

The User Guide

For users who want to use a website to check on their claim for Connecticut Paid Leave Benefits



Last updated August 2024

These are educational materials only. Employers should consult their own counsel for obligations for state-mandated leave and disability programs. Products and services are administered by Continental American Insurance Company. In New York, products and services are administered by American Family Life Assurance Company of New York. Products may not be available in all states and may vary depending on state law. Continental American Insurance Company | Columbia, SC

AGC2201106R1

EXP 8/25

Introduction

Aflac manages your Connecticut Paid Leave on behalf of the Connecticut Paid Leave Authority and this is a general guide on how to use our website to find information on your claim for benefits. (Please see the materials found on ctpaidleave.org for information about the rules and people who are eligible for the program.)

Table of Contents

Logging in to the User Portal.....	4
Navigating from the CT Paid Leave Website to the User Portal	11
Navigating the Aflac claim portal.....	12
Start an Application for CT Paid Leave	14
Update your email, phone number or mailing address	16
Sign up for email communications or text messaging.....	17
Document Dashboard	18
Download a document to a case	20
Upload a document to a case	21
Identifying if a Document is Complete or Incomplete.....	25
Review an alert and your communication	26
View the documents uploaded or received for a case or upload a new version.....	27
Add time to your intermittent case.....	29
Send a message to your Case Manager	31
Check the status of your case and payment details	32

Logging in to the User Portal

(The following images may differ, and the guide will be updated regularly)

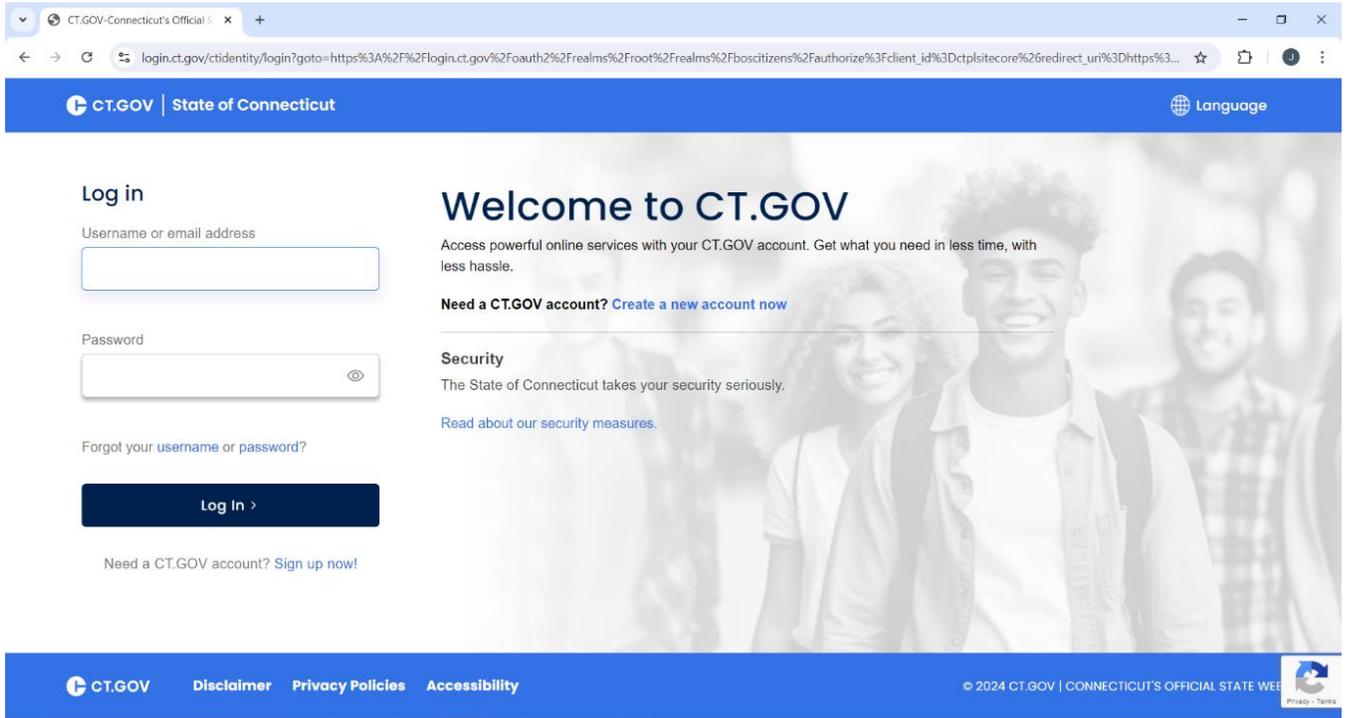
Your Connecticut Paid Leave portal houses your case information and is a place where you can start an application for CT Paid Leave or find information about your case without having to make a phone call. You can register and log in to the website by visiting <https://www.ctpaidleave.org/>. You can also contact us 877.499.8606 between 8 a.m. and 8 p.m. ET, Monday through Friday.

If you are a new user, click “Create an account with CT.Gov” at the top of the page below the search bar

If you have already set up an account, click “Sign In” at the top of the page below the search bar.



If you are an existing user (you previously registered for an account with CT.gov), enter your username or email address and password then click the “Log In” button.

