Welcome

Welcome to Gradience® FMLA Tracker for tracking employee FMLA. Please visit www.gradiencesupport.com to locate helpful how-to documents.

Software Features

Annual licensing – Because Gradience FMLA Tracker contains dated legal content, annual licensing is required. However, when legal content changes arise during a version life cycle, we offer timely, FREE updates you can easily download. Of course, we encourage you to purchase annual upgrades so you have the latest enhancements, newest features and current legal content. Purchase an annual maintenance plan to protect your investment at a discount

Easy, PC installation – We designed Gradience to be simple to install and get running, even for a large client-server system.

Password Security and Database Encryption – Anyone who uses the program must have a login ID and password, and you can set different access levels for each user. This feature provides peace of mind that your data are safe.

Data import – If you already have information from a spreadsheet or other program, you can save time setting up Gradience® FMLA Tracker by importing it.

Calendar – Entering FMLA time-off is easy! Just two clicks and you're done. You also can enter unlimited notes.

Reminders – Set pop-up reminders for important tasks and events.

Reports – You can choose from a variety of standard reports and change options to get the information you need. Export information to other file formats such as RTF, Excel, PDF and more! Plus, you can build your own reports with the powerful Custom Reports module included.

Automatic backup – Gradience FMLA Tracker can make sure you have a backup of your important employee information each time you close the program. With the included **DB Monitor** and **DB Maintenance** utilities, you also can schedule server backups and perform routine database maintenance quickly and easily.

Unlimited employees – This application lets you manage FMLA records for an unlimited number of employees.

SmartUpdates by ComplyRight – This feature automatically notifies you when new, compliance related updates are available for download from our support site.

Unlocking the Demo

New Installation

You can unlock your installation immediately or run any Gradience application in Demo mode. Here's how:

• During the installation of any Gradience application, you will be prompted to enter your Product Key in the Product Key window.
• Enter the Product Key if you have it in the Product Key field or click **Next** to continue installing the application to run Gradience in Demo mode.
• After running the applications in Demo mode, you will be reminded periodically of the Demo trial period remaining and the option to purchase Gradience.

Previous Installation

If you already have installed FMLA Tracker and are running it in Demo mode, you can unlock it by following these steps:

• Open Gradience FMLA Tracker.
• Click **Help** (next to **Reports**) and, when the drop-down menu opens, click on **Alter Current Product License**.
• Click **Edit Key** and enter the Product Key you received with your purchase. This will be inside the Gradience CD QuickStart Installation Guide.
• Click **OK**. If the confirmation message does not appear, verify that you entered the correct key. The Product Key is not case-sensitive.

Note: There is a different Product Key for each Gradience software product.

System Requirements

Minimum
- Windows XP Professional (SP2), Windows 2003 Server or Windows Vista
- Pentium IV or higher Processor
- 512 MB available RAM (Random Access Memory)
- 60 MB available hard disk space
- CD-ROM drive
- SVGA monitor with 1024 x 768, High Color or higher
- Windows-compatible graphics quality printer

Network Requirements

Windows-based Server or PC – The included Firebird database is not compatible with a non-Windows-based operating system, such as Novell. However, you may run the database on a Windows-based server or PC connected to a non-Windows-based network

Server with a static (persistent) IP address – PC or Server where the database resides

Proper user license – The database will allow only the purchased number of users to be connected at any one time to the database. Wide-Area Networks (WAN) requires a Site license allowing an unlimited number of simultaneous connections to the database. The Product Key can be found in the QuickStart Installation Guide.

You may install the software from a CD or from a downloadable installation file from www.gradiencesupport.com.

Installation Options

1. For information on all your installation options, please go to www.gradiencesupport.com. Click **Register Now**; enter the required information, and click **Submit**.

2. Once registered, return to the previous screen and click **Log in now**.

3. Under **Knowledge Base**, click **Browse**.

4. Under **Categories**, click **General**.

5. Once again, under **Categories**, click **Installation**.

6. Under **Articles**, click **Installing Gradience Pro/Enterprise Software**.

FMLA Tracker

License Options

Your license is determined by the product key you have entered. There are two license options available:

- The **Professional License** allows up to five users to run the program at the same time while connected to a single, common database.
- The **Enterprise/Site License** allows any number of users to run the program at the same time while connected to a single, common database from a single site/location.

To move from Professional to Enterprise, follow these steps:
1. From within the program, click **Help** > **Alter Current Product License**.
2. Enter the product key into the field and click **OK**.

Terminal Services & Gradience

We do not offer technical support for Gradience software that has been installed on a Terminal Server. Gradience was designed to be run in a Windows environment.

Although we have not tested our software on a Terminal Server, we have spoken to some customers who successfully run Gradience on a Terminal Server.

Note: TimeStation currently is not compatible with Terminal Services.

Standard Client/Server installation on a Terminal Server
Install the Gradience product on the Terminal Services Server using the Add/Remove programs in the Control Panel.

On the server where Gradience is installed, go to **Start**, **Run** and enter: **hrware.ini**. This will bring up Notepad with the following info:
[HRWARE]
Server=Localhost
Path=C:\Program Files\GNeil Software\Data\HRWare.gdb

Change the server information from:
SERVER=LOCALHOST to SERVER=127.0.0.1.
Even though Localhost is the same as the IP Address of 127.0.0.1, we have found that, in many cases, you will need to enter the IP Address instead of the name.

We also have found that the User would need to be logged on to the Terminal Service with administrative rights. Without administrative rights, our database engine (Firebird 1.5) will not function, and the user will not be able to access the database file.

This suggests that an admin user has privileges to system files/DLLs that a standard user would not.

Checklist

When you first open FMLA Tracker, a checklist will appear on the screen. Use the Checklist to enter preliminary information during the Initial Setup.

When finished, check the box in the lower left corner. You can always access the Checklist by clicking **Help > Checklist**.
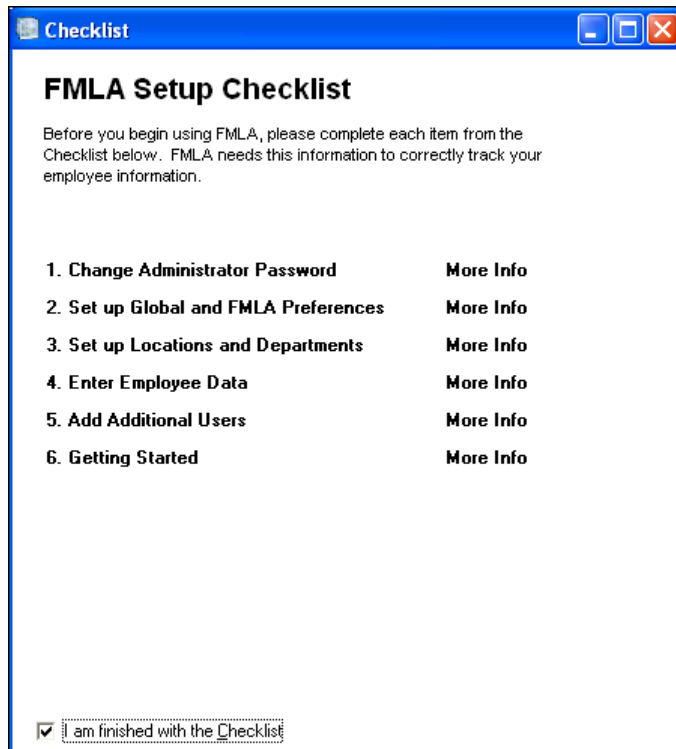
1. **Change Administrator Password**
   This allows you to establish user rights within the program.

2. **Set up Global and FMLA Preferences**
   This allows you to establish global functional defaults.

3. **Set up Locations and Departments**
   This allows you to establish all of your locations and departments.

4. **Enter Employee Data**
   This allows you to enter employee names, Social Security numbers (optional), Hire Date, Hours Worked in a typical day, Title, Location, Department, Status (Active, Inactive, Terminated) and other relevant employee data.

5. **Add Additional Users**
   This allows you to set up security access for additional users.

6. **Getting Started**
   This provides step-by-step instructions on where to begin and helps you set FMLA defaults
   for your organization.

Setup User Security

Option One: Set up "NEW" User Security

Option Two: Duplicate the User Security of another user (See Note at the bottom of these instructions.)

Option One: Set up "NEW" User Security
1. From any screen, click on **Settings** and then on **User Security**.
2. Click **New**; enter a new **Log In**; enter a new **Full Name**; enter a new **Password** and **Verify Password**.

Feature Access
By default, the **Detail** button (not **Employee Detail**) will be depressed. A feature list associated with the **Detail** button will appear at the lower right. These are the features that are common to all Gradience Pro/Enterprise programs.

1. Click on each item individually in the Access Rights column. The item will highlight and a down arrow will appear.
2. Click on the down arrow. A drop-down menu will appear.
3. Click on the selection that provides the appropriate level of access. Repeat this for each item on the list of features.

Set up User Security for the Gradience Suite
You will have a button on your screen for each Gradience program installed:
• Gradience Attendance
• Gradience Records
• Gradience TimeClock
• Gradience FMLA Tracker

Click each of these buttons respectively and repeat steps **1**, **2** and **3** directly above. This will inform the database as to the level of access this person will have for each program loaded. Do this only once.

Now click the **Location/Department** button and ensure that the appropriate Locations and Departments are checked. If you wish to have access to selected features for all locations and departments, you will need to check them all.

Option Two: Duplicate the User Security of another user
1. Click **Settings** > **User Security** and highlight the user whose rights are to be duplicated.
2. Click the double-green checkmarks (**Save as**) button at the top. A pop-up window will open.
3. Enter the new login; enter the name of the new user; enter the new password and enter the password again.
4. Click **S**ave.

Note: To nearly duplicate another user's security settings, follow the steps in Option Two, but before saving, change the access rights to those features that need to be restricted or enhanced. Then click **S**ave.

IMPORTANT!
Click **Settings** > **Global Preferences** > **General Settings**. Be sure to check **Allow use of Forgotten Password Utility**. By checking this, you can be assisted in just a few minutes over the phone if you have forgotten your login or password.

If it is not checked, the only way to regain access is to go to www.gradiencesupport.com. In the **Ask a Question** section, click on submit your question. This will enable you to send the backup to Tech Support.

Tech Support will generate a generic login and password for you to use. This process will take a minimum of 24 hours.

Setup Global Preferences

1. Click **Settings** > **Global Preferences** > **Company Info**.

    •   Enter company name and address.
    •   Enter Company Logo, Click Assign New Logo and navigate to and select the file containing the logo. It must be no greater than 200 x 200 pixels.

2. Click **General Settings**.

    •   **Allow use of Forgotten password utility**
        Be sure this is checked. If you forget your password, contact Gradience Tech Support at 888-925-7740. They will help you gain access in a matter of moments.

        If this is unchecked, do the following:
        Go to www.gradiencesupport.com. In the **Ask a Question** section, click on submit your question. This will enable you to send the backup to Tech Support.

    •   **Forced Writes for Interbase**
        Normally when data are entered, the data reside in memory momentarily (perhaps as long as several minutes) before being sent to the database. Should your computer crash during that time, the data may be lost before reaching the database. When checked, this feature enables data to be sent to the database more rapidly.

    •   **Prompt for Backup on exit**
        When checked, this simply enables a prompt for backup to appear upon closing the program. We recommend you back up your data daily; so having this checked is ideal.

    •   **Default Hour in a day**
        Full time – indicates the default number of hours in the typical workday for full-time employees.
        Part time – indicates the default number of hours in the typical workday for part-time employees.

3. Click Report Options and check the appropriate items.

    •   **Print Preview** - When checked, allows you to preview before printing.
    •   **Header Bold** - When checked, allows header titles to be bold.
    •   **Header Line** - When checked, puts a line under header titles.
    •   **Header Shade** - When checked, shades the location or department row.
    •   **Data Line** - When checked, allows lines to separate data information.
    •   **Print SSN** - When checked, allows social security numbers to appear on reports.
    •   **Print Picture** - When checked, allows photos to print on reports.

- • **Print Totals** - When checked, allows totals to display on reports.

4. Click **FMLA**.

- • Enter the name of your **FMLA Contact**.
- • Enter the **FMLA Contact Information**.
- • Enter the **FMLA Poster Location(s).** – You may enter up to 80 characters in this field.
- • Enter your functional defaults.

5. Click **Fingerprint Reader**.
   Check **Enable Fingerprint Reader** if you plan to use it as a means of opening the software. You will need to have installed the fingerprint reader and followed the setup instructions that come with it. Adjust the settings as needed.

Setup Locations and Departments

1. Click on **Settings** > **Location/Department**.

2. With Locations already selected, click **New**; enter the name of the new location and click **Save**. All of the departments that have been created thus far will be made available to the new location. Check those departments that are appropriate to the new location and **leave unchecked** any departments that do not apply to the new location.

3. To create a new department, click **Departments** and then click **New**.

4. Enter the name of the new department and click **Save**. It will be available to all locations. Assign as needed by checking the new department for each location for which it is valid. **Leave it unchecked** for those locations for which it is not valid.

   Note: After creating new Locations or Departments, you need to refresh the Employee Detail screen for them to be available. To do so, look to the upper right. Just under the Gradience logo, click the black **X** in the white box.

   Tip: A quick and easy way to enter locations or departments is to take advantage of the convenient shortcuts in the center of the Employee Detail screen. You may click on **Add Location** to enter a location. Click **Add Department** to enter a department.

Enter Employee Data

1.   From within the program, click on **Employee Detail** on the left.

2.   In the upper right, click **New**.

3.   Enter data into the required fields. (You can use the **TAB** key to move from field to field or hold down the **SHIFT** key and press **TAB** to move the cursor backward.)
     The required fields are:
   - **First and Last Name**
   - **Hire Date**
   - **Work Status**
   - **Employment Status**
   - **Location**
   - **Department**
     Hours (Day and Week) are the number of hours "this" employee works for a typical workday and workweek.

     Note: When entering an absence code on the calendar for "this" employee, it will default to a value equal to the Day Hours entered for "this" employee. When used, absence code values may be altered to any number of hours, down to the thousandth of an hour.

Getting Started in FMLA Tracker

1. Click **Settings** > **Global Preferences** > **FMLA**.

2. Enter your **FMLA Contact** name and **FMLA Contact Information** phone/e-mail.

3. Enter the **FMLA Poster Location(s)** – up to 80 characters and enter your FMLA defaults.
   Before Entering Employees, set up your Locations & Departments.

1. Click **Settings** > **Locations**/**Departments** > **New**, select **New Location**, enter the name of a location and click **Save**.

2. Click **New**, select **New Department** and enter the name of a department and click **Save**. Repeat to add more departments.

3. Put checks in the boxes next to the departments belonging to each location. Close and reopen the program.
   Enter Employees. Click **Employee Detail** > **New** and enter data. The <u>required</u> fields are:
   First Name, **Last Name**, **Hire Date**, **Work Status**, **Employment Status**, **Location** and **Department**.

   Using Gradience FMLA Tracker: The following is just an overview. Use Tip Sheets for more clarification.

1. When an employee requests FMLA, click **Forms** > **Employee Leave Request**. Print the form for the employee to fill out.

2. When the form is returned, select his/her name and click **Leave Request Details** > **New**. Make your entries and click **Next**.

3. On the **Eligibility Check** screen, use a **Smart Tip** to check what applies. Click **Eligibility**. If he/she is eligible, click **Next**.

4. Use a **Smart Tip** to fill out the **Company Response (Eligibility)** screen. Click **Preview** and print the form as a PDF.
   Note: You must provide the employee a **Company Response (Eligibility)** within 5 days of your <u>becoming aware</u> of the need for FMLA leave, which may not necessarily be 5 days after receiving a **Leave Request Form**. If you request certification, you must allow the employee up to 15 days to produce it.

5. Use a **Smart Tip** to fill out the **Company Response (Designation)** screen. Click **Preview** and print the form as a PDF.
   Note: You have up to 5 days after receiving <u>proper</u> certification to provide the employee a **Company Response (Designation)**. If a certification or additional information is not required, you must provide the **Company Response (Designation)** together with the **Company Response (Eligibility)**.

6. If you wish to maintain a record of pertinent dates, click **Document Dates**; make your entries and click **Save**.

7. If you wish to view any forms you already have printed, click **Print History**. You may print again if you wish.
   Need Help?

1. Go to www.gradiencesupport.com. Click **Register Now**; enter the required information and click **Submit**.

2. Once you're registered, click your "back" button to return to the previous screen and click **Log in now**.

3. Under **Knowledge Base**, click **Browse**, click a **Category**, Click a **Category** again, choose an Article and select a topic.
4. You also can go to the **Ask a Question** section and click on <u>submit your question</u>.
    Professional Services
    Get your software up and running so you can get back to business.
    Whether you need general directions setting up the program, assistance in customizing your program to meet your needs or just need someone to walk you through day-to-day operations, our software experts can guide you every step of the way at an affordable price. Call **888-925-7740** and ask about Professional Services.

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The Menu Bar

File Menu

Maintenance -> Backup Database – This lets you perform a database backup while running the program.
Import Data – Imports basic employee data into the Gradience database.
Export Data – Exports basic employee data from the Gradience database.
Delete Employee – Deletes an employee from the Browse or Employee Detail screens.
Exit
MRU List (Most Recently Used List) – Allows you to quickly select an employee by clicking on his or her name.

View Menu

Filter Page – Gives other options for sorting and filtering (hiding) employees.
Open Reminders – Brings up all open reminders (those not checked as resolved).
Checklist – Displays Checklist screen that helps you set up the program.
Welcome – Displays initial Welcome screen that pops up when you first run Gradience Records.

Settings Menu

User Security – Allows you to set user access to features, locations/departments and employees.
Global Preferences – Allows you to set program preferences such as Company Info, Report Options and other options.
Guest Users – Allows you to set up user access for connection through an ODBC driver.
General Codes – Allows you to add/edit fields for most drop-down fields. Locations/
Departments – Allows you to add/edit locations and departments and assign departments to a location.
Reports Menu – Previews and prints all of your reports. You also can access this list and select a report by clicking Reports on the left Feature Column.

Help Menu

Contents – Brings up the Help File.
Checklist – Brings up the Setup Checklist.
SmartUpdates – Checks for available updates.
System Information – Displays database information and current users.
About – Displays "full multidigit version number and current license.
Alter Current Product License – Allows you to enter/edit product key code.

Protect Your Data on a Network

Nightly, taped backups that your server does each night "may not" <u>necessarily</u> capture your database file (**hrware.gdb**). In the event that your PC crashes, you stand to lose all of your data on that computer and, because by default your backup folder resides on your PC, you stand to lose all of your backups as well.

Option One: Store your backups in a shared folder on your network.
Create a folder on your server for your backups. When you run your daily backups, you can navigate to that folder so your backups will go into that folder on the server where they will be safe.

1. Create a folder on a shared, network drive.
2. Click **File** > **Maintenance** > **Back up the Database**. The **Select Directory** popup will open as shown below.
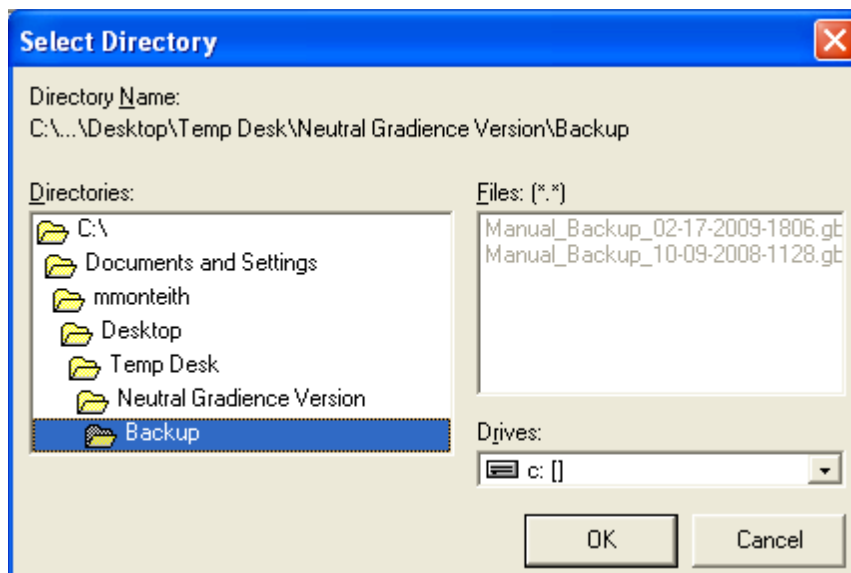
3. In the lower right corner, under **Drives**; click the down arrow. A drop-down menu will open with list of drives.
4. Select the shared, network drive. Folders will appear in the **Directories** field on the left side of the popup.
5. Navigate the **Directories** field to the folder where you want the backup to reside and click **OK**.
    Option Two: Place the database on the server.
    Install just one program on the server. Choose **"Server"** installation and **"Express"**. If the IT person doesn't want the database on the server's C: drive, have him/her call us and we'll advise. Once the program is installed on the server, a new, "blank" database will have been created on the server as well. From your desktop, perform a search for the database (**hrware.gdb**) on your computer. Copy it and paste it over the top of the "blank" database over on the server. Then, redirect (repoint) the program on your computer "to" the database on the server. This is done by altering your **hrware.ini** file.

