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## LeaveTraq Troubleshooting Guide for Administrators

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**Instructions:** This guide covers issues you may encounter as your department's LeaveTraq Administrator. Please contact Benefits Services below if your problems with LeaveTraq are not resolved:

Email: [hrcmpbenefits@tamu.edu](mailto:hrcmpbenefits@tamu.edu)  
Phone: (979) 862-1718

Listed below are common questions asked by administrators; answers and guidance for these questions are provided in the attached pages in the order below:

1. My new employee has been with our department for six months as of today, but he is unable to request leave through LeaveTraq. Can he request leave through the LeaveTraq system? (Answers and procedures on page 2)
2. I am attempting to perform a transaction entry for an employee who is currently listed as "inactive". How can I find this employee and make the transaction? (Answers and procedures on page 3)
3. My employee was hired on July 23 and today is August 9. Her August accruals are showing, but her July accruals have not been posted. How do I ensure that my employee receives her July accruals? (Answers and procedures on page 4)

**LeaveTraq Administrators:** Do you have a specific question or issue you believe should be covered in this document that would benefit other administrators? Please submit your inquiry to LeaveTraq at [hrcmpbenefits@tamu.edu](mailto:hrcmpbenefits@tamu.edu) and recommend that your question or issue be covered in this guide.

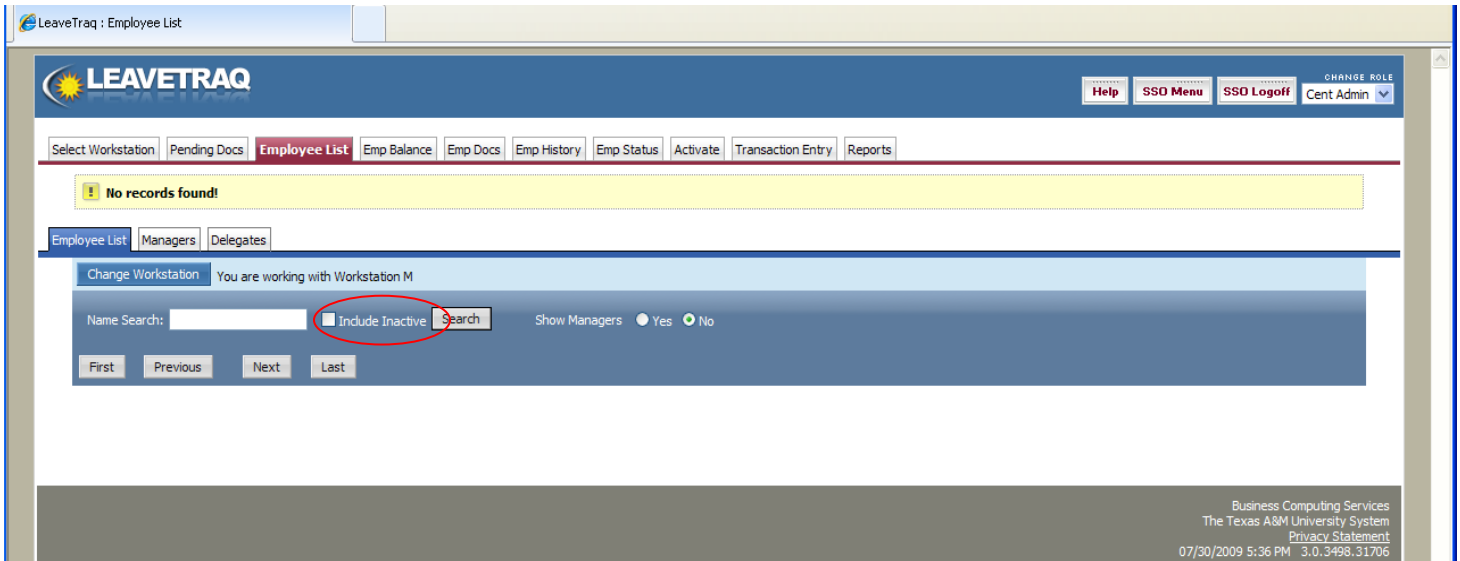
**1. My new employee has been with our department for six months as of today, but he is unable to request leave through LeaveTraq. Can he request leave through the LeaveTraq system?**

Employees who were not hired on the 1<sup>st</sup> of a month but have fulfilled six months of continuous state service are unable to request vacation leave through LeaveTraq until the 1<sup>st</sup> of the following month; by rule, however, employees are eligible for such leave after exactly six months of state service from the date of hire. Administrators may over-ride this delay by signing on in the administrator role and accessing the employee's LeaveTraq account under "Emp Status" as shown below. The "Six Months Service Complete" box should be checked, and the "save" tab should be clicked as shown below. This should enable the employee to begin requesting leave through the LeaveTraq system.

