



Veer FAQ's

Veer is intended to guide you through your parental leave of absence journey, but you are still responsible to both file and provide updates related to your leave directly with Adobe's leave administrator Lincoln Financial Group.

1. **Q: How do I log into Veer?**

A: If you're on the Adobe Network, sign in through Okta [here](#). If you're not on the network, you'll need to log on with your Adobe email and AdobeNET password to get started.

2. **Q: Who to I contact with questions about my leave?**

A: Reach out to Lincoln Financial Group at 888-873-5476 or AdobeAdmin@lfg.com with any questions related to your leave of absence.

3. **Q: When does Veer go live, and can I still use it if I'm already on leave?**

A: Veer goes live in October 2019. The experience can still support you if you are further along in your journey. Just be sure that you covered all your past due items.

4. **Q: What types of leave does Veer support?**

A: Currently Veer supports all parental leaves of absence in the U.S. including qualifying, non-qualifying, adoption, surrogacy and foster placement.

5. **Q: Will Veer be available outside of the US?**

A: Currently Veer supports the U.S. only but is being considered for support outside of the U.S.

6. **Q: Can I give access to my partner?**

A: Currently Veer only grants access to employees via [SSO](#).

7. **Q: How do I discontinue using Veer?**

A: Navigate to *Profile & settings* in to top right corner and there you can both update communications preferences and/or suspend Veer service, meaning it will clear out your profile.

8. **Q: Can I use Veer on my phone or tablet?**

A: Yes, Veer is mobile/tablet responsive. For the best experience set up your initial leave timeline on desktop and subsequently you can use the mobile website to check in on journey map items.

9. **Q: What if the information, such as dates or eligibility, on Veer is different than what Lincoln or Adobe tells me?**

A: If the information provided in Veer conflicts with either federal/state/local regulations OR Adobe policies, then regulations and Adobe policies will prevail. Contact Lincoln to discuss your concerns further.