TIME OFF TRACKING SYSTEM (TORT)
EMPLOYEE FREQUENTLY ASKED QUESTIONS
For Employees

I. TORT Rollout

- **What is TORT?**
  - TORT stands for Time Off Request Tracking System.
  - This system allows users to request planned Vacation/Earned Time Off (ETO)/Paid Time off (PTO), Flexible Personal Days (FPD), Float Holiday, Birthday Holiday, Jury Duty, Bereavement, Unpaid Time, Dr. Appointments (planned), Union Business, Education, Trainings/Meetings, LMP Time and Vacation Bidding. (Not all of the regions have all of these types of leaves available)
  - It also allows approvers to provide employees with an immediate response to the request while at the same time, enabling them to track and report each request.
  - TORT does not change your contractual provisions and/or polices. Please refer to your manager and/or labor steward for guidance.

- **Why are we deploying TORT?**
  - TORT will enable an easy-to-use system for processing, tracking and reporting planned time off requests.
  - For managers, TORT makes it easier to review, process, and track – through automated reporting – employee time off requests.
  - For employees, TORT is easy to access – whether at home or at work – making it simple to create and amend time off requests.
    - Employees have easy access to look at their balances.
  - Kaiser Permanente and the Coalition of Kaiser Permanente Unions, in their 2005/2010 National Agreement, committed to creating a system to request and track Flexible Personal Days. The system was expanded to include other types of time off and all employees (excluding Physicians and Executives).

- **What is the timeline for the TORT rollout?**
  - Georgia went live with TORT on November 24, 2009
  - The Northwest region is doing a phased rollout area by area, which began on May 25, 2010.
  - In SCAL the Downey and Riverside Medical Centers went live on June 3, 2010
    - The rest of the SCAL region went live on Sept 22, 2010.
    - SCAL ACP/Per Diem employees went live on December 6, 2011.
  - Ohio went live on December 1, 2010

- **How can employees access TORT?**
  - My HR via http://insidekp.kp.org/myhr
  - TORT can be accessible from any computer with internet access (from work or at home) on MyHR. If you don't have the exact URL handy, simply type the words "Kaiser Permanente" and "MyHR" into any search engine, and it will appear

- **Is there training available for employees/approvers to learn how to use the TORT system?**
    - The thirty-minute, self-paced online training can be accessed at:
        - The eLearn Learning Well at http://learn.kp.org/. When at the site, employees can search for *Time Off Request Tracking System for Employees WBT or Time Off Tracking System for Approvers WBT*
        - A Job Aid is also available in the Do It Now! portlet in the lower right-hand corner in the TORT application.

- **Can Alternative Compensation Plan (ACP) and Per Diem Kaiser Employees access TORT?**
    - Yes, Alternative Compensation Plan and Per Diem Kaiser Employees can access TORT.
        - SCAL ACP / Per Diem Kaiser Employees can access TORT via MyHR http://insidekp.kp.org/myhr , they should only submit a Time off Request in the "Other" Types of Time off Request Field and select the "Unpaid Time" subtype.

- **Can contractors and temporary agency employees that work at Kaiser also access TORT?**
    - No, contractors and temporary agency employees that work at Kaiser cannot access TORT. TORT can only be accessed by Kaiser Employees.

- **Can Kaiser employees on Leave of Absence access TORT?**
    - No, employees on Leave of Absence (LOA) cannot access TORT until they return to work and their Leave of Absence 1510 Form is processed by the HRSC. Approvers also cannot process time off requests for employees on LOA.
    - The employee's TORT profile will show "No Approver" on record, because during the LOA the employee is temporary placed into a separate pay integration approval group, this is why the employee and approver are unable to process TORT Requests.

