



viaOne express Application Guide—Advanced

ViaOne express provides online access to disability claims and leave of absence cases. You can view information about claims or cases including a history of payments, contact the claim specialist, and report the return to work date.

As a manager, you have access to claims/cases for associates within your area of responsibility, which enables you to search for an associate and report claims or absences on their behalf.

ViaOne express can be accessed from any web browser. You can get current claim/case information from your personal computer, tablet, and other mobile devices in an easily navigated view that automatically adjusts to screen size. Those accessing the application from a desktop or laptop can view a larger amount of information at a glance, while those accessing it from a tablet or smartphone can view this information in a condensed and expandable form.

This application guide is a step-by-step reference document to help you navigate viaOne express for others. For assistance with accessing viaOne express to review your own claims/cases, refer to the viaOne express Application Guide—Basic.

Visit <https://www.claimlookup.com> to access viaOne express from your desktop or mobile device.
ViaOne express is available on the following browsers: Internet Explorer 8 or above and Google Chrome.

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Accessing viaOne express

Open **The WIRE** or **WalmartOne** and click the **viaOne express** link to automatically sign in to viaOne express.



WIRE/Me@Walmart/My Health/Leave of Absence Toolkit, Hourly Associates

WalmartOne.com/Work/Leave of Absence

Note: If you are accessing viaOne express outside of Walmart's network from a desktop or mobile device, you will need to register a new user account. See the [next page](#) for instructions.

New User Registration

If you are accessing viaOne express outside of Walmart's network, you will need to register a new user account.

You will see the same information in viaOne express as when you log in through internal sign-on.

Note: If you have already registered as a new user to viaOne outside of Walmart's network, you will not need to re-register to use the Advanced Functions found in this Guide.



Figure 1 - viaOne express Login Page


Forgot your password? If you cannot remember your password, click **Forgot Username or Password** and enter your **Username**. If your username is recognized, Sedgwick will email your password to you. If you cannot remember your username, contact the Sedgwick Technical Applications Team at (866) 647-7610.

To register:

1. Go to <https://www.claimlookup.com>.
2. From the Login page, click **New User**.
3. Complete the **Personal Information** section of the Registration page.
4. Click **Next**.
5. If necessary, complete the **Your Case/Claim Information** section by entering your case/claim number.
6. Enter a **Username** and **Password**. You may use your WalmartOne or WIRE Username.
7. Select a **Security Question** from the drop-down menu and enter your **Security Question Answer**.
8. Click **Submit**.

Manager Dashboard

After you log in, the Manager Dashboard appears. From this page, you can quickly search for specific cases, claims, or associates and view a list of currently absent associates. The **Your Dashboard** section appears below the Manager Dashboard. For information on viewing and reporting your own claims/cases, refer to the Basic Application Guide.

- On desktop devices: **View, Report, General Information, and Manage** tabs are available on the top of each page.
- On mobile devices: **View, Report, General Information, and Manage** tabs links are available from the navigation menu  at the top right of the screen.

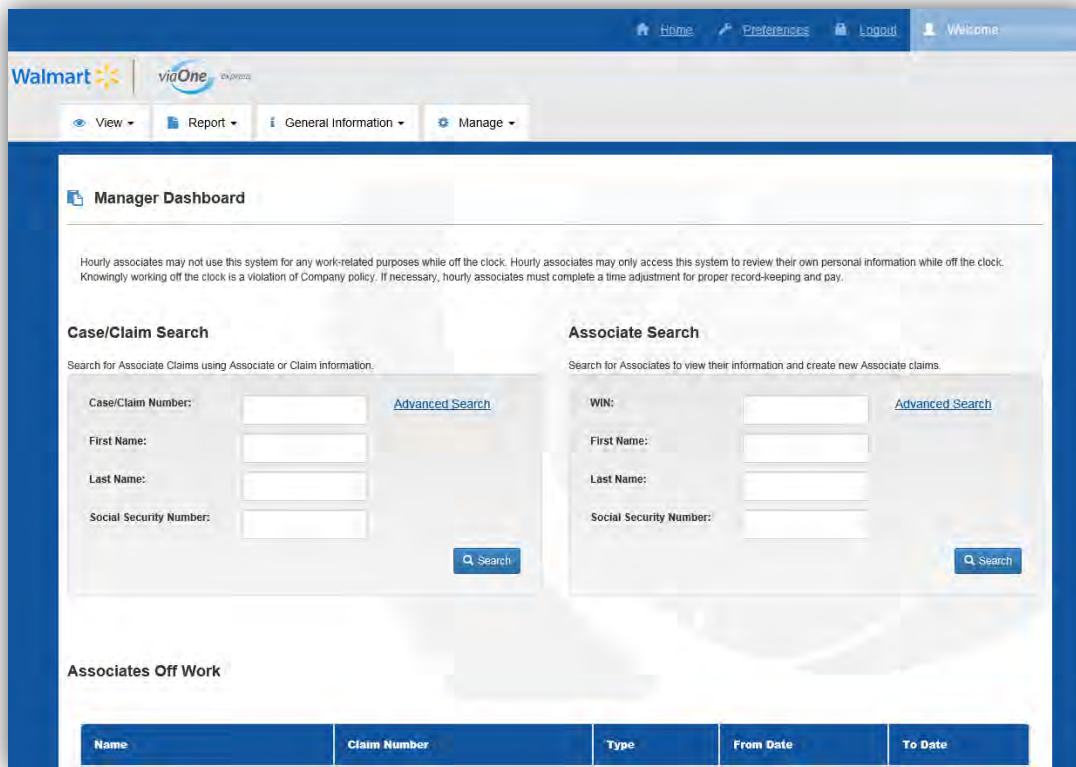


Figure 2 - Manager Dashboard on a Desktop Device



Figure 3 - Manager Dashboard on a Mobile Device

Creating Claims and Cases for Associates

To report a new claim for one of your associates, search for the associate in the **Associates Search** box on the Manager Dashboard, or select **Associate Search** from the **Manage** tab to search for the associate. Click the **Associate ID** link in the Associate Search Results and complete the information requested to the best of your knowledge.