    From your desktop, click **Start** > **Run** and enter **hrware.ini** and click **OK**. When the **NotePad** window opens, change **PATH=Localhost** to **PATH= (name or IP address of the server)**. Then, click **File** and **Save** and close out of the **hrware.ini** file.

Now, when you open the program on your computer, it will be displaying the data in the database up on your server. Now, when your server does nightly taped backups, the database will be "captured". Additionally, whenever you do a backup, the backups will reside on the server as well.

If your computer ever crashes, all you have to do is reinstall the program on a new computer and "point" the **hrware.ini** file to the database on the server, and you're up and running again.

Note: Manual backups are all date and time stamped in the following manner: Manual_Backup_05-12-06_1530.gbk

In this example, the backup was made on May 12, 2006, at 1530 hrs (3:30 p.m.). When searching for backups, search for ***.gbk** and select the most recent one listed.

Protect your Data when you have no Network

When Gradience has been installed on a PC as a **standalone** and you have no network, the program's database (**hrware.gdb**) resides on that PC.

If your PC ever crashes, you stand to lose all of your data on that computer, and because by default your backup folder also resides on your PC, you stand to lose all of your backups as well.

You have two options.

Option One: Back up your data to an external drive.
1. Attach an external drive to your computer.
2. Click **File** > **Maintenance** > **Back up the Database**. The **Select Directory** popup will open as shown. below
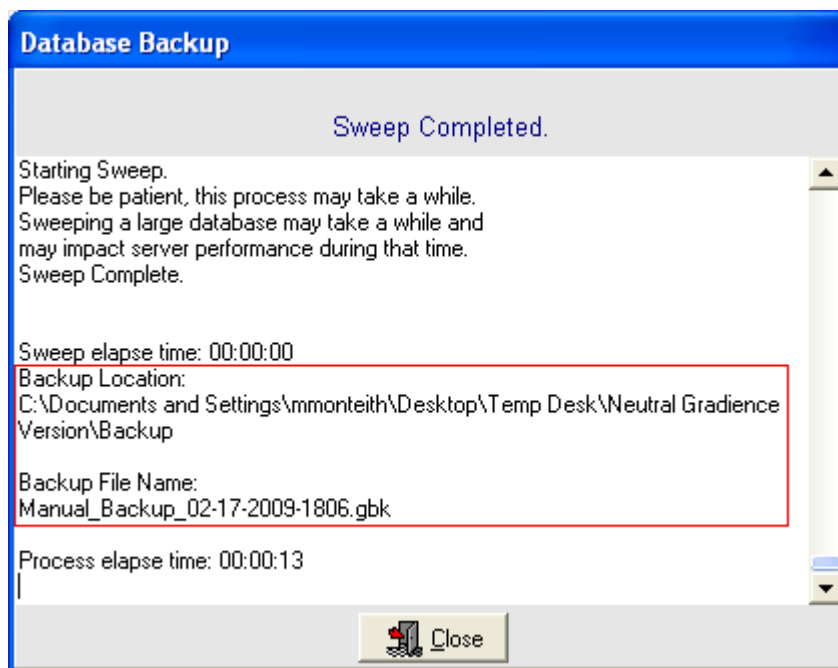
3. In the lower right corner, under **Drives**; click the down arrow. A drop-down menu will open with list of drives.
4. Select the external drive. Folders will appear in the **Directories** field on the left side of the popup.
5. Navigate the **Directories** field to the folder where you want the backup to reside and click **OK**.

Option Two: Burn a backup CD.
1. Click on **File** > **Maintenance** > **Back up the Database**. The **Select Directory** popup will open as shown above.
2. In the lower right corner, Click **OK** to back up to the default path or select an optional drive as explained in steps 3, 4 and 5 in Option One above. When finished, take note of the **Backup Location** and the **Backup File Name**; then click **Close**.

3.   Burn a copy of the backup to a CD. In the event that your computer crashes, all you have to do is reinstall the program on a new computer. This will create a new, blank database on that new computer. You then can restore your data into the new database. **Warning!**If you restore a backup into a database that <u>already contains data</u>, the data contained within the database will be overwritten by the data being restored. To protect the <u>pre-existing data</u>, perform a back up of <u>that</u> data first.

Note: Manual backups are all date and time stamped in the following manner:
Manual_Backup_05-12-06_1530.gbk

In this example, the backup was made on May 12, 2006, at 1530 hrs (3:30 p.m.). When searching for backups, search for ***.gbk** and select the most recent one listed.

Backing up Data Manually

We recommend you back up your data regularly. <u>Do not</u> rely upon nightly, taped backups run by your server.

NOTE: If you are running as a standalone where the database is on "this" computer but the computer is on a network, we recommend that you back up to a folder on your server. That way, if this computer ever crashes, your backups will not be lost. All of your backups will have a date and time stamp.

Option One: From within the program, click **File** > **Maintenance** > **Back up Database**.
- If the database <u>is not</u> on "this" computer, the backup will begin immediately.
- If the database <u>is</u> on "this" computer, the **Select Directory** window will open.
- Using the **Select Directory** window, navigate to where you want the backup to reside and click **OK**.
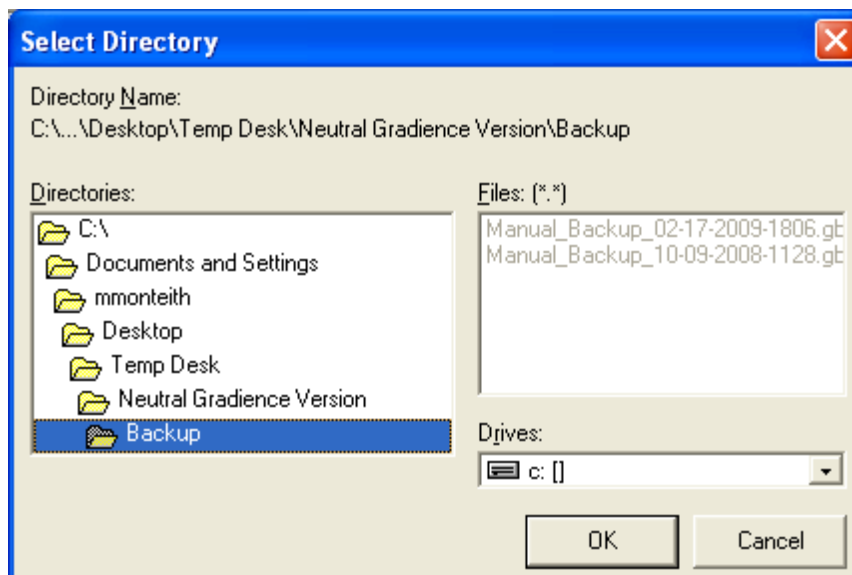
Option Two: When prompted to back up upon exit, you may click **Yes**.
- If the database <u>is not</u> on "this" computer, the backup will begin immediately.
- If the database <u>is</u> on "this" computer, the **Select Directory** window will open.
- Using the **Select Directory** window, navigate to where you want the backup to reside and click **OK**.
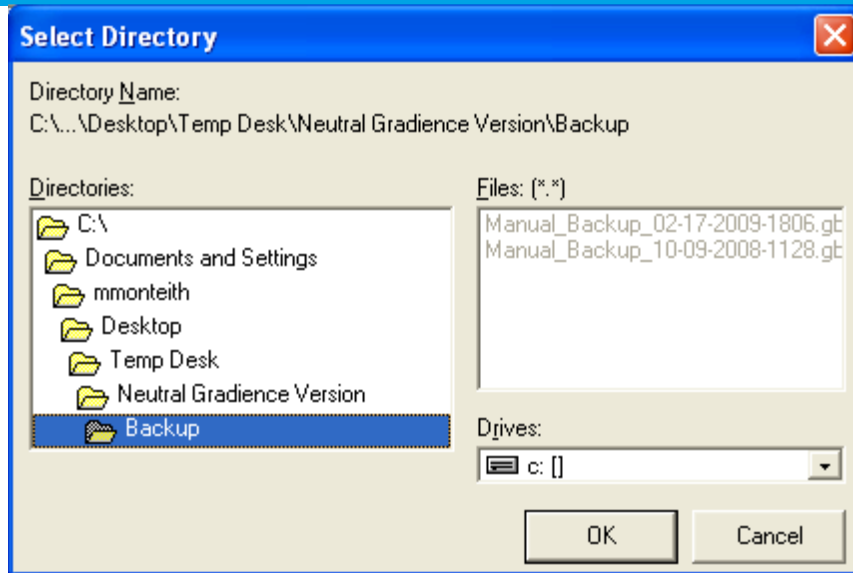
Option Three: From the desktop, click **Start** > **Programs** or **All Programs** > **Gradience** > **Maintenance** > **DB Monitor**.

1. Log into it as you would log into the Database Monitor.
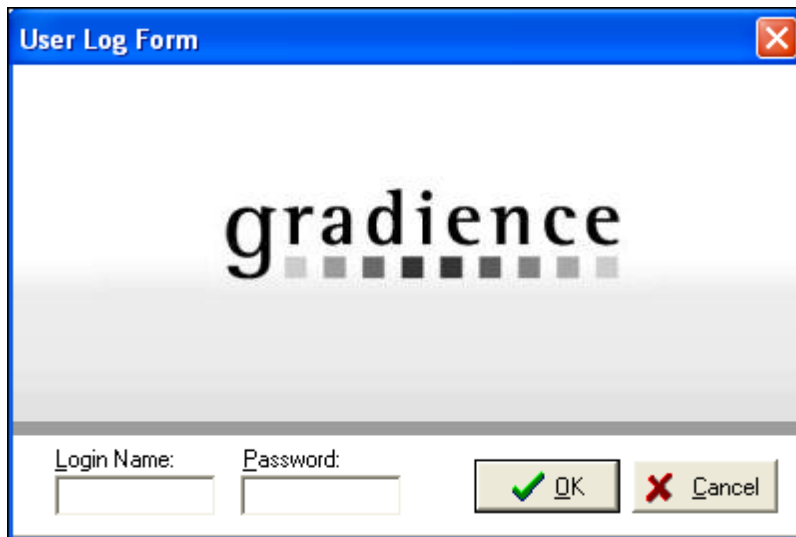
2. When it opens, click **Backup** > **Backup Now**.
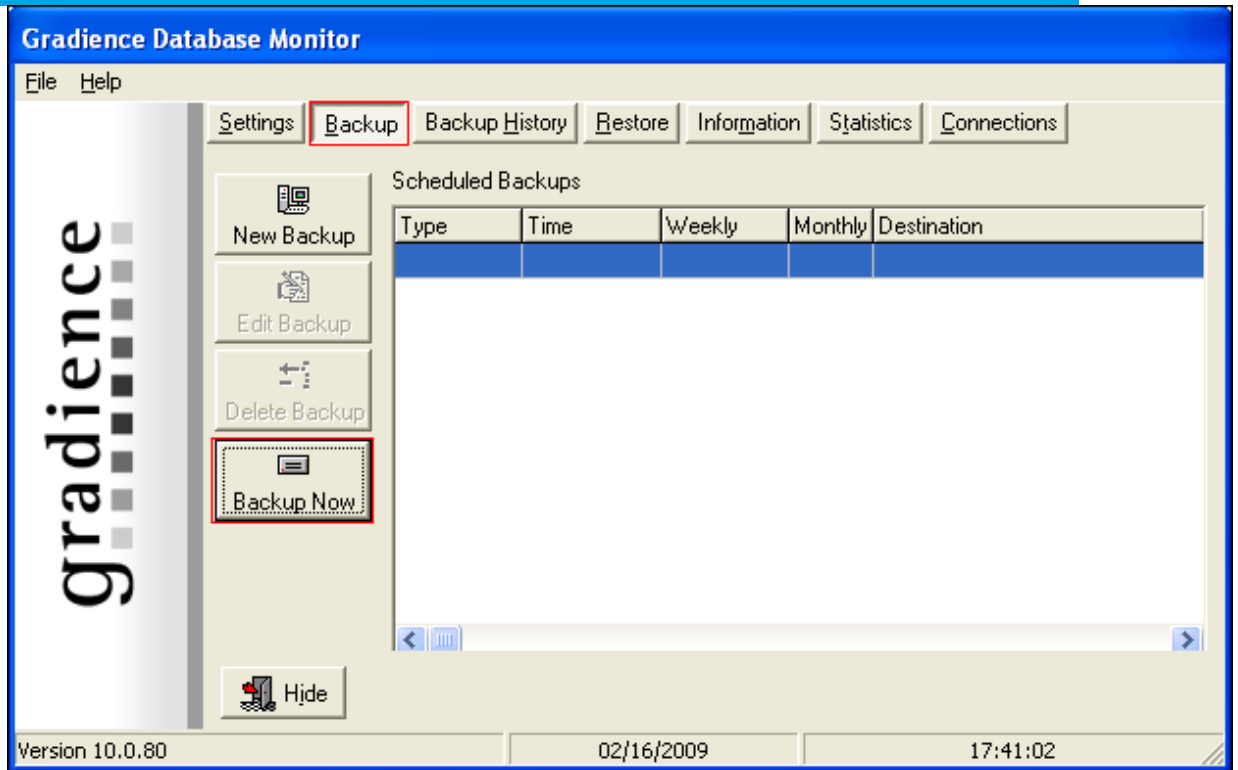
3. Click **yes** to the question about running a sweep.
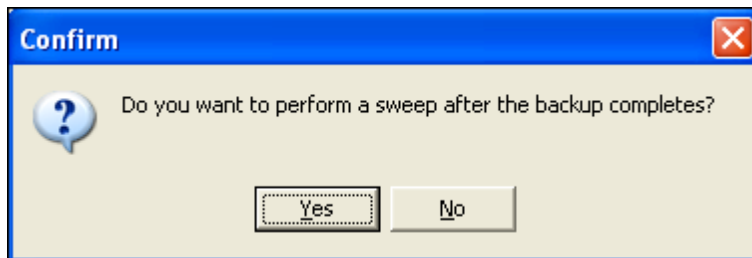
4. Using the **Select Directory** window, navigate to where you want the backup to reside and click **OK**.
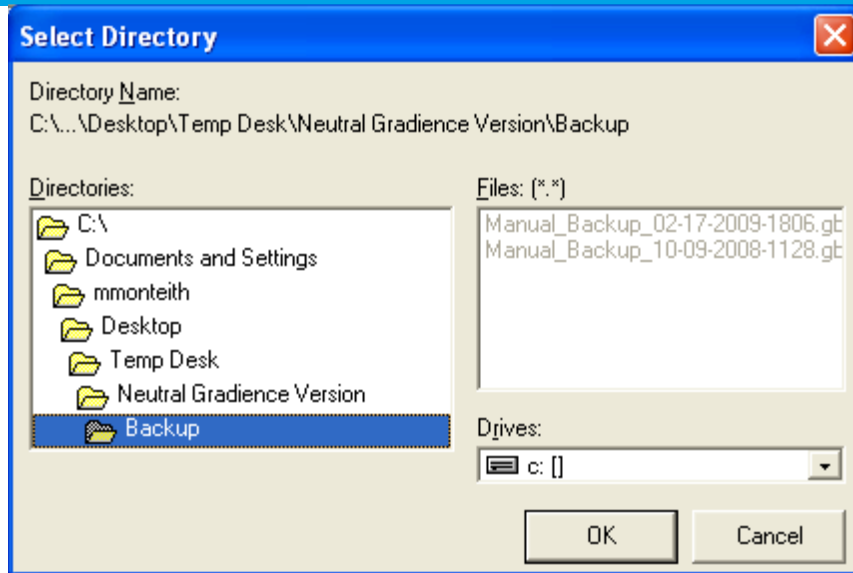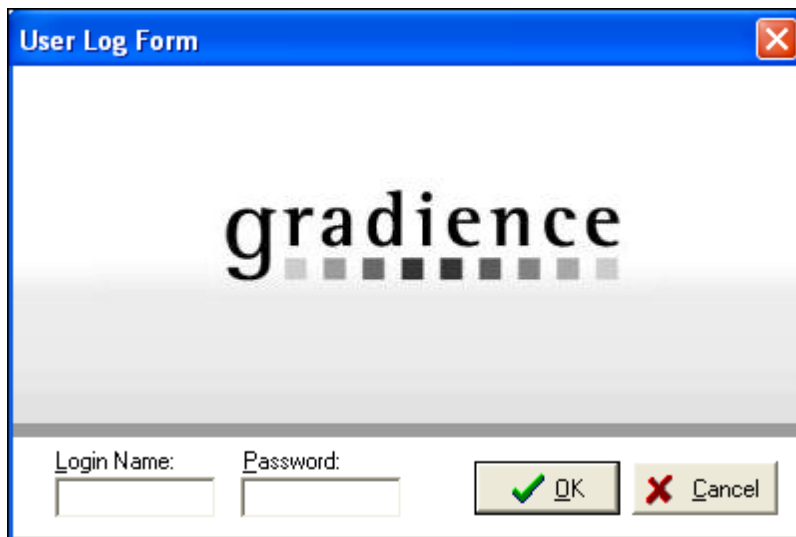
5.   Click **File** > **Exit** > **Yes**.

Scheduling Backups to Run Automatically

We recommend you back up your data regularly. <u>Do not</u> rely upon nightly, taped backups run by your server.

NOTE: If you are running as a **standalone** where the database is on "this" computer but the computer is on a network, we recommend that you back up to a folder on your server. That way, if this computer ever crashes, your backups will not be lost. All of your backups will have a date and time stamp.

1. From the desktop, click **Start** > **Programs** or **All Programs** > **Gradience** > **Maintenance** > **DB Monitor**.
2. Enter your normal **Login Name** and **Password** to open it.

3. Click on **Backup** and then click on **New Backup**.
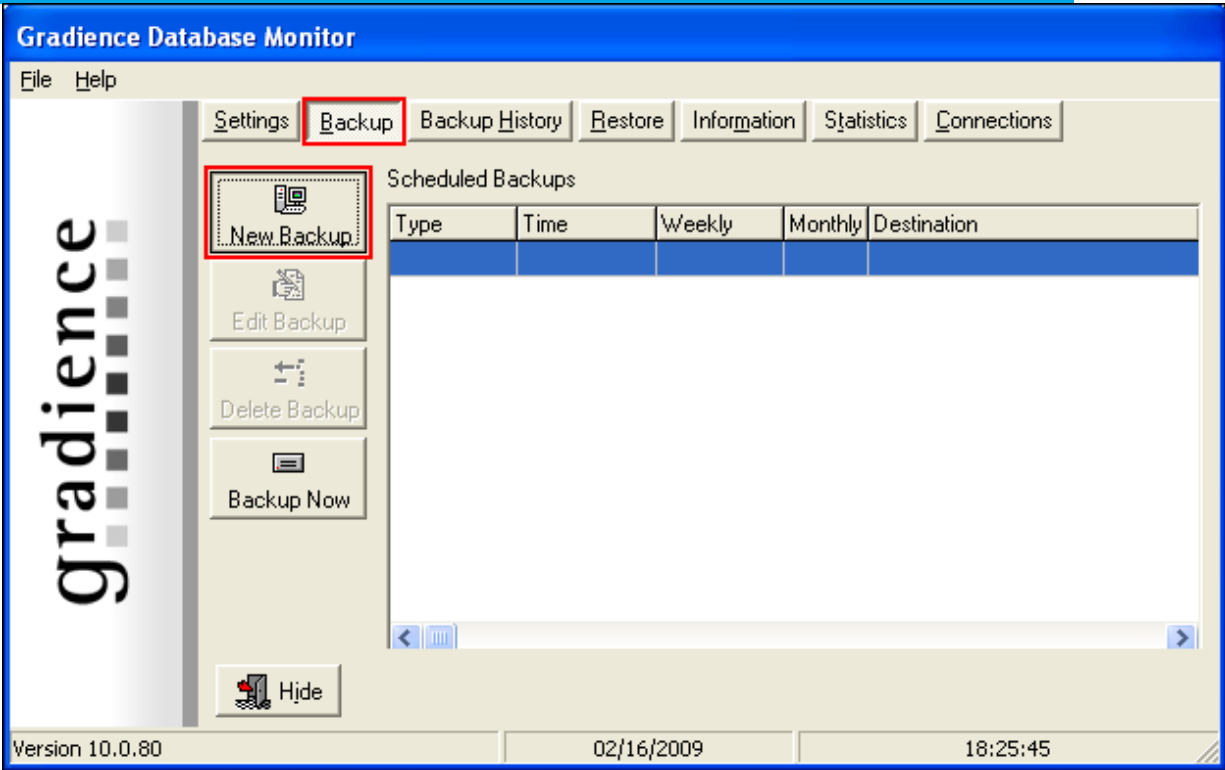
4. Make appropriate selections on the popup when it opens; **Browse** to the desired destination and click **Save**.
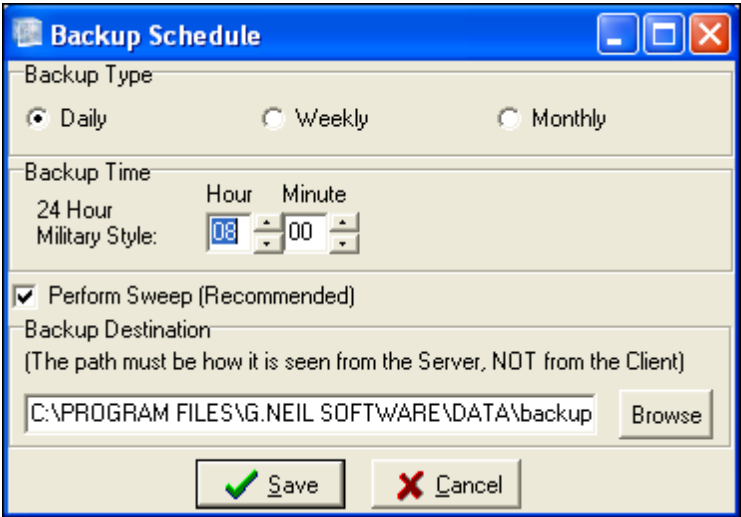
5. Click **File** > **Exit** > **Yes**.