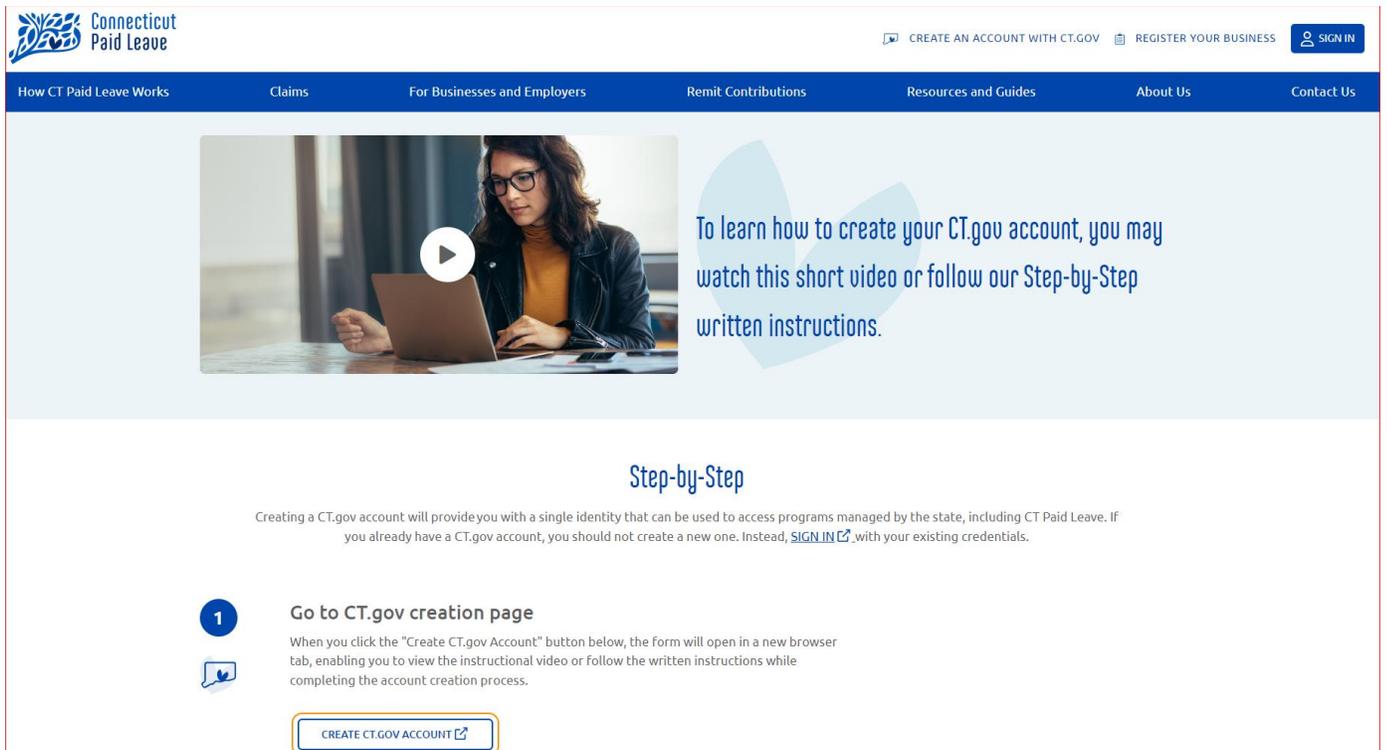
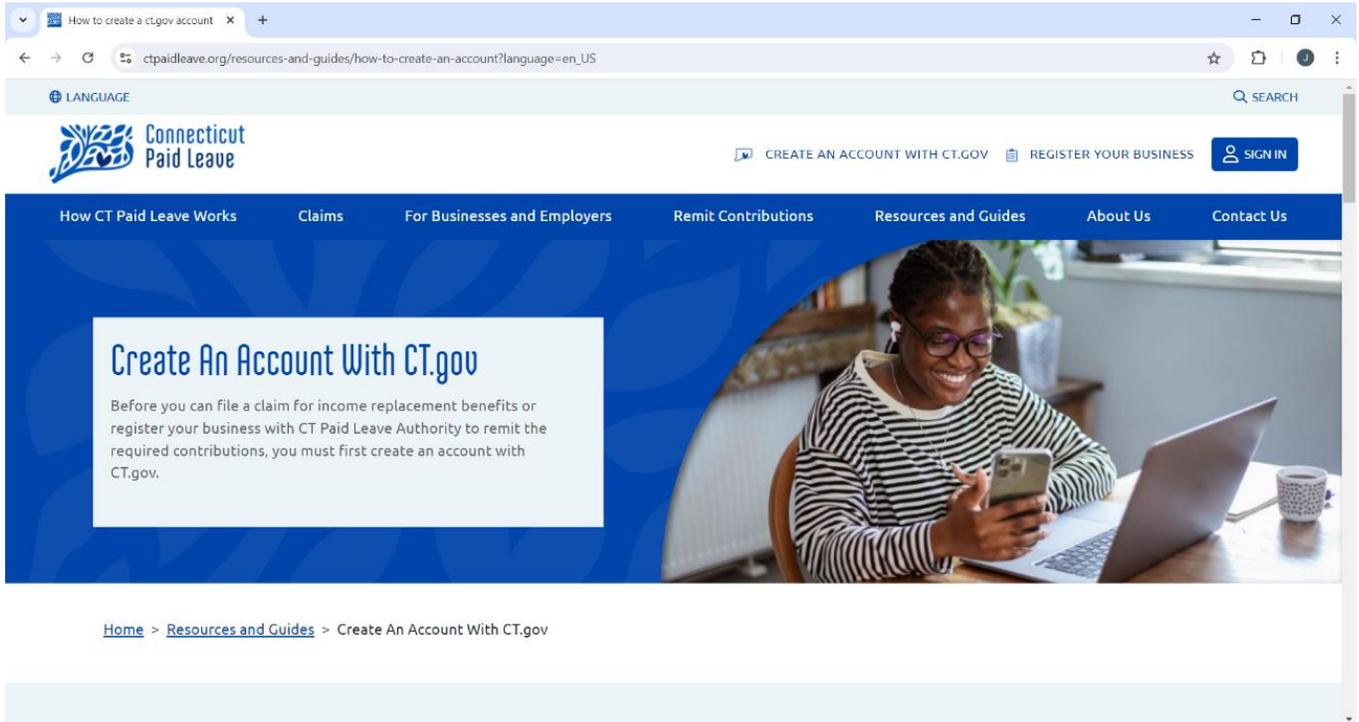


You will then go through a Two-Factor authentication process and be redirected to the CT Paid Leave website. Click your name in the upper right and click Aflac Portal to access your existing account.

If you are a new user, you need to register for an account with CT.gov where you will create a username, password and provide additional contact information. Click the “Create an Account with CT.Gov” link.



There are step by step instructions on the CREATE AN ACCOUNT WITH CT.GOV page – scroll down for instructions and a short video to guide you through the process.



Once you click the “Create CT.Gov Account” link, a Welcome to CT.GOV screen will appear where you will enter your personal information. We recommend you use your personal email address when registering as a new user and not your work or business email. The email address should be specific to you. Do not use a shared email address. You should use this same email address when you register on CT.Gov and when you register and provide your personal details in the Aflac Portal.

The screenshot shows the CT.GOV registration page. On the left is the 'Sign up' form with fields for First name, Last name, Username, Email address, Confirm email address, Mobile number (Optional), Preferred language (English selected), and Password. On the right is the 'Welcome to CT.GOV' section with a sub-header 'Access powerful online services with your CT.GOV account. Get what you need in less time, with less hassle.' Below this are links for 'Need a CT.GOV account? Create a new account now' and 'Security'. A text box highlights: 'It is recommended that you provide your mobile number. This allows you to enable text notifications for authentication and provides an alternate contact method in the event you lose access to the email you provided.'

After you enter all the required information, double check for accuracy and click “Sign Up”

You will see a Sign up-Summary screen. After making sure all your information is correct and validating you are not a robot, click “Submit”. An email will be sent to your inbox to validate your account.

The screenshot shows the 'Sign up - Summary' screen. The form fields are filled with: First name: John, Last name: Test, Username: cplexample, Email address: cplexample@gmail.com, Preferred language: English, Mobile number (Optional): (860) 929-9999. There is a checkbox for 'I'm not a robot' and a CAPTCHA icon. A 'Submit >' button is at the bottom. Below the button is a 'Go back' link and the text 'Already have an account? Sign in'. The right side of the page is identical to the previous screenshot, showing the 'Welcome to CT.GOV' message and security information.

For security reasons, a CT.GOV Sign up- Verification screen will appear, and you will need to enter the verification code that was sent to the email address from the summary screen. Enter that code and click “Verify”.



You will see a message on the screen that says “Success!” to confirm your CT.GOV account was successfully created.

Click “Sign in” (blue link below “Success!”) and use the username and password you just created to continue.



For security reasons, a 2-Factor Authentication screen will appear where you will choose the best way to receive your security verification codes. Make your selection and click “Continue”.



A screen validating that 2-Factor Authentication was enabled will appear. Click “Continue”. (Another communication will be sent to verify your account.)



A screen asking you to verify your account using the verification code the system sent to your phone/email (depending on your answer) will appear.

Enter the verification code from your email (or text/phone depending on how you answered) and click “Verify”.

Please verify your account



Please enter the verification code we sent to ct*****@****.com
[Resend verification code](#)

Verification code

Note: We are verifying your account - please do not close your browser.

Verify

Having trouble? [Sign in using a different method](#)

Welcome to CT.GOV

Access powerful online services with your CT.GOV account. Get what you need in less time, with less hassle.

Need a CT.GOV account? [Create a new account now](#)

Security

The State of Connecticut takes your security seriously.

[Read about our security measures.](#)



You will be automatically redirected to the CT Paid Leave Homepage as a logged in user.

