



[Hendrick Heath] – Employee Self Service (ESS) User Guide



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1 Overview

Welcome to AbsenceSoft Employee Self Service! This document will provide a step-by-step guide for [HENDRICK HEATH] employees to request and manage their leave(s) of absence, workplace accommodation(s), and report intermittent time-off using the Employee Self Service (ESS) portal, **AbsenceTracker**; it will also allow Managers and Employee Experience to stay current on the status of employee cases while maintaining the right level of employee confidentiality. ESS brings the right balance of self-service and the interactive process.

2 Internet Browser Requirements

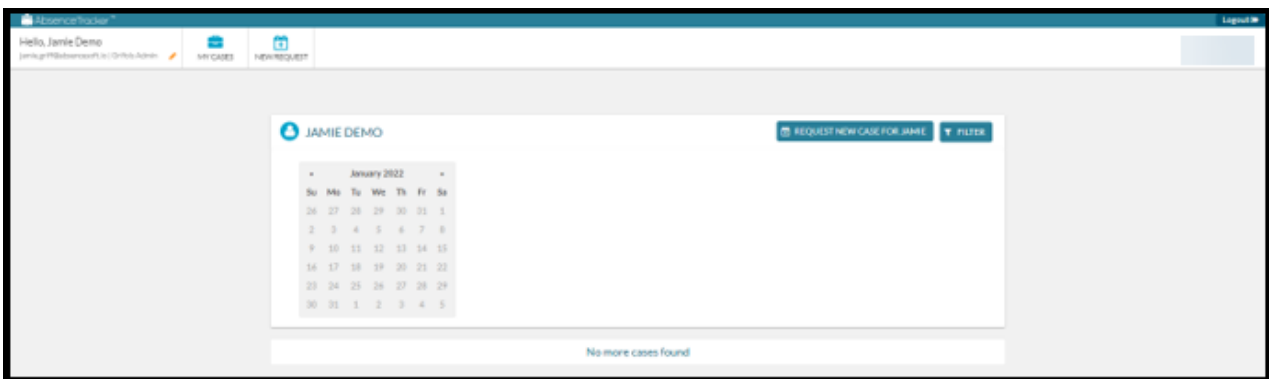
AbsenceTracker is supported on the following browsers:

- Internet Explorer v10 and above
- FireFox (latest version)
- Chrome (latest version)
- Safari (latest version)