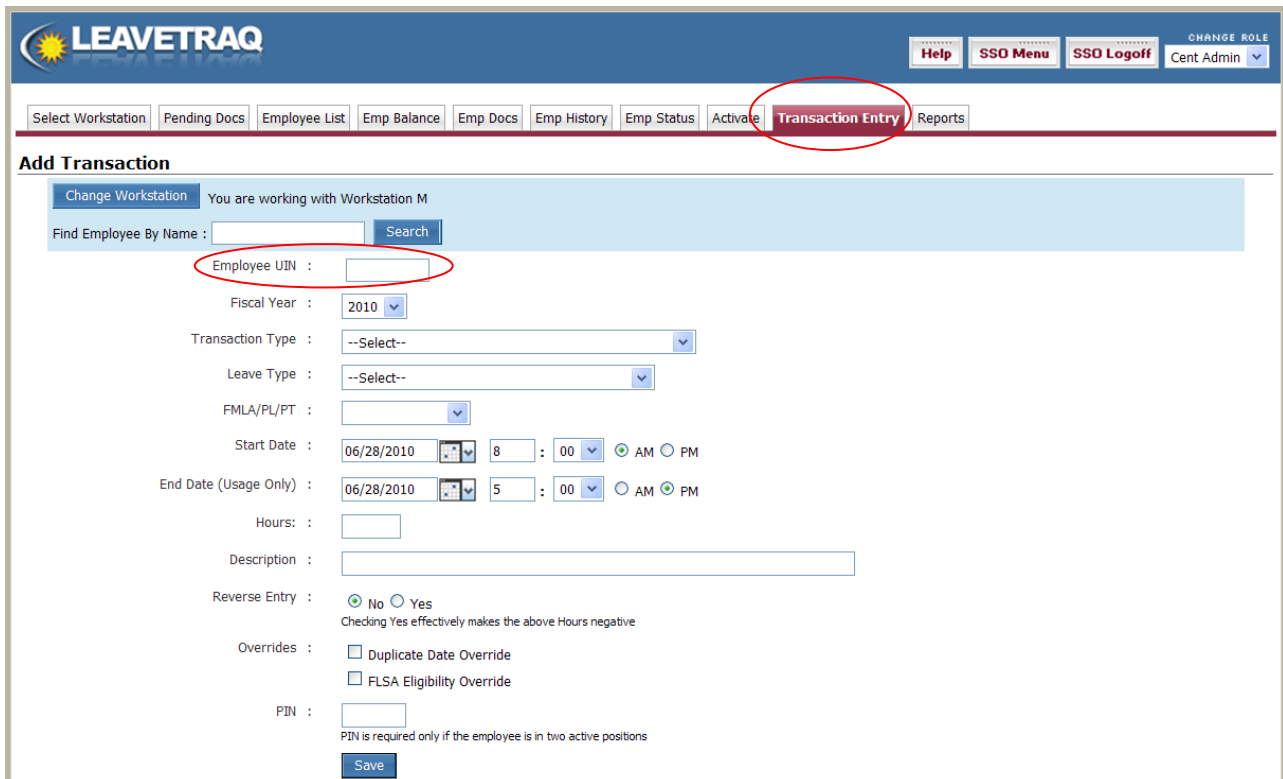
The screenshot displays the LEAVETRAQ web application interface. At the top, the logo and navigation links like 'Help', 'SSO Menu', and 'SSO Logoff' are visible. Below the navigation bar, a menu contains 'Emp Status', which is circled in red. The main content area shows employee details: Name, Title, Percent Effort (100), Vacation Accrual Rate (11), and Status (Active). A 'Show Details' button is present. Below this, there are tabs for 'Emp Status' and 'Emp Audit Log'. A 'Change Workstation' section indicates the user is working with Workstation M. A search bar for 'Find Employee By Name' is also present. The 'Six Months Service Complete' checkbox is checked and circled in red, with an arrow pointing to it and the text 'select box as shown'. Other checkboxes include 'Suspend Accruals' (unchecked) and 'FMLA Eligible' (checked). A dropdown menu for 'Vacation Eligible' is set to 'True'. At the bottom, there are notification settings for 'Emp Docs Notify', 'Manager Inbox Notify', 'Dept Admin Notify', and 'As Delegate Notify', all set to 'None' or 'When Complete'. The system tray at the bottom right shows 'Local intranet' and a 125% zoom level.

2. I am attempting to perform a transaction entry for an employee who is currently listed as “inactive”. How can I find this employee and make the transaction?

2.1 Search for the inactive employee by selecting the “Include Inactive” option as circled below:



2.2 A Transaction Entry search for an inactive employee may be found by searching the UIN as shown below; please note that the LeaveTraQ system will not allow you to find an inactive employee using the “Find Employee By Name” box.



2.3 You may perform the necessary transactions once the employee’s UIN is entered in the box shown above.

**3. My employee was hired on July 23 and today is August 9. Her August accruals are showing, but her July accruals have not been posted. How do I ensure that my employee receives her July accruals?**

LeaveTraq will not post an employee's initial first month's accruals; therefore, the LeaveTraq administrator will have to post accrued time manually through transaction entry "Accrual of Leave" as shown below:

The screenshot shows the 'Add Transaction' form in the LeaveTraq system. The form includes the following fields and options:

- Change Workstation:** You are working with Workstation M
- Find Employee By Name:** [Text Input] [Search]
- Employee UIN:** [Text Input]
- Fiscal Year:** 2010
- Transaction Type:** Accrual of Leave (ACCRUAL) (circled in red)
- Leave Type:** Vacation
- FMLA/PL/PT:** [Dropdown]
- Start Date:** 07/26/2010 8:00 AM (circled in red)
- End Date (Usage Only):** 07/26/2010 5:00 PM
- Hours:** [Text Input]
- Description:** [Text Input]
- Reverse Entry:**  No  Yes (Checking Yes effectively makes the above Hours negative)
- Overrides:**  Duplicate Date Override  FLSA Eligibility Override
- PIN:** [Text Input] (PIN is required only if the employee is in two active positions)
- Save** button

Annotations with red arrows point to the following elements:

- Transaction Type:** Perform entries for both vacation and sick leave accruals
- Start Date:** Insert date of hire here
- End Date:** Do not make a new entry in End Date box
- Hours and Description:** Enter hours and a brief description