II. Getting Started on TORT

Logging on to TORT

- **When should I use TORT to request time off?**
    - This system should be used to request planned days Vacation/Earned Time Off (ETO)/Paid Time off (PTO), Flexible Personal Days (FPD), Float Holiday, Birthday Holiday, Jury Duty, Bereavement, Unpaid Time, Dr. Appointments (planned), Union Business, Education, Trainings/Meetings, LMP Time and Vacation Bidding as applicable in your region. (Not all regions utilize all of these types of leaves).
    - Vacation Bidding requests can now be submitted on the TORT System as of August 11, 2012. Please only utilize the Vacation Bidding tab when your department manager has notified you to begin submitting vacation bidding requests through TORT.
        - The Partial Approval option is available for Vacation Bid Requests in all Regions. Partial Approval will be available for other request types in some regions as well.
    - TORT is not to be used to request sick time, protected leave or leaves of absence (LOA). The process for calling out sick, requesting protected leave and LOA remains the same.
    - TORT does not change your contractual provisions/department polices for requesting time off.

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- **Where do I access the TORT system?**
  - You can access TORT via this link: http://insidekp.kp.org/myhr
    - Sign on or select your region.
    - Click on the KP & Me tab.
    - Select the Request Time Off link from the Employee Actions portlet on the right.
  - TORT can be accessed even if an employee is at home at the links provided above.

- **How can I log onto TORT?**
  - Employees will need to have their National User Identification (NUID) available and will be asked to create a password upon logging on for the first time.
    - This is the same password that you use for MyHR, so you don't need to do this again if you are already using the MyHR website.

- **How do I get a password if I have never logged on before?**
  - At sign on, there is a **First Time User** option, click on *Activate your Account* to setup your login information.

- **How do I reset my password?**
  - When logging in, you would enter your NUID and click on *Forgot Your Password?* This will prompt you to answer security questions that you had previously answered. Or, you can call the National Help Desk at 888-457-4872.

- **I am experiencing slowness in the TORT System, after I click submit I receive a Loading, Hanging, Spinning Wheel icon and my screen freezes up. How do I fix this?**
  - You can fix this issue by changing your computer loading settings on your computer; this is actually not a TORT system issue. The instructions to change your computer loading settings are located in the blue "Do-It-Now" Portlet under "Loading Issue? View Fix" on the far right hand side of the TORT Site.

- **I would like to get my email notification at my personal email address too, can I do that?**
  - TORT allows employees to use their personal email address and KP email address so they can receive notices about their time off requests from any computer with internet access.

- **I would like to change my e-mail address in TORT, how do I do that?**
  - You can change your e-mail address by clicking the *Edit* button in the TORT 'Employee Information' portlet. A screen will come up which allows you to enter a different e-mail address.

Approver Listed on TORT

- **The approver listed for me is incorrect. How can I get that corrected?**
  - If your approver is not correct, please speak to your manager about having it changed by your department's Time System Coordinator. The approver information comes from the timekeeping system and is not managed in TORT.
  - If you need further assistance please e-mail NAT-TORT@kp.org

- **I have no approver listed. How do I get one?**
    - Please speak to your manager about having your approver updated by your department's Time System Coordinator. Please have the department Time System Coordinator confirm the employee's NUID is correct on their TIME Card.
    - If you need further assistance please e-mail NAT-TORT@kp.org

III. Requesting Time Off

- **How will I be notified of the status of my request?**
    - Each time an action has been taken by the approver regarding your request, you will receive notification at your specified e-mail address on TORT.
- **If I change my mind, can I withdraw my request?**
    - You may withdraw your request if no action has been taken by your approver. If your request was approved you may request a retraction.
- **My approver has approved my time off, but now I am not going on vacation, what do I do?**
    - You may submit a request for a retraction. The approver will be notified and will then have to approve/deny the retraction request. The request is not retracted until your manager approves the retraction request.

IV. Additional Resources

- **Who do I contact if I am experiencing issues?**
    - If you are experiencing technical difficulties, please contact the National User Help Desk at 888-457-4872.
    - For all other issues please contact NAT-TORT@kp.org and provide your NUID and the nature of the issue, being specific as possible.