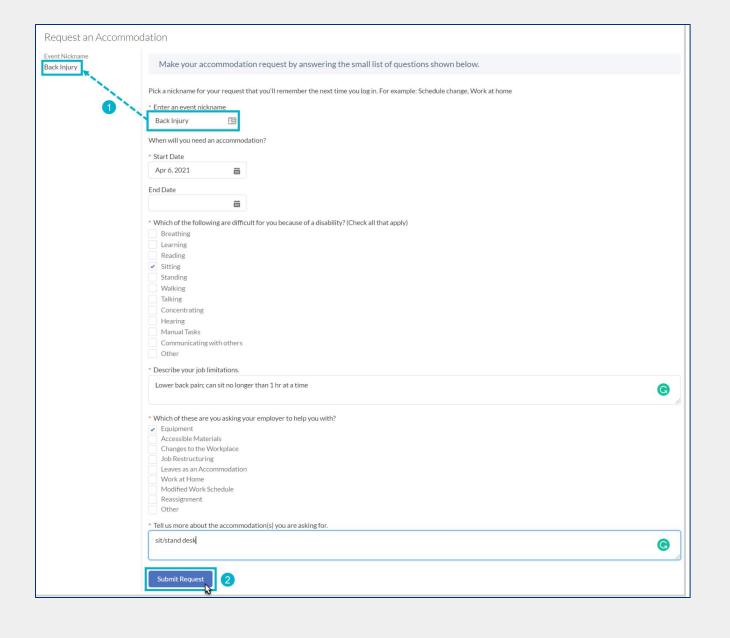
(2) On the next screen, you can link the new accommodation request to an existing claim event, if applicable. After making the appropriate selection, click Next.





Request an Accommodation

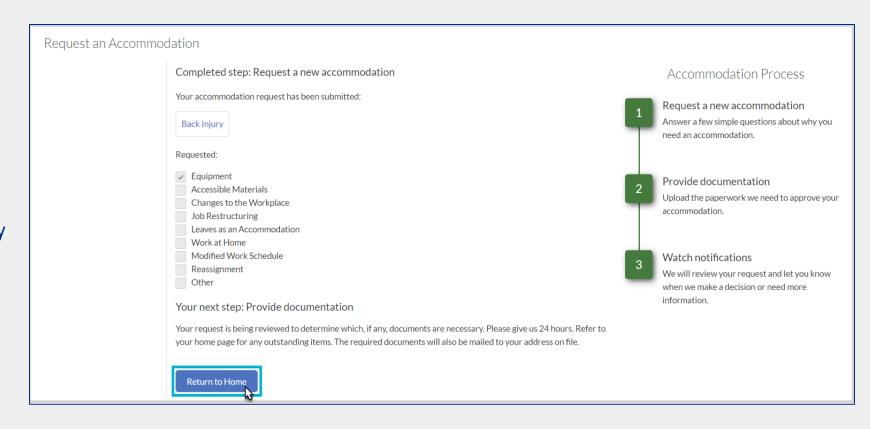
(3) On the next screen, enter details about the request. Note that all fields except for End Date are mandatory (marked with an asterisk). Also, in our example, we did not link the request to an existing event, so we are prompted to Enter an event nickname. The Event Nickname will also display in the left-hand sidebar (1). When finished entering information, click Submit Request (2).





(4) You'll be brought to a confirmation screen, summarizing the request made and what to expect next in the claim process.

Navigate back to the employee dashboard by clicking Return to Home. (Or, click Home in the top-level navigation.)

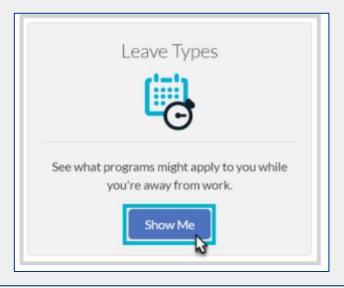


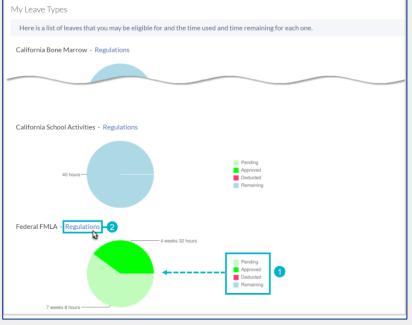


Broadspire' Home Start a New Claim Request an Accommodation My Leave Types Resources

(1)In the tile called **Leave Types**, click **Show Me** or click **My Leave Types** in the top-level navigation.

(2) On the My Leave Types screen, you'll see a list of the Absence leave types for which the employee may be eligible. Each eligible leave displays a pie chart showing the time pending, approved, deducted, and remaining for the employee under that specific leave (1). Click on a Regulations link to open a new window displaying detailed information about that leave type (2).

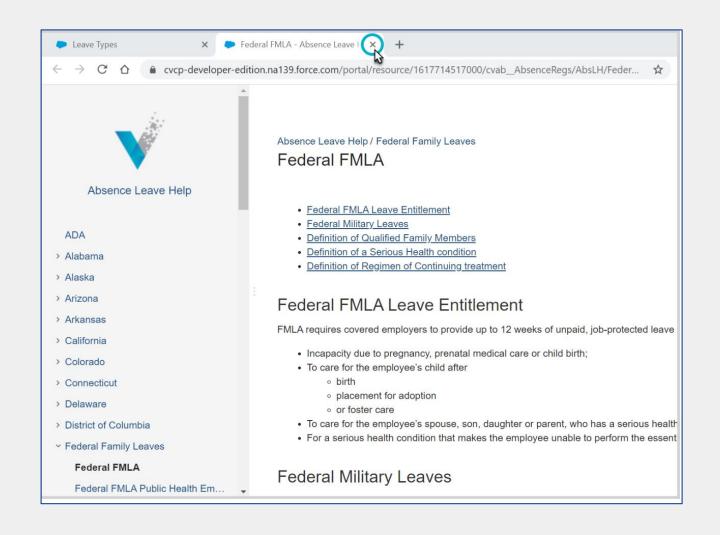






Leave Types

(3) Close the **Absence Leave Help** window when finished reading the regulation detail.



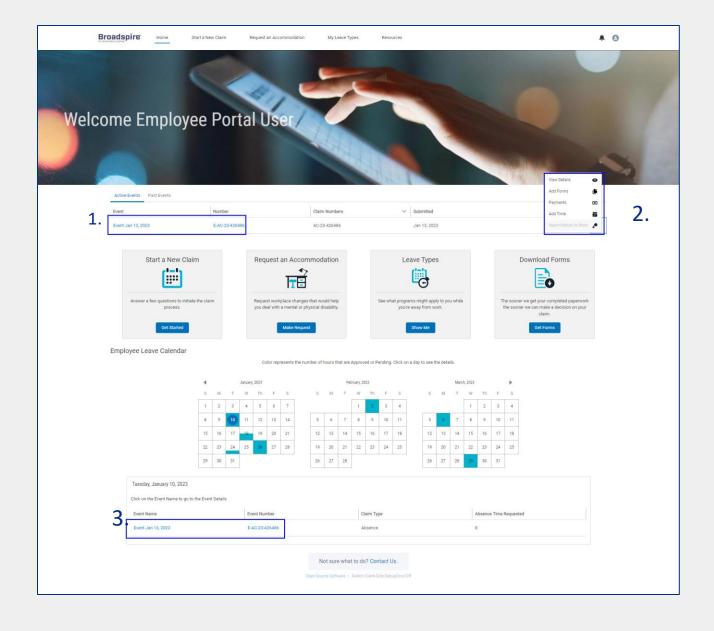


Event Details

The Event Details screen is the one-stop shop for accessing important information relating to a particular event.

