Commissioned Corps of the U.S. Public Health Service
Electronic Commissioned Officer Resources Processing System (eCORPS)

Leave Request System

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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

...rules that use any networked or standalone PSC System that supports the mission and functions of the Program Support Center and any...the level of infraction. 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 use only by Government-authorized use only

Accept Decline

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

![Password Reset Authentication](image)

If the information is incorrect, the process must be restarted and the correct home address zip code must be entered. If unsure, contact the Commissioned Corps Helpdesk at: [CCHelpDesk@hhs.gov](mailto: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:

![Password Reset Success](image)

Click continue again to complete the recovery process, and check your email inbox.

![Email with temporary password](image)
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 email.

You will be prompted to enter a new password.

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**

![Screenshot of eCORPS user interface with various buttons like Tasks, Workflow Activities, Notifications, and My Profile]

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.

<table>
<thead>
<tr>
<th>Multiple Gadgets</th>
<th>Single Gadget</th>
</tr>
</thead>
<tbody>
<tr>
<td>Items within the Hire Information header, are actually multiple gadgets</td>
<td>Here, all the items under “Primary Position Information” are a single gadget</td>
</tr>
</tbody>
</table>

‘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.

  When the user can modify information, this icon will display. Clicking on it will unlock (🔒) 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 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.

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

- 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.

Review Existing Leave Balance

Clicking the My Profile button will take the user to their Leave ‘Portfolio’ where they will be able to review their leave information.
### Leave Balance

<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>

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. Permissive
   - 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.)
Clicking on a Leave Type in the Leave Balance gadget will provide the user with a more detailed page about that specific leave type, including the beginning balance, adjustments, accrued, taken, forfeited amount, and the ending balance as seen below.

<table>
<thead>
<tr>
<th>Period Beginning</th>
<th>Beginning Balance</th>
<th>Adjustments</th>
<th>Accrued</th>
<th>Taken</th>
<th>Forfeiture</th>
<th>Ending Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

No items to show

Pending and Future Leave Requests / Leave Activity

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.

<table>
<thead>
<tr>
<th>Leave Type</th>
<th>Start Date</th>
<th>End Date</th>
<th>Days Requested</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual</td>
<td>09/01/2017</td>
<td>09/30/2017</td>
<td>3</td>
</tr>
<tr>
<td>Address</td>
<td>j. bethesda, md 20814 US</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Phone</td>
<td>4</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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Leave Activity
Displays a historical list of all the leave approved and already taken by the user during the monthly pay and leave period.

<table>
<thead>
<tr>
<th>Leave Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leave Type</td>
</tr>
<tr>
<td>Annual</td>
</tr>
<tr>
<td>Annual</td>
</tr>
<tr>
<td>Annual</td>
</tr>
</tbody>
</table>

- **Leave Type**
  These are the Leave types available.

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

![United States Public Health Service Proof of Leave Approval](image)

- **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 the by the officer.

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Requesting Leave

Initiating the Request

Clicking on the Leave Request button to the left of the user home screen, is a quick shortcut for the user to quickly request Leave.

Another way to request leave is on the Leave Portfolio (described in the section above). When the user unlocks the Analytic within the Leave Portfolio by clicking the icon, then clicking over the yellow overlay (glass) over the Leave Balance.
Leave Request Experience

The Leave Request Experience, is a simple 2-step process that allows the user to quickly select the type of leave from the following buttoned list [1]:

and then click on the day they would like the leave to be applied to by clicking on the desired day in the calendar [3].

To the left of the calendar the user will have a list of the *Upcoming Balance* to the Leave Balance. This will allow her to keep track of future changes while scheduling new Leave.

A typical Leave Request would be as simple as:

Clicking the Leave Type Button. The pointer will become a Plus sign, then click on the day and done!
Clicking *Next* after having selected the *Leave Type* and days requested, will take the user to the following screen:

![Screenshot of Request Submission](image)

<table>
<thead>
<tr>
<th>Summary of Requested Leave</th>
<th>Relevant Information</th>
</tr>
</thead>
</table>
| **Jan 2017** Monday Jan 2nd - Federal Leave Balance 1 days Tuesday Jan 3rd - CDT 1 days | **Phone No:** 566-234-2342  
**Address:** 1234 Avenwood Rd  
**City:** Saint Paul  
**State:** Minnesota  
**Zip Code:** 44123  
**Remarks:** The following is the information and address where I can be located at during my leave.  
*Mandatory fields* |

The *Summary of Requested Leave* will provide a summary of the Leave requested. The *Relevant Information* will provide fields for emergency contact information where the Leave Requestor will be staying during his or her leave. This also includes remarks specific to this leave request.
Changing a Pending Leave Request

It is possible for the user to change a Leave Request that is being processed and has a pending status. In order to do so the user must access the Leave Portfolio in My Profile [2] or access the Leave Experience directly [1] via the shortcut on the left.

