

# Vmobile Leave Request Guide

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## Purpose

This guide provides Vmobile employees and managers with clear, step-by-step instructions for submitting, modifying, tracking, and approving leave requests using the HRIS portal. It covers both desktop and mobile workflows, troubleshooting common errors, and accessibility tips.

## Prerequisites

Before you begin, please ensure the following prerequisites are met:

- **HRIS Portal Access:** You have an active Vmobile HRIS account.
- **Multi-Factor Authentication (MFA):** MFA is enabled and set up on your account.
- **Basic Navigation:** You are familiar with logging in and accessing your dashboard on both desktop and mobile devices.

## Access Checklist

- Valid employee credentials (username/password)
- Registered mobile device for MFA
- Internet connection

## Submit a Leave Request (Desktop & Mobile)

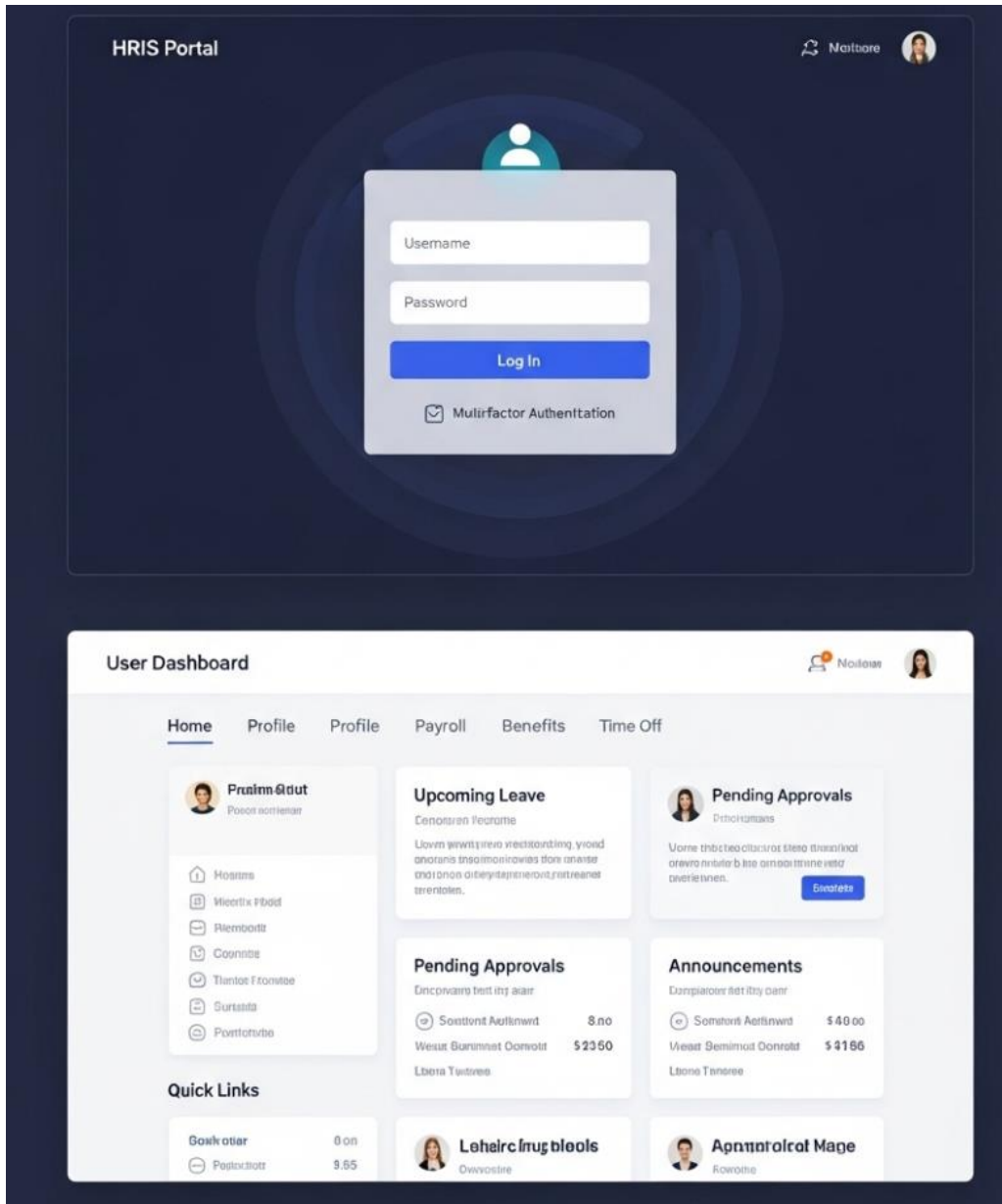
Follow these steps to submit a leave request via the HRIS portal. Instructions are provided for both desktop and mobile interfaces.

