This document provides a high-level overview of how to navigate through the LeavePro Self-Service Portal, with screen-by-screen instructions—from logging in to completing specific actions within Self-Service.

LeavePro Self-Service offers a wide range of functions. To jump to a specific function, click on its name in **Contents**. You'll be routed directly to the answers you're looking for.

Contents

1 Logging In & New User Registration 2
2 My Leaves Page 3
2.1 Leave Detail Page 4
3 Current Leaves 5
3.1 Intermittent Time Off Request 5
4 Completed Leaves 7
5 Tasks 7
5.1 Confirm Expected Return to Work 8
5.2 Paperwork Due 9
6 Profile 11
6.1 Personal Information 12
6.2 Communication Preferences 13
7 Plan a Leave 14

1 Logging In & New User Registration

To log in:

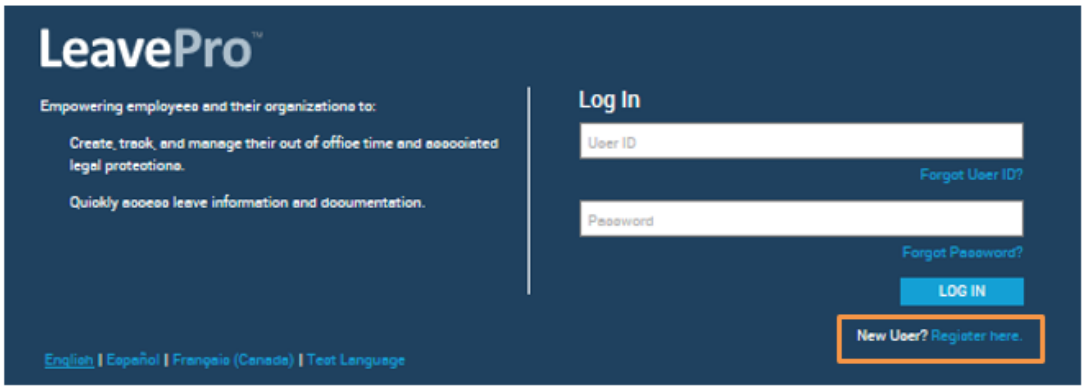
1. Via SPARK.

   OR

Utilize this link: https://lithia.myleaveproservice.com/

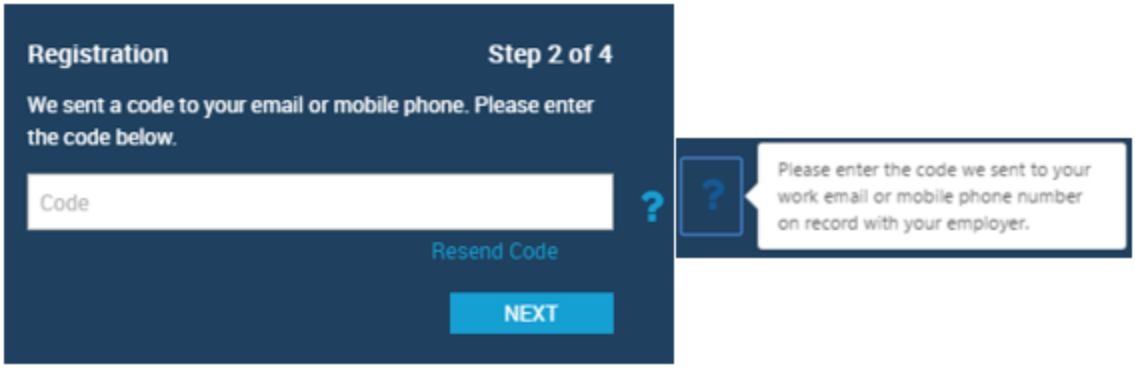
2. You will need to establish account credentials:

