



How To:

View and Submit Requests & Inquiries

Applies To All Portal Users	Section Requests	Last Updated 2026
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Overview

This guide walks you through the Requests screen in Pono ‘Oe. You will learn how to view and filter your submitted requests and inquiries, check the status and details of an individual request, and create a new request or inquiry directly from the Requests screen.

Before You Begin

Before you use the Requests screen, confirm that the following requirements are in place:

- **Active account:** You must have an active Pono ‘Oe account. If you do not have an account, contact your Policy Administrator.
- **Signed-in access:** You must be logged in to Pono ‘Oe before following the steps in this guide.
- **Required permissions:** Available request types depend on your assigned permissions. Contact your Policy Administrator if you need access to additional request types.

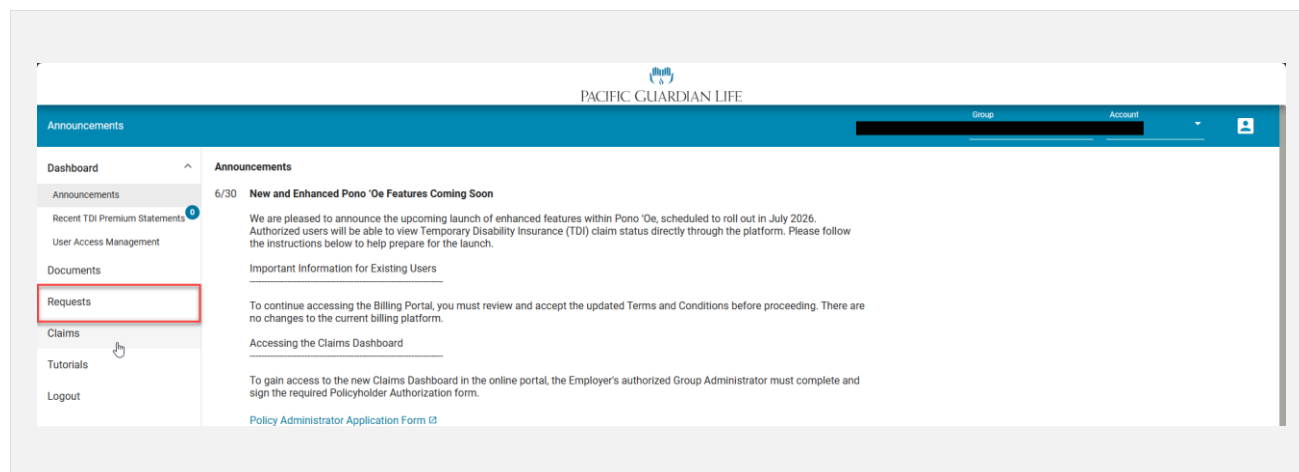
Workflow 1: Viewing Your Requests & Inquiries

The Requests screen gives you a complete view of all requests and inquiries you have submitted, filtered by the Group and Account currently selected in the top right corner.

