Managing Leaves of Absence for ADP Mobile and MyADP Desktop Users

**Introduction**

Use this self-paced training guide to help you manage leave of absence with ADP’s TAM Standalone experience. The ADP Mobile app offers easy access to TAM via your smartphone. You can also access TAM from your desktop computer and the MyADP user interface. Just choose the method that’s most convenient for you! However, please be sure to review your company’s time off policies before actually requesting a leave.

**Key Concepts and Terms**

Let’s start with a few key concepts and terms. A **leave of absence** is an extended period of time off from work, generally requested by an employee, to cover particular circumstances occurring in the employee’s life such as a serious health condition, care for a family member, parental leave, and military obligations. If you need to take a leave, TAM’s intuitive, employee self-service (ESS) features will guide you – from submitting a leave request to completing the necessary follow-up tasks.

You may take a leave of absence all at once (**continuous**) or **break it up** into separate absences (**intermittent**), depending on your circumstances. The following examples illustrate both scenarios.

**Bill Requests a Continuous Leave**

Bill, can I take a few weeks off to help my mom recover from surgery?

Employee

Let’s get the leave process started, Joe. Please enter your leave request in TAM.

Manager

Joe enters his leave request.

Dashboard or mobile

**Mary Requests an Intermittent Leave**

Bill, my doctor scheduled me for physical therapy to treat an injury. 2 hours, 3 times a week for 6 weeks.

Employee

How can I take time off?

Manager

Don’t worry, Mary. You can request a leave and break up the time off in a series of absences over the 6-week period. Please enter your request in TAM.

Dashboard or mobile

**Managing a Leave of Absence**

Managing a leave involves the following tasks. Select a task or scroll for step-by-step instructions.

- Introduction.................................................................................................................................................. 1
- Key Concepts and Terms............................................................................................................................. 1
- Bill Requests a Continuous Leave  Mary Requests an Intermittent Leave.................................................. 1
- Using a TAM-Supported Browser............................................................................................................... 2
- Desktop Windows/Mac Browsers/OS Combinations..................................................................................... 2
- Mobile OS/Browsers Supported .................................................................................................................. 2
- Registering as a New User and Logging into MyADP Desktop and ADP Mobile.......................................... 3
- Creating an Account for MyADP Desktop and ADP Mobile Users............................................................... 4
- Requesting a Leave ........................................................................................................................................ 7
- Viewing Leave Details and Downloading/Uploading Documents................................................................. 11
- Example....................................................................................................................................................... 11
- Reporting Intermittent Time on an Existing Leave Request......................................................................... 13
- Requesting an Extension on an Existing Leave Request............................................................................ 16
- Example....................................................................................................................................................... 16
- Cancelling a Leave Request......................................................................................................................... 17
- Congratulations!............................................................................................................................................ 17
Using a TAM-Supported Browser

Before you get started, review the following requirements to make sure you’re using a TAM-supported browser.

### Desktop Windows/Mac Browsers/OS Combinations

<table>
<thead>
<tr>
<th>OS</th>
<th>IE11*</th>
<th>Edge</th>
<th>Chrome (latest 5 minor versions)</th>
<th>Safari (latest 2 versions 11.x &amp; 12.x)</th>
<th>Firefox (latest 5 minor versions)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows 7, 8.1, 10</td>
<td>X</td>
<td>X</td>
<td>X</td>
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<tr>
<td>Mac</td>
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</tr>
<tr>
<td>Latest versions supported by Safari 11.x &amp; 12.x:</td>
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<td>• El Capitan</td>
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<td>• Sierra</td>
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<td>• High Sierra</td>
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<tr>
<td>• Mojave</td>
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</tbody>
</table>

*Note: Internet Explorer (IE) versions 9 and 10 are not supported.*

### Mobile OS/Browsers Supported

- All mobile devices with iOS 9 and higher
- Android OS 5.0 and higher
- Browsers for Safari 9 and higher
- Chrome - latest 5 versions

*Note: The latest updates must be downloaded on the mobile app device to take advantage of any new TAM ADP Mobile features.*

Continue to the next task, Registering and Logging in to MyADP Desktop and ADP Mobile.

[Back to Top]
# Registering as a New User and Logging into MyADP Desktop and ADP Mobile

Complete the following to register and/or log in to MyADP Desktop and ADP Mobile.

