

REFERENCE GUIDE

mySedgwick User Guide

for associates with disability, leave of absence, and accommodation claims

With mySedgwick, you can access up-to-date claim information in real time, contact your examiner, learn more about the claim process, and more. This guide will walk you through accessing mySedgwick and using its features.

Accessing mySedgwick

mySedgwick for Walmart can be accessed directly through any internet browser using a desktop or mobile phone

1. Go to the [mySedgwick login page](#) by going to <https://www.mysedgwick.com/walmart> or [One.Walmart.com/LOA](#)
2. Log in using Single Sign On (SSO) or by entering your username and password

Creating a new mySedgwick account

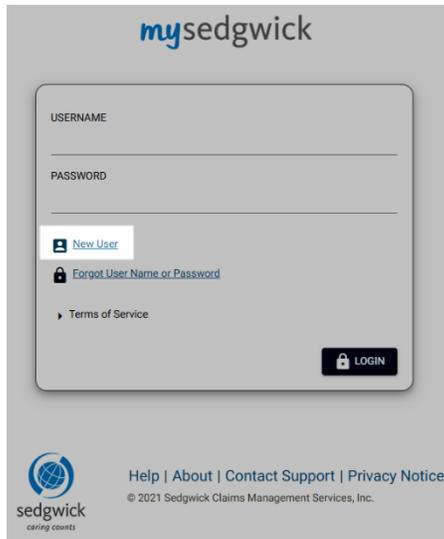
To create a new account in mySedgwick, your information must be on file from your employer.

This section helps you to do the following:

- [Registering for an account](#)
- [Choosing a username and password](#)

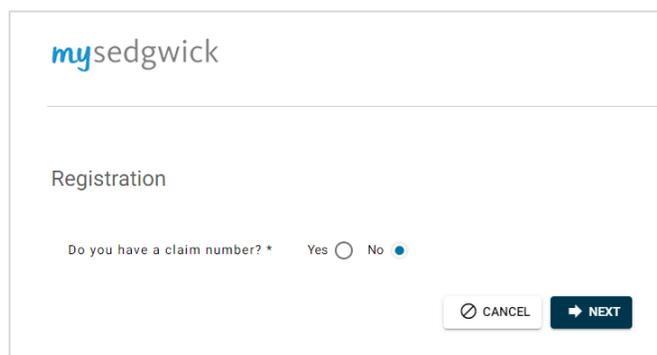
REGISTRATION

1. Select **New User**.



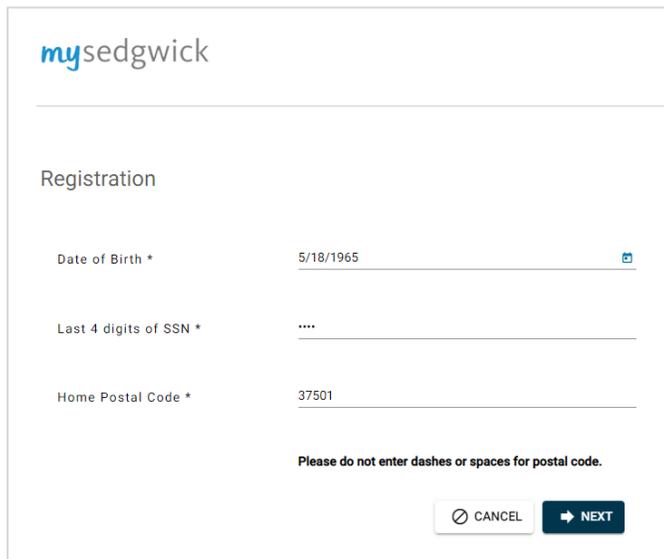
The screenshot shows the mysedgwick registration page. At the top is the mysedgwick logo. Below it is a form with fields for USERNAME and PASSWORD. There are three links: "New User" (highlighted with a blue box), "Forgot User Name or Password", and "Terms of Service". A "LOGIN" button is at the bottom right of the form. At the bottom of the page is the sedgwick logo with the tagline "caring counts" and a footer with links for "Help | About | Contact Support | Privacy Notice" and the copyright notice "© 2021 Sedgwick Claims Management Services, Inc."

2. If you're logging in from mySedgwick.com, answer **No** to the question, "**Do you have a claim number?**" Then select **Next**.



The screenshot shows a registration question on the mysedgwick website. The question is "Do you have a claim number? *". There are two radio button options: "Yes" and "No". The "No" option is selected. At the bottom right, there are two buttons: "CANCEL" and "NEXT".

