



**Employee
Service Centre**

CHANGING A SICKNESS ABSENCE REASON ON MYTEAM

Manager's Guidance

**This guide details the process for
changing the absence reason
during an open period of sickness**

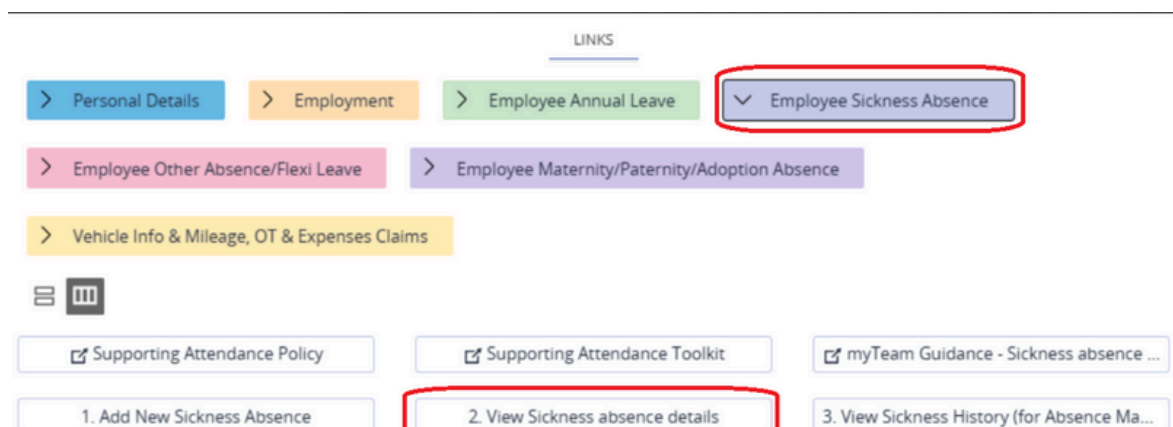
There may be situations where an employee may report absence from work for one reason but during the course of absence, the reason for the absence changes i.e. from mental health to back pain.

If you need to change the reason for absence, open the employee sickness record and update the absence reason and press save. This will then override the previous reason.

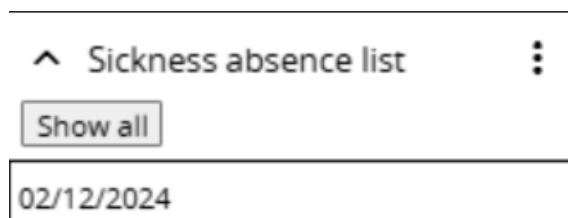
To ensure accurate recording of sickness absence history, you will also need to record the original reason for the absence. You will record this via the UDF Categories > Absence Reason Change. Enter the absence reason into the available field and record the period that this was the reason for absence.

Below you will find screenshots on where to access this information and edit as required.

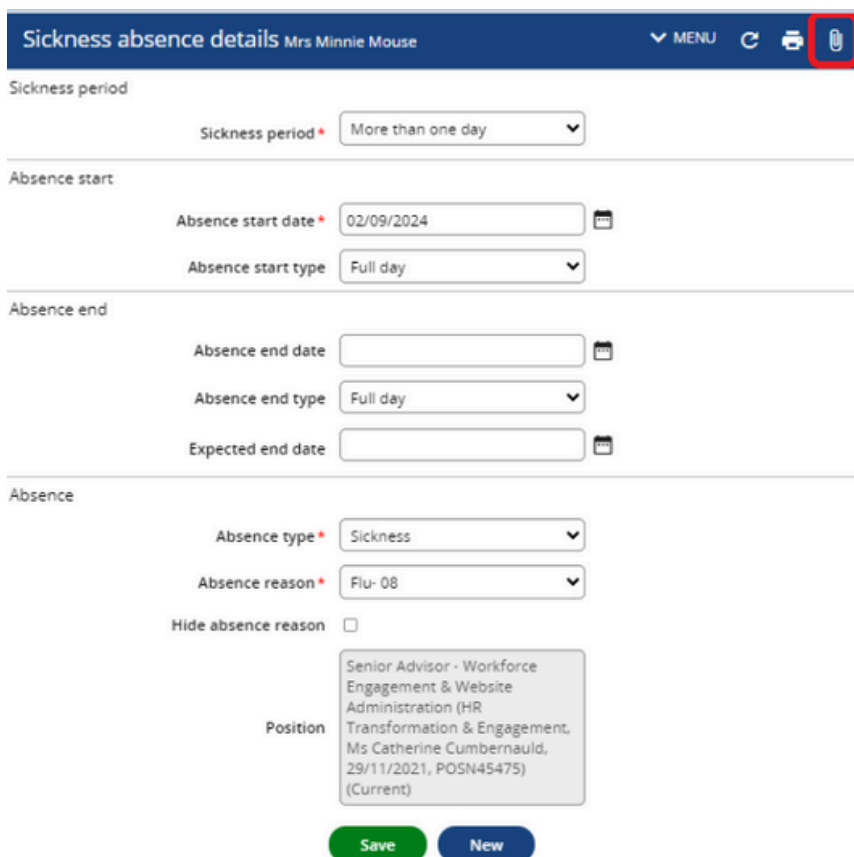
In the employee info area in myTeam, select 'Employee Sickness Absence' and then choose 'View Sickness absence details' as shown below.



Select the relevant date for the absence requiring the reason change.



Click on the attachment symbol as highlighted below.



Sickness absence details Mrs Minnie Mouse

Sickness period

Sickness period* More than one day

Absence start

Absence start date* 02/09/2024

Absence start type Full day

Absence end

Absence end date

Absence end type Full day

Expected end date

Absence

Absence type* Sickness

Absence reason* Flu- 08

Hide absence reason

Position
Senior Advisor - Workforce Engagement & Website Administration (HR Transformation & Engagement, Ms Catherine Cumbernauld, 29/11/2021, POSN45475) (Current)

Save New

Select UDF Categories from the drop-down options

Sickness absence details Mrs Minnie Mouse

Sickness period
Sickness period* More than one day

Absence start
Absence start date* 02/09/2024
Absence start type Full day

Absence end
Absence end date
Absence end type Full day
Expected end date

Absence
Absence type* Sickness
Absence reason* Flu- 08
Hide absence reason
Position Senior Advisor - Workforce Engagement & Website Administration (HR Transformation & Engagement, Ms Catherine Cumbernauld, 29/