**Note:** If you already have a User ID and Password for any ADP product, use your same credentials to log in.

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><strong>MyADP Desktop Users:</strong>&lt;br&gt;a. In your browser's address field, enter <a href="https://my.adp.com">https://my.adp.com</a>.&lt;br&gt;b. On the Log in to ADP window, enter your designated User ID and Password.&lt;br&gt;c. Select <strong>Log In</strong>.&lt;br&gt;d. Select <strong>Forgot Your ID/Password?</strong> to retrieve your User ID and/or reset password, if necessary.&lt;br&gt;e. If this is your first time accessing MyADP Desktop, select <strong>Register Now</strong> and follow the instructions to register as a new user.</td>
</tr>
<tr>
<td></td>
<td><img src="https://example.com/myadp_login.png" alt="MyADP Desktop" /></td>
</tr>
<tr>
<td></td>
<td><strong>ADP Mobile Users:</strong>&lt;br&gt;a. In your browser's address field, enter <a href="https://mobile.adp.com/">https://mobile.adp.com/</a>.&lt;br&gt;b. Download the ADP Mobile app.&lt;br&gt;c. Enter your designated User ID.&lt;br&gt;d. Select <strong>Forgot User ID?</strong> to retrieve your User ID, if necessary.&lt;br&gt;<strong>Note:</strong> You can reset your password on the next window, if needed.&lt;br&gt;e. Select <strong>Next</strong>.&lt;br&gt;f. Enter your designated <strong>Password</strong>.&lt;br&gt;g. If this is your first time accessing ADP Mobile, select <strong>New? Get Started</strong> and follow the instructions to register as a new user.</td>
</tr>
<tr>
<td></td>
<td><img src="https://example.com/adp_mobile.png" alt="ADP Mobile" /></td>
</tr>
<tr>
<td>2</td>
<td>Continue to the next task, Creating an Account for MyADP Desktop and ADP Mobile Users.</td>
</tr>
</tbody>
</table>

[Back to Top](#)
Creating an Account for MyADP Desktop and ADP Mobile Users

Complete the following steps to create a new account.

**Note:** You can create an account using the Find Me or I Have A Registration Code option.

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
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</thead>
</table>
| 1    | **Starting from Find Me with Email / Mobile.**  
  a. Enter your Email or Mobile Phone number.  
  b. Select Search.  

|      | **Starting from I Have A Registration Code.**  
  a. Enter your Registration Code.  
  b. Select Next. |

| 2    | **For both options, complete the following steps:**  
  a. Enter your First and Last name.  
  b. Enter your Date of Birth.  
  c. Enter the Country in which you reside, if applicable.  
  d. Select an option to enter either your Last 4 Digits of your SSN or Employee/Associate ID.  
    **Note:** Your Social Security number or employee ID is required to identify your employment record in your company’s records. The value you enter is encrypted to protect your confidential information.  
  e. Select Search.  

|      | **Starting from I Have A Registration Code.**  
  e. Select Continue. |
<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
</table>
| 3    | **Starting from Find Me with Email / Mobile.**  
a. Select the arrow for **Verify Using Your Phone Number.** |
|      | **Starting from I Have A Registration Code.**  
a. Select the arrow for **Enter Information.** |
| 4    | **For both options, complete the following steps:**  
a. Enter your email and phone number information.  
b. Select **Continue.**  
c. Designate the three security questions and answers.  
d. Select **Continue.** |

*[Back to Top]*
<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
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</thead>
</table>
| 5    | a. Enter a password and confirm.  
   Note: Passwords are case sensitive. Use 8-10 characters, one numerical, and one special character.  
   b. Select **Create Your Account**.  
   **Results:** Your account has been created. |
| 6    | a. Select **MyADP** to sign in.  
   b. Activate your mobile phone within **24 hours** by responding to the messages sent to the designated **mobile** number. |
| 7    | Continue to the next task, Requesting a Leave or select Back to Top to select another task. |

*Back to Top*
### Requesting a Leave

When you request a leave of absence, you identify the reason for your request, how you plan to take time off – continuous or intermittent, and the start and end dates of your leave.

⚠️ When requesting a leave, you’ll notice a slight difference when navigating within ADP Mobile and MyADP desktop. The differences are noted in the following pages.

Complete the following steps to request a leave of absence with TAM.

