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## What is the “Department LOA Role”?

The eWay Leave of Absence Request Form workflow has a PeopleSoft role assigned to it. The [“Dept LOA Role” \(CSJ\\_DEPT\\_LOA\)](#) is for designated staff members who are responsible/require access to department-wide leave of absence data. Specifically, the staff assigned with the “Dept LOA Role” will receive an e-mail upon submission and have the role to review, update, and approve LOA Requests within their department and be granted “worklist” access.

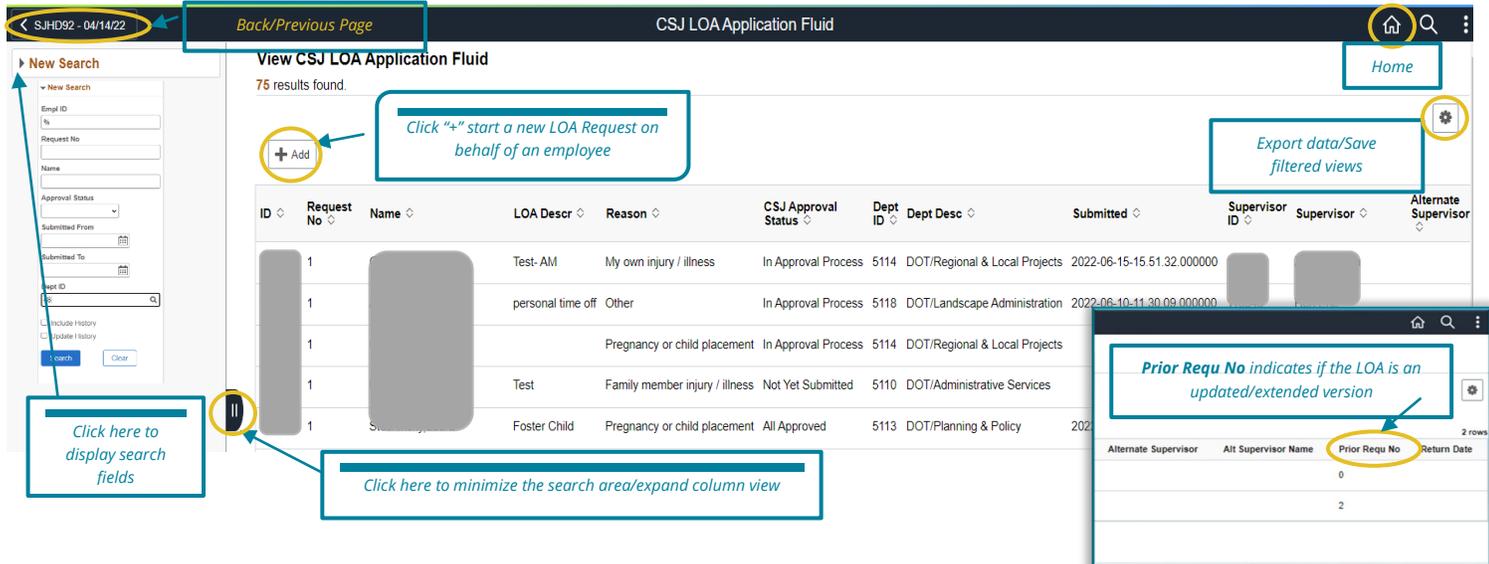
**Note:** You may have designated additional “Dept LOA Role” staff that require access/visibility but are not involved in the day-to-day administration. If they prefer not to receive the notification e-mails, please direct them to set up an Outlook rule to move/delete upon receipt.