You can access the event details page by clicking any of the following links located on the home page:

- (1) Event or Event Number link located in the event component
- (2) One of the drop-down selections from drop down menu on the event component
- (3) Event Name or Event Number located in the Employee Leave Calendar

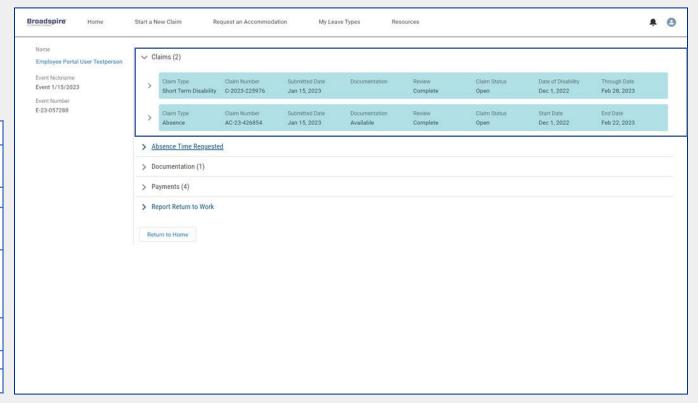




Viewing Claim Component

With the claims component is expanded you will see a tile for each claim associated with the event displaying key details about the claim. The table below describes the different headings.

Claim Type	Type of claim (Absence/ Disablitiy)	
Claim Number	Unique number that is generated when a claim is submitted. (AC) = Absence Claim (C) = Disability Claim	
Submitted Date	Claim Submitted date	
Documentation	 No value (blank) - default when a claim is created. Available - indicates documents are available in the Documentation component. 	
	•In Process - default when a claim is created.	
Review	*Complete - indicates the claim has any status other than 'Pending'.	
Claim Status	The Status of the claim (e.g., 'Open', 'Pending', 'Incomplete').	
Date of Disability	Start date of the claim	
Through Date	End date of the claim	



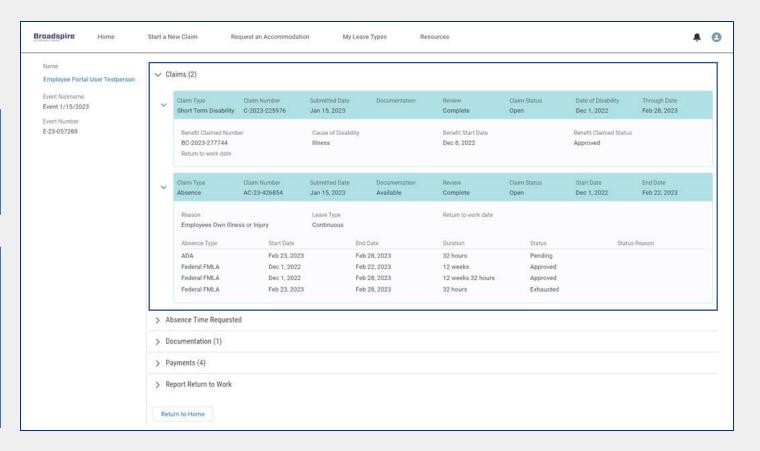


Viewing Claim Component

Clicking the arrow to the left of the claim type will open the detail view of each claim. The table below provide information on each detail:

Disability Claims	
Benefit Claimed Number	Unique number associated to the benefit.
Cause of Disability	Indicates Illness or Injury
Benefit Start Date	Date the disability benefit starts
Benefit Claimed Status	Status of the Claim (Approved, Pending, Denied)

Absence Claims	
Reason	Reason for the claim (Employee Own Illness/Injury, Bonding, Care of Family Member, Pregnancy)
Leave Type	Indicates Intermittent or Continuous
Return to work date	Date the employee returns to work
Absence Type	Indicates the type of absence that is being used
Start Date	Start date to the absence
End Date	End date to the absence
Duration	How long the absence lasted
Status	Status of the absence