1. On the **Log In** screen, click **Register here**.

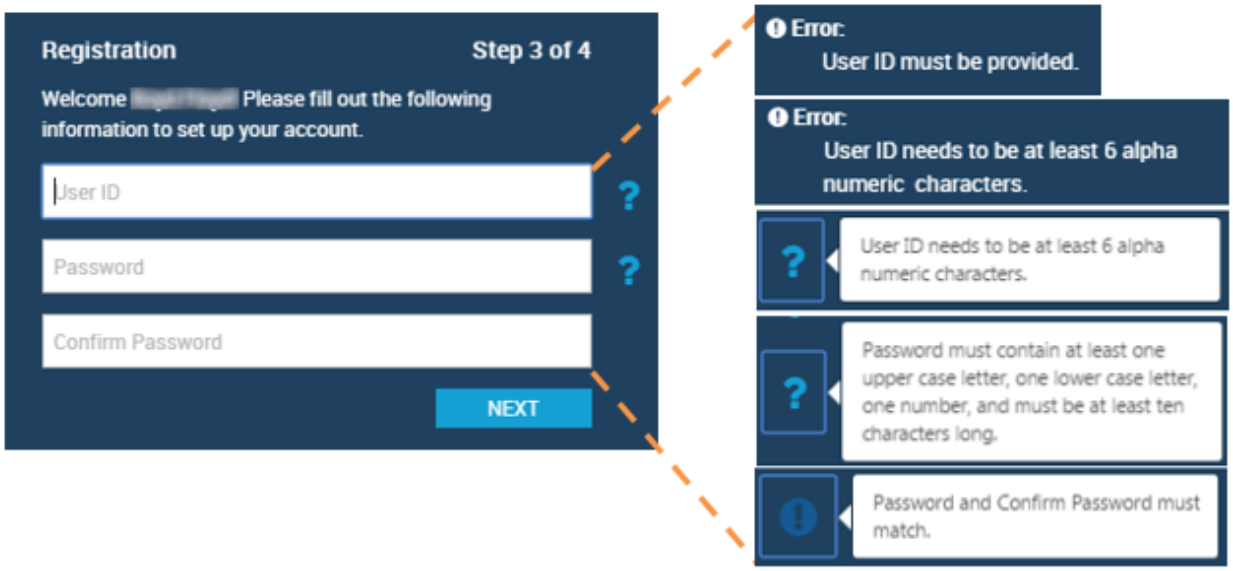


2. Enter your **Work Email** or **Mobile Phone** number, and click **Next**.

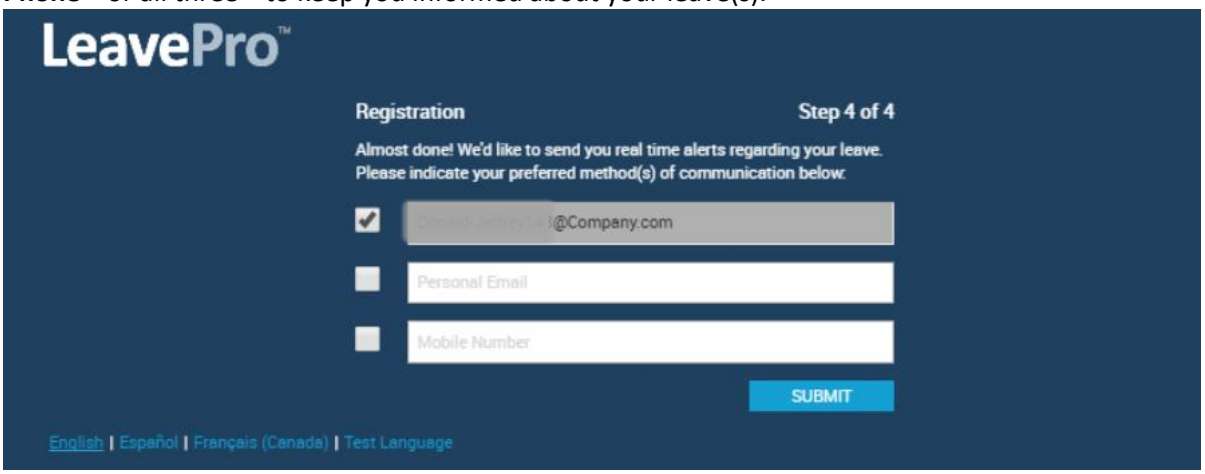
3. Enter the **Code** (sent to your Work Email or Mobile Phone), and click **Next**.



4. Enter a **User ID**, enter a **Password**, and **Confirm Password**. Click **Next**.



5. Select communication preferences. Choose **Work Email** (default), **Personal Email**, **Mobile Phone**—or all three—to keep you informed about your leave(s).



6. After entering the information for your preferences, click **Submit**.

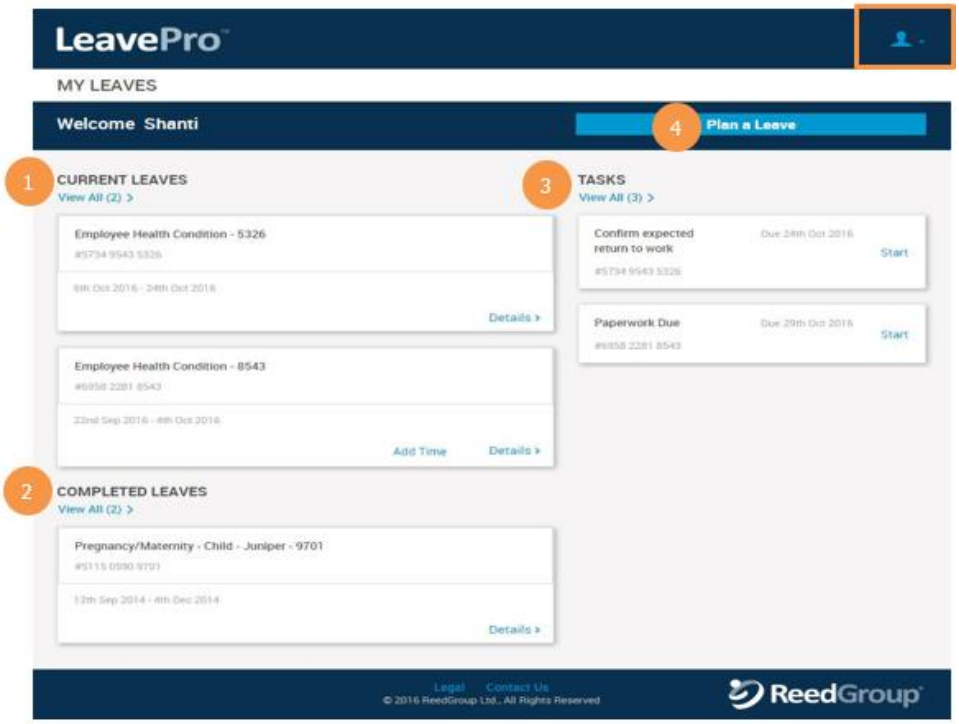
NOTE

Work Email will always be auto-populated and selected as default (if available). A user can deselect Work Email as a preference. **It is advisable to use personal email as your work email will be temporarily deactivated if on leave status.**

2 My Leaves Page

The **My Leaves** main landing page provides four main areas to manage leaves.

