

# Computercraft Request Time Off (RTO) Procedures - Employees

All Requests for Time Off (RTO), including Paid Time Off (PTO) and Telework (for employees with approved telework agreements in place) must be submitted into the Request Time Off (RTO) system. All RTO submissions on the Computercraft system (PTO, ad hoc telework, and regular telework) are sent to NCBI on a daily basis to ensure that records are up-to-date. Procedures on how to request planned or unplanned leave, in addition to specific instructions on using the RTO System can be found below. Your cooperation in making sure that PTO and telework days are current is greatly appreciated.

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## Administrative Process

### Planned Leave

1. Employee will send a leave request email to the NCBI Team Lead as early as possible. The Employee's assigned Computercraft manager should be copied on the email. Employees are asked to give at least 10 days' notice for planned vacations/time off. More notice is better.
2. Employee will also submit the leave request in the Computercraft RTO System. Advance notice can be input into the RTO system by the employee at any time.
3. The NCBI Team Lead will “Reply All” to respond to the request.
4. If approved by the NCBI Team Lead, the Computercraft manager will approve the leave request in the Computercraft RTO System.
5. Employee will receive automated email confirmation indicating that the request has been approved or rejected. If employee does not receive this email, he or she should contact Computercraft administration.
6. Automated batch leave requests are sent to the NCBI FTP system on a nightly basis.

### **Unplanned Leave (in the event of illness, emergency, etc.)**

1. Employee will contact either a Computercraft onsite manager or NCBI Team Lead as soon as possible to let someone know they will be out for the day. If the notice is by email, both the NCBI Team Lead and the Computercraft manager should be copied.
2. Employee will input the date and time into the RTO system as soon as possible, for approval by the Computercraft manager.
3. If approved, Employee will receive an automated email confirmation indicating that the request has been approved. If the employee does not receive this email, he or she should contact Computercraft administration.
4. Automated batch leave requests are sent to the NCBI FTP system on a nightly basis.

### **Telework**

1. Employees with approved telework agreements in place should submit all ad hoc and regular telework hours in the Computercraft RTO System. If telework is unplanned (e.g., due to inclement weather or sickness), the employee will submit the telework retroactively.
2. Employees should make sure to follow all other telework protocols as outlined by his/her Computercraft Manager and NCBI Team Lead.

### **Submitting RTO via the Request Time Off System**

If you have any questions regarding your leave and/or specific requests, please contact your Computercraft manager. If you have questions regarding the overall system and functionality, please contact [support@computercraft-usa.com](mailto:support@computercraft-usa.com) or call 571-266-3120.

### **General Information**

- **New!** You can now cancel your own previously requested and/or approved RTO without going through your manager. In fact, you must do this before submitting a new RTO request for the same dates/times.
- Look for notifications in the Junk Mail folder if you don't see them in the Inbox. Add to the safe senders list if that happens.
- You can use this system from a mobile device using the web browser on the device.

### **Getting Started**

You may either:

- A. Go directly to <https://computercraftusa.sharepoint.com/sites/RTO>
- B. Go to the employee portal at <https://www.computercraft-usa.com/employeeportal> and then select the link to the "Request Time Off System."

Login to the site using your NIH credentials (using your PIV). Consider saving the site as a favorite to make it easy to find in the future.

## New Requests

1. Go to the RTO Requests list to enter requests.

Troubleshooting tip:

If your screen looks like this:

The screenshot shows the SharePoint interface in classic mode. The top navigation bar has 'BROWSE', 'ITEMS' (which is highlighted in blue), and 'LIST'. Below the navigation is the 'Office 365' logo and the 'Computercraft' logo. The main title is 'RTO Requests'. On the left, there's a navigation menu with 'Home', 'RTO Requests' (selected), 'Cancellation Requests', 'RTO Quick Links', 'Recent', and 'Recycle Bin'. At the bottom left, there's a link 'Exit classic experience' with a red circle around it. The main content area shows a table with one row: ID 166, Approval Status Approved, Person Taking Sarah PMP. There are tabs for 'Current Requests', 'All Items', and 'Future Requests'.

Click “Exit classic experience”. Everything is designed to work in “Modern” experience.

2. Click on “New item”.
3. Create the request, and then save it.

The screenshot shows the SharePoint interface in modern mode. The top navigation bar has 'Save', 'Cancel', 'Copy link', 'Edit columns', and a close button. The main title is 'Request Time Off System' under 'Public group'. The left navigation menu shows 'Home', 'RTO Requests' (with a red circle around it), 'Cancellation Requests', 'Shared with us', 'RTO Quick Links', and 'Recycle bin'. The main content area shows the 'RTO Requests' list with one item: ID 166, Approval Status Approved, Person Taking Sarah PMP. At the top right of the list, there's a '+ New' button (circled with a red number 2). To the right of the list, there's a 'New item' form. The form fields include: 'Yourself' checkbox (unchecked), 'Start' date 10/14/2020, start time 9:00 AM, 'Hours' dropdown set to 8, 'Days' dropdown set to 5, 'Leave Type' dropdown set to 'Telework', 'Override' checkbox (unchecked), and a note about weekend override. The 'Save' button at the bottom right of the form is circled with a red number 3.