Restoring Data

Warning! This will overwrite your current data. Back up your current data if you plan to restore them later.

Open your **DB Monitor** by double-clicking on the icon (wrench in a circle) at the bottom of your screen.

If you don't have the icon for your DB Monitor at the bottom of your screen, click on your Windows **Start** button > **Programs or All Programs** > **Gradience** > **DB Monitor**. Enter the same login and password you use for the program.

1. When the Database Monitor opens, click on **Restore**.
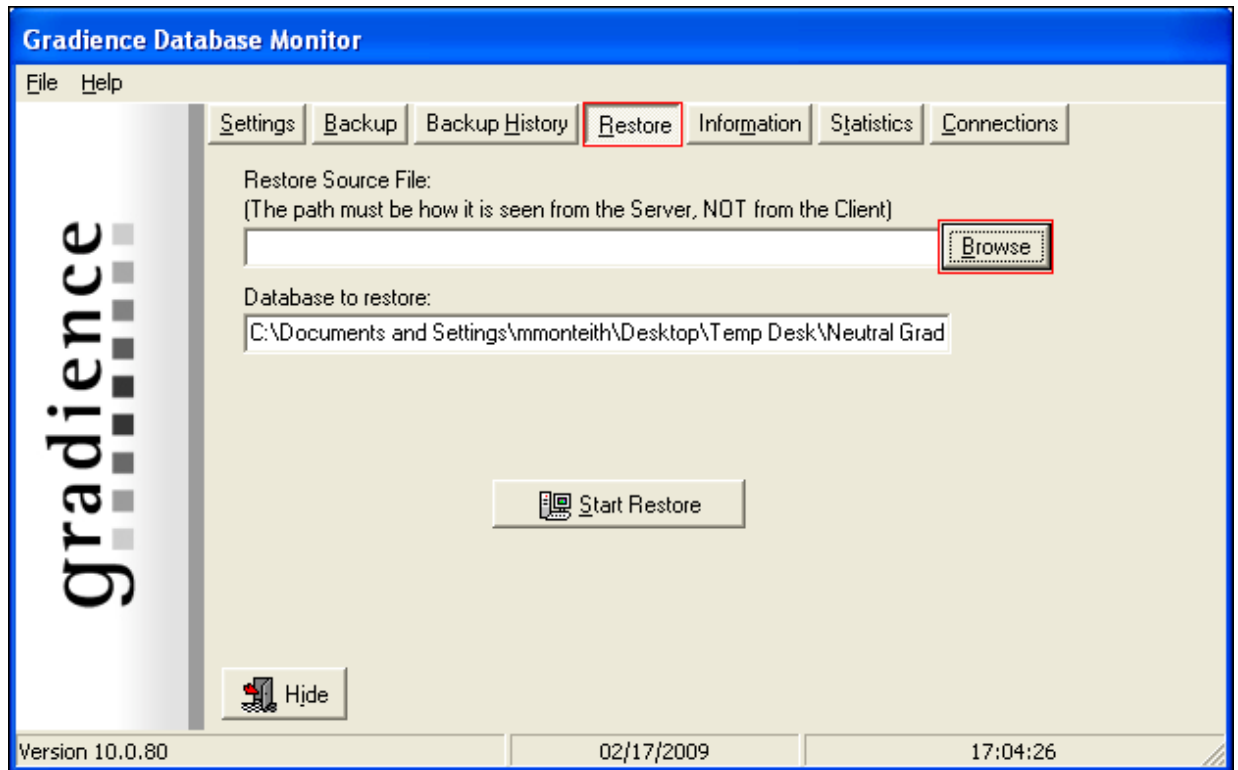
2. Click **Browse**.
3. When the **Look** in popup opens, select the backup from the list or click the down arrow to navigate to the folder where the backup resides. All backups have a date and time stamp.
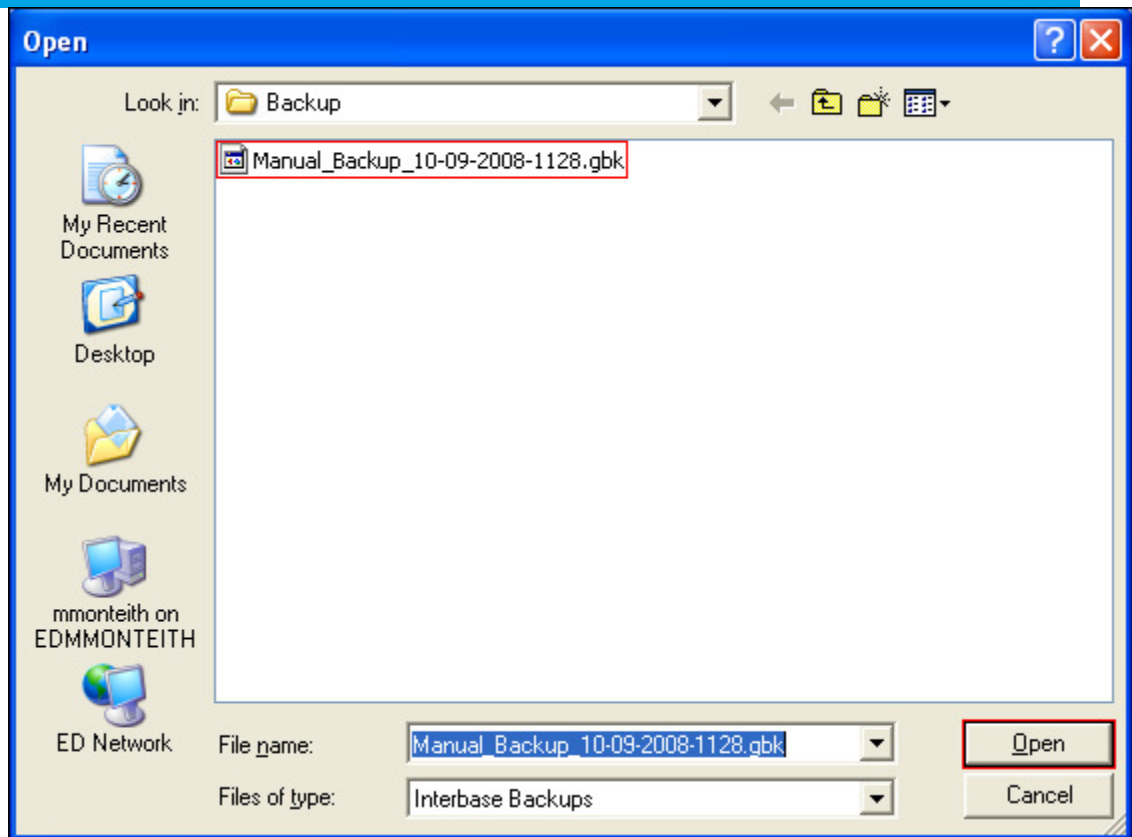
4. Click **Open**.
5. The backup file will appear in the upper field in the Database Monitor.
6. Click **Start Restore**.
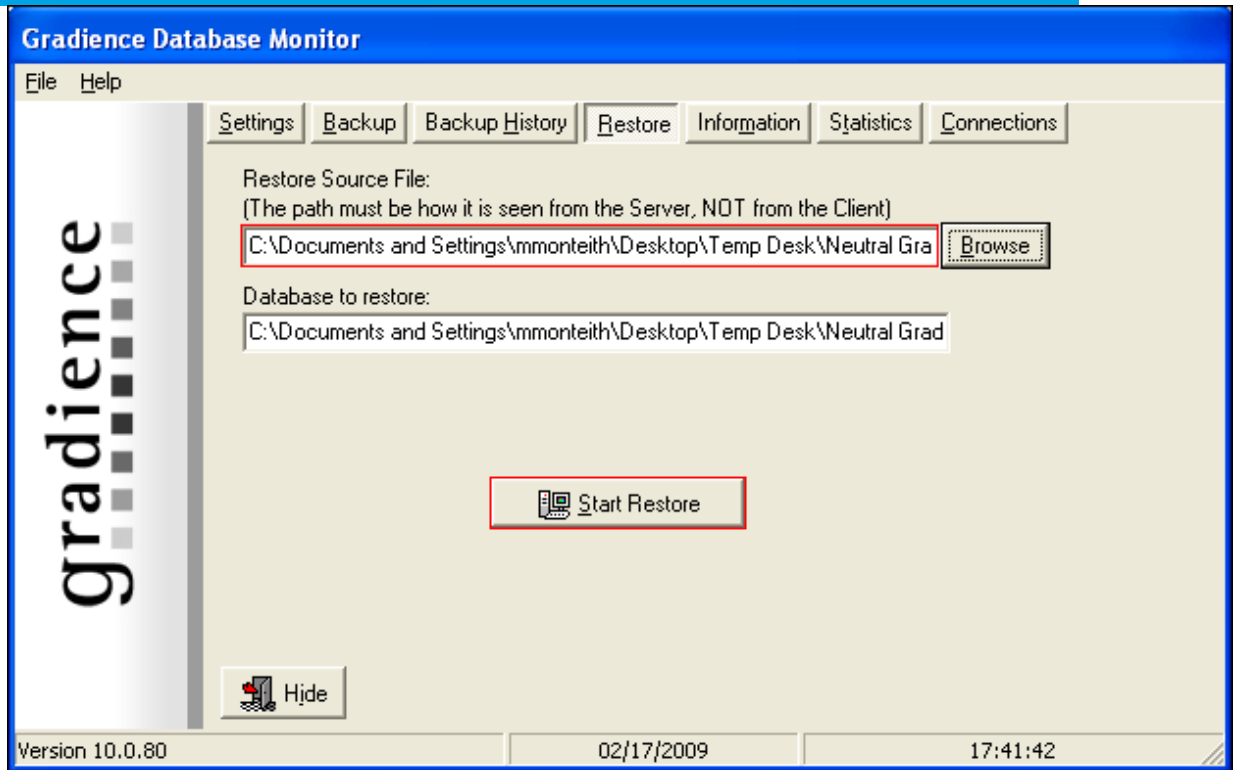
7. Click **Yes** to the message that appears.
8. To exit, click on **File** > **Exit**

Switching from Standalone to Client-Server

These instructions will show you how to go from running the program on a single computer as a standalone (database on that computer) to running it on multiple computers with the program at each computer sharing the same database.

Steps:

1. Install the software on the new server. If you have had your CD for several months, you may not be running the latest "edition" of the version you own. We recommend you download the latest "edition" of your version from our Tech Support website.
2. First you need to know the "full" multidigit version number of your program. To find it, open the program and click on **Help** in the upper left next to **Reports**. From the menu, click on **About**. A popup window will open that will indicate the entire version number. Now you may either proceed to step **3** below or just click on the blue link near the bottom of the popup window and then proceed to step **4** below.
3. Go to www.gradiencesupport.com. Near the bottom of the page, click on **latest downloads**.
4. When the page changes, scroll down to the appropriate section and then to the program you wish to update. Click **Changes** to bring up a PDF that will indicate the version number of the latest update available for download. You must have Adobe for the PDF to open. If the version number is higher than the one you are currently running, click on the back button to return to the list of programs and click **Download** next to the name of the program you wish to update.

Internet Explorer Users:
After you click **Download**, the File Download popup will appear. Click **Save**. The Save as popup window will open. If you click **Run**, the update will not download.

Netscape Users:
After you click **Download**, the Save As popup will appear. In the Save in field, enter **Desktop** and then click **Save**. When downloading is complete you will have an "installation" file on your desktop.
Note: Your computer may not be set to show extensions, so the (.exe) may not be visible in the name.

Firefox Users:
Click **Save File**. When the download is complete, a popup window will open. Click **Run**.

Installing the Download: Click on the file you downloaded and follow the on-screen prompts to install the update.

Server Installation:

1. Install it on the server doing a **Server** installation and then pick **Custom** or **Express**. This will create a new "blank" database on the new server. Jot down the location of the database; then return to your original workstation that had been running the program as a standalone.

2. From the desktop of the original workstation where the program had previously run as a standalone, click **Start** > **Run**. Enter **hrware.ini** into the field and click **OK**. A **NotePad** window will open. At the top you will see the following:
   [HRWARE]
   PATH= (the path to the database)

SERVER= Localhost
Your second and third lines may be in reverse order.

3. Edit the **SERVER** name from <u>Localhost</u> to the name or <u>IP address of the server</u> and, if necessary, edit the **PATH** line so it **exactly** matches the PATH line from the ini file at your original computer. <u>This is what you jotted down on step one above</u>.

    IMPORTANT!!!
    <u>Do not map a drive</u> from the client computer to the server and **<u>do not use UNC (\\)</u>**. Our software uses **TCP/IP**, so be sure the drive letter on the PATH line is **<u>exactly</u>** the same as the "<u>actual</u>" drive letter <u>on the server</u> where the database is going to be located.

4. Click **Save** and close out of NotePad. This will "point" the program on this computer to the new database location. There are no data there yet, so the program will not open yet.

5. Open **Windows Explorer** (not Internet Explorer).

6. Navigate to the database **(Hrware.gdb)**, "<u>C</u>opy" it, <u>P</u>aste it into a shared folder on the network and close Windows Explorer.

7. Go to the new server and navigate to the shared folder and "Copy" the database (hrware.gdb).

8. Navigate to the new, "blank" database **(hrware.gdb)**. <u>P</u>aste the copy of the original database into the same folder. This will overwrite the new, "blank" database with a copy of your production database.

    Note: When you install for the first time on additional client workstations, do a **Client** & **Express** installation. This will cause each new workstation to automatically "point" to the database that is now up on your server.

Moving Your Data

1. Install the program on the new computer doing a **Server** installation and then pick **Custom** or **Express**. This will create a new "blank" database on this computer. Take note of the location of the database (hrware.gdb) and return to your client workstation(s).

2. From the desktop of each client workstation, click **Start** > **Run**. Enter **hrware.ini** into the field and click **OK**. A **NotePad** window will open.

3. At the top you will see the following:

    [HRWARE]
    SERVER= (the name of the computer where the database had been)
    PATH= (the path to the database)

    Note: The second and third lines may be reversed on your ini file.

4. Edit the **SERVER** name and, if necessary, edit the **PATH** line, **Save** and close. This will "point" the program on this computer to the new database location. There are no data there yet.

    Note: Do not map drive and do not use **UNC (\\)**. If you do, the program will not be able to find the data.

5. Go to the computer where the database had been. Open **Windows Explorer** (not Internet Explorer).

6. Navigate to the database **(Hrware.gdb)**, "Copy" it, Paste it into a shared folder on the network and close Windows Explorer.

7. Go to the new server and navigate to the shared folder and "Copy" the database (hrware.gdb).

8. Navigate to the new, "blank" database **(hrware.gdb)**. Paste the copy of the original database into the same folder. This will overwrite the new, "blank" database with a copy of your production database.

9. At the new server, go to the desktop; open the control panel and click **Add/Remove Programs**. Find the Gradience program you just installed and remove it. The database will remain so the client workstations will be able to see the data.

    Note: When you install for the first time on additional client workstations, do a **Client** & **Express** installation. This will cause each new workstation to automatically "point" to the database that is now up on your server.

Database Maintenance

Note: This can be run only at the computer where the database is located.

When should it be run?
- Run it any time the program performs oddly. If the program behaves in an unusual manner, the cause is likely to be database corruption.
- We recommend you also run the database maintenance once a month, regardless of program performance.

Why should it be run?
Run this utility to remove database corruption. Database corruption can result from several causes.

One cause of database corruption is an electrical interruption. We recommend that any workstation running the software be connected to a UPS (Uninterrupted Power Supply) An inexpensive UPS will give you enough time to close programs and shut down the computer properly after a power failure.

Another cause of database corruption is when someone turns off the computer without first closing Gradience.

How is it run?
1. Click on their Windows **Start** button.

2. Click **Programs**.

3. Click **Gradience**.

4. Click **Maintenance** and select **DB Maintenance**.

5. Click the **Start** button that appears on the DB maintenance screen. This should remove the corruption from the database.

6. Close the DB maintenance utility when it is finished and try to open Gradience again.

If you have run this utility to resolve a performance issue but the issue persists, you have two options:

Option One:
Restore from a recent backup that was made before the issue that is now occurring. You will lose any data that had been entered since the backup was made.

Option Two:
Do a backup and attach the backup to an e-mail and send it to Technical Support. Technical Support will "attempt" to remove the suspected database corruption that may be the cause of your underlying issue. Technical Support will return a clean backup to you that

you then can restore into your database. We cannot guarantee that your database can be restored. It may be corrupt beyond repair.

Import Data

You may <u>only</u> import the fields on the **Field Layout** shown below. There are two different file formats that you may import from:

- Tab Delimited (recommended)
- Fixed Length

For a Tab Delimited format, you may use any program that allows you to save as Tab Delimited. Excel and Access are two that will allow this. Tab Delimited is the recommended format.

Note: You cannot import directly from an Excel file (**.xls**/**xlsx** extension). Once you have finished formatting your data in the Excel file, you will need to save as type: Text (Tab Delimited). When entering your information into a spreadsheet such as Excel, you will need to follow the order of the field names according to the Field Layout shown below.

For example, the columns should have SSN first, then Last Name, First Name, etc. Also, you will need to leave a blank column for any fields you will leave blank. For example, following the format on the Field Layout page, we create a Tab Delimited file with the fields: SSN, **Last Name**, **First Name**, [blank column for Middle Initial field], **Location**, **Department**, **Date of Hire**, **Full/Part Time,** [blank column for Title field], [blank column for Employee Code field] and **Active Status**. All of the fields in bold are **required, which means these columns may not be blank**. We still would need to have a blank column for MI, Title and Employee Code in the order of the fields.

For a Fixed Length format, you may use the DOS Editor or any other editor that shows you the field length. The lengths of each field must correspond to the Length column under the Field Layout page. We recommend using the Tab Delimited format.

Preparing for Import
You must create/set up your Locations and Departments in Gradience before importing. From within the program, click **Settings** > **Locations**/**Departments** and enter your locations and department names before importing your data. Please refer to the manual for instructions on creating your Locations and Departments.

Field Layout
The following is the field layout for importing text files into Gradience. Fields shown in **bold** type are required, and all import text files must include them. The letters on the left indicate your Excel <u>columns</u>.

You **MUST** have a column for each type of information **(both "required" & "Not-required" data)**. **Only** the items in **BOLD** below are **required**. The items not in BOLD below are not required fields <u>but the columns which would contain the information MUST exist even if they are blank</u>. The data may not be required, but the columns that would contain such data are.

EXAMPLE: If no Social Security Number is available, column **A** is still required but may remain blank. The Last Name is required and <u>MUST</u> appear in column **B**.

