HUMAN RESOURCES
TEXAS A&M UNIVERSITY

LeaveTraq Troubleshooting Guide for Administrators

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: *hrcompbenefits@tamu.edu*
Phone: (979) 862-1718

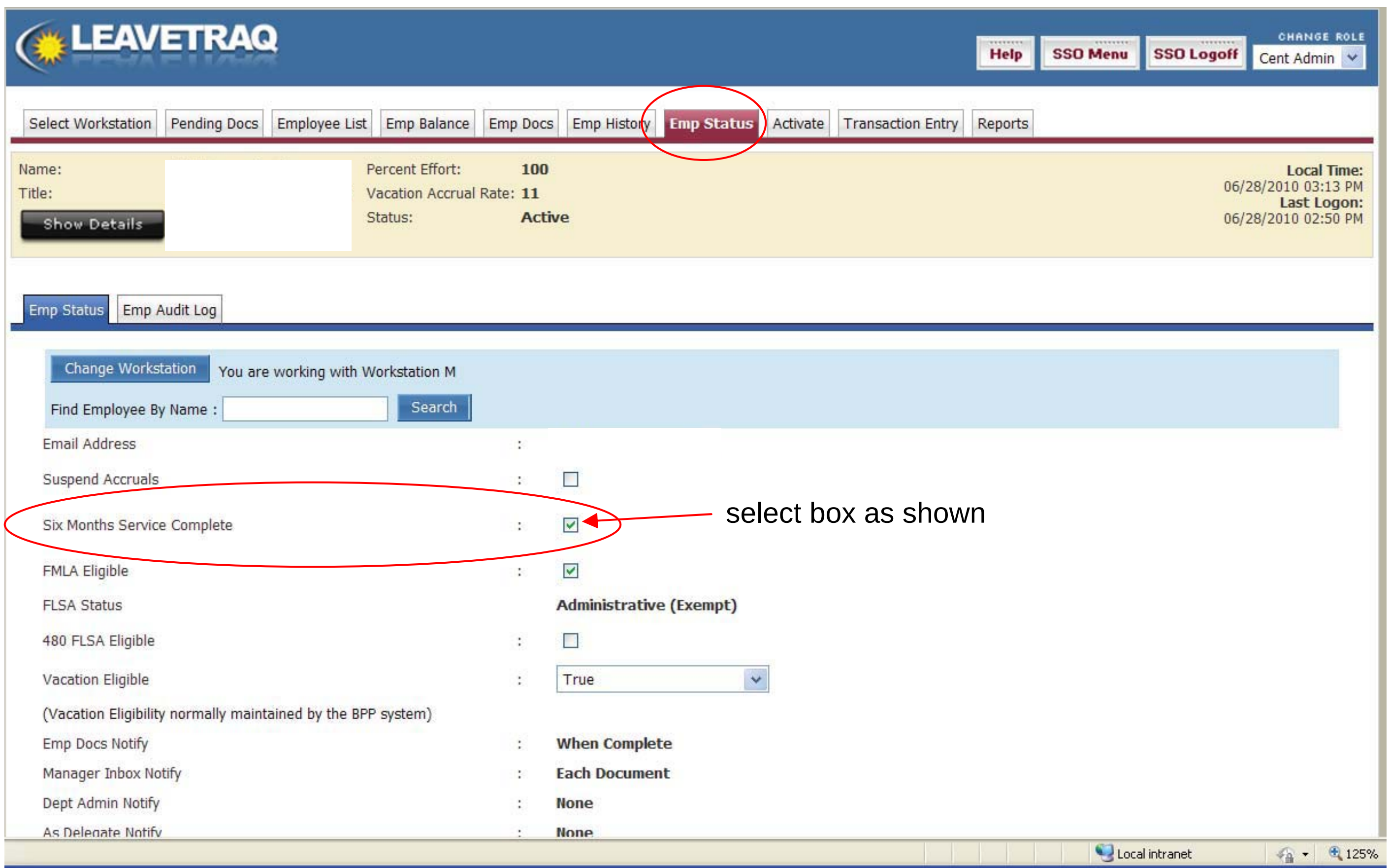
Listed below are common questions asked by administrators; answers and guidance for these questions are provided in the attached pages in the order below:

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 hrcompbenefits@tamu.edu and recommend that your question or issue be covered in this guide.

