



EMPLOYEES



→ IT'S EASY, IT'S GREEN, IT MAKES SENSE.

Frequently Asked Questions (FAQS)

I. TORT Rollout

- **What is TORT?**
 - TORT stands for Time Off Request Tracking system.
 - This system allows users to request planned Vacation (Earned Time Off (ETO)/Paid Time Off (PTO)), Flexible Personal Days (FPD), Float, Birthday Holiday, Other types of time off including Jury Duty, Bereavement, Unpaid Time, Doctors Appointments, Union Business, Education, Trainings/Meetings, LMP (Labor Management Partnership) Time and Vacation Bidding.
 - TORT also allows approvers to provide an immediate response to the employees' time of requests while enabling them to track and report each request
 - TORT does not change your contractual provisions and/or polices. Please refer to your manager and/or labor steward for guidance.

- **Why are we deploying TORT?**
 - TORT enables an easy-to-use system for processing, tracking and reporting planned time off requests.
 - For approvers, TORT makes it easier to review, process, and track employees' time off requests through automated reporting
 - For employees, TORT is easy to access – whether at home or at work – making it simple to create and edit time off requests.
 - Kaiser Permanente and the Coalition of Kaiser Permanente Unions, in their 2005/2010/2012 National Agreement, committed to creating a system to request and track Flexible Personal Days. The system was expanded to include other types of planned time off and all employees (excluding Physicians and Executives).

- **What is the timeline for the TORT rollout?**
 - Georgia region went live with TORT on November 24, 2009
 - Northwest region completed a phased rollout of TORT in December of 2010
 - Southern California's Downey and Riverside Medical Centers went live on June 3, 2010
 - The rest of the SCAL region went live on Sept 22, 2010
 - SCAL ACP/Per Diem employees went live on December 6, 2011
 - In Hawaii HIL and HNA Unions went live on August 19, 2013
 - The rest of the Hawaii region went live on July 14, 2014

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

- **Is there training available for employees/approvers to learn how to use the TORT system?**
 - Yes, the thirty-minute, self-paced online training can be accessed at:
 - KP Learn website using your single sign on: <http://learn.kp.org/>. When at the site, please search for *Time Off Request Tracking System for Employees WBT* or *Time Off Tracking System for Approvers WBT*
 - A Job Aid is also available in the Do It Now portlet in the lower right side of the TORT application.

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

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

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

II. Getting Started on TORT

Logging on to TORT

- **When should I use TORT to request time off?**
 - This system should be used to request planned Vacation (ETO/PTO), Flexible Personal Days (FPD), Float, Birthday, and Other types of time off.

- Vacation Bidding requests can be submitted in TORT as of August 11, 2012. Please only utilize the Vacation Bidding tab when your department manager has notified you to begin submitting vacation bidding requests through TORT.
- TORT is not to be used to request sick time, protected leave or leaves of absence (LOA). The process for calling out sick, requesting protected leave and LOA remains the same.
- **Where do I access the TORT system?**
 - The TORT requestor site can be accessed directly from the link below and saved as a favorite: <https://epf.kp.org/wps/myportal/hr/kpme/benefits/timeoff>
 - The TORT requestor site can also be accessed through MyHR: <http://insidekp.kp.org/myhr>
On the MyHR page, select the following:

Time tab → Time Away from Work: Time off & Vacation → Request Time Off (TORT)
- **How can I log onto TORT for the first time?**
 - Employees will need to have their National User Identification (NUID) available and will be asked to create a password upon logging on for the first time.
 - This is the same password that you use for MyHR, so you don't need to do this again if you are already using the MyHR website.
- **How do I get a password if I have never logged on before?**
 - When you 'Sign On' to MyHR, there is a **First Time User** option, click on *Activate your Account* to setup your login information.
- **How do I reset my password?**
 - When logging in, you would enter your NUID and click on *Forgot Your Password?* This will prompt you to answer security questions that you had previously answered. Or, you can call the National Help Desk at 888-457-4872.
- **I am experiencing slowness in the TORT System; after I click submit I receive a loading, hanging, spinning wheel icon and my screen freezes up. How do I fix this?**
 - You can fix this issue by changing your computer loading settings on your computer; this is actually not a TORT system issue. The instructions to change your computer loading settings are located in the orange "Do-It-Now" portlet under "Loading Issue? View Fix" on the right side of the TORT site.
- **I would like to get my email notification at my personal email address too, can I do that?**
 - Yes, TORT allows employees to use their personal email address and/or KP email address to receive email notifications about their time off requests from any computer with internet access
 - You can change your e-mail address by clicking the *Edit* button in the TORT 'Employee Information' portlet. A screen will come up which allows you to enter an alternate e-mail address. Click *Save* after you have finished.

Primary Approver on TORT

- **The primary approver listed for me is incorrect. How can I get that corrected?**
 - If you would like to change the TIME Primary Approver, please have your manager contact KP TIME at NPS-National-Timekeeping@kp.org to request the appropriate TIME change form.
- **I have no primary approver listed. How do I get one?**
 - If you do not have a primary approver listed, please have your manager contact KP TIME at NPS-National-Timekeeping@kp.org to request the appropriate TIME change form.

III. Requesting Time Off

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

IV. Additional Resources

- **Who do I contact if I am experiencing issues?**
 - For all TORT issues, please contact the National TORT support mailbox at NAT-TORT@kp.org and provide your employee ID, employee NUID, and a description of your issue.