

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.

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1 Logging In & New User Registration

To log in:

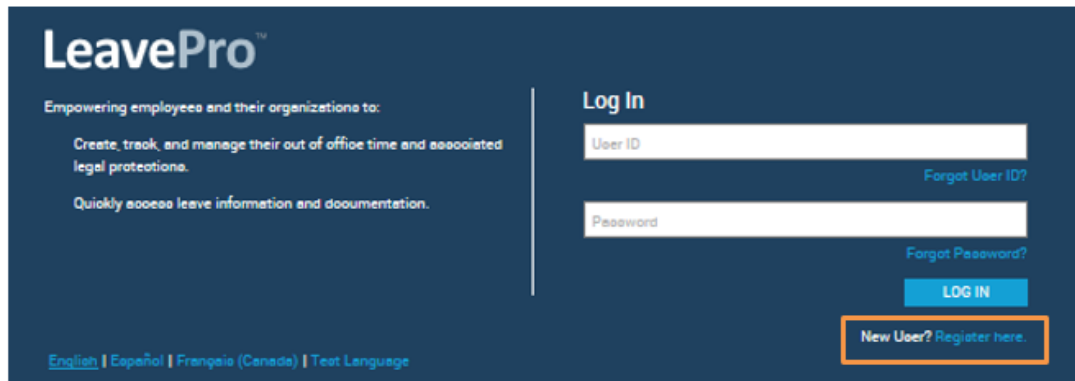
1. Via SPARK.

OR

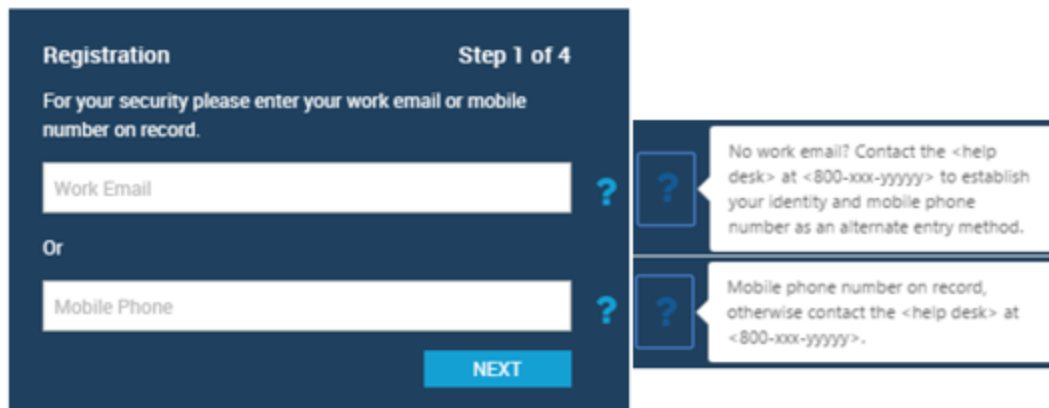
Utilize this link: <https://lithia.myleaveproservice.com/>

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**.

Registration Step 2 of 4

We sent a code to your email or mobile phone. Please enter the code below.

?

[Resend Code](#)

?
Please enter the code we sent to your work email or mobile phone number on record with your employer.

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

Registration Step 3 of 4

Welcome [Name] Please fill out the following information to set up your account.

?

?

!
Error:
User ID must be provided.

!
Error:
User ID needs to be at least 6 alpha numeric characters.

?
User ID needs to be at least 6 alpha numeric characters.

?
Password must contain at least one upper case letter, one lower case letter, one number, and must be at least ten characters long.

!
Password and Confirm Password must match.