## eWay Leave of Absence Request Form Workflow



## Where can I view all submitted LOA Requests?

The Leave of Absence Request Form “dashboard” is where employees and administrators will see all related Leave of Absence Requests. Dashboard path: **Main Menu->Self Service-> Leave of Absence Request**. *Employees will see all their requests and “Dept LOA Role” sees all requests within their department.*



**View CSJ LOA Application Fluid**  
75 results found.

Callouts:

- Click “+” start a new LOA Request on behalf of an employee
- Export data/Save filtered views
- Click here to display search fields
- Click here to minimize the search area/expand column view
- Prior Requ No indicates if the LOA is an updated/extended version

ID	Request No	Name	LOA Descr	Reason	CSJ Approval Status	Dept ID	Dept Desc	Submitted	Supervisor ID	Supervisor	Alternate Supervisor
	1		Test-AM	My own injury / illness	In Approval Process	5114	DOT/Regional & Local Projects	2022-06-15-15:51:32.000000			
	1		personal time off	Other	In Approval Process	5118	DOT/Landscape Administration	2022-06-10-11:30:09.000000			
	1			Pregnancy or child placement	In Approval Process	5114	DOT/Regional & Local Projects				
	1		Test	Family member injury / illness	Not Yet Submitted	5110	DOT/Administrative Services				
	1		Foster Child	Pregnancy or child placement	All Approved	5113	DOT/Planning & Policy	202			

## Search Fields/Filtering/Exporting

Search Fields [New Search](#)

Use search fields to find a specific request or requests in a particular group

- **Empl ID:** %=Defaults to show all
- **Request No:** For each Leave requested in eWay a request number will be automatically assigned.
- **Name:** Search employees by last name
- **Approval Status**
  - All Approved
  - Denied
  - In Approval Process
  - Needs Approval (not yet submitted)
- **Dept ID:** User can enter 2-digit or 4-digit Dept ID (for example 48 or 4802)

Export filtered data using the “gear wheel”  in upper right corner of LOA Request homepage (an easy-to-run query)

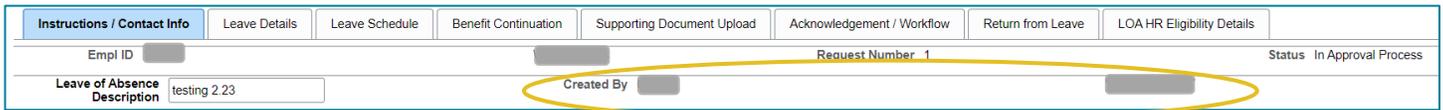
## Creating/Submitting an LOA Request on behalf of an employee

The departments’ “LOA Role” can create a LOA request to assist employees, similar to how many departments help complete the PDF form now. Below are two scenarios to consider:

**If an employee is unavailable-** The “Department LOA Role” can enter and submit on behalf of the employee. The employee receives e-mail notifications and can see/print a confirmation of submitted

# eWay “Department LOA Role” Guide

leave of absence requests. When the department submits on behalf of their employee, the system will record “Created By”, and that field will show at the top of the “Instruction/Contact Info” page:



The screenshot shows a navigation bar with tabs: Instructions / Contact Info, Leave Details, Leave Schedule, Benefit Continuation, Supporting Document Upload, Acknowledgement / Workflow, Return from Leave, and LOA HR Eligibility Details. Below the navigation bar, the 'Created By' field is circled in yellow.

**If an employee is available** to review and submit via eWay, departments can prepare the request and then ask the employee to log into eWay to review and submit for approval.

## Reviewing/Updating/Approving a Leave of Absence Request

You may access it via the worklist or the LOA Dashboard. Click anywhere in the row for the Leave of Absence Request you’d like to review/update/approve. This will open the Leave of Absence Request.

There are three tabs/pages of the form you will want to review:

