



System User Guide

School/Department Administrator Guide to Sickness Absence

We realise this formatting may not be accessible for all – to request this document in an alternative format please email hrhelpline@ed.ac.uk.

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Introduction

This guide covers key tasks for School/Department Administrators in the 'Sickness Absence' system process. It is related to the Process User Guide for Sickness Absence which is linked below.

[Guide to Sickness Absence](#)

The Process User Guide provides supporting guidance on all aspects of the sickness absence process.

Before You Start

- Please review the relevant HR policy for the absence type being processed and work within the guidelines stated. The HR absence policies can all be reviewed on the [Leave and Absence Policies](#) webpage.
- Periods of absence are subject to monitoring in line with the HR policy.
- Each absence type has a section to record comments. This should be completed with additional information as relevant. Please ensure that any notes added are kept professional and in line with GDPR regulations, noting that an employee can request to see any information that is held on the system for them.
- Most absence types cannot overlap with each other. If this occurs, an error message will display on screen when the absence is submitted. This will prevent the absence from being processed until the overlap has been resolved. There is one exception to this: when a sickness absence is entered without an end date, future planned annual leave dates do not need to be deleted.
- If an absence period needs to be extended, please ensure to edit the existing absence instead of adding on a new one. This prevents multiple absences being reported for one event for sickness and monitoring purposes, which can lead to further issues with payroll processing.
- To amend a sickness absence follow the guidance within in the section below '[How to End an Open Sickness Absence](#)'.

Reports

To support the Absence Management policy the following three absence review reports have been developed as a management tool and will be emailed directly to the employee's line manager. Managers will only receive an email if there is data to report.

- Weekly Open Sickness Absences Report – all instances of sickness absence which do not have an Absence End Date on the day the report is run
- Monthly Sickness Absence Review for 10 or More Intermittent Days in a rolling 12-month period
- Monthly Sickness Absence Review for 3 or More Periods in a rolling 6-month period

If an employee has more than one assignment, all line managers for the employee will be sent the report.

The three reports have been developed as a management tool to allow managers to monitor and review attendance levels of staff and support staff health and wellbeing. It may not always be the case that action has to be taken on receiving one or more of the three absence reports. The information in the report should be reviewed and considered in line with the Absence Management Policy and Absence Management guidance for Line managers. Advice should be sought from your local HR Partner before taking any formal action.

The Absence review reports are also available through the Absence Report app in People and Money and can be run at any time. The reporting period will mirror the report sent to the line manager. Further details are available in the guide '[How to view Absence Reports](#)'.

The Open Absences Report will be sent each Monday, to line managers who have a direct report flagged as being off with sickness absence (e.g. currently have the open absence box ticked) in People and Money. If an employee has more than one assignment, all line managers for the employee will be sent the report. An open-ended absence must be closed off when the employee returns to work.

The Monthly Sickness Absence Review for 10 or More Intermittent Days in a rolling 12-month period will be sent on the first day of the month where a direct report meets the review point in the reporting period.

The Monthly Sickness Absence Review for 3 or More Periods in a rolling 6-month period will be sent on the first day of the month where a direct report meets the review point in the reporting period.

In Brief

This section is a simple overview and should be used as a reminder. More detailed information on each outcome is provided later in this guide.

How to Log a Sickness Absence for an Employee

1. From the homepage select the **My Client Groups** tab, **Show More**, scroll down to the **Absences** section and click on the **Absences and Entitlements** app.
2. Search for appropriate employee and click on their name to continue.
3. Under the **Existing Absences** tab, click on the **+ Add** button.
4. Select **Sickness** from the **Absence type** drop down list.
5. Enter the **Start Date**, **Start Date Duration**, **End Date** and **End Date Duration** where known. Alternatively, click on the **Open ended** toggle if the return date is not known at this stage.
6. Select a relevant **Reason** for the sick leave from the list of options available in the drop-down menu.
7. Add any relevant **Comments** if applicable. The date of an informal back to work discussion can be captured here.
8. Click on **Add Attachment** to upload any relevant documents if applicable.
9. Please disregard the **Legislative Information** and **Additional Information** fields at the bottom the page – you do not need to complete these.
10. Click on the **Submit** button.

How to Add a Self Certificate/Return to Work Form for an Employee

1. From the home page click on **My Client Groups** and **Show More**.
2. Under the **Employee** section, click on **Document Records**.
3. Search for the employee and click on their name to select.
4. Click on the **+ Add** button.
5. Select **Self Certificate (RTW Form)** from the **Document Type** drop-down list.
6. Enter the **Name**. This should be unique to the employee e.g. their name and the date.
7. Enter the **Number** to be allocated to the document (a sequential number – 1 if it's the first document to be uploaded, 2 for the second etc).
8. Record the **From Date** and **To Date** that the form covers the employee for.
9. Drag the file into the **Attachments** box or alternatively click on the **Hyperlink** to upload the document from where it is saved to.

Note: Please ensure both sides of the Self Certificate have been scanned and attached.

10. Click on the **Submit** button.

How to Add a Fit Note for an Employee

1. From the home page click on **My Client Groups** and then **Show More**.
2. Under the **Employee** section select **Document Records**.
3. Search for the employee and click on their name to select.
4. Click on the **+ Add** button.
5. Select **Fit Note (Medical Certificate)** from the **Document Type** drop-down list.
6. Enter the **Name**. This should be unique to the employee e.g. their name and the date.
7. Enter the date it was **Issued On**.
8. Record the **From Date** and **To Date** that the form covers the employee for.
9. Drag the file into the **Attachments** box or alternatively click on the **Hyperlink** to upload the document from where it is saved to.

Note: Please ensure both sides of the Fit Note have been scanned and attached.

10. Click on the **Submit** button.
11. Return the original Fit Note back to the employee.

How to Log a Phased Return for an Employee

1. From the homepage select the **My Client Groups** tab, **Show More**, scroll down to the **Absences** section and click on the **Absences and Entitlements** app.
2. Search for appropriate employee and click on their name to continue.
3. Under the **Existing Absences** tab, click on the **+ Add** button.
4. Select **Phased Return** from the **Absence Type** drop-down menu.
5. Enter the **Start Date**, **Start Date Duration** (Full Day/Half Day), **End Date** and **End Date Duration** (Full Day/Half Day).
6. Add any relevant **Comments** if applicable.
7. Click on **Add Attachment** to upload any relevant documents.
8. Against the **Additional Information** section, enter the start and end date of the first week of the phased return arrangement in the **WK1 Start Date** and **WK1 End Date** fields.
9. Select the **WK1 Type of Change** option from the drop-down list as applicable.
10. Capture the **WK1 New working hours (if applicable)** to record the agreed work pattern for the week. Where **Change to duties/workload** or **Change to workload** options were instead selected, record the relevant details in the **WK1 Any further detail** field.
11. Repeat steps 8 – 10 for up to an additional 5 weeks as applicable, in the respective fields.
12. Click on the **Submit** button.

How to End an Open Sickness Absence

1. From the homepage select the **My Client Groups** tab, **Show More**, scroll down to the **Absences** section and click on the **Absences and Entitlements** app.

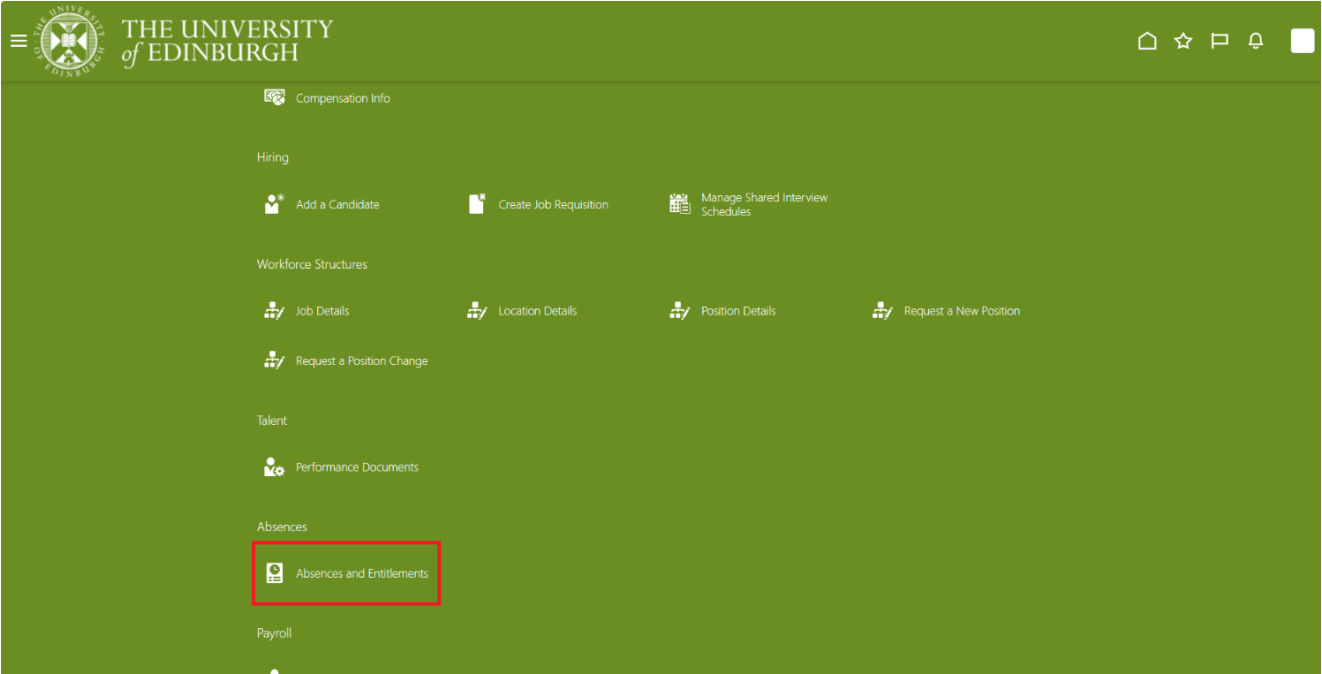
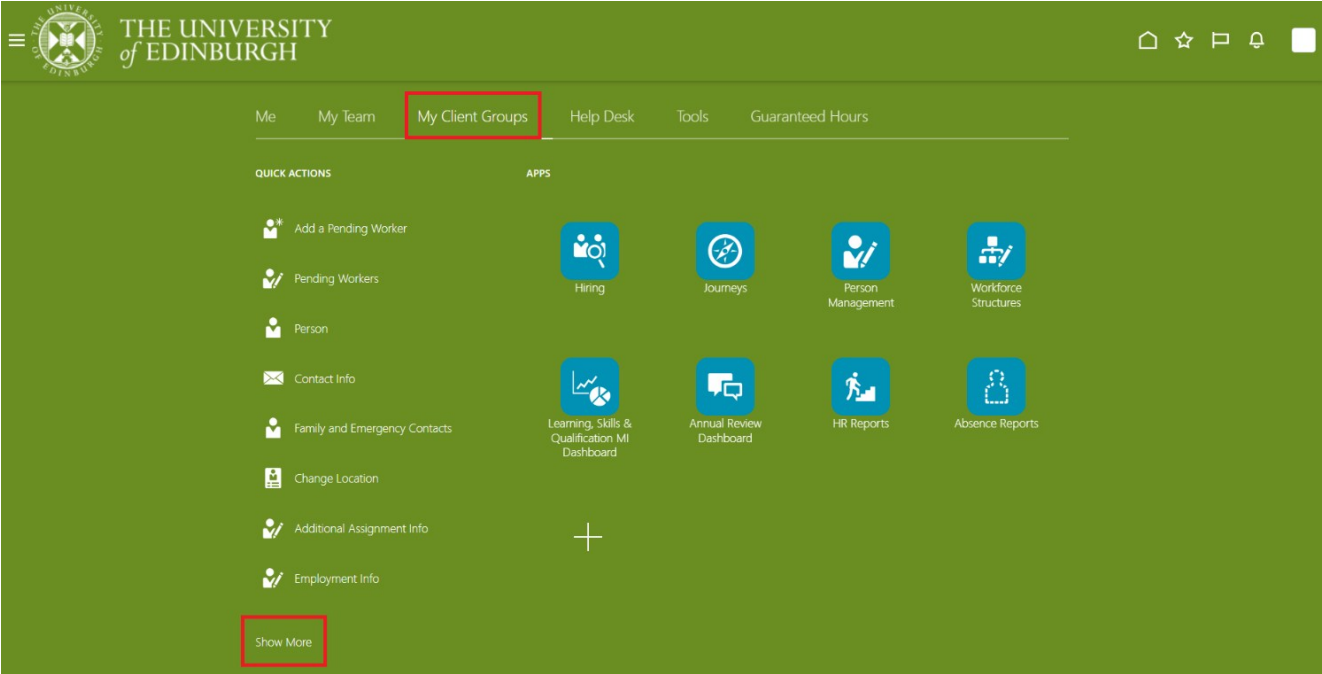
2. Search for appropriate employee and click on their name to continue.
3. Click on the open sickness absence.
4. Click on the **Open ended** toggle to change it from blue to grey.
5. Enter the absence **End Date**.
6. Click on the **Submit** button.