Layout Requirements

A	Social Security Number	11	123-45-6789
B	**Last Name**	20	up to 20 characters
C	**First Name**	20	up to 20 characters
D	Middle Name	20	up to 20 characters

E	**Location**	50	up to 50 characters
F	**Department**	50	up to 50 characters
G	**Date of Hire**	10	MM/DD/YYYY (slashes required)
H	**Full/Part Time**	9	Full-Time or Part-Time (only)
I	Title	30	up to 30 characters
J	Employee Code	14	up to 14 characters
K	**Active Status**	10	Active, Inactive, Terminated

If you have Confidential Employee Record installed, your text file also may include the following fields:

L	Date of Birth	10	MM/DD/YYYY (slashes required)
M	Address 1	30	up to 30 characters
N	Address 2	30	up to 30 characters
O	Home Phone	30	800-123-4567 (dashes required)
P	City	30	up to 30 characters
Q	State (2 character)	2	2 characters i.e. FL
R	ZIP Code	15	33325-1234 (1234 may be omitted)
S	Salutation	5	Mr., Ms., Mrs., Dr. (only)
T	Employee Security Level	16	up to 16 characters or numbers
U	Security Clearance Date	10	MM/DD/YYYY (slashes required)
V	Race	25	Must match a valid race on the Detail tab
W	EEO Category	25	Must match a valid category on the Detail tab
X	Sex M/F	1	M or F only
Y	Driver's License Number	15	up to 15 characters or numbers
Z	I-9 Renewal Date	10	MM/DD/YYYY (slashes required)
AA	Veteran Status	25	Disabled, Vietnam Era, Other Veteran
AB	Office Phone & Ext.	30	800-123-4567 Ext. 123
AC	Fax	30	800-123-4567
AD	E-mail address	30	up to 30 characters or numbers
AE	Address Effective Date	10	MM/DD/YYYY (slashes required)

Importing

To import your file, follow these steps:

1. From within the program click File, Import.
2. Enter the path of the file you wish to import or click on the **Browse** button to navigate to it.
3. Select **Tab Delimited** or **Fixed Length**. This should correspond with the way the import file was saved.
4. Select **Skip First Line** if you have title headings. Do not select **Yes** if you don't have title headings or you may lose the first line of data.
5. Click **Load File** to preview the file. Check that all column headings match the fields that will be imported.

	SSN	Lastname	Firstname	middlename	
	418-21-9383	Osborn	Wanda	X	
	422-86-9517	Karl	Matthew	Z	
	433-23-9209	Opel	Stephen	B	
	654-98-7777	Flynn	Emme		
	865-55-4568	Handy	Ed	U	
▶	987-15-4212	Dawson	Renee		

Loading C:\WINDOWS\Desktop\Export\OptimaExport.txt

In the column titles above; **SSN**, **Lastname**, **Firstname**, and **middlename**; be sure the data are in the correct columns.

6.   Select which fields to check for duplicates in the **Check Duplicates** box. Duplicates will be checked during the Test File phase.

7.   Click **Test File**. This checks for blank required fields, and in the case of Location and Department, it checks to make sure the name of the Location and Department already has been set up within the program.

8.   **CAUTION:** If duplicates were detected and you click on Import, these fields will be imported into the program. Once it passes the Test portion, you will be able to click on **Import File.**

Export Data

First, verify that you have rights within the program to export data. Click **Settings** > **User Security**, then highlight your **User Name** (on the left) > click **Detail** (top center) and scroll through the list at the lower right to view your access rights.

Once you verify user rights, close out of User Security and follow the steps below:

1. Click on **File** and then click **Export Data**.

2. On the popup that appears, select the **Export File Type** and enter a location where the file is to be exported.

3. Click **Export** and when the secondary popup appears indicating that the export is complete, click **OK**.

4. The image below illustrates the file as a **.txt** file opened in **NotePad**.

5. After saving the file, you can change the extension so you can open it in **Excel**.

Note: To open the export file in Excel 2007, you must use an extension of **.xlsx** in step 5 above, rather than **.xls**.

Sample Data

A database containing sample data is provided so you can view the different screens with sample data already entered. We recommend you use these sample data while getting acquainted with the way the program works.

Data Safety:
Any live data you may have amassed previously will remain safe while using the sample data.

Accessing the Sample Data:
1. From the desktop, click Start > Programs > Gradience > Training > Gradience FMLA Tracker.
2. Log into the program with ADMIN, ADMIN and click OK.

Restoring your Live Data:
- **First, back up the Sample Data.**

  From within the program, click **File** > **Maintenance** > **Back up Database**.

  The **Select Directory** window opens, navigate to where you want the backup to reside and click **OK**.
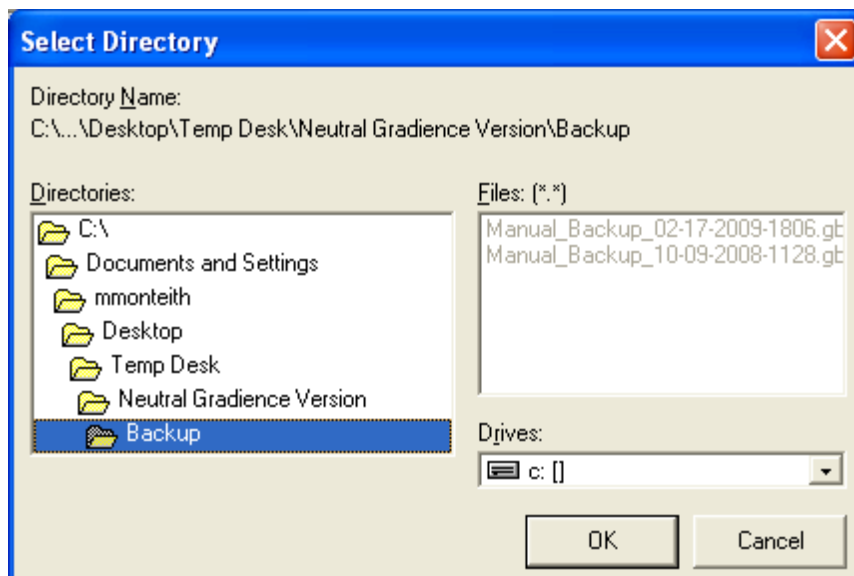
When finished, take note of the Backup Location and the Backup File Name; then click **Close**.
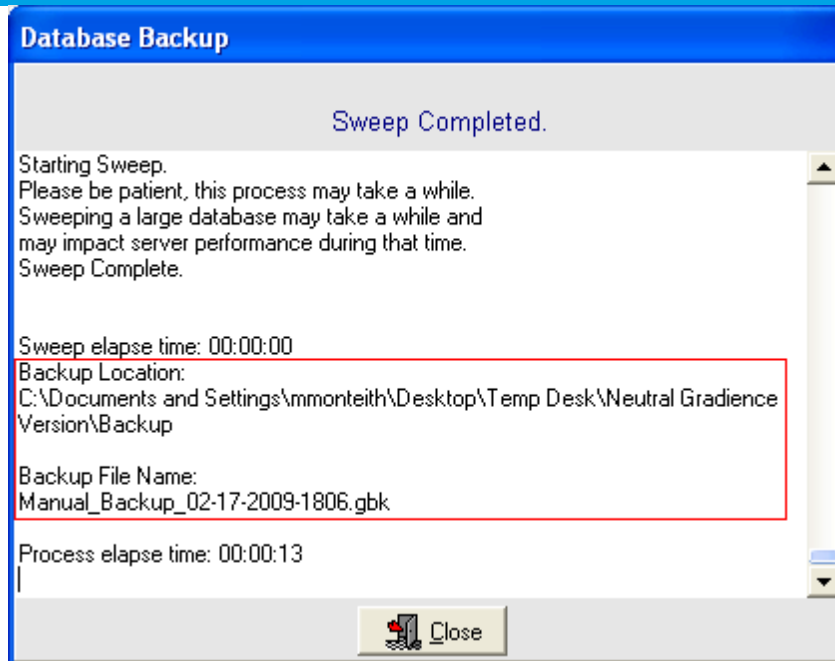
- **Next, restore your live data.**

1. Open your **DB Monitor** by double-clicking on the icon (wrench in a circle) at the bottom of your screen.

   If you don't have the icon for your DB Monitor at the bottom of your screen, click on your Windows **Start** button > **Programs or All Programs** > **Gradience** > **DB Monitor**. Enter the same login and password you use for the program.
2. Click on **Restore** > **Browse** and then click the down arrow in the Look in area.
3. Navigate to the backup you wish to restore and double-click on it. All backups have a date and time stamp.
4. The backup file will appear in the field. Click **Start Restore**.
5. Click **Yes** to the message that appears.
6. To exit, click on **File** > **Exit**.

List of Reports

1. **Employee Detail Report**
   This report provides comprehensive personnel information on individual employees.
2. **Employee Summary Report**
   This report provides Name, SSN, Date of Hire, Title, whether Full-Time or Part-Time, whether Active, Inactive or Terminated. This is a handy way to see employees' status in the organization.
3. **Employee Anniversary Report**
   This report provides Name, Title, Years of Service, Hire Date and Anniversary Date. This is a quick reference of position and length of service.
4. **Balance Summary Report**
   This report provides Name, SSN, 12-month Start, 12-month End, Total FMLA Time, Used FMLA Time, and Remaining FMLA Time. This is a quick reference of FMLA leave used by employees.
5. **Leave Tracker Report**
   This report provides a graphic illustration of FMLA leave taken within a selected date range. It also provides a breakdown of leave requested, Start Date and End Date, Available FMLA leave, Total FMLA leave and Used FMLA leave.
6. **Leave Request Report**
   This report provides Name, Date leave was requested (Notify Date), Leave Reason, Response Status (Approved/Disapproved), Leave Start Date, Leave End Date. This is information at a glance on leave reasons and approval status.
7. **Event Details Report**
   This report provides a list of the notes that have been entered for dates when FMLA leave was taken within a selected date range.
8. **Monthly Summary Report**
   This report provides a graphic illustration of FMLA leave taken within a selected date range. It displays multiple employees each month.
9. **Reminders**
   This report provides Name, Topic, User (person to be reminded), Remind Date, Resolved (resolved status).

Employee Detail Report

1. Under **Employee Select**, click on one or more employees.
2. Click **Reports** > **Employee Detail**.

3. Select whether to **Print Picture**.
4. Set your **Sort Options**.
5. Check whether to show **SSN**.
6. Click **Preview**.

7. When the report opens, you may print the report, export it into several formats or save as a PDF.
    Note: See image of entire report here.

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Sample Company

Employee Detail

Personal

Nell Adams
3249 North East McKinley Terra
Summer, OK 33333

Home Phone: 202-555-0059
Office Phone: 202-555-0051 ext. 1020
Home Fax: 202-555-0522
Home E-Mail: e-mail@e-mail.com
Date of Birth: 03/19/1969
SSN: 111-11-1111

Administrative

Location: Miami
Department: Technical Support
Title: Technical Support Rep.
Employee ID: 1
Status: Active
Hours: Full-Time
License: S1452223333

Hire Date: 01/26/1996
Supervisor:
Position Code:
Recruiter:
Source of Hire:
I-9 Renewal: 01/01/2001
Sex: Male
Race: Black or African American (Not Hispanic or Latino)
EEO Category: Professionals
Veteran Status: Not Applicable
Clearance: FULL
Clearance Date: 03/21/1998

Emergency
Notes

Microsoft Excel
Worksheet

Microsoft
owerPoint Presentati

Adobe Acrobat
Document

Microsoft Word
Document

1

2/20/2009   9:35:25 AM

Employee Summary Report

1. Under **Employee Select**, click on one or more employees.
2. Click **Reports** > **Employee Summary**.

3. Set your **Grouping Options**.
4. Check whether to show **SSN**.
5. Click **Preview**.

6. When the report opens, you may print the report, export it into several formats or save as a PDF.

Employee Anniversary Report

1. Under **Employee Select**, click on one or more employees.
2. Click **Reports** > **Employee Anniversary**.

3. Set your **Anniversary Date Range**.
4. Set your **Sorting Options**.
5. Set your **Grouping Options**.
6. Check whether to show **SSN**.
7. Click **Preview**.

8. When the report opens, you may print the report, export it into several formats or save as a PDF.

Balance Summary Report

1. Under **Employee Select**, click on one or more employees.
2. Click **Reports** > **Balance Summary**.
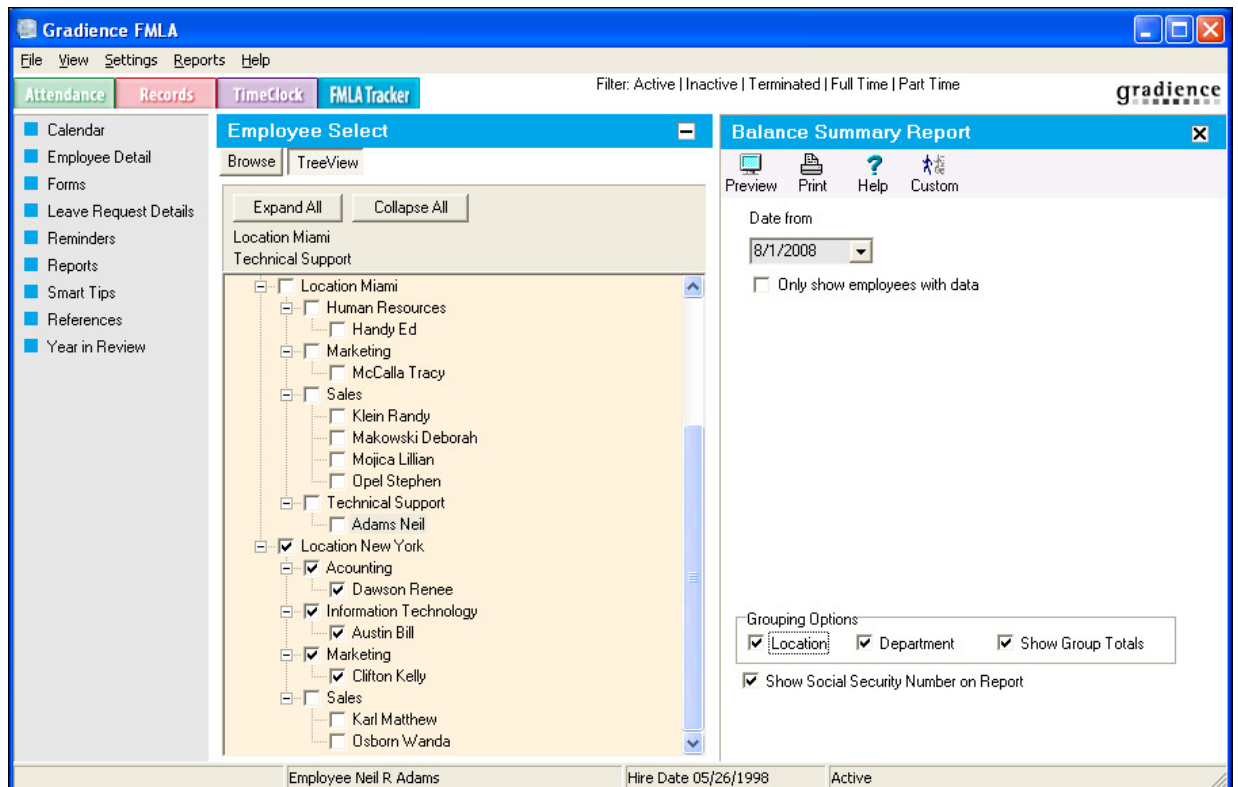
3. Set your **From Date**.
4. Check or leave unchecked - **Only show employees with data**.
5. Set your **Grouping Options**.
6. Check whether to show **SSN**.
7. Click **Preview**.

8. When the report opens, you may print the report, export it into several formats or save as a PDF.

Leave Tracker Report

1. Under **Employee Select**, click on one or more employees.
2. Click **Reports** > **Leave Tracker**.
3. Set your **Anniversary Date Range**.
4. Select one of the following options:
   - **Use FMLA 12-month Period**
     Enter a <u>starting date</u> in the **Rollback From** field.

   - **Use Calendar Dates**
     Enter your **From** and **Through** dates.

5. Check or leave unchecked **Only Show Months with Activity**.
6. Set your **Sorting Options**.
7. Check whether to show **SSN**.
8. Click **Preview**.

9. When the report opens, you may print the report, export it into several formats or save as a PDF.

Leave Request Report

1. Under **Employee Select**, click on one or more employees.
2. Click **Reports** > **Leave Request**.

3. Check Leave Date and enter your **From** and **Through** dates.
4. Check or leave unchecked **Show Approved Requests Only**.
5. Set your **Grouping Options**.
6. Check whether to show **SSN**.
7. Click **Preview**.

![Preview window showing Leave Request Report]

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Sample Company
Leave Request Report
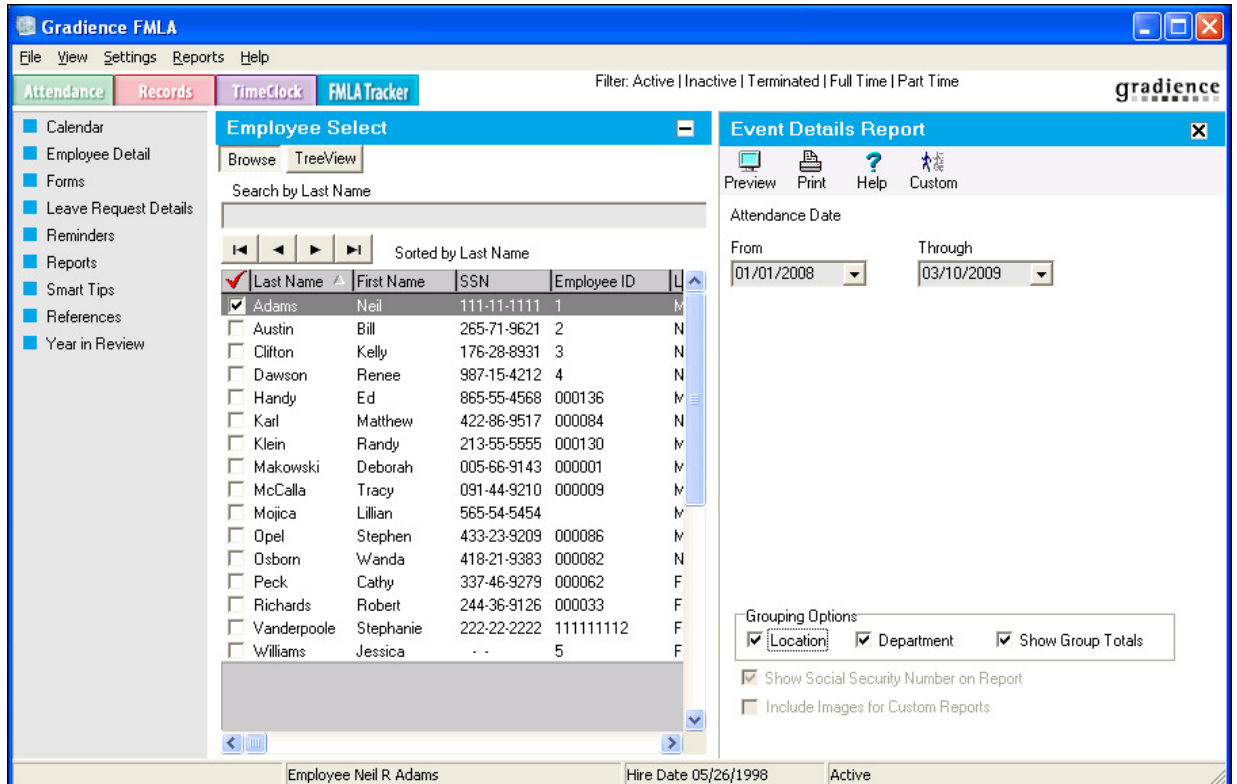
Employee	Notify Date	Leave Reason	Response Status	Start Date	End Date
Miami					
Technical Support					
Adams, Neil					
	3/6/2009	New child	Approved	3/17/2009	3/17/2009
Count in Technical Support: 1					
Count in Miami: 1					
Total Count: 1					

Page 1 of 1

8.   When the report opens, you may print the report, export it into several formats or save as a PDF.

Event Details Report

1. Under **Employee Select**, click on one or more employees.
2. Click **Reports** > **Event Details**.

3. Set your **From** and **Through** dates.
4. Set your **Grouping Options**.
5. Check whether to show **SSN**.
6. Click **Preview**.

Preview

100% ▾ | 1 | Close

Page 1 of 1

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Sample Company
Event Details

Employee	Date	Hours	Notes
Miami			
Technical Support			
Adams, Neil	8/11/2008	8	Personal Illness
	8/12/2008	8	Personal Illness
	8/13/2008	8	Personal Illness
	8/14/2008	8	Personal Illness
	8/15/2008	8	Personal Illness
	8/18/2008	8	Personal Illness
	8/20/2008	8	Personal Illness
	8/21/2008	8	Personal Illness
	8/25/2008	8	Personal Illness
	8/26/2008	8	Personal Illness
	8/27/2008	8	Personal Illness
	8/28/2008	8	Personal Illness
	8/29/2008	8	Personal Illness
	9/1/2008	8	Personal Illness
	9/2/2008	8	Personal Illness
	9/3/2008	8	Personal Illness

Count in Technical Support: 16

Count in Miami: 16

Total Count: 16

Group on: Location Department
From 01/01/2008 through 03/10/2009

---

7. When the report opens, you may print the report, export it into several formats or save as a PDF.

Monthly Summary Report

1. Under **Employee Select**, click on one or more employees.
2. Click **Reports** > **Monthly Summary**.

3. Set your **From** and **Through** dates.
   Note: For your convenience, you may click one of the **Quick Dates** buttons.
4. Check or leave unchecked **Only Show Months with Activity**.
5. Set your **Grouping Options**.
6. Click **Preview**.

