PAC Absence Management FAQs for Officer Managers

Q: How do I log in to the Time and Absence Management modules?
A: Employees will log in through the my.Columbia Employee Self-Service portal. To ensure login security, users will be prompted to log in using DUO, a multifactor authentication service.

Q: What happens if I don't approve my employee's absence request on time?
A: If you miss approving your employee's request by the deadline, you can still approve the absence request and once approved, it will get processed during the next semi-monthly Absence Calc period.

Q: Is there a way I can view of all my employees' absences and balances?
A: There are a couple of places in the system where you can go to view your employees' absence and balance information. Below is a short list of the most common ways to view this information, all of which are accessible via your Time & Absence WorkCenter:

Monthly Absence Calendar
The Monthly Absence Calendar shows you your employees' absences in a monthly calendar view, and the status of their absence transactions (whether approved or pending).

Absence Event Details Report
You can run this report to view the complete list of all your employees' absence transactions and their status. You'll need to specify the range you want to view, and then generate the report.

Absence Balance Report
This will display balance information for your employees, based on the most recent date absences were last processed.

Q: What should I do if I want my employee to rework a request and then send it back to me?
A: If you want your employee to modify his/her request and then resubmit it, you can "Push Back" the absence so it goes back to him/her. From your "Approve Absence Request" page, click on the "Push Back" button to send the request back to the employee. It is helpful to include a comment, but it is not required.

Q: Can I record an absence on behalf of my employees if they're out sick unexpectedly?
A: Yes. As a manager, you can record an absence request on behalf of your employees from your "Report Time > Absence Request" page (or from the "Manage My Team > Absence Request" tab of the WorkCenter). As the manager, any absence requests you submit on behalf of your employees will go to Approved status upon submission. By submitting the request on behalf of the employee, your approval of this request is implicit in this process, and the system will reflect this.

Q: Can another manager approve absences for my team when I'm away?
A: If you are going to be away for a period of time (e.g. a two (2) week vacation), you can set up a delegation so that another manager is able to view, approve, and transact for your employees in the system during your absence. You can set up the delegation via the "Create Delegation Request" link on the "Manage Delegation" page.

Q: What should I do if I need to cancel/reject my employee's absence request?

A: If you need to have your employee cancel his/her absence request (e.g. there is a key deadline that day and you need everyone in the office), you can "Push Back" the request to the employee with a specific comment instructing the employee to cancel the request. Once canceled, the employee will not be able to resubmit a new request for that day, and the event will not get processed.