In Detail

This section provides the detailed steps and includes relevant screenshots from the system.

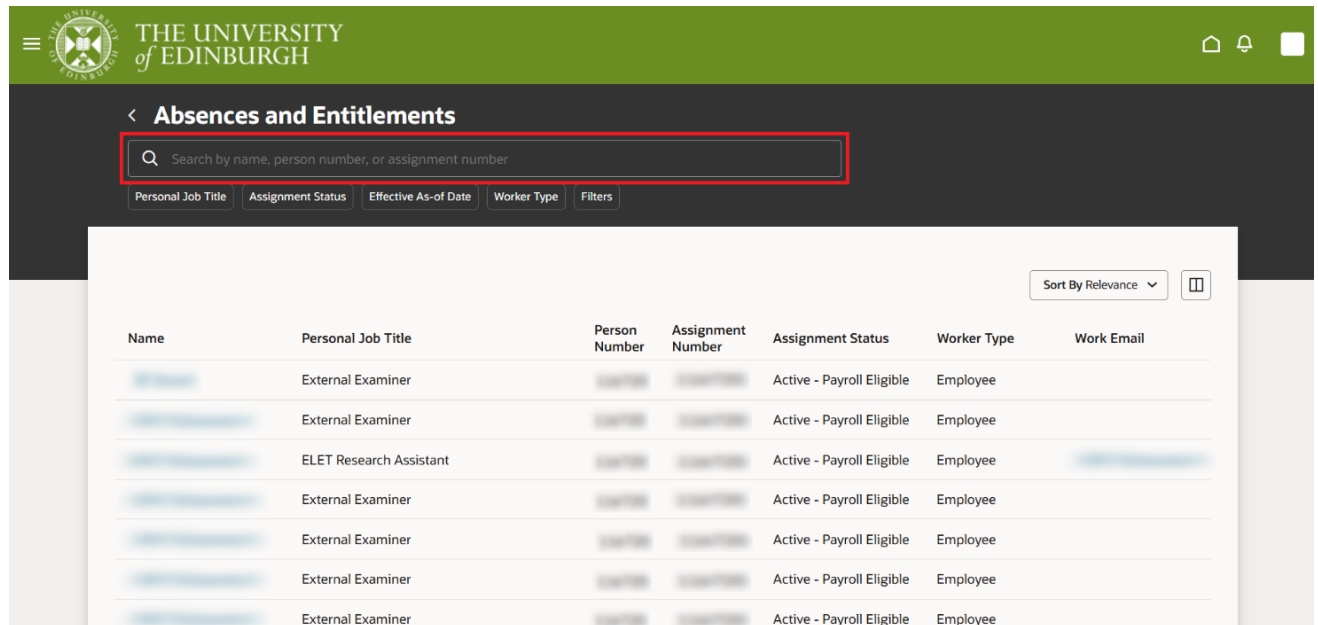
How to Log a Sickness Absence for an Employee

- 1. From the homepage click on the **My Client Groups** tab, **Show More**, scroll down to the **Absences** section and select the **Absences and Entitlements** app.



2. Type the employee's Name, Person Number or Assignment Number into the **Search bar** and click on their name to continue. You can use the **filters** below the Search bar to refine your search.

Note: Inactive assignments are visible in the **Absences and Entitlements** app. If you select an inactive assignment, an error may appear. To ensure you are selecting an active assignment, you can change the **Assignment Status** filter below the Search bar to '**Active – Payroll Eligible**'.



Absences and Entitlements

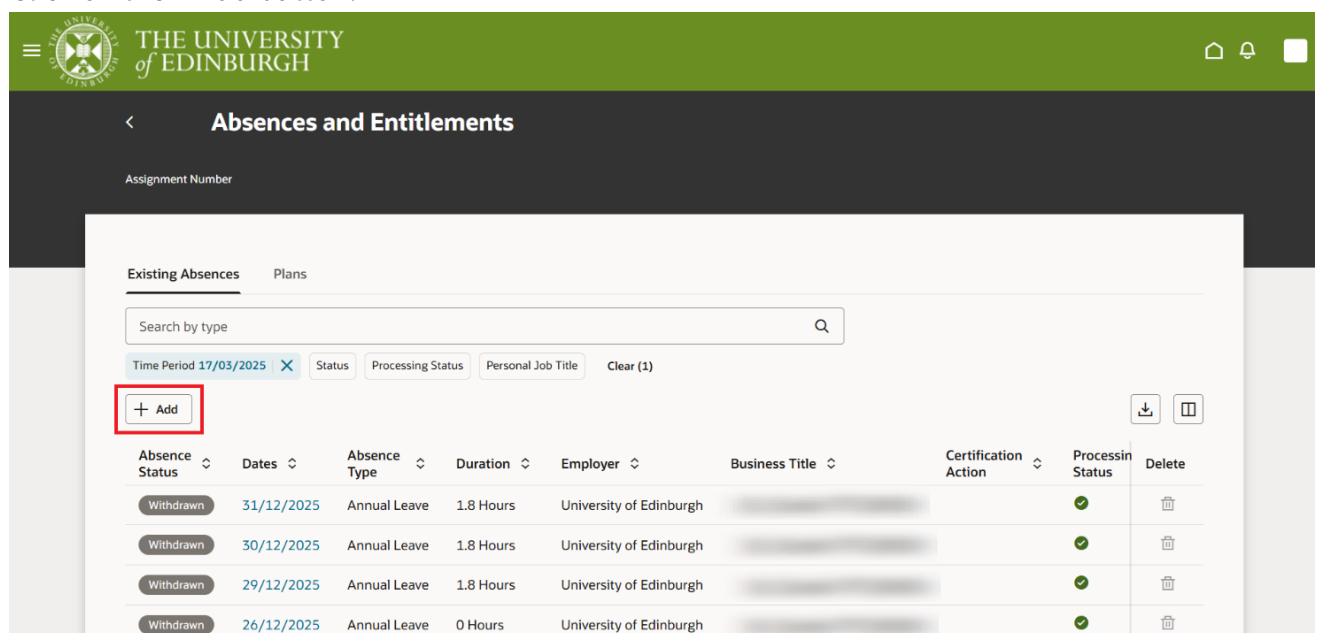
Search by name, person number, or assignment number

Personal Job Title Assignment Status Effective As-of Date Worker Type Filters

Name	Personal Job Title	Person Number	Assignment Number	Assignment Status	Worker Type	Work Email
[Link]	External Examiner	[Link]	[Link]	Active - Payroll Eligible	Employee	
[Link]	External Examiner	[Link]	[Link]	Active - Payroll Eligible	Employee	
[Link]	ELET Research Assistant	[Link]	[Link]	Active - Payroll Eligible	Employee	[Link]
[Link]	External Examiner	[Link]	[Link]	Active - Payroll Eligible	Employee	
[Link]	External Examiner	[Link]	[Link]	Active - Payroll Eligible	Employee	
[Link]	External Examiner	[Link]	[Link]	Active - Payroll Eligible	Employee	
[Link]	External Examiner	[Link]	[Link]	Active - Payroll Eligible	Employee	
[Link]	External Examiner	[Link]	[Link]	Active - Payroll Eligible	Employee	

3. You will be taken to the employee's **Existing Absences** tab by default. **Note:** The **Time Period** filter cannot be cleared but it can be changed to another date.

Click on the **+ Add** button.



Absences and Entitlements

Assignment Number

Existing Absences Plans

Search by type

Time Period 17/03/2025 Status Processing Status Personal Job Title Clear (1)

+ Add

Absence Status	Dates	Absence Type	Duration	Employer	Business Title	Certification Action	Processing Status	Delete
Withdrawn	31/12/2025	Annual Leave	1.8 Hours	University of Edinburgh	[Link]		✓	[Delete]
Withdrawn	30/12/2025	Annual Leave	1.8 Hours	University of Edinburgh	[Link]		✓	[Delete]
Withdrawn	29/12/2025	Annual Leave	1.8 Hours	University of Edinburgh	[Link]		✓	[Delete]
Withdrawn	26/12/2025	Annual Leave	0 Hours	University of Edinburgh	[Link]		✓	[Delete]

4. Select **Sickness** from the **Absence type** drop down list. Alternatively, type '**Sickness**' in the **Absence Type** field and select from the drop down.

The screenshot shows the 'New Absence' form at the top of the page. The 'Absence Type' dropdown menu is open, displaying a list of options: Other Paid Leave, Parental Bereavement, Partner Adoption, Partner Birth, Phased Return, Sickness, Special Paid Leave, and Surrogacy and Adoption. The 'Sickness' option is highlighted with a red rectangular box. The background of the form is light gray, and the top navigation bar is green with the University of Edinburgh logo.

5. Enter the **Start Date** for the absence and select whether the absence is for a full day or half day from the **Start Date Duration** drop down menu.

The screenshot shows the 'New Absence' form with the 'Absence Type' dropdown set to 'Sickness'. The 'Dates' section is highlighted with a red rectangular box. It contains a 'Start Date' field with a calendar icon and a 'Start Date Duration' dropdown menu. The 'Start Date' field is marked as 'Required'. The 'Start Date Duration' dropdown menu is open, showing two options: 'Half day' and 'Full day'. Below the 'Start Date' field is an 'End Date' field, also marked as 'Required'. The 'Details' section is visible below the 'Dates' section, containing a 'Reason' dropdown menu and a 'Condition Start Date' field with a calendar icon. The 'Reason' field is marked as 'Required'. There is also a 'Comments' text area at the bottom.