My Profile Route

This route will take the user to the Leave Portfolio for a full overview of both leave taken and leave pending. Clicking the icon will allow the user to modify the contact information for the leave, or jump to the Leave Experience to make modification on either the type of leave or days taken.
Click on the Pending and Future Leave Request right after unlocking the analytic ( ) to view the contact information for leave in pending request:

The pencil icon will allow for the user to change the contact information of the leave.

Or instead, click on the Leave Balance gadget above to enter the experience and make changes directly to the type and days requested.

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Leave Balance

For period beginning:

<table>
<thead>
<tr>
<th>Leave Type</th>
<th>Beginning</th>
<th>Current Period Activity</th>
<th>Anticipated Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paternal Leave</td>
<td>07/10/2017</td>
<td>07/10/2017</td>
<td>1</td>
</tr>
<tr>
<td>Admin Lv</td>
<td>07/07/2017</td>
<td>07/07/2017</td>
<td>1</td>
</tr>
<tr>
<td>Respite</td>
<td>07/06/2017</td>
<td>07/06/2017</td>
<td>1</td>
</tr>
<tr>
<td>Medical</td>
<td>07/05/2017</td>
<td>07/05/2017</td>
<td>1</td>
</tr>
</tbody>
</table>

Pending and Future Leave Requests

<table>
<thead>
<tr>
<th>Leave Type</th>
<th>Appr</th>
<th>Start Date</th>
<th>End Date</th>
<th>Days Taken</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paternal Leave</td>
<td></td>
<td>07/10/2017</td>
<td>07/10/2017</td>
<td>1</td>
</tr>
<tr>
<td>Admin Lv</td>
<td></td>
<td>07/07/2017</td>
<td>07/07/2017</td>
<td>1</td>
</tr>
<tr>
<td>Respite</td>
<td></td>
<td>07/06/2017</td>
<td>07/06/2017</td>
<td>1</td>
</tr>
<tr>
<td>Medical</td>
<td></td>
<td>07/05/2017</td>
<td>07/05/2017</td>
<td>1</td>
</tr>
</tbody>
</table>

Click the Leave Balance Gadget to enter the Leave Request experience (below) which will allow you to “reselect” a type:

- Annual
- Sick
- Maternal
- Paternal
- Station
- Administrative
- Emergency
- Permissive
- Respite
- COT

And then X out a pending leave or add a new day for that specific leave.

Once satisfied with the changes, the user will then proceed to finalize the request just like the first time the leave was requested, and await for approval.
Correcting a Rejected Leave Request

If an individual has submitted a leave request, the approver will see the request in both “Tasks” and “My Responsibilities.”

In “My Responsibilities,” the requests will appear as Leave Approval Subjects and will be listed here.

In “Tasks,” the requests appear here.

The approver has the ability to either approve or reject the submitted request.

If a request was rejected, the request will go back to the individual so that they may make any necessary changes. The rejected request workflow will appear in the subject’s “Tasks.”

After modifying your request, the leave must be re-submitted to the approver (as with the original request). The approver must then re-approve the re-submitted request.
Confirming Leave Requested

A nightly background scan will check approved leave for which the requested and approved dates are in the past. The leave confirmation scan will then generate tasks that are assigned to leave requesters to confirm that the approved leave had been taken.

A separate leave confirmation task is generated for each approved leave request for which the leave period has passed.

The confirmation task will remain in the requestor’s task list until all days in the request have been confirmed. If there are any dates in the task that need modification the confirmation task will create a new request that is sent for approval. Any unconfirmed dates associated with that request will remain open until they have been confirmed.
Workflow Activities

After requesting leave, officers can keep track of the leave by going to their *Workflow Activities* button at their Homepage.

There, officers can see a *record* of the leave request transaction that they just submitted. Clicking on the row will provide additional details, such as the Leave Approver.
Leave Certification

Respond to a Leave Certification Request

Officers are required to certify their leave balance annually. This usually happens at the end of the leave year. The user will receive a task to complete the certification.

A list of the leave balance and leave taken will be displayed on the next screen. Review the list, and if satisfied that the request leave is correct, then click on Certify Leave.
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 the eCORP system; 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 consent conditions in order to access the portal.

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