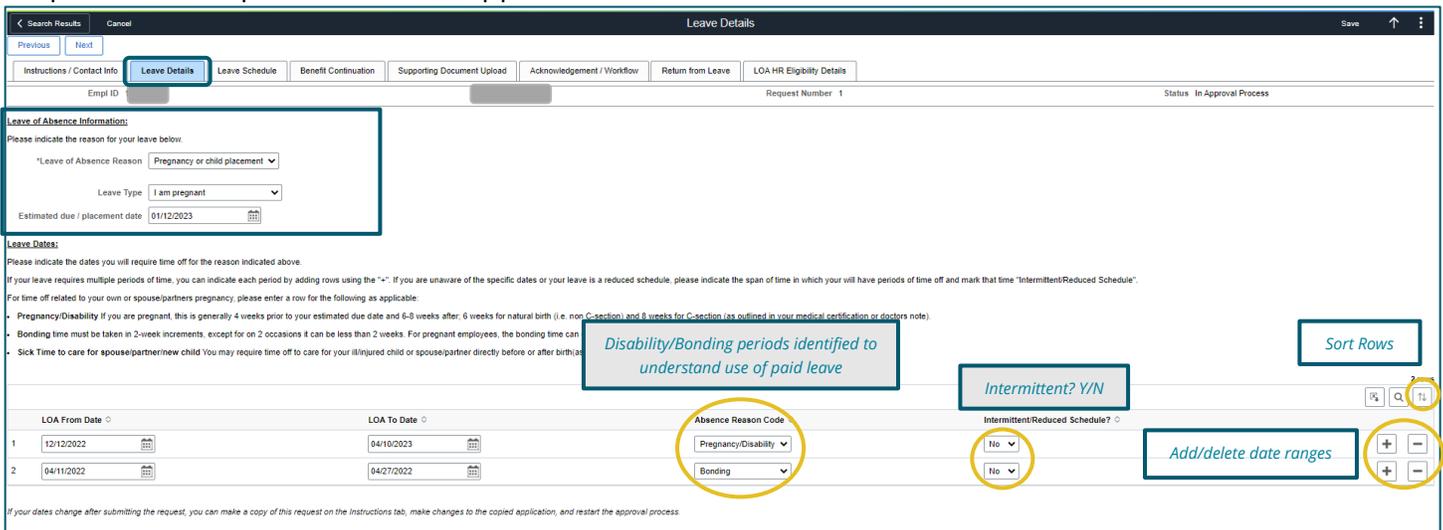


The screenshot shows the 'Leave Details' tab selected in the navigation bar. The 'Created By' field is still visible at the top of the form.

### Review the “Leave Details” Tab:

Displays reasons and dates of requested time off. You may update dates/reasons before approval based on your analysis/direction from the employee; similar to *how departments would assist employees in clarifying and correcting PDF/paper LOA Applications*.

If updates are required after final approval, contact central HR.



The screenshot shows the 'Leave of Absence Information' section with fields for 'Leave of Absence Reason' (Pregnancy or child placement), 'Leave Type' (I am pregnant), and 'Estimated due / placement date' (01/12/2023). Below this is the 'Leave Dates' section with a table of LOA periods. Annotations include: 'Disability/Bonding periods identified to understand use of paid leave' pointing to the 'Absence Reason Code' dropdown; 'Intermittent? Y/N' pointing to the 'Intermittent/Reduced Schedule?' dropdown; 'Sort Rows' pointing to the 'Sort Rows' button; and 'Add/delete date ranges' pointing to the '+' and '-' buttons in the table.