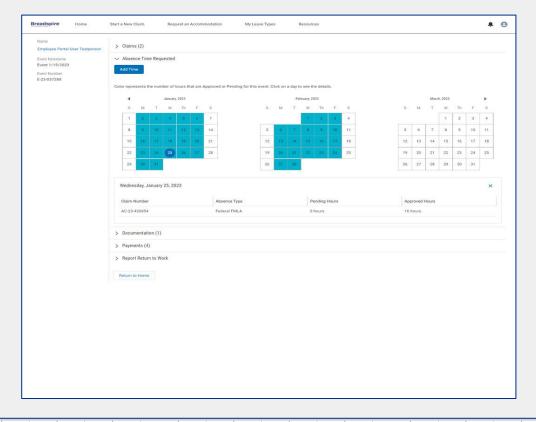


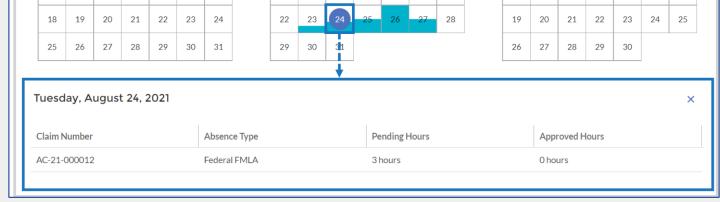
Viewing Absence Time Requested

In the expanded Absence Time Requested component, you'll see an interactive calendar displaying all the time off requested.

In the expanded Absence Time Requested component, you'll see an interactive calendar displaying all the time off requested.

Click on a date to display a list of the Absence claims corresponding to time off requested for that day (with **Status** of 'Pending' or 'Approved'). If there is no leave with **Status** of 'Pending' or 'Approved' for that date, the detail will display the message 'No Claims.'

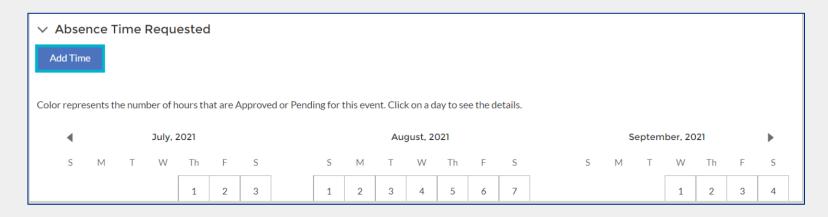




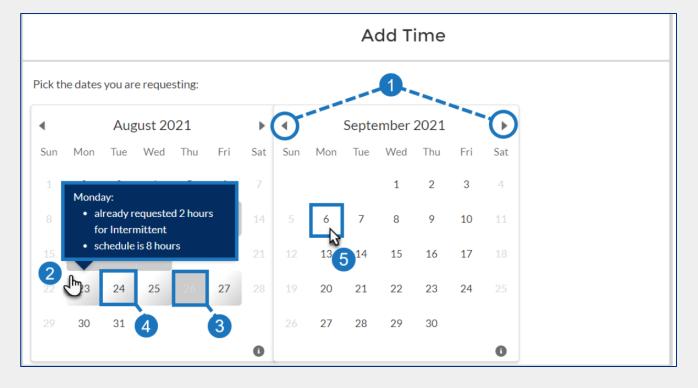


How to Add Time

Located above the interactive calendar is a button labeled Add Time. Click the Add Time button to request additional time off.