1.1

Navigate to the Requests Screen

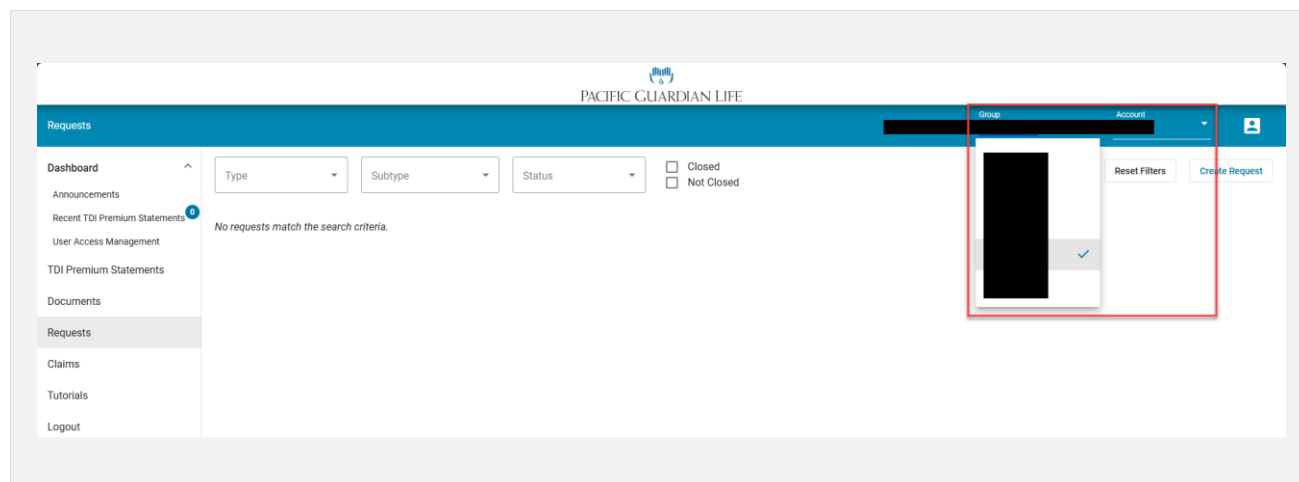
Log in to Pono 'Oe and click Requests in the left navigation bar. The screen will display all submitted requests and inquiries for your currently selected Group and Account.



1.2

Switch Group or Account (If Needed)

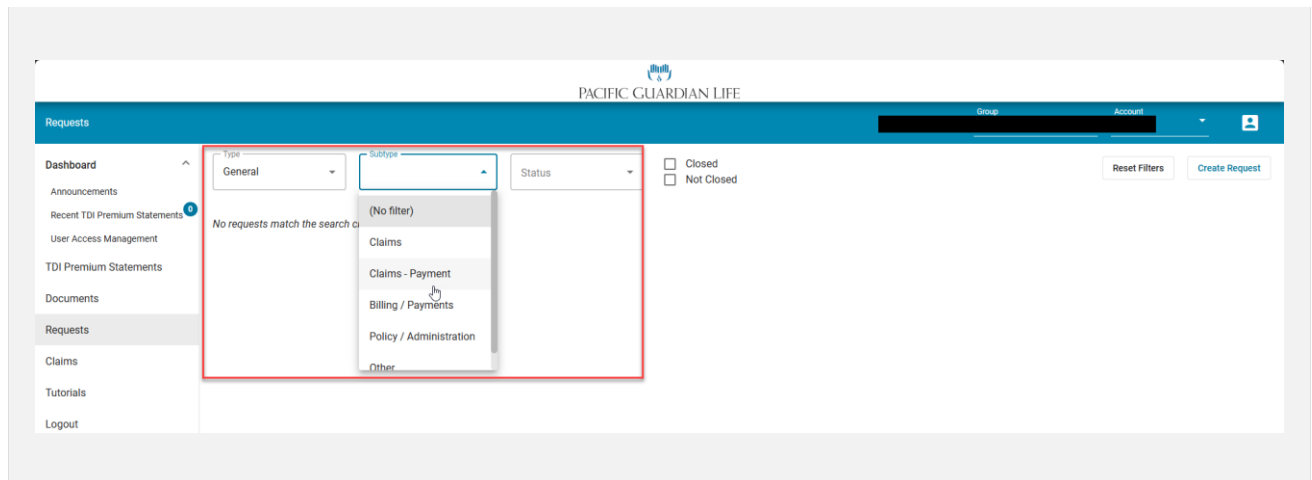
Use the Group/Account filter in the top right corner to switch between groups or accounts. The requests list will be updated to reflect the selected Group and Account.



1.3

Filter Your Requests (If Needed)

Use the available filters to narrow down your results. You can filter by Type, Subtype, and whether the request is Closed or Not Closed.