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

LeavePro™

Registration Step 4 of 4

Almost done! We'd like to send you real time alerts regarding your leave. Please indicate your preferred method(s) of communication below:

☒

☐

☐

[English](#) | [Español](#) | [Français \(Canada\)](#) | [Test Language](#)

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

LeavePro

MY LEAVES

Welcome Shanti

4 Plan a Leave

1 CURRENT LEAVES
View All (2) >

Employee Health Condition - 5326
#5734 9543 5326
8th Oct 2016 - 24th Oct 2016
Details >

Employee Health Condition - 8543
#6958 2281 8543
22nd Sep 2016 - 4th Oct 2016
Add Time Details >

2 COMPLETED LEAVES
View All (2) >

Pregnancy/Maternity - Child - Juniper - 9701
#5115 0590 9701
12th Sep 2014 - 4th Dec 2014
Details >

3 TASKS
View All (3) >

Confirm expected return to work
Due 24th Oct 2016
#5734 9543 5326
Start

Paperwork Due
Due 29th Oct 2016
#6958 2281 8543
Start

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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

The screenshot shows the 'LeavePro' interface for a user's 'MY LEAVES'. The selected leave is 'Pregnancy/Maternity'. The dates requested are from 29th Nov 2016 to 17th Jan 2017, with a leave number of #2363 8890 3500.

1 TIMELINE

Start Date: 29th Nov 2016, End Date: 17th Jan 2017

The timeline chart shows the leave status over time. The legend indicates: Pending Determination (yellow), Eligible (green), and Continuous (light blue). The chart shows that the leave is 'Eligible' from the start date until approximately 1/10, after which it becomes 'Continuous' until the end date. The 'Pending Determination' status is shown for the period from 1/10 to 1/17.

2 TASKS

View All (1) >

Task: Paperwork Due, Due 21st Jan 2017, #2363 8890 3500, Start button.

3 DOCUMENTS

View All (1) >

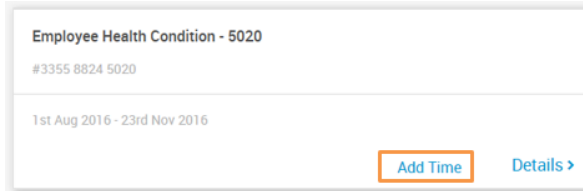
Document: Eligibility, Sent 11th Jan 2017, Mail, Email button.

Footer: English | Español | Français (Canada) | Test Language | Legal | Contact Us | © 2017 ReedGroup Ltd., All Rights Reserved | ReedGroup

3.1 Intermittent Time Off Request

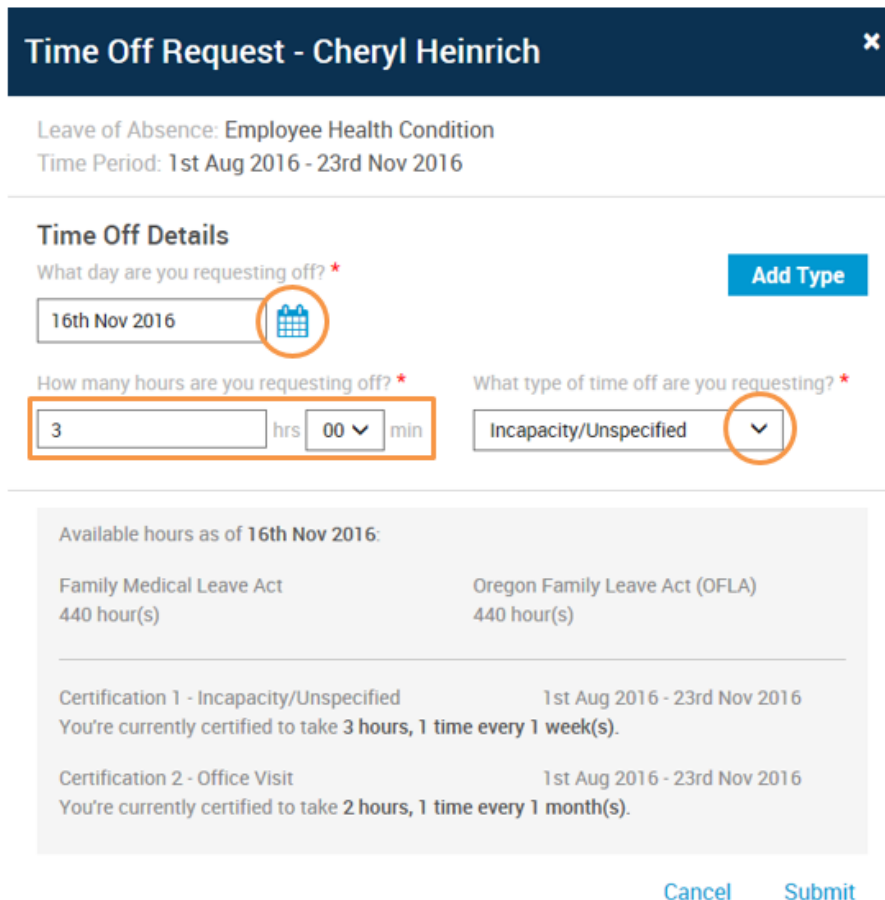
The **Add Time** feature allows a user to request intermittent time off for a Current Leave.

