

# Aflac<sup>®</sup> Online portal



Check out our Aflac  
online portal demo!

## Aflac's online portal makes it easy to start or monitor your claim. You can:

- Track updates on your case.
- Add time to your leave.
- Message your case manager.
- Upload documentation.
- Update your communication preferences.

## Add time to your leave:



### Select the leave

To add time to a leave, select the claim number and then select Add Time under Things to Do.



### Absence reason

Select the absence reason from the drop-down menu (e.g., treatment, appointment, flare up).



### Confirm your work schedule

You will be asked to confirm your work schedule. If it is incorrect, you will be able to send a message to your case manager. You can also call our Customer Care team for assistance.

## How to update your communication preferences and opt in for text alerts

Make sure your contact information and communication preferences are up to date, so you never miss an important update related to your claim.

### To manage your communication preferences and opt-in for text alerts:

- Click your name in the top right corner and select Communication Preferences.
- To update your communication preferences, choose Paperless, and click Save.
  - If you select Paperless, please review your email address. If you need to make changes, click on the Personal tab, update your preferred email and click on Update Profile.
- To enable text messaging, select Opt In to Text Messaging, and click Save.
  - By opting in for text alerts, you'll receive real-time case updates, be able to text your case manager directly, report your anticipated return-to-work date and more.

Get started today by going to this [link](#) and complete the registration process. Use Google Chrome to ensure the best experience on our portal.

Group life, disability and absence services are provided by Continental American Insurance Company; in New York, products and services are provided by American Family Life Assurance Company of New York; in California, coverage is offered by Continental American Life Insurance Company. Products may not be available in all states and may vary depending on state law. Absence services are not insurance and are not legal advice.  
Continental American Insurance Company | Columbia, South Carolina | 1-800-206-8826