**Starting Point: Dashboard > Leave Administration**

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
</table>
| 1    | On the **Leave Administration** tile, initiate your leave request depending on:  
  - How you access TAM (ADP Mobile or MyADP Desktop), and  
  - Any recent leave requests you may have submitted.  
  Complete the following:  
  **ADP Mobile Users:**  
  | **IF:** | **THEN:** |
|------|---------|---------|
| This is your first leave request, | a. Select **Request Leave.**  
  **Result:** The Leave Reason window is displayed.  
  Go to Step 2, All Users. |
| You previously submitted a leave request, | a. Select **Leave Administration.**  
  b. Review your company's leave policy and then select **Request Leave.**  
  **Result:** The Leave Reason window is displayed.  
  Go to Step 2, All Users. |

**MyADP Desktop Users:**

<table>
<thead>
<tr>
<th><strong>IF:</strong></th>
<th><strong>THEN</strong></th>
</tr>
</thead>
</table>
| This is your first leave request, | a. Select **Request Leave.**  
  **Result:** The Leave Requests window is displayed.  
  b. Review your company's leave policy and then select **Request Leave.**  
  **Result:** The Leave Reason window is displayed.  
  Go to Step 2, All Users. |

[Back to Top]
### Step 1

**MyADP Desktop Users: (cont.)**

<table>
<thead>
<tr>
<th>IF: You previously submitted a leave request,</th>
<th>THEN:</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Select <strong>View All Leave Requests</strong>.</td>
<td>a. Select View All Leave Requests.</td>
</tr>
<tr>
<td><strong>Note:</strong> Only the two most recently requested leaves are displayed.</td>
<td><strong>Note:</strong> Only the two most recently requested leaves are displayed.</td>
</tr>
<tr>
<td><strong>Note:</strong> If you requested more than two leaves in the past 12 months, the leaves are displayed on the Leave Requests window.</td>
<td><strong>Note:</strong> If you requested more than two leaves in the past 12 months, the leaves are displayed on the Leave Requests window.</td>
</tr>
<tr>
<td><strong>Result:</strong> The Leave Reason window is displayed.</td>
<td><strong>Result:</strong> The Leave Reason window is displayed.</td>
</tr>
<tr>
<td>Go to Step 2, All Users.</td>
<td>Go to Step 2, All Users.</td>
</tr>
</tbody>
</table>

### Step 2

**All Users:**

a. Select the reason for your leave request.
b. If you select **Employee's Own Serious Health Condition**, indicate whether your injury or illness is work-related, and
   - If a leave already exists for this reason, indicate whether you need to add time to the existing leave or request a new leave.
   - If this is a new request and there is a pre-existing leave on file for the same serious health condition, indicate whether it is due to the same condition (relapse) or a different condition.
c. Select **Next**.
   **Result:** The Length of Leave window is displayed.

Go to Step 3, All Users.

**Note Regarding Subsequent Steps:** The steps you complete from this point on are the same for **both** ADP Mobile and MyADP users.
### Step 3

Select the length of the leave: **All at Once** (continuous) or **Break it up** (intermittent) as follows:

<table>
<thead>
<tr>
<th>IF:</th>
<th>THEN:</th>
</tr>
</thead>
<tbody>
<tr>
<td>You want to take a</td>
<td><strong>All at Once.</strong>&lt;br&gt;a. Select <strong>All at Once.</strong>&lt;br&gt;b. Enter the <strong>Start Date</strong> and <strong>End Date</strong> of the leave.&lt;br&gt;c. Select <strong>Next.</strong>&lt;br&gt;<strong>Result:</strong> The Verify Contact Information window is displayed.&lt;br&gt;Go to Step 4.</td>
</tr>
<tr>
<td>continuous leave,</td>
<td></td>
</tr>
<tr>
<td>You want to take a</td>
<td><strong>Break it up.</strong>&lt;br&gt;a. Select <strong>Break it up.</strong>&lt;br&gt;b. Enter the <strong>Leave Start Date</strong> and <strong>Estimated Leave End Date.</strong>&lt;br&gt;c. Do you know some of the dates you will be out?&lt;br&gt;<strong>Select:</strong>&lt;br&gt;• <strong>Yes, I know some of the dates</strong> and then complete the <strong>Leave Date</strong> window,&lt;br&gt;or&lt;br&gt;• <strong>No, I don’t know the dates yet; you can enter them later.</strong>&lt;br&gt;d. Select <strong>Next.</strong>&lt;br&gt;<strong>Result:</strong> The Verify Contact Information window is displayed.&lt;br&gt;Go to Step 4.</td>
</tr>
<tr>
<td>intermittent leave,</td>
<td></td>
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</table>