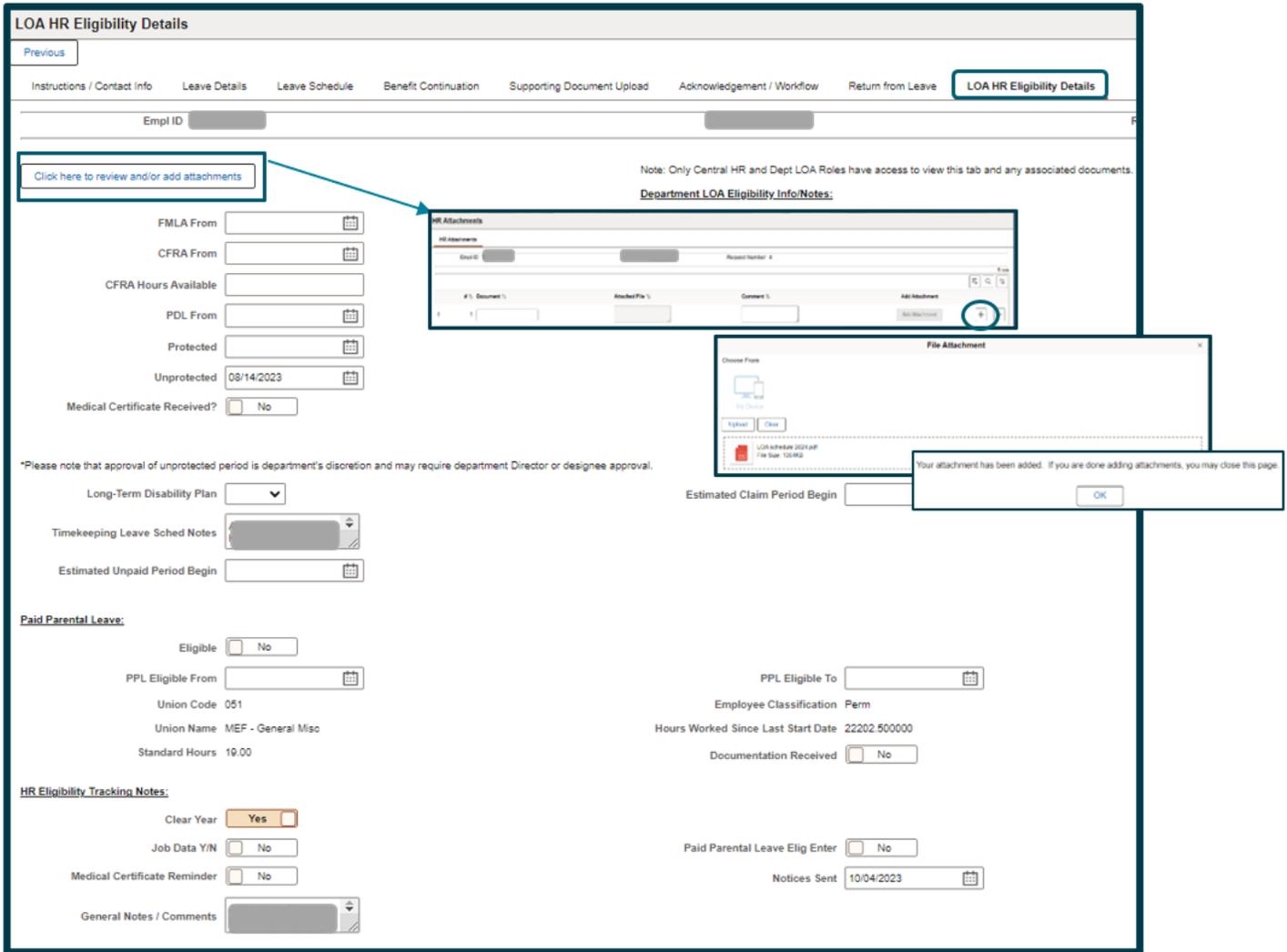
LOA From Date	LOA To Date	Absence Reason Code	Intermittent/Reduced Schedule?
12/12/2022	04/10/2023	Pregnancy/Disability	No
04/11/2022	04/27/2022	Bonding	No

### Review of the “LOA HR Eligibility Details” Tab:

This tab is visible only to HR and Department employees with the “Dept LOA Role” and is hidden from everyone else. It is intended for HR to record and communicate information about the leave to departments and most of the details are not editable by the “Dept LOA Role”. Rather than HR e-mailing the department about protected/unprotected, LTD, and Paid Parental Leave, HR will populate this information and leave comments upon initial review of the leave request.

# eWay “Department LOA Role” Guide

Please review this information before approval in the case the leave includes unprotected time in which case the “Department LOA Role” will need to add additional approvers, including the Director or Designee.