NOTE

Requests are visible for the last 3 years. A request can have the following statuses: Open, In Progress, Cancel Requested, Cancelled, or Completed. If you need to follow up on a request, please contact the TDI Portal Team with your request details.

Workflow 2: Viewing Request Details

Click into any request record to view its full details including its current status, submission information, and description.

2.1

Click on a Request Record

From the Requests screen, click on any request to open its detail view.

The screenshot displays the Pacific Guardian Life Pono 'Oe Portal interface. The top navigation bar includes the company logo and name. The left sidebar contains a menu with options like Dashboard, Announcements, Recent TDI Premium Statements, User Access Management, Account Management, TDI Premium Statements, Documents, Requests, Claims, Tutorials, and Logout. The main content area shows a table of requests with columns for ID, Created, Type, Subtype, Created by, Status, and Closed. A mouse cursor is hovering over the 'Open' button for request #2332. Below the table, the details for request #2335 are shown, including Claimant Information (Member ID Number, Employee Name, Disability Date) and General Request Information (Claims, Description). The description reads: 'What is the status of this Claim ???'. At the bottom right, there are buttons for 'Request to Cancel' and 'Close'.

Requests Table:

ID	Created	Type	Subtype	Created by	Status	Closed
2333	7/8/26	General	Claims	[Redacted]	Complete	7/8/26
2332	7/8/26	General	Claims - Payment	[Redacted]	Open	
2325	7/7/26	General	Policy / Administration	[Redacted]	Cancelled	7/7/26
2324	7/7/26	General	Claims	[Redacted]	Complete	7/7/26
2314	7/6/26	General	Claims - Payment	[Redacted]	Complete	7/6/26
2313	7/6/26	General	Claims	[Redacted]	Complete	7/6/26

Request #2335 Details:

Claimant Information

Member ID Number: [Redacted] Employee Name: [Redacted] Disability Date: 02/26/2026

General Request Information

Claims

Description: What is the status of this Claim ???

Buttons: Request to Cancel, Close

2.2

Review the Request Details

The detailed view will display the following information for the request: Status, Group, Account, Date and Time Created, Submitted By, and the Description provided at the time of submission. Additional fields may appear depending on the request type.

The screenshot displays the Pacific Guardian Life Pono 'Oe Portal interface. The main section shows a list of requests with columns for ID, Created, Type, Subtype, Created by, Status, and Closed. A modal window is open for request #173, showing details for a 'General' request. The modal includes fields for Group, Account, and Created date/time (5/28/26, 9:51 AM). A red box highlights the 'General Request Information' section, which contains the Subtype 'Claims - Payment' and the Description 'Payment Inquiry'. The modal also has 'Request to Cancel' and 'Close' buttons. The background shows a list of requests, with request #173 highlighted. The bottom of the screen contains account information, build information, and contact details.

ID	Created	Type	Subtype	Created by	Status	Closed
173	5/28/26	General	Claims - Payment		Open	
172	5/28/26				Open	
171	5/28/26				Open	
168	5/28/26				Open	
160	5/21/26				Open	
159	5/21/26				Open	
156	5/18/26				Open	
155	5/18/26	General	Claims		Open	
139	5/11/26	General	Claims - Payment		Open	
132	5/8/26	General	Other		Cancel Requested	

Request (#173) Details:

- Type: General
- Group: [Redacted]
- Account: [Redacted]
- Created: 5/28/26, 9:51 AM
- Subtype: Claims - Payment
- Description: Payment Inquiry

Account Information:

Build Information: Ref: develop-837, Build Date: 05/06/2026 10:11 AM, Commit: da72c509f9b737251453e...