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



Employee Health Condition - 5020
#3355 8824 5020
1st Aug 2016 - 23rd Nov 2016
[Add Time](#) [Details >](#)

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



Time Off Request - Cheryl Heinrich [Close]

Leave of Absence: Employee Health Condition
Time Period: 1st Aug 2016 - 23rd Nov 2016

Time Off Details

What day are you requesting off? * [Add Type](#)

16th Nov 2016 [Calendar Icon]

How many hours are you requesting off? * What type of time off are you requesting? *

3 hrs 00 min Incapacity/Unspecified [Dropdown Arrow]

Available hours as of 16th Nov 2016:

Family Medical Leave Act	Oregon Family Leave Act (OFLA)
440 hour(s)	440 hour(s)

Certification 1 - Incapacity/Unspecified 1st Aug 2016 - 23rd Nov 2016
You're currently certified to take 3 hours, 1 time every 1 week(s).

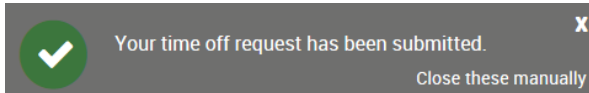
Certification 2 - Office Visit 1st Aug 2016 - 23rd Nov 2016
You're currently certified to take 2 hours, 1 time every 1 month(s).

[Cancel](#) [Submit](#)