FMLA Tracker

Preview

[toolbar] 100% ▾ |◀ ◀ 1 ▶ ▶| Close

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Sample Company
Monthly Summary Report

Miami
  Technical Support
    08/2008   Hours

Employee	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	Total
Adams, Neil											8	8	8	8	8			8		8	8				8	8	8	8	8			104.0

    09/2008   Hours

Employee	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	Total
Adams, Neil	8	8	8																													24.00

Group on Location
Group on Department
Date Range: 08/01/2008 - 09/30/2008

Page 1 of 1

7. When the report opens, you may print the report, export it into several formats or save as a PDF.

Reminders Report

1. Under **Employee Select**, click on one or more employees.
2. Click **Reports** > **Reminders**.

3. Set your **Sorting Options**.
4. Check **Reminder Date** and enter your **From** and **Through** dates.
5. Set your **Filters**.
6. Set your **Grouping Options**.
7. Check whether to show **SSN**.
8. Click **Preview**.

gradience   **Sample Company**
                                                 Reminders

Employee	Topic	User	Remind Date	Resolved
Miami				
Sales				
Klein, Randy	Review Department	Cathy Peck	3/10/2009	N
Makowski, Deborah	Review Department	Cathy Peck	3/10/2009	Y
Mojica, Lillian	Review Department	Cathy Peck	3/10/2009	N
Opel, Stephen	Review Department	Cathy Peck	3/10/2009	N
Count in Sales: 4				
Technical Support				
Adams, Neil	Anniversary	Supervisor	1/26/2009	Y
Count in Technical Support: 1				
Count in Miami: 5				
New York				
Information Technology				
Austin, Bill	Anniversary	Supervisor	1/27/2009	Y
Count in Information Technology: 1				
Count in New York: 1				
Total Count: 6			Remind date range 01/01/2009 - 12/31/2009	

Page 1 of 1

9. When the report opens, you may print the report, export it into several formats or save as a PDF.

Report Options

1. Click **Settings** > **Global Preferences** > **Company Info**.
2. Click **Report Options** and set your defaults.
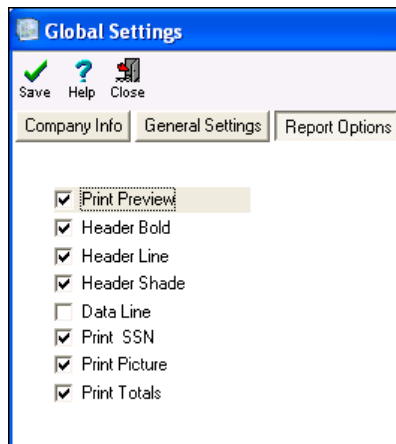
- • **Print Preview** - When checked, allows you to preview before printing.
- • **Header Bold** - When checked, allows header titles to be bold.
- • **Header Line** - When checked, puts a line under header titles.
- • **Header Shade** - When checked, shades the location or department row.
- • **Data Line** - When checked, allows lines to separate data information.
- • **Print SSN** - When checked, allows social security numbers to appear on reports.
- • **Print Picture** - When checked, allows photos to print on reports.
- • **Print Totals** - When checked, allows totals to display on reports.
3. Click **Save**, **OK**, **Close**.
4. Close out of the program and reopen it.

Custom Reports Tutorial

To get a convenient, FREE video tutorial on Custom Reports, do the following:

1. Go to www.gradiencesupport.com and click on submit your question.
2. Request the free video tutorial on Custom Reports. Tech Support will send it to you in the form of a zip file at no charge.
3. Paste it to your desktop.
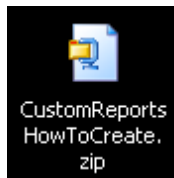
4. Double-click it to get the WinZip Pro popup.
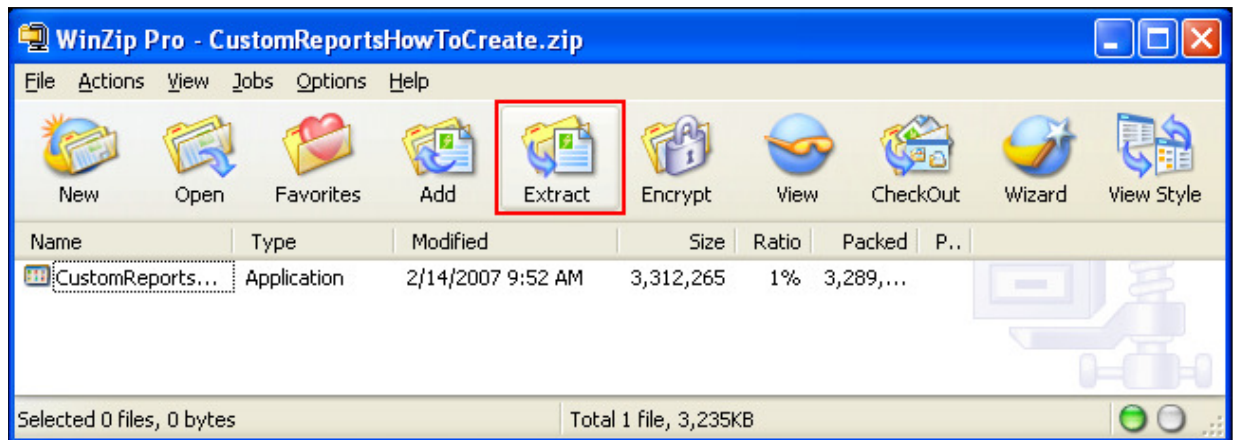
5. Click **Extract**.
6. In the **Extract to** field, enter the path where you want to put it; and click **Extract** and close the WinZip Pro popup.
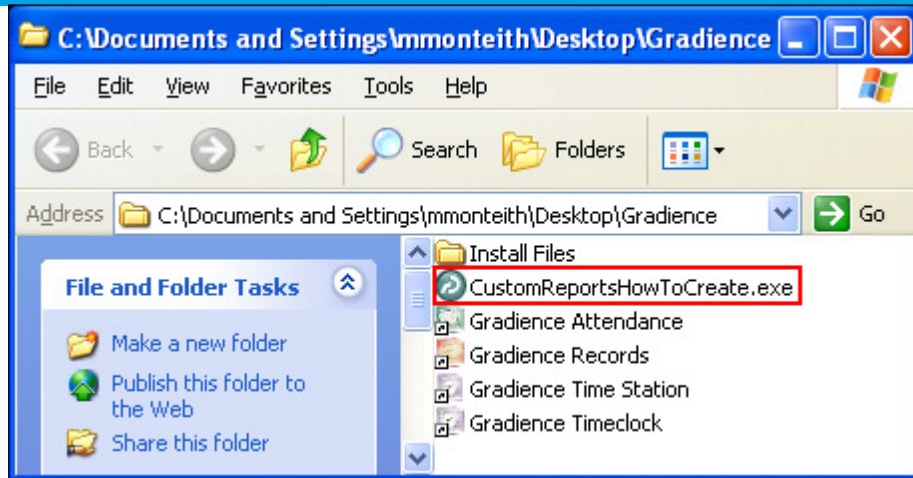
7. Open the folder to where you extracted it.
8. Double-click the file to run the video tutorial.
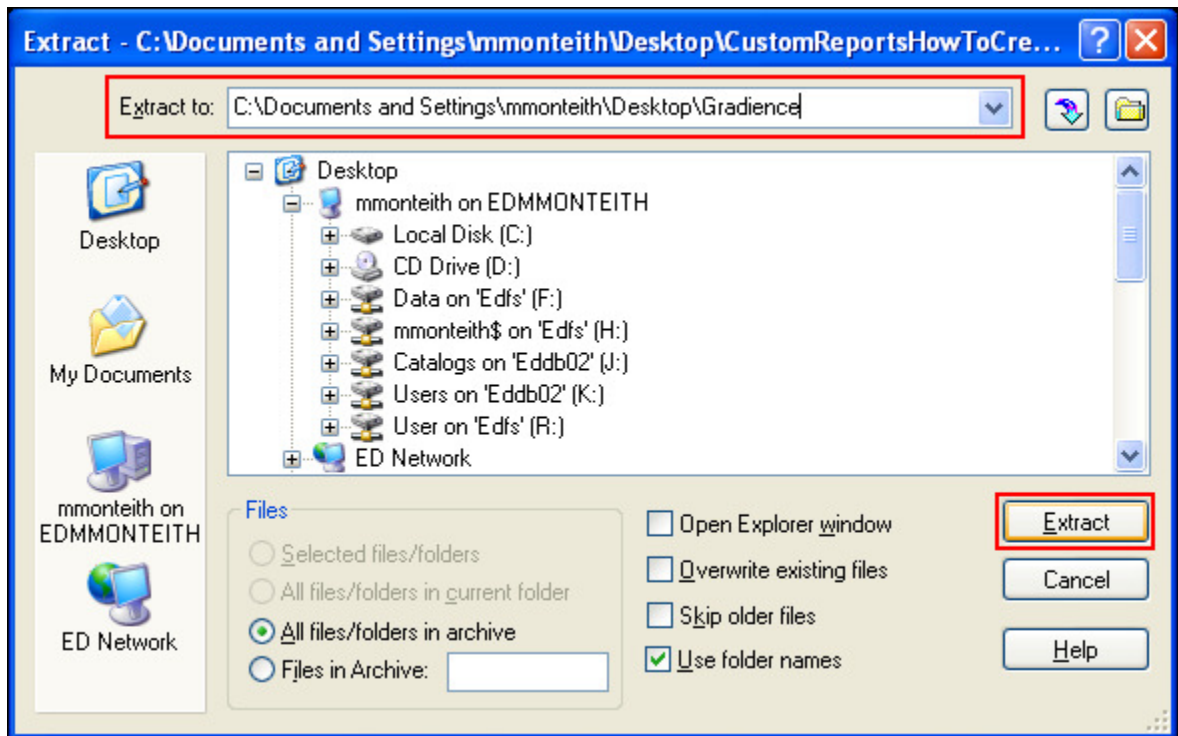
Troubleshooting Printing PDFs

If you experience trouble printing any of the forms, <u>reopen</u> the form, click **Print** and click **Advanced** in the bottom left corner of the Print window.
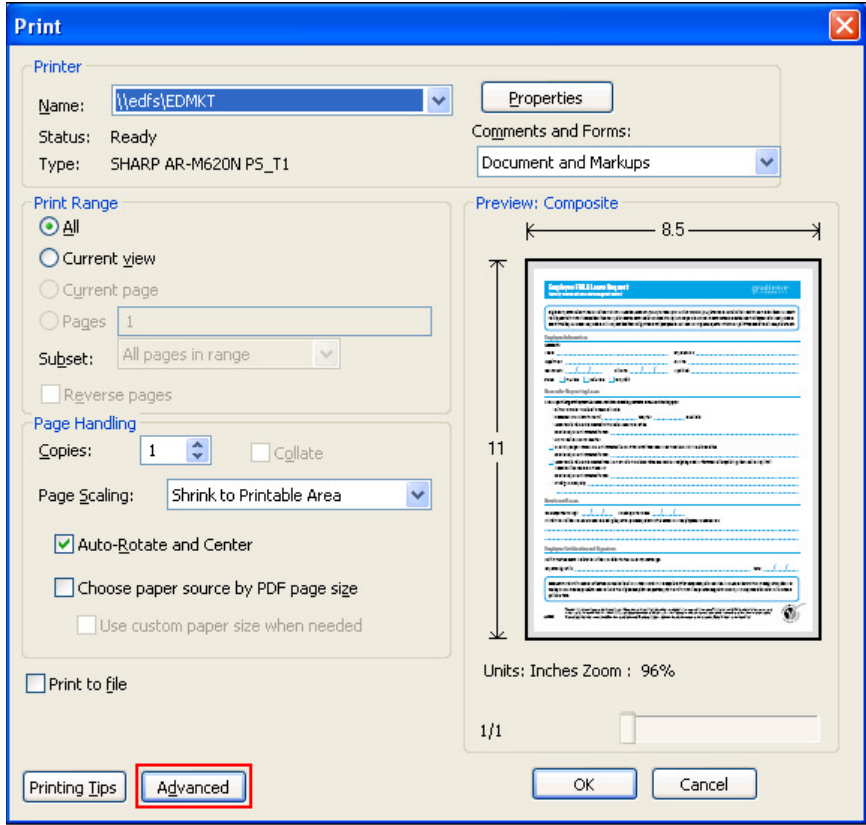
When the **Advanced Print Setup** opens, check **Print as Image** and click **OK**.
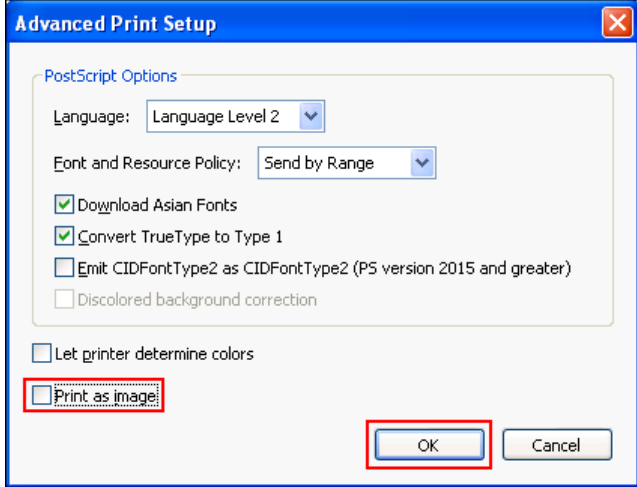
Enter/Edit Product Key

Your product key is in the Gradience software packaging. If you can't find it, take advantage of our Online Support.

Online Support:

1. Go to www.gradiencesupport.com. Click **Register Now**; enter the required information, and click **Submit**.
2. Once registered, click your "back" button to return to the previous screen and click **Log in now**.
3. Under **Knowledge Base**, click **Browse**. Under **Categories**, click whatever is appropriate. The screen will change.
4. Just as before, under **Categories**, click whatever is appropriate. Under **Articles**, select your topic.
5. You also can go to the **Ask a Question** section and click on submit your question.

Entering your Product Key:

1. From within the program, click **Help** > **Alter Current Product License**.
2. Enter the product key into the field and click **OK**.

Finding the Full Version Number

Click on **Help** (next to **Reports**), and then when the drop-down menu opens, click on **About**. A popup window will open that will indicate the "full", <u>multidigit</u> version number of the program.

We recommend giving this number to Tech Support when requesting assistance.

Support

Three Great Options!
- **Online Support**
- **Phone Support**
- **Custom Setup & Configuration**

Online Support:
1. Go to www.gradiencesupport.com. Click **Register Now**; enter the required information, and click **Submit**. You will receive an e-mail with your new password.
2. Return to www.gradiencesupport.com. You can look for instructions or ask a question.
   - **To browse our user friendly instructions, click** Log in now.
     1. Under **Knowledge Base**, click **Browse.** Under **Categories**, make your selection. The screen will change.
     2. Just as before, under **Categories,** make your selection. Under **Articles**, select your topic.
   - **To ask a question, click on submit your question.**

Phone Support - 888-925-7740 (8:30 a.m. to 6:00 p.m., Eastern Time, Monday through Friday, except holidays).

Without a Maintenance Plan, you will be charged for each call to Tech Support.

A Maintenance Plan offers:
- **Protection from the unexpected.**
  Don't let network connectivity issues, forgotten passwords and error messages slow you down. Fast, friendly, expert support gets you back on track quickly!
- **A lifeline to technical support.**
  When you need help fast, there's nothing better than "live" assistance!
- **FREE upgrades on "standalone" software during the plan term.**
  If a new version is released during your maintenance plan term, you will get it **FREE!**
  For details, call 888-925-7740 or e-mail support@gradiencesupport.com.

Custom Setup & Configuration:

Professional Services provide …
- **Fast, expert, personalized software setup.**
  Why waste time, money and resources? We can quickly get you up and running!
- **Customized solutions for a perfect fit.**
  Customize your software to meet the unique needs of your business!
- **Expert, "hands-on" training to maximize the power of Gradience.**
  Let an expert walk you through setup and, in the process, get hands-on training so **you** can be an expert, too!
  For details, call 888-925-7740 or e-mail support@gradiencesupport.com.

Maintenance Plan

A Maintenance Plan offers:

- **Protection from the unexpected.**
  Don't let network connectivity issues, forgotten passwords and error messages slow you down. Fast, friendly, expert support gets you back on track quickly!
- **A lifeline to technical support.**
  When you need help fast, there's nothing better than "live" assistance!
- **FREE upgrades on "standalone" software during the plan term.**
  If a new version is released during your maintenance plan term, you will get the title *FREE!*

For details, call 800-999-9111, 888-925-7740 or e-mail support@gradiencesupport.com.

Without a Maintenance Plan you will be charged for each call to Tech Support.

Important:
A Maintenance Plan does not provide **for setup assistance or training. For these, you need Professional Services.**

Professional Services provide:

- Fast, expert, personalized software setup.
  Why waste time, money and resources when you can be up and running in **2 hours**?
- Customized solutions for a perfect fit.
  Customize your software to meet the unique needs of your business!
- Expert, "hands-on" training to maximize the power of Gradience.
  Let an expert walk you through setup and in the process, get hands-on training so **you** can be an expert, too!

For details, call 800-999-9111, 888-925-7740 or e-mail support@gradiencesupport.com.

Custom Setup and Configuration

For custom setup and configuration of your new Gradience software, you need
Professional Services.

Professional Services provide:
- **Fast, expert, personalized software setup.**
  Why waste time, money and resources when you can be up and running in **2 hours**?
- **Customized solutions for a perfect fit.**
  Customize your software to meet the unique needs of your business!
- **Expert, "hands-on" training to maximize the power of Gradience**
  Let an expert walk you through setup and in the process, get hands-on training so **you** can be an expert, too!
  For details, call 888-925-7740 or e-mail support@gradiencesupport.com.

User Security

You have two options when setting up user security.

Option One: Set up rights from scratch.
Option Two: Duplicate the rights of another user.

Option One: Set up rights from scratch.
1. From any screen, click on **Settings** and then on **User Security**.
2. Click **New**; enter a new **Log In**; enter a new **Full Name**; enter a new **Password** and **Verify Password**.
Feature Access-
By default, the **Detail** button (not **Employee Detail**) will be depressed. A feature list associated with the **Detail** button will appear at the lower right. These are the features that are common to all Gradience Pro/Enterprise programs.
1. Click on each item individually in the Access Rights column. The item will highlight and a down arrow will appear.
2. Click on the down arrow. A drop-down menu will appear.
3. Click on the selection that provides the appropriate level of access. Repeat this for each item on the list of features.
You will have an additional button on your screen for each Gradience program installed:
- **Gradience Attendance**
- **Gradience Records**
- **Gradience TimeClock**
- **Gradience FMLA Tracker**

Click each of these buttons respectively and repeat steps **1**, **2** and **3** directly above. This will inform the database as to the level of access this person will have for each program loaded. Do this only once.

Now click the **Location/Department** button and ensure that the appropriate Locations and Departments are checked. If you wish to have access to selected features for all locations and departments, you will need to check them all.
Option Two: Duplicate the rights of another user.
1. Click **Settings** > **User Security** and highlight the user whose rights are to be duplicated.
2. Click the double-green checkmarks (**Save as**) button at the top. A pop-up window will open.
3. Enter the new login; enter the name of the new user; enter the new password and enter the password again.
4. Click S**ave**.

Note: To nearly duplicate another user's rights, follow the steps in Option Two, but before saving, change the access rights to those features that need to be restricted or enhanced. Then click S**ave**.

IMPORTANT!
Click **Settings** > **Global Preferences** > **General Settings**. Be sure to check **Allow use of Forgotten Password Utility**. By checking this, you can be assisted in just a few minutes over the phone you have forgotten your login or password. Without having this checked, the only way to regain access is to e-mail a backup to Tech Support. In such a case, you will have to wait for the backup to be returned after Tech Support creates a new generic login and password for you to use. This is a minimum of a 24-hour turnaround.

Fingerprint Access

For enhanced security, you can use a fingerprint device to open Gradience.

1. Click **Settings** > **Global Preferences** > **Fingerprint Reader**.
2. Check **Enable Fingerprint Reader** and then click **Save** > **OK** > **Close**.
3. Click **Settings** > **User Security** and look on the left to verify that the desired **User Name** is selected.
4. In the center of the screen, under **Finger Print**, click on **Edit**.

5. When the fingerprint setup wizard opens, click **Next**.
6. Follow the steps indicated by the setup wizard until finished.

Remote Access

This is possible, but unless the steps shown below are taken, you may not be able to launch Gradience via various remote access tools such as VPM or Remote Desktop. This is because the remote access tool cannot resolve a portion of the hrware.ini file on the computer where the software resides.

The following message may be encountered:

"This program was unable to connect to your InterBase Server. This is likely due to the fact that the default InterBase User Account has been changed. Please provide a User Name and Password with Administrative Privileges to InterBase."

After you click "**OK**" to the above message, a dialog box will appear, indicating **Sysdba** and a field where a password would be entered.