Navigating from the CT Paid Leave Website to the User Portal

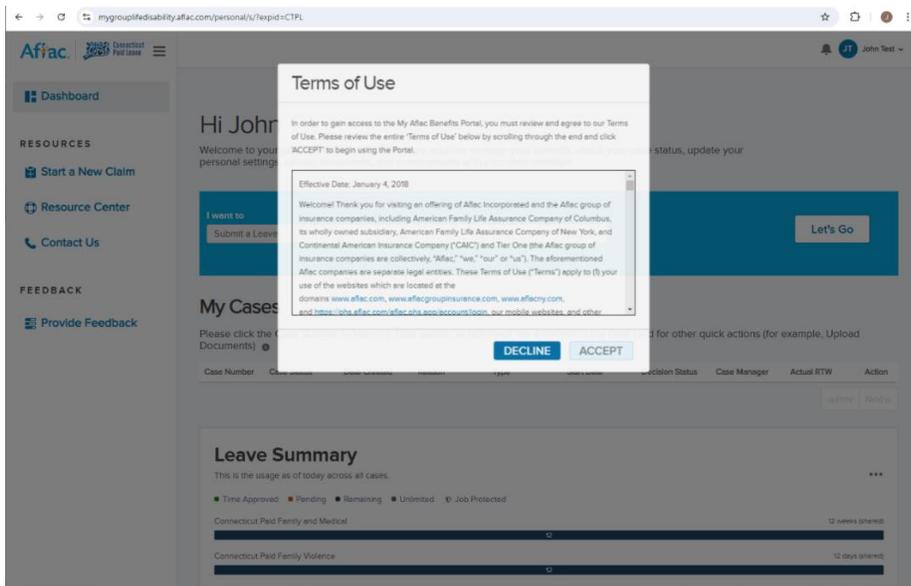
You can tell you are logged in because your name will appear in the upper right corner of the screen.

Click on your name and a pull-down menu appears.

Click on Aflac Portal if you wish to set up a new claim or access your existing portal account. You will be redirected to the Aflac Portal.



You will receive an alert notifying you that you are being redirected to Aflac’s website/portal. To use the Aflac portal for the first time, you must accept the Terms of Use on the screen.



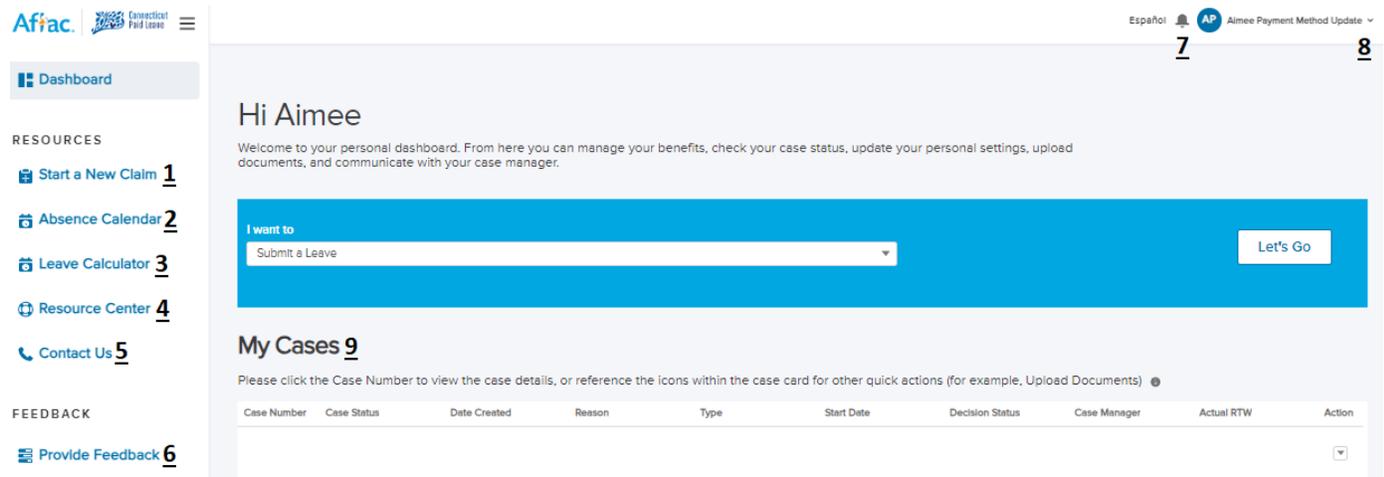
Hit “Accept” and you will be redirected to Aflac’s portal to submit or review your claim for CTPL benefits.

Navigating the Aflac claim portal

Below are some instructions on how to find your way through the portal after you have been redirected to Aflac's site.

Your Dashboard

If you are successfully redirected from CT.GOV, you will always see your Dashboard first, which looks like this:



Here, you will find:

1. **Start a New Claim:** Enter relevant information to file a new claim
2. **Absence Calendar:** A calendar that allows you to see any planned or upcoming leaves.
3. **Leave Calculator:** An app that lets you see which leave and time off programs you may be eligible for
4. **Resource Center:** Contains documents and forms, helpful links for the tax election forms, and FAQs
5. **Contact Us:** Tells you how to reach Aflac
6. **Provide Feedback:** Allows you to provide feedback on your experience using the portal
7. **Notifications:** Provides you with alerts or notifications related to your case
8. **Dropdown arrow for Account Settings:** Allows you to update your phone number, your communication preferences, and your payment choices
9. **My Cases:** Lists all your cases (claims), as well as important dates and information

Once you're in, you have the option to:

Manage your account:

Update your profile, tax withholding elections, communication preferences (email or US mail and text messaging), and access the Resource Center

View the status of your case(s) and

- Review any notifications which will appear at the top of your screen when something important has taken place on your case
- Report a date (dependent upon the type of paid leave you are taking)
- Add time to an existing case
- Upload documents to your case and view any documents you previously uploaded
- Send your Case Manager a message
- View your Case timeline, which has important dates and tells you where you are in the process
- Set up Direct Deposit and update your tax elections
- View your Case Payment History

Start an Application for CT Paid Leave

- If possible, file your paid leave claim for benefits 30 calendar days before you expect your paid leave to start (no more than 45 calendar days after your benefit start date unless there's good cause. Check the Connecticut Paid Leave website [here to find out what reasons are "good cause".](#))
- Notify your employer that you have applied for paid leave. You will need to apply directly to your employer for job-protected leave under FMLA (FMLA is separate from CT Paid Leave).
- You can start your CT Paid Leave application either on the portal or by contacting us 877.499.8606 between 8 a.m. and 8 p.m. ET, Monday through Friday.

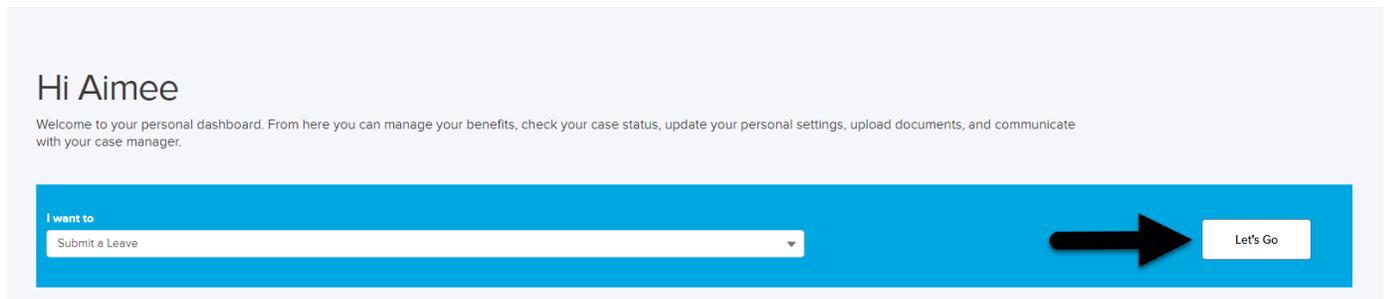
Information you need (There may be additional questions depending upon the reason for your leave.)