1. **Current Leaves**
   - Review status of the two most recent leaves
   - Report intermittent time off
2. **Completed Leaves**
   - Review details of completed leaves
3. **Tasks**
   - Confirm expected return to work
   - Review and upload paperwork due
4. **Plan a Leave**
   - Begin a new claim entry



2.1 Leave Detail Page

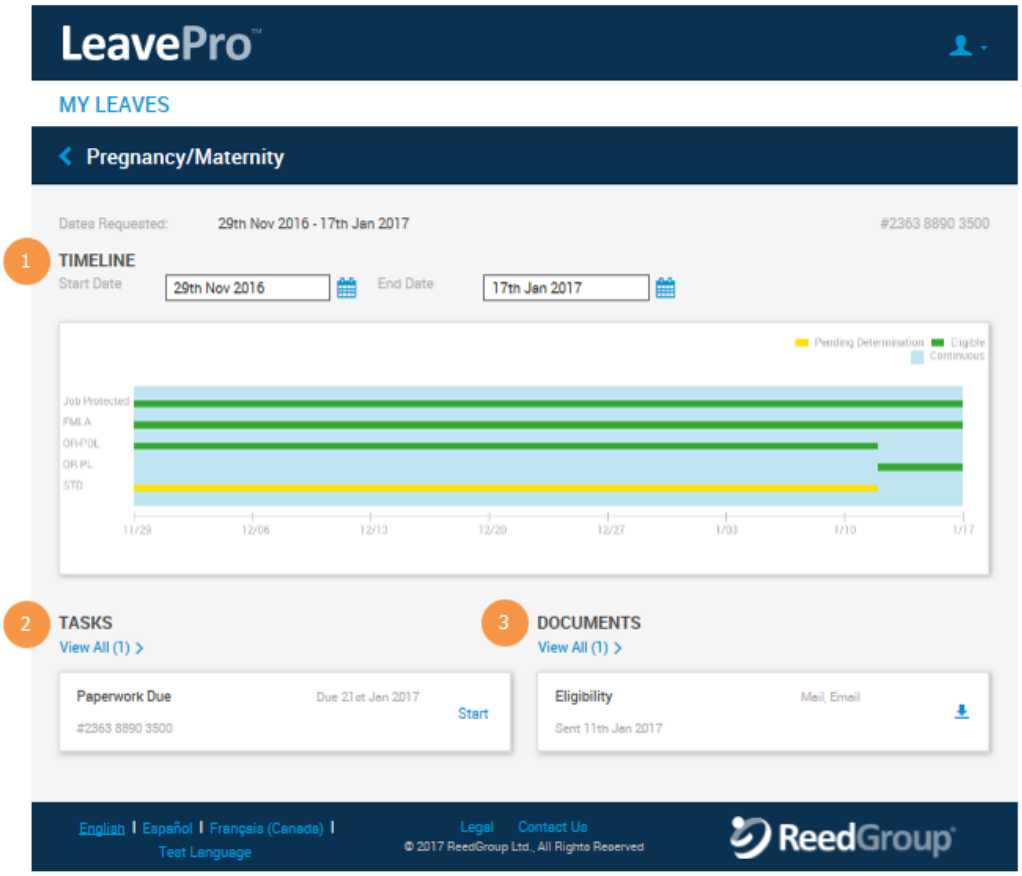
When a user clicks **Details** for a leave, they are taken to the **Leave Detail** page. On this page, a user can:

- Review details for a current or completed leave
- Add intermittent time off to a current leave
- View the leave Timeline
- View and initiate tasks (**Confirm Expected Return to Work** or **Paperwork Due**)
- View documents associated with a leave

3 Current Leaves

A user can click **Details** for a specific Current Leave to access management features on the leave detail page. Details include:

1. A **Timeline** specific to the leave
2. **Tasks** specific to the leave
3. **Documents** specific to the leave

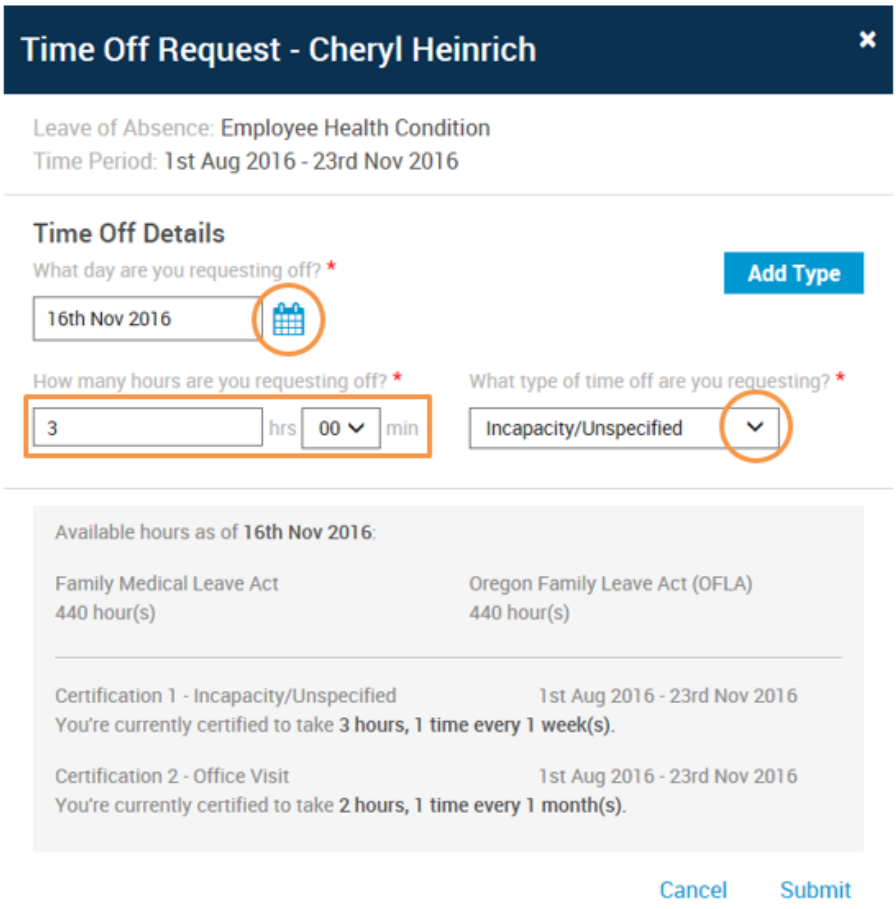


3.1 Intermittent Time Off Request

The **Add Time** feature allows a user to request intermittent time off for a Current Leave.