When this occurs, do the following from the desktop of the computer you are accessing remotely:
1. Click **Start** > **Run**.
2. Enter **hrware.ini** into the field and click **OK**. A **NotePad** window will open. At the top you will see: **[HRWARE]**
   PATH= the path to the database
   SERVER= Localhost or the Name of the computer you are on.
   Your second and third lines may be in reverse order.
3. Edit the **SERVER** name from <u>Localhost </u>or the "name" indicated" to the <u>IP address of the server</u>.
4. Click **File** > **Save**.
5. Click **File** > **Exit**.

Setup Global Preferences

1. Click **Settings** > **Global Preferences** > **Company Info**.

   - Enter company name and address.
   - Enter Company Logo, Click Assign New Logo and navigate to and select the file containing the logo. It must be no greater than 200 x 200 pixels.

2. Click **General Settings**.

   - **Allow use of Forgotten password utility**
     Be sure this is checked. If you forget your password, contact Gradience Tech Support at 888-925-7740. They will help you gain access in a matter of moments.

     If this is unchecked, do the following:
     Go to www.gradiencesupport.com. In the **Ask a Question** section, click on submit your question. This will enable you to send the backup to Tech Support.

   - **Forced Writes for Interbase**
     Normally when data are entered, the data reside in memory momentarily (perhaps as long as several minutes) before being sent to the database. Should your computer crash during that time, the data may be lost before reaching the database. When checked, this feature enables data to be sent to the database more rapidly.

   - **Prompt for Backup on exit**
     When checked, this simply enables a prompt for backup to appear upon closing the program. We recommend you back up your data daily; so having this checked is ideal.

   - **Default Hour in a day**
     Full time – indicates the default number of hours in the typical workday for full-time employees.
     Part time – indicates the default number of hours in the typical workday for part-time employees.

3. Click Report Options and check the appropriate items.

   - **Print Preview** - When checked, allows you to preview before printing.
   - **Header Bold** - When checked, allows header titles to be bold.
   - **Header Line** - When checked, puts a line under header titles.
   - **Header Shade** - When checked, shades the location or department row.
   - **Data Line** - When checked, allows lines to separate data information.
   - **Print SSN** - When checked, allows social security numbers to appear on reports.
   - **Print Picture** - When checked, allows photos to print on reports.

- **Print Totals** - When checked, allows totals to display on reports.

4. Click **FMLA**.

   - Enter the name of your **FMLA Contact**.
   - Enter the **FMLA Contact Information**.
   - Enter the **FMLA Poster Location(s).** – You may enter up to 80 characters in this field.
   - Enter your functional defaults.

5. Click **Fingerprint Reader**.
   Check **Enable Fingerprint Reader** if you plan to use it as a means of opening the software. You will need to have installed the fingerprint reader and followed the setup instructions that come with it. Adjust the settings as needed.

Setup Locations and Departments

1. Click on **Settings** > **Location/Department**.

2. With Locations already selected, click **New**; enter the name of the new location and click **Save**. All of the departments that have been created thus far will be made available to the new location. Check those departments that are appropriate to the new location and **leave unchecked** any departments that do not apply to the new location.

3. To create a new department, click **Departments** and then click **New**.

4. Enter the name of the new department and click **Save**. It will be available to all locations. Assign as needed by checking the new department for each location for which it is valid. **Leave it unchecked** for those locations for which it is not valid.

    Note: After creating new Locations or Departments, you need to refresh the Employee Detail screen for them to be available. To do so, look to the upper right. Just under the Gradience logo, click the black **X** in the white box.

    Tip: A quick and easy way to enter locations or departments is to take advantage of the convenient shortcuts in the center of the Employee Detail screen. You may click on **Add Location** to enter a location. Click **Add Department** to enter a department.

Enter Employee Data

1. From within the program, click on **Employee Detail** on the left.

2. In the upper right, click **New**.

3. Enter data into the required fields. (You can use the **TAB** key to move from field to field or hold down the **SHIFT** key and press **TAB** to move the cursor backward.)
   The required fields are:
   - **First and Last Name**
   - **Hire Date**
   - **Work Status**
   - **Employment Status**
   - **Location**
   - **Department**
   Hours (Day and Week) are the number of hours "this" employee works for a typical workday and workweek.

   Note: When entering an absence code on the calendar for "this" employee, it will <u>default</u> to a value equal to the Day Hours entered for "this" employee. When used, absence code values may be altered to any number of hours, down to the thousandth of an hour.

Hide or Display Employees

1. Click on **View** and select **Filter Page**. The **Filter Page** window will appear.
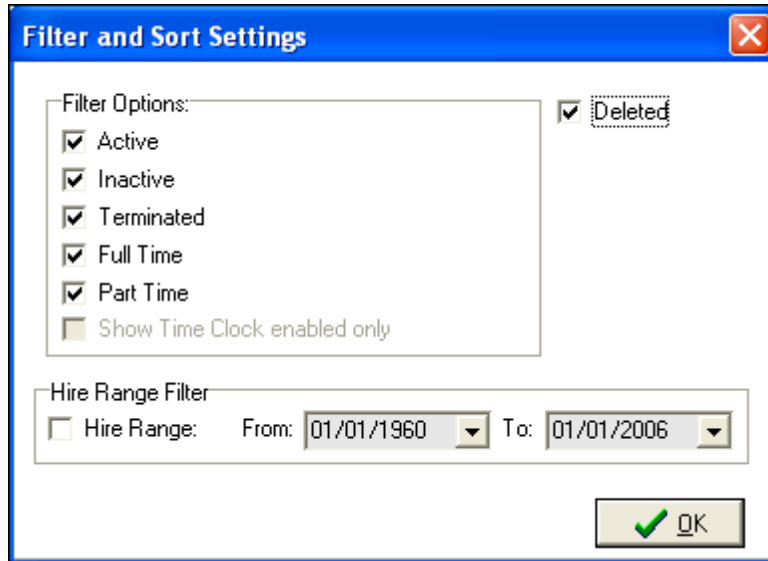
2. <u>Uncheck</u> the type(s) of employees you want to hide, and <u>check</u> the type(s) of employees you wish to display.
3. At first, you will not see the checkbox in the upper right for **Deleted** employees.
4. While holding down your **Ctrl** key and your **Alt** key, press your **X** key and then release them all together.
5. You will see a new checkbox appear in the upper right for **Deleted** employees.
6. <u>Uncheck</u> this new checkbox if want to hide **Deleted** employees, and <u>check</u> it if you wish to display Deleted employees.
7. If you check **Hire Range**, the program will display <u>only</u> the type(s) of employees checked <u>who were hired between the dates entered</u>.
8. Click **OK** to save these settings.

Delete Employees

To delete an employee, follow these steps:
1. Select the employee to be deleted.
2. In the upper left portion of the screen, click **File**.
3. When the drop-down menu opens, click **Delete Employee**.

Selecting Employees

You have two options for selecting employees.

Option One:
Under **Employee Select**, click **Browse** and then, you may either click on the name of the employee or you may enter the first few letters of the employee's last name in the **Search by Last Name** field to have the program select the employee for you.

Option Two:
Under **Employee Select**, click **Tree View**. All of the employees will be arranged according to Location and department. You can either select employees or you can check a specific location or department or combination of locations and departments. When selecting entire locations and/or departments, you may deselect certain names within those locations/departments.

Note: When running reports, from the **Browse** view, the program will provide checkboxes next to each employee name so that you may select the employees to be included on the report. The program will indicate the name of only one employee but if multiple employees are selected, but any reports that are run will include all of the employees selected. Additionally, The Browse view arranges name alphabetically but only by the last name. If you have more than one employee with the same last name, they will not be arranged alphabetically by first name. They will appear in the order that they were entered into the program.

If you have **Bob Smith**, **Albert Smith** and **Charlie Smith**, all of these names would appear one after the other in the "S" section of the alphabet but Bob would appear ahead of Albert if Bob was entered before Albert.

Recover Deleted Employees

1. In the upper left portion of the screen, click **View** > **Filter Page**. The **Filter Page** window will appear.
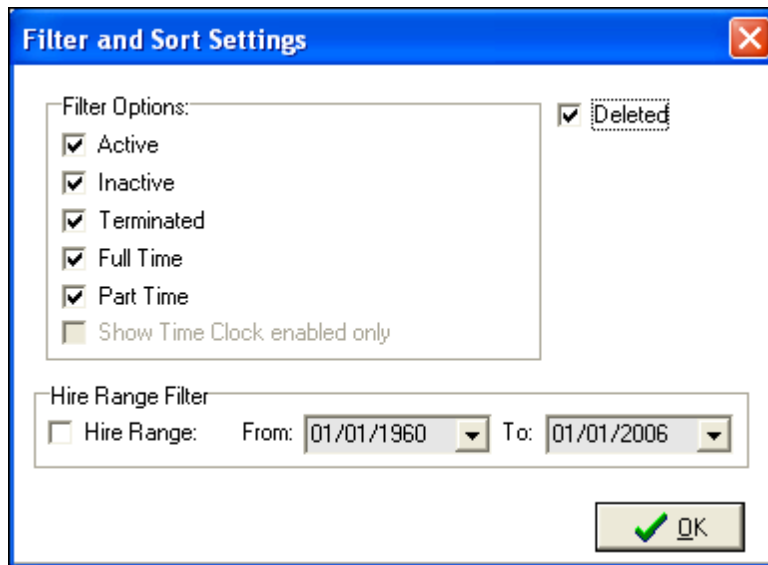
2. At first, you will not see the checkbox in the upper right for **Deleted** employees.
3. While holding down your **Ctrl** key and your **Alt** key, press your **X** key and then release them all together. You will see a new checkbox appear in the upper right.
4. Check this new checkbox so that **Deleted** employees now will be displayed in the program.
5. If you check **Hire Range**, the program will display only the type(s) of employees checked who were hired between the dates entered.
6. Click **OK** to save these settings.

Attach Employee Photos

Note:
We recommend the photos be sized to 200 x 200 pixels.
1.   On the left side of the screen, click **Employee Detail**.
2.   Browse to the employee whose photo you wish to attach.
3.   On the right side of the screen, click **Edit Picture**. You will get the popup shown here.
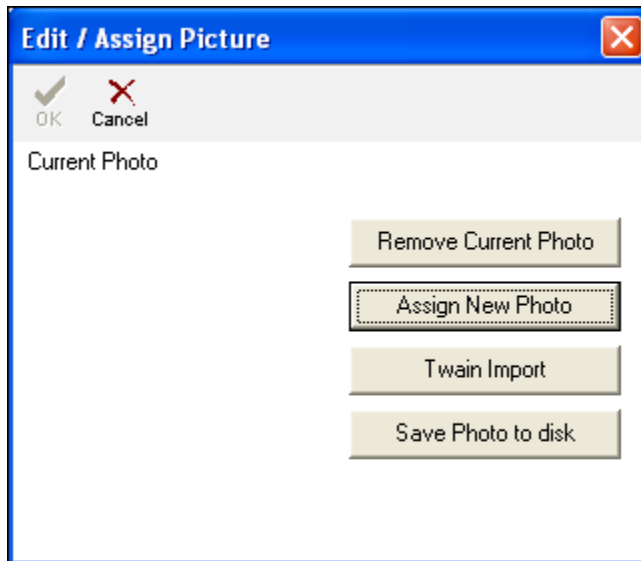
4.   Click **Assign New Photo**.
5.   Navigate to the appropriate folder and click on the photo.
6.   Click **Open**.
7.   If you get the following message, click **Yes**.
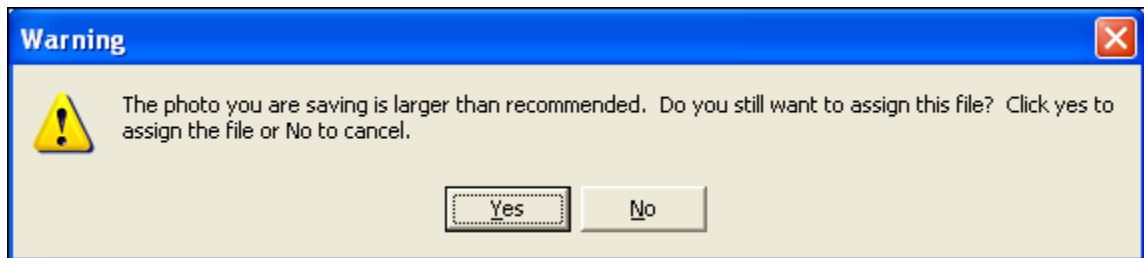
8.   If the photo does not appear or is too distorted, you will need to resize it and try again. You may find however, that the quality is acceptable even if it is too large.
9.   If the photo appears and is acceptable, as shown here, click **OK**.
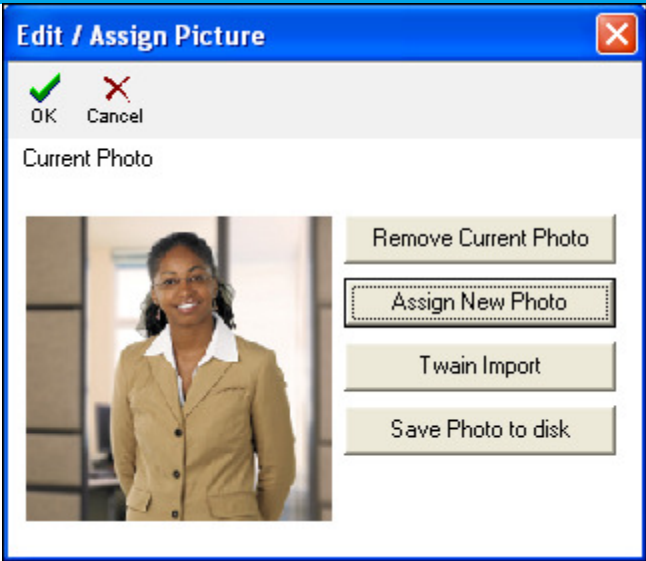
10. The photo now will appear on the Employee Detail screen as shown and on the Employee Detail Report.

Attach Files

You may attach the following file types:
- **MS Word**
- **Excel**
- **PDF**
- **Bitmap**
- **JPEG**
- **PowerPoint**
- **.ofm (form from Gradience Forms Manager)**

1. Navigate to the file. <u>C</u>**opy** it, or open it and copy the content in the case of a text file.
2. From within Gradience, left-click on the **Notes** or **Comments** area within Gradience where you wish to attach the file or text.
3. Right-click and choose <u>P</u>**aste**. The file will attach as shown. Notice that, when the file appears in the field, it will not retain its name. You can type the file name in the field.

4. Double-click on the file to open it. Once it's open, you may print the content of the file for inclusion with the report associated with the screen where it was attached.
   In this example, various files were attached to the Comments area on the Employee Detail screen. When you run the Employee Detail Report, images of the attached files appear at the bottom.

gradience

Sample Company

Employee Detail

Personal

Neil Adams
3249 North East McKinley Terra
Summer, OK 33333

Home Phone : 202-555-0059
Office Phone : 202-555-0051 ext. 1020
Home Fax : 202-555-0522
Home E-Mail : e-mail@e-mail.com
Date of Birth : 03/19/1969
SSN : 111-11-1111

Administrative

Location : Miami
Department : Technical Support
Title : Technical Support Rep.
Employee ID : 1
Status : Active
Hours : Full-Time
License : S1452223333

Hire Date : 01/26/1996
Supervisor :
Position Code :
Recruiter :
Source of Hire :
I-9 Renewal : 01/01/2001
Sex : Male
Race : Black or African American (Not Hispanic or Latino)
EEO Category : Professionals
Veteran Status : Not Applicable
Clearance : FULL
Clearance Date : 03/21/1998

Emergency
Notes

Microsoft Excel
Worksheet

Microsoft
PowerPoint Presentati

Adobe Acrobat
Document

Microsoft Word
Document

1

2/20/2009   9:35:25 AM

Attach a Logo to Reports

1. Click **Settings** > **Global Preferences** > **Company Info**.
2. Click **Assign New Logo**.
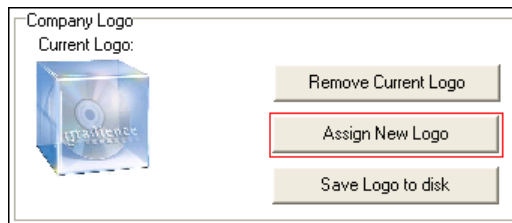
3. Navigate to and select the file containing the logo.
4. Click **Open**.
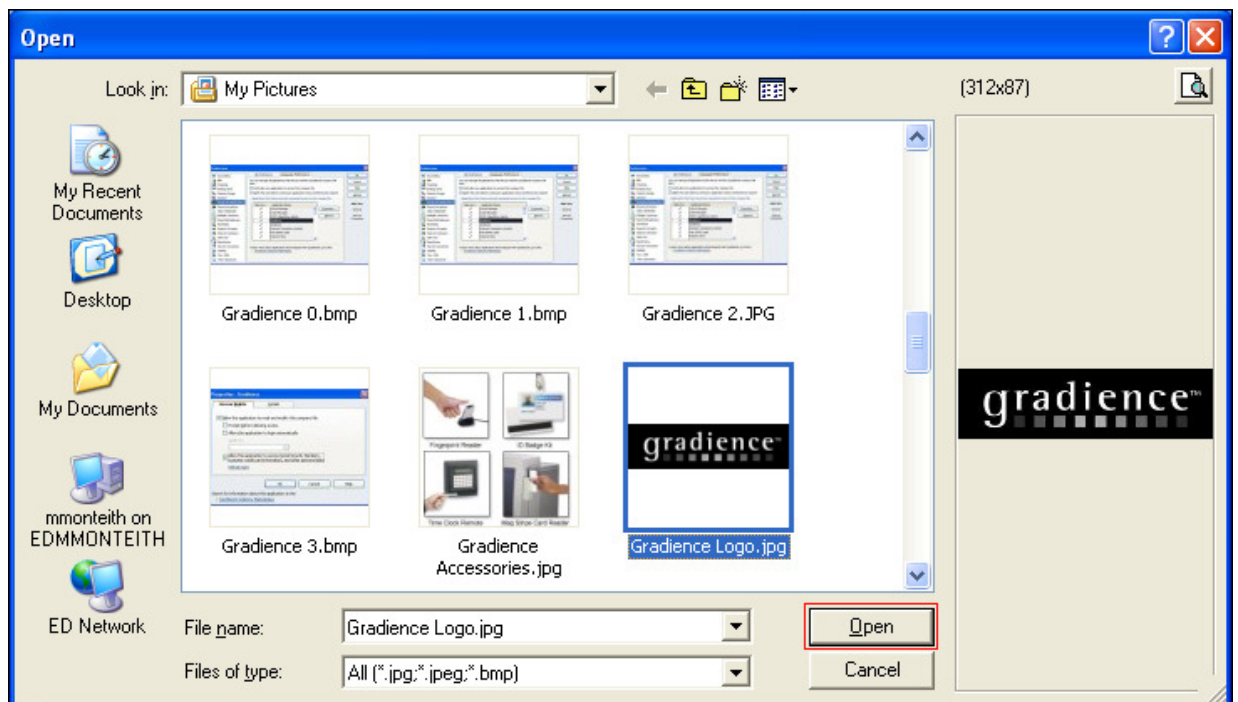
Note: The logo may fail to come into Gradience, or if it does, it may be distorted. This is probably because it is too large. It must be no greater than 200 x 200 pixels. You can run it through Photoshop to adjust the size.

5. When the logo appears under **Current Logo** in Global Preferences, click **Save Logo to disk**.

This will cause your logo to appear at the top of all of your reports.

Guest Users

This will enable you to grant access to the data without opening the program through the use of an ODBC Driver that is compatible with InterBase 6/Firebird 1.5, dialect 3 or higher.

1.   Click **Settings** > **Guest Users**. The **Guest Users** popup will open.
2.   Enter information under **Login**, **Full Name**, **Password** and repeat the password in the **Verify** field.
3.   With the **Tables** button <u>depressed</u>, you may select one of the four options under **Update all tables** to and click **Update** or you can click on **No Access** in the **Access Level** column on the right and press the down arrow to select specific access rights to specific tables. The **View** button allows you to select whether to view employees or not.
4.   When finished, click **Save**.
      Note: To make changes, click **Edit**.
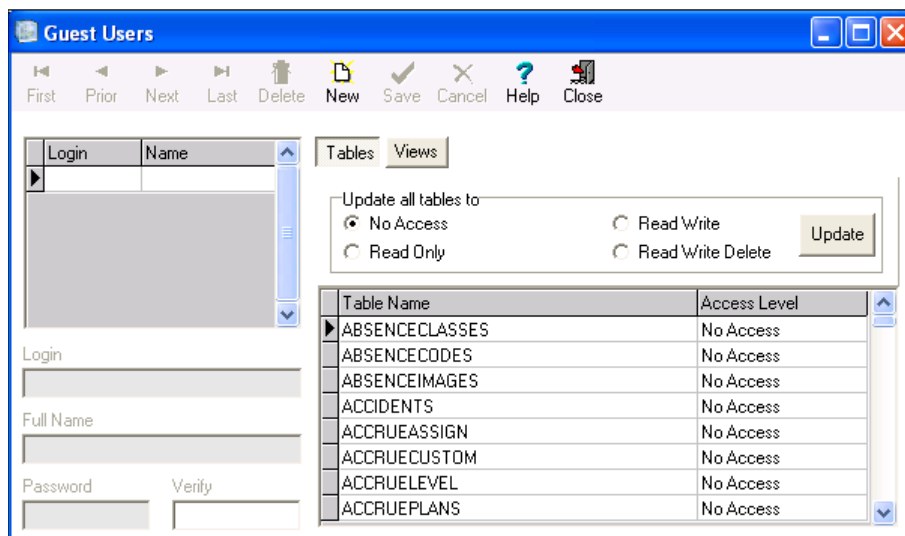
Accessing Gradience Forms Manager

If you have Gradience Forms Manager installed on the same computer that is running Gradience FMLA Tracker, you will have a connection to Gradience Forms Manager.