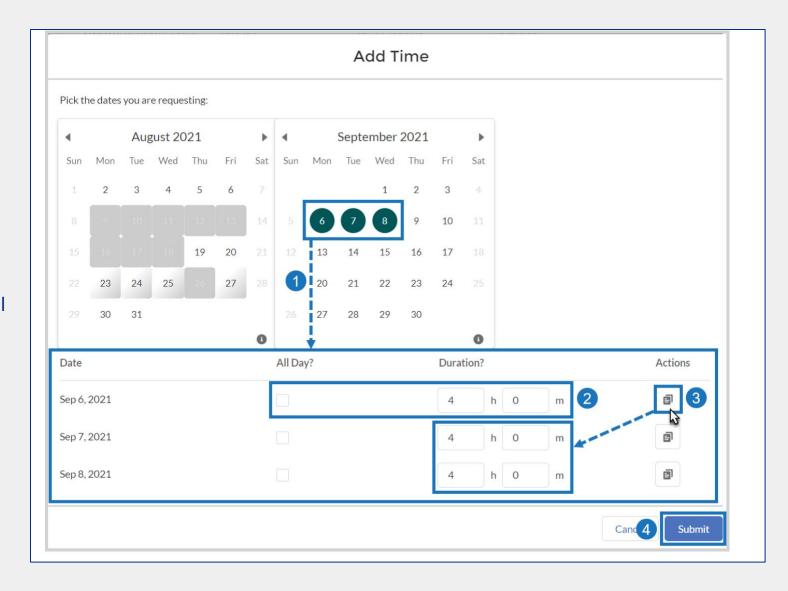
- (1) In the Add Time pop-up window, use the left and right arrows to navigate between months
- (2) Hover over a date to see summary information regarding requested and available leave time
- (3) If a full day of leave (based on the employee's daily work schedule) on a certain day, it will display as dark grey and will not be selectable
- (4) If a partial day of leave has already been requested, it will display as half grey and will be selectable
- **(5)** Click on one or more selectable calendar dates to add time





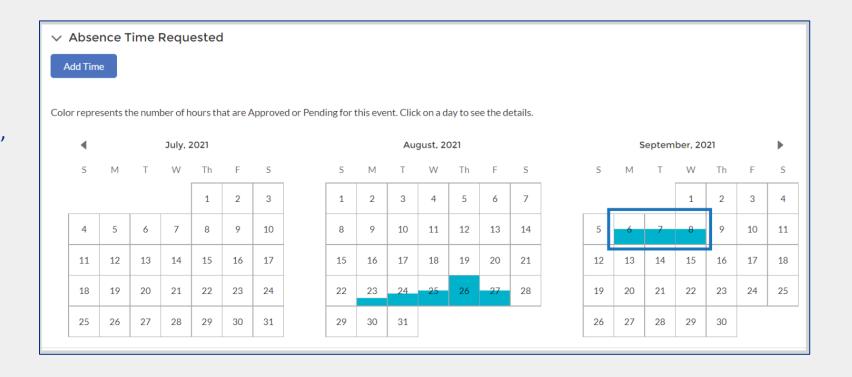
How to Add Time

- (1) For each calendar date selected, a corresponding row will appear below the calendar.
- (2)In the **Duration** column, enter the amount of leave being requested for each day. If requesting a full day of leave, you can check **All Day** as a shortcut.
- (3)To request the same amount of leave for all selected dates, you can enter the **Duration** for one date, and click the corresponding **Copy** button to apply that duration to all selected dates.
- (4) When finished, click Submit.





You will return to the **Event Detail** screen, where the calendar in the expanded **Absence Time**Requested component will now display the leave you just added.

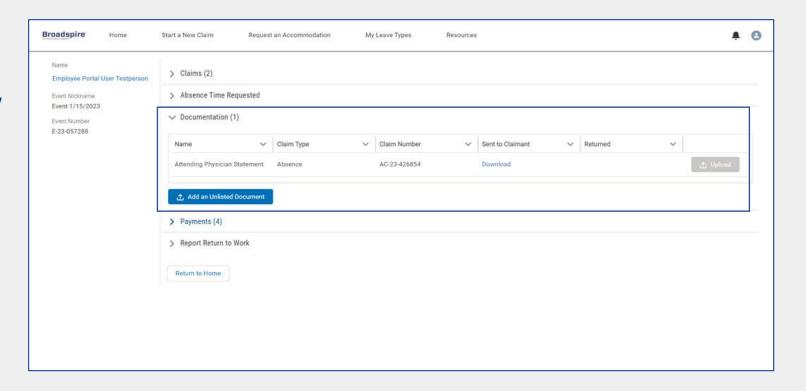




Viewing Claim Documents

On the **Event Details** screen, click the arrow next to the **Documentation** component to expand it.

