

# 2013

## VACATION REQUEST APPROVER'S MANUAL



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## Introduction

As part of our continuous effort to be aligned with a paperless philosophy and in order to maximize the use of our current resources, we have moved the VACATION REQUEST paper form to a digital form in ARGOS.

ARGOS is the school reporting system, which until now, has been widely used to get a formatted output of a set of data coming mostly from Banner. Now, we will start using it as an input form, in this case to request vacation.

This manual is intended as a guide, for administrators and managers who are going to process vacation requests, on how to use the Form in Argos.

Should you have any question, please contact Alejandro Aguilar from IT at extension 6178 or Martha P. Garcia from HR at extension 6208.

If you have an issue with the system, please place a ticket on our help desk webpage at <https://servicedesk.imperial.edu>



## Requirements and assumptions

In order to use Argos to process a vacation request, the following assumptions were made:

1. Administrators and Managers will be processing (approving or denying) the vacation requests
2. For simplicity, we will refer to Administrators and Managers in this document as APPROVERS
3. Approvers should have an active ARGOS ACCOUNT
  - Your username is the same username you use to login to your computer (or network)
  - Your password is the same password you use to login to your computer (or network)
  - If you're unsure if you have an active Argos account or not, you can check with our online [Argos Account Verification](#) form.
  - If you don't have an Argos Account, please request one by placing a ticket on our [help desk](#).
4. When processing a vacation request, approvers should use their own Argos credentials.
  - This is because the system will automatically check that the person logged into Argos is actually a valid approver for the person who placed the vacation request being processed.



## Overall approving process

The following steps explain in a simple way how the approving process works:

- I. You receive a Vacation Request E-mail
- II. Take note of the Request ID and click on the link located at the bottom of the e-mail
- III. Login to Argos when prompted
- IV. Type in the Request ID (located in the e-mail) and click Search
- V. Review the Request Information
- VI. Click on Approve or Deny and submit (optionally, you can send comments to your employee)
- VII. Receive confirmation upon successful request processing.

The following sections will cover each step in detail.

### I. Vacation Request received by E-mail

When one of your employees submits a vacation request, you will receive an e-mail with the following information (see Figure 1 for reference, from top to bottom):

1. **Employee Name** requesting for Vacation
2. **Request ID.** You will use this ID to approve or deny the request
3. **Total Days Requesting.** Total days the employee is requesting
4. **Dates.** Vacation period, beginning on the first day off and ending on the last day off.
5. **Employee Comments.** Optionally, the employee can send comments about the request, providing more details. For example number of hours taken on some dates, or reason for the request, etc.
6. **Vacation Balance.** Number of vacation hours available for that employee. The last date the balances were updated will be stated on this line as well. This information is coming from our Leave Balances Database and any question regarding the balances can be discussed with Martha P. García at ext. 6208.
7. **Employee ID.** G# coming from Banner
8. **Employee Title.** Employee's Job description coming from Banner
9. **Employee Department.** Department for which the employee works.
10. **Approving link.** The last line of the e-mail contains the link you will use to approve or deny the request. It will say *"To approve or deny, click here and input the request id (<REQUESTID NUMBER>)"*



Figure 1. Vacation Request received by e-mail

## II. Click on the link to approve or deny

Once you have the vacation request e-mail open, take note of the request id and click on the link located at the bottom of the e-mail (Figure 2).

This will open Argos reporting system and you will be able to approve or deny the request.