6. Enter the absence **End Date** and **End Date Duration** where known (Note: The **End Date Duration** field will only appear if a date is entered in the **End Date** field. Alternatively, click on the **Open ended** toggle, if the return date is not known at this stage).

Note: To amend a period of sickness absence please refer to the [How to End an Open Sickness Absence](#) section of this guide. Extensions or Amendments must not be added on as an additional absence.

New Absence [Cancel] [Save and Close] [Save] [Submit]

Absence Type: Sickness

Dates

Start Date: 25/09/2025 [Calendar icon] Start Date Duration: Full day

Open ended: ☐

End Date: 27/09/2025 [Calendar icon] End Date Duration: Full day

Half day

Full day

Duration: 3 Calendar Days

Details

Reason: [Required] Condition Start Date: [Calendar icon]

7. Select a relevant **Reason** for the sick leave from the list of options available in the drop-down menu. This field is mandatory.

New Absence [Cancel] [Save and Close] [Save] [Submit]

End Date: 27/09/2025 [Calendar icon] End Date Duration: Full day

Duration: 3 Calendar Days

Details

Reason: [Anxiety, Arthritis, Asthma, Back Pain (incl Disc, Sciatica, Spondylitis etc), Broken Bone, Cancer incl Leukemia, Carpal Tunnel Syndrome, Chest Infection/Bronchitis]

Condition Start Date: [Calendar icon]

Add URL

8. Add any relevant **Comments** if applicable. The date of an informal back to work discussion can be captured here.

The screenshot shows the 'New Absence' form. At the top, there are buttons for 'Cancel', 'Save and Close', 'Save', and 'Submit'. The form contains several fields: 'End Date' (27/09/2025), 'End Date Duration' (Full day), 'Duration' (3 Calendar Days), 'Reason' (a dropdown menu), and 'Condition Start Date'. Below these is a 'Comments' text area, which is highlighted with a red rectangular border. Underneath the comments is an 'Attachments' section with a 'Drag and Drop' area and a 'URL' field. At the bottom, there is a 'Legislative information' section.

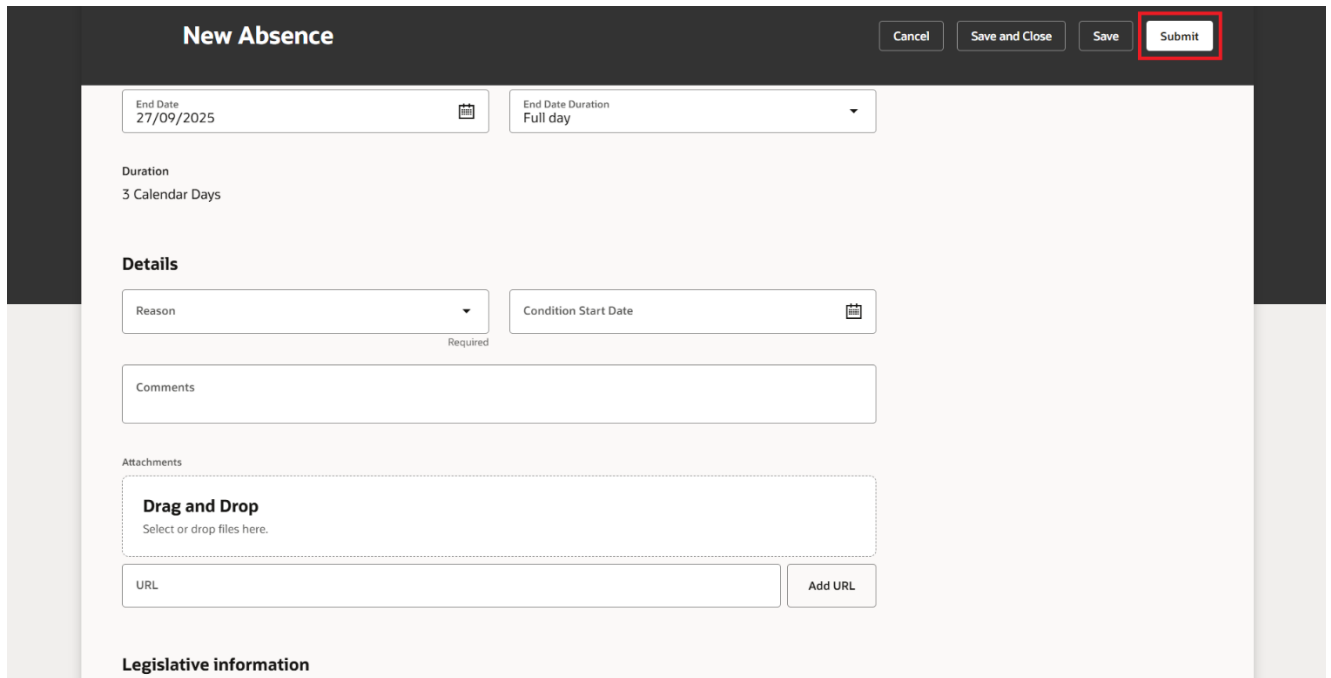
9. Click on **Add Attachment** to upload any relevant documents if applicable. **Do not** add any Fit Notes, Self Certificates or Return to Work forms here. Instead, please follow section [How to add a Self Certificate/Return to Work Form for an Employee](#) or [How to Add a Fit Note for an Employee](#).

This screenshot is identical to the one above, showing the 'New Absence' form. However, in this version, the 'Attachments' section, which includes the 'Drag and Drop' area and the 'URL' field, is highlighted with a red rectangular border. The 'Comments' field is no longer highlighted.

10. Please disregard the **Legislative Information** and **Additional Information** fields at the bottom the page – you do not need to complete these.

11. Click on the **Submit** button to complete the absence.

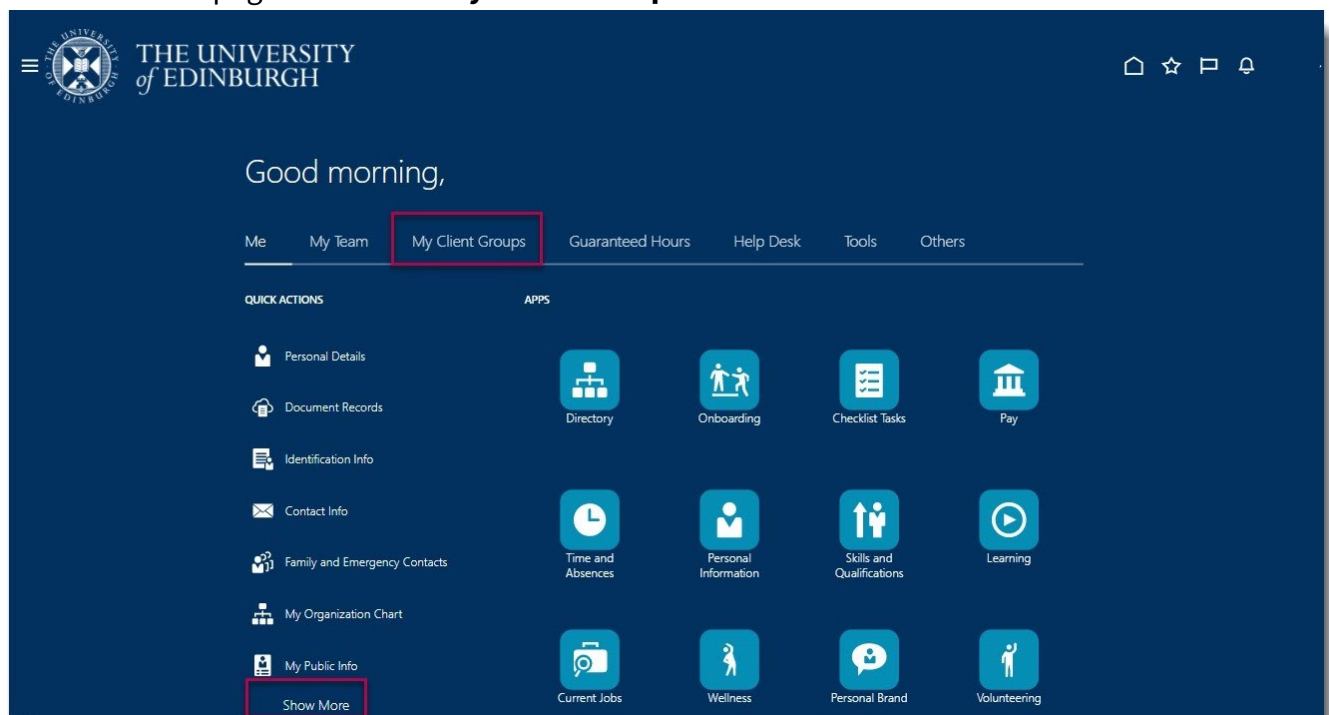
Note: The **Save** and **Save and Close** buttons will save this absence in draft state only. Please ensure to **Submit** it once all the details have been added.



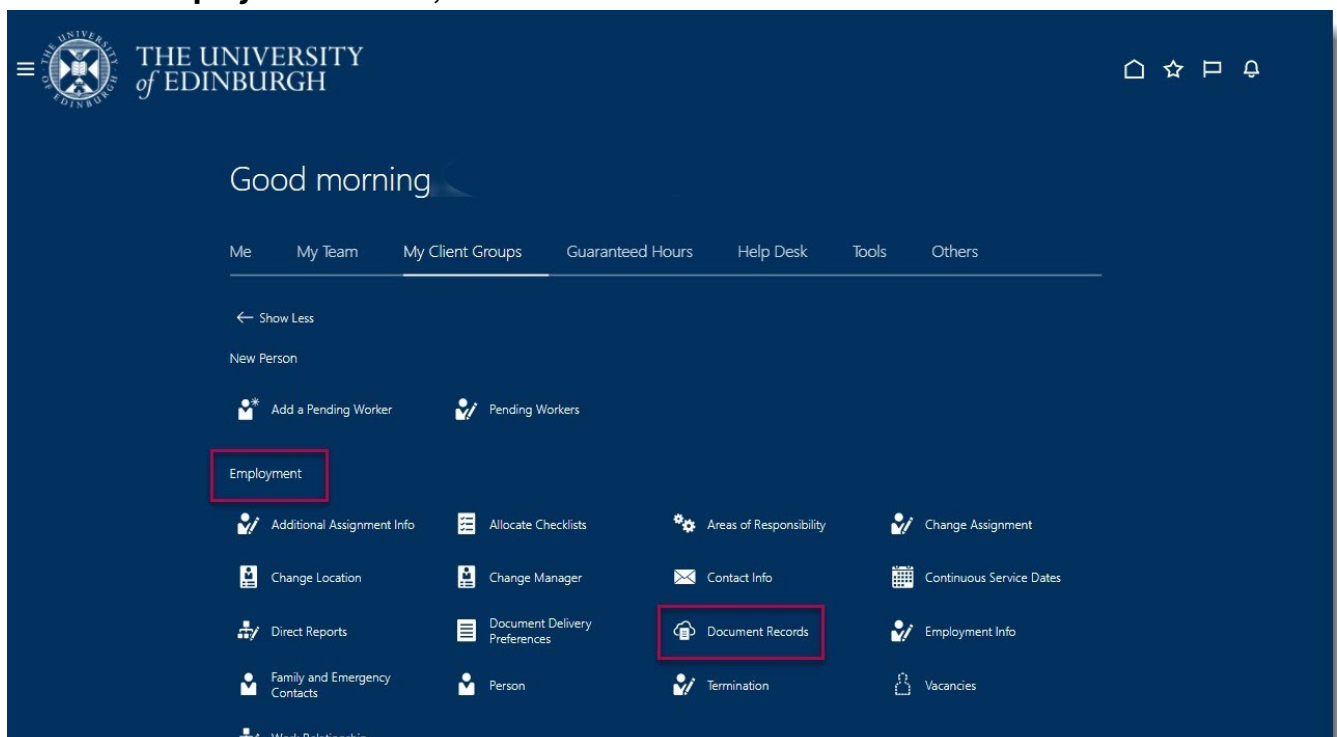
12. Following the recording of a sickness absence, the employee's Line Manager will receive a notification with a checklist of actions to carry out. This will be accessible through the **Notification Bell** on the home screen. Actions will include:
- a. Read absence management policy
 - b. Check whether a fit note is required for the absence
 - c. Check review points/patterns of absence
 - d. Rules around return to work
 - e. Case Management for certain absences
13. Where a sickness absence continues for less than 7 days but more than 4, an employee must supply a Self Certification for the absence, in line with the rules around Self Certification. For further details on this, please see the section, '[How to Add a Self Certificate/Return to Work Form for an Employee](#)'. Alternatively, for sickness that continues for over 7 days, the employee must provide a Fit Note. Please see the section of this guide on, '[How to Add a Fit Note for an Employee](#)' for further details on how to do this.

