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Overview

Login Screen

eCORPS can be accessed at https://phsleave.lyceum.com. Before logging into eCORPS, you must read and accept the Rules of Behavior:

Rules of Behavior

For use of
PROGRAM SUPPORT CENTER

ees) that use any networked or standalone PSC System that supports the mission and functions of the Program Support Center and any 3
tation. Actions may range from a verbal or written warning and/or removal of system access for a specific period of time de

HHS Warning Banner

LOG OFF IMMEDIATELY if you do not consent to the conditions stated in the following notice. Otherwise click "Accept" to accept the terms and proceed.

You are accessing a U.S. Government information system, which includes (1) this Computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only.

Accept Decline

After clicking accept you will arrive at the following screen requesting your login credentials.

This document is proprietary and confidential. No part of this document may be disclosed in any manner to a third party without the prior written consent from the Commissioned Corps of the U.S. Public Health Service.
**Username:** For officers, usernames are posted on the Officer Secure Area (OSA) dashboard on the Commissioned Corps Management Information System (CCMIS) website. Commissioned Corps Agency Liaisons and civilian users should receive usernames by email. For more information on obtaining your eCORPS username and who to contact if you have trouble accessing eCORPS for the first time, visit the CCMIS the eCORPS website at [https://dcp.psc.gov/ccmis/eCORPS_m.aspx](https://dcp.psc.gov/ccmis/eCORPS_m.aspx).

**Client ID:** You will not have to enter your client ID every time. The Client ID for the Commissioned Corps of the U.S. Public Health Service (Corps) is 1003.

**Password:** If you have never logged-in to eCORPS, select the “I forgot my password, or first time user” link. If the information you provide on the next screen matches what is in eCORPS you will be able to reset your password.

Later, if you forget your password, select “I forgot my password or first time user” again to reset your password. For security reasons, passwords must be updated every 90 days.

**Forgot Password | First Time User:** This link is for first time users to acquire a password, or for users who forgot their passwords and need to create a new one.

**First Time User | I Forgot My Password**

If you are a First Time user or you forgot your password* eCORPS provides a secure means to reset your password. To utilize this feature, first click on the following link.

![Click to Initiate](image)

Clicking “I forgot my password or first-time user” will change the login screen to the image below.
The information requested must be entered correctly to proceed with obtaining or recovering a password.

1. **Username**
   Officer Usernames are available on the Officer Secure Area (OSA) dashboard. Civilian employees and Commissioned Corps Agency Liaisons should check the eCORPS website for updates on obtaining usernames at: [https://dcp.psc.gov/ccmis/eCORPS_m.aspx](https://dcp.psc.gov/ccmis/eCORPS_m.aspx).

2. **ClientID**
   The Corps clientID is **1003**.

3. **Email Address**
   The email address on record should be the email displayed on your Officer Secure Area (OSA) dashboard. Civilian employees should check the eCORPS website for information on confirming the email address on record at: [https://dcp.psc.gov/ccmis/eCORPS_m.aspx](https://dcp.psc.gov/ccmis/eCORPS_m.aspx).

4. **Security Words**
   This mechanism is aimed at preventing automated attempts to login from unauthorized parties. Simply type in the words displayed in an image. If the image is difficult to read, click on “Try another” image to change the image, and try again.

* Liaison may also reset officer user passwords for their respective agencies. Administrators may reset the passwords for Liaison and for each other.

After entering the information above, correctly. You will be prompted to enter the zip code of your registered address:
If the information is incorrect, the process will need to be restarted and the correct Home Address zip code must be entered. If unsure, contact the Commissioned Corps Helpdesk at: CCHelpDesk@hhs.gov to verify this information.

If successful, click next and you will receive confirmation that a temporary password was sent to the primary email on record:

Click continue again to complete the recovery process, and check your email inbox.
With the temporary password from the received email in hand, return to the login screen, and enter the username along with the temporary password provided by the email:

User will be prompted to come up with a new password to replace the temporary password that was sent by email.

If the new password conforms with the minimum requirements, access to the system is granted. If the password doesn’t conform with the requirements, an error message will display with information about the problem and a prompt to try again.
Elements of the User Interface

The elements on the graphic user interface of eCORPS are designed to help users navigate through their information efficiently. These elements are as follows:

**Drawers / Home Screen Buttons**

![Home Screen Buttons](image)

The buttons in the Home Screen contain information about users or the company which are functionally grouped together. For example, **My Profile** will contain portfolios (tabs) and data related the user’s self-service profile, from payment information, tax, personal information and demographic data.