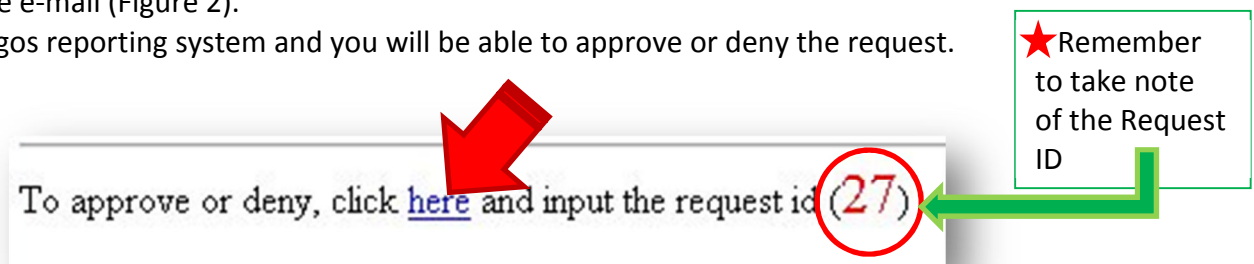


Figure 2. Link to approve or deny the vacation request



### III. Login to Argos when prompted

After you click on the link on Figure 2, the *Argos eLauncher* page will start to load (doing some initial checkups that shouldn't take more than a couple of seconds).

This loading page looks something like the Figure 3 below.

**Note:** If you receive an error, warning or popup and you cannot pass beyond this Argos eLauncher Web Page, please visit the [troubleshooting](#) page at the end of this manual for further actions.



Figure 3. Argos eLauncher Page

After Argos eLauncher has finished loading, the login prompt is displayed on-screen. Input your Argos credentials, which is the username and password you use to login to your computer or network (figure 4), and click *Login*.

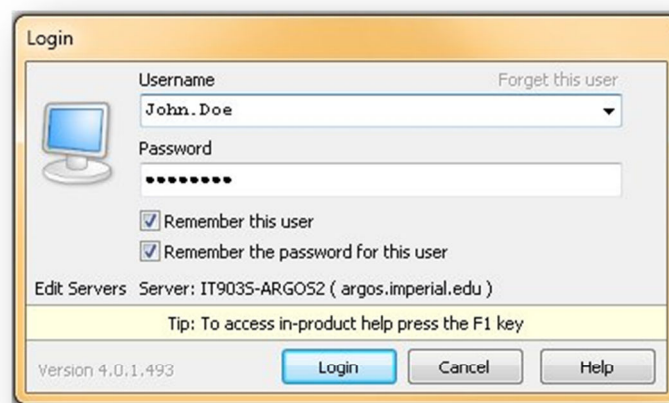


Figure 4. Argos Login box



After you login, you will briefly see a window like Figure 5. This means the system is checking the access to the form, since only Administrator and Managers are allowed to process a vacation request.

If you receive an "Access Denied" message, this means you're not classified as Admin or Manager in Banner, and thus you are not granted the access. If this is incorrect, please use our online [Argos Account Verification](#) form to report it.



Figure 5. Access Processing window

After the checking access has completed successfully, the Vacation Request Processing form is displayed. Please refer to Figure 6 to locate the "Request ID" field and the Search button.

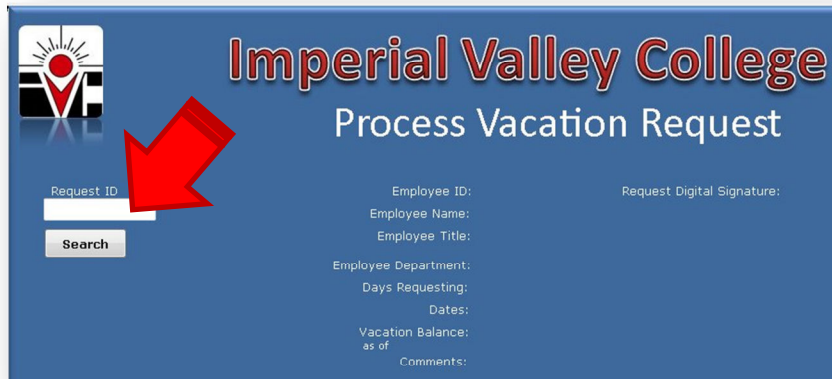


Figure 6. Vacation Request Processing form

#### IV. Type in the Request ID

Use the *Request ID* box to type in the request # (located at the bottom of the e-mail you received). Click on the *Search* button.

