

# Staff Services Online – Manager - Absence Requests

## Introduction

This guide describes how managers action absence requests and update Absence Assessors in Staff Services Online.

## Procedure

### Action Absence Request


1. You will receive an email from [ssoonline@adelaide.edu.au](mailto:ssoonline@adelaide.edu.au) notifying you that an absence request has been submitted.
2. Click the direct link from the email notification. Or navigate to **Manager SSO Home > Absence Management > Action Absence Request** and click on the leave request you want to action in the **Pending Approvals** pagelet.
3. Insert **Approver Comments** (optional).
4. Click either **Approve**, **Deny** or **Push Back**.
5. An email notification of your decision will be sent to the requestor.

**TIP:** Use the Push Back function if the employee needs to provide further information or is required to edit their leave request (you can provide reasons in the **Approver Comments** field).

Approve Absence Request

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**Request Details**



Functional Analyst  
Higher Education Officer Lvl 6

**Instructions**  
Review the details for this request and either approve, deny or push back for rework. You may also enter optional comments about each approval choice.

**Absence Detail** ?

Start Date	17/08/2015
End Date	21/08/2015
Absence Name	Annual Leave
Partial Days	None
Duration	40.85 Hours

[Forecast Balance](#)

**Comments**

Requestor Comments

Approver Comments

Go To

- [View Absence Request History](#)
- [View Absence Balances](#)
- [View Monthly Calendar](#)
- [Return to Absence Requests](#)

[Approve](#) [Deny](#) [Push Back](#)

## Update Absence Assessor

1. Navigate to **Manager SSO Home > Absence Management > Update Absence Assessor** screen.
2. Click **Change** to assign an Absence Assessor.
3. Enter the effective date for determining your direct reports. If you do not enter a date, the change will be made immediately.
4. Click **Refresh Employees**.
5. Select the employee or drill-down by clicking the **Org Chart** icon to find staff who directly report to you. (For staff who do not directly report to you please email the HR Service Centre on [hrservicecentre@adelaide.edu.au](mailto:hrservicecentre@adelaide.edu.au))
6. Click **Continue**.
7. Click **Yes** to update your Absence Assessor.
8. Click **OK**.
9. The employee will be sent an email notification.

### Update Leave Assessor

Project Manager  
Higher Education Officer Lvl 9

#### Instructions

The Leave Assessor assigned to your position is required to review and assess all leave requests submitted by your direct reports. Leave requests approved by the Leave Assessor are then submitted to you for action.

Select or change a Leave Assessor by clicking the **Change** button.  
Remove the assigned Leave Assessor by clicking the **Remove** button.

#### Note

You can nominate only one Leave Assessor. Usually this would be one of your direct reports however if you wish to nominate another employee, please contact the HR Service Centre on 8313 1111.

Leave Assessor Name

Change

Remove

#### What is an Absence Assessor?

An Absence Assessor is someone who views absence requests that you, as the manager, need to action. The role of the assessor is to check staff availability in order to make a decision to approve or push back absence requests that have been submitted by staff.

A request that has been approved by an assessor will then be forwarded to you (as Manager) for final approval.

#### The Absence Assessor:

- Receives an email from [sso-online@adelaide.edu.au](mailto:sso-online@adelaide.edu.au) notifying when an absence has been submitted.
- Can use the direct link from the email notification to view the absence request.
- If you are not a manager already, you will automatically receive access to SSO Manager.
- Action any absence request via
  - [Manager Home -> Absence Management -> Action Absence Request](#), or
  - [Employee Home -> Your Actions -> Review Transactions](#)