- The reason: Why do you need time away from work?
- Employer Information: Employer contact name, email address and phone number
- The type of leave:
 - **Continuous:** An absence taken as a consecutive span of time for a single qualifying reason.
 - **Intermittent:** A leave in separate, non-consecutive time periods rather than a single span of time for a single qualifying reason.

Note: If you already have an open intermittent case and would like to submit time for that case, check your Case Details page from the My Cases section on your dashboard where you can add time used for your case by using the 'Add Time' button.

- **Reduced Schedule:** If you will work a reduced schedule while on leave, you'll need to provide the start date and end date of your request and the hours per day you will miss work
- The date you would like to begin to receive your paid leave benefits.
 - Note: Check with your employer first - *Some require employees to use things like Paid Time Off prior to receiving paid leave benefits.*
- Other pay you get or benefits you've applied for related to this leave
- Communication choice: Select US Mail or Email. You also have the option to receive text messaging for important updates about your case
- Payment choice: You'll need to provide your bank information if you select Direct Deposit. You may also choose to receive a debit card.

From your Dashboard, you will see a dropdown with options to “Submit a Leave”.



Helpful Tip: The first question is “Are you enrolled with the CT Paid Leave Authority as a Sole Proprietor or Self-Employed individual?” which means, does the IRS require you to pay self-employment taxes (SE Tax) and did you enroll that way with Connecticut Paid Leave? Answering this question right helps us know which forms to send you.

Once you answer all the questions, you are assigned a case number. This is the case number you should use when contacting Aflac.

Things to Know

Report ANY change to us within 7 days (like the days off you need or the money you get from other places) by calling Aflac at 877.499.8606 between 8 a.m. and 8 p.m. ET, Monday through Friday. You can also use the portal to send your [Case Manager a message](#). In addition, you can email CTPFL@aflac.com or fax the request to 888.485.0973. Be sure to include your name and case number.

After requesting your paid leave

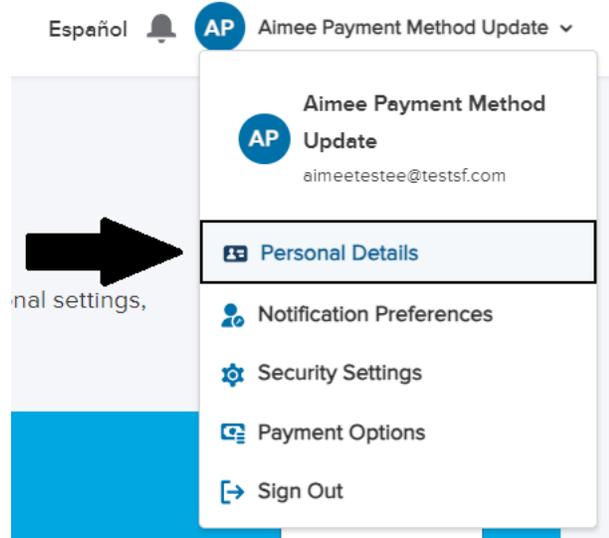
- You will be assigned a Case Manager.
- You will receive Notice of Application letter with forms and documents to complete and return to Aflac by the dates in the letter. Use the CTPL Application Supporting Documentation Dashboard in the Resource Center to help you with the forms.
- You can track your case online at <https://www.ctpaidleave.org/>. You will receive updates through letters, email, and text messages (if you opt-in for emails and text alerts) when key decisions are made.

It is very important to return the completed documents to Aflac. If Aflac does not receive the forms, your claim will be denied. There are sections on the forms that you need to complete and sections that will need to be completed by your employer or the healthcare provider. If you need additional time to complete and return the forms, contact Aflac and ask for more time.

[Navigate back to the Table of Contents](#)

Update your email, phone number or mailing address

From your Dashboard, in the upper right corner of the page, you will see your name with a dropdown arrow. Click the dropdown arrow and click “Personal Details”.



From the Personal Details, you will be taken to the Personal Information section. Click the arrow or > symbol next to the field to edit. To make changes, click on the arrow and click on “Update Profile” to save the changes.

Home Phone	971-420-6666		
------------	--------------	---	---

If there is a lock icon next to a field that means that is a field that you are unable to change.

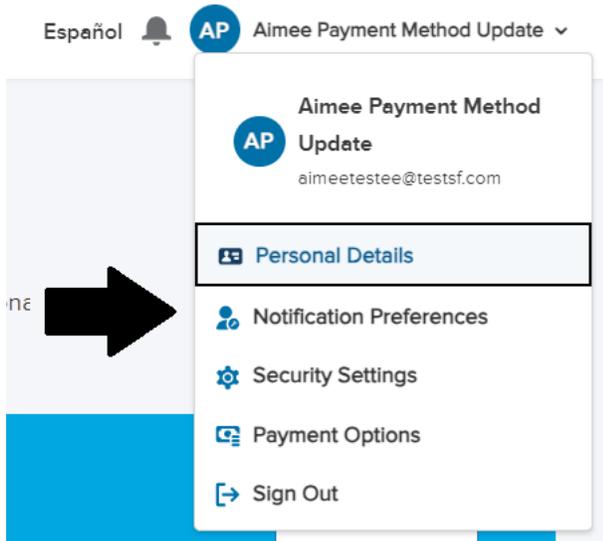
Collin Senita	This lock means you can not edit this field.	
---------------	--	---

[Navigate back to the Table of Contents](#)

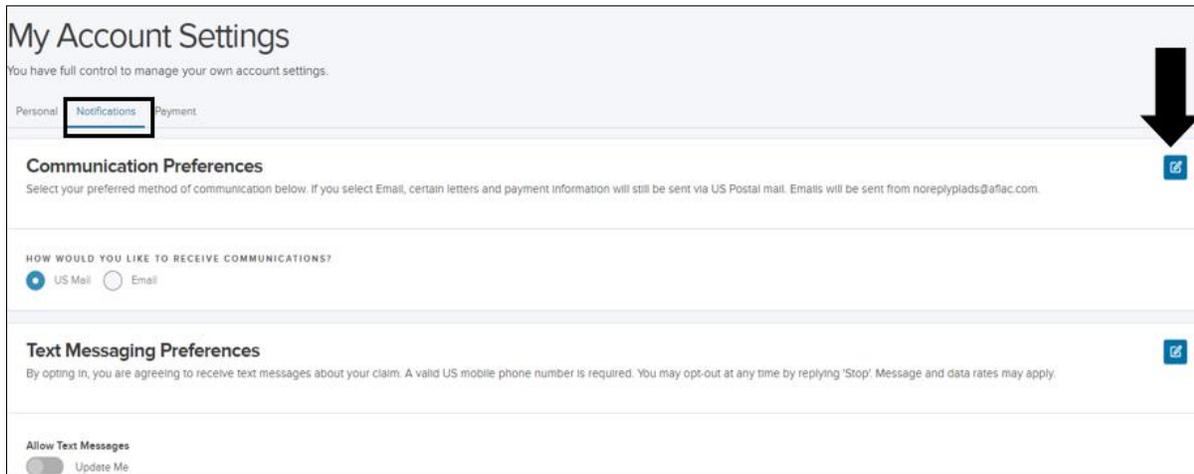
Sign up for email communications or text messaging

From your Dashboard, you can make changes to your profile by clicking the dropdown arrow in the upper hand right corner next to your name.