How to Add a Self Certificate/Return to Work Form for an Employee

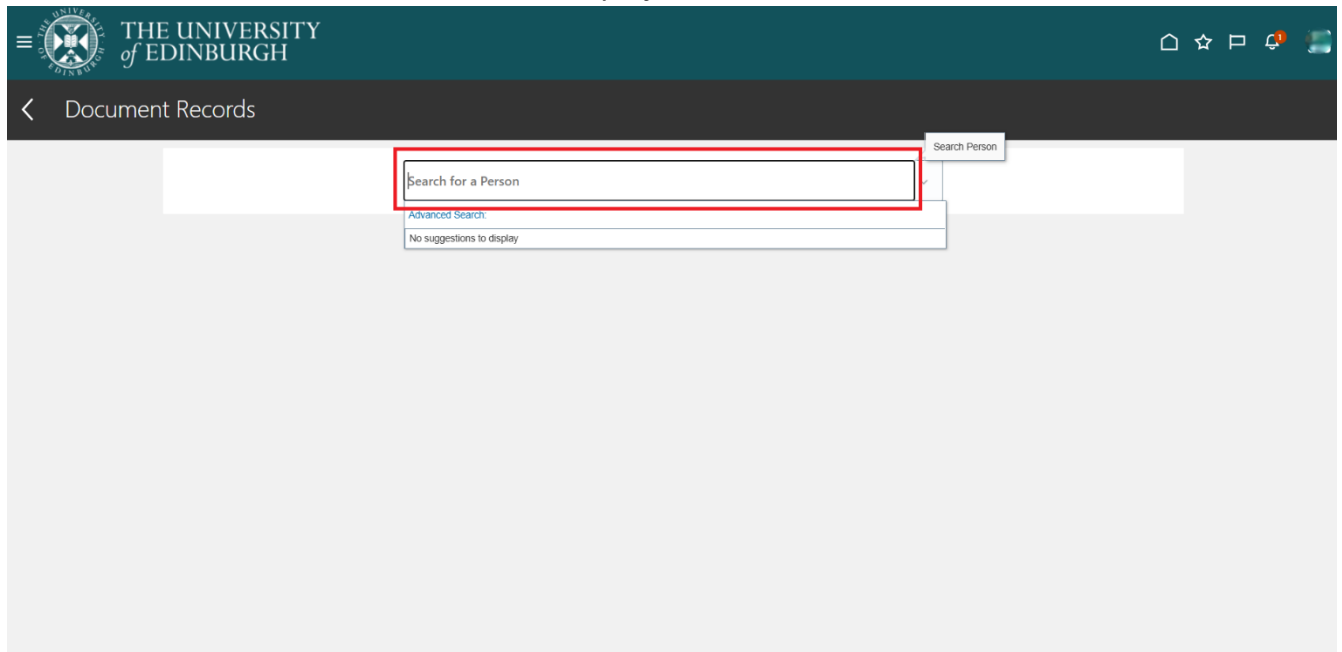
1. From the homepage click on the **My Client Groups** tab and **Show More**.



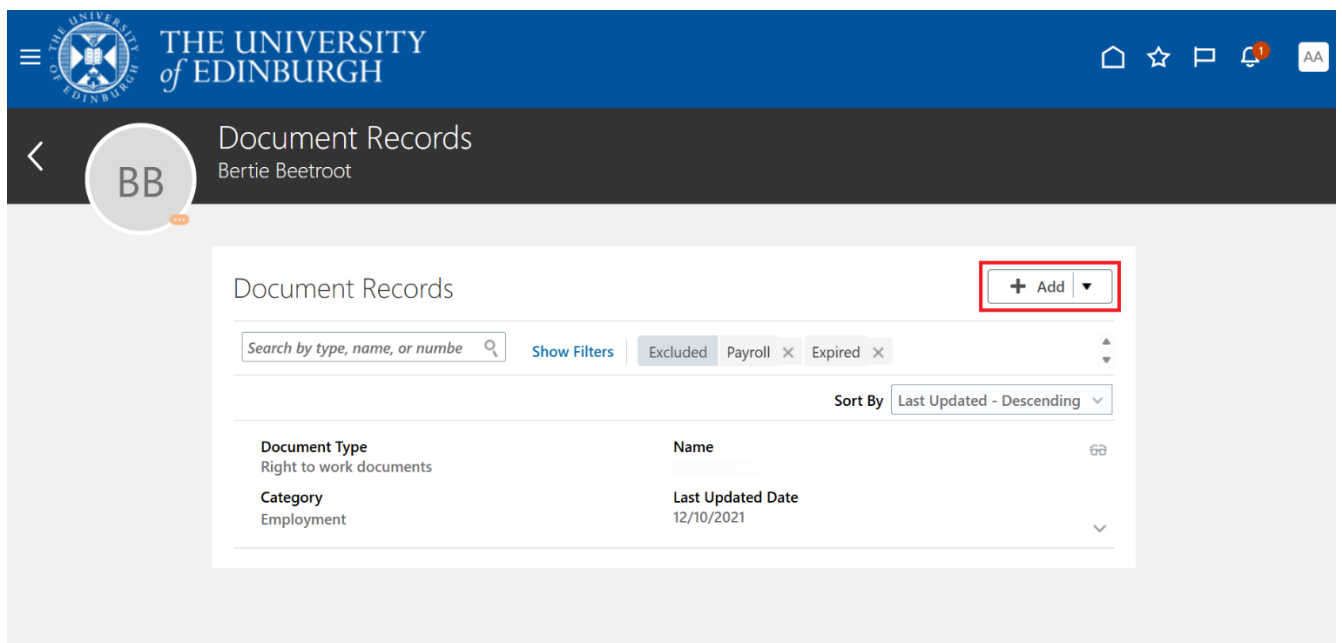
2. Under the **Employment** section, click on **Document Records**.



3. Search and then click on the name of the employee.



4. Click on the **+ Add** button.



5. Select **Self Certificate (RTW Form)** from the **Document Type** drop-down list.

The screenshot shows the 'Add Document' form with the following fields and callouts:

- Document Type:** A dropdown menu with 'Self Certificate (RTW Form)' selected. Callout 4 points to this field.
- Category:** A dropdown menu with 'Absence' selected. Callout 5 points to this field.
- Country:** A dropdown menu with 'All Countries' selected. Callout 6 points to this field.
- Description:** A text area containing 'Self-Certificate (RTW Form) Document submitted by worker after returning to work following a period of absence'.
- Name:** A text field containing 'Diane Rogers 10/02/2021'. Callout 7 points to this field.
- Number:** A text field containing '1234'. Callout 8 points to this field.
- From Date:** A date field containing '08/02/2021'. Callout 9 points to this field.
- To Date:** A date field containing '10/02/2021'. Callout 10 points to this field.
- Issued On:** A date field with a calendar icon. Callout 11 points to this field.
- Issuing Authority:** A text field. Callout 12 points to this field.
- Issuing Comments:** A text area. Callout 13 points to this field.
- Context Value:** A dropdown menu. Callout 14 points to this field.
- Attachments:** A large dashed box with a cloud icon and the text 'Drag files here or click to add attachment'. Callout 15 points to this area.
- Submit:** A button at the top right. Callout 16 points to this button.

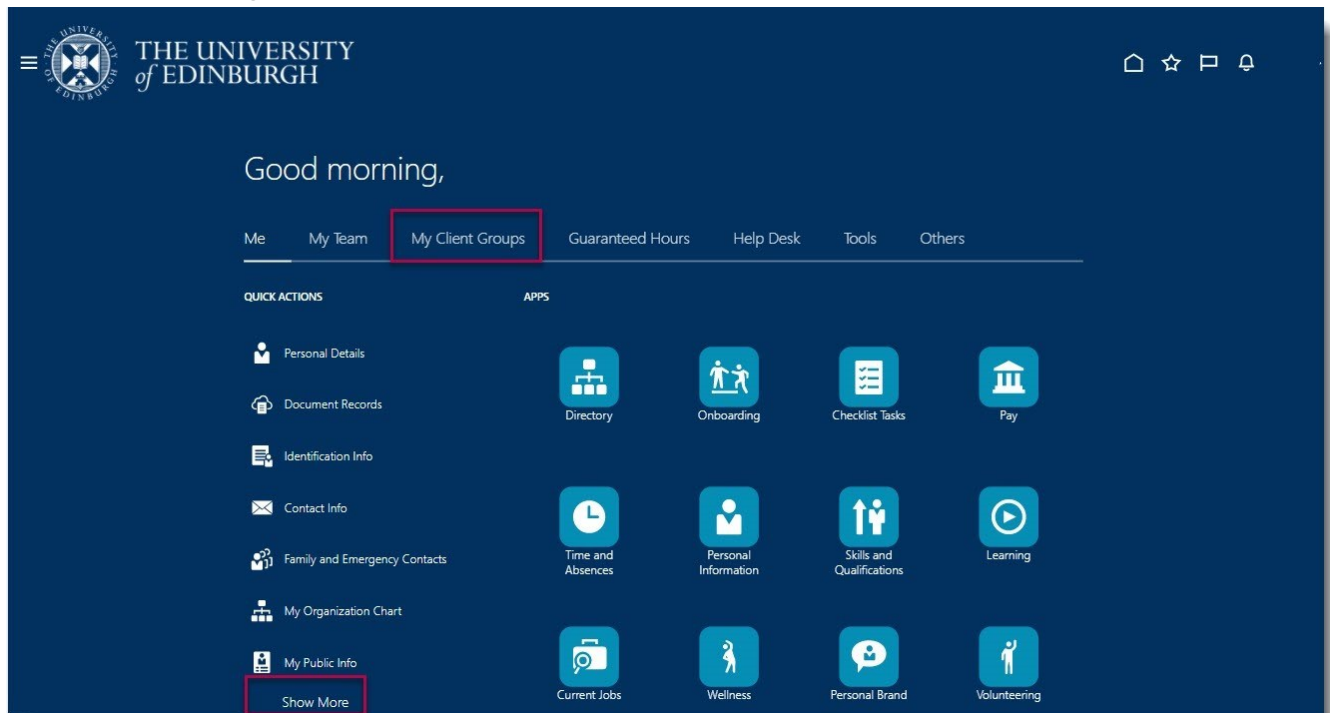
6. Enter the **Name**. This should be unique to the employee e.g. their name and the date.
7. Enter the **Number** to be allocated to the document (a sequential number – 1 if it's the first document to be uploaded, 2 for the second etc).
8. Record the **From Date** and **To Date** that the form covers the employee for.
9. Drag the file into the **Attachments** box or alternatively click on the **Hyperlink** to upload the document from where it is saved to.