Pacific Guardian Life Insurance Co. Ltd.
Pacific Guardian Tower
1440 Kapiolani Boulevard, Suite 1700
Honolulu, HI 96814-3698

Business Hours: Monday through Friday, 8:00 a.m. - 5:00 p.m. (HST)

Main Switchboard: Toll Free: (800) 367-5354, From Oahu: (808) 955-2236

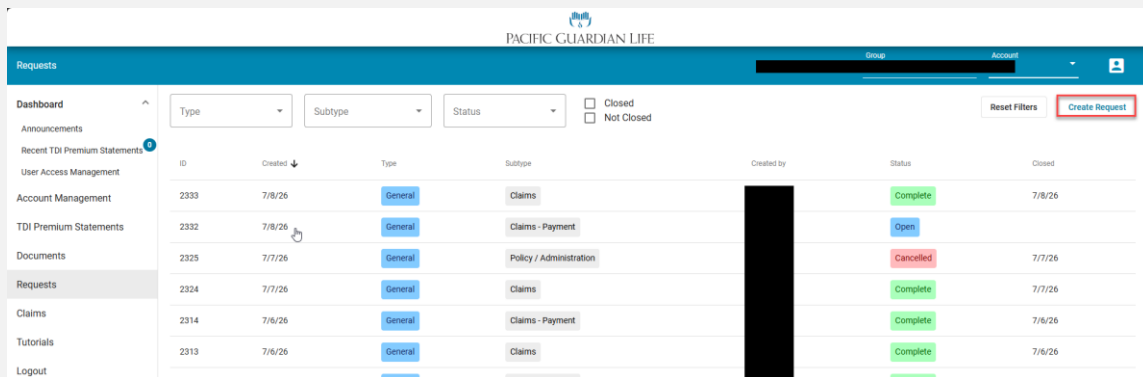
Workflow 3: Creating a New Request or Inquiry

You can also submit a new request or inquiry directly from the Requests screen without navigating to a specific claim or payment record.

3.1

Click Create Request

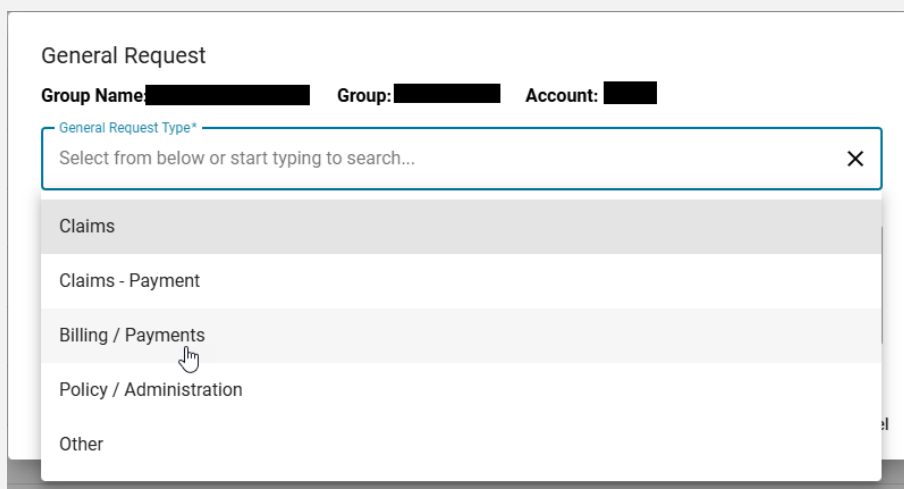
On the Requests screen, click the Create Request button in the top right corner.



3.2

Select the Request Type

Choose the appropriate request type from the available options. Only the request types you have access to will be displayed, based on your assigned permissions (Claims, Billing, or Policy Administration).



3.3

Enter a Description

Complete the Description field with the details of your request or inquiry. This is the only field you are required to fill in for all request types.

3.4

Submit the Request

Click Submit to send your request. A success message will appear on screen confirming your request has been received. You will also receive a confirmation email notifying you that your request was created successfully.

Your general request was created successfully. [Close](#)

Related Guides

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Need Further Assistance?

If you have any questions, please contact us:

TDI Portal Team

Email: TDIportal@pacificguardian.com

TDI Claims Team

Email: TDIclaims@pacificguardian.com