OS USER GUIDES – Part 4: Change Log, Login & Leave Management

Internal Staff Help Centre – ASI OS Onboarding

Change Log Module

Definition

The **Change Log Module** is your control panel for formal changes to job details — department, rate, title, line manager, or secondments. It ensures a proper record, audit trail, and approvals.

When to Use

- Moving a user to a new department
- Changing job title or rate
- Creating a secondment letter
- Getting a digital sign-off on a change

Who Can Make Changes

Responsible:
- P&T
- Project Team (Project Manager, Line Manager, Assistant Manager)
- Support
- Associate Consultant / Subcontractor / Core/Non-Core

Approvers:
- P&T → Core & Non-Core Users
- Project Director → Associate Consultant, Subcontractor

Allowed Changes

✅You CAN change:
- Department
- Job Title
- Daily/Monthly Rate
- Line Manager
- Program Director

❌You CANNOT change via amendment (requires new contract):
- ASI Location
- Contract Start Date
- Contract Template
- Employee ID

Submitting a Change (Amendment)

1. Go to user's profile → **Contract tab** → **Default Contract**
2. Click **Actions > Issue Amendment**
3. Edit fields (Department, Job Title, Rate, etc.)
4. Use **Change Applicable From** to set start date
5. Add message (included in email to user)
6. Toggle **Signature Required** if needed
7. Click **Issue Contract Amendment** → Confirm
8. Success message appears → request in Approvals Queue
9. If signature needed → user signs via **My Amendments**
10. Approver signs (P&T for Core/Non-Core, PD for AC/Subcontractors)
11. Changes update on HR Card + Default Contract
12. Signed change saved in system

Tracking Changes

- Go to **People Management > People Directory > User Profile > Change Log Tab**
- Shows:
- Status (Pending / Approved / Rejected)
- Who made the change
- When submitted
- Use **Contract tab > Default Contract > History** to see past versions
- Use **Advanced Filters** to track changes by field (Rate, Dept, Job Title, Manager)
- Use **Change Approver** to reroute approvals
- Use **Change Applicable From** to schedule changes
- Withdraw amendments before approval if needed

Secondments & Multiple Contracts

- Used when moving to a temporary role/team/country
- Go to **Core/Non-Core User's Profile > Contract tab > Issue Secondment**
- Choose template, job title, location, rate
- Edit details → Issue
- User receives notification to sign
- Secondment contract sits alongside Default Contract (does not overwrite)
- Users can hold:
- 1 main Default Contract
- 1+ secondment contracts

Sharing a Contract for Review

- Go to **User's Contract tab > Select Contract**
- Click **Send for Review**
- Enter reviewer name
- Reviewer finds it under **My Approvals > Contract Review**
- View-only access (Legal, PD, Line Manager, etc.)

New Login Page & Error Handling

Authentication Flow

When a user logs in: - Backend decides to: - Redirect to Microsoft 365 SSO login, or - Send temporary login link & code (via email)

Options: - Click emailed link → logged in - Or click **Enter code manually** → input emailed code → **Login**

When Manual Code Appears

- User is in onboarding
- Entra ID and OS not linked
- Email not linked to OS account

Error & Status Codes

Code	Status	Description	Remediation
1000	error	User not entering valid email	Ask user to enter valid email
1001	error	Failed to fetch user info	Inform Dev team with user email
1002	error	Email not associated with OS account	User sees onboarding email instead
1003	error	Email linked to multiple accounts	Search DB, delete empty account
1100	error	Email linked to disabled account	Update Account Status to **Active** in DB
3000	warning	User logging in with secondary email	Tell user to use primary ASI email (or personal if onboarding)
3101	error	Email not linked to AD account	No fix needed → email link will fix
3102	error	Wrong primary/secondary email in DB	Swap fields **email** & **Secondary Email**
3103	error	AD account mismatch	Update DB with AD email found
3201	error	Wrong AD account linked	No fix needed → email link will fix
3202	error	Found AD account via secondary email	Swap email fields in DB → retry login
3203	error	AD account found via Name	Update DB email with AD email → retry login
4100	error	Failed to send login email	Inform Dev team
4200	error	Data not received from AD	Inform Dev team

Fallback Option

- Old login page available for 1 week
- OS Support provides fallback link if needed

Automatic Logging

- All login attempts & errors logged in Bubble
- Used for monitoring recurring issues

Leave Management Module

Enables users to request, track, and manage **annual, sick, and unpaid leave**. Includes balance view, holiday calendars, approvers, and workflows.

How to Submit a Leave Request

Audience: Core/Non-Core Users, Line Managers

1. Go to **Work Management > Leave Management**
2. Click **Leave Request** (top right)
3. Select **Leave Type** (Annual, Sick, Unpaid, etc.)
4. View Leave Balance:
5. Allocated Days
6. Days Taken
7. Remaining Balance
8. Toggle for **Single/Half Day Leave** if needed → select Date + Morning/Afternoon/Full Day

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✅End of Part 4.

All four parts are now split and ready to upload into AI Hub.