Note: Please ensure both sides of the Self Certificate have been scanned and attached.

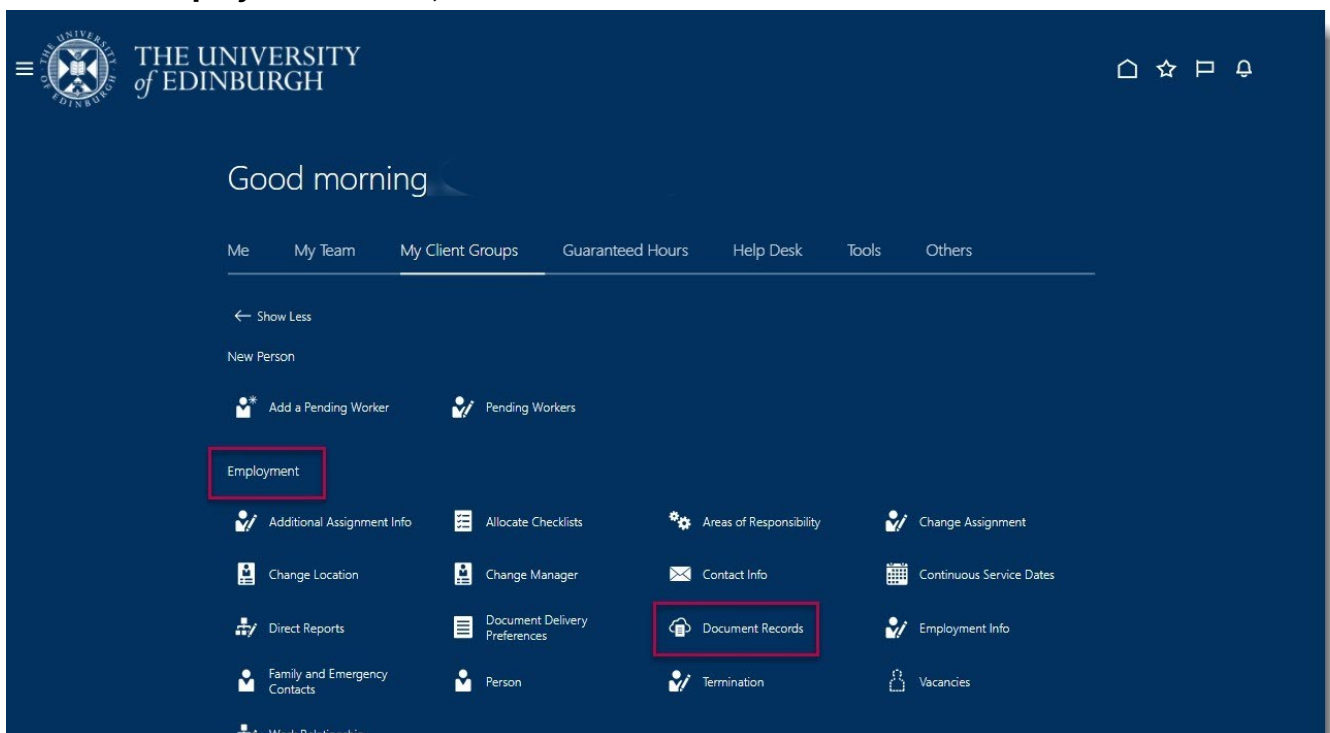
10. Click on the **Submit** button.

How to Add a Fit Note for an Employee

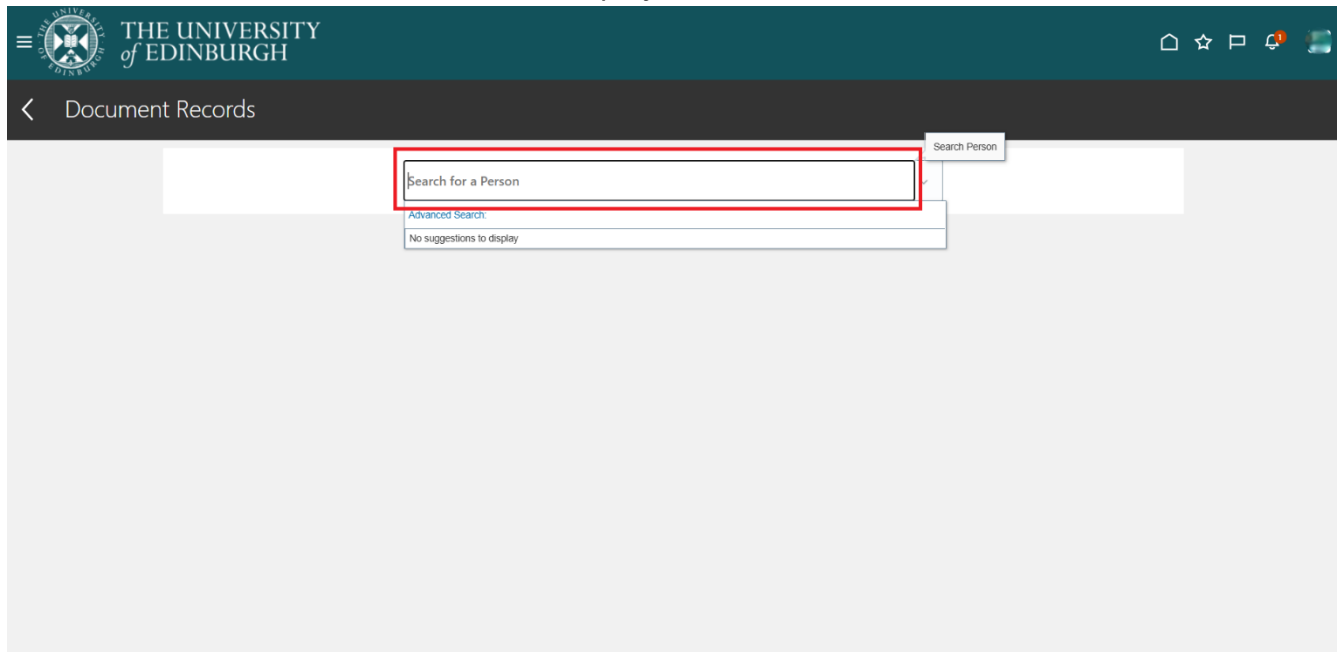
1. From the homepage click on the **My Client Groups** tab and **Show More**.



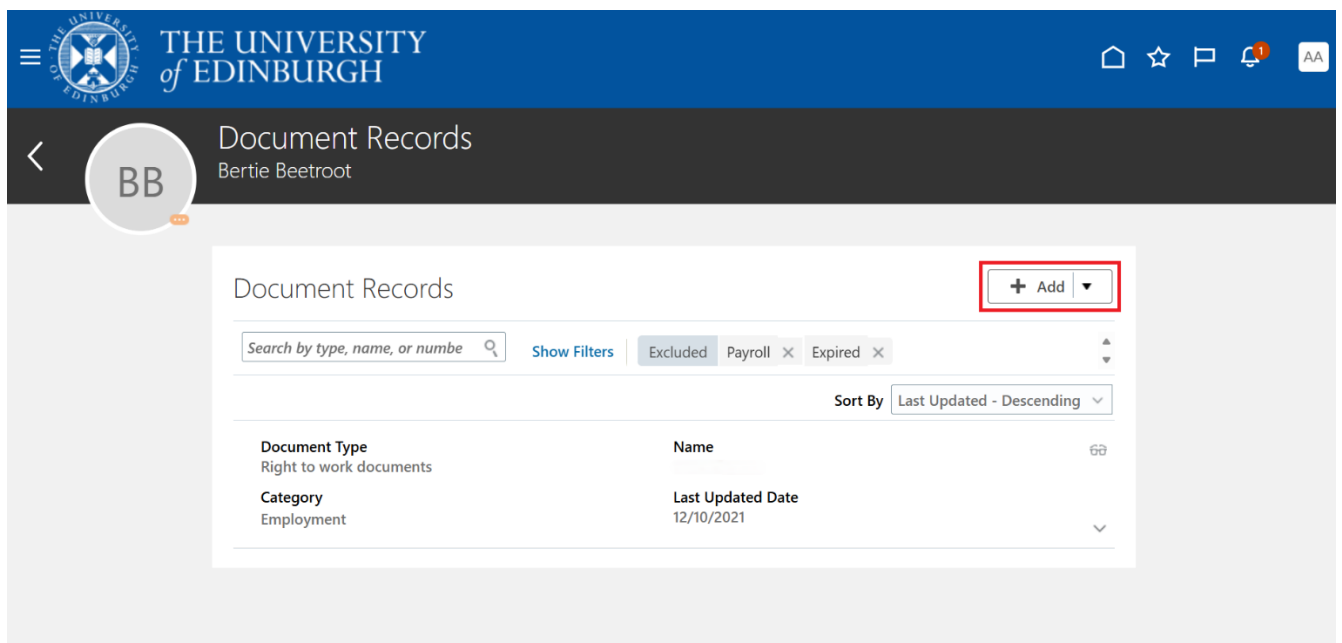
2. Under the **Employment** section, click on **Document Records**.



3. Search and then click on the name of the employee.



4. Click on the **+ Add** button.



5. Select **Fit Note (Medical Certificate)** from the **Document Type** drop-down list.

The screenshot shows the 'Add Document' form with the following elements and callouts:

- 4**: Points to the ***Document Type** dropdown menu, which is set to 'Fit Note (Medical Certificate)'.
- 5**: Points to the ***Name** text input field, containing 'Lorraine Welch 05/11/2021'.
- 6**: Points to the **Issued On** date input field, containing '04/11/2021'.
- 7**: Points to the **From Date** date input field, containing '28/10/2021'.
- 8**: Points to the **Attachments** box, which contains a dashed border and a green upload icon with the text 'Drag files here or click to add attachment'.
- 9**: Points to the **Submit** button at the top right of the form.