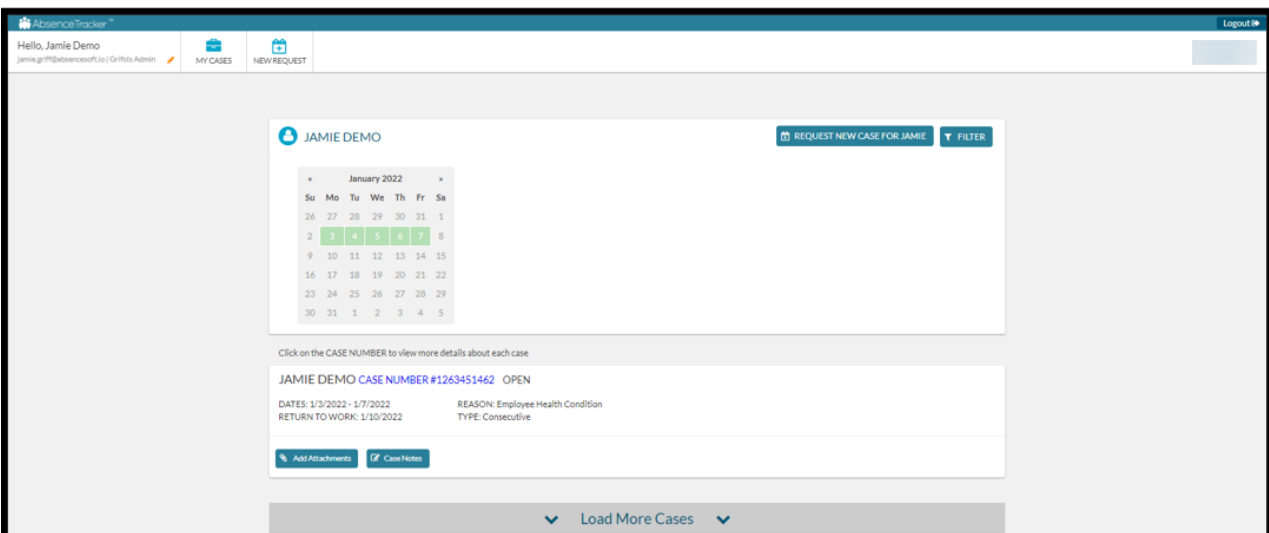
3 ESS Employee Dashboard

Website: <https://hendrickhealth-ss.ess-absencetracker.com/Login?ReturnUrl=%2F>. Once logged in, a dashboard your ESS home screen will look one of two ways:

1. If you have never opened a case:

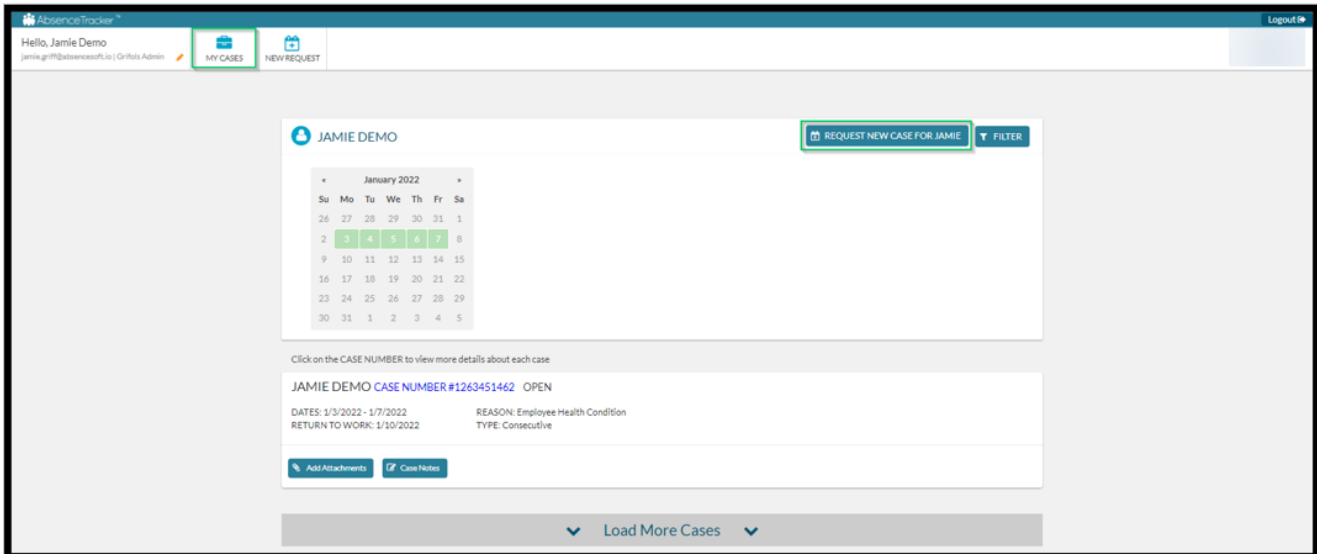


2. If you have open or past case in AbsenceTracker:



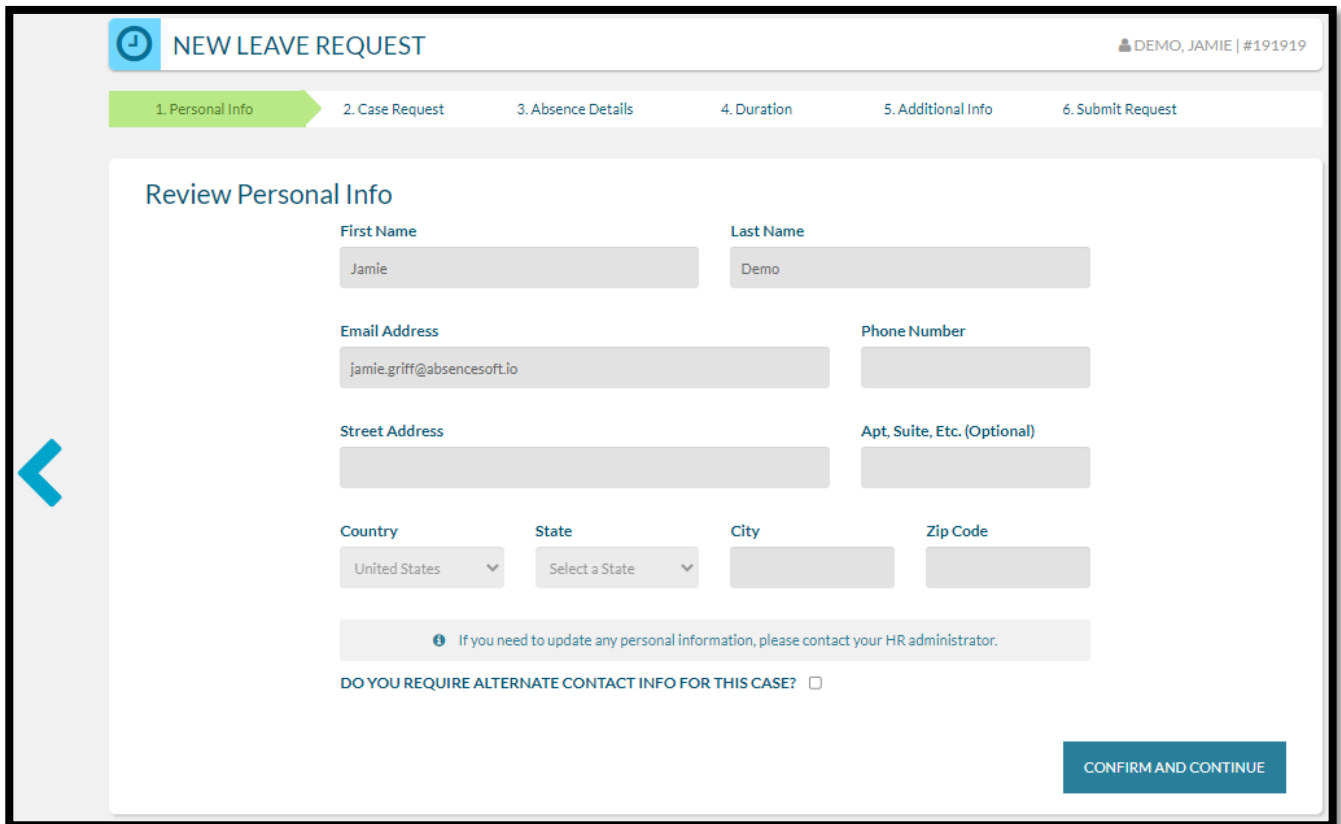
4 Creating a New Request

To create a new Leave or Accommodation request, click either one of the **NEW REQUEST** buttons below, which will bring you to the 'New Request' screen:



Review your personal information for accuracy.

- If you need to update any personal information on this screen, please reach out to your employer.

A screenshot of the 'NEW LEAVE REQUEST' form. The page title is 'NEW LEAVE REQUEST' and the user is identified as 'DEMO, JAMIE | #191919'. The progress bar shows six steps: 1. Personal Info (active), 2. Case Request, 3. Absence Details, 4. Duration, 5. Additional Info, and 6. Submit Request. The 'Review Personal Info' section contains the following fields:

- First Name: Jamie
- Last Name: Demo
- Email Address: jamie.griff@absencesoft.io
- Phone Number: (empty)
- Street Address: (empty)
- Apt, Suite, Etc. (Optional): (empty)
- Country: United States (dropdown)
- State: Select a State (dropdown)
- City: (empty)
- Zip Code: (empty)

A note states: 'If you need to update any personal information, please contact your HR administrator.' Below this is a checkbox for 'DO YOU REQUIRE ALTERNATE CONTACT INFO FOR THIS CASE?' which is currently unchecked. A 'CONFIRM AND CONTINUE' button is located at the bottom right.

If a temporary alternate email or mailing address is required for the duration of your request, check the box pictured below and complete the alternate address fields.

DO YOU REQUIRE ALTERNATE CONTACT INFO FOR THIS CASE?

Enter Alternate Contact Info

Email Address Phone Number

Street Address Apt, Suite, Etc. (Optional)

Country State City Zip Code

Select a Country Select a State

CONFIRM AND CONTINUE

Once your personal information has been verified, click **CONFIRM AND CONTINUE**

Next, the **REASON FOR CASE** screen will appear:

NEW LEAVE REQUEST DEMO, JAMIE | #191919

Personal Info **2. Case Request** 3. Absence Details 4. Duration 5. Additional Info 6. Submit Request

1 Reason for Case

Accommodation Request Adoption/Foster Care Bonding Care of Child during Public Health Emergency Employee Health Condition

Family Health Condition Pregnancy/Maternity Military Other COVID 19

2 CONFIRM AND CONTINUE

1. For a **NEW LEAVE REQUEST** select the **REASON FOR CASE**

- **Please Note:** Additional information regarding your case may appear after you have selected your Case Reason

2. **CONFIRM AND CONTINUE**

Next, the **ABSENCE DETAILS** screen will appear:

NEW LEAVE REQUEST DEMO, JAMIE | #191919

Personal Info Case Request **3. Absence Details** 4. Duration 5. Submit Request

1 Absence Details

A **B** **C**

CONSECUTIVE INTERMITTENT REDUCED

2 CONFIRM AND CONTINUE

1. Select one of the following case types from the **ABSENCE DETAILS**:

- A. Consecutive:** A block of time where you will not be present at work. Choose this leave type if you will be requesting a leave time without returning to work at all during your leave.

B. Intermittent: If you require small increments of time off from work periodically to attend appointments with your healthcare provider or treat a condition that may periodically prohibit you from working.

C. Reduced: If you are asking to take leave but may still be able to work fewer hours each day.

2. **CONFIRM AND CONTINUE**

Next, the **DURATION OF REQUEST** screen will appear:

NEW LEAVE REQUEST DEMO, JAMIE | #191919

Personal Info Case Request Absence Details 4. Duration 5. Submit Request

1 Duration of Request

Select the expected start date and end date for your absence. These dates can be adjusted later so an estimate is okay.

A Start Date 01/03/2022 **B** End Date 01/21/2022

2 CONFIRM AND CONTINUE

1. Select the **DURATION OF REQUEST**

A. Enter the expected start date

B. Enter the expected end date

- **Please Note:** If you are requesting an **Intermittent Leave**, please enter the full duration of your request.

2. **CONFIRM AND CONTINUE**

Next, the **CONFIRM REQUEST DETAILS** screen will appear:

NEW LEAVE REQUEST DEMO, JAMIE | #191919

Personal Info Case Request Absence Details Duration 5. Submit Request

Confirm Request Details


First Name: Jamie Last Name: Demo

Email Address: jamie.demo@absencesoft.io Phone Number: [Empty]

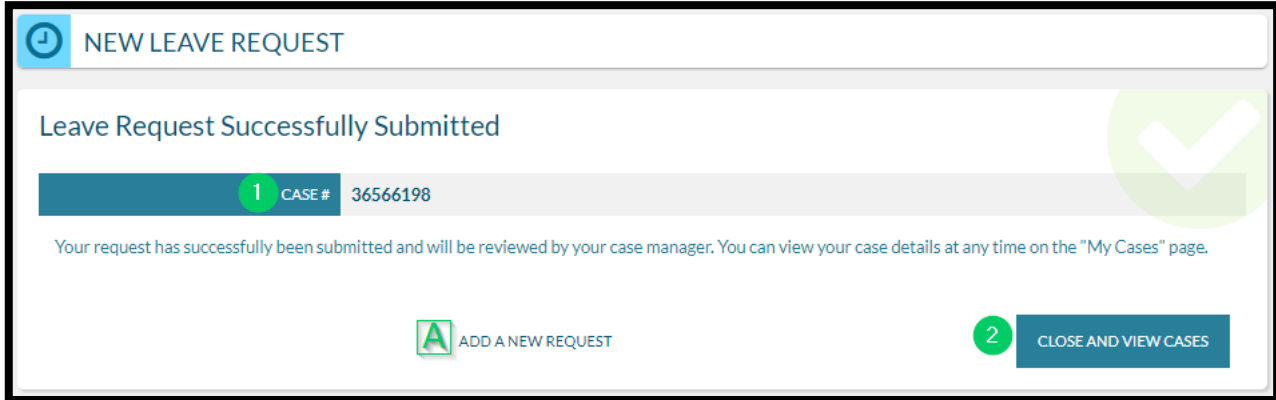
Absence Reason: Employee Health Condition Case Type: Consecutive Is this work related?: YES NO