- Complete the fields on the Registration page, including your **Last Name, Date of Birth, Last 4 digits of SSN, and Home Postal Code**. When you're finished, select **Next**.



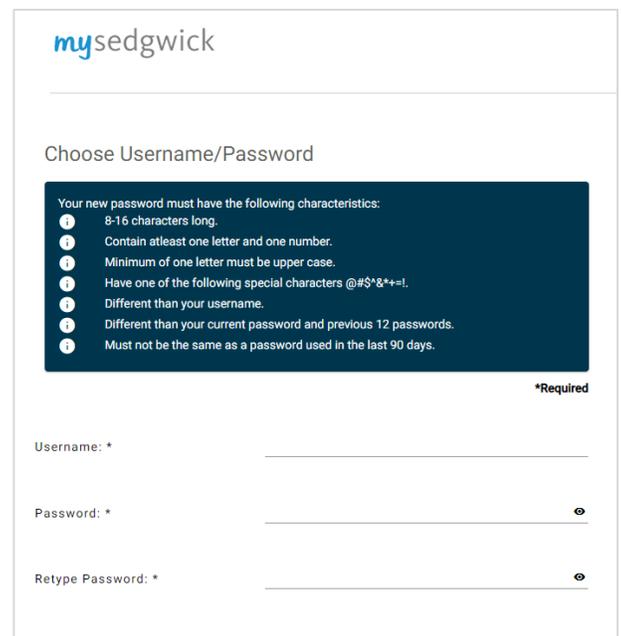
Your personal information must match the information on file.

If mySedgwick is unable to verify your information, select the link that appears for contacting Sedgwick Support or contact your People Lead for more assistance.

If mySedgwick successfully verifies your information, a page opens where you can create a username and password.

CHOOSE USERNAME AND PASSWORD

- Enter a unique username.
- Create a new password that meets the following requirements:
 - 8-16 characters long
 - Contains at least one letter and one number
 - Contains at least one uppercase letter
 - Contains one of the following special characters: @ # \$ ^ & * + = !



- Is different than your username

Enter Your Name and Email Address

3. Enter your first and last name and email address.
These fields are required.
4. If desired, enter your cell phone number.



Please provide your personal information for your user profile.

First Name: * _____

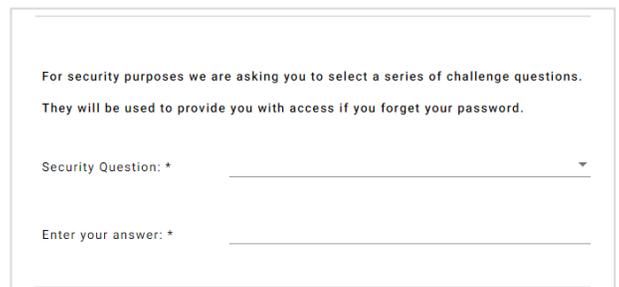
Last Name: * _____

Email: * _____

Cell Phone Number: _____ - _____ - _____

Select Security Questions and Answers

5. Select five security questions and specify an answer for each that can be used to validate your identity if you ever forget your username or password.
6. Once all fields have been completed, select **Submit**. A confirmation message appears.



For security purposes we are asking you to select a series of challenge questions. They will be used to provide you with access if you forget your password.

Security Question: * _____

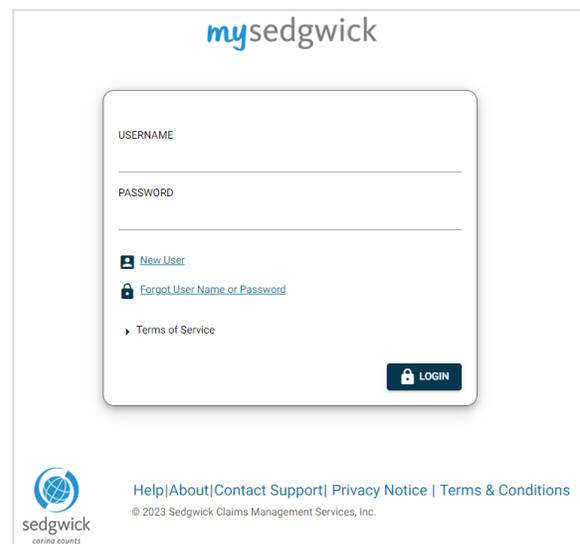
Enter your answer: * _____

You will also receive a confirmation email at the address you entered which includes the username you selected and a link to mySedgwick.