Other visible form elements include:

- Category**: Absence
- Country**: All Countries
- Description**: Fit Note (Medical Certificate)
- Context Value**: A dropdown menu.

6. Enter the **Name**. This should be unique to the employee e.g. their name and the date.
7. Enter the date it was **Issued On**.
8. Record the **From Date** and **To Date** that the form covers the employee for.
9. Drag the file into the **Attachments** box or alternatively click on the **Hyperlink** to upload the document from where it is saved to.

Note: Please ensure both sides of the Fit Note have been scanned and attached.

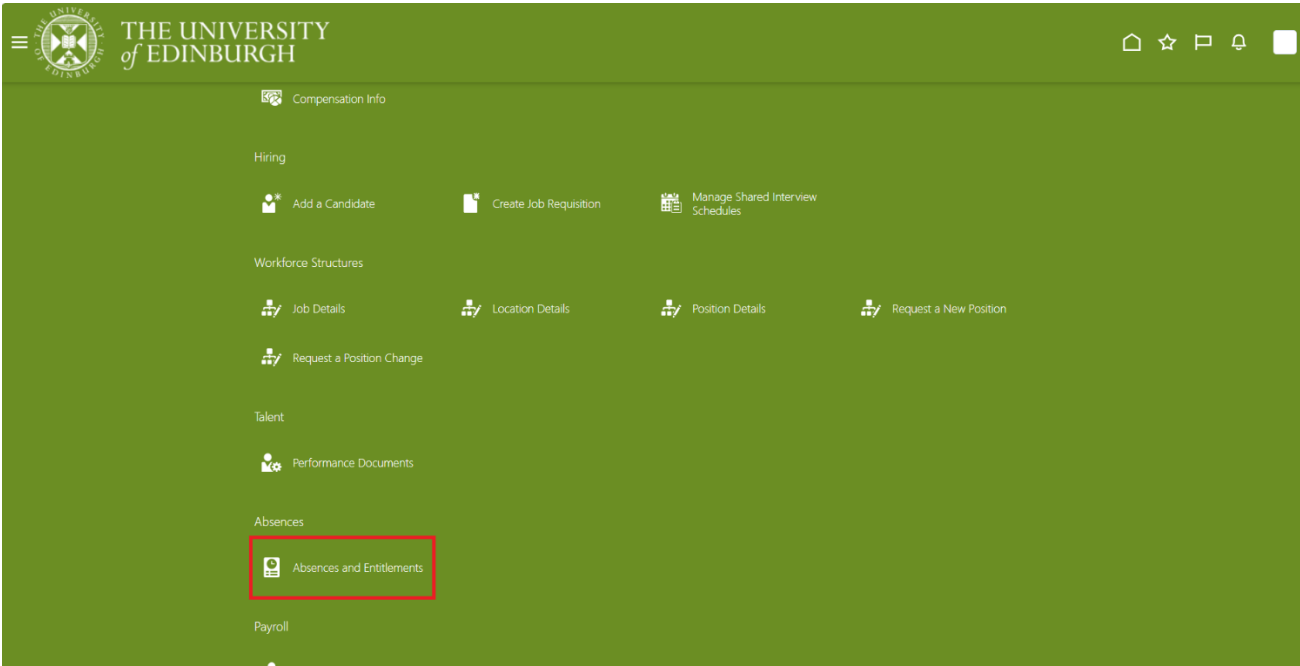
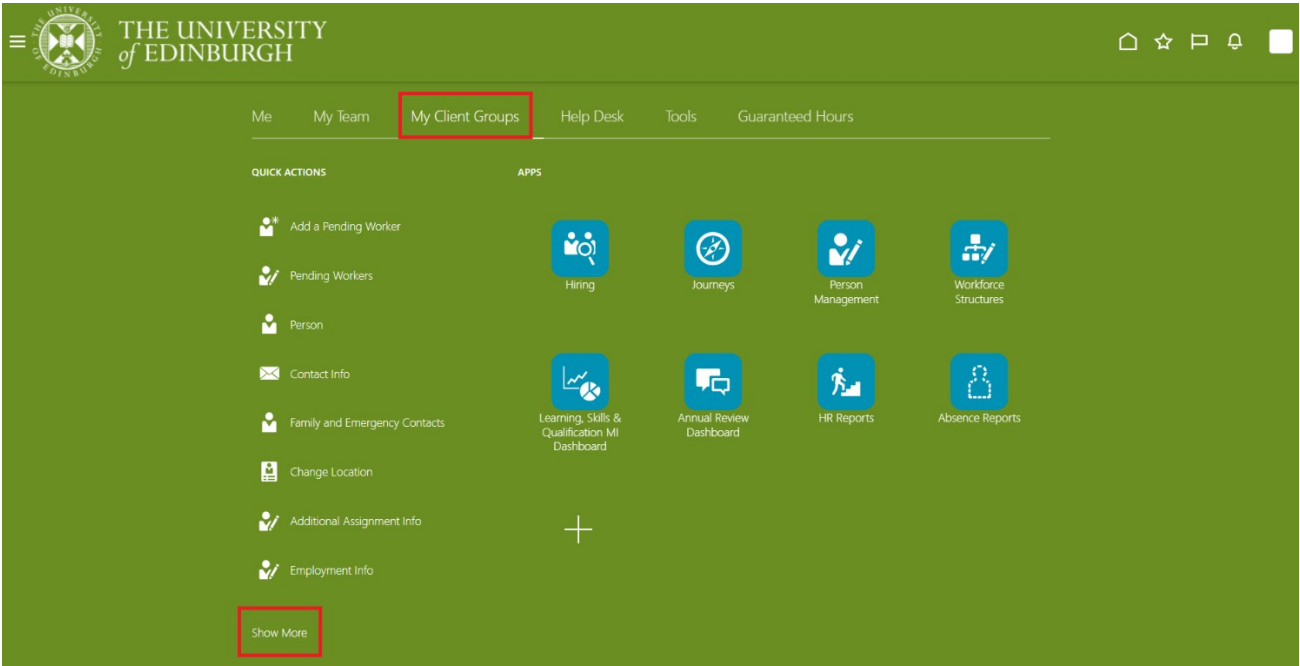
10. Click on the **Submit** button at the top of the page.
11. Return the original Fit Note back to the employee.

How to Log a Phased Return for an Employee

When a phased return has been agreed for an employee who has been off work sick, the first step in the process is to end the existing absence as of the date the phased return is due to take place. For further details on how to do this, please refer to the system guide [SDA Guide to Absence and Leave](#).

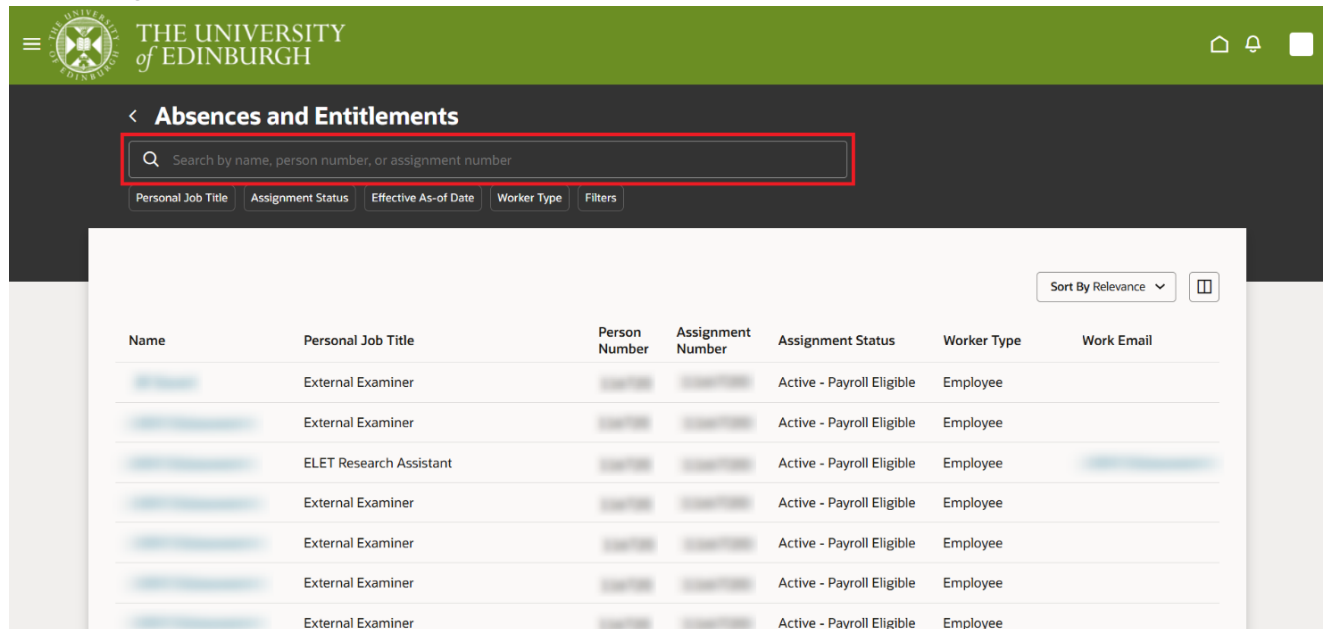
Note: An employee’s pay will not be affected by the Phased Return absence type.

- 1. From the homepage click on **My Client Groups** tab, **Show More**, scroll down to the **Absences** section and select the **Absences and Entitlements** app.



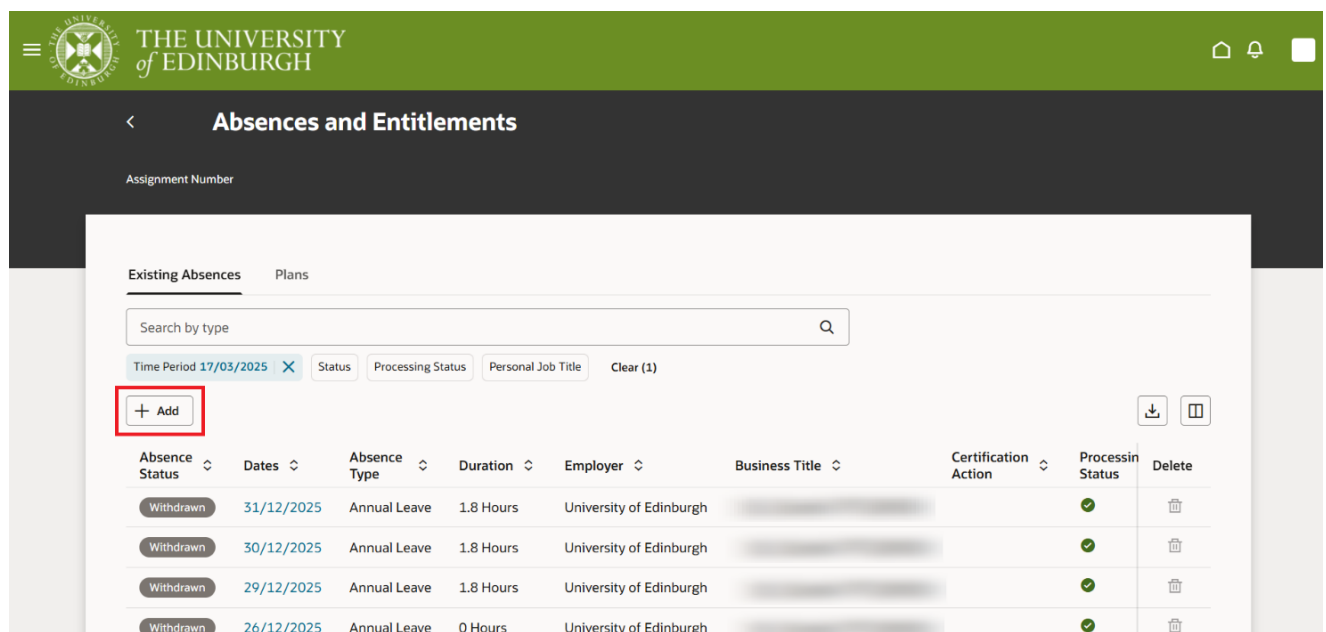
2. Type the employee's Name, Person Number or Assignment Number into the **Search bar** and click on their name to continue. You can use the **filters** below the Search bar to refine your search.