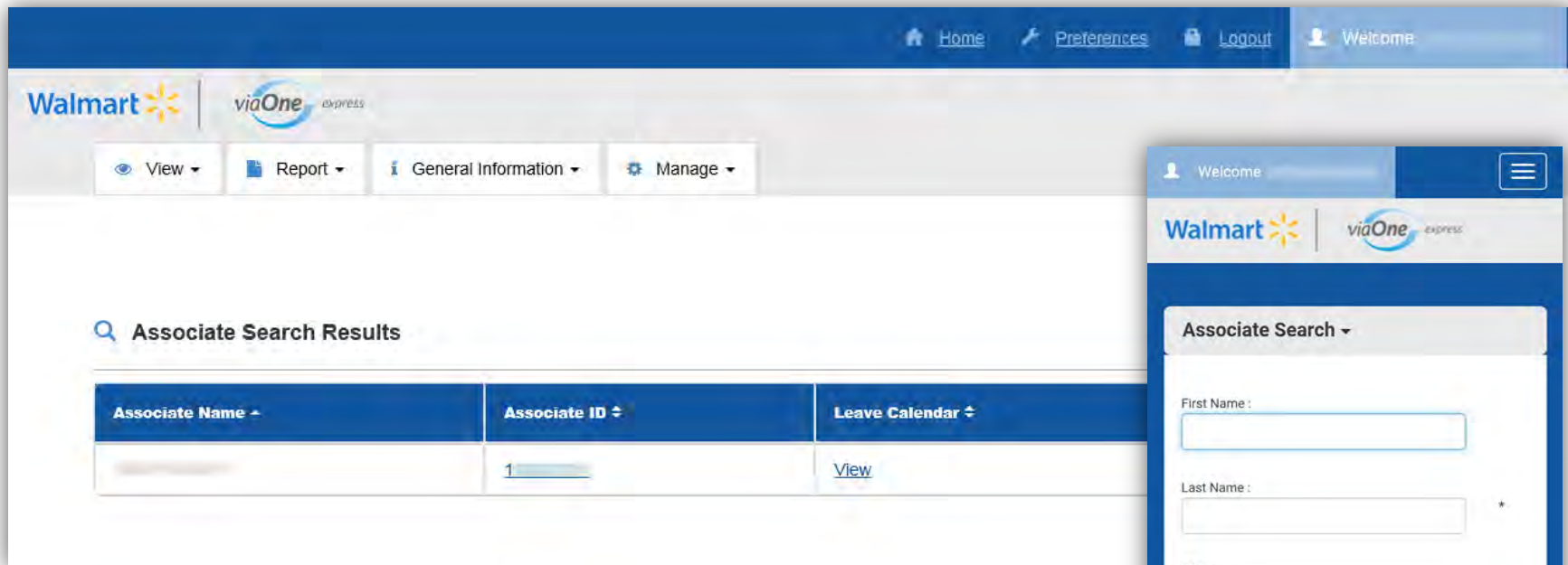


Figure 4 - Associate Search Results on Desktop Device

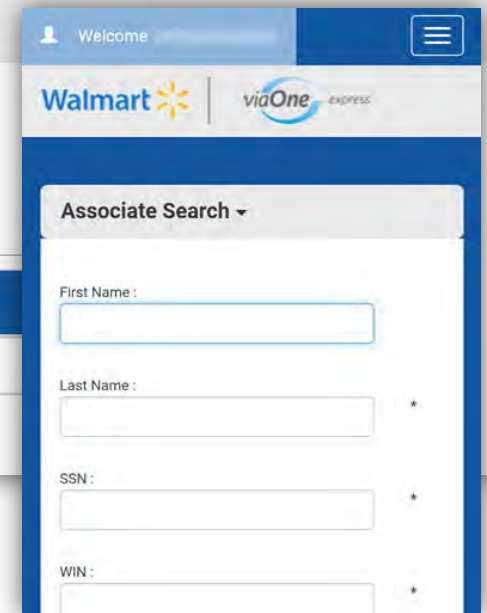


Figure 5 - Associate Search on Mobile Device

Note: To report a claim for yourself, refer to the Basic Application Guide for instructions.

Searching for Claims and Cases

The Claim Search page allows managers to search for claims/cases belonging to their direct reports as well as associates reporting to other supervisors and managers reporting to them. Access the Claim Search from the Manager Dashboard or by selecting **Case/Claim Search** from the **Manage** tab.

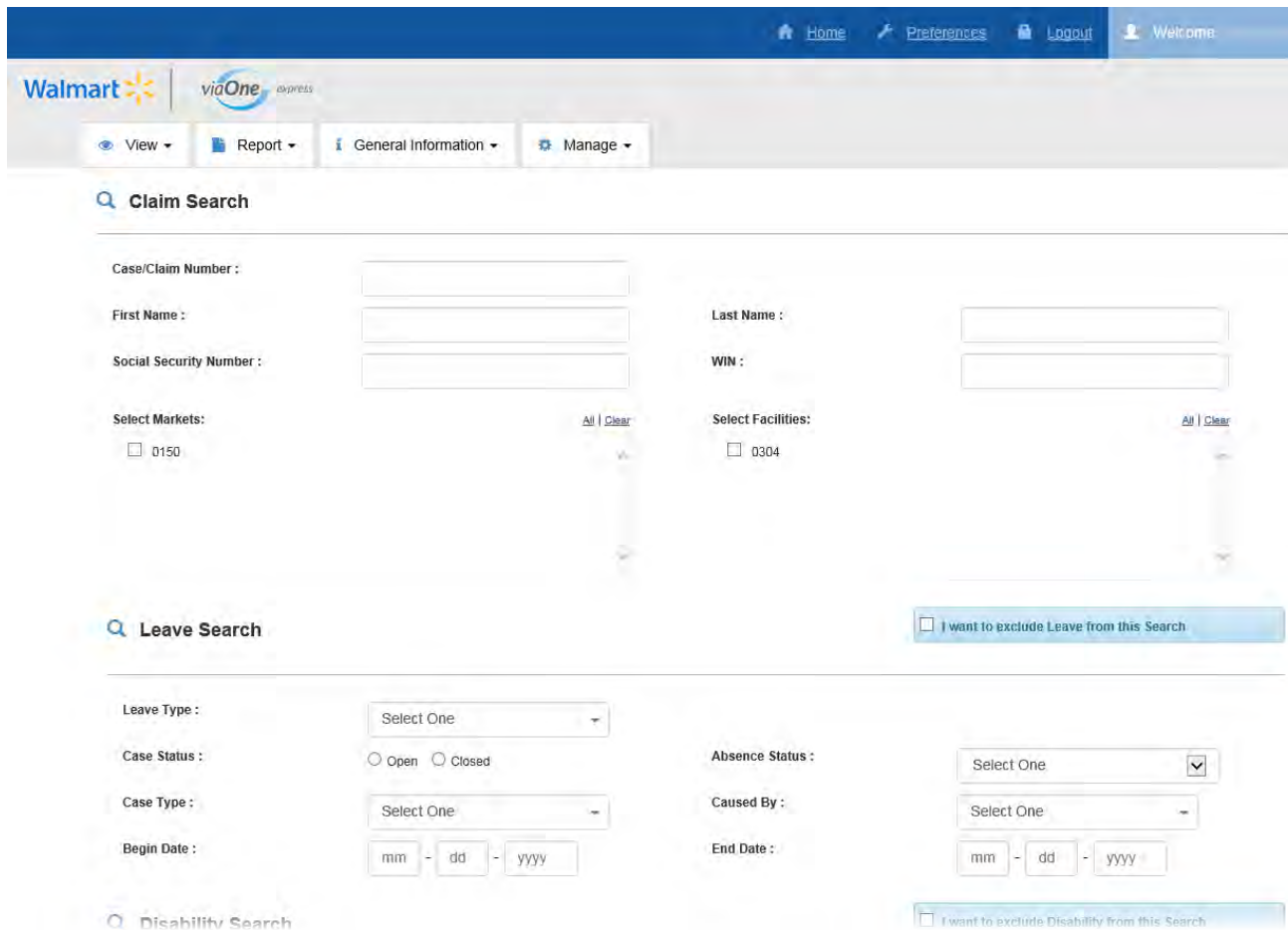


Figure 6 - Claim Search on Desktop Device

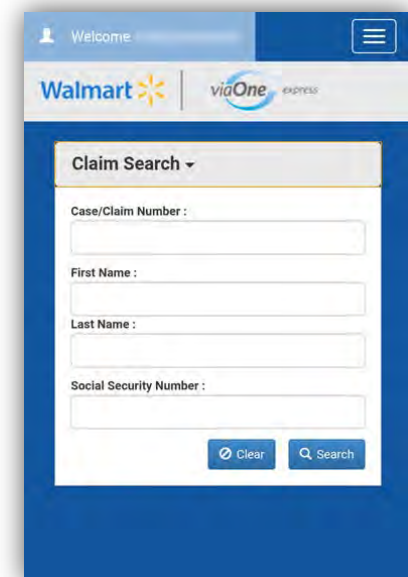
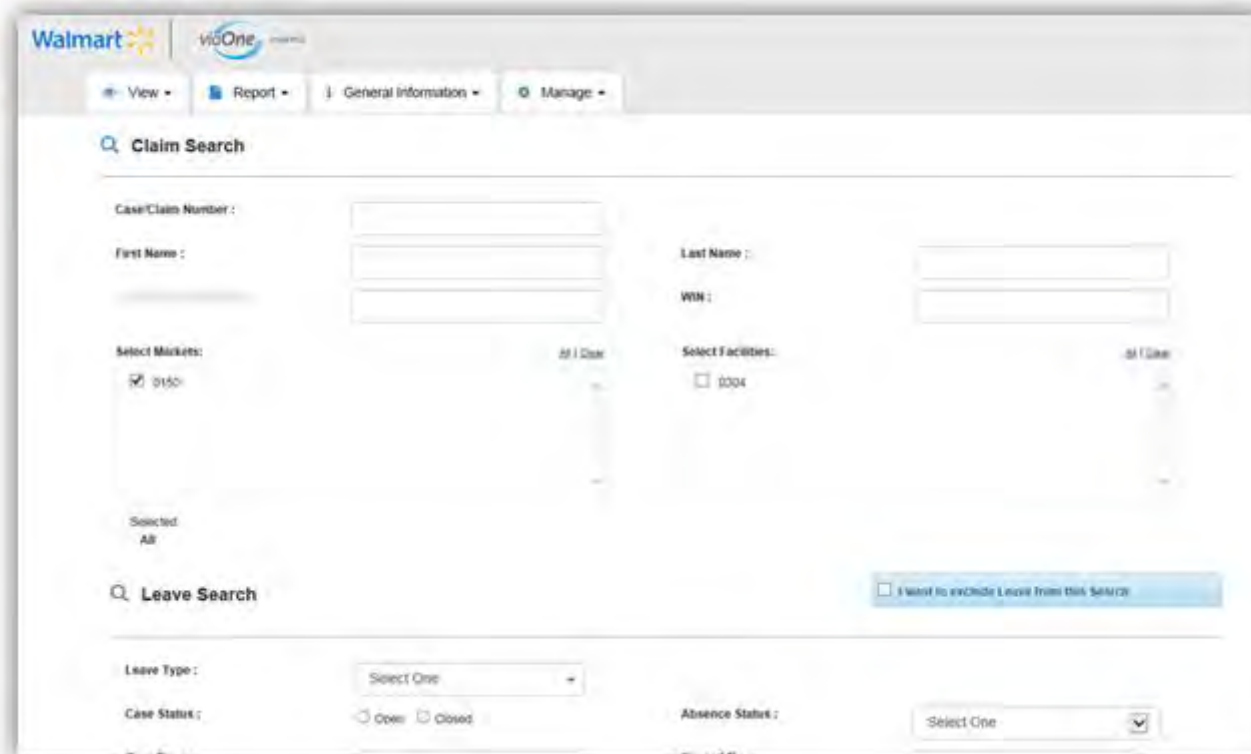