1. Click **Add Time** for the Current Leave you want to request time off.

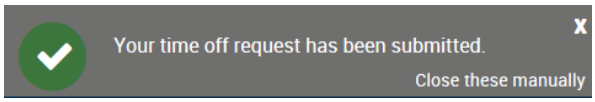
2. In the **Time Off Request** window:
    1. Enter the **date** for the intermittent time off.
    2. Enter the **amount of time** for that date in both whole hours and minutes.
    3. Select the **type of time off** being requested from the drop-down menu:
        - Office Visit
        - Incapacity/Unspecified



3. Click **Submit** to finalize your request.

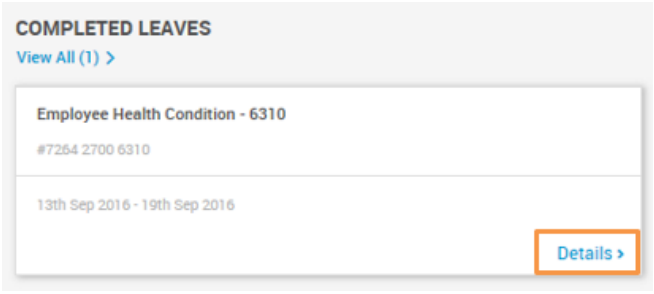
NOTE

When the **Time Off Request** is submitted a confirmation popup will display at the bottom of the screen.



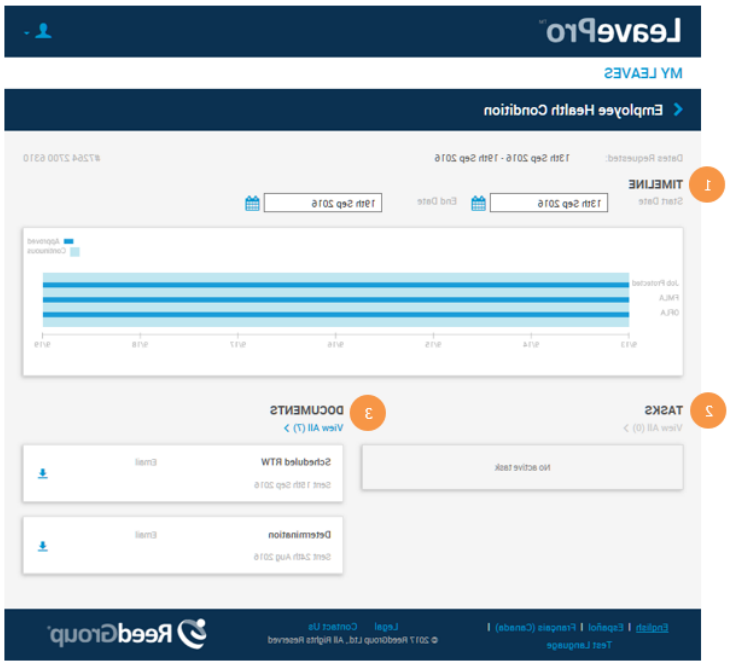
4 Completed Leaves

A user can click **Details** for a specific Completed Leave to access management features on the leave detail page.



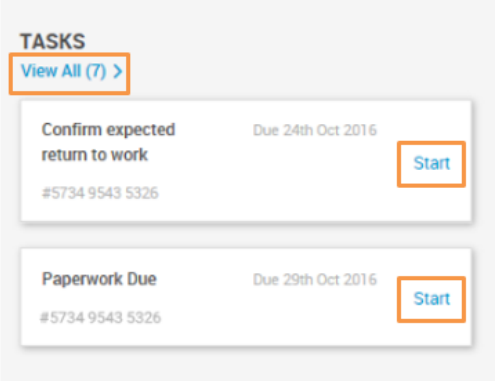
Details include:

1. A **Timeline** specific to the leave
2. **Tasks** specific to the leave
3. **Documents** specific to the leave



5 Tasks

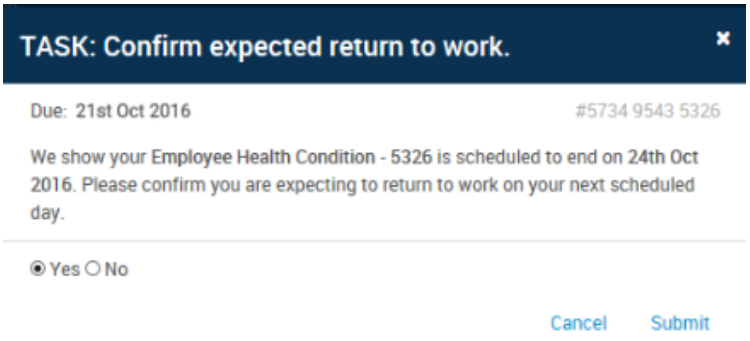
A user can click **View All** to see a list of all Tasks associated with their leave(s), or they can click **Start** for a specific Task to initiate action.