Then click “Notification Preferences”.



You can change how you want to hear from us under the Notifications section. Go to the Notifications section towards the top of your screen, to make changes, click the edit icon found to the right of the field that you would like to update.



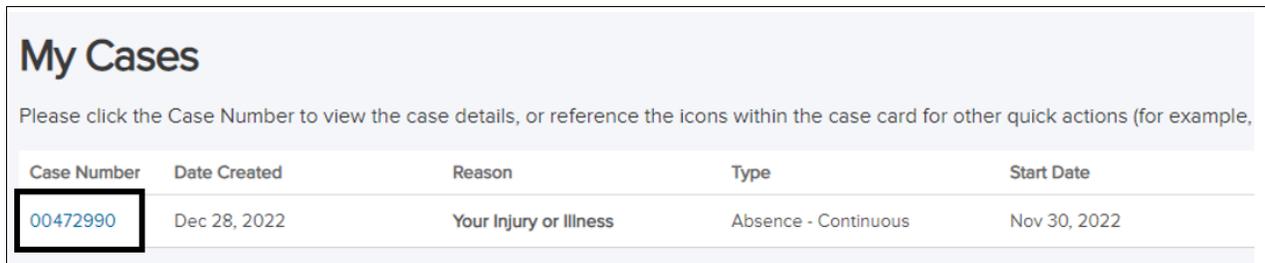
Once you have made your changes, click “Save”. Follow the same steps for any other options you want to update.

Helpful Tip: Enrolling in text messages allows you receive important updates such as: a decision has been made, documentation is available, documentation is due, your reconsideration was received, or the case was closed.

[Navigate back to the Table of Contents](#)

Document Dashboard

The Document Dashboard is new functionality aimed at creating a better user experience in the portal. From your dashboard, select the claim that you would like to upload a document to by clicking on the hyperlink for the case number.



My Cases

Please click the Case Number to view the case details, or reference the icons within the case card for other quick actions (for example,

Case Number	Date Created	Reason	Type	Start Date
00472990	Dec 28, 2022	Your Injury or Illness	Absence - Continuous	Nov 30, 2022

From your case page under the Document section, a Document Dashboard will list all of the document categories that are required for your paid leave reason and will show all of the documents received (required and not required) along with the status of each document.

Within the Document Dashboard, you can:

- Determine which documents are required based upon your paid leave reason
- View which documents have been received or not received
- Obtain the status of your documents in real-time and if your document is incomplete, see the reason why
- Download and/or upload a document to a required category or download and/or upload a document that is not required (W-4, Direct Deposit form, etc.)
- Upload multiple documents at the same time

Note: The Document Dashboard will only display documents uploaded to the portal (including emailed, faxed, mailed) as of February 1, 2023, and after. If a document was uploaded or received prior, the document would show under Document History below the Document Dashboard

> [Documents](#)

Document History

Below are historical documents that have been uploaded to your case. If you need to view previous documents please click the next / previous buttons below.

NAME	CATEGORY	SUBMITTED	SUBMITTED BY
C-EOB	Other	7 months ago	System User
C-EOB	Other	7 months ago	System User
C-EOB	Other	7 months ago	System User
C-EOB	Other	7 months ago	System User
C-EOB	Other	7 months ago	System User

Fields within the Document Dashboard

Document Dashboard

Documents associated to your case will be listed below. If a blank form is available for a listed category, you can select the download icon to the right of that row to download the form and fill it out. You can also select the "Download Forms" button to see what other types of forms may be available for download. If there are any items marked with a status of "Required", you can select the upload icon to the right of that row to upload that document. The same button can be used to upload a new version of a document which will replace the original, when necessary. In addition, you can upload any document at any time by selecting the "Upload Documents" button. Your case manager will review all documents and contact you if anything else is needed.

A	B	C	D	E	H Download Forms/ ESign	I Upload Documents
CATEGORY	NAME	RECEIVED	STATUS	DOWNLOAD	UPLOAD	ESIGN
Identification (1)			Required			
Employment Verification (1)			Required			
Illness or Injury Certification Form (1)			Required			
Intake Details (1)	I-20240523-365193 Connecticut Paid Leave Intake	May 23, 2024	Received			
A1 CATEGORY			STATUS			

- A. **Category:** A list that shows which document categories are required and not required; the required categories will be based upon your paid leave reason. If (A1) "Category" under Category, is used, you will be provided a dropdown to choose the category corresponding to your document.
- B. **Name:** The name of the document uploaded from your saved files
- C. **Received:** The date the document was uploaded to the portal or the date it was received by fax, email or sent by mail
- D. **Status:** The real-time status of the document
 - **Required:** The default status for all required documents that have not been received
 - **In Review:** The status when a required category document is uploaded, faxed, mailed or

emailed either by you or by an Aflac team member, the system will automatically update the status from “Required” to “In Review”

- **Complete:** Your Case Manager updates the document to this status once they review the document and determine it is complete; you can no longer upload a document to this category once it is in “Complete” status
 - **Incomplete:** The status that your Case Manager updates a document once they review the document and determine it is incomplete; when a reason is entered, the Reason column will then appear with the explanation
 - **Status:** The default status to add a document and category
 - **Received:** The status when a non-required document is uploaded, faxed, mailed or emailed either by the CT worker or by an Aflac team member
 - **Not Received:** The default status for all optional documents that have not been received
- E. **Download:** How you can download a document to a Category name; you can also upload a new version of the document if the status is not “Complete”
- F. **Upload:** How you can upload a document to a Category name; you can also upload a new version of the document if the status is not “Complete”
- G. **Esign:** Allows you to electronically sign documents in need of a signature
- H. **Download Forms/Esign:** Allows you to download or Esign your documents from a list. Once finished, click on the X at the top right to return to the case
- I. **Upload Documents:** Allows you to upload document that is required or not required but you will need to select the category corresponding to your document

Download a document to a case

There are different ways you can download a document for your case.

1. Using the [Document Dashboard](#) provides the best user experience. Documents can be downloaded by using the Download icon  from the Download column that corresponds with the category of the document within the checklist or by selecting the Download Forms/Esign button



Using the Download icon from the Download column of the Document Dashboard:

- Select the Download icon for the corresponding document.

CATEGORY	NAME	RECEIVED	STATUS	DOWNLOAD
Identification (1)			Required	
Employment Verification (1)			Required	

- The form will then open in a new tab, where you can choose to print or save the file using the Print and Save As icons in the top right corner.

Connecticut Paid Leave

Using the Download Forms/ESign button:

- Select the Download Forms/ESign button at the top of the Document Dashboard.

Document Dashboard

Documents associated to your case will be listed below. If a blank form is available for a listed category, you can select the download icon to the right of that row to download the form and fill it out. You can also select the "Download Forms" button to see what other types of forms may be available for download. If a document is marked with a status of "Required", you can select the upload icon to the right of that row to upload that document. The same button can be used to upload a document which will replace the original, when necessary. In addition, you can upload any document at any time by selecting the "Upload Document" button. The document manager will review all documents and contact you if anything else is needed. ⓘ



- A new window will pop up, showing which documents you are able to download.

Download Forms/ ESign

Select the appropriate icon to download or eSign your document. Once finished, click on the X to return to the case.