Note: Inactive assignments are visible in the **Absences and Entitlements** app. If you select an inactive assignment, an error may appear. To ensure you are selecting an active assignment, you can change the **Assignment Status** filter below the Search bar to '**Active – Payroll Eligible**'.



3. You will be taken to the **Existing Absences** tab by default. **Note:** The **Time Period** filter cannot be cleared but it can be changed to another date.

Click on the **+ Add** button.



4. Select **Phased Return** from the **Absence Type** drop-down menu. Alternatively, type 'Phased Return' in the **Absence Type** field and select from the drop down.

The screenshot shows the 'New Absence' form in the University of Edinburgh system. The 'Absence Type' dropdown menu is open, displaying a list of options: Other Paid Leave, Parental Bereavement, Partner Adoption, Partner Birth, Phased Return (highlighted with a red box), Sickiness, Special Paid Leave, and Surrogacy and Adoption. The 'Absence Type' field is also highlighted with a red box. The form includes a header with the University of Edinburgh logo and navigation icons, and a footer with buttons for Cancel, Save and Close, Save, and Submit.

5. Enter the **Start Date**, **Start Date Duration** (Full Day/Half Day), **End Date** and **End Date Duration** (Full Day/Half Day). **Note:** The **End Date Duration** field will only appear when you enter a date in the **End Date** field.

Note: Should the employee wish to continue the conditions of the phased return past the standard period stated within the Absence policy, there is the option to process a contract amendment for this change. Please review the [absence policy](#) for further information.

The screenshot shows the 'New Absence' form with the 'Absence Type' set to 'Phased Return' and 'Personal Job Title' set to 'Personal Chair'. The 'Dates' section is highlighted with a red box, showing the 'Start Date' as 29/09/2025 and 'End Date' as 13/10/2025. The 'Start Date Duration' and 'End Date Duration' are both set to 'Full day'. The form includes a header with the University of Edinburgh logo and navigation icons, and a footer with buttons for Cancel, Save and Close, Save, and Submit.

6. Add any relevant **Comments** if applicable.

New Absence

CancelSave and CloseSaveSubmit

Assignment Number

Duration

15 Calendar Days

Projected Balance

0 Calendar Days

As-of 13/10/2025

Calculate

Details

Comments

Attachments

Drag and Drop

Select or drop files here.

URL

Add URL

Legislative information

Additional information

7. Click on **Add Attachment** to upload any relevant documents.

New Absence

CancelSave and CloseSaveSubmit

Assignment Number

Duration

15 Calendar Days

Projected Balance

0 Calendar Days

As-of 13/10/2025

Calculate

Details

Comments

Attachments

Drag and Drop

Select or drop files here.

URL

Add URL

Legislative information

Additional information

8. In the **Additional Information** section, enter the start and end date of the first week of the phased return arrangement in the **WK1 Start Date** and **WK1 End Date** fields.

New Absence Cancel Save and Close Save Submit

Additional information

WK1 Start Date	WK1 End Date
WK1 Type of Change	WK1 New working hours (if applicable)
WK1 Any further detail	WK2 Start Date
WK2 End Date	WK2 Type of Change
WK2 New working hours (if applicable)	WK2 Any further detail
WK3 Start Date	WK3 End Date
WK3 Type of Change	WK3 New working hours (if applicable)
WK3 Any further detail	WK4 Start Date
WK4 End Date	WK4 Type of Change
WK4 New working hours (if applicable)	WK4 Any further detail
WK5 Start Date	WK5 End Date

9. Select the **WK1 Type of Change** option from the drop-down list as applicable. The options to select from are, **Working hours adjusted**, **Change to duties/workload** or **Change to work location**.

New Absence Cancel Save and Close Save Submit

Additional information

WK1 Start Date	WK1 End Date
WK1 Type of Change	WK1 New working hours (if applicable)
Working hours adjusted	WK2 Start Date
Change to duties/workload	WK2 Type of Change
Change to work location	WK2 Any further detail
WK2 New working hours (if applicable)	WK3 Start Date
WK3 Start Date	WK3 End Date
WK3 Type of Change	WK3 New working hours (if applicable)
WK3 Any further detail	WK4 Start Date
WK4 End Date	WK4 Type of Change
WK4 New working hours (if applicable)	WK4 Any further detail
WK5 Start Date	WK5 End Date

10. Capture the **WK1 New working hours (if applicable)** to record the agreed work pattern for the week. Where **Change to duties/workload** or **Change to work location** options were instead selected, record the relevant details in the **WK1 Any further detail** field.

The screenshot shows the 'New Absence' form with the 'Additional information' section. The form is organized into a grid of fields for weeks 1 through 5. The 'WK1 New working hours (if applicable)' field is highlighted with a red box. The 'WK1 Any further detail' field is also highlighted with a red box. The form includes buttons for 'Cancel', 'Save and Close', 'Save', and 'Submit' at the top right.

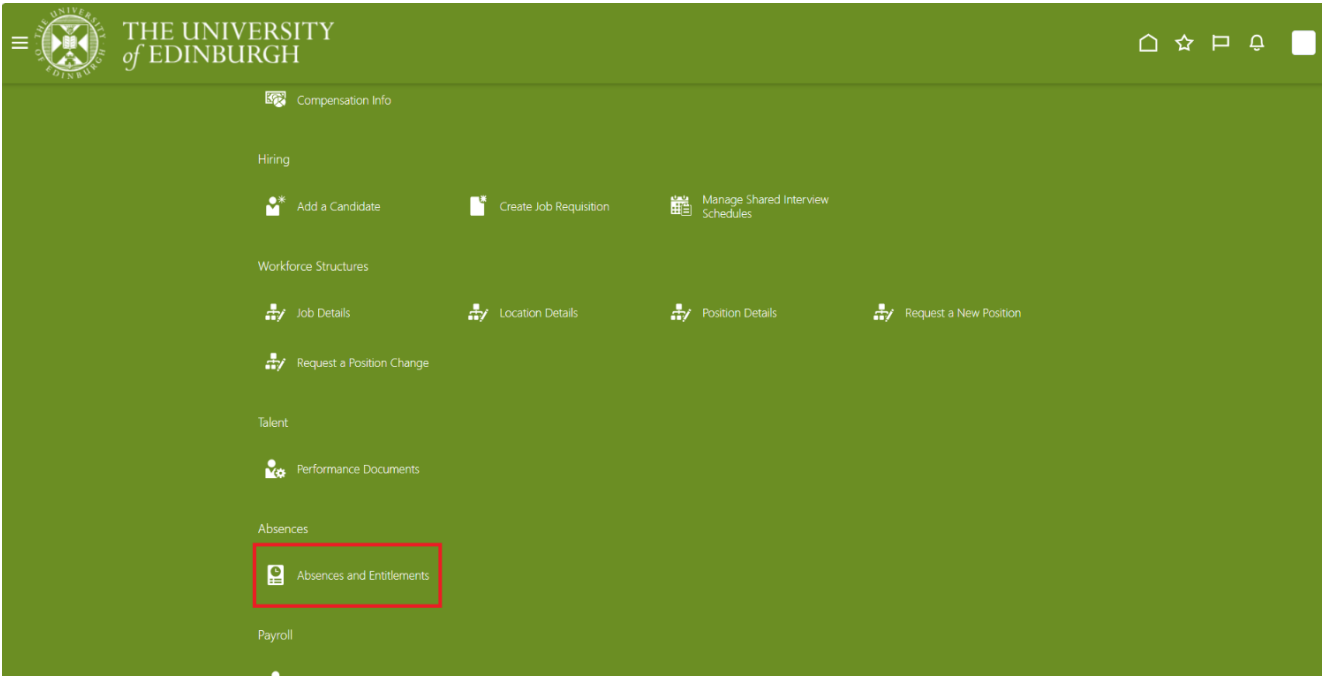
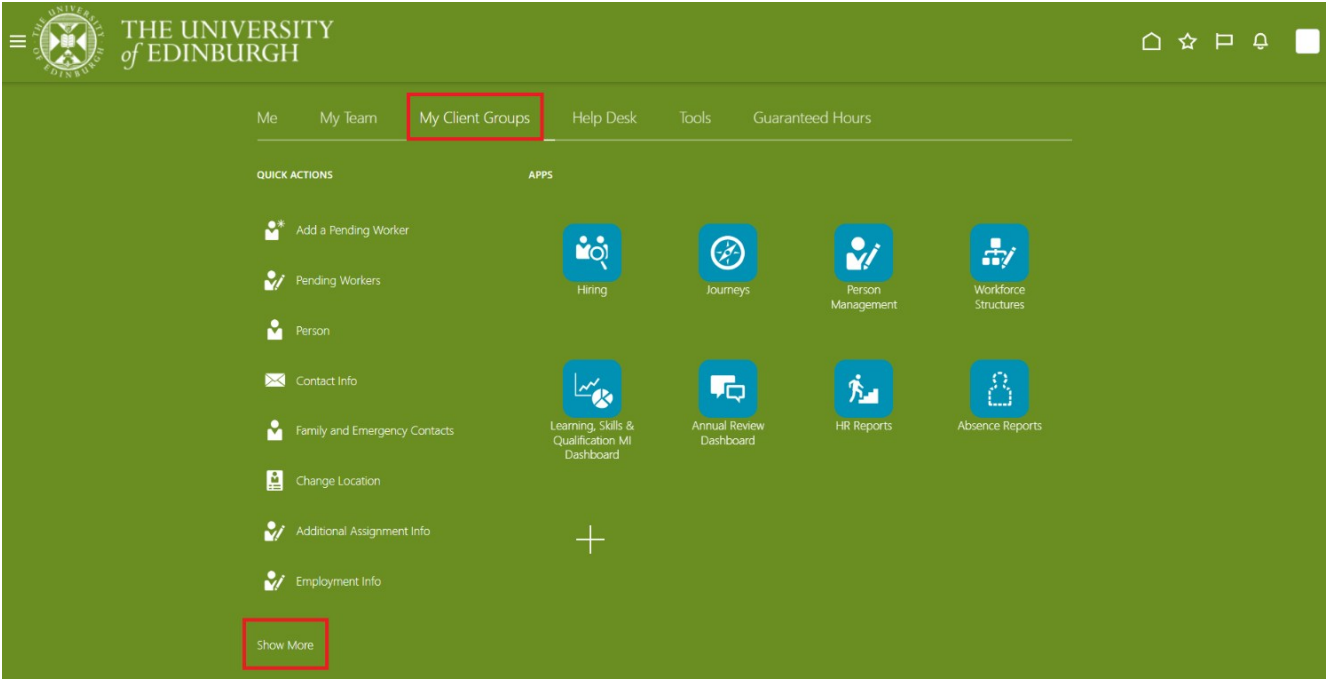
11. Repeat steps 8 – 10 for up to an additional 5 weeks as applicable, in the respective fields.
12. Click on the **Submit** button at the top of the page to complete.