Duration: Start Date: 01/03/2022 End Date: 01/21/2022

SUBMIT REQUEST

1. Review the details of your request on the **CONFIRM REQUEST DETAILS** section. Any changes can be made by clicking the back arrow , or you can jump to a specific section by selecting any of the green section headers.
2. Click **SUBMIT REQUEST**

Next, the **CONFIRMATION** screen will appear:

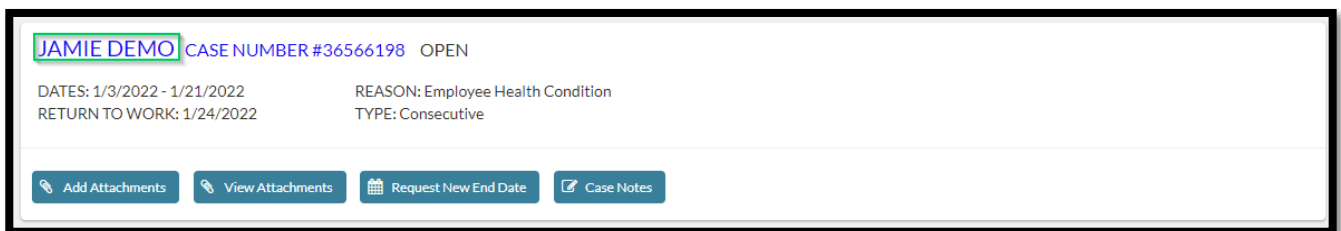


The **CONFIRMATION** screen provides the following information regarding the leave:

1. The Case Number
2. Option to **CLOSE AND VIEW CASES**
 - **Please Note:** You will also receive an email that your leave has been successfully submitted.
- A. If you would like to add another request, click **ADD A NEW REQUEST**.

5 My Employee Dashboard

Once you have a case populated on the home screen you will be able to access the My Employee Dashboard. To navigate to the dashboard, click your name within one of your cases:



JAMIE DEMO

3
REQUEST NEW CASE FOR JAMIE
FILTER

1 AVAILABLE TIME OFF +

Family Medical Leave Act: 12 Weeks
AVAILABLE: 12 Weeks
USED: 0 Weeks

District of Columbia Family and Medical Leave: 16 Weeks
AVAILABLE: 16 Weeks
USED: 0 Weeks

District of Columbia Family and Medical Leave Act for Employee Health: 16 Weeks
AVAILABLE: 16 Weeks
USED: 0 Weeks

District of Columbia Paid Family Medical Leave Act: 6 Weeks
AVAILABLE: 6 Weeks
USED: 0 Weeks

2

January 2022						
Su	Mo	Tu	We	Th	Fr	Sa
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

4

TIME OFF REQUESTS

DATE: 2/2/2022 TIME OFF: 1h

CASE STATUS:

Open Cases **5**

Closed Cases

Cancelled Cases

Sort By Date:

End Date (Oldest to Newest)

End Date (Newest to Oldest)

Start Date (Oldest to Newest)

Start Date (Newest to Oldest)

APPLY FILTERS
CLEAR

Click on the CASE NUMBER to view more details about each case

JAMIE DEMO CASE NUMBER #1863634 OPEN **6**

DATES: 2/1/2022 - 3/31/2022 REASON: Employee Health Condition
RETURN TO WORK: 4/1/2022 TYPE: Intermittent

Add Attachments
Request New End Date
Case Notes
Submit Intermittent Absence
Edit Intermittent Absence