1. Click the forms Icon in the upper left part of your screen.

2. A drop-down menu will open. Click the particular form you want to open from the list, or click **Forms Manager** to open the folder containing all of the forms available within Gradience Forms Manager and select the desired form from the list. When the selected form opens, it already will have the name of the employee you were on in Gradience FMLA Tracker.

Note:
Gradience Forms Manager only will open if it is installed on the same computer as Gradience FMLA Tracker.

Gradience Forms Manager is a standalone program, so if you save completed forms for future access, these saved forms will not be accessible to people using Gradience FMLA Tracker on another computer.

If you install Gradience Forms Manager on additional computers, it will void the license agreement and will not be supported on the additional computers. When someone who is using Gradience FMLA Tracker on another computer opens Gradience Forms Manager, he/she will not find any forms that you have saved nor will you find forms that he/she has saved.

Minimizing Maximizing and Closing Panes

Each screen has two panes. Left of center is the Employee Select pane. On the right is the pane that corresponds to the selection made on the far left side of the screen.
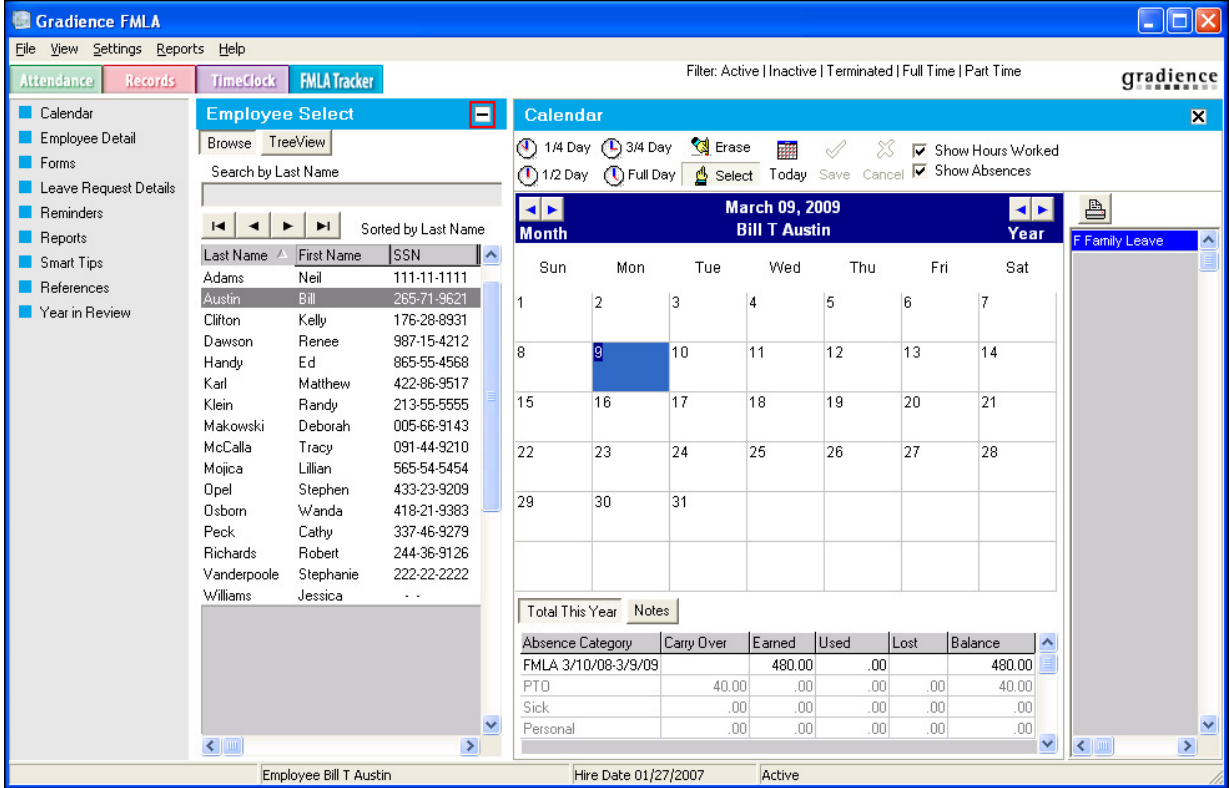
When clicked, the [**-**] **Minus** button will minimize the Employee Select pane. This will allow the pane on the right to expand to the left. As shown below.

To Maximize the center-left pane, click the [**+**] **Plus** button.

To close a pane on the right side of the screen, click the **X** button just <u>beneath</u> the Gradience logo on the right. The Employee Select pane will expand to the left as shown here.

To reopen a left pane, make a selection on the far left.

Having Trouble?

First run the Database Maintenance.
This is a quick and simple way to resolve minor performance issues, error messages and access violations.

1. From the desktop, click on **Start** > **Programs** or **All Programs** > **Gradience** > **Maintenance** > **DB Maintenance**.
2. When the **DB Maintenance** window opens, click on the **Start** button <u>within that window</u>.
3. When finished, click **Close**. Generally, this resolves most issues.
4. If your issue persists, contact Technical Support. If the issue is evident on the screen, make a <u>screen print</u> by clicking on the **Print Screen** key in the upper-right corner of your keyboard; paste it into **MS Word**.
5. Go to <u>www.gradiencesupport.com</u>. Click **Register Now**; enter the required information, and click **Submit**. You will receive an e-mail with your new password.
6. Return to <u>www.gradiencesupport.com</u>. You can <u>browse instructions</u> or <u>ask a question</u>.
    *   **To browse our user-friendly instructions, click** <u>Log in now</u>.
        1. Under **Knowledge Base**, click **Browse**. Under **Categories**, make your selection. The screen will change.
        2. Just as before, under **Categories**, make your selection. Under **Articles**, select your topic.
    *   **To ask a question, click on** <u>submit your question</u>. You can attach screen prints.

Setting Reminders

You have Two Options:
- **One-Time Reminder**
- **Recurring Reminder**

One-Time Reminder
1. In the **Employee Select** area, highlight the appropriate employee.
2. Select the underline_employee the reminder is about. Click **Reminders**. When the window opens, click **New**.
3. Check **One-Time Reminder**; enter a reminder **Title**, then the **Date**,
4. Check **Assign to all selected (checked) employees**.
5. Select the appropriate **User** (the one to be reminded) from the drop-down menu.
6. In the **Description** window, enter any details pertaining to the reminder.
7. Click **Save**.

Recurring Reminder
1. In the **Employee Select** area, highlight the appropriate employee.
2. Select the employee the reminder is about. Click **Reminders**. When the window opens, click **New**.
3. Check **Recurring Reminder.** In the **Type** field, select the appropriate reason from the drop-down menu.
4. Enter the appropriate **Through Date**.
5. In the **Remind** field, use the up or down arrows to enter the number of days ahead of the event that you wish to be reminded.
6. Select the appropriate **User** (the one to be reminded) from the drop-down menu.
7. In the **Description** window, enter any details pertaining to the reminder.
8. Click **Save**.
   Note: Once you have created a reminder, it will appear when you first open the program on the reminder date. It will continue to appear until you click **Resolve**.

Year in Review

This is used to view FMLA codes for a selected range of months. To view, click **Year in Review** in the feature list on the far left.

Using Gradience FMLA Tracker

We highly recommend that you follow the steps in section 3 before proceeding with the remaining steps in this section.

Using Gradience FMLA Tracker is easy. Even better, if you have other Gradience software installed, such as **Gradience Attendance**, **Records** and **TimeClock**, you have access to all programs and features from one convenient interface.

The main parts of the Gradience user interface are the **Menu Bar**, **Program Bar**, **Feature Column**, **Employee Select Column**, **Selected Feature Pane** and the **Recent Features Pane**.

Entering Employee Leave Requests

Purpose of the Form:
The Employee Leave Request form is used to provide a way of gathering information necessary to determine whether an employee's requested leave is covered by the FMLA without violating the FMLA and other privacy laws. It also provides a way to ensure that FMLA requests are always well-documented.
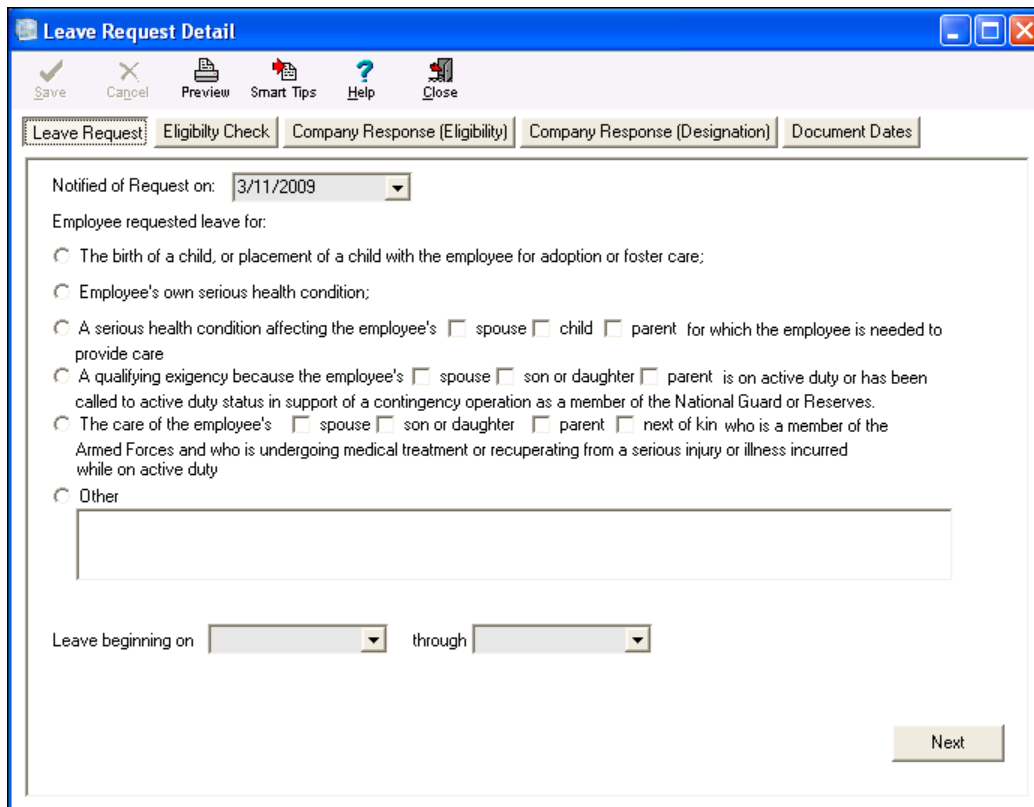
Minimum Requirements:
This form should be given to an employee as soon as he or she requests leave that may be FMLA-qualifying. Though not required by law, it is a good idea to have your employees complete an Employee Leave Request form to make sure you are able to gather the information necessary to determine whether the leave is covered under FMLA, to give your employees required FMLA-related information as soon as the request is made, and to make sure a clear written record is created documenting the request.

Important!
Please review **Form Do's and Don'ts** and other important information below.

1. First be sure your basic FMLA defaults have been set up in Global Preferences. Click **Settings** > **Global Preferences** > FMLA and make all of the entries for your organization.
2. When finished, click **Save** > **OK** > **Close**.
3. Close out of the program and reopen it for the entries to take effect.

4. Under **Employee Select**, click on an employee name.
5. On the left, click **Forms** > **Employee Leave Request**. Each of the screens that follow will have a convenient **Smart Tips** button at the top of the screen that you can use as you go.

6. When the **Leave Request Detail** screen opens, the **Leave Request** button will be depressed in the upper left. Make all of your entries and click **Next**.
7. When the first page of the **Eligibility Check** opens, make all of your entries and click **Next**.
8. The second page of the **Eligibility Check** will open. Under **Checklist**, make your selection(s) and click **Check**. A message will appear below the checklist area indicating whether this employee qualifies for FMLA leave.

   Note: The <u>contact information</u> and the <u>poster location</u> will appear only in the fields provided if this information was entered under **FMLA** in **Global Preferences** earlier.

9. Click **Next**. The **Notice of Rights & Responsibilities** screen will open.
10. Scroll through to complete all of your entries and, when finished, click **Next**.
11. When the **Notice of Designation** screen opens, scroll through to make of your entries. When finished, click **Document Dates**.
12. When the **Document Dates** screen opens, make your entries and click **Save**.

   Leave Request Form Do's and Don'ts

- DO make sure that employees requesting leave provide enough information to determine whether the FMLA applies.
- DO NOT deny an employee's request for FMLA leave because the employee does not mention FMLA in the leave request.
- DO make sure to give employees requesting leave this form to complete if you determine that FMLA might apply.
- DO NOT deny an employee's request for FMLA leave because the employee does not give you specific medical information when making the initial leave request.
- DO make sure to treat the completed form as a medical record, and maintain it separately from the employee's personnel file, in locked cabinets with only designated persons having access.
- DO NOT deny an employee's request for FMLA leave if you have any doubts as to whether the reason for the leave is an FMLA-qualifying reason. Designate the leave as FMLA initially and inquire further. You can always withdraw the designation if your inquiry does not support FMLA coverage.
- DO ask your employees for more information when they tell you they need time off for what may be an FMLA-qualifying reason.
- DO NOT deny male employees leave to care for a newborn child. The right to take leave under the FMLA applies equally to male and female employees. A father, as well as a mother, may take family leave for the birth, placement for adoption or foster care of a child.
- DO make sure that employees requesting "foreseeable" FMLA leave give at least 30 days' notice of the need for leave.
- DO NOT forget to train your managers and supervisors. Make sure supervisors and managers understand FMLA basics, and are proactive in reporting potential FMLA-qualifying situations to the company's human resources manager and/or benefits administrator.

   EMPLOYER COVERAGE

   The FMLA applies to all:

- Employers who employed 50 or more employees (including part-time employees) for each working day during each of 20 or more workweeks (not necessarily consecutive) in the current or preceding calendar year; and
- Public employers, including state, local, and federal agencies, and local education agencies (schools) – regardless of workforce size.

   EMPLOYEE ELIGIBILITY

   For your employees to be eligible for FMLA benefits, an employee must:

- Be employed by a covered employer;
- Have been employed by the employer for at least 12 months (not necessarily consecutive);

- Have worked at least 1,250 hours during the previous 12-month period; and
- Work at a location in the United States where at least 50 employees are employed by the employer within 75 miles.

   BASIC REQUIREMENTS FOR FMLA COVERAGE
   You must grant an eligible employee up to 12 workweeks of unpaid leave during a 12-month period for one or more of the following reasons:

- The birth and care of the employee's newborn child
- The placement of a child with the employee for adoption or foster care
- The care of an immediate family member (defined by the FMLA as "child, parent or spouse," although state and local laws may have broader definitions) with a serious health condition
- The employee's own serious health condition

Entering FMLA Leave on the Calendar

1. Click **Calendar** on the far left.
2. Select an employee name under **Employee Select**.
3. On the far right, click on the **FMLA code**.
4. Click on the date that leave is taken.
   Note: The amount of time taken (used) will default to the number of hours the employee works in a day. This amount would have been entered in the Employee Detail screen. If you wish to adjust the number of hours used on a particular date, refer to the instructions **Adjust leave duration on a given date** under section 8 within this Help File.

Adjust leave duration on a given date

There are two ways to adjust the duration of FMLA leave on a particular date.

Option One: Use the convenient fraction buttons of ¼ **Day**, ½ **Day**, ¾ **Day** above the calendar.

Option Two: Use the **Absence Detail** feature to adjust the leave to an amount the fraction buttons don't allow.

Option One:
1.   From the calendar screen, click on the FMLA code on the right.
2.   For the appropriate fraction of a day, click on the corresponding button above the calendar.
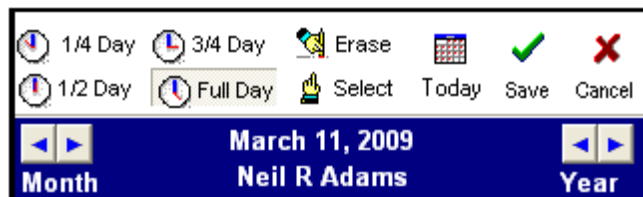
3.   Click on the date of the leave.
4.   Click **Save**.
     Option Two:
     If the duration of the leave is other than ¼ **Day**, ½ **Day**, ¾ **Day**, do the following:
1.   From the calendar screen, click on the FMLA code on the right and then click on the day when leave is taken.
2.   Right-click the code after applying it to the calendar and select **Absence Detail** from the pop-out list that appears.
3.   In the Absence Detail pop-up window, click on the number of hours indicated next to FMLA leave.
4.   Enter the actual duration of the absence.
     Note: Time is indicated in decimals, not hours and minutes.
5.   Click **OK**. You will be returned to the calendar.
     Note: If you are using Gradience Attendance in conjunction with Gradience FMLA Tracker and you have set your Display Mode within Global Preferences in Attendance to "Days", the time Earned, the time Used and the Balance displayed under the calendar will be in Days in Attendance but will continue to be displayed in hours in FMLA Tracker.

Glossary of Terms

Active Duty or Call to Active Duty Status: Active duty or call to active-duty status means military service ordered under a call or order to active duty (or notice of an imminent call or order to active duty) in accordance with the law, so long as such duty is in support of a contingency operation.

Adoption: Adoption means legally and permanently taking over the responsibility of rearing a child as one's own. The source of an adopted child (e.g., whether from a licensed placement agency or otherwise) is not a factor in determining eligibility for FMLA leave.

Calculating the 12-Month Period: An eligible employee may take up to 12 weeks of unpaid leave during any 12-month period. There are a few ways to calculate the 12-month period. Unless state law has different requirements, you may select from any of the following options:

- Any fixed 12-month period, such as a fiscal year, calendar year, or the 12-month period after an employee's anniversary date
- A 12-month look-forward period beginning on the date an employee first starts FMLA leave
- A "rolling" 12-month period measured backward from the date an employee uses any FMLA leave

Using the first method could result in back-to-back leave or joining leave periods, enabling an employee to take up to 24 consecutive weeks of leave. The third option is viewed by most as the most beneficial calculation method for employers. This method allows employers to calculate the leave period by looking back at the past 12 months each time an employee requests FMLA leave, and at that point the employee is entitled only to the remainder of the 12-week allowance.

Employers must inform employees in writing which calculation method will be used. To change the 12-month calculation method, employers must provide 60 days' notice to employees. If no method is selected, or if an employer doesn't notify employees about the method selected, it is required to use the selection method most beneficial to employees.

Please note, for Military Caregiver Leave (which allows eligible employees to take up to 26 workweeks of leave during a single 12-month period to care for a seriously injured or ill service member), the single period begins on the first day the eligible employee takes leave and ends 12 months after that date. The employer does not have discretion on how to calculate this 12-month period, regardless of how its FMLA policy defines the 12-month period for traditional FMLA leave.

Certifications: If an employee requests FMLA leave for his or her own serious health condition or for a family member's serious health condition, you have the right to request the employee to provide the following:

- Medical certification of the need for leave due to a serious health condition (of the employee or his/her family member)
- Second or third medical opinions (at the employer's expense, and not for military caregiver leave)
- Periodic reports during FMLA leave regarding the employee's status and intent to return to work. These reports may be in the form of a letter from your employee or his/her healthcare provider, or the employee may be required to call in periodically to confirm his/her status and intent to return to work.

For FMLA military leave related to a "qualifying exigency," an employer may request that this leave be supported by certification from the employee as follows:

- A statement or description, signed by the employee, of appropriate facts regarding the qualifying exigency for which FMLA leave is requested
- The approximate date on which the qualifying exigency started or will start
- The beginning and end dates for such leave
- If the qualifying exigency involves meeting with a third party, appropriate contact information for the individual or entity with whom the employee is meeting (such as name, title, organization, address, telephone number, fax number and e-mail address) and a brief description of the purpose of the meeting

Also, an employer may require the employee to provide a copy of the covered service member's active-duty orders or other documentation issued by the military that indicates the covered military member is on active duty or has been called to active-duty status in support of a contingency operation, and the dates of the covered military member's active-duty service. This information only needs to be provided to the employer once.