This will pull the Vacation Request information from the database and all fields will be populated (Figure 7).





**Imperial Valley College**  
Process Vacation Request

Request ID: 27

Employee ID: G00123456  
Employee Name: Doe, John  
Employee Title: Classified Employee  
CR0001  
Employee Department: Business  
Days Requesting: 2  
Dates: 03/25/2013 - 03/26/2013  
Vacation Balance: 123.4  
as of January 31, 2013  
Comments: This is an optional message that will be sent to the supervisor.

Request Digital Signature: john.doe  
03/07/2013

Supervisor Comments [Optional]  
Approving

max 255 characters

**Approve**

**Deny**

Figure 7. Information populated after searching for a Request ID

## V. Review the Request Information

Once the information from the Request has been populated, please review it carefully. This information is the same information that you received by e-mail.

Employee ID: G00123456  
Employee Name: Doe, John  
Employee Title: Classified Employee  
CR0001  
Employee Department: Business  
Days Requesting: 2  
Dates: 03/25/2013 - 03/26/2013  
Vacation Balance: 123.4  
as of January 31, 2013  
Comments: This is an optional message that will be sent to the supervisor.

Request Digital Signature: john.doe  
03/07/2013

Figure 8. Request information to be reviewed

Please note the Digital Signature on the top-right corner. This is the actual Argos user who submitted the request. This can be helpful to verify the identity of the request itself.



## VI. Approve or Deny the request and submit it.

Once you have reviewed the information, you can proceed to approve or deny the request. To do this, click on the button that corresponds to your decision.

Optionally, you can type in any comments you would like to be delivered to your employee by e-mail regarding to your decision to approve or deny the request.

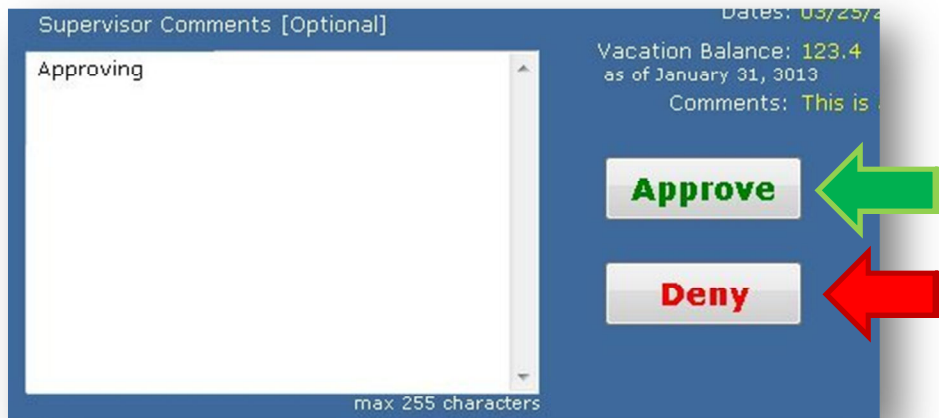


Figure 9. Approve and Deny buttons with the Comments box

When you click on the Approve or Deny button, you'll see a prompt asking for confirmation (Figure 10). If you're sure about your decision and would like to submit it, click on the *Submit* button.

If, for any reason, you'd like to change your decision, then click the *Cancel* button and the form will display again the *Approve* and *Deny* buttons for you (Figure 9)

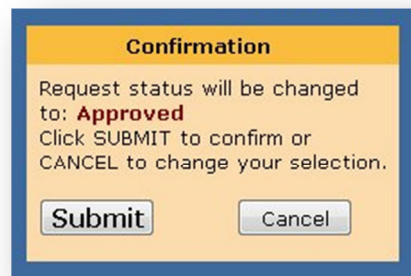


Figure 10. Confirmation prompt before submitting

After hitting the *Submit* button, your decision will be processed by the system.



## VII. Receive confirmation

Upon successful processing by the system, you will receive a confirmation message on-screen (Figure 11), as well as an e-mail receipt (Figure 12).