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

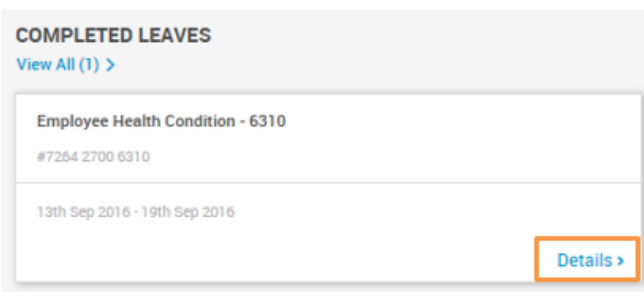
NOTE

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



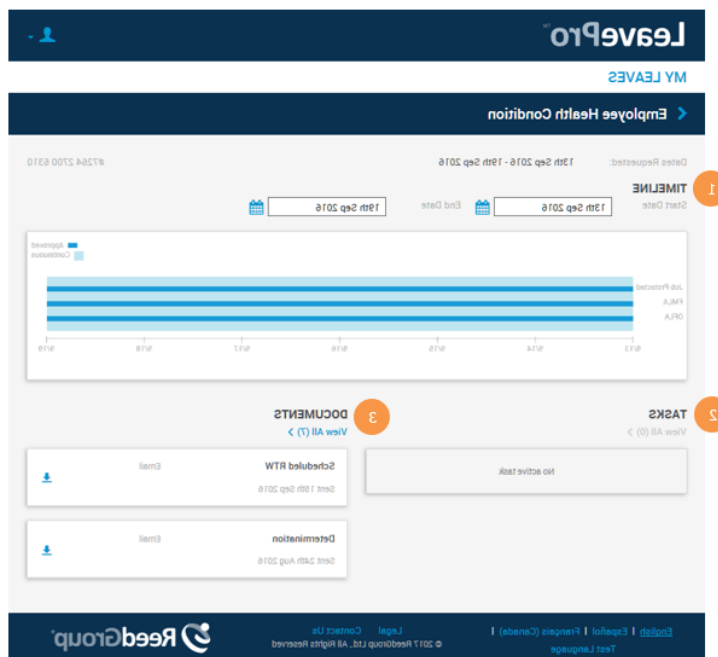
4 Completed Leaves

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



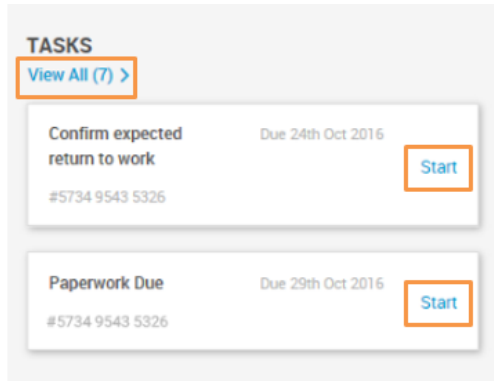
Details include:

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.

A screenshot of a dark blue popup box titled 'TASK: Confirm expected return to work.' with a close button 'x' in the top right corner. Below the title, it shows 'Due: 21st Oct 2016' and the ID '#5734 9543 5326'. The main text reads: 'We show your Employee Health Condition - 5326 is scheduled to end on 24th Oct 2016. Please confirm you are expecting to return to work on your next scheduled day.' At the bottom, there are radio buttons for 'Yes' (selected) and 'No'. Below the radio buttons are two buttons: 'Cancel' and 'Submit'.

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

TASK: Confirm expected return to work. ✕

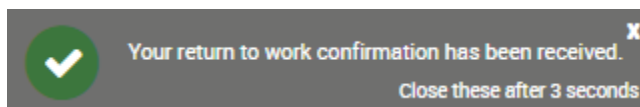
Due: 21st Oct 2016 #5734 9543 5326

We show your Employee Health Condition - 5326 is scheduled to end on 24th Oct 2016. Please confirm you are expecting to return to work on your next scheduled day.

☒ Yes ☐ No

Cancel 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**.

TASK: Confirm expected return to work. ✕

Due: 21st Oct 2016 #5734 9543 5326

We show your Employee Health Condition - 5326 is scheduled to end on 24th Oct 2016. Please confirm you are expecting to return to work on your next scheduled day.

☐ Yes ☒ No

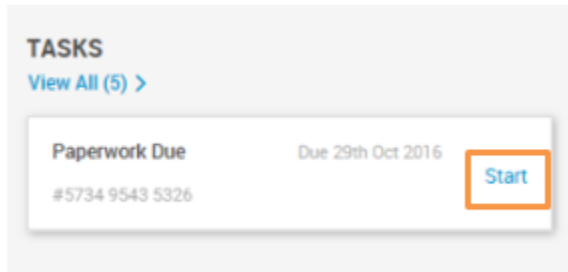
Cancel Submit

- 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.



TASK: Paperwork Due. ×

Due: 24th Oct 2016 #5734 9543 5326

There is outstanding paperwork for your Employee Health Condition - 8543 leave. A letter was sent to you recently that contains additional instructions and necessary forms to process your leave. Letters associated with your leave are available under Details on the main page. If you have completed your forms, please upload them below.

Submitting your forms as soon as possible will avoid your leave being denied due to missing paperwork.