### Desktop

#### 1. Log in to the HRIS Portal (<https://hrsi.vmobile.com>)

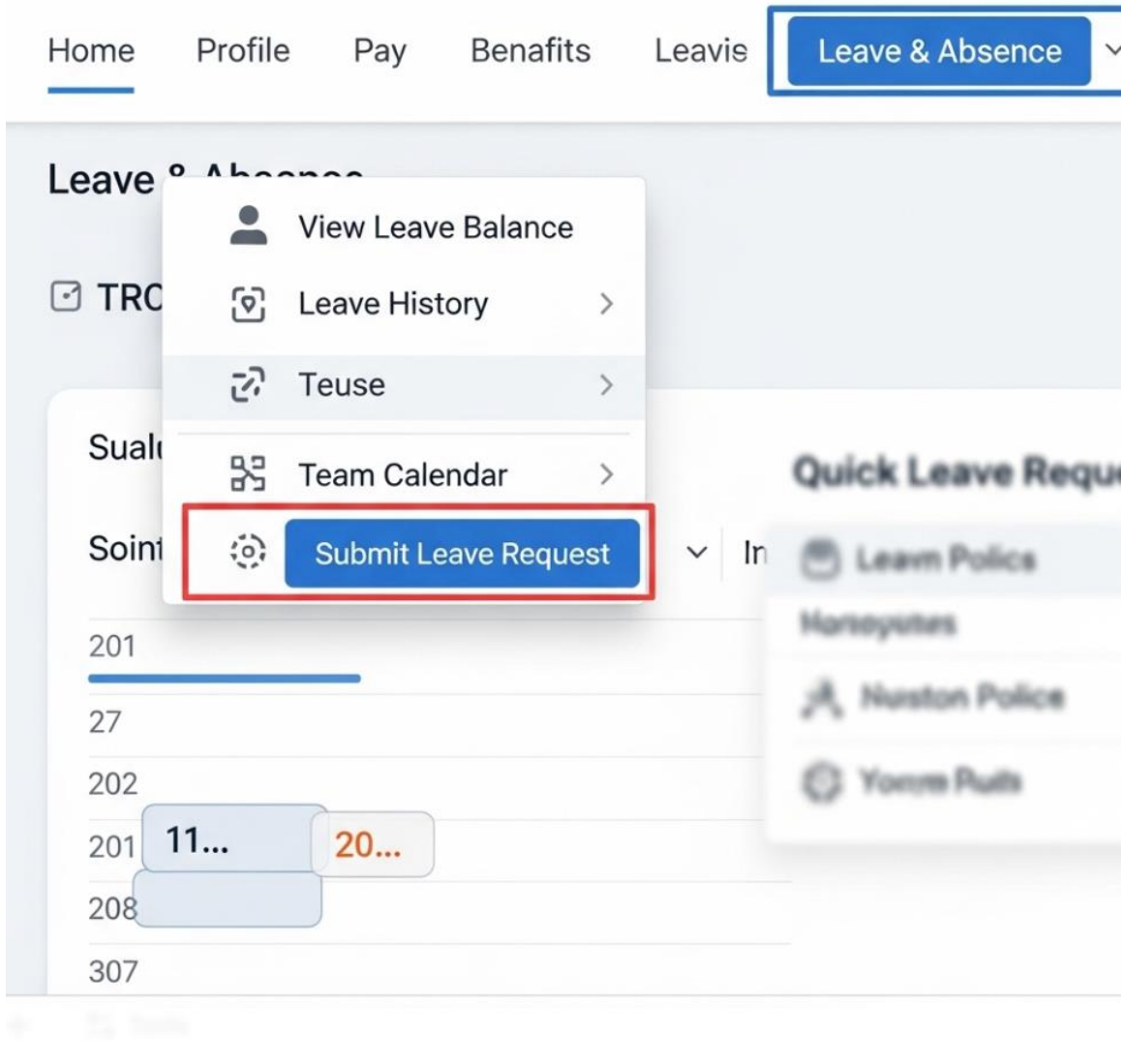
- Enter your credentials and complete MFA.
- You will land on the dashboard.