Please note the button located at the top-left corner of the screen "Process another Request". This button is helpful if you want to process a different request without having to logout and log back in to Argos. You just need to know the Request ID.

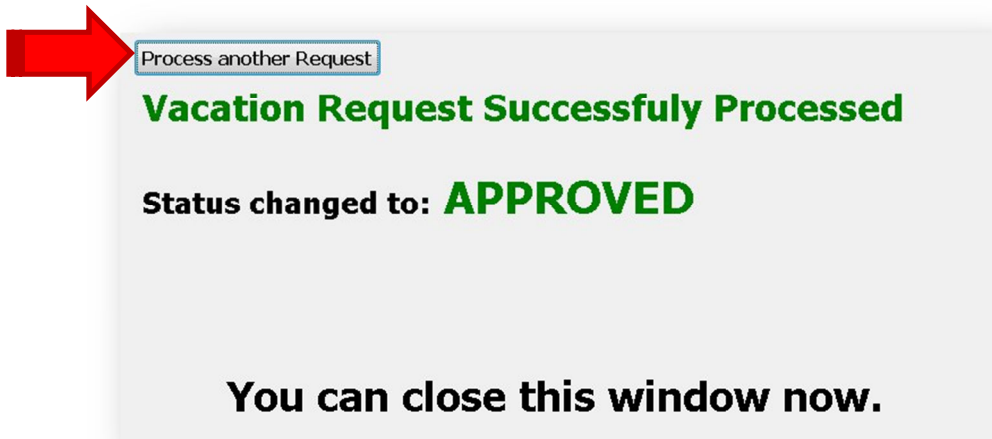


Figure 11. Confirmation message received after a successful request processed



Figure 12. E-mail receipt from a successful request processed



At this point, the following things have happened:

1. The vacation request status changed from “*Request Sent*” to whatever you chose (Approved or Denied)
2. The employee requesting vacation received a notification e-mail with your decision and comments
3. HR Department received a notification e-mail with your decision and comments



## Troubleshooting

This section provides with the most common errors and warnings you may get while using the *Vacation Request* form in Argos, along with some solutions that will help you understand and/or fix the issue.

If you ever have a problem with the *Vacation Request* form in Argos that is not listed in this section or if the solution is not working for you, you can always use our [help desk](#) ticket system. Just be as specific as you can and provide any attachments (screenshots) if possible.

### I. I don't know my Argos Username

Your username is the same username you use to login to your computer (or network)

### II. I have forgotten my Argos Password

Your password is the same password you use to login to your computer (or network)

### III. I receive a "Java was blocked because it is out of date" message when opening the Vacation Request Form

If you receive this message, click on the button "Run this time" provided with the warning message





**IV. I receive a pop-up when opening the Vacation Request Form asking “Do you want to run this application?”**

You may receive this message the first time you open Argos on your computer. You need to tell your computer that his is safe to open.

To do this, check the box that says “Always trust content from this publisher” and click RUN



**V. I receive a pop-up asking to update Java**

DO NOT update Java version. This is a feature in your computer that automatically gets updated when needed. You may not be able to run the form if you update your Java version.

You can just click on “Continue” or “Run”

**VI. I get an Access Denied message when opening the form to approve a request.**

When opening the form to approve a request, the system will automatically check your Employee Class in Banner and verify if you’re an Administrator or Manager.

If you get the “Access Denied” message and you are an Administrator or Manager, then your Employee Class should be incorrectly setup in Banner. In order to fix this, call Martha P. García in HR at 6208.

If this doesn’t fix the access issue, please place a ticket using our [help desk](#) system.





### VII. Nothing is populated when I search a Request ID

If you type in a Request ID, click Search and nothing was populated, chances are that:

1. The request ID is wrong, please verify
2. The request ID you're looking for has been already processed. The search functionality only looks for requests with a status of "Request Sent".