## Review and/or add documents

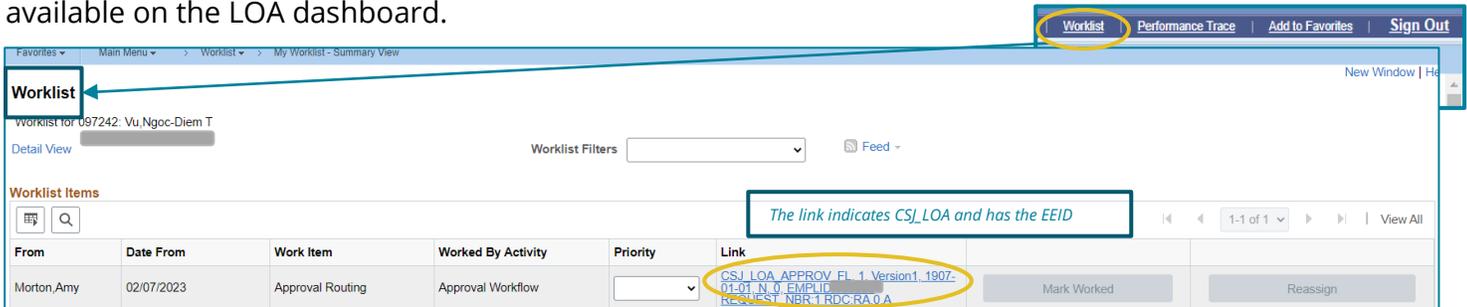
HR and the Dept LOA Role can use this function to share documents and/or comments with the LOA HR Eligibility Details” Tab. If HR has added any documents for you to review (such as a leave schedule document) it will be available here to view and/or download. Departments can use this to share these documents with HR as well. Central HR will run a report each week to check for any new documents or comments that have been added by the Dept LOA Role. Central HR will notify Dept LOA Roles if they add documents that may be of interest to the Dept LOA Role.

Reminder: Only Central HR and Dept LOA Roles have access to view this tab and any associated documents.

# eWay “Department LOA Role” Guide

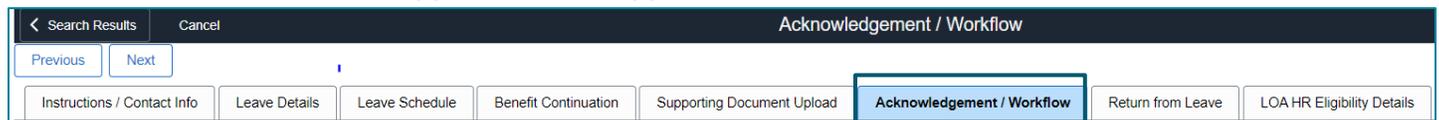
## Leave Request Notifications:

The “Dept LOA Role” will be notified via e-mail and can access the LOA Request via the link embedded in the e-mail. Alternatively, they may choose to manage the review and approvals via Worklist; located in upper right side of eWay. Path: **Main Menu->Worklist->My Worklist**. All submitted leaves will also be available on the LOA dashboard.

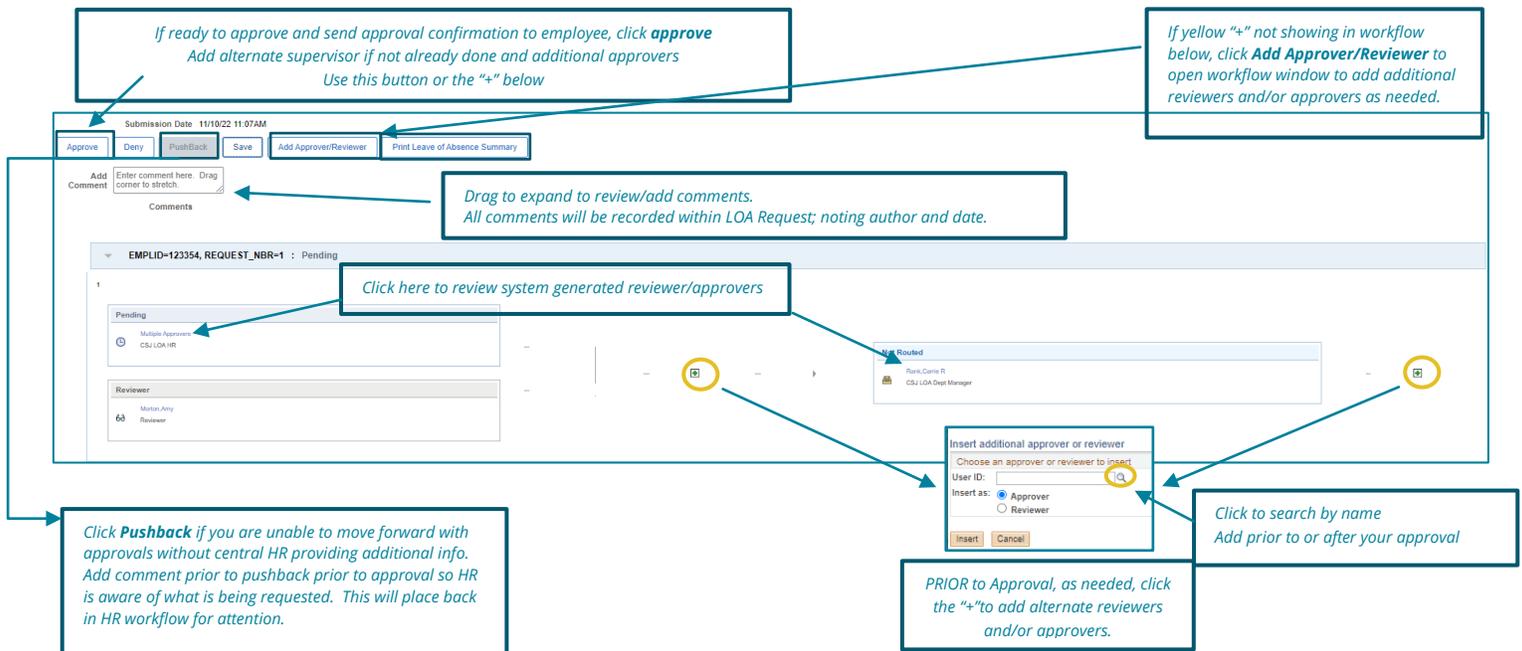


## Adding Approver/Reviewers and Approving in Acknowledgement/Workflow Tab:

**Important:** Any additional reviewers/approvers must be added 'ad hoc' prior to the Department 'LOA Role' approval. Review and edit workflow as applicable then approve.



Towards the bottom of the page, you will see your options to approve and the workflow window in which you can view and add approvers and/or reviewers.



*If ready to approve and send approval confirmation to employee, click **approve**. Add alternate supervisor if not already done and additional approvers. Use this button or the "+" below*

*If yellow "+" not showing in workflow below, click **Add Approver/Reviewer** to open workflow window to add additional reviewers and/or approvers as needed.*

*Drag to expand to review/add comments. All comments will be recorded within LOA Request; noting author and date.*

*Click here to review system generated reviewer/approvers*

*Click to search by name. Add prior to or after your approval*

*Click **Pushback** if you are unable to move forward with approvals without central HR providing additional info. Add comment prior to pushback prior to approval so HR is aware of what is being requested. This will place back in HR workflow for attention.*

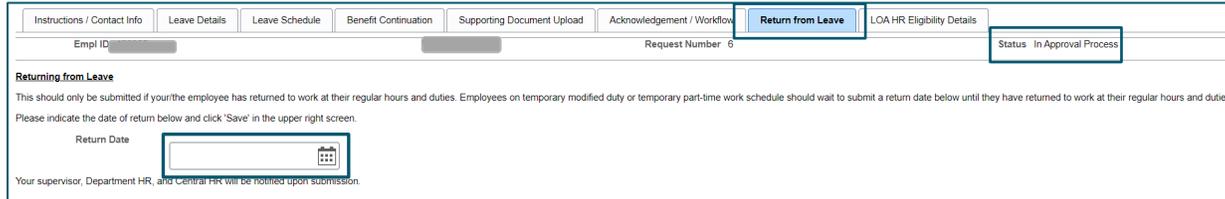
*PRIOR to Approval, as needed, click the "+" to add alternate reviewers and/or approvers.*

At any point in the approval process, the employee or department may click the **“Print Leave of Absence Summary”** button to generate a summary of the request.