4. The system reviews your request and automatically sends an approval request to your manager if the request is valid. Possible outcomes:
  - If the system determines your request is invalid, you will get an email notification that explains why, your entry will be deleted, and you must resubmit your request with modifications to get it approved.
  - If your manager approves your entry, you will get an email notification. There is nothing more for you to do.
  - If your manager rejects your entry, you will get an email notification. Review the notes provided or talk to your manager to find out why and how to resolve it. Exact duplicates will be flagged and rejected automatically by the system; however, non-exact, possible duplicates may still go to your manager for approval, and your manager may reject any entry that he or she determines is a duplicate, since duplicates are not permitted in the system.

#### Notes

- The system defaults to what is likely to be the most common request - five 8-hour days from 9am-5pm of telework. Change these defaults to reflect your actual circumstances if this is not what you are trying to schedule.
- You cannot schedule RTO on a federal government holiday. If you do, your request will be deleted.
- You cannot schedule RTO on a weekend unless you select the “Override” option.
- If you select more than 1 day, the days are assumed to be consecutive, including weekend days and holidays. Keep the number of days within the same week, unless you intend to include the weekend. The system will delete your request if it includes a holiday.
- If you schedule RTO for more than one day in a single request, the system assumes the same hours and the same type of leave every day. To schedule different hours, or different types of leave, create separate requests.
- If you deselect “Yourself”, then a “Person Taking Leave” field appears. The system only permits yourself, your manager, or a system administrator to submit leave on your behalf. If you try to submit a request for someone else and you are not in one of these roles, the system will delete your request.
- The calendar field may be slow to come up; you can simply type in the date, and it will still work.
- Managers are now able to create an entry on your behalf (e.g. in cases where employee may be on maternity leave or extended leave). Employees can only see entries they create themselves. If a manager creates an entry on your behalf, you will not be able to see it, but it would be found as a duplicate if you tried to submit something for the same days.
- It is possible for the system to take several minutes to process new submissions (up to 5 minutes or longer in some cases) and send the approval request to your manager. However, it should not take over 30 minutes; if after 30 minutes, you have not received a submission confirmation email, nor did you receive an email notification about a problem with your request, then please contact [support@computercraft-usa.com](mailto:support@computercraft-usa.com) for assistance.

## Changes or Cancellations

To cancel or make a correction to an entry:

1. First cancel the original entry; you or your manager (or an administrator) can cancel an RTO request at any stage of the process.
  - a. Note the ID number of the request you want to cancel. You can find this in the “ID” column of most views for the **RTO Requests** list.

ID	Approval Status	P
196	✗ Cancelled	Sa
199	✓ Approved	Sa
200	→ Pending	Sa
201	→ Pending	Sa
202	✓ Approved	Sa

- b. Go to the **Cancellation Requests** list.
- c. Click on “New Item” and enter the ID number of the request to cancel.
- d. Save it.

Request Time Off System  
Public group

Save Cancel Copy link ↗

New item d

ID to Cancel \*

Enter value here

Enter the ID number of the RTO Request that you wish to cancel.

Save Cancel

- e. The system will send you an email when the cancellation is complete. Please wait for this email before submitting an update; the cancellation should happen quickly, but it's possible that if you go too fast, you may submit the new entry before the old one is cancelled, and the new one will then get flagged as a duplicate.

### Notes:

- Cancellations take effect immediately and do not require approval by a manager.
- In some cases, the entry will be deleted entirely when cancelled and will no longer appear in the list of RTO Requests. In other cases, the Approval Status will change to “Cancelled” to show that an entry was cancelled.
- Entries previously approved and reported to NIH will be reported to NIH as cancelled.
- If your manager has not yet approved or rejected your *RTO request*, the *approval request* itself that they received from the system is not cancelled; your manager should reject the *approval request* to close it out. No matter whether approved or rejected, however, the *RTO request* is still cancelled, and nothing will get reported to NIH.

2. Go back to the **RTO Requests** list and submit a new entry with the updated information if you are making a change.

## "Approval Status" Meanings

ID	Approval Status	Person Taking L...
196	✗ Cancelled	Sara
199	✓ Approved	Sara
200	→ Pending	Sara
201		

- Not Submitted: Request has been created but not yet submitted for approval. (You won't see this for long; this status should go away very quickly after you save the entry.)
- Pending: Request has been submitted for approval but not yet reviewed by your manager.
- Approved: Request was approved by the manager and reported to NIH.
- Rejected: Request was rejected by the manager.
- Cancelled: Request has been cancelled. If it was previously approved, then the cancellation has been reported to NIH.

## Views

The screenshot shows the RTOS interface with the 'RTO Requests' list. The 'Approval Status' column is highlighted with a red circle. To the right, a red box surrounds the 'Current Requests' dropdown menu, which includes options like 'All Items', 'Approved Requests', and 'Current Requests' (which is checked).

ID	Approval Status	Person Taking L...	Start
292	→ Pending	Sarah PMP	10/19/2020 9:00 AM
166	✓ Approved	Sarah PMP	11/2/2020 1:00 PM

- All items - All requests you have access to see (employees - just ones you created; managers - all) and all fields that might be of interest for any reason.
- Approved Requests - Requests approved for 21 days past and all future approved requests.
- (Default) Current Requests - Shows all items for today and the next 30 days.
- Future Requests - Shows all items after today.
- Home page view - Shows all future requests starting with today with a few essential fields
- Past Requests - Shows all items before today.

Additional views may be added over time. If a view would be helpful to you and possibly others, please submit a request for it to [support@computercraft-usa.com](mailto:support@computercraft-usa.com), and it will be considered for inclusion.