Once the employee returns the completed FMLA certification, you may grant or deny FMLA leave based on the information on the form. If the form is incomplete or otherwise insufficient, you must specify in writing what information is lacking, and give the employee seven calendar days to correct the deficiency before denying leave. If the employee never give you an FMLA certification that you properly requested, the leave is not protected by the FMLA. It is the employee's responsibility to make sure the FMLA certification is completed and returned in a timely manner.

You must allow the employee at least 15 days to obtain the medical certification.

Contingency Operation: Contingency operation means a military operation that: (1) is designated by the Secretary of Defense as an operation in which members of the armed forces are or may become involved in military actions, operations, or hostilities against an enemy of the United States or against an opposing military force; or (2) results in the call or order to, or retention on, active duty of members of the uniformed services as provided by law.

Continuing Treatment by a Healthcare Provider: Continuing treatment by a healthcare provider means any one of the following:
- Incapacity and treatment. A period of incapacity of more than three consecutive, full calendar days, and any follow-up treatment or period of incapacity relating to the same condition, that also involves: (i) treatment two or more times, within 30 days of the first day of incapacity, by a healthcare provider, by a nurse under direct supervision of a healthcare provider, or by a provider of healthcare services (e.g., physical therapist) under orders of, or on referral by, a healthcare provider, unless circumstances exist beyond the employee's control that prevent the follow-up visit from occurring as planned by the healthcare provider; or (ii) treatment by a healthcare provider on at least one occasion, which results in a schedule of continuing treatment under the supervision of the healthcare provider. "Treatment by a healthcare provider" means an in-person visit to a healthcare provider. The first in-person treatment visit must take place within seven days of the first day of incapacity. The healthcare provider must determine whether additional treatment visits or a schedule of continuing treatment is necessary within the 30-day period.
- Pregnancy or prenatal care. Any period of incapacity due to pregnancy, or for prenatal care.
- Chronic conditions. Any period of incapacity or treatment for such incapacity due to a chronic serious health condition. A chronic serious health condition is one that: (i) Requires periodic visits (defined as at least twice a year) for treatment by a healthcare provider, or by a nurse under direct supervision of a healthcare provider; (ii) Continues over an extended period of time (including recurring episodes of a single underlying condition); and

(iii) May cause periodic, rather than a continuing period of, incapacity (e.g., asthma, diabetes, epilepsy, etc.).

- <u>Permanent or long-term conditions.</u> A period of incapacity that is permanent or long-term due to a condition when treatment may not be effective. The employee or family member must be under the continuing supervision of a healthcare provider, but active treatment by the healthcare provider is not required. Examples include Alzheimer's, a severe stroke, or the terminal stages of a disease.
- <u>Conditions requiring multiple treatments</u>. Any period of absence to receive multiple treatments (including any resulting period of recovery) by a healthcare provider or by a provider of healthcare services under orders of, or on referral by, a healthcare provider, for: (i) Restorative surgery after an accident or other injury; or (ii) A condition that would likely result in a period of incapacity of more than three consecutive full calendar days in the absence of medical care or treatment, such as cancer (chemotherapy, radiation, etc.), severe arthritis (physical therapy), kidney disease (dialysis).

Covered Employers: The FMLA applies to an employer if the employer has 50 or more employees on the payroll (including part-timers and employees on leave) in 20 or more workweeks in the current or preceding calendar year. The FMLA also applies to public agencies, including state, local and federal employers, and local education agencies – regardless of the number of employees.

Covered Military Member: Covered military member means the employee's spouse, son, daughter, or parent on active military duty or call to active military-duty status.

Covered Service Member: Covered service member means a current member of the armed forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness incurred in the line of duty on active duty.

Documenting Relationships: For purposes of confirming family relationship, the employer may require the employee giving notice of the need for leave to provide reasonable documentation or a statement of family relationship. This documentation may take the form of a simple statement from the employee, or a child's birth certificate, a court document, etc. The employer is entitled to examine documentation such as a birth certificate, etc., but the employee is entitled to have the official document returned.

Eligible Employee: For an employee to be eligible for FMLA benefits, he or she must:
- Work for a covered employer
- Be on the employer's payroll for a total of 12 months (not necessarily consecutive)
- Have worked at least 1,250 hours in the previous 12 months
- Work at a location in the United States where at least 50 employees are employed by the employer within 75 miles

Although the 12 months of employment need not be consecutive, employment periods before a break in service of seven years or more need not be counted in determining whether the employee has been employed by the employer for at least 12 months. There are two exceptions: 1) time served fulfilling National Guard or Reserve duty counts toward the 12-month employment requirement; and 2) when there is a written agreement concerning the employer's intention to rehire the employee after the break in service. If an employer chooses to count someone's employment before a 7-year gap, it must do so for all employees with a similar break in service.

Essential Functions of the Job: Essential functions are the basic job duties an employee must be able to perform, with or without reasonable accommodation. Employers should examine each job carefully to determine which functions or tasks are essential to

performance. (This is particularly important before taking an employment action such as recruiting, advertising, hiring, promoting or firing.)

Fitness-for-Duty Certification: If requested by the employer, employees who take FMLA leave for their own serious health condition provide this certification before returning to work. A healthcare provider writes the report after making sure the employee is healthy enough to return to work. An employer may require that the certification specifically address the employee's ability to perform the essential functions of the employee's job. However, the employer must inform the employee that it will require fitness-for-duty certification at the time it notifies the employee it is designating the employee's leave as FMLA leave. If the employer wants the certification to confirm that the employee is able to perform the essential functions of the employee's job, the employer must provide the employee a list of the essential job functions at the same time the employer provides the designation notice. Also, when there are reasonable job safety concerns, an employer may require a fitness-for-duty certification before an employee may return to work when the employee takes intermittent leave.

Foster Care: Foster care is 24-hour care for children in substitution for, and away from, their parents or guardian. Informal care arrangements don't constitute foster care, which arises only when the state is involved in taking children away from their family and placing them in another's home.

Healthcare Provider: A ''healthcare provider'' is:
- A doctor of medicine or osteopathy who is authorized to practice medicine or surgery (as appropriate) by the state in which the doctor practices
- Podiatrists, dentists, clinical psychologists, optometrists, and chiropractors (limited to treatment consisting of manual manipulation of the spine to correct a subluxation as demonstrated by X-ray to exist) authorized to practice in the state and performing within the scope of their practice as defined under state law
- Nurse practitioners, nurse midwives, clinical social workers and physician assistants who are authorized to practice under state law and who are performing within the scope of their practice as defined under state law
- Christian Science practitioners listed with the First Church of Christ, Scientist in Boston, Massachusetts
- Any healthcare provider that an employer or the employer's group health plan's benefits manager will accept certification of the existence of a serious health condition to validate a claim for benefits
- A healthcare provider listed above who practices in a country other than the United States, who is authorized to practice in accordance with the laws of that country, and who is performing within the scope of his or her practice as defined under such laws;
- Any other person determined by the Secretary of Labor to be capable of providing healthcare services

The phrase ''authorized to practice in the state'' means the provider must be authorized to diagnose and treat physical or mental health conditions.

Incapable of Self-Care: This occurs when an individual requires active assistance or supervision to provide daily self-care in several of the ''activities of daily living'' (ADLs) or ''instrumental activities of daily living'' (IADLs). Activities of daily living include adaptive activities such as caring appropriately for one's grooming and hygiene, bathing, dressing and eating. Instrumental activities of daily living include cooking, cleaning, shopping, taking public transportation, paying bills, maintaining a residence, using telephones and directories, using a post office, etc.

Incapacity: Inability to work, attend school or perform other regular daily activities due to the serious health condition, treatment for the condition, or recovery from the condition.

In Loco Parentis: Persons who are ''in loco parentis'' include those with day-to-day responsibilities to care for and financially support a child, or, in the case of an employee, who had that responsibility for the employee when the employee was a child. A biological or legal relationship is not necessary.

Instrumental Activities of Daily Living: Instrumental activities of daily living include cooking, cleaning, shopping, taking public transportation, paying bills, maintaining a residence, using telephones and directories, using a post office, etc.

Intermittent Leave: Intermittent leave means leave taken in short blocks of time, or by reducing an employee's normal weekly or daily work schedules, because of a single illness or injury, and may include leave of periods from an hour or more to several weeks. Examples of intermittent leave include leave taken on an occasional basis for medical appointments, leave taken several days at a time spread over a period of six months, such as for chemotherapy, or leave taken for periods of severe morning sickness due to pregnancy.

Key Employee: A key employee is an employee who is among the highest-paid 10 percent of the employer's employees within a 75-mile radius of the site where the employee works. If an employee is a key employee, the employer may refuse to allow the employee to return to work from FMLA leave if the employee's return would cause severe economic injury to the employer.

Major Life Activities: This refers to the caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning and working.

Military Caregiver Leave: Eligible employees are entitled to take up to 26 workweeks of leave to care for a spouse, son, daughter, parent or next of kin who is a current member of the Armed Forces and who is undergoing medical treatment or recuperating from a serious injury or illness incurred while on active military duty.

Next of Kin of a Covered Service Member: The nearest blood relative other than the covered service member's spouse, parent, son, or daughter, in the following order of priority: Blood relatives who have been granted legal custody of the covered service member by court decree or statutory provisions, brothers and sisters, grandparents, aunts and uncles, and first cousins, unless the covered service member has specifically designated in writing another blood relative as his or her nearest blood relative for purposes of military caregiver leave under the FMLA. When no designation is made, and there are multiple family members with the same level of relationship to the covered service member, all such family members shall be considered the covered service member's next of kin and may take FMLA leave to provide care to the covered service member, either consecutively or simultaneously. When the designation has been made, the designated individual shall be deemed to be the covered service member's only next of kin.

Parent: A biological, adoptive, step or foster father or mother, or any other individual who stood in loco parentis to the employee when the employee was a son or daughter as defined below. This term does not include parents ''in law.''

Parent of a Covered Service Member: A covered service member's biological, adoptive, step or foster father or mother, or any other individual who stood in loco parentis to the covered service member. This term does not include parents ''in law.''

Physical or Mental Disability: A physical or mental impairment that substantially limits one or more of the major life activities of an individual.

"Qualifying Exigency" Leave: Under the FMLA, eligible employees are entitled to 12 workweeks of FMLA job-protected leave because of any "qualifying exigency" arising out of the fact that the employee's spouse, son, daughter or parent is on active duty or called to active duty status in support of a contingency operation as a member of the National Guard or Reserves. The DOL's final regulations define "qualifying exigency" by referring to a number of broad categories for which employees may use FMLA leave, including:

- Short-notice deployment
- Military events and related activities
- Childcare and school activities
- Financial and legal arrangements
- Counseling
- Rest and recuperation
- Post-deployment activities
- Additional activities not encompassed in the other categories, but agreed to by the employer and employee

Reduced-Leave Schedule: Reduced-leave schedule means a leave schedule that reduces the usual number of hours each workweek, or hours each workday, of an employee.

Reinstatement (Job Restoration): When an employee returns from FMLA leave, he or she must be restored to his/her original job, or to an equivalent job with equivalent pay, benefits, and other terms and conditions of employment.

Under certain limited circumstances when reinstating an employee would cause substantial and grievous economic injury to an employer's operations, an employer may refuse to reinstate certain highly paid "key" employees after using FMLA leave during which health coverage was maintained.

Serious Health Condition: The FMLA defines serious health condition as an illness, injury, impairment, physical condition or mental condition that requires:

- Inpatient care (an overnight stay) in a medical facility, hospice or residential medical care facility; or
- Continuing treatment by a healthcare provider for a period of incapacity.

Serious Injury or Illness: In the context of FMLA military leave, serious injury or illness means an injury or illness incurred by a covered service member in the line of duty on active duty that may render the service member medically unfit to perform the duties of the member's office, grade, rank, or rating.

Son or Daughter: For purposes of FMLA leave taken for birth or adoption, or to care for a family member with a serious health condition, son or daughter means a biological, adopted, or foster child, a stepchild, a legal ward, or a child of a person standing in loco parentis, who is either under age 18, or age 18 or older and ''incapable of self-care because of a mental or physical disability'' at the time that FMLA leave is to start.

Son or Daughter on Active Duty or Call to Active-Duty Status: The employee's biological, adopted, or foster child, stepchild, legal ward, or a child for whom the employee stood in loco parentis, who is on active duty or call to active-duty status, and who is of any age.

Son or Daughter of a Covered Service Member: The service member's biological, adopted, or foster child, stepchild, legal ward, or a child for whom the service member stood in loco parentis, and who is of any age.

Spouse: Spouse means a husband or wife as defined or recognized under state law for purposes of marriage in the state where the employee resides, including common-law marriage in states where it is recognized.

Substantially Limits: This refers to the inability or significant restriction of the ability to perform one of the "major life activities," compared to an average person in society.

Substituting Accrued Paid Leave for Unpaid FMLA Leave: Employees may choose, or an employer may require, the substitution of accrued paid leave for any of the situations covered by the FMLA. The substitution of accrued paid leave is limited by company policies governing the use of such leave.

FMLA Overview

This is just an overview

The circumstances in your company may require the advice of a labor law attorney to clarify your responsibilities and rights when it comes to FMLA leave. In addition, many states and localities have laws that expand upon the federal requirements. You are required to abide by the laws that are most favorable for the employee in question, should federal and local laws differ.

What is the FMLA?

The Family and Medical Leave Act (FMLA) was enacted in 1993 to allow employees to take reasonable unpaid leave for certain family and medical reasons. The legislation intends to "balance the demands of the workplace with the needs of the families, to promote the stability and economic security of families, and to promote national interests in preserving family integrity."

Has the FMLA changed significantly since 1993?

The first expansion of the FMLA was signed into law on January 28, 2008. The FMLA was amended at that time to provide leave to employees with family members serving or injured on military duty. The newest revision of the FMLA will go into effect on January, 16, 2009, and provides additional clarifications and new conditions for FMLA use.

Does our company have to offer FMLA leave?

The FMLA applies to you if you have 50 or more employees (including part-timers and employees on leave) for 20 or more workweeks (not necessarily consecutive) in the current or preceding calendar year.

The FMLA also applies to public agencies, including state, local and federal employers, and local education agencies – regardless of the number of employees.

Businesses with more than one location, even if each location has fewer than 50 employees or if the businesses operate under different names, may be required to offer FMLA leave if their total number of employees at all locations combined exceeds 50.

Reasons for FMLA Leave

If you are a covered employer, you must grant an eligible employee up to 12 workweeks of unpaid leave during a 12-month period for any one or more of the following reasons:
- The birth and care of the employee's newborn child
- The placement of a child with the employee for adoption or foster care
- The care of an immediate family member (defined by the FMLA as "child, parent or spouse," although state and local laws may have additional categories of covered family members) with a serious health condition
- The employee's own serious health condition
- Because of any "qualifying exigency" arising out of the fact that the employee's spouse, child or parent is on active duty or called to active-duty status in support of a contingency operation as a member of the National Guard or Reserves

Additionally, the FMLA provides eligible employees up to 26 workweeks of leave to care for a spouse, child, parent or next of kin who is a current member of the armed forces and who is undergoing medical treatment or recuperating from a serious injury or illness incurred while on active duty.

When is an employee eligible for FMLA?

For an employee to be eligible for FMLA benefits, he or she must:
- be on the payroll for a total of 12 months or more (although the time does not necessarily have to be consecutive)
- have worked at least 1,250 hours in the previous 12 months
- work at a location in the United States where at least 50 employees are employed by the business within 75 miles

How the leave may be taken

An employee may take up to 12 weeks of FMLA leave in a 12-month period (or 26 weeks of leave to care for a family member injured during active military duty). Leave can be taken in one block, in two or more blocks or as what is know as intermittent leave.

What is intermittent leave?
Under some circumstances, employees may take FMLA leave intermittently – which means taking leave in short blocks of time, or by reducing their normal weekly or daily work schedules. Intermittent leave is permitted when a serious health condition (of the employee or his/her immediate family member) requires periodic or ongoing treatment by a healthcare provider or reoccurring episodes of incapacity. For example, intermittent leave may be used for circumstances such as:
- Medical appointments (e.g., prenatal or related to a serious health condition)
- Continual treatments (e.g., chemotherapy, physical therapy or dialysis)
- Periods of severe morning sickness due to pregnancy

Paid versus unpaid FMLA leave

Employees may choose, or you may require, the substitution of accrued paid vacation or personal leave for any of the situations covered by the FMLA. The substitution of accrued leave is limited by company policies governing the use of such leave.

You are responsible for determining whether an employee's use of paid leave counts as FMLA leave, based on information from your employee. In all circumstances, it is your responsibility to designate leave, whether paid or unpaid, as FMLA-qualifying, and to give notice of the designation to your employee.

Expanded Leave Benefits for Military Families

In 2008, the FMLA was amended to expand leave protections to employees with family members serving or injured on military duty. Under that amendment, employees with family members in the military and who would otherwise be eligible for FMLA leave – those with 12 months of employment, 1,250 hours worked in the 12 months preceding the requested leave, and who work where at least 50 employees are employed within a 75-mile radius – are entitled to leave for the following two new circumstances:

Leave for "Qualifying Exigency": Eligible employees are entitled to 12 workweeks of unpaid leave during a 12-month period because of any "qualifying exigency" arising out of the fact that the employee's spouse, son, daughter or parent is on active duty or called to active-duty status in support of a contingency operation as a member of the National Guard or Reserves.

Leave to Care for Injured/Ill Service Members: Eligible employees also are entitled to take up to 26 workweeks of leave to care for a spouse, son, daughter, parent or next of kin who is a current member of the armed forces and who is undergoing medical treatment or recuperating from a serious injury or illness incurred while on active duty. The 12-month period in which leave in this category may be taken begins on the first day the eligible employees takes FMLA leave to care for a covered service member and ends 12 months after that date, regardless of the method used by the employer to determine the employee's 12 workweeks of leave entitlement for other FMLA-qualifying reasons.

Calculate Military Caregiver Leave

The following explains how an employer should calculate an employee's entitlement to military caregiver leave when the employer uses a calendar-year method for other FMLA-qualifying reasons:

EXAMPLE: The employer uses the calendar-year method (January 2009-December 2009) for determining an employee's leave balance for FMLA leave taken for all qualifying reasons other than military caregiver leave.

An employee first takes military caregiver leave in June 2009. Between June 2009 and June 2010 (the "single 12-month period" for military caregiver leave), the employee may take a combined total of 26 workweeks of leave, including up to 12 weeks for any other FMLA-qualifying reason if he has not yet taken any FMLA leave in 2009.

 If, however, the employee already had taken five weeks of FMLA leave for his own serious health condition when he began taking military caregiver leave in June 2009, he then would be entitled to no more than seven weeks of FMLA leave for reasons other than to care for a covered service member during the remainder of the 2009 calendar year (i.e., the 12 weeks yearly entitlement minus the five weeks already taken). Although his entitlement to FMLA leave for reasons other than military caregiver leave is limited by his use of FMLA leave during the calendar year, the employee still is entitled to take up to 26 weeks of FMLA leave to care for a covered service member from June to December 2009.

Beginning in January 2010, the employee is entitled to an additional 12 weeks of FMLA leave for reasons other than to care for a covered service member. If the employee takes four weeks of FMLA leave for his own serious health condition in January 2010, this would reduce both the number of available weeks of FMLA leave remaining in calendar year 2010 (i.e., the 12 weeks yearly entitlement minus the four weeks already taken) and the number of weeks of FMLA leave available for either military caregiver leave or other FMLA-qualifying reasons during the "single 12-month period" of June 2009-June 2010.

Once the employee exhausts his or her 26-workweek entitlement, he or she may not take any additional FMLA leave for any reason until the "single 12-month period" ends. Thus, for example, if the employee took 20 workweeks of military caregiver leave from June to December 2009, four workweeks of leave in January 2010 for his or her own serious health condition, and another two workweeks of military caregiver leave in March 2010, the employee will have exhausted his or her 26-workweek entitlement for the "single 12-month period" of June 2009-June 2010. The employee still would have eight weeks of FMLA leave available in calendar year 2010, but the employee could not take such leave until after June 2010, when the "single 12-month period" ends.

Browsing the Online Knowledge Base
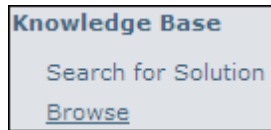
1. Go to www.gradiencesupport.com.

2. Click **Register Now**.
3. When the registry screen opens, enter the required information, then click **Submit**.

    Note: You will receive an e-mail with your new password.

4. Return to www.gradiencesupport.com.
5. To browse for "How-To" instructions, click <u>Log in now</u>. Enter your login and password and click Login.

6. On the left, under **Knowledge Base**, click **Browse**. See Note below.

7. Under **Categories**, make your selection. The screen will change. When it does, just as before, under **Categories**, make your selection. Under **Articles**, select your topic.

    Note: In step 6 above, you also may click Search for Solution and enter your issue to find a solution.