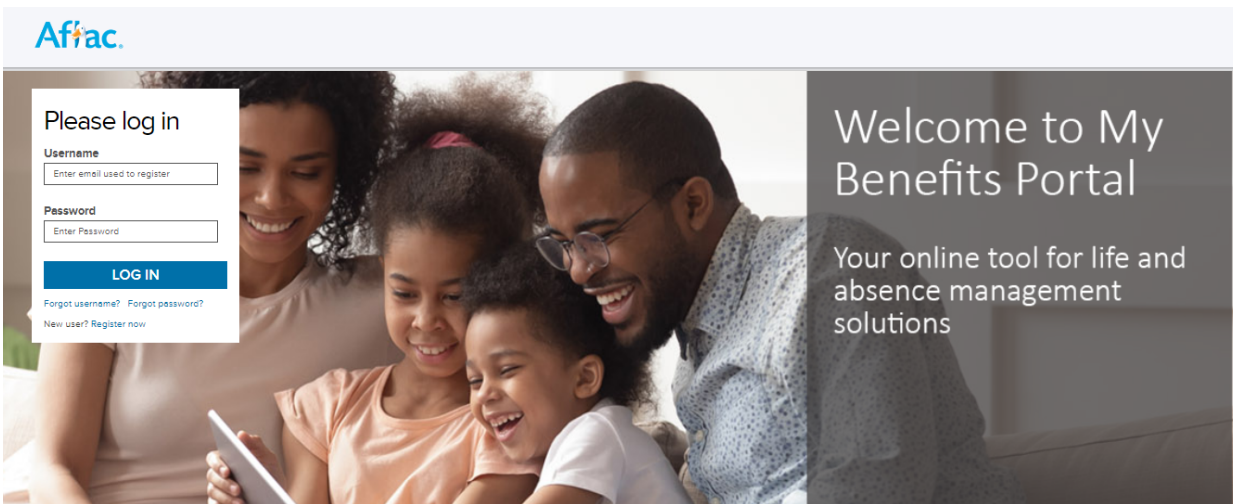


NGC Employee Self-Service Guide for Returning to Work

To ensure a successful transition back to work following a leave of absence, employees are required to report their return to work through the Aflac portal. This will ensure that your timecard and system access is active upon your first day back.

****Please note, you will need to have previously registered for the Aflac Portal. This can be selected at the login screen on the first step if you have not already done so. Instructions can also be found through the [NGC Employee Services Portal](#).****

1) Log into the [Aflac Portal](#) and enter your username and password.



2) This takes you to a landing page of your personal dashboard. The main page shows some details of your active and closed cases.

Case Number	Case Status	Date Created	Reason	Type	Start Date	Decision Status	Case Manager	Actual RTW	Action
0070979	OPEN	Jul 1, 2024	Pregnancy/Childbirth	Disability & Absence - Continuous	Jan 8, 2025	MIXED	Currently Being Assigned		
	OPEN	Jun 18, 2024	Adoption/Foster Care	Absence - Continuous	Jun 1, 2025	MIXED	Currently Being Assigned		
	CLOSED	Jun 11, 2024	Care of a Family Member	Absence - Continuous	Jul 15, 2024	APPROVED	Currently Being Assigned	Jul 24, 2024	
	OPEN	Jun 4, 2024	Accident	Disability - Continuous	Jun 11, 2024	APPROVED	Currently Being Assigned		
	OPEN	Nov 17, 2023	Pregnancy/Childbirth	Disability & Absence - Continuous	Jan 15, 2024	MIXED	Currently Being Assigned		

We're here to help you!

Follow these steps to get help: If you have any questions regarding coverage, benefits or claim our support team can be contacted by clicking the "Contact Us" link below.

Contact Us

3) Select the case number that applies to the return-to-work date you are entering.

Hi [Name]

Welcome to your personal dashboard. From here you can manage your benefits, check your case status, update your personal settings, upload documents, and communicate with your case manager.

I want to
Submit a Leave Let's Go

My Cases

Please click the Case Number to view the case details, or reference the icons within the case card for other quick actions (for example, Upload Documents)

Case Number	Case Status	Date Created	Reason	Type	Start Date	Decision Status	Case Manager	Actual RTW	Acti
00701979	OPEN	Jul 1, 2024	Pregnancy/Childbirth	Disability & Absence - Continuous	Jan 8, 2025	MIXED	Currently Being Assigned		
	OPEN	Jun 18, 2024	Adoption/Foster Care	Absence - Continuous	Jun 1, 2025	MIXED	Currently Being Assigned		
	CLOSED	Jun 17, 2024	Care of a Family Member	Absence - Continuous	Jul 15, 2024	APPROVED	Currently Being Assigned	Jul 24, 2024	
	OPEN	Jun 4, 2024	Accident	Disability - Continuous	Jun 11, 2024	APPROVED	Currently Being Assigned		
	OPEN	Nov 17, 2023	Pregnancy/Childbirth	Disability & Absence - Continuous	Jan 15, 2024	MIXED	Currently Being Assigned		

4) You will see the details of your case and will want to select the "Things you can do" button on the right of the case details section. Within the drop down, you will want to choose "Add Date".