**Portfolios / Tabs**

Clicking most buttons on the Home Screen will take the user to a new screen that may look like the example below. The Portfolios are navigated by clicking on the tabs highlighted. In some cases, there may not be any tabs if the section only has a single portfolio. Examples are because the Home Screen button (Drawer) led to a single Portfolio, or most of the cases when drilling down on ‘drillable’ information.
Analytics

Analytics are the ‘dashboard’-like areas that take most of the screen when in a portfolio.

Most of a portfolio’s data is contained within the analytic, which is the larger space to the right of the screen often over a white background. This area contains units of grouped information called Gadgets.

If there is more than one analytic within the selected portfolio, there will be a list to the left of the screen.
Gadgets

Data within an analytic is often grouped in clusters called Gadgets. These gadgets are often closely related, such as Hire Information, or Primary Position Information. They often have a header, but not necessarily always. Sometimes gadgets can be a single item under a header, but usually, a gadget is everything within a section with a header.

‘Gadgets’ is a term used to describe units of information that are tightly related. Think of it as “buckets” of data. Another reason to group these elements of data into a unit is how eCORPS allows for the modification of this data.

These buckets of data, or gadgets may or may not be editable by the user viewing them. For example, although users are able to view their Hire Information on their self-service account, they will not be able to make any changes to it. However, an admin user can make changes.

When in edit mode, editable gadgets will be marked by a yellow overlay. Clicking on these “editable gadgets” will allow the user to modify the content in place, or initiate an “experience.” More on that in the sections below.
Navigation Bar

The Navigation Bar is always at the top of the screen in eCORPS. This bar lets the user know where in eCORPS you are, such as Home -> Human Resource: Workforce -> (Name of user): (Portfolio).

As the user drills down into sections, the new section will be displayed last in this path or Navigation Bar.

The HOME tab is always on the far left. You can return to the Home Screen, or any of the screens visited, by selecting the corresponding tab.

Interaction Bar

Now that you understand what most elements of the Graphic User Interface are, let’s view how to interact with them.
The interaction bar has 3 icons:

![The lock icon.](image)

When the user can modify information, this icon will display. Clicking on it will unlock ( 锁 ) the data and enable a yellow overlay (“glass”) on those gadgets that can be edited. You can only update information and send leave requests when you click on the lock icon and it displays as unlocked.

![The lock icon](image)

The 锁 icon will be available only when there is information that can be modified. This will depend on factors such as user authority and the type of information. Some information may be edited in some gadgets but not in others. As an example, the personal profile gadget may be edited in the Personal Info portfolio analytic, but not anywhere else.

![The Print icon](image)

The Print icon.

This will allow the user to print specific gadgets or sections of the analytic.

![The Refresh icon](image)

The Refresh icon.

Clicking on the refresh icon will refresh the analytic. This is useful when the user is expecting a change to happen in the data contained in the analytic. For example, the user might be waiting for a background process to finish before information is reflected in the analytic. Clicking refresh will display that change once it is finished.
Global Bar

This section is comprised of 2 icons. One of them is a calendar and the other one is the Logout button.

This icon is only for payroll and Commissioned Corps Headquarters (CCHQ) administrative use.

This icon logs the user out of the system. Part of the security of eCORPS is to automatically log-out the user after several minutes of idle time. However, if the user needs to manually log out immediately, he or she can click on this icon to make it so.

Workflow Engine

Transactions in eCORPS, such as leave requests and approvals, are implemented as a workflow transaction between users, such as requesters and their approvers. This allows for task distribution efficiently, while keeping track of responsible parties, due dates, and completion.

Administrative Tasks & Leave Management

Accessing an Officer’s Profile

From the Home Screen, click on the Company button.

Then, selecting the corresponding agency from the list (the filtering option [1] may be used).
Clicking on the corresponding agency will provide a list of all the officers within that agency and under the Liaison’s responsibility.

Clicking on an officer from the list will access that officer’s portfolio, where limited information relevant to the Liaison’s responsibility will become visible.

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**Resetting an Officer’s Password**

It’s a common occurrence to lose, or forget a password. A Liaison may reset an officer’s password from the officer’s portfolio. See instructions on the section above on how to access an officer user’s portfolio.

Click on the **user account** tab.

