



The viaOne® express application is specifically designed to give American Airlines' employees real-time access to their claim information. Some of the core capabilities include:

## PAYMENT DETAIL

Employees can see when the payment is due to them and the authorized amount. They can also view transaction totals and history details.

## REPORTING OF DATA

Employees and supervisors can report items such as return to work (RTW) date confirmation or general claim-related updates, which will automatically feed into the JURIS® system and notify their adjuster.

## KEY FEATURES

- Using responsive design, viaOne express adjusts to fit mobile devices, tablets or computers
- Personal dashboard to easily view, access and manage claims
- Document and image upload capability (i.e., RTW or medical authorizations, returning critical claims documentation to adjusters and much more)
- Manage push communication preferences

Access to the viaOne express platform is very easy; employees can set up their own user name and password. If they have a claim number and do not already have a login or password to access viaOne express, an initial one-time new user registration is required in order to verify their access and allow them to set up login credentials.

- + From <https://viaoneexpress.sedgwickcms.net/>, click the **create new user** link under the **login** button, or click the **new user** link from the left-hand navigation menu and follow the prompts
- + Enter claim number and choose **claim**
- + Click **submit** and follow the prompts to complete request
- + The employee will receive a confirmation at the email address supplied during site registration

If employees cannot remember their password, they can click **forgot username or password** and enter their user ID. If the user ID is recognized, Sedgwick will email the password to the employee. If the employee cannot remember the user ID, contact the Sedgwick technical applications team at 866.647.7610.

If employees prefer not to use viaOne express, but would like to receive real-time notifications, Sedgwick offers push technology. With this option, employees can choose to receive emails or text messages with claim status updates, payment notifications and proactive reminders.

At Sedgwick, we work to ensure our viaOne system is safe, secure and accessible whenever and wherever it is needed, including on mobile devices and tablets.