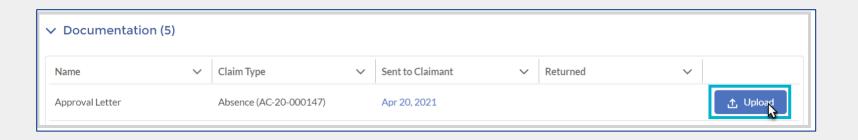
Note that the number in parenthesis beside the component name indicates the total number of records contained in that component.



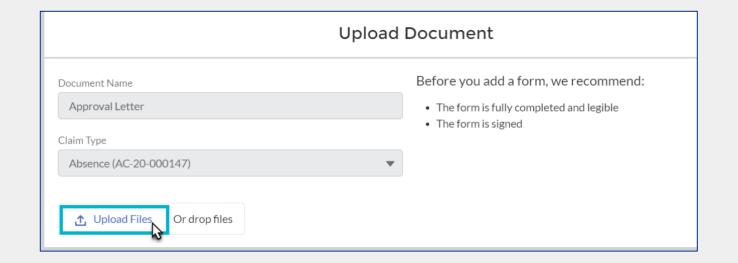


Uploading Claim Documents

(1) Click the corresponding **Upload** button for the document you wish to upload. (Keep in mind that this button will be enabled for a document once it has been downloaded (i.e., the **Sent to Claimant Field** displays a date link).



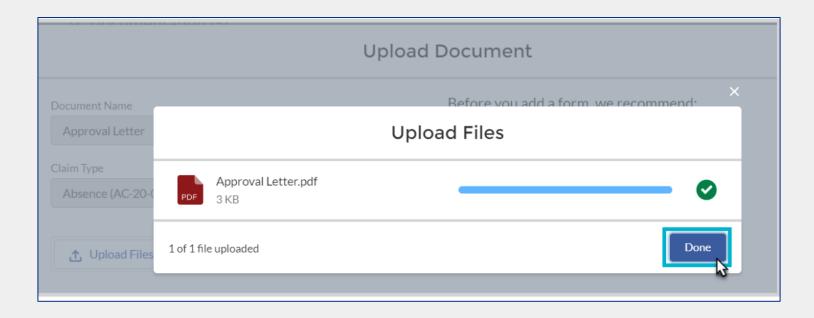
(2) In the **Upload Document** pop-up window, click **Upload Files**, and follow the prompts to locate and select the appropriate document. (You can also drag and drop the file directly from your file management application into the pop-up window.)



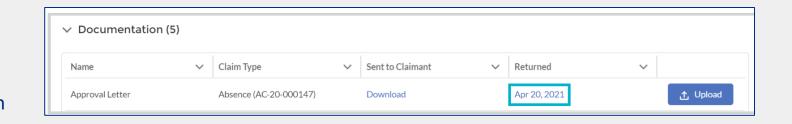


Uploading Claim Documents

(3) An Upload Files dialog box will appear, displaying summary information about the document, and an upload status progress bar. When the upload is complete, a checkmark will appear, and the Done button will be activated. Click Done.



(4) On the **Event Details** screen, a link with a value of today's date will now display in the **Returned** column. (You can click this link to download a copy of the document uploaded on that date.)





Viewing Payments

On the **Event Details** screen, click the arrow next to the **Payments** component to expand it.

In the expanded **Payments** component, you'll see a table listing each of the payments relating to claims associated with the Event. **Note:** payments will only appear in the table if they have a **Status** of 'Processed' or 'Released'. For each payment, the following fields will display:

Payment Date - this is the Payment Issue Date.

Payment Amount - this is the Net Payment Amount.

Payment Status - values will equal 'Processed' or 'Released'