![User account tab](image)

You will see two squares on right side of the **user account** tab:

![Editable squares](image)

Click over the lock icon, to turn these two boxes editable.

![Editable box](image)

Click on the first box (Reset Password) to begin the password reset process.
Once “reset” has been clicked and confirmed, a temporary password will be sent to the officer’s email on record. This temporary password will allow the officer to access the account and create a new password.

**Assigning and Delegating Responsibility.**

It is possible for Liaisons to create approver responsibilities for an officer under their supervision. To do this the Liaison must first access an officer’s profile: Employment tab, Assigned Responsibility analytic.

1. **Responsibilities of parties in [The selected user/employee]:**
   
   This first option will allow you to view and change officers the selected user is responsible for (i.e. Leave Management and Leave Approval)

2. **Responsibilities over the scope of [The selected user/employee]**

   The second option will allow you to assign responsible parties to the selected user (i.e. Leave Management and Leave Approving Officials).

In other words, the first option will provide a list of the user’s officers to manage in a responsibility item. The second option will allow the user to choose someone else to manage this user.

As an example. We have selected Joanna Snow as our subject. Clicking on the first option:
Will prompt us with a list of responsibilities that Joanna Snow is going to be responsible for.

Liaisons are able to create responsibilities for the users in their agency, and admin users are able to do so for all users.

![Image of the eCORPS interface with actions to edit and remove responsibilities]

The steps above are:
1. Unlock
2. Add a new rule (Responsibility rule)
3. Edit an existing Rule
4. Remove an existing Rule

In the example above, Joanna already has an **Approval Task** responsibility over Nick Smarts, which was previously set.

We can click on the [3] icon to modify the values of this specific rule or responsibility.

![Party that will be responsible for this action with fields for Responsible Type, Responsible Party, Scope Type, Scope Focus, Allow Redirect, Allow Delegate, and Lock Days After Due]

Or we could click on the [4] icon to remove the responsibility rule.
The leave supervisor may also assign another officer to oversee Joanna, then you’d choose the second button, instead of the first one. This will allow the admin or leave supervisor to assign someone else to be responsible for the officer (Joanna in our example).

<table>
<thead>
<tr>
<th>Responsibilities of parties in SNOW, JOANNA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Responsibilities over the scope of SNOW, JOANNA</td>
</tr>
</tbody>
</table>

In short: The first button allows for for the user to ASSIGN the officer to supervise others. The Second button in contrast allows the user to choose another officer to supervise the subject in the profile.

**Delegate Responsibility**

An admin or liaison is also able to toggle the authority for a user to delegate or redirect responsibility.

<table>
<thead>
<tr>
<th>Restriction on Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allow Redirect: Yes</td>
</tr>
<tr>
<td>Allow Delegate: Yes</td>
</tr>
<tr>
<td>Lock Days After Due:</td>
</tr>
</tbody>
</table>

When modifying an existing rule or creating a new one, You will notice that the last section **Restriction on Responsibility** allows the admin or Liaison to allow redirection or delegation.

Toggling to **Yes** will allow that user to redirect responsibilities or delegate responsibilities on other officers.

**Reassigning a Leave Approver**

To re-assign a leave approver, the steps follow the same as the ones for **Assigning a Leave Approver** from above. What is different is that once we get to the list of people who are approved, or people who the user approves, we have to remove the row entry (🎪) from the list and assign a new one. At the present time this can only be accomplished one at a time.
Once we remove a subject from someone’s responsibility, we can create a new record that includes the new subject of responsibility.

This can be done in multiple ways. Remember the section above when we explained that in the **Assigned Responsibility** analytic we had 2 options:

1. Assign someone for the user/employee to oversee
2. Assign someone to oversee the user/employee

Likewise, when it comes to re-assigning we can do it within the records of either the approver or requestor.
Review Existing Leave Balance

Access an officer’s profile as shown above. From the Home Screen, click on the **Company** button.

Then, selecting the corresponding agency from the list (the filtering option [1] may be used).
Clicking on the corresponding agency will provide a list of all the officers within that agency and under the Liaison’s responsibility.
1. **Leave Balance**
   The *Leave Balance Gadget* will provide valuable information about the status of the user’s leave balance. This table is comprised of 4 columns of information:

2. **Leave Type**
   Current Leave Types available are:
   a. Administrative
   b. Annual
   c. COT (Consecutive Overseas Tour)
   d. Emergency
   e. Maternity
   f. Paternal
   g. Permisive
   h. Respite
   i. Sick
   j. Station

3. **Beginning Balance**
   The beginning balance is the unused leave balance carried over from the previous year.