- ↓ EFT Form
- ↓ W4
- ↓ Employment Verification
- ✉ ↓ Authorization Form
- ↓ Appeal Request Form
- ↓ Illness or Injury Certification Form
- ↓ Sole Proprietor Employment Verification Form
- ↓ Third Party Authorization to Release Form

- The form you select will then open in a new tab, where you can choose to print or save the file using the Print and Save As icons in the top right corner.

Upload a document to a case

Before uploading a document, make sure you save your document or image to your computer or phone. You are able to upload the following file types: .doc, .docx, .jpg, .png, .tif, .pdf, .txt. The title of your file should state the type of documentation you are uploading. For example, if you are uploading a copy of your Driver's license, you should title it as "CT Driver's license".

There are different ways you can upload a document to your case.

- Using the [Document Dashboard](#) provides the best user experience. Documents can be uploaded by using the Upload icon  from the Upload column that corresponds with the category of the document within the checklist or by selecting the Upload Documents button .

Using the Upload icon from the Upload column of the Document Dashboard:

- Select the Upload icon for the corresponding document.

CATEGORY	NAME	RECEIVED	STATUS	REASON	UPLOAD
Identification (1)			Required		

 **Click here**

- The Upload File will allow you to select the corresponding file from their computer or device.
- The name of the document will appear once selected along with a Category type below. The Category type will default based on the Category the upload is linked to.
- Select "Submit" to upload.

Document Upload

Acceptable file types: .doc, .docx, .jpg, .jpeg, .png, .tif, .tiff, .pdf, .txt
Maximum file size: 25MB

Upload Documents

Unsubmitted Documents

Please categorize your documents so we know who should be able to see them.

* Required

Drivers License.PNG **Uploaded document** x

* Category  Category picklist will default

Identification

- The Document Dashboard will refresh, and you can verify the information that was added to the case. You will receive notification that your document was uploaded. The status for a required document will update from "Required" to "In Review".

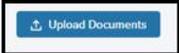
CATEGORY	NAME	RECEIVED	STATUS	REASON	UPLOAD
Identification (1)	Drivers License	Jan 24, 2023	In Review		

Using the Upload Documents button:

- Select the Upload Documents button from the Document Dashboard

Document Dashboard

If there are documents associated to your case they will be listed below. If there are any marked with a status of "Required", you can click the upload icon to the right of that row to upload that document. In addition, you can upload any document at any time by selecting the "Upload Documents" button. Your case manager will review all documents and contact you if there is anything else that is needed.

∨ Documents 

- A pop-up box will appear for the you to upload files or drop files to upload. Once uploaded the document name will appear in the Unsubmitted Documents section of the pop-up box.
- Before the file can be submitted, you will need to use the Category dropdown to select the document name category to attach the file to. Note that required documents are listed in the list as well as optional documents. If you are uploading several different documents, it will require a category to be chosen for any non-required documents.
- Required Documents will link to its appropriate category when the category is selected from the dropdown and submitted.

- Any non-required documentation will appear below the required documentation with the Category name and the status will default to “Received”.

W4S (1)	test	Jan 23, 2023	Received
---------	------	--------------	----------

User’s Best Practice Tip: When uploading multiple pages of a document that is not in one file, use the Upload Documents button so documents are uploaded to the correct Category.

Another way you can upload a document is from your Dashboard.

2. Under the section “My Cases”, locate the case. Once located, click the dropdown arrow to the right of your case under the Action field and it will provide you an option to

“Upload Documents”.

Click “Upload Documents”.

My Cases

Please click the Case Number to view the case details, or reference the icons within the case card for other quick actions (for example, Upload Documents).

Case Number	Case Status	Date Created	Reason	Type	Start Date	Decision Status	Case
00691339	OPEN	May 23, 2024	Your Injury or Illness	Absence - Continuous	May 20, 2024	APPROVED	Rob

Add Date

Upload Documents

View Case

Payments

Leave Details

<< Prev 1 Next >>

Another box will appear. Click “Upload Files” to browse your computer or phone. Click the file from your computer that you want to upload and click “Open”. You can also “drop files” into the box by using your computer’s mouse to drag the file you need to upload into the upload box.

Upload Files

CT Drivers License.pdf
89 KB

1 of 1 file uploaded

Done

Cancel Submit

Finally, you must choose a “Category” for the files uploaded. The “Category” should match the type of file you are uploading.

The other way that you can upload a document is through the Document Checklist.

Helpful Tip: Your Resource Center (located on the left-hand side of your Dashboard) contains a document titled “CTPL Application Supporting Documentation Checklist”. Within the document, the “Category Type” corresponds to which one you should choose in the dropdown if you are not uploading the document to a required category within the Documentation Dashboard.

Connecticut Paid Leave Supporting Documentation Checklist 

To apply for these benefits, you must tell us the reason you are applying for benefits, provide documentation supporting the leave reason, documentation verifying your identity and have your employer(s) complete a CT PL Employment Verification form. In addition, confirmation of wages may be required if you are self-employed or a sole proprietor. Based on the reason checked below, the noted forms are required for a claim decision. To confirm which documents Aflac received, sign in at www.ctpaidleave.org to view your case and “case timeline”. You will need to search for the form codes listed below based upon your leave reason.

Note: Receipt of the documentation does not mean it is sufficient. Please refer to your correspondences for additional detail.

Document Needed for All Claims		Document Code	Category Type - if uploaded on portal
CT PL Employment Verification form		C-ERV	Employment Verification
Identification verification documents- please refer to www.ctpaidleave.org for more information on acceptable identification verification documentation.		C-IDENTITY	Identification
Wage Verification Form/Proof of Income - may be required		C-INCOME	Proof of Income

Leave Reason	Document Needed	Document Code	Category Type - if uploaded on portal
Bonding with a new addition to your family, by birth, adoption, or foster care	CT PL Bonding Statement AND	C-BOND AND	Bonding Certification Form AND
	Copy of Bonding Documentation (see: Hosp Discharge, birth cert of child, adoption papers, court document for foster child, etc.)	C-BOND	Proof of Birth
Serious Health Condition (receiving treatment for a serious health condition, pregnancy, organ donation or bone marrow donation)	CT PL Certification for Serious Health Condition	C-EEOI	Illness or Injury Certification Form

[Navigate back to the Table of Contents](#)

Identifying if a Document is Complete or Incomplete

Prior to your document being reviewed, the document status may be any of the following:

- **In Review:** The status when a required category document is uploaded, faxed, mailed or emailed either by you or by Aflac team member, the system will automatically update the status from “Required” to “In Review”
- **Received:** The status when a non-required document is uploaded, faxed, mailed or emailed either by the CT worker or by an Aflac team member

After the document is reviewed by your Case Manager, they will determine if the document is complete or incomplete. Your Case Manager will update the status of the document once it has been reviewed.

The status of your document will appear with the [Documentation Dashboard](#) in real-time.

- If your document is complete, the status will show as complete, and you can no longer upload a new document or new version once it is marked as complete.

CATEGORY	NAME	RECEIVED	STATUS	UPLOAD
Identification (1)	Drivers License	Jan 24, 2023	In Review	
∨ Employment Verification (2)	EE portal	Jan 17, 2023	In Review	
Employment Verification	reupload new version of inc	Jan 18, 2023	Received	
> Illness or Injury Certification Form (2)	Cert Form	Jan 24, 2023	In Review	
> W4 (2)	Phone	Jan 17, 2023	Complete	

- For documents that are marked as “Incomplete”, the dashboard will list to the right of the status why the document cannot be accepted as complete.