If you believe that the Request ID is correct and has not been processed yet, please place a ticket using our [help desk](#) system

### VIII. I received a "FAILED to process the request" message after processing the vacation request

There are two reasons why you might receive this message:

1. If the *Reason* message says it's because you don't have permission to approve or deny the request (Image 1) then the process failed because you're not setup in Banner as one of the valid approvers for the employee requesting vacation.  
In order to fix this, you should call Martha P. Garcia in HR at 6208.
2. If the Reason message says something else (Image 2), then something went wrong during the background process and you should report it using our [help desk](#).  
Make sure to include all the text provided after the "Reason" line

#### **FAILED to process the request**

**Reason:**

**You DO NOT have permission to approve or deny this request**

**based on the Approval Setup in Banner (NTRRQUE).**

**Contact Martha P Garcia (x6208) if this is not correct**

**You can close this window now.**

Image 1. Process Failed message due to lack of permission

#### **FAILED to process the request**

**Reason:**

**@Line7(ORA-12899: value too large for column  
(actual: 12, maximum: 9)**

**You can close this window now.**

Image 2. Process Failed message due to other reasons



**IX. I'm not receiving my employee's vacation requests**

Please review your JUNK E-MAIL folder. There's a probability the requests were delivered directly there.

If you already checked your junk e-mail and still don't see the vacation request, probably the supervisor information from your employee was wrong and the request was sent to a different supervisor. Please check with your employee and in case this is what happened, you should call Martha P. Garcia in HR at 6208.

**X. The vacation requests I'm receiving are delivered directly to the JUNK MAIL folder in my Outlook**

Your Outlook is detecting the e-mails coming from sender "ivc-noreply@imperial.edu" as unsafe. In order to fix this, look on your Outlook menu on the top for the "JUNK menu", click on that and then select "Junk E-mail Options....."

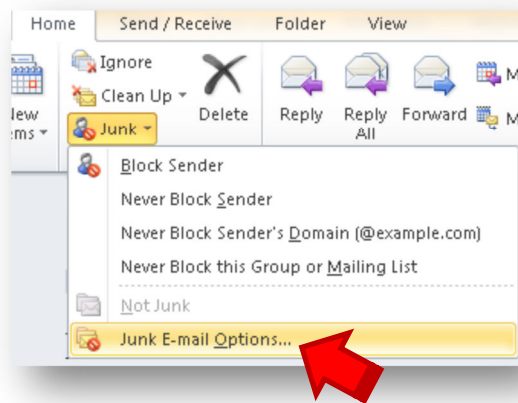


Image 3. Junk E-mail Options

Then select the "Safe Senders" tab and click on "Add..." button. Type in "ivc-noreply@imperial.edu" and click OK.

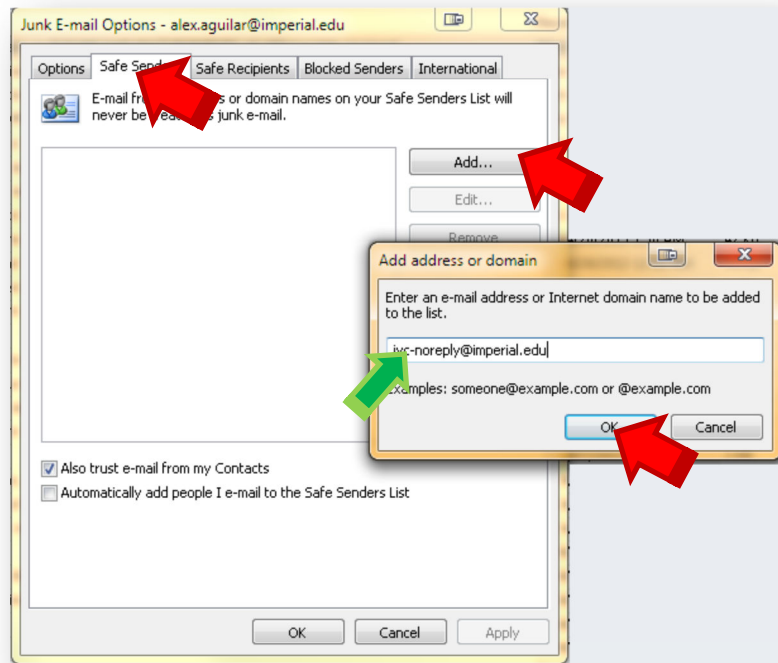
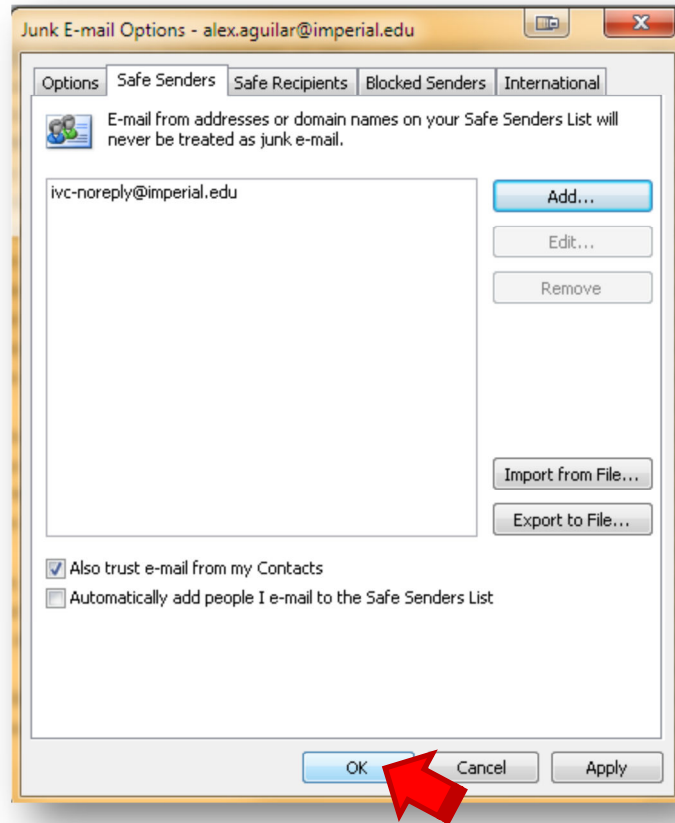


Image 4. Safe Senders list





Then click OK again and you're done; this will prevent future messages coming from "ivc-noreply@imperial.edu" (like E-Vacation Requests) going into the Junk E-mail folder.



**XI. There's a warning message on the request saying this e-mail could be a phishing scam.**

This warning message is being displayed because Outlook is detecting the e-mails coming from sender "ivc-noreply@imperial.edu" as unsafe. In order to fix this, you can follow the steps from previous item (#10) or you can follow these steps:

- Open one of the e-mails you received with the warning
- Right-click the warning message
- Select the 2<sup>nd</sup> option (Add Sender to Safe Senders List)
- Click OK (if a confirmation box appears)

This will prevent future messages coming from "ivc-noreply@imperial.edu" (like E-Vacation Requests) going into the Junk E-mail folder

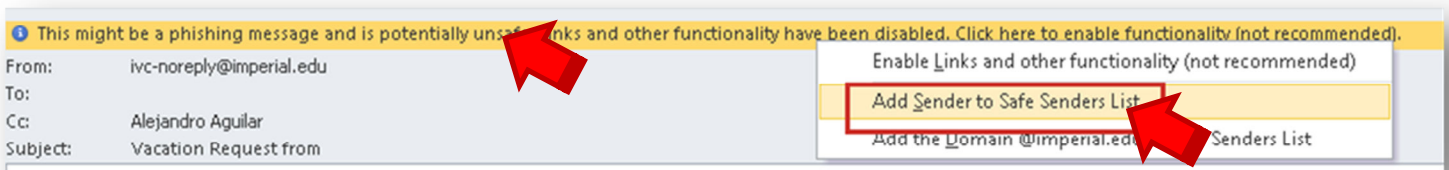


Image 5. Phishing warning message and option to fix it.