Note: The **Save** and **Save and Close** buttons will save this absence in draft state only. Please ensure to **Submit** it once all the details have been added.

The screenshot shows the 'New Absence' form with the 'Additional information' section. The 'Submit' button is highlighted with a red box. The form is organized into a grid of fields for weeks 1 through 5. The form includes buttons for 'Cancel', 'Save and Close', 'Save', and 'Submit' at the top right.

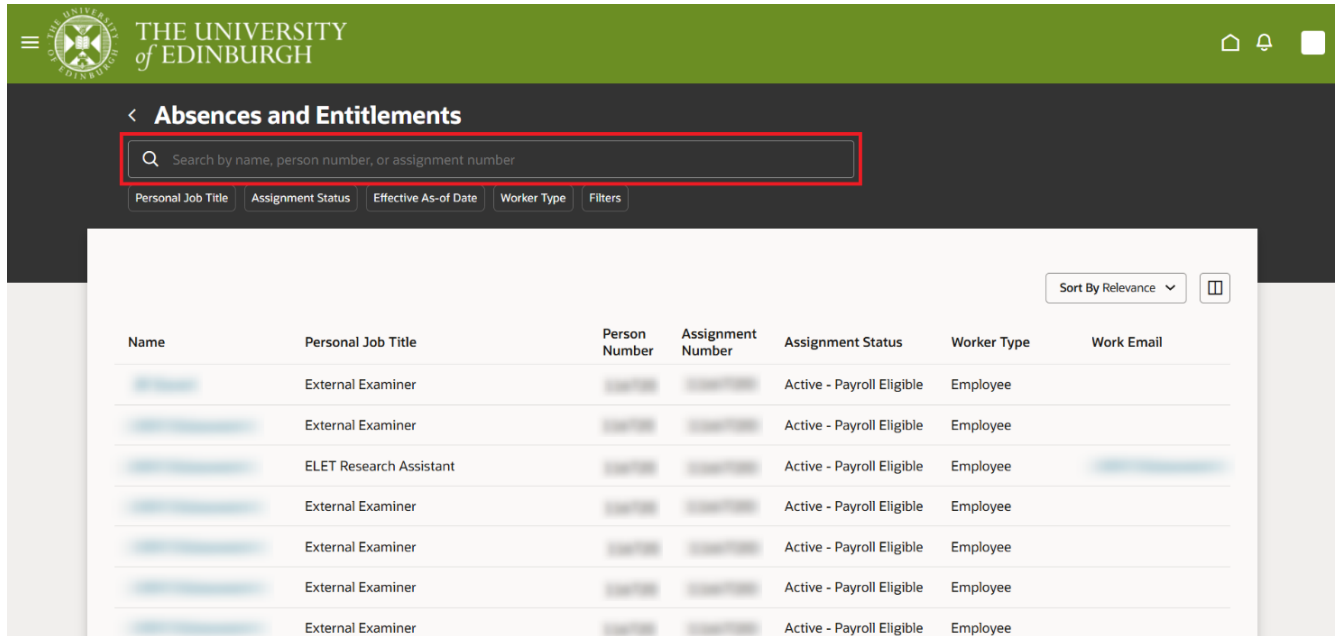
How to End an Open Sickness Absence

- 1. From the home page Click on **My Client Groups** tab, **Show More**, scroll down to the **Absences** section and select the **Absences and Entitlements** app.



2. Type the employee's Name, Person Number or Assignment Number into the **Search bar** and click on their name to continue. You can use the **filters** below the Search bar to refine your search.

Note: Inactive assignments are visible in the **Absences and Entitlements** app. If you select an inactive assignment, an error may appear. To ensure you are selecting an active assignment, you can change the **Assignment Status** filter below the Search bar to '**Active – Payroll Eligible**'.



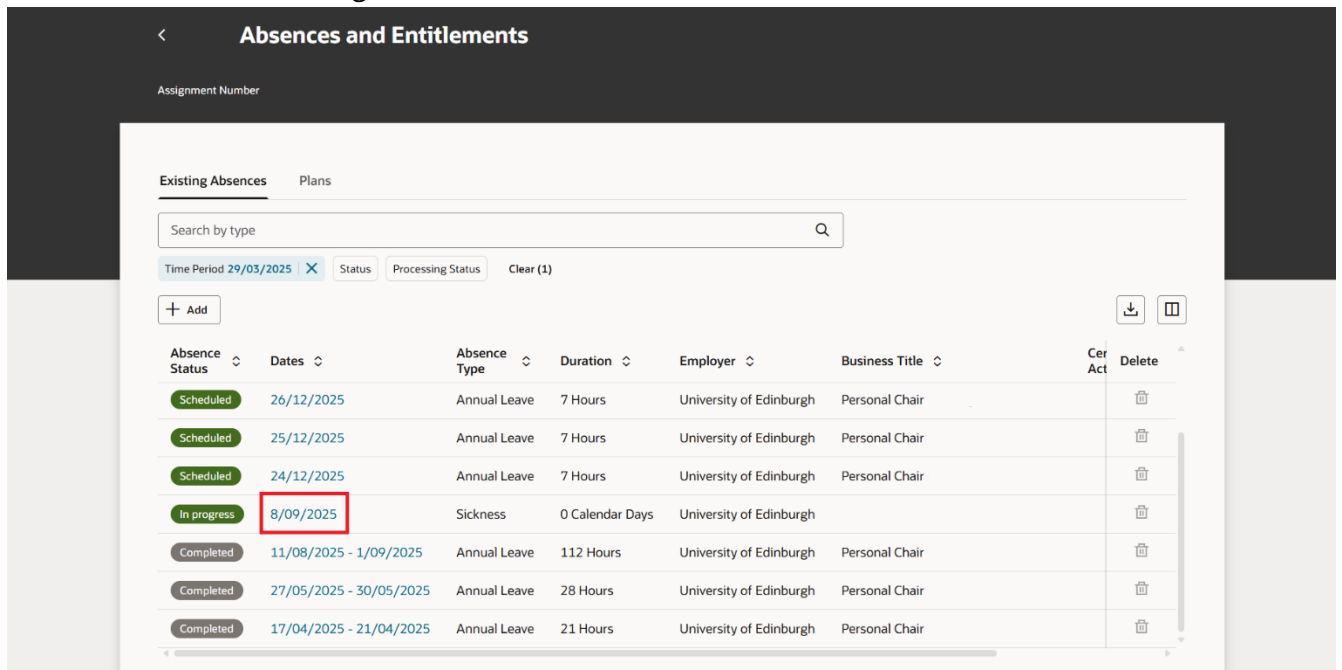
Absences and Entitlements

Search by name, person number, or assignment number

Personal Job Title Assignment Status Effective As-of Date Worker Type Filters

Name	Personal Job Title	Person Number	Assignment Number	Assignment Status	Worker Type	Work Email
[Redacted]	External Examiner	[Redacted]	[Redacted]	Active - Payroll Eligible	Employee	
[Redacted]	External Examiner	[Redacted]	[Redacted]	Active - Payroll Eligible	Employee	
[Redacted]	ELET Research Assistant	[Redacted]	[Redacted]	Active - Payroll Eligible	Employee	[Redacted]
[Redacted]	External Examiner	[Redacted]	[Redacted]	Active - Payroll Eligible	Employee	
[Redacted]	External Examiner	[Redacted]	[Redacted]	Active - Payroll Eligible	Employee	
[Redacted]	External Examiner	[Redacted]	[Redacted]	Active - Payroll Eligible	Employee	
[Redacted]	External Examiner	[Redacted]	[Redacted]	Active - Payroll Eligible	Employee	

3. Click on the open sickness absence dates (blue text) to open the absence. You can use the **Search bar** or the **filters** below the Search bar to refine your search. **Note:** The **Time Period** filter cannot be cleared but it can be changed to another date.



Absences and Entitlements

Assignment Number

Existing Absences Plans

Search by type

Time Period 29/03/2025 X Status Processing Status Clear (1)

+ Add

Absence Status	Dates	Absence Type	Duration	Employer	Business Title	Cer Act	Delete
Scheduled	26/12/2025	Annual Leave	7 Hours	University of Edinburgh	Personal Chair		
Scheduled	25/12/2025	Annual Leave	7 Hours	University of Edinburgh	Personal Chair		
Scheduled	24/12/2025	Annual Leave	7 Hours	University of Edinburgh	Personal Chair		
In progress	8/09/2025	Sickness	0 Calendar Days	University of Edinburgh			
Completed	11/08/2025 - 1/09/2025	Annual Leave	112 Hours	University of Edinburgh	Personal Chair		
Completed	27/05/2025 - 30/05/2025	Annual Leave	28 Hours	University of Edinburgh	Personal Chair		
Completed	17/04/2025 - 21/04/2025	Annual Leave	21 Hours	University of Edinburgh	Personal Chair		

- Click on the **Open ended** toggle so that it changes from blue to grey. Enter the absence **End Date** (**Note:** The **End Date** field will only appear once the Open ended toggle has been deactivated).

The **Duration** field below the **End Date** field will display how many calendar days the employee has taken.

The screenshot shows the 'Edit Absence' form. At the top right are buttons for 'Cancel', 'Withdraw', and 'Submit'. Below the header, there is a field for 'Absence Type' with the value 'Sickness'. Under the 'Dates' section, the 'Start Date' is '8/09/2025' and the 'Start Date Duration' is 'Full day'. The 'Open ended' toggle is currently turned on (blue) and is highlighted with a red box. Below it, the 'End Date' field is visible, showing '8/09/2025', and is also highlighted with a red box. The 'Duration' field shows '1 Calendar Days'. At the bottom, there are tabs for 'Plan Use', 'Certification', and 'Linked Absences', with 'Plan Use' being the active tab.

- Click on the **Submit** button at the top of the page to complete the absence.

This screenshot is identical to the previous one, showing the 'Edit Absence' form. In this view, the 'Submit' button at the top right is highlighted with a red box, indicating the next step in the process.

Version History

Version	Date	Description	Approved By
1.1	N/A	Draft	
2.0	09 June 2025	Updated guide to new format and separated from Line Manager guide to sickness absence.	M Easton
3.0	13 October 2025	Updated guidance and screenshots to reflect the new Redwood changes in P&M.	M Easton

Reviewers & Approvers

Further details of the Reviewers and Approvers of this document can be found by contacting HR Process Improvement. Please raise a Service Request using the category Continuous Improvement.