Form(s)

Attending Provider Statement	<button>Upload</button>
Request for Leave of Absence-Memorandum of Understanding and Election of Supplemental Paid Time Off	<button>Upload</button>
Authorization for Provider's Release of Medical Records	<button>Upload</button>

Add additional forms:

Upload

[Cancel](#) [Submit](#)

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

TASK: Paperwork Due. ×

Due: 24th Oct 2016 #5734 9543 5326

There is outstanding paperwork for your Employee Health Condition - 8543 leave. A letter was sent to you recently that contains additional instructions and necessary forms to process your leave. Letters associated with your leave are available under Details on the main page. If you have completed your forms, please upload them below.

Submitting your forms as soon as possible will avoid your leave being denied due to missing paperwork.

Form(s)

Attending Provider Statement

Upload

Request for Leave of Absence-Memorandum of Understanding and Election of Supplemental Paid Time Off

Upload

Authorization for Provider's Release of Medical Records

Upload

Add additional forms:

Upload

[Cancel](#) [Submit](#)

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

TASK: Paperwork Due. ×

Due: 29th Oct 2016 #6958 2281 8543

There is outstanding paperwork for your Employee Health Condition - 8543 leave. A letter was sent to you recently that contains additional instructions and necessary forms to process your leave. Letters associated with your leave are available under Details on the main page. If you have completed your forms, please upload them below.

Submitting your forms as soon as possible will avoid your leave being denied due to missing paperwork.

Form(s)

Certification of Health Care Provider

[Certification of Health Care Provider.docx](#) ×

Request for Leave of Absence-Memorandum of Understanding and Election of Supplemental Paid Time Off

Upload

Rights and Responsibilities

Upload

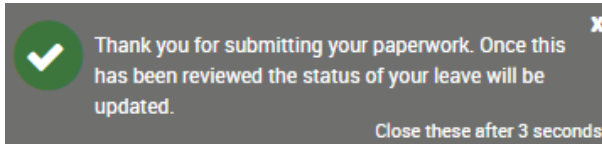
Add additional forms:

Upload

[Cancel](#) [Submit](#)

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

A confirmation message appears.



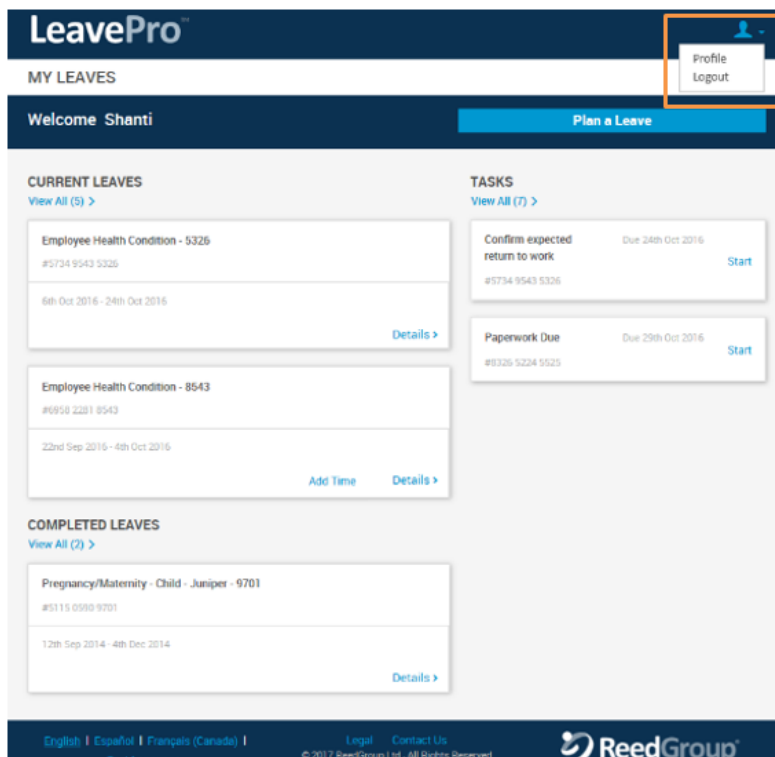
6 Profile

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.

