



# Reporting your absence online

To report your absence—quickly and securely—simply visit **MyLincolnPortal.com** and follow these four steps:

1

## Log on to MyLincolnPortal.com

First-time users will need to register using company code: Veolia

2

## Click “Report a New Claim or Leave” and answer a few questions about yourself and your absence

You'll need to provide your employee identification number or another ID as required by your employer, the dates of your absence, and if applicable, your diagnosis and physician information.

3

## Select “Submit”

If you're submitting a disability claim, you'll be asked to download, sign, and submit a medical authorization form to send to your doctor.

4

## Keep a record of your claim or leave number

Print your personal report, which includes your claim or leave number and a summary of your claim details.

5

## Check the status of your claim or leave request online at MyLincolnPortal.com

You can also opt into text messaging via My Lincoln Portal, initiating an outbound notification text regarding the receipt, approval and extension of an absence, benefit payment information, and the closure or extension of a claim due to return to work.



# View an existing claim online

You can view details about your existing claim online—quickly and securely:

1

## Log on to MyLincolnPortal.com

First-time users will need to register using company code: Veolia.

2

## Click “View Existing Claim”

When accessing online view status for the first time, you will be directed to the “Find My Information” page. Here, you must enter your claim number, date of birth, and last name.

3

## View your claim details

Single claims will go directly to the claim detail summary. If you have multiple claims, a list will appear. Click the claim number you want for a detailed summary.



Visit MyLincolnPortal.com to view claim details, including:

- Coverage
- Status and status reason
- Disability dates
- Case manager’s name and contact information

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