JAMIE DEMO CASE NUMBER #36566198 OPEN

DATES: 1/3/2022 - 1/21/2022 REASON: Employee Health Condition
RETURN TO WORK: 1/24/2022 TYPE: Consecutive

Add Attachments
View Attachments
Request New End Date
Case Notes

1. Available Time Off and Time Used
2. Leave Calendar
 - a. **Green** – Approved Case
 - b. **Blue** – Pending Case
 - c. **Red** – Denied Case
 - d. **Grey** – Holiday
3. Request New Case
4. Filter Cases - #5 dropdown will appear
5. Sort by Case Status or Sort Cases by Date
6. List of your cases with details

6 How to Review Cases

First, find the case you would like to review and click the Case Number hyperlink:

MY CASES REQUEST NEW CASE FILTER

Click on the CASE NUMBER to view more details about each case

JAMIE DEMO [CASE NUMBER #36566198](#) OPEN 1

DATES: 1/3/2022 - 1/21/2022 REASON: Employee Health Condition
RETURN TO WORK: 1/24/2022 TYPE: Consecutive

2 Add Attachments 3 View Attachments 4 Request New End Date 5 Case Notes

1. This screen includes Case Status, Case Dates, Absence Reason, Leave Type, and Expected Return to Work Date.
2. Add Case Attachments/Paperwork
3. View Attachments
4. Request New End Date for Case
5. Add/View Case Notes

After you select the Case Number hyperlink you will be able to review the policies associated with the case, dates for each policy, as well as check the status of each applicable policy. (Approved, Pending, or Denied)

JAMIE DEMO [CASE NUMBER #36566198](#) OPEN

DATES: 1/3/2022 - 1/21/2022 REASON: Employee Health Condition
RETURN TO WORK: 1/24/2022 TYPE: Consecutive
PRIMARY ASSIGNEE: Jamie Demo

Add Attachments View Attachments Request New End Date Case Notes

POLICIES

Family Medical Leave Act 01/03/2022 - 01/21/2022
01/03/2022 - 01/21/2022 **Approved**

District of Columbia Paid Family Medical Leave Act 01/03/2022 - 01/21/2022
01/03/2022 - 01/21/2022 Approved

District of Columbia Family and Medical Leave Act for Employee Health 01/03/2022 - 01/21/2022
01/03/2022 - 01/21/2022 Approved

You will also be able to change any contact information associated with the case.

Alternate Personal Info
This information only associates to this case.

Email Address Phone Number

Street Address Apt, Suite, Etc. (Optional)

City State Zip Code

[UPDATE PERSONAL INFO](#)

7 Attaching Case Documents

From the **My Cases** screen, locate the case relevant to the attachment.

Click on the **Add Attachments**:

JAMIE DEMO CASE NUMBER #36566198 OPEN

DATES: 1/3/2022 - 1/21/2022 REASON: Employee Health Condition
RETURN TO WORK: 1/24/2022 TYPE: Consecutive

[Add Attachments](#) [View Attachments](#) [Request New End Date](#) [Case Notes](#)

Next, the **ADD ATTACHMENTS** screen will appear:

ADD ATTACHMENTS | CASE ID # 36566198 | APPROVED

1 BROWSE YOUR COMPUTER

2 DRAG AND DROP YOUR ATTACHMENT HERE.

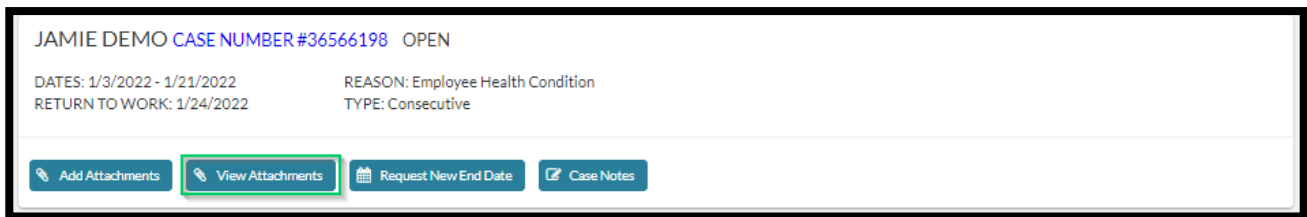
3 Type

4 Description

5 CANCEL SAVE AND CLOSE

1. Click **Browse Your Computer** to select a file **OR**
2. Drag and drop from your files/desktop
3. Select the Type of attachment
 - **Communication**
 - **Paperwork**
 - **Documentation**
 - **Other**
4. Add a brief description of the attachment
5. **SAVE AND CLOSE**