4. **Current Period Activity**
   These are changes in the balance for the current period. These are any accrual, forfeiture, or leave approved and taken during the current period.

5. **Anticipated Leave Balance**
   This number reflects the calculation of the beginning balance subtracting any current period activity. This balance includes pending requests for the current period, days accrued and days forfeited.)

---

<table>
<thead>
<tr>
<th>Leave Type</th>
<th>Beginning Balance</th>
<th>Current Period Activity</th>
<th>Anticipated Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sick</td>
<td>Usage since 1/1/2017 is 0 Days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maternal</td>
<td>Usage since 1/1/2017 is 0 Days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Paternal</td>
<td>Usage since 1/1/2017 is 0 Days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Station</td>
<td>Usage since 1/1/2017 is 0 Days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Administrative</td>
<td>Usage since 1/1/2017 is 0 Days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Emergency</td>
<td>Usage since 1/1/2017 is 0 Days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Permissive</td>
<td>Usage since 1/1/2017 is 0 Days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Respite</td>
<td>Usage since 1/1/2017 is 0 Days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>COT</td>
<td>Usage since 1/1/2017 is 0 Days</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Clicking on a Leave Type row (Sick, Maternity, Administrative, etc.) in the Leave Balance gadget will provide the user with a more detailed page about that specific leave type. Information for each leave type includes the beginning balance, leave adjustments, leave accrued, leave taken, leave forfeited, and the ending balance as seen below.

![Leave Balance Gadget](image1)

Pending and Future Leave Requests / Leave Activity

![Pending and Future Leave Requests](image2)

This section will provide a list of future and past Leave activity. The Pending and Future Leave Requests reflects the Leave Type, approval, Start Date, End Date and Days Taken that are still pending, or scheduled for a future Date.

Expanding the Pending and Future Leave Request gadget will show additional information about that specific request, such as emergency contact information.

![Pending and Future Leave Requests Details](image3)
Leave Activity
Below displays a historical list of all the leave approved and taken by the user during the current month’s pay and leave period.

<table>
<thead>
<tr>
<th>Leave Type</th>
<th>Approval</th>
<th>Start Date</th>
<th>End Date</th>
<th>Days Planned</th>
<th>Days Approved</th>
<th>Days Taken</th>
<th>Confirmed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual</td>
<td></td>
<td>10/16/2018</td>
<td>10/16/2018</td>
<td>1.00</td>
<td>1.00</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Annual</td>
<td></td>
<td>10/16/2017</td>
<td>10/21/2017</td>
<td>6.00</td>
<td>4.00</td>
<td>4.00</td>
<td>No</td>
</tr>
<tr>
<td>Annual</td>
<td></td>
<td>10/12/2017</td>
<td>10/12/2017</td>
<td>1.00</td>
<td>1.00</td>
<td>1.00</td>
<td>No</td>
</tr>
</tbody>
</table>

- **Leave Type**
  Displays the type of leave taken.

- **Approval**
  A PDF leave approval form for viewing. This form provides details about the leave request and its approval.

- **Start Date**
  Leave Start Date.

- **End Date**
  Leave End Date.

- **Days Planned**
  These are the day/units originally requested by the officer.

- **Days Taken**
  These are the days/units approved for the office, by the Leave Approver.

- **Confirmed**
  This column specifies how many days/units from this request have been confirmed via the confirmation process. The confirmation process is initiated by the leave administrator with the purpose of confirming that a leave that was requested, and approved was in fact taken by the officer.
Approving Leave

Determining Leave Approver
In order to determine whose leave requests are under your responsibility as an administrative user, or leave approver. You must click on the My Responsibilities button:

You will see those officers that are under your responsibility for leave approval.
Receiving a Leave Request Task

When a user requests leave or changes an approved leave request, a Task will display on the leave approver’s home screen. An email alert is also automatically sent to the leave approver.

Clicking on the Task Button will bring up a list of pending tasks. In the case of a Leave Request it will show up as a row of information about the task.

The row will include the type of task, subject (user involved in the task requesting officer’s name), location, notes and the due dates. To view and manage the request, click on the button.
Understanding the ‘Leave Approval Experience’.

After clicking the on a Leave Request row under the Task section, a Task Approval experience will commence.

