

Common reasons and solutions for registration issues

Your information does not match our records

- Name variations
 - Double surnames like Smith-Wesson
 - Names with suffixes like III, Jr., Sr., or Esq.
 - Usage of a tilde (ñ), umlaut (ö), circumflex (â), or other special characters
- Name changes (e.g., marriage) that have not been updated in our records
- Date of birth is not in the U.S. format: Month/Day/Year (MM/DD/YYYY).
- Your new address has not been updated in our records.
- Zip codes cannot be alpha numeric; (zip codes must be 5 digits).

Tips:

- Confirm your information with your employer is up to date
- Enter your name and address exactly as it appears on your paycheck

Your claim data has not yet updated

- If you are filing your first leave or claim request, it may take several days for your claim information to be reflected in our systems and available for registration.
- If you are filing a claim for a future leave or disability (such as a pregnancy), you may not be able to register until the event start date.

Tip:

- Wait at least three business days from your claim submission and try again

Technical errors

- Our website works best with the latest versions of Chrome, Edge and Safari.
- If you get a **Time Out** or **Something Went Wrong** message or a blank white screen, clear your browsing history to try again, or use "Incognito" mode.

Tips:

- Retry with one of the recommended browsers (Chrome, Edge or Safari)
- Most general website errors can be resolved by clearing browsing history

If you are still unable to register, please call us at 1 (800) 644-5567 for additional help with registration. Or for help with your leave or claim questions call 1 (800) 842-4462