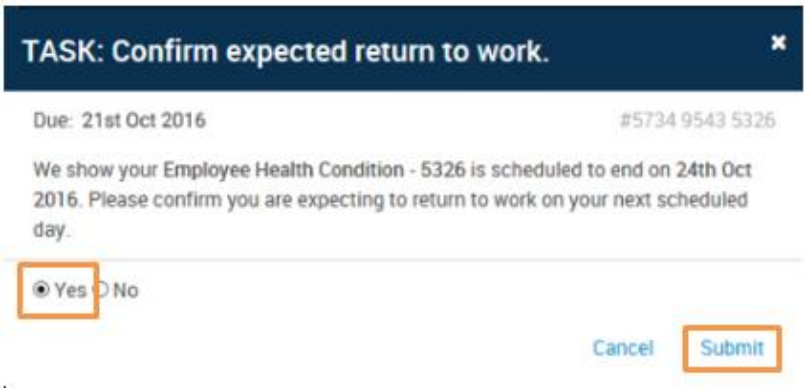
5.1 Confirm Expected Return to Work

A user can confirm or deny the **Expected Return to Work** date within a case file.

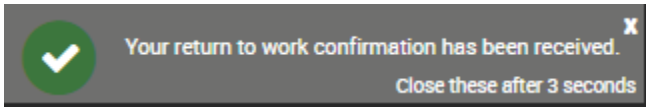
1. Click **Start** in the Confirm expected return to work task. The **Confirm expected return to work.** popup box will appear.



2. If the original Expected Return to Work date is **correct**:
   - Select **Yes** (default).
   - Click **Submit**.



- A confirmation message appears.



- The **Return to Work** task is removed from the task list.

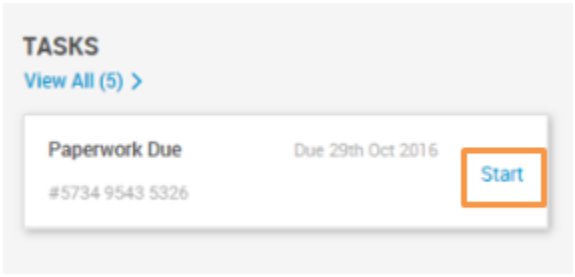
3. If the original Expected Return to Work date is **incorrect**:
   - Select **No**.
   - Click **Submit**.

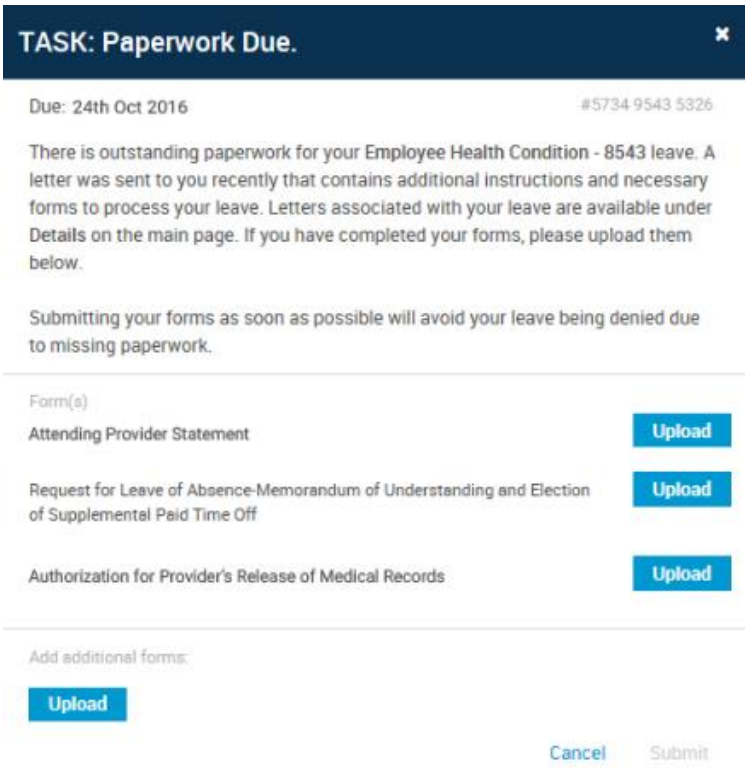
   - Selecting **No** generates a task for a Leave Specialist who will contact the user regarding the change.
   - The **Return to Work** task is removed from the task list.

5.2 Paperwork Due

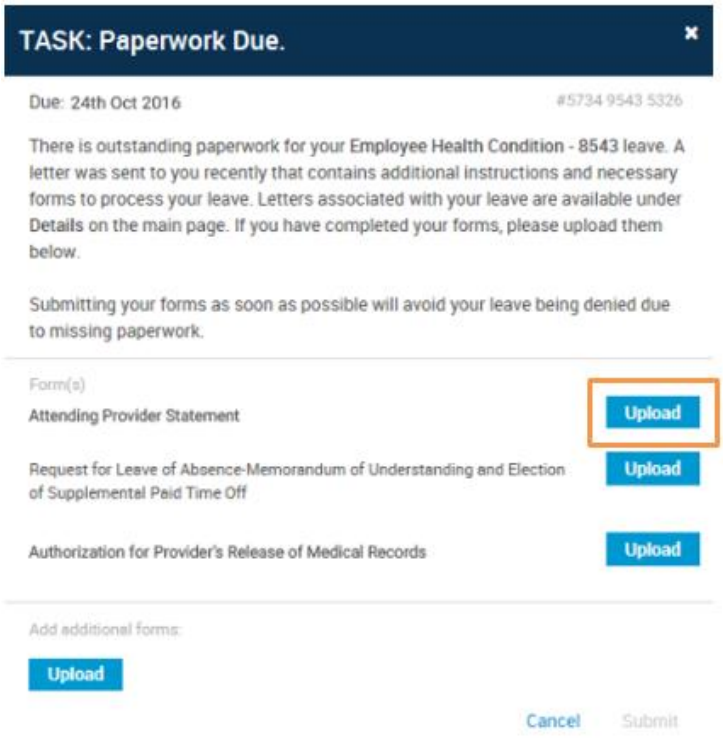
A user can upload and submit required forms directly into a case.