The screenshot shows the 'LeavePro' logo at the top left and a user profile icon at the top right. Below the logo is a 'MY LEAVES' section. The main header is 'Profile - Shanti Gupta'. The 'PERSONAL INFORMATION' section is highlighted, showing a card with the following details: Mailing Address (2785 Derek Drive, Austin, TX 73301, United States), Phone Number(s) (Mobile: 513.555.3434, Home: 513.555.1212), and Email (Shanti.gupta@example.com). An 'Edit' button is located at the bottom right of the card.

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

The 'Personal Information - Edit' form is displayed. It includes a header with a close button. The form sections are: Mailing Address (with an 'Add Address' link), City/State/Postal Code (with dropdowns for 'United States', 'TX', and '73301'), Phone Number(s) (with fields for Phone 1, Ext., Type, Preferred Voice, and Preferred Text), and Personal Email Address (with an 'Add Number' link). The 'Preferred Voice' and 'Preferred Text' sections have radio buttons and a red 'X' mark. At the bottom are 'Cancel' and 'Submit' buttons.

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.

COMMUNICATION PREFERENCES

Notifications	Shanti gupta@example.com	Alerts	Mobile 513.555.3434
2785 Derek Drive Austin, TX 73301 United States		Preferred contacts for receiving quick, real-time information about your leave.	
Preferred contacts for receiving leave related correspondence.		Edit	

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.

LeavePro

MY LEAVES

Welcome Shanti

[Plan a Leave](#)

CURRENT LEAVES
[View All \(2\) >](#)

- Employee Health Condition - 5326
#5734 9543 5326
6th Oct 2016 - 24th Oct 2016
[Details >](#)
- Employee Health Condition - 8543
#6958 2281 8543
22nd Sep 2016 - 4th Oct 2016
[Add Time](#) [Details >](#)

COMPLETED LEAVES
[View All \(2\) >](#)

- Pregnancy/Maternity - Child - Juniper - 9701
#5115 0590 9701
12th Sep 2014 - 4th Dec 2014
[Details >](#)

TASKS
[View All \(3\) >](#)

- Confirm expected return to work
Due 24th Oct 2016
#5734 9543 5326
[Start](#)
- Paperwork Due
Due 29th Oct 2016
#6958 2281 8543
[Start](#)

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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)

LeavePro™

MY LEAVES

Plan a Leave

Get Started Details Confirmation

Get Started

Please tell us about your leave. *

☐ Your Own Health Condition

☐ Pregnancy/Maternity

☐ Family Health Condition

☐ Other

CANCEL NEXT

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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

LeavePro™ ? [User Icon]

MY LEAVES

Plan a Leave

Get Started > Details > Confirmation

Get Started

Please tell us about your leave.

☒ Your Own Health Condition
☐ Pregnancy/Maternity
☐ Family Health Condition
☐ Other

Please tell us what type of time off you would like to take:

Continuous?

Out full time between two different dates.
Example: 1 week, 8 weeks, etc.

☐

Intermittent?

Out occasionally over a period of time.
Example: Doctor's Appointments, Physical Therapy Sessions

☒

Reduced Time?

Working less than your normal schedule.
Example: 3 days a week instead of 5 days a week

☐

CANCEL NEXT

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- Click **Next**.
- Add necessary **Details**:

LeavePro™ ? [User Icon]

MY LEAVES

Plan a Leave

Get Started > Details > Confirmation

Details

Please tell us your leave dates:

When is your last day of work? *

09 Mar 2016 [Calendar Icon]

When does your leave start? *

09 Mar 2016 [Calendar Icon]

When does your leave end? *

09 Mar 2016 [Calendar Icon]

When do you expect to return to work?

09 Mar 2016 [Calendar Icon]

PREVIOUS CANCEL SUBMIT

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- 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 <000.000.0000> 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 <000.000.0000> and reference <leave ID#>.