> Employment Verification (2)	EE portal	Jan 17, 2023	Incomplete	Missing Information Employer signature and date is
-------------------------------	-----------	--------------	------------	---

Review an alert and your communication

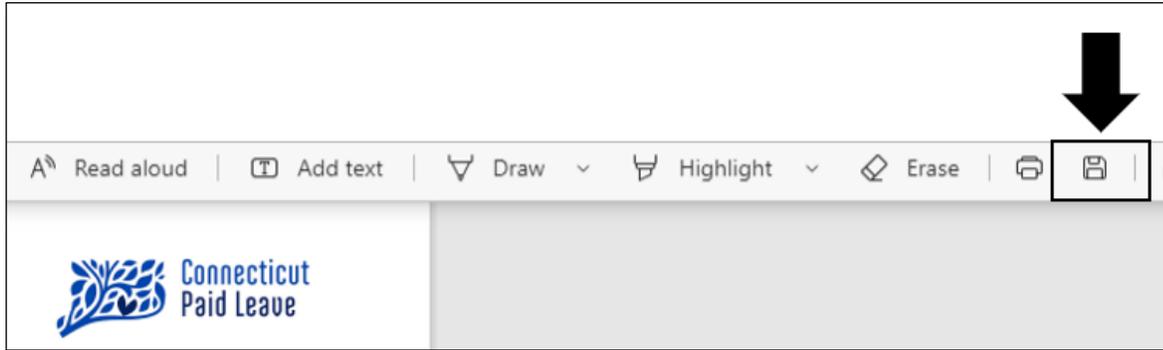
Any alerts for your case(s) will appear on your Dashboard. Click on the alert to review it and once it has been reviewed, the alert will no longer be visible.

The screenshot shows the Aflac dashboard interface. In the top left corner, there are logos for Aflac and Connecticut Paid Leave, along with a hamburger menu icon. Below the logos is a 'Dashboard' button. On the right side of the dashboard, there is a yellow notification alert that reads: "You have a new letter to view regarding Case #00472990." The alert includes a speaker icon on the left, indicating it is a notification.

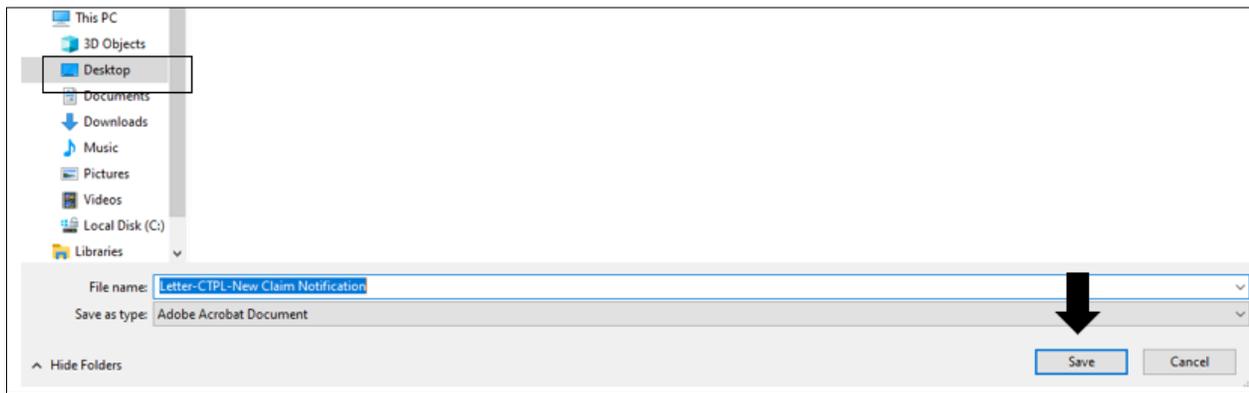
In this example, the alert was to inform the employee that a new letter or communication was available for their case. After you click on the alert, the communication will appear in a new tab in your

internet browser.

You can download the letter by clicking the “save” icon towards the top of your screen under the URL.



Save the document to a location on your computer by choosing the location and clicking “save”.



You can now access the document from that location. You can always view letters or emails from your Case Timeline.

View the documents uploaded or received for a case or upload a new version

There are different ways to view a document uploaded or received for your case.

1. If the document was uploaded or received February 1, 2023, or later, you can view the documents within the Documentation Dashboard.
 - You can select the Upload icon  next to the document. A window will appear at the top of the screen to see a preview of the file, download the file, or upload a new version of the file (if one previously has been uploaded).
 - When uploading a new document, it will upload as a new version of the document. You and your Case Manager can view all versions uploaded; however, the newest version will take precedent over any previously existing documents. You can only upload a new version if the status is not complete.
 - Historical documents uploaded prior to February 1, 2023, will be listed in the Document History.

Document Dashboard

If there are documents associated to your case they will be listed below. If there are any marked with a status of "Required", you can click the upload icon to the right of that row to upload that document. In addition, you can upload any document at any time by selecting the "Upload Documents" button. Your case manager will review all documents and contact you if there is anything else that is needed.

> [Documents](#) [Upload Documents](#)

Document History

Below are historical documents that have been uploaded to your case. If you need to view previous documents please click the next / previous buttons below.

NAME	CATEGORY	SUBMITTED	SUBMITTED BY
CEOB	Other	7 months ago	System User
CEOB	Other	7 months ago	System User
CEOB	Other	7 months ago	System User
CEOB	Other	7 months ago	System User
CEOB	Other	7 months ago	System User

- You can also view the file by clicking on the File Name. A new tab will open to preview the item and you can download the file as needed.

Document Dashboard

If there are documents associated to your case they will be listed below. If there are any marked with a status of "Required", you can click the upload icon to the document at any time by selecting the "Upload Documents" button. Your case manager will review all documents and contact you if there is anything else that is needed.

Documents

CATEGORY	NAME	RECEIVED	STATUS
Identification (1)	Drivers License Click here	Jan 24, 2023	In Review

- From your Dashboard, under the section "My Cases", locate the case. Once located, click the dropdown arrow to the right of your case under the Action field and click "View Case".

My Cases

Please click the Case Number to view the case details, or reference the icons within the case card for other quick actions (for example, Upload Documents).

Case Number	Case Status	Date Created	Reason	Type	Start Date	Decision Status	Case
00691339	OPEN	May 23, 2024	Your Injury or Illness	Absence - Continuous	May 20, 2024	APPROVED	Rob

Add Date

Upload Documents

View Case

Payments

Leave Details

«Prev 1 Next»

In the Case Details screen and under the Documents section, you will see the five most recent documents that have been uploaded.

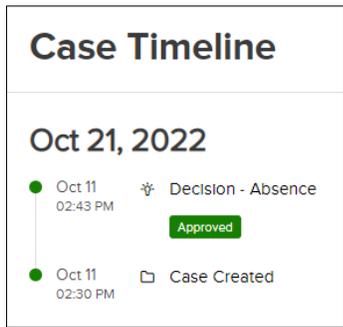


Case Timeline

Dec 28, 2022

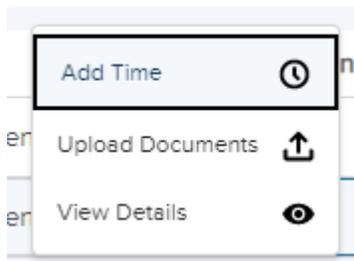
- Dec 28 04:05 PM Authorization Form Received
 ESign
- Dec 28 04:05 PM Email Sent
 Letter-CTPL-New Claim Notification
- Dec 28 04:04 PM Case Created

You can also view your Case Timeline.