Figure 7 - Claim Search on Mobile Device

Advanced Search

Click the **Case/Claim Search** option on the **Manage** tab, or click the **Advanced Search** link in the **Case/Claim Search** section of the Manager Dashboard to search by additional criteria.



The screenshot displays the 'Claim Search' interface within the Walmart viaOne system. At the top, there are navigation tabs: View, Report, General Information, and Manage. The 'Claim Search' section includes a search bar and several input fields: Case/Claim Number, First Name, Last Name, and W#. Below these are two columns for 'Select Markets' and 'Select Facilities', each with a list of options and a 'Show/Hide' link. A 'Selected' list shows 'All'. At the bottom right, there is a checkbox labeled 'I want to exclude Leave from this search'. Below the Claim Search section is a 'Leave Search' section with fields for Leave Type (a dropdown menu), Case Status (radio buttons for Open and Closed), and Absence Status (a dropdown menu).

Note: From the advanced Case/Claim Search page, you can search for claims associated with specific **Markets** and **Facilities**.

Claim and Case Information

When you click a claim/case number link from your search results, the corresponding Claim Overview or Case Overview page appears.

Claim Overview

Name : [Redacted] Claim Number : [Redacted]
 Loss Date : 8/15/2013 Type : Disability
 Status : Open-Pending

Claim Summary

Benefit Plan ID : ADAAC Work Status : RESTRICTED Anticipated Return to Work Duty : Restricted
 Appealed : No

Important Dates

Anticipated Return to Work Date : [Redacted] Next Payment Due : [Redacted] Last Medical Information Received Date : [Redacted]
 Next Medical Due : 9/9/2013 First Day of Absence : 8/15/2013 Maximum Benefit Duration Date : [Redacted]
 Date of Disability : [Redacted]

Benefits

Work Status	Effective Date	Duration	Begin Date	End Date	Type	Benefit Status	Reason
RESTRICTED	8/28/2013	756 Day(s)	8/28/2013			Pending	No Pay

Figure 9 - Claim Overview on Desktop Device

Case Overview

Name : [Redacted]
 Case Number : [Redacted]
 Case Type : Intermittent
 Leave Type : Military
 Leave Status : Open
 Caused By : Other
 Leave Specialist : [Redacted]


Case Summary

Certification Details

Figure 8 - Case Overview on Mobile Device

Related Links

Related Links provides links to additional information about your claim/case. The links available may change based on the claim/case being viewed.

- On desktop devices: **Related Links** section is located at the top right of the page
- On mobile devices: Click the **Related Links** menu .