**Example:** Joe requests a continuous leave.

**Example:** Mary requests an intermittent leave.

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**Back to Top**
<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
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</table>
| 4    | a. Verify your contact information that will be used while you’re out on leave; enter any changes.  
b. Select **Next**.  
**Note:** You can edit the contact information for every leave request. However, the information will only be used for purposes of communications related to your leave and during your leave. It will not change any of your existing contact information.  
**Result:** The Review & Submit window is displayed. |
| 5    | a. Review the request.  
b. If you need to make changes, select to edit Leave Reason, Duration Type, and Contact Information. You can also use to navigate backward through your request and make changes.  
**Note:** The edit function does not affect/update any other applications or systems.  
c. Select **Submit**.  
**Result:** A confirmation message and next steps are displayed. The auto approved, pending document approval or not eligible leave request on the Dashboard or Leave Administration tile. Refer to **Requesting a Leave**.  
d. Select **Finish**.  
**Result - Time Out Warning:** If your connection to TAM times out during the submission of your leave request, the following message is displayed. Return to the Dashboard and confirm your request was successfully initiated. |
| 6    | Continue to the next task, Viewing Leave Details and Downloading/Uploading Documents. |

*Back to Top*
Viewing Leave Details and Downloading/Uploading Documents

In order to successfully complete your pending leave request, you must fill out and upload the required leave-related document(s). Why is this important? Let’s look at an example:

**Example**

Mary requested leave because of her own serious health condition. Her company’s policy requires employees to provide medical certification in this situation. Failure to provide the certification may result in denial of Mary’s leave request. A medical certification form typically includes specifics such as the healthcare provider’s contact information, when the serious health condition began and how long the condition is expected to last, and whether the employee needs a continuous or intermittent leave. The certification helps an employer validate an employee’s leave request.

Complete the following steps to view your leave details and download/upload the required document(s) to your request.

**Starting Point: Dashboard > Leave Administration > Requests > Leave Requests Details**

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
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</thead>
</table>
| 1    | **Viewing Leave Details:**  
On the **Leave Administration** tile, select **to the right of the leave request to upload the document(s).**  
**Result:** **Leave Requests Details** for the selected request is displayed. |

| 2    | **Downloading/Uploading Documents:**  
a. Select **next to the applicable document under Documents for download section or ** required action link under View Details and Documents button.  
   **Note:** A **More or Show Less** link is available to expand or minimize leave details information.  
   **Note:** The most current leave status message will be displayed.  
b. Print or save the document to your device and complete it as directed.  
   **A document file:**  
   - Must be formatted as **JPEG, PNG, JPEG, GIF, PDF or BMP.**  
   - Cannot contain more than five pages.  
   - Cannot exceed the maximum file size of 5MB.  
c. Select **View Details and Documents.**  
   **Note:** Displays the most current leave status letter within approximately 1 hour of being generated.  
d. Select **Upload Document** under Additional Actions.  
   **Result:** The Upload Document window is displayed.  
   **Important:** Submitted documents can take up to 2 days to display here from when we received them. Additional documents can be viewed under the **MORE** link, if applicable.  
   **Note:** MyADP users will see the Leave Requests button. ADP Mobile users will see **instead of the button. Both return you to the Dashboard.** |
<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
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</thead>
</table>
| 2    | (cont.)
|      | e. Select the **Document Type**. |
|      | f. Select **Browse/Select Document** on your mobile device or computer and attach the applicable document.  
*Result:* The filename is listed in the Added Documents field. |
|      | g. Select **Upload** to complete your pending leave request. |
|      | **Note:** You can upload a **maximum of five** documents. |
|      | **Result—Successful Upload:** If the upload is successful, a Submitted message is displayed. |
|      | ![Submitted](image)
|      | Your company’s Human Resources (HR) leave administrator and/or your manager will review the request and determine next steps in accordance with the leave policy. The status of your request may change to Approved or Denied. |
|      | **Result—Unsuccessful Upload:** If the upload is unsuccessful, an error message is displayed. |
|      | **Example:** The document is not in an acceptable file format: |
|      | ![Error](image)
|      | **Example:** The maximum number of documents is exceeded: |
|      | ![Error](image)
|      | Correct the error and upload the document(s). |
| 3    | Continue to the next task, Reporting Intermittent Time on an Existing Leave. |

[Back to Top](#)
Reporting Intermittent Time on an Existing Leave Request

If you requested an intermittent leave, you report each absence taken during the leave period as intermittent time off. If you entered intermittent time off when you initially requested the leave, you can still report additional absences.