1. Click **Start** in the **Paperwork Due** task. A popup box will appear listing any required forms.

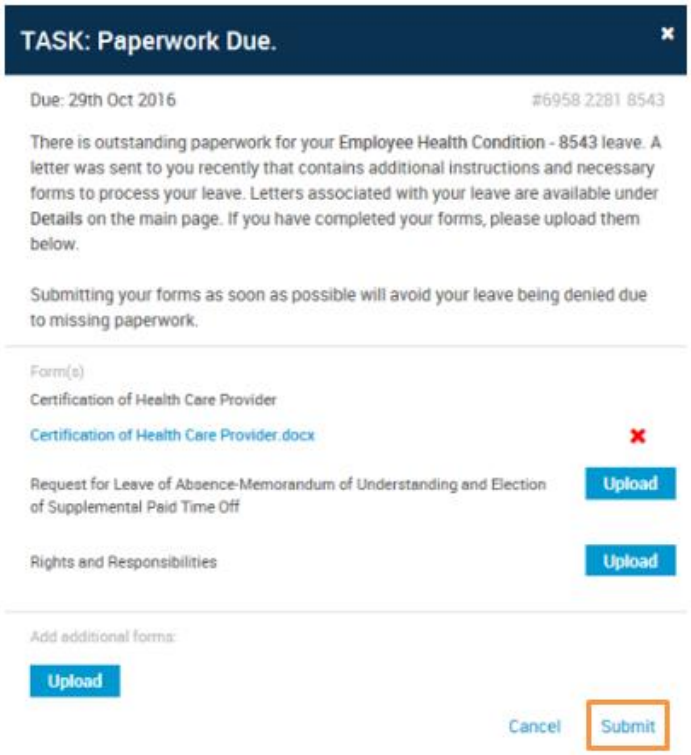




2. Click **Upload** to the right of the document to be submitted.

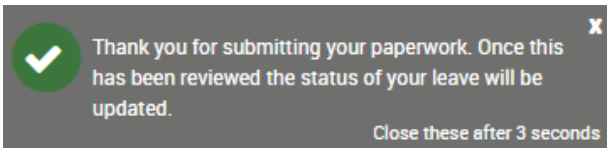


Uploaded paperwork will appear with a red **X**. Click **Submit**.



If different forms are required, a user can **Add additional forms** and follow the same steps.

A confirmation message appears.



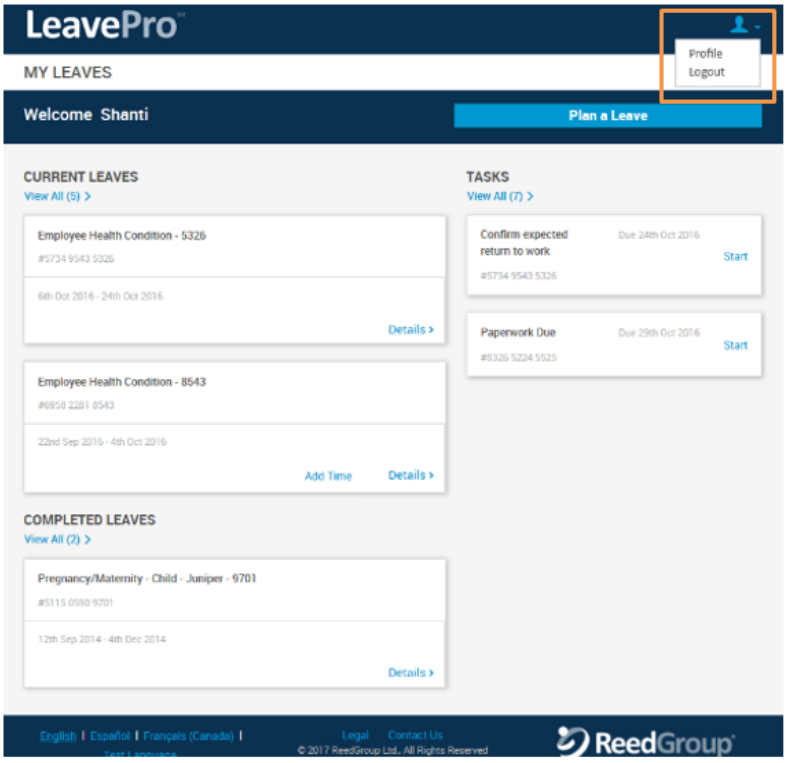
6 Profile

Profile allows a user to view or edit:

1. Personal Information
2. Communication Preferences (for Notifications and Alerts)
3. Job Information (view only)

To access your **Profile**:

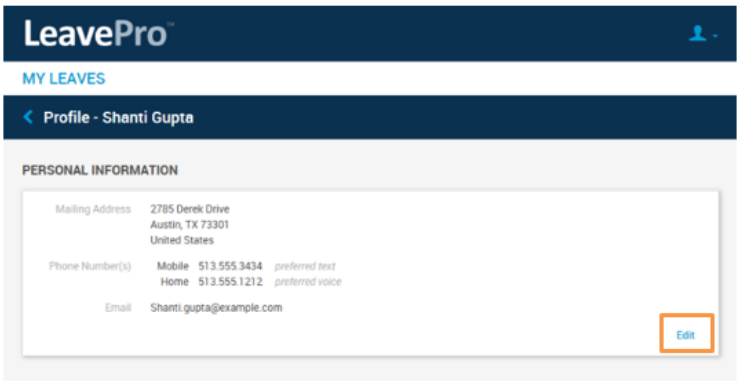
1. Click the **Profile** icon.
2. From the drop-down menu, click **Profile**.



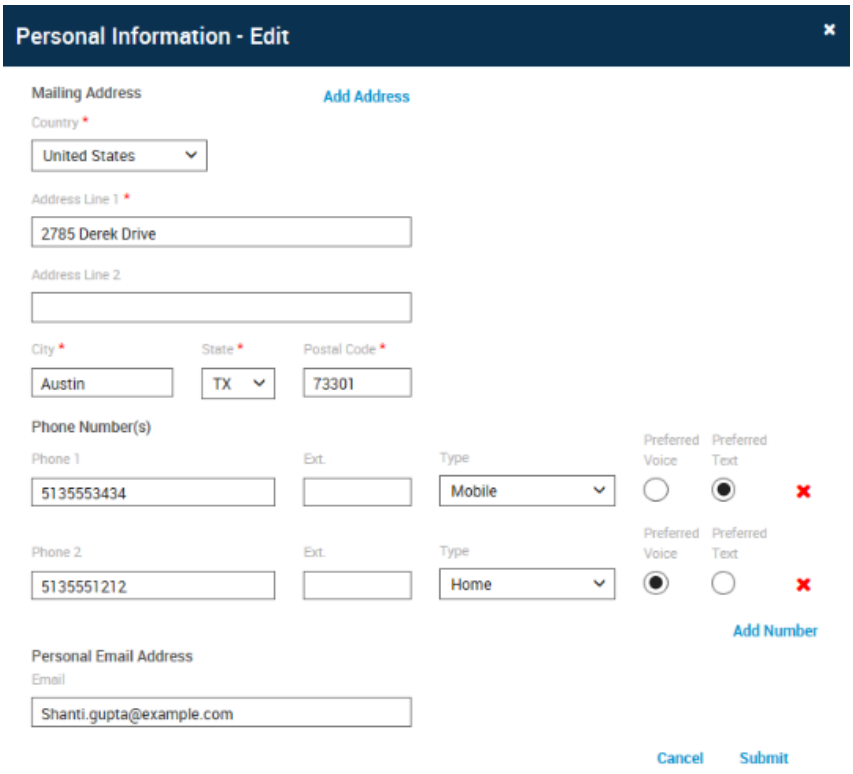
6.1 Personal Information

A user can review or edit **Personal Information**.

1. Click **Edit** in the Personal Information section on the Profile page.



2. In the **Personal Information – Edit** popup box, a user can edit:
   - Mailing Address
   - Phone Number(s)
   - Preferred Voice or Preferred Text selection
   - Email Address

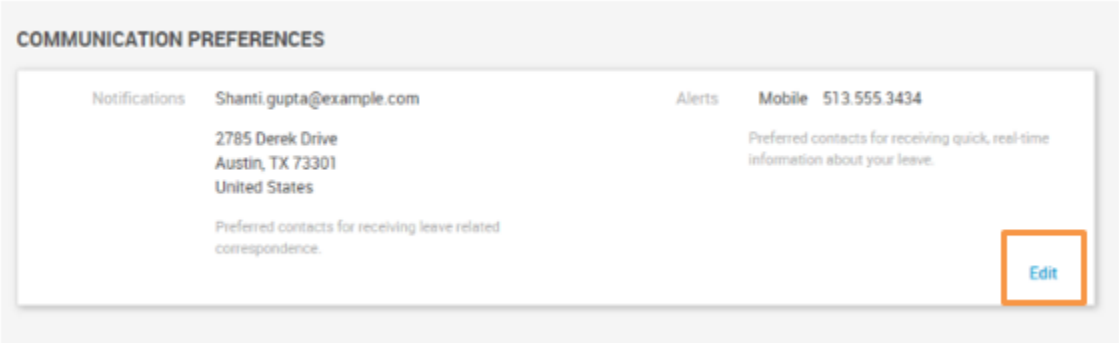


3. Click **Submit** when finished.

6.2 Communication Preferences

A user can select **Communication Preferences** to receive notifications and alerts.

