

MyView - How to withdraw, cancel or amend leave requests video transcript

[At the top left of the image a Durham County Council logo followed by the text 'MyView - How to withdraw, cancel or amend leave requests.' are displayed. Both are visible throughout the video.]

[A lady narrates throughout the video.]

[The video starts with the user logged into MyView and the Dashboard page showing.]

This video will demonstrate how to withdraw, cancel or amend leave requests on MyView.

Firstly, please note that a leave request cannot be updated whilst pending approval, but it is possible to withdraw your request before it has been approved. This removes the request from the system and your manager will receive a notification confirming the cancelled request, because your leave was pending approval and had not yet been authorised, your leave entitlement balance will not have changed.

To cancel a request that is pending authorisation and no longer required, select My Leave Form History from the left-hand Employee Leave menu column.

[The My Leave Form History option is selected, and the Form History page is displayed]

Locate the appropriate request which can be identified as pending approval by the amber 'submitted' icon [in the Status column]. Open the request, [the drop down arrow is clicked and a panel with the details is displayed. The Absence description title link is clicked and a new page with the request details is displayed.] and click 'withdraw' [button on page].

[Leave management page is displayed]

Your manager will receive a notification confirming the cancelled request, because the leave was pending approval your leave entitlement balance will not have been reduced.

[Dashboard page is displayed]

If your leave request has been rejected by your manager, or timed out, you will receive an e-mail notification. The e-mail notification will confirm the request has been rejected or timed out because it was not processed in the standard 30 days. Please note that as your request has been rejected, your leave entitlement will not be reduced. Reasons for the rejection will not be included in the email, therefore please discuss this with your manager if you have any queries.

Please click the link within the e-mail notification, or log-in to MyView to locate your rejected request within the form history menu.

[The Employee Leave, then My Leave Form History options are selected from the left-hand side menu, and the Form History page is then displayed.]

Locate the rejected request which can be identified as rejected by the red 'rejected' status icon. [in the Status column]

Open the request, [the drop down arrow is clicked and a panel with the details is displayed. The Absence description title link is clicked and a new page with the request details is displayed], and select 're-open'. [The Re-open button on page is selected and the Leave Management page is displayed]. The request will then sit in your 'open' queue. Open the request form. [The link is selected and a form with the request details is displayed.]

If the request had timed out, you can easily click submit [button] whilst in the form - the request will then be re-sent to your manager (this prevents you needing to put the request through again from the start).

If the request has been rejected for other reasons (i.e. insufficient office cover), you can make amendments to the dates – this will be quicker than keying in a new request. [Demonstration of how the dates are changed by clicking on the calendar icon and selecting different dates]. Click submit [button] once the request is ready to be re-sent for approval.

[Leave management page is displayed]

[The Home icon (DCC logo in the top left-hand corner of the screen) is selected and the Dashboard page is displayed]

If a leave request has already been approved, but you need to make subsequent changes – for example changing annual leave to flexi leave, you must first remove the initial approved leave request, before submitting your new request.

To do this, select 'employee leave' from the left-hand menu panel, then select 'My Leave Calendar'.

[Leave management page is displayed]

Select your relevant post. [Then click the Next button]

[A calendar page is displayed and the user scrolls down to the listed leave history options.]

Now select your relevant leave history. You have the option of opening Flexi history (FLEXI History) or your Annual leave history (HOLS History)

[The HOLS History option is selected and a list below it displays with action buttons.]

Now delete the absence that needs to be removed [the Delete button is selected and the Holiday request form is displayed.]

Confirm the deletion by clicking submit. [The Submit button selected and the Leave management page is displayed.]

[The Home icon (DCC logo in the top left-hand corner of the screen) is selected and the Dashboard page is displayed]

A deletion request will then be sent to your manager for approval, once the deletion has been authorised by your manager, this will remove the annual leave period and re-instate

the entitlement to your annual leave balance. You can now create a new flexi leave request. It is important to wait until the withdrawn request has been approved by your manager prior to submitting a new leave request for the same date.

Please note you can check the status of your leave requests within the 'My Leave Form History' section of 'Employee Leave' at any time [The side menu options are selected and the Form History page displays]. Locate the relevant request and click the drop-down arrow from the right-hand side of the form. This will display the form status - a green tick for approved leave, an amber circle for pending authorisation, or a red cross for rejected. For further details of the date/time and authoriser of the request, select the authorisation progress bar and additional details will then display. [the drop down arrow is clicked and a panel with the details is displayed.]

If you require any further information or support, please do not hesitate to contact the MyView Team on 03000 269919. Alternatively, you can e-mail us on MyView@durham.gov.uk

[Video ends]