## Return from Leave

The employee, supervisor, and Dept LOA Role will be notified 7 days prior to the last day of leave that the return date is approaching and request that a return date is entered into the Leave Request or Extension is submitted (via an edited copy of the original request).

Updating Return From Leave Tab:



Instructions / Contact Info | Leave Details | Leave Schedule | Benefit Continuation | Supporting Document Upload | Acknowledgement / Workflow | **Return from Leave** | LOA HR Eligibility Details

Empl ID: [REDACTED] Request Number: 6 Status: In Approval Process

**Returning from Leave**  
This should only be submitted if you/the employee has returned to work at their regular hours and duties. Employees on temporary modified duty or temporary part-time work schedule should wait to submit a return date below until they have returned to work at their regular hours and duties. Please indicate the date of return below and click 'Save' in the upper right screen.

Return Date:

Your supervisor, Department HR, and Central HR will be notified upon submission.

The field may only be updated after final approval and only may be updated by the (1) the employee, (2) the supervisor (but not alternate supervisor), (3) Dept LOA Role, or (4) HR LOA Role. Once a Return Date is entered, the employee's supervisor, alternate supervisor, dept manager, and the HR Approver are notified via e-mail.

## Extensions/Use of “Copy Application”

Employees may need to submit the initial Leave of Absence Request using estimated dates. An employee may wish to alter the original and fully approved request to match the accurate dates or types of absence. In some cases, the length of time off will increase or decrease while employee is on leave.

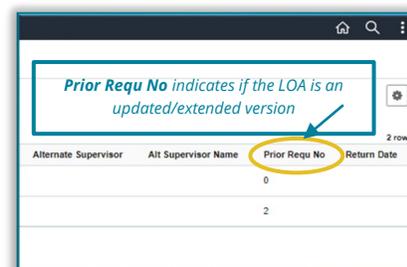
For example:

- Employee is off for their own injury and the recover extends past the anticipated date
- New parent decides they want to take additional bonding time immediately following the birth/placement versus waiting
- Family member recovery period lends itself for employee to return to work intermittently versus continuously as originally submitted

The use the “Copy LOA Application” should only be used to change Leave of Absence Requests related to the same reason and time period. If an employee requires additional time off immediately following or even simultaneously with another leave for a different reason a new Leave of Absence Request Form should be submitted. Once the updated copy is submitted, the request flows through the same workflow as when originally submitted.

**Note:** You may only make changes to fully approved leaves. If the leave is still in the approval process, HR or the Dept LOA may assist in making the update or to request they approve.

Any leave that was created using the “Copy Application” function will be assigned a “Prior Request #”. This is a field visible in the main LOA Search page.



Alternate Supervisor	Alt Supervisor Name	Prior Requi No	Return Date
		0	
		2	

## Delete Application

In limited circumstances, an employee or department may need to delete a started or submitted leave application prior to final approval due to errors. If a leave application is deleted, an e-mail notification is sent to the employee's supervisor, alternate supervisor, Dept LOA, and HR. The notification is sent to the same people regardless of who deletes the application. Fully approved leave requests may not be deleted.

## Resources

HR Leave of Absence Website: Contains guides and resources for employees and departments.

<https://www.sanjoseca.gov/your-government/departments-offices/human-resources/leaves-of-absence>

For questions about the overall process, policy, and/or request form in eWay, contact [HRBenefits@sanjoseca.gov](mailto:HRBenefits@sanjoseca.gov) or 408-535-1285. For questions regarding schedule and timecard or leave schedule, contact your department timekeeper.