When do I need to complete this form?

You would fill out this form for any user who needs to be added, terminated, or whose access needs to be changed in some way. Anyone at the organization can fill out the form and sign it. Completed forms should be emailed to esupport@standard.com.

How do I fill out the form?

The form has drop-down fields for Request Type and Relationship to Policyholder. After selecting the appropriate request type, choose “employee” under Relationship to Policyholder. Then, fill in the name and email address of the employee whose access is being added, changed, or terminated.

Under Access Level, check the boxes next to:
- Bill Pay and enter the policy/division number
- Billing and Payment Detail and enter the policy/division number
- E-billing Administration/Self-Admin Template and enter the policy/division number
- Contract

The additional access levels shown here do not currently apply to SEBB.

Please note: When terminating an existing employee’s access, you don’t need to fill out the Access Level section.

Please see the example below for new user access and terminating existing user access.