Complete the following steps to report intermittent time off on an existing leave.

**Starting Point:** Dashboard > Leave Administration > Leave Requests Details

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
</table>
| 1    | Select > to the right of the leave request on which you’re reporting time off.  
Result: Leave Requests Details window for the selected request is displayed. |
| 2    | Select Report Intermittent Time link under View Details and Documents button.  
**Note:** Additional time entries can be viewed under the +MORE link, if applicable.  
**Result:** The Report Intermittent Time window is displayed showing frequency and duration for estimated absences.  
**Example:** Mary needs to take off two hours from work on 8/26 and two hours on 8/27 for physical therapy sessions her doctor has ordered. |
| 3    | Complete the leave date information as follows:  
  a. Select Absence Type.  
  b. Enter the absence Start Date and number of Hours (and minutes, if applicable) you’ll be out.  
  c. If you want to add another entry, select Add Another Intermittent Time Entry and then complete the leave date information.  
  d. Select Submit. |

[Back to Top]
3
(cont.)

Result: The Intermittent Leave Summary is displayed.

Note: If you elect to cancel any reported intermittent time, a message will display to ensure you want to cancel the applicable time.

Intermittent time reported is indicated as the following color scheme:
- Green – Approved
- Yellow – Pending
- Red - Denied

Back to Top
(cont.)

**Note Regarding Denied Leave:**
The Report Intermittent Time link will not be an option under **Additional Actions** for an overall Denied leave status.

**Note Regarding Retro Intermittent Time:**
Your employer may allow retro intermittent time to be reported. Refer to your company policy.

**Example:** Five working days is allowed and the current date is 1/27/20. Intermittent time can be reported up to five working days between 1/20/20 and 1/24/20.

The dates prior to 1/20/20 are greyed out and intermittent time cannot be reported.

4  Continue to the next task, Requesting an Extension on an Existing Leave Request.
Requesting an Extension on an Existing Leave Request

You may ask, why would I request an extension? Here’s an example.

Example

Joe requested a three-week continuous leave to care for his mother as she recovers from surgery. Unfortunately, Joe’s mom suffered a setback during her recovery and Joe needs an additional week of leave time.

Complete the following steps to request an extension on an existing leave.

Starting Point: Leave Requests Details > Request an Extension

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
</table>
| 1    | Select Request an Extension for the specific leave.  
**Result:** The Request an Extension window is displayed. |

![Request an Extension window](image)

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
</table>
| 2    | a. Select the new end date of your leave. 
b. Select **Submit**.  
**Result:** Your request is submitted, a message is displayed, and the leave end date is updated on the Leave Requests Details window. |

![Request an Extension submission](image)  
*Reminder:* Be sure to fill out and upload the required leave-related document(s) to complete your pending request.

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
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</thead>
<tbody>
<tr>
<td>3</td>
<td>Continue to the next task, Cancelling a Leave Request.</td>
</tr>
</tbody>
</table>

Back to Top
Cancelling a Leave Request

What happens if the circumstances of your leave request change? For example, your doctor postponed a medical procedure for which you’ve already requested a leave and you no longer need to take time off. In this situation, you may cancel the existing leave request and initiate a new request later.

*Your employer may not allow employees to cancel leave requests. Contact your leave administrator or refer to your company policy if you need assistance with cancelling an existing leave request.

Complete the following steps to cancel a leave.

**Starting Point: Leave Requests Details > Cancel Leave**

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
</table>
| 1    | Select Cancel Leave for the specific leave.  
**Result:** The Cancel Leave window is displayed. |
| 2    | a. Select the **Reason** for cancelling your leave request.  
b. Select **Submit**.  
**Result:** On the Leave Requests Details window, a cancelled message is displayed: |

Congratulations!

You’ve completed the training. You should now be prepared to:

- Request a Leave of Absence
- Submit Leave-Related Documents
- Report Intermittent Time on an Existing Leave
- Request an Extension on an Existing Leave
- Cancel a Leave Request

If you haven’t already done so, download and save this training guide for quick, on-the-job reference.