The following information will display on the Approval Window:

1) The requestor’s Upcoming Balance: This information is based on the leave request activity. It will display the time requested during this session.

2) Summary of Requested Leave: This gadget will display the following:
   a) A list of the type of leave requested
   b) The days requested, or changes to a current leave
   c) Contact information for the user while on leave
   d) Any remarks from the leave approver to the requestor if they choose to reject.

3) Reject OR Approve: These two buttons will allow for the leave approver to either REJECT or APPROVE the current leave request.
Rejecting a Leave Request

There are various reasons to reject a leave request. The requested dates may be incorrect, or unavailable, or the administrator or approver may not be able to approve due to schedule or prior arrangements.

The approver may reject a leave request, and in doing so must provide a remark.

Remarks

I thought we were going to work on project X next Tuesday & Wednesday, please review and re-submit again.

Upon rejecting a Leave Request, eCORPS will return the request as a rejection to the requesting officer. A new task will display on the officer’s Home Screen and he or she will receive an email alert.

The Leave Approver’s request for leave correction or reasoning as to why the leave was rejected will show in the task.

The requestor will click on to view the approver’s remarks regarding the rejection. The officer will have the opportunity to address the correction request or rejection.
The user will have the opportunity to review the summary of the request once more, and attach a new remark if necessary.

After clicking on **Submit Request**, the request will go back to the approver for another review. If the request is now correct, the approver may approve the request, or reject it if necessary.
**Approving a Request**

If the Leave Request seems correct and satisfactory to the Leave Admin, or assigned Approver, then he or she will be able to simply click on **Approve** and finish the workflow.

The requestor will receive an email notification that the leave was approved. The balance in his or her Leave Portfolio will reflect the approved pending leave.

After the leave is taken, the leave will also appear under the **Leave Activity** gadget at the bottom of the Leave Portfolio Analytic.
Workflow Activities

After the user completes a leave request the process can be tracked by going to the Workflow Activities button at the Home Screen.

There, officers are able to see a record of the leave request transaction that they just submitted. Clicking on a row will provide additional details such as who is their Leave Approver. This section will provide information about any transaction that has initiated a workflow. That is to say a transaction that is waiting for an interaction from another user. These transactions are often those that require approval, confirmation, or an action by a second, third, or fourth user if needed.
My Responsibilities Function

The **My Responsibilities** section allows Leave Approvers to see those people for which they are responsible.

After clicking on **My Responsibilities** a list will display officers assigned to the Leave Approver.
Glossary

Analytic list: Found on the left-hand side of a portfolio when more than one analytic is contained there.

Analytics: The dashboard-like areas that take most of the screen when in a portfolio; usually a large space over a white background where most of a portfolio’s data is contained.

Anticipated leave balance: The calculation that reflects the beginning balance minus any current period activity (including pending requests).

Beginning balance: The leave balance at the beginning of the period (these cycles are month to month).

Client ID: A unique set of numbers specific to your organization to identify it within our system.

Current period activity: Changes in the balance for the current period; any accrual, forfeiture, or leave taken that has been approved in the current period.

Drawers: The rectangular buttons you see on the Home Page containing information about users or the company which are functionally grouped together. Examples: Tasks, Notifications, Workflow Activities

Gadget(s): Data within an analytic that is grouped in clusters and closely related. Examples: Hire Information, Primary Position Information

Glass: The yellow overlay that appears over modifiable data.

Global bar: A two-icon section comprised of a calendar and a logout action button.

Interaction bar: A three-icon bar located in the upper right corner of the screen that allows the user to modify editable data, print gadgets, or reload the analytic.

Leave balance gadget: Provides information about the status of the user’s leave balance

Leave certification: An action capturing an officer or leave requestor’s agreement to a period of leave taken.

Leave type: Types of available leave. Examples: Admin leave, Annual leave, Maternity leave

Navigation bar: Found at the top of the screen in eCORPS; displays to the user their exact location in the system. Example: HomeàHuman Resource: Workforceà(Name of user): (Portfolio)

Officer Secure Area (OSA): A section of the dashboard only accessible to officers; civilian employees prohibited

Portfolio: A tab or tabs within a drawer that contain related data. Example: My Profile: Payment Information, Personal Information, Demographic data

Read-only gadget: A gadget that is not modifiable, depending on the authority of the user.

Rules of Behavior: An outline of acceptable terms and consenting conditions in order to access the portal.

Transaction: An action that relates to a real work event. Examples: leave requests, leave approvals.