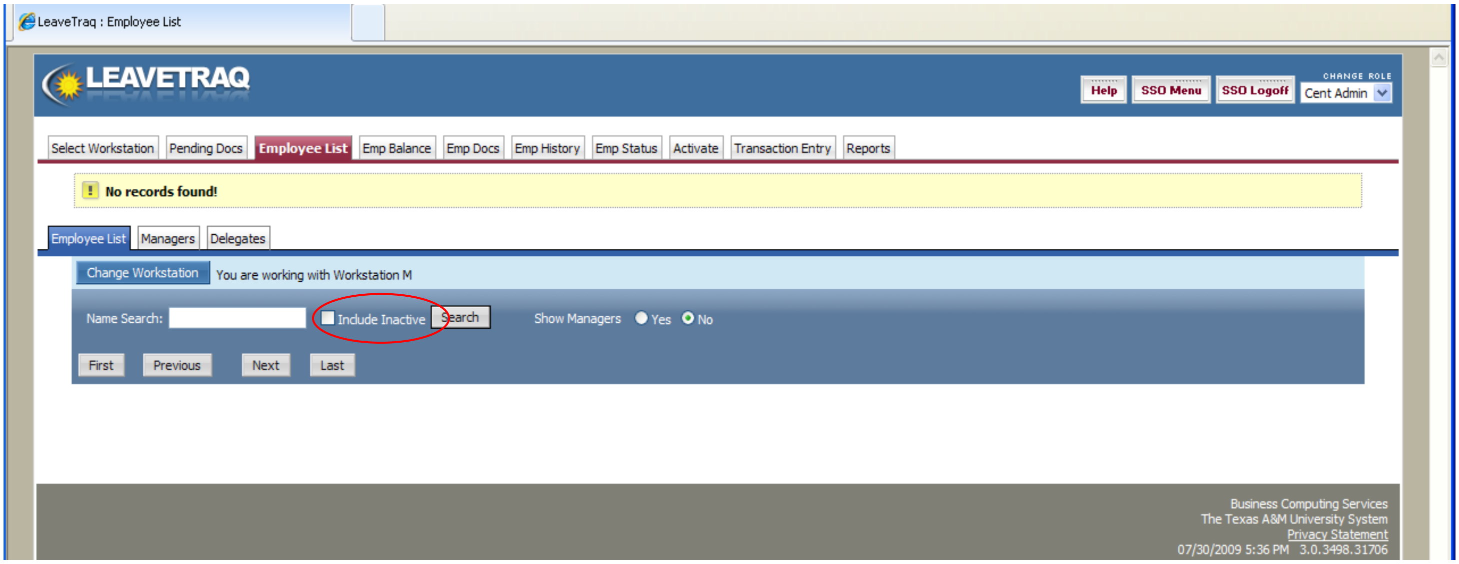
1. **My new employee has been with our department for six months as of today, but he is unable to request leave through LeaveTraq. Can he request leave through the LeaveTraq system?**

Employees who were not hired on the 1st of a month but have fulfilled six months of continuous state service are unable to request vacation leave through LeaveTraq until the 1st 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.

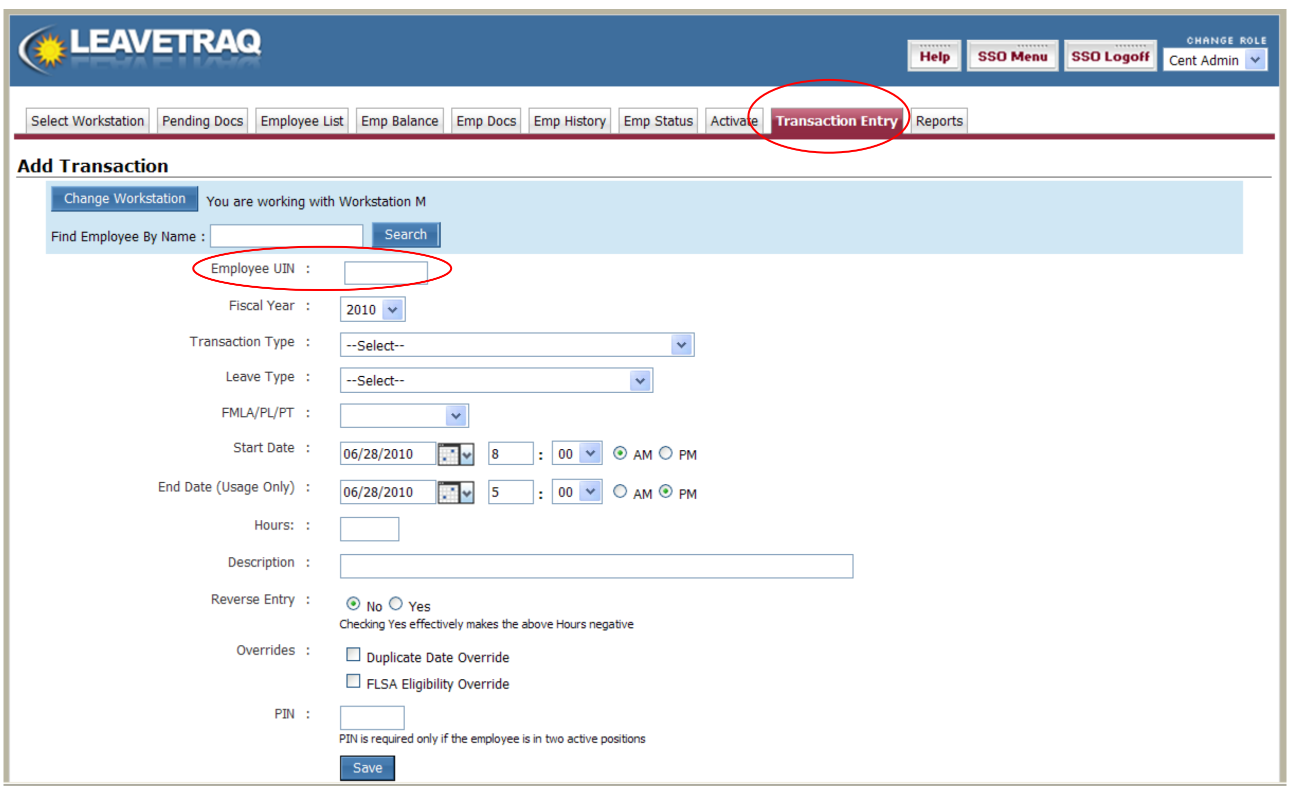


2. I am attempting to perform a transaction entry for an employee who is currently listed as "inactive". How can I find this employee and make the transaction?

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: