ICAMS (Imperial College Availability Management System) – Manager Guidance Notes

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Link to log in: ICAMS LOGIN

How to approve an annual leave request:

**Note:** When logging into ICAMS, if you have any outstanding leave requests, ICAMS will open on the Outstanding Requests page.

1. Click on either the **Review & Approve Requests** button in the **Actions** section of the homepage, the **Outstanding Requests** link in the **Navigation** menu or from the link at the bottom of the page under the heading **Home**:

   ![Screen capture showing the ICAMS homepage with the Outstanding Requests link highlighted]

2. You will then be directed to the page below where you have the following options:

   a) You can review the details of leave requests by clicking on the **Review** button.
   b) You can approve the request without reviewing any further details by clicking on the **Quick Approve** link.
3. If you have clicked on the **Review** button, you will be directed to the page below, which will give you the following details/options:

a) In the **Outstanding Request** section you can view the name of the person requesting leave, their email address, their department, type of leave being requested e.g. Unpaid Leave, the start and end dates of the requested leave, duration of requested leave and amount of leave days already used.

b) In the **Requester Allowance** section you can view the standard amount of leave the requesting individual is entitled to, the amount of leave being brought forward from
the previous year's entitlement, additional leave entitlement, total leave entitlement, number of days used and the number of days left.

c) If there are any conflicting absences within your team, these will be displayed in the Conflicting Absences section.

d) In the Absence Request section the Status field will default to New Request. You can update the Status field with one of the following: Approved – use this when you would like to approve the requested leave or Rejected – use this when you do not want to approve the requested leave. Any comments made by the person requesting leave can be found next to Requester Comments and if you would like to add any comments yourself, these can be entered into the Approver Comments free text area.

e) Clicking on the Cancel button will return you to the previous page (screen print under point 2b above)

f) Clicking on the Delete button will delete the leave request. This can therefore be used if the wrong dates have been requested or the person requesting this leave has informed you they no longer wish to take leave etc.

g) After updating the Status field/addig comments, click on the Apply Changes button which will fire a confirmation email, which includes a calendar update for Outlook to the person requesting leave, yourself and the deputy manager (2nd contact – if applicable) confirming the approval or rejection of the request.

Note: When a leave request has been submitted by an individual whose leave you are required to approve/reject, an email notification will be sent to you and the individual, confirming details of their request, please see example below:

Once you have approved or rejected their leave request, a confirmation email and a calendar update for Outlook will be sent to you and the individual, please see example below:
How to amend or delete requested leave:

1. On the homepage click on the **Reporting** tab or the **Reporting** link at the bottom of the page:

2. To amend or delete a member of your team’s leave request(s), click on the **Person** link in the navigation menu or the **Person** link at the bottom of the page under the heading **Reporting**, which will display the page below:
3. In the **Search** section, select the person whose leave you wish to amend or delete by clicking on the drop down arrow in the **Person** field. A list of all the individuals in your team whose details you can view will be displayed.

4. When you have selected the appropriate person, the following information will be displayed:

5. To amend or delete a period of leave, click on the pencil icon in the **Details** column, as highlighted above. The following information will be displayed:
6. On this page you can:

   a) Amend the leave dates by clicking into the **Start Date** and **End Date** fields and selecting the correct dates as appropriate. If a whole days leave was requested in error and this should have been half a days leave, please amend the **AM** or **PM** fields e.g. for half a days leave in the morning both **AM** fields should be selected. To apply your changes, click on the **Apply Changes** button, which will fire a confirmation email, which includes a calendar update for Outlook to the person requesting leave, yourself and the deputy manager (2\textsuperscript{nd} contact – if applicable) confirming the approval of the request. Example email below:

![Example email image]

   b) Delete a request by clicking on the **Delete** button, entering a reason in the **Delete Absence Request** form (as below) and then clicking on the **OK** button.
Note: An email notification will be sent to the individual requesting leave and yourself, confirming deletion of the leave request.

How to create a leave request on behalf of a member of your team:

1. On the homepage click on the **Raise New Absence Request** button in the **Actions** section:
2. Click on the drop down menu button in the **Person** field and select the member of your team that you are requesting leave for.

3. Click on the drop down menu button in the **Absence Type** field and select the relevant type of leave e.g. **Holiday Leave**.

4. Enter the start date of the leave into the **Start Date** field by selecting the relevant date from the calendar. The calendar will automatically appear when you click into the **Start Date** field. You also have the option of selecting today’s date by clicking on the **Today** link underneath the **Start Date** field or next Monday’s date by clicking on the **Next Monday** link.

5. Select if the leave will be starting in the morning (AM) or the afternoon (PM) by selecting the appropriate option on the right hand side of the **Start Date** field.

6. Enter the end date of the leave in the **End Date** field by selecting the relevant date from the calendar. The calendar will automatically appear when you click into the **End Date** field.

7. Select if the leave will be ending in the morning (AM) or the afternoon (PM) by selecting the appropriate option on the right hand side of the **End Date** field.

8. After entering the leave dates, the number of **Total Days**, **Working Days** and **Allowance Used** will display.

9. Add any comments regarding the leave request in the **Requester Comments** free text area. **Please note**: This is a mandatory field so a relevant comment must be entered.

10. The **Approver Details** section will display who can approve the leave request.

11. To submit the leave request, click on **Create**.
Note: If when entering the leave details, you need to cancel the request before submitting, clicking on the Cancel button will return you to the homepage.

Note: If you have submitted the leave request, an email notification will be sent to the team member you are requesting leave for and yourself, confirming details of the request, please see example below:

Once you approve or rejected the leave request, a confirmation email and a calendar update for Outlook will be sent to the team member you are requesting leave for and yourself, please see example below:
Note: A warning message will appear if you try and book more than the team member’s allocated leave allowance and an error message will appear if you try to request a date or dates that have already been requested by the team member.

Viewing Today's availability:

1. On the homepage click on the Todays Availability link in the Navigation menu or from the link at the bottom of the page under the heading Home:
2. To find a person or team/group and to check their availability today e.g. are they at work, working from home etc, enter their surname or the relevant team/group name into the Find Person or Department field and click on the Go button. To reset, click on the Reset button.

3. The system will then display a list of matching teams/groups in the Matching Departments section (if you have entered a team/group) or a list of people matching the surname you have entered in the Matching People section. Please note: The system will only display individuals and teams/groups that you have access to.

4. Click onto the team/group name to check if members of that team/group are available today or if you have entered a surname, click on the individuals name to check if they are available today, you will then be taken to the screen below where you can view the following:
a) **Departments** – displays the team/group hierarchy in which the individual(s) work within.

b) **Selected Department** – this is the name of the team/group the individual(s) work in e.g. HR Policy, Systems & Information.

c) **Manager Availability** – the team/group manager’s name and their availability.

d) **Team Availability** – shows the team members availability.

**Viewing Who’s who:**

1. On the homepage click on the **Who’s Who** link in the **Navigation** menu or from the link at the bottom of the page under the heading **Home**:
2. You will then be directed to the page above where you have the following options:

a) In the **Search** section, you can select the particular person or team/group e.g. HR – OD – Postdoc Development Centre that you wish to view from the picklist.

b) In the **Tree** section, you can view a team/groups structure and where appropriate collapse this structure by clicking on the **Collapse All** button. You can expand the structure to show all areas within the departments hierarchy and the individuals who sit within these areas by clicking on the **Expand All** button. To reset the **Tree**, click on the **Reset Tree** button.

c) In the **Managers** section, you will see the name, photo and email address of the manager for the department you are looking at. **Please note:** the 2nd Contact field is mandatory; therefore where a deputy manager/2nd contact is not required, the same individual may appear as both the manager and 2nd Contact.

d) In the **Members** section, team members within the department you are viewing will appear, showing their name, email address and photo.
How to run availability reports:

1. On the homepage click on the Reporting tab or the Reporting link at the bottom of the page:

2. The Absence Calendar will be displayed as below. On this page you have the following options:
a) The **Today's Absences** section will display the name(s) of anyone in your team(s) that is taking leave today.

b) The **Absence Calendar** will default to the current month but you can view previous and future months by clicking on the **Previous** and **Next** buttons. Clicking on the **Today** button will return you to the current month, highlighting today's date.

**Please note:** Individuals who are not Managers will only have access to **Absence Calendar** and not to the options mentioned below.

3. To view a member of your team’s absence requests, allowance etc, click on the **Person** link in the navigation menu or the **Person** link at the bottom of the page under the heading **Reporting**, which will display the page below. On this page you have the following options:
a) In the **Search** section, enter the last name of the person you wish to view in the **Find Person** field and hit enter. The individual whose details you wish to view will be displayed.

b) To select the appropriate leave year from the list, click on the drop down arrow in the **Leave Year** field.

4. When you have selected the appropriate person, the following information will be displayed:

   a) In the **Allowance** section you can view the standard amount of leave the requesting individual is entitled to, the amount of leave being brought forward from the previous year’s entitlement, additional leave entitlement, total leave entitlement, number of days used and the number of days left.

   b) In the **Absences** section you can view the type of leave the individual has already taken, duration of that leave, amount of working days taken and allowance used.

   c) In the **Absence Requests** section you can view start and end dates date of requested leave, type of leave requested, status of leave requested, total days
requested, number of working days requested and current allowance used. **Note:**
If you wish to see the details of any of the requests, click on the pencil icon in the Details column.

5. To view a detailed report of your team’s availability, click on the Availability (Detail) link in the navigation menu or the Availability (Detail) link at the bottom of the page under the heading Reporting, which will display the page below. On this page you have the following options:

- **a)** In the **Resource Availability Review** section, select the leave year and department from the relevant picklists.
- **b)** Your report will then display as below and include each team member's availability (displayed as a total number per month), leave dates, unscheduled leave dates (see note below), total leave taken per month and overall total.

**Note:** The unscheduled leave takes the individual's remaining leave balance for the year and spreads it across the remaining months in the leave year. This provides a rough guide as to how much leave in a month, or over a period of months, an individual has. This could be helpful for areas that schedule leave.
How to change your photo?:

1. On the homepage, click on the ‘Click here to upload a new picture’ link in the My Photo section.

2. In the Upload Photo section, click on the Browse... button to upload your new picture.

Note: Uploaded pictures must be .gif or .jpg and no bigger than 30K in size.

3. Find the image that you wish to upload and click on the Open button. The file path to the image will then display in the Upload Photo section, as shown below:
4. Click on the **Create** button in the **Upload Photo** section. You will then see a message at the top of your screen that reads ‘Action Processed’ and your new photo will be displayed.
FAQs for All Users

1. How do I book my leave if I work part-time?

If you are a part-time employee, in order for your leave entitlement to calculate correctly, you will need to raise separate leave requests that reflect your working pattern i.e. if your working pattern is that you work on a Monday, Thursday and Friday and you wish to take one weeks annual leave, you will need to raise one request for the Monday and a separate request for Thursday and Friday.

2. Can I cancel a leave request before submitting?

If when entering your leave details, you need to cancel the request before submitting, clicking on the Cancel button will return you to the homepage.

3. Can I amend a leave request that has already been approved?

No, you are only able to amend a leave request that has not yet been approved.

4. What absence types can be viewed in the Absence Calendar?

The following absence types can be viewed:

<table>
<thead>
<tr>
<th>Absence Type:</th>
<th>Appears in Absence Calendar as:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Holiday Leave</td>
<td>Leave</td>
</tr>
<tr>
<td>Additional Holiday Leave</td>
<td>Leave</td>
</tr>
<tr>
<td>Time Off In Lieu</td>
<td>Leave</td>
</tr>
<tr>
<td>Compassionate Leave</td>
<td>Leave</td>
</tr>
<tr>
<td>Unpaid Leave</td>
<td>Leave</td>
</tr>
<tr>
<td>Maternity Leave</td>
<td>Leave</td>
</tr>
<tr>
<td>Paternity /Maternity Support Leave</td>
<td>Leave</td>
</tr>
<tr>
<td>Parental Leave</td>
<td>Leave</td>
</tr>
<tr>
<td>Adoption / Surrogacy Leave</td>
<td>Leave</td>
</tr>
<tr>
<td>Domestic / Family Emergency Leave</td>
<td>Leave</td>
</tr>
<tr>
<td>Study Leave</td>
<td>Leave</td>
</tr>
<tr>
<td>Sabbatical Leave / Leave of Absence</td>
<td>Leave</td>
</tr>
<tr>
<td>Jury Service / Witness Duty</td>
<td>Leave</td>
</tr>
<tr>
<td>Volunteer Reserve Forces</td>
<td>Leave</td>
</tr>
<tr>
<td>Public Duties</td>
<td>Leave</td>
</tr>
<tr>
<td>Sickness</td>
<td>Out of Office</td>
</tr>
<tr>
<td>Meeting</td>
<td>Out of Office</td>
</tr>
<tr>
<td>Medical Appointment</td>
<td>Out of Office</td>
</tr>
<tr>
<td>Non Working Day</td>
<td>Out of Office</td>
</tr>
<tr>
<td>Training</td>
<td>Out of Office</td>
</tr>
</tbody>
</table>
5. **Are College Closure days and Bank Holidays displayed in the Absence Calendar?**

   Yes, both dates will be displayed in the Absence Calendar.

6. **Can I hide my photo?**

   Yes, to hide your photo, click on the ‘**Click here to upload a new picture**’ link in the **My Photo** section of the homepage and then click on the **Hide My Photo** button.

### FAQs for Managers only

1. **How can I see conflicting absences within all teams that I manage?**

   If there are any conflicting absences within your team, these will be displayed in the **Conflicting Absences** section of the **Outstanding Request** page. You can switch between Manager view, which shows all teams that you manage and Department view, which only shows the team in which the user with a conflicting request sits.

2. **How can I view the availability of individuals sitting in other teams/groups?**

   You can search for individuals sitting in other teams/groups (that you have access to) from the **Today's Availability** section by using the **Find Person or Department** search field in the **Search** section.