## Vmobile Leave Request Guide Step-by-Step Instructions



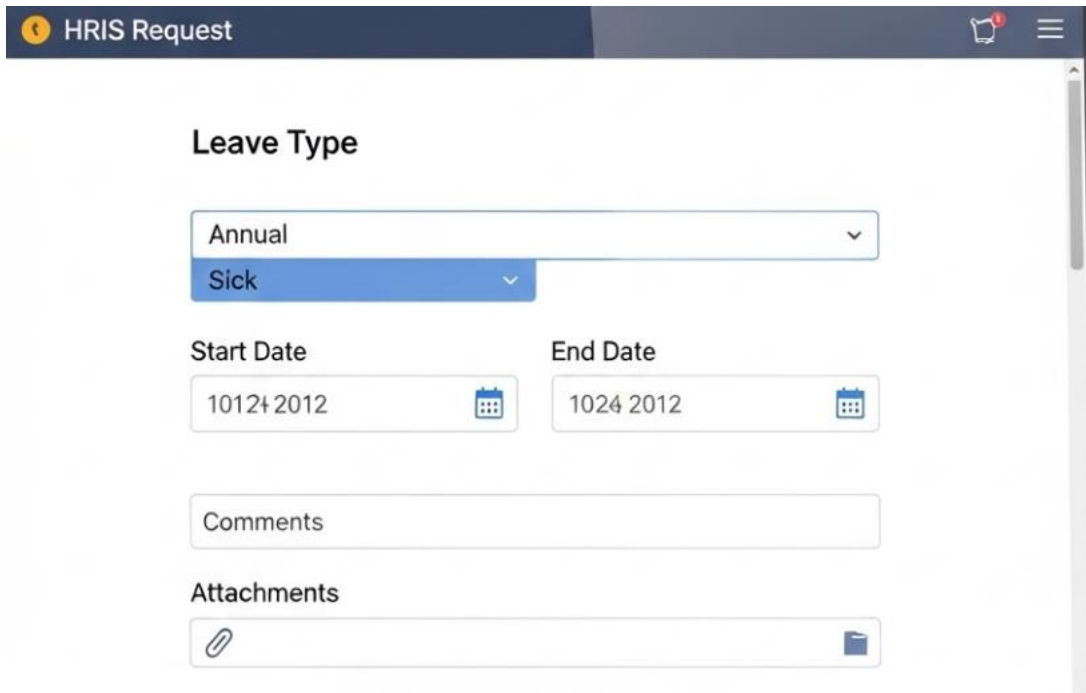
### 2. Navigate to Leave Request

- Click on the "Leave & Absence" tab in the top navigation.
- Select "Submit Leave Request" from the dropdown.



### 3. Fill Out Leave Request Form

- Select leave type (e.g., Annual, Sick).
- Choose start and end dates.
- Optionally, add comments or attachments.



The screenshot shows the 'HRIS Request' form. At the top, there's a dark blue header with a yellow icon and the text 'HRIS Request'. On the right, there's a notification icon with a red '1' and a menu icon. The main content area is white. It starts with the title 'Leave Type' in bold. Below it is a dropdown menu with 'Annual' selected and 'Sick' highlighted in blue. Underneath are two date pickers: 'Start Date' with '10/12/2012' and 'End Date' with '10/24/2012'. Below the dates is a text input field labeled 'Comments'. At the bottom is an 'Attachments' section with a paperclip icon and a folder icon.

#### 4. Review & Submit

- Double-check your entries.
- Click "Submit Request."

### Mobile Submission

For users accessing the HRIS via the mobile app, the process is similar but with a few interface differences designed for touchscreens. Here's how to submit your leave request:

#### 1. Open the HRIS Mobile App

- Tap the Vmobile HRIS icon on your device.
- Log in using your credentials and complete MFA if required.

#### 2. Access Leave Management

- Tap the menu icon (≡) in the top left corner.
- Select "Leave" from the sidebar menu.

#### 3. Start a New Leave Request

- Tap the "+" or "New Request" button at the bottom of the screen.

#### 4. Enter Leave Details

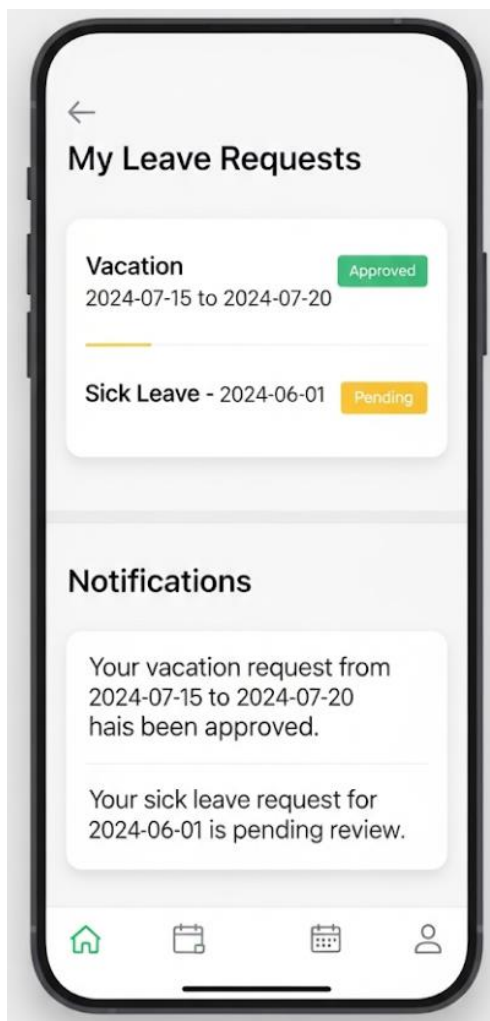
- Select leave type from the dropdown.
- Tap to choose start and end dates.
- Add notes or attach documents if needed.

#### 5. Submit Request

- Review your entries.
- Tap “Submit” at the bottom of the form.

#### 6. Receive Confirmation

- A confirmation message will appear.
- Notification sent via app and/or email.



## Cancel or Modify a Request

If you need to cancel or change a submitted leave request, follow these steps.

### Desktop

#### 1. Access My Leave Requests

- From the dashboard, click "Leave & Absence" > "My Requests."

#### 2. Select the Request

- Find the request you wish to change.
- Click "View Details."

#### 3. Modify or Cancel

- To modify: Click "Edit," update fields, and save.
- To cancel: Click "Cancel Request," confirm action.

## Manager Approval View & Actions

Managers can review, approve, or decline employee leave requests.

### Desktop

#### 1. Log in and Access Approval Dashboard

- Go to "Leave & Absence" > "Pending Approvals."

#### 2. Review Requests

- Click each request to view details, comments, and attachments.

#### 3. Approve or Decline

- Click "Approve" or "Decline."
- Optionally, add comments.

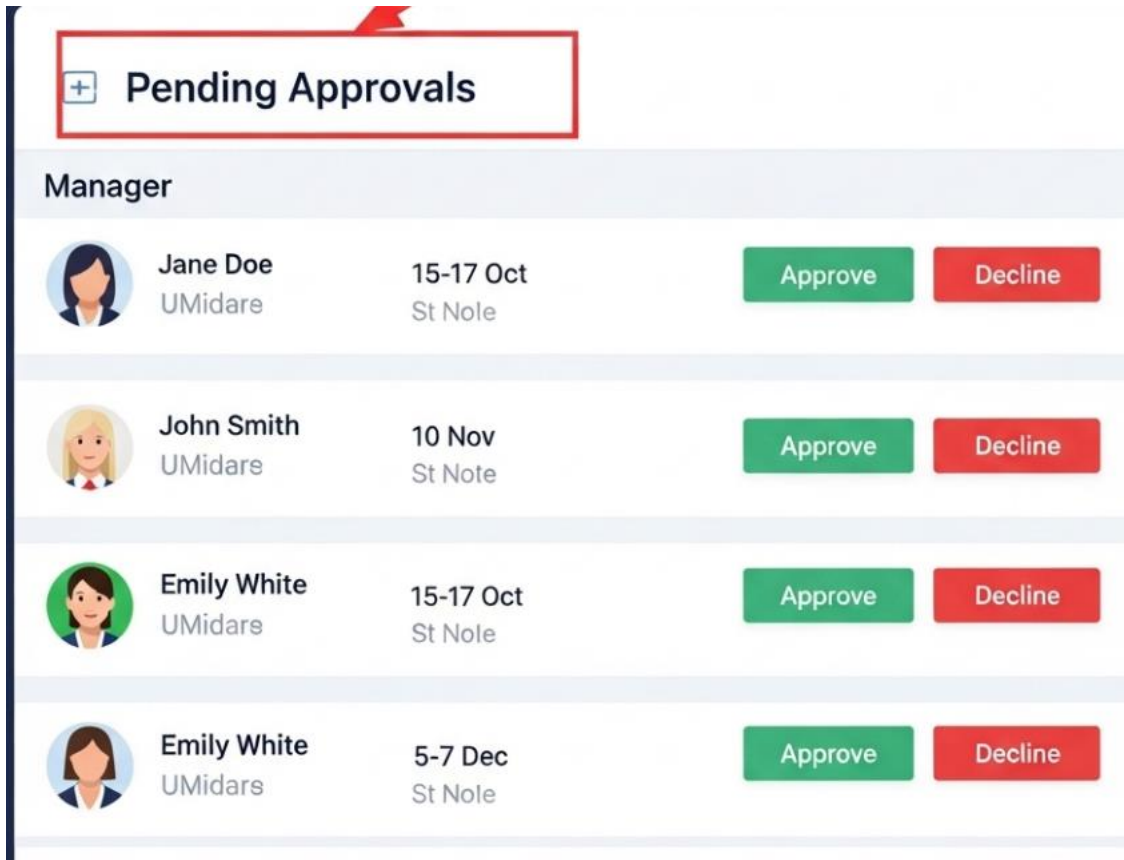
### Mobile

#### 1. Open Approvals

- Tap "Approvals" in the app menu.

#### 2. Review and Act

- Tap a request to view details.
- Tap "Approve" or "Decline."



#### Desktop vs. Mobile Submission Steps

Step	Desktop Portal	Mobile App
Log In	Enter credentials, MFA (web browser)	Enter credentials, MFA (app)
Access Leave Management	Click "Leave" tab	Tap menu, select "Leave"
Start New Request	Click "Request Leave" button	Tap "+" or "New Request" button
Enter Details	Fill form fields, calendar picker	Fill form fields, touch calendar
Submit	Click "Submit"	Tap "Submit"
Confirmation	Pop-up + email/portal notification	Pop-up + app/email notification

#### Common Scenarios for Cancellation/Modification

- You need to cancel an upcoming leave due to a change in personal plans.
- You want to adjust the dates or type of leave previously submitted.

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- You realize you selected the wrong leave category and need to correct it.
- You wish to reduce or extend the duration of your approved leave.
- You submitted a duplicate leave request by mistake.

### Common Notification Types

- **Pending:** Your leave request has been submitted and is awaiting manager review.
- **Approved:** Your leave request has been approved and scheduled.
- **Declined:** Your leave request was not approved.
- **Modified:** Your request has been updated (e.g., dates changed, comments added).
- **Cancelled:** Your request has been withdrawn or cancelled.
- **Action Required:** Additional information or action is needed from you.

If you believe you are missing notifications or experience delays, check the following tips:

- Ensure your email address and mobile number are up to date in your HRIS profile.
- Review your spam or junk mail folders for missed email notifications.
- Confirm that in-app notifications are enabled; check your notification preferences in the portal settings.
- Refresh your browser or mobile app to load the latest updates.
- If issues persist, contact HRIS Support for assistance.

### Overview of Approval Workflow and Escalation Options

The approval workflow is designed to be intuitive:

- **Standard Requests:** Most leave requests can be approved or declined directly by the manager.
- **Escalation:** If a request overlaps with critical business periods or exceeds your approval authority, use the “Escalate” function to send it to a higher-level approver.
- **Notifications:** Both you and the employee receive system notifications after any action is taken, ensuring transparency and prompt communication.

### Manager Actions and System Responses

Manager Action	System Response	Employee Notification
Approve	Request marked as "Approved"	Email/app notification
Decline	Request marked as "Declined"; reason saved	Email/app notification with reason
Escalate	Request sent to next-level approver	Notification of escalation
Add Comment	Comment attached to request	Comment visible to employee
View Details	Expanded request information	n/a



## Troubleshooting Steps for Common Issues

- **Check your internet connection:** Ensure you are connected to a stable network before accessing the HRIS portal.
- **Refresh your browser/app:** If the page doesn't load correctly, try refreshing or closing and reopening the app.
- **Clear browser cache:** Old data can cause display issues. Clear your cache and try again.
- **Verify credentials:** Double-check your username and password. If you've forgotten, use the "Forgot Password" link.
- **Enable pop-ups:** Some notifications require pop-ups. Adjust browser settings if prompts are blocked.
- **Confirm MFA code:** Ensure you enter the current multi-factor authentication code sent to your device.
- **Update your app/browser:** Using outdated software may cause compatibility issues.
- **Contact support:** If the problem persists, reach out to the HRIS helpdesk for assistance.

## Error Messages & Fixes Table

Error Message	Recommended Fix
"Invalid Username or Password"	Reset password via "Forgot Password" link.
"Session Timed Out"	Log in again; check internet connection.
"Leave Request Not Submitted"	Ensure all required fields are filled; retry.
"MFA Code Incorrect"	Enter current code; request new code if needed.
"Approval Action Failed"	Refresh page; check manager permissions.
"Attachment Upload Error"	Check file size/type; try re-uploading.
"Access Denied"	Verify role permissions; contact support.
"Page Not Loading"	Clear browser cache; update browser/app.

## Contacts & Support

- **Email:** [hrissupport@vmobile.com](mailto:hrissupport@vmobile.com)
- **Phone:** 1-800-555-VMHR
- **IT Helpdesk Portal:** <https://ithelpdesk.vmobile.com>