

## How to set up a new account in viaOne express/mySedgwick

Click [New User](#) to set up a new account.

Complete the Personal Information section.

If you have a pending case or claim, complete the “Your case/claim information” section.

Create a new username and password. Your password should:

- Be at least eight characters long
- Contain at least three of the following: Alphabetic character, numeric character, special character, and change in case.
- Be different than your username.

Secure your account by selecting a security question and providing your answer

After registration is complete, you will receive a confirmation email.

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.