[E-Sign your Authorization to collect and disclose information.](#) To speed up the progress of your claim, we offer the ability to electronically sign the Authorization form online.

Case Number: 00701979
Case Manager: Currently Being Assigned
Leave Type: Disability & Absence - Continuous

Things you can do

Key Dates

*Dates are subject to change when approved

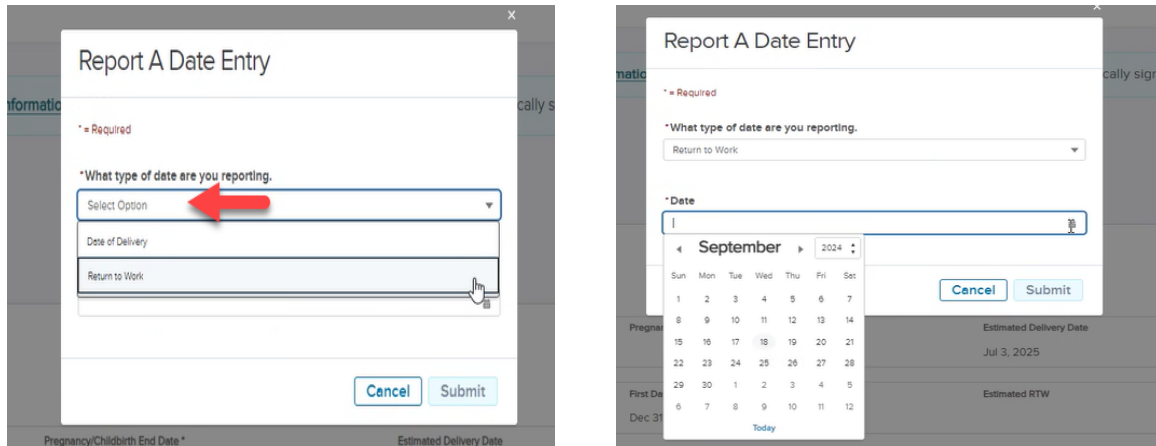
Pregnancy/Childbirth Start Date *	Pregnancy/Childbirth End Date *	Estimated Delivery Date	Actual Delivery Date
Jan 1, 2025		Jul 3, 2025	
Last Day Worked	First Day Absent	Estimated RTW	Actual RTW
Dec 31, 2024	Dec 31, 2024		

Spanish

Things you can do

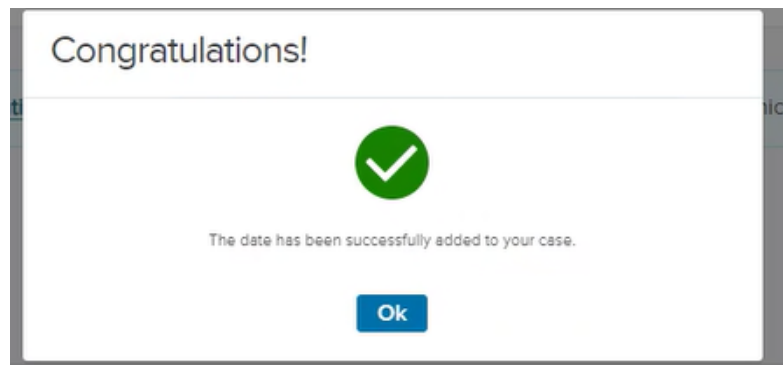
- Add Date
- Payments
- Leave Details

- 5) This will bring up a new window, where you want to select “Return to work” as the type of date you are entering. Then select the date field to bring up the calendar and select the date you will be returning to work.



The first screenshot shows the 'Report A Date Entry' form with a dropdown menu for 'What type of date are you reporting.' and a red arrow pointing to the 'Return to Work' option. The second screenshot shows the same form with a calendar interface open, displaying the month of September 2024.

- 6) If you were successful in entering your return-to-work date, you should be prompted with the below message. If you are having any difficulty with the portal or entering your return, please contact Aflac either by calling (800) 244-8017 or sending a message directly to your case manager through the portal.



****Please note, this action notifies timekeeping of your return and to begin the process to reopen your timecard. Once completed by timekeeping, your system access and timecard will be restored****