Logging In

1. Open the [mySedgwick login page](#).
2. Log in with your username and password or by using Single Sign On (SSO)

If you have not logged in before or it has been a while since you last verified your identity, you will be prompted to do so by entering a code you will receive by email or text message.



mysedgwick

USERNAME

PASSWORD

[New User](#)

[Forgot User Name or Password](#)

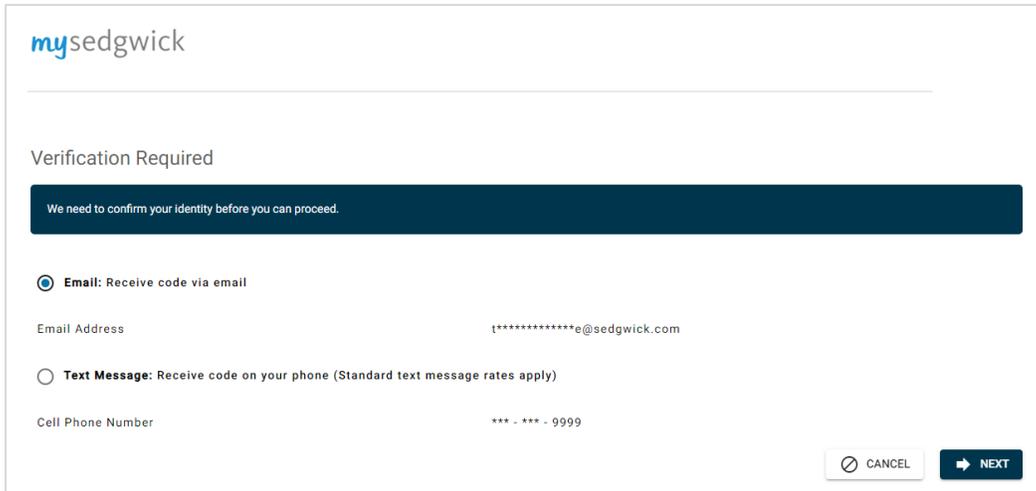
[Terms of Service](#)

LOGIN

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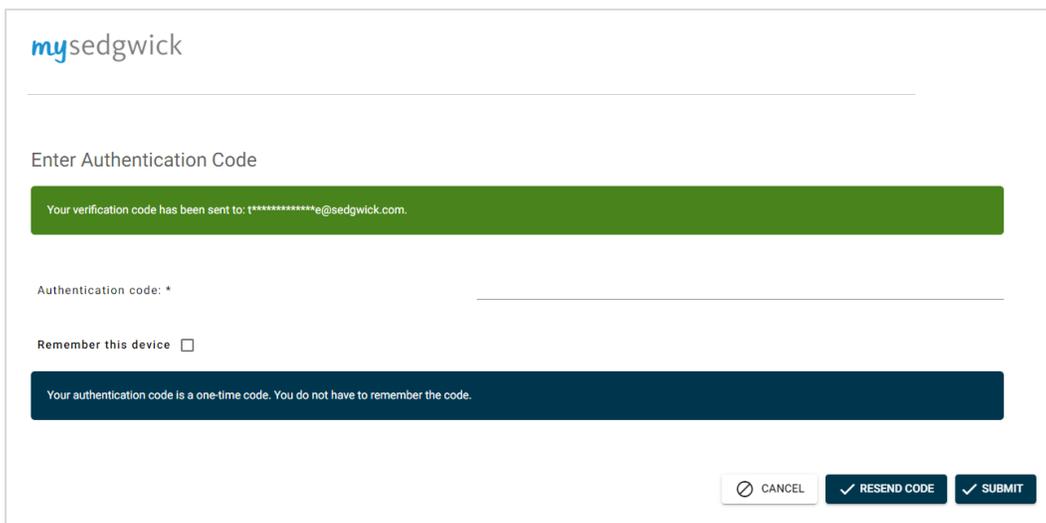
VERIFYING YOUR IDENTITY

1. Select your preferred method (**Email** or **Text Message**) for receiving an authentication code; the options available to you may vary based on the information on file. Then select **Next**.



Codes received by email will be sent from **no-reply@sedgwick.com**.

2. Enter the authentication code in the field provided. To avoid the need to enter an authentication code each time you log in, select **Remember this device**.



Codes expire 10 minutes after they are sent. If you need a new code sent to you, select **Resend Code**.

3. Select **Submit**.

If your code is valid, you are now logged in to mySedgwick.