1. Click **Edit** in the Communication Preferences section on the Profile page.

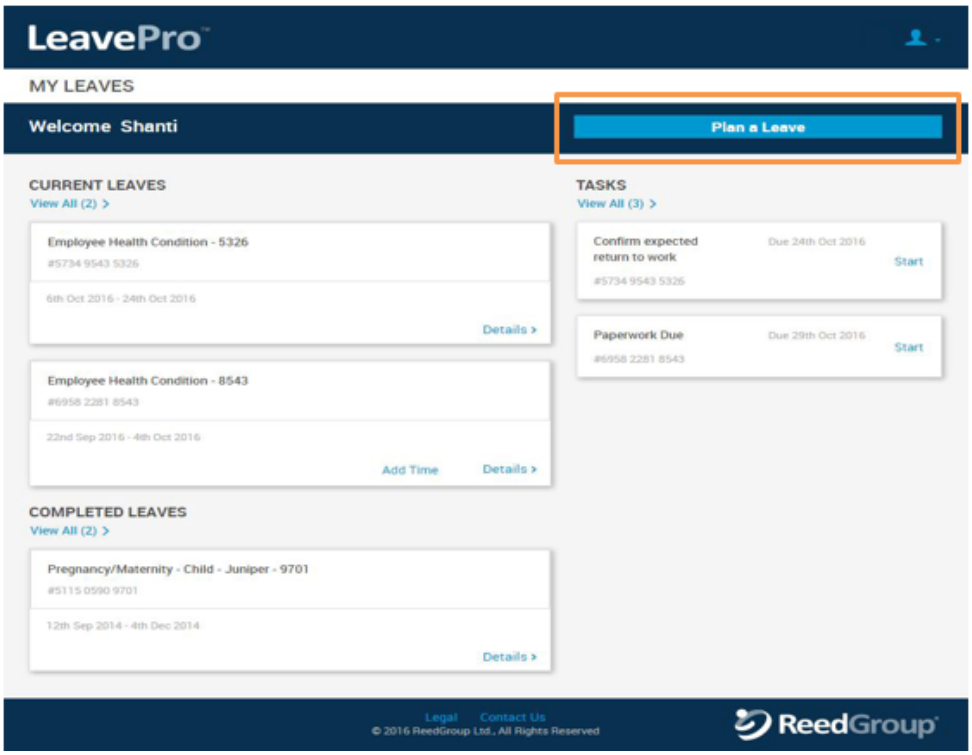


2. Click **Submit**. A confirmation message will appear.

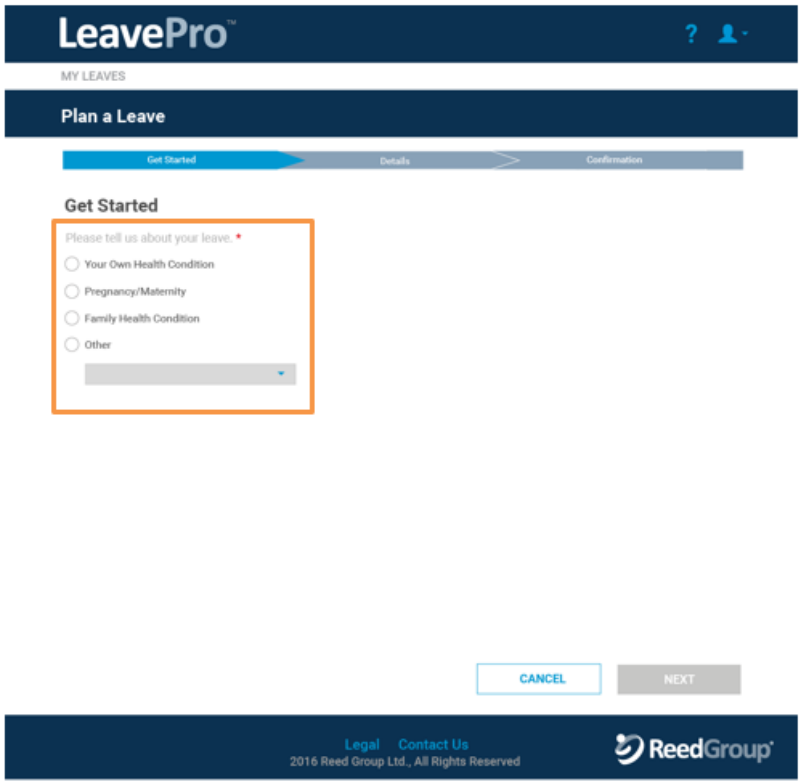
7 Plan a Leave

A user can submit a leave directly from the **My Leaves** main landing page.

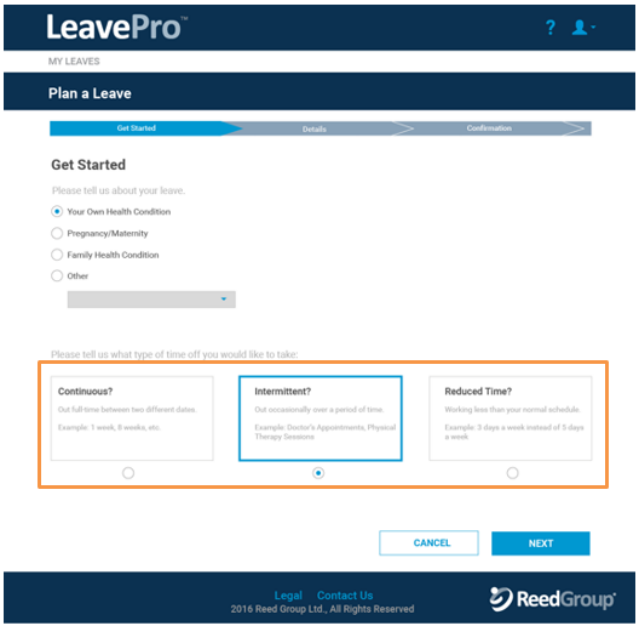
1. Click **Plan a Leave** on the **My Leaves** main landing page.



2. **Get Started** on the Plan a Leave page. Select the **leave of type**:
   - Your Own Health Condition
   - Pregnancy/Maternity
   - Family Health Condition
   - Other (includes a drop-down menu with employer-specific options)



3. Select the **type of time off**:
   - **Continuous**—Out full time between two different dates
   - **Intermittent**—Out occasionally over a period of time
   - **Reduced Time**—Working less than your normal schedule



4. Click **Next**.
5. Add necessary **Details**:

6. Click **Submit** when all required **Details** are complete. One of two confirmation messages will appear detailing next steps.

You're almost finished

Based upon the details of your leave, we need to speak with you to complete your request. Someone will contact you shortly to gather the additional details to complete your leave request.

Rather call us?
Call <xxx.xxx.xxxx> and reference <leave ID#>.

Thank you!

Your leave request has been submitted!

What happens next?
Your request will be reviewed. You can view all your notifications on your **Leave Detail** page.

Please review your leave information and, if applicable, complete any forms and return them promptly. This will impact the determination of your leave.

Additional questions?
Call <xxx.xxx.xxxx> and reference <leave ID#>.