Add time to your intermittent case

You must report every date and hour you take as intermittent paid leave. From your Dashboard under the section “My Cases”, locate the case and click the dropdown arrow to the right of your case information under the Action field.



Add Time ✕

* = Required

If you need to make a change to time that has already been submitted, please contact your case manager. [+ Add Time](#)

DATE * HOURS MINUTES ALL DAY

A box will appear. Enter in the date, hours and minutes that you need to report (you missed/or will miss) or you can use the “All Day” button to report a full day.

You can use the “Add Time” button to add additional dates. Once you enter your date(s) and time(s) click the “Submit” button.

If you need to make a change to time that you have already submitted, [send your Case Manager a message](#) or call 877-499-8606.

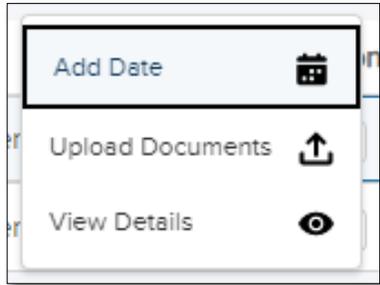
Helpful Tip: You will not receive individual communication for each intermittent absence approved on your case. You should visit the portal to find out the status of your dates and information on approved absences. You must report your intermittent absences within 2 business days from the date you missed.

[Navigate back to the Table of Contents](#)

Report a Date

Depending on the leave reason, you can report a surgery date, a delivery date or a return-to-work date.

From your Dashboard under the section “My Cases”, click the drop-down arrow to the right of your case and click “Add Date”.



A box will appear and depending upon your case/paid leave reason, the options for “What type of date are you reporting” will appear. Click the right reason, enter the date and click submit.

A "Report A Date Entry" form. At the top is a close button (X). Below it is a red asterisk followed by the text "= Required". The main heading is "WHAT TYPE OF DATE ARE YOU REPORTING." followed by a dropdown arrow. The dropdown menu is open, showing three options: "--Select Option--", "Date of Delivery", and "Return to Work". Below the dropdown is a date input field with a calendar icon. At the bottom are two buttons: "Cancel" and "Submit".

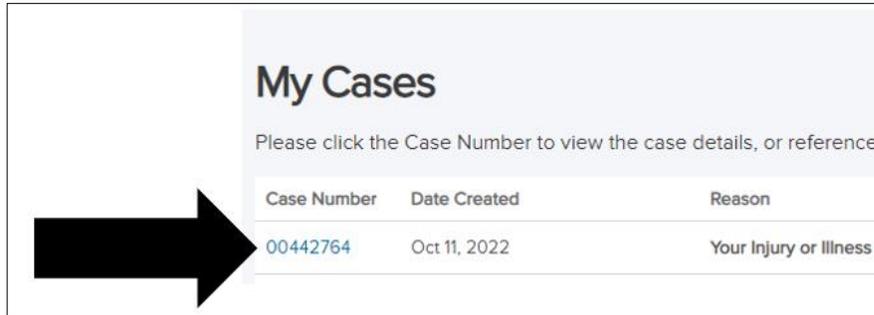
Helpful Tip: It is important you report your return-to-work date so that you avoid being paid more than you should. Any overpayment to you **must** be paid back to the Authority. Not reporting your return-to-work date also prevents your case from closing like it should.

[Navigate back to the Table of Contents](#)

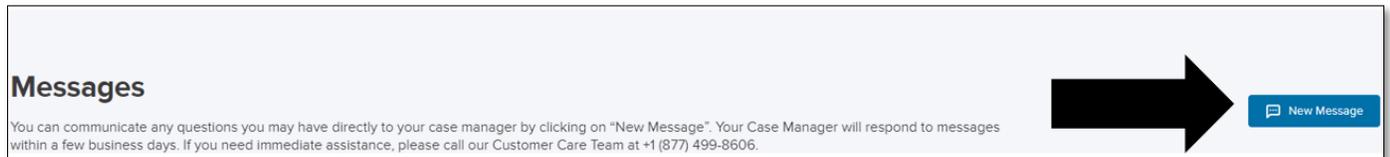
Send a message to your Case Manager

Messages works like email and allows you to communicate with your Case Manager.

From your Dashboard under the section “My Cases”, click on your Case Number.



Under the Messages section, click the “New Message” button.



Type in your subject and your note and click “Send Message”. You will be notified through an alert on the portal when your Case Manager responds to you, and you will be able to view their reply.

* = Required

SUBJECT *

MESSAGE DETAILS

Write a message...

0 / 10000

[Cancel](#) [Send Message](#)

Helpful Tip: Before you send your message, make sure that it is not something that can be found directly in your case, for example, reporting time, checking status of your case, or viewing uploaded paperwork.

[Navigate back to the Table of Contents](#)

Check the status of your case and payment details

From your Dashboard under the section “My Cases”, locate the case. Once located, click the drop-down arrow to the right of your case and click on “Payments”.

My Cases

Please click the Case Number to view the case details, or reference the icons within the case card for other quick actions (for example, Upload Documents)

Case Number	Case Status	Date Created	Reason	Type	Start Date	Decision Status	Case Manager
00691339	OPEN	May 23, 2024	Your Injury or Illness	Absence - Continuous	May 20, 2024	APPROVED	Robert F.

- Add Date
- Upload Documents
- View Case
- Payments
- Leave Details

The Payments screen will display your Upcoming Payments, and Payment History.

Payments

Case Number: [00691339](#)
Leave Reason: **Your Injury or Illness**
Leave Type: **Absence - Continuous**
Case Manager: **Robert F.**

Upcoming Payments

These payments are approved but not yet released and are subject to change. ⓘ

Payment Method	Payment Period	Net Amount	Transaction Date	Benefit %	Status
Debit Mastercard	May 20, 2024 - May 26, 2024	\$941.40	May 26, 2024	N/A	RELEASED
Debit Mastercard	May 27, 2024 - Jun 2, 2024	\$941.40	Jun 2, 2024	N/A	RELEASED
Debit Mastercard	Jun 3, 2024 - Jun 9, 2024	\$941.40	Jun 9, 2024	N/A	RELEASED
Debit Mastercard	Jun 10, 2024 - Jun 16, 2024	\$941.40	Jun 16, 2024	N/A	APPROVED
Debit Mastercard	Jun 17, 2024 - Jun 23, 2024	\$941.40	Jun 23, 2024	N/A	APPROVED
Debit Mastercard	Jun 24, 2024 - Jun 30, 2024	\$941.40	Jun 30, 2024	N/A	APPROVED

Payment History

Click "View" of a payment in Payment History that you want more details on, and it will display the details of that payment from gross (before taxes) to net amounts (after taxes).

Explanation of Benefit

Claim Number: AC-
Pay Period: Jul 31, 2022 - Aug 6, 2022
Payment: P-2022-1441462



ACCOUNT
Connecticut Paid Family and Medical Leave Authority
CASE NUMBER

PAYEE INFORMATION

Payment Method: EFT

Bank Name	Phone	Account Type	Routing #	Account #
Pepoles United Bank	203-269-7211	Checking		XXXXXXXX2471

Statement

GROSS BENEFIT	PRE-TAX DEDUCTIONS	TAXES	POST-TAX DEDUCTIONS	NET AMOUNT
\$522.80	\$0.00	\$0.00	\$0.00	\$522.80

PAID LEAVE	DESCRIPTION	AMOUNT
	Gross Benefit Amount - Weekly	\$522.80
	Check Amount	\$522.80

[Navigate back to the Table of Contents](#)