

Frequently Asked Questions: LeavePro Teammates

1. What is the LeavePro Absence Management Portal?

LeavePro® is a highly secure, enterprise-wide software application that easily tracks, manages, and automates leaves.

2. What actions can teammates take in the LeavePro Absence Management Portal?

Teammates can initiate a leave, enter time-off requests for intermittent leaves, and securely upload documents via computer or mobile device.

Please Note: Do not send any medical documentation to your leader.

3. How do I access the LeavePro Absence Management Portal?

The LeavePro Absence Management Portal is available 24/7. You can view and manage your leave from a computer, tablet or mobile device by logging-in via the internet or PeopleConnect.

From Internet: Use the URL <https://atriumhealthloa.myleavepro.com>.

From PeopleConnect: Go to Home > 2020 Benefits Guide > Time Away from Work > Leave of Absence

4. What are the compatible web browsers for the LeavePro Absence Management Portal?

The compatible web browsers are Internet Explorer 11.0, Firefox 52.0.2, Chrome 51.0, Safari 10.1, Edge 3.0.

5. How do I log in to the LeavePro Absence Management Portal?

Enter your user id, password, and click log in.

Please Note: Before you can log-in for the first time you must register. Use the LeavePro New User Registration job aid for registration steps.

6. What do I do if I forgot my username or password?

1. Click Forgot User ID or Forgot Password on the Log In screen.
2. Enter your Work Email. The information you enter must be the same data provided by Atrium Health.
3. Click Next. A code will be sent to your Work Email.
4. Enter the code and click Next.
5. The Account Recovery screen will remind you of your username. If you forgot only your username, click Submit to continue to the My Leaves main landing page. If you forgot your password, type a New Password, Confirm Password, and click Submit.

7. How do I initiate a leave?

1. On the My Leaves page, click **Plan a Leave**.
2. On the Plan a Leave page, select the leave type that describes the leave you are taking, then click **Next**.
3. Select the **type of time off** that best fits the leave of absence you are taking, then click **Next**.
4. Add **Details**, such as: last day of work (required), leave start date (required), leave end date (required), date of your injury/illness, expected return to work, additional questions related to injury/illness, additional questions related to pregnancy/delivery, and additional questions related to family members.
5. Click **Submit** when all required Details are complete. One of two confirmation messages will appear with next steps.

8. How do I submit paperwork?

1. Click **Start** in the **Paperwork Due** task. A pop-up box will appear listing any required forms.
2. Click **Upload** to the right of the document to be submitted.
3. Choose a file to upload and click **Open**.
4. Uploaded paperwork will appear with a red **X**. Click **Submit**.

If different forms are required, you can **Add additional forms**.

1. In Paperwork Due, click **Upload** in the Add additional forms section.
2. Choose a file to upload and click **Open**.
3. Uploaded paperwork will appear with a red **X**. Click **Submit**.
4. A confirmation message appears.

Please Note: Do not send any medical documentation to your leader.

9. How do I submit an intermittent time off request?

1. Click Add Time for the Current Leave you want to request time off.
2. In the Time Off Request window: enter the date for the intermittent time off, enter the amount of time for that date in both whole hours and minutes, select the type of time off being requested from the drop-down menu: Office Visit, Incapacity/Unspecified, or to request an additional type of time off for the same Current Leave and date, click Add Type.
 - i. A second section is added with the only other type of time off available to you.
 - ii. Enter the amount of time for the additional type of time off in both whole hours and minutes.
3. Click Submit to finalize your request.
4. You will receive a confirmation message.

Please Note: You will still need to enter PTO time in the timekeeping system (Kronos).

10. How can I confirm or deny the Expected Return to Work date?

1. Click **Start** in the Confirm expected return to work task. The Confirm expected return to work pop-up box will appear.

If the original Expected Return to Work date is **correct**:

1. Select **Yes** (default).
2. Click **Submit**.
3. A confirmation message appears.
4. The **Return to Work** task is removed from your task list.

If the original Expected Return to Work date is **incorrect**:

1. Select **No**.
2. Click **Submit**.
3. Selecting **No** generates a task for a HR Leave Administration to contact you regarding the change.
4. The **Return to Work** task is removed from your task list.

11. What do I do if I receive an error message?

If you receive an error message and are unable to complete the initiation of a new leave, send an email to the HRServiceCenter@AtriumHealth.org or call 704-631-1500 | 833-631-1500 (Toll Free).