Click View Attachments to confirm:



Find uploaded attachment:

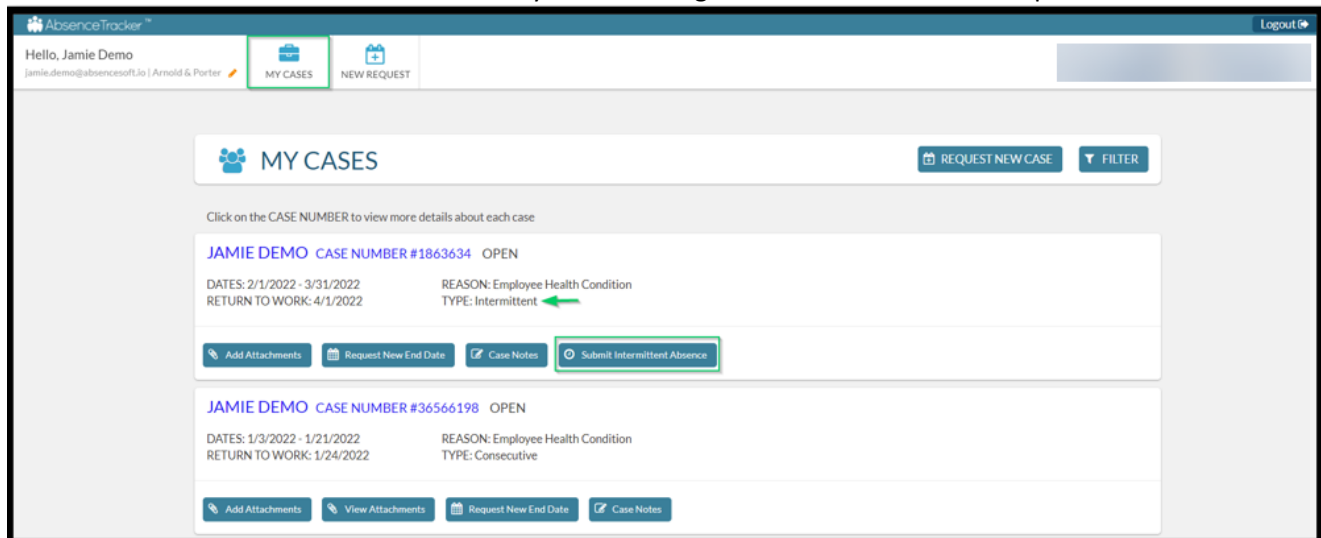


8 Reporting Intermittent Time Off (ITOR's)

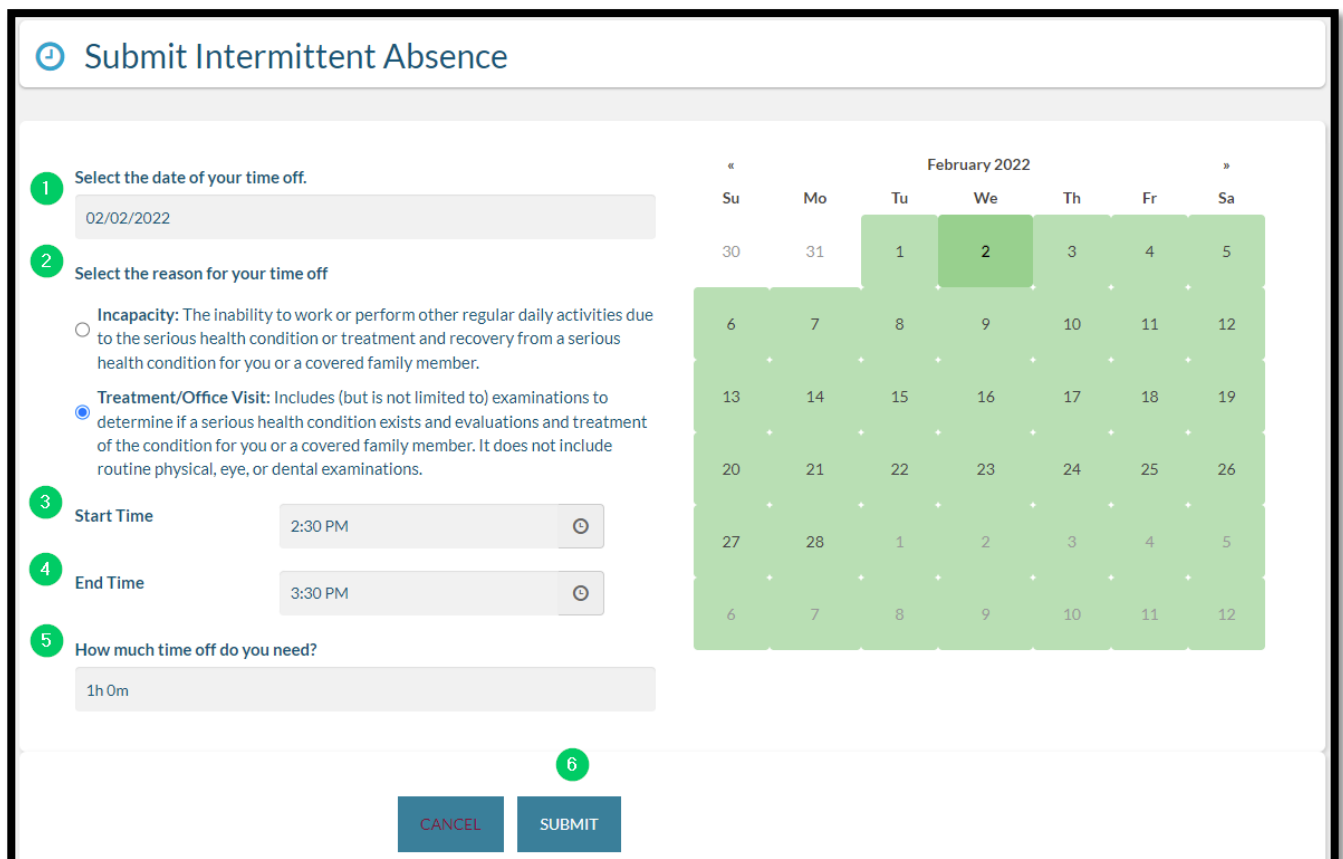
Employees with approved intermittent time off are required to enter and track all ITORs via the AbsenceTracker system

After logging into AbsenceTracker, locate the intermittent case you are reporting time for From the **MY CASES** icon.

Click on the **clock icon** next to the case that you are adding intermittent time off to as pictured below:



Next, the **ADD TIME OFF** screen will appear:



1. Select the date you are reporting from the calendar.
2. Select the reason for your time off from the drop down: **Incapacity** or **Treatment/Office Visit**
3. Enter your Start Time
4. Enter your End Time
5. Enter your time in hours and minutes (This will auto populate if you click in the field)
6. Click Submit

Time Off Requests will be visible from the **My Employee** dashboard and will populate with the same color coding on the calendar as explained in the My Employee dashboard previously.

AVAILABLE TIME OFF ⓘ

Family Medical Leave Act: 12 Weeks
AVAILABLE: 12 Weeks
USED: 0 Weeks

District of Columbia Family and Medical Leave: 16 Weeks
AVAILABLE: 16 Weeks
USED: 0 Weeks

District of Columbia Family and Medical Leave Act for
Employee Health: 16 Weeks
AVAILABLE: 16 Weeks
USED: 0 Weeks

District of Columbia Paid Family Medical Leave Act: 6
Weeks
AVAILABLE: 6 Weeks
USED: 0 Weeks

February 2022						
Su	Mo	Tu	We	Th	Fr	Sa
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	1	2	3	4	5
6	7	8	9	10	11	12

TIME OFF REQUESTS

DATE: 2/2/2022 TIME OFF: 1h