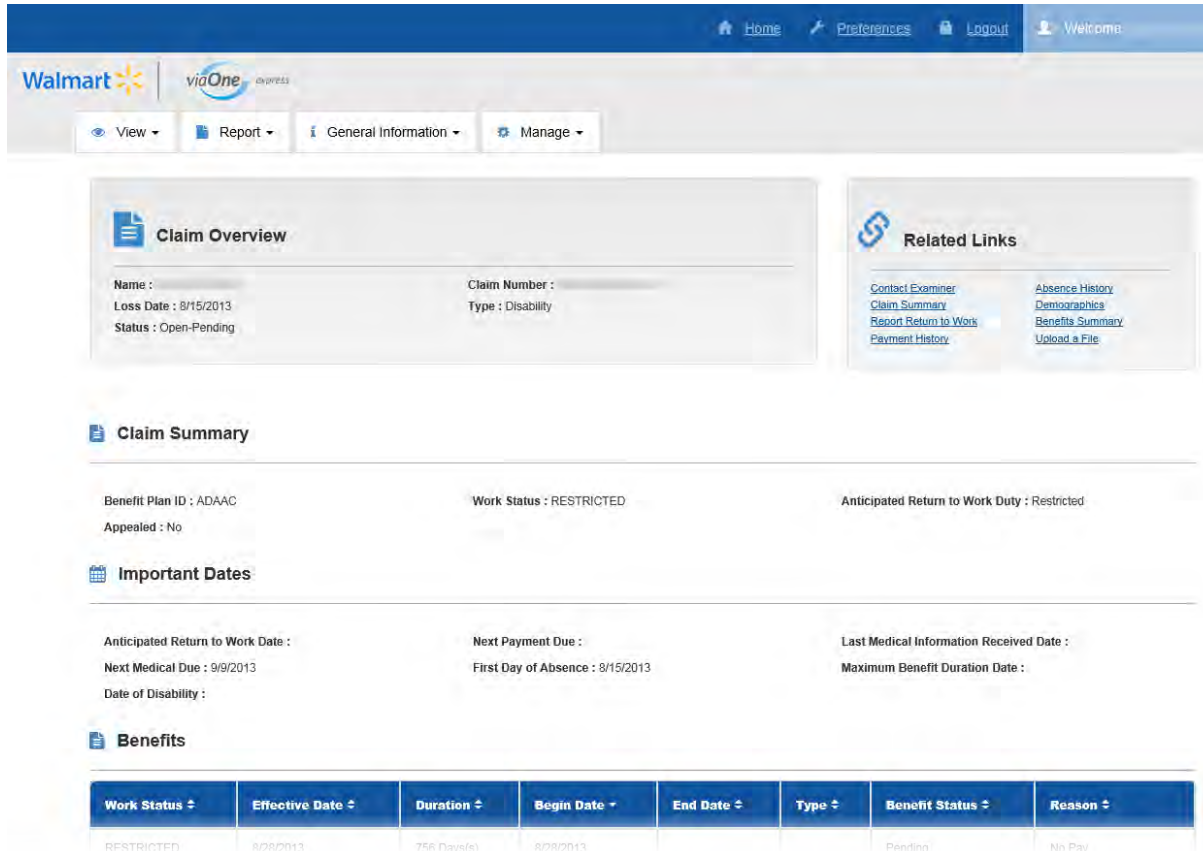


Figure 10 - Related Links on Desktop Device

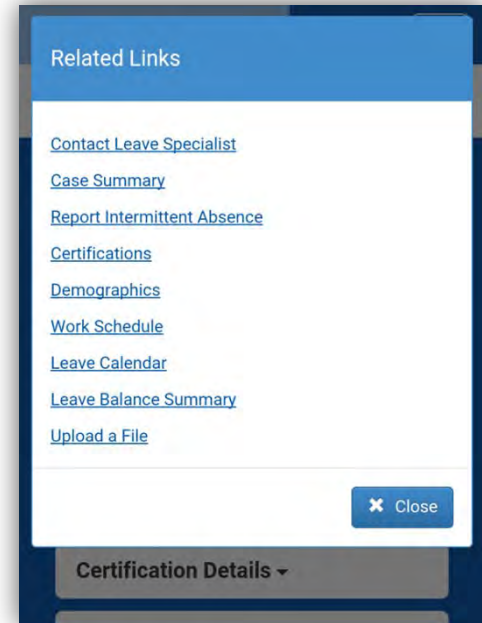


Figure 11 - Related Links on Mobile Device

Uploading Files

You can upload documents or pictures you have taken for the Claim Specialist to view. From the **Related Links** section, click the **Upload a File** link where you can browse for and select a file or photo and specify an email address or cell phone number at which you will receive a notification of the status of your upload. Once you submit the file, keep a copy of the confirmation from your upload and allow four hours before contacting your Claim Specialist.

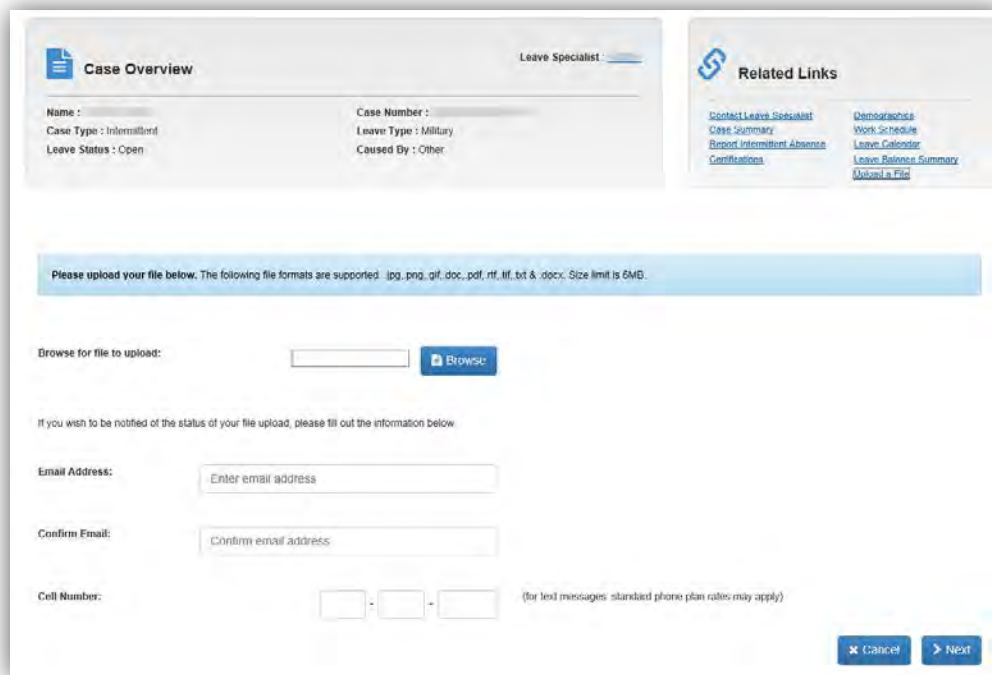


Figure 12 - File Upload from Desktop Device



Figure 13 - File Upload from Mobile Device

Note: You will not be able to see your uploaded files in viaOne express. Your Claim Specialist can view your uploaded files.

Contacting a Claim Specialist

You can send secure email correspondence to your Claim Specialist through an online form. Click:

- **Contact Examiner** or **Contact Leave Specialist** link in the **Related Links** section.
- Green envelope icon in the **Contact** section of the Your Claims page.
- Name of the Claim Specialist on the Claim Overview or Case Overview page.

Complete the form and click **Submit** to email the Claim Specialist.



Figure 15 - Contact Examiner or Leave Specialist on Mobile Device


Figure 14 - Contact Examiner or Leave Specialist on Desktop Device

Remember to provide the best times to call back so the Claim Specialist can contact you directly at your convenience.

Your Claim Specialist will take action on your request by the end of the following business day.

What is a Delegate?

Delegates can act on behalf of those that assigned them as a delegate (usually in their absence), performing certain actions within viaOne express. For example, an executive goes out of town and wants an assistant to manage their associates during the absence. The executive adds the assistant as a delegate so the assistant can act on behalf of the executive.

- On desktop devices: Delegate feature is available from the **Delegate** tab on the top of each page.
- On mobile devices: Delegate feature is available from the **Delegate** links from the navigation menu  at the top right of the screen

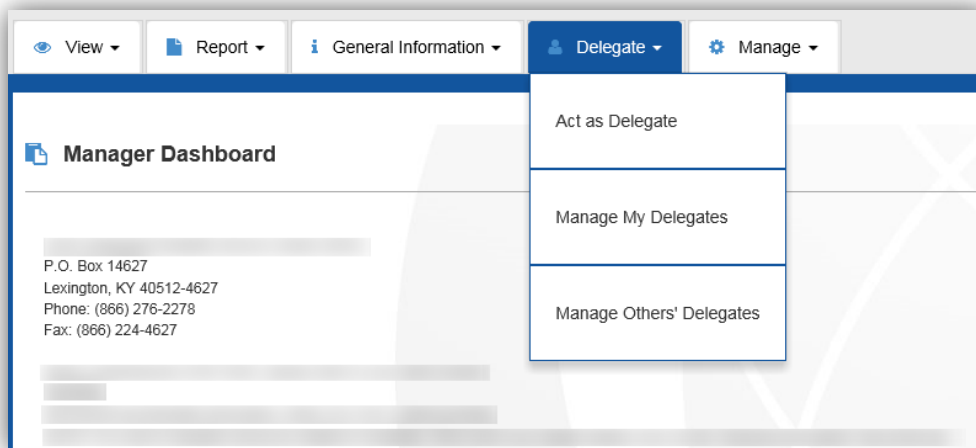


Figure 17 - Delegate Tab on Desktop Device

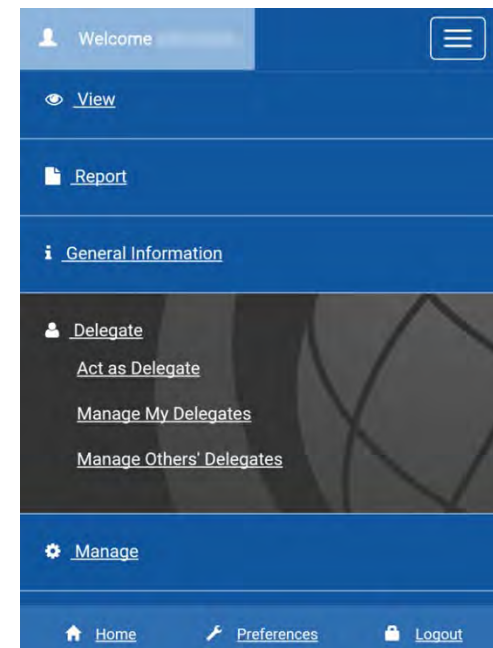



Figure 16 - Delegate Links on Mobile Device

Note: This feature is available only to users with the proper authority, such as supervisors or managers. **You may assign multiple delegates, as needed.** You may only act as a delegate when another supervisor or manager has assigned you as their delegate.


Acting as a Delegate

If a supervisor or manager has made you their delegate, you can act on behalf of that individual, performing certain actions in viaOne express.

To act as a delegate:

1. Click the **Delegate** tab at the top of the page (on desktop devices) or the navigation menu at the top right of the screen (on mobile devices) and select **Act as Delegate**.
2. Click **Act as Delegate**  for the supervisor or manager for whom you wish to act as a delegate. The Manager Dashboard page is displayed.

At the top of the page (and all subsequent pages), a message indicates that you are acting as a delegate for someone else.

Note: To stop acting as a delegate, click .

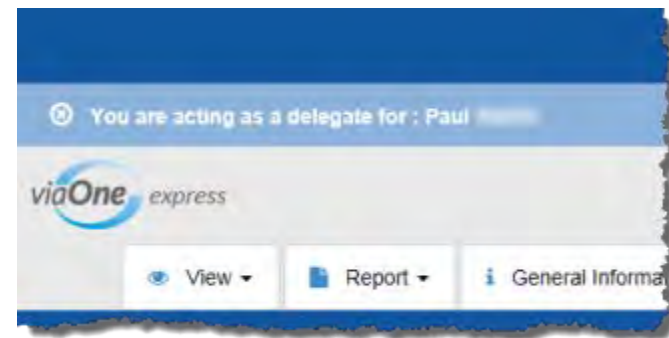






Figure 18 - Acting as a Delegate Message

Managing Delegates

You can assign delegates or remove associates from your list of delegates from the Manage My Delegates page. **You can assign multiple delegates if needed.**

See the [next page](#) for instructions on how to manage your delegates.




When you manage delegates, you can:

	Add someone as your delegate (if not already selected).
	Extend the period for which the associate may act as your delegate.
	Grant or deny the delegate's permissions.
	Remove someone as your delegate.

What are *permissions*?

Permissions are the functions that you can allow or prevent a delegate from performing. Delegates can only perform the functions granted to them when they act as your delegate.

You can grant or deny the following permissions:

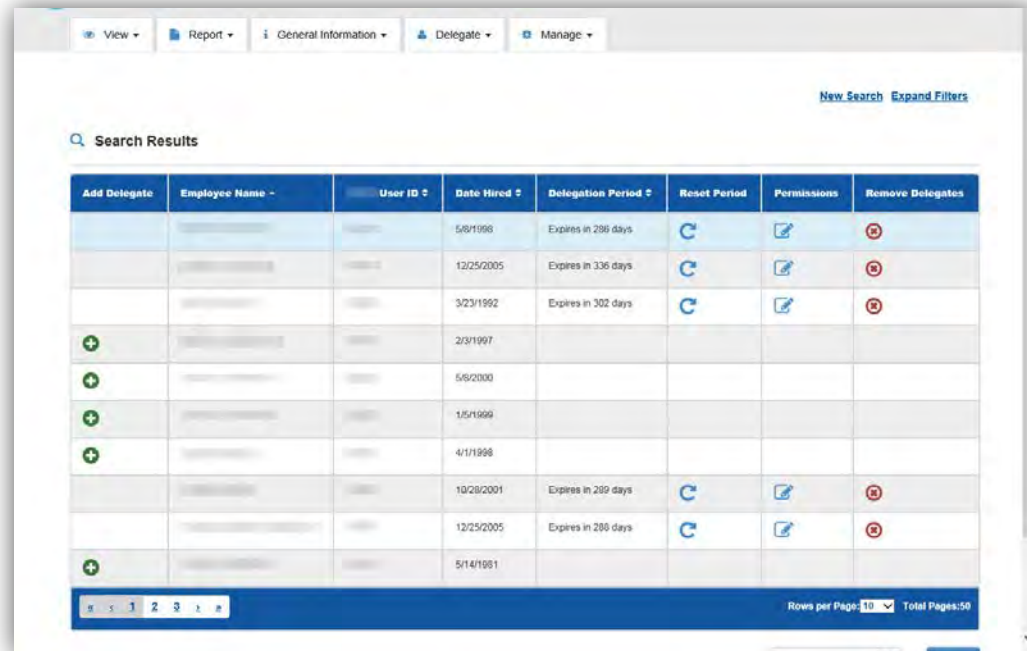
-  **Report intermittent absence:** If granted, the delegate can report an intermittent absence for you and your associates.
-  **Length of time a delegate has remaining:** If granted, the delegate can extend the delegation period (the amount of time before delegation privileges expire). Delegation periods are 365 days.
-  **Report new claim:** If granted, the delegate can report a new claim for you and your associates.

Note: All permissions are granted by default, so if you want a delegate to be limited, you must edit their permissions from the Manage My Delegates or Manage Other Delegates pages. Remove associates as your delegates when the privilege is no longer needed.

Managing Delegates (continued)

To manage your delegates:

1. Click the **Delegate** tab and select **Manage My Delegates**.
2. Specify a delegate's name, ID, or hire date in the fields provided. To search only for people already assigned as your delegate, select the **My Delegates** option.
3. Click **Search**. The Search Results page displays those matching your search criteria.
4. Click the appropriate icon next to the delegate you want to manage.



Add Delegate	Employee Name	User ID	Date Hired	Delegation Period	Reset Period	Permissions	Remove Delegates
			5/8/1996	Expires in 295 days			
			12/25/2005	Expires in 336 days			
			3/23/1992	Expires in 302 days			
+			2/3/1997				
+			5/8/2000				
+			1/5/1999				
+			4/1/1998				
			10/28/2001	Expires in 269 days			
			12/25/2005	Expires in 288 days			
+			5/14/1991				

Figure 19 - Delegate Search Results

Exporting and Saving Files

You can download and save a copy of viaOne express information from the Claim/Case Search, Leave Calendar, Manage My Delegates, and Manage Others' Delegates pages.

To export a file:

1. From the **Select One** drop-down at the bottom of the page:
 - o To open as a spreadsheet in Microsoft Excel, select **CSV**.
 - o To open the file in .pdf format for easy viewing, select **PDF**.
2. Click **Export**.
3. Save the file.

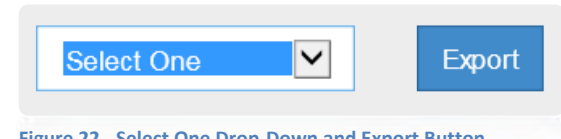


Figure 22 - Select One Drop-Down and Export Button

Name	Case/Claim Number	Market	Begin Date	Claim Type	Claim Subtype	Claim Status	Claim Sub Status	Facility
		0150	6/2/2015	Disability		Open	Pending	0304
		0150	6/2/2015	Disability		Open	Pending	0304
		0150	5/28/2015	Disability	Incident Only	Open	Pending	0304
		0150	5/28/2015	Disability	Incident Only	Open	Pending	0304
		0150	5/27/2015	Disability	Incident Only	Open	Pending	0304
		0150	6/5/2015	Disability	Incident Only	Open	Pending	0304
		0150	5/27/2015	Disability	Incident Only	Open	Pending	0304
		0150	6/8/2015	Disability	Incident Only	Open	Pending	0304
		0150	6/1/2015	Disability	Incident Only	Open	Pending	0304
		0150	4/1/2015	Disability	Incident Only	Open	Pending	0304

Figure 21 - Search Results Page with Export Feature

Walmart viaOne express

As recorded on 10/16/2015 10:00:37 AM CST

Name	Case/Claim Number	Market	Begin Date	Claim Type	Claim Subtype	Claim Status	Claim Sub Status	Facility
			6/2/2015	Disability		Open	Pending	
			6/2/2015	Disability		Open	Pending	
			5/28/2015	Disability	Incident Only	Open	Pending	
			5/28/2015	Disability	Incident Only	Open	Pending	
			5/27/2015	Disability	Incident Only	Open	Pending	
			6/5/2015	Disability	Incident Only	Open	Pending	
			5/27/2015	Disability	Incident Only	Open	Pending	
			6/8/2015	Disability	Incident Only	Open	Pending	
			6/1/2015	Disability	Incident Only	Open	Pending	
			8/15/2013	Disability	Incident Only	Open	Pending	
			8/26/2013	Disability	Incident Only	Open	Pending	
			12/1/2013	Disability	Incident Only	Open	Pending	
			10/6/2013	Disability	Incident Only	Open	Pending	

Figure 20 - Exported PDF File

Still Need Help?

Additional information is available from the **General Information** tab.

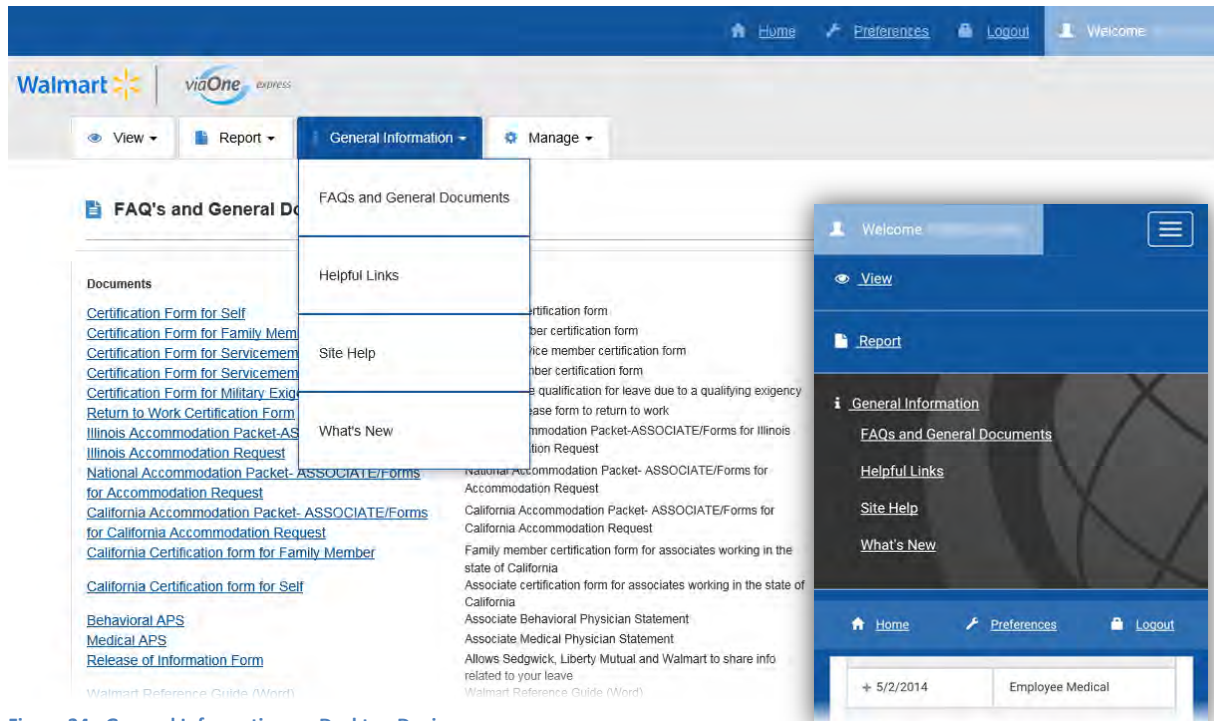


Figure 24 - General Information on Desktop Device

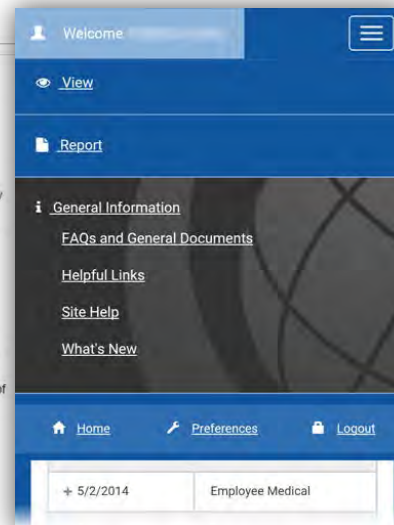


Figure 23 - General Information on Mobile Device

- **FAQs and General Documents** page provides documents and frequently asked questions specific to Walmart.
- **Helpful Links** page contains a list of links based on claim/case type.
- **Site Help** opens the viaOne express Online Help system with information on how to navigate viaOne express.
- **What's New** page provides a list of recent enhancements to viaOne express.

Questions about a claim or case?

Contact your Claim Specialist at (800) 492-5678.

Questions about the viaOne application or technical support?

Contact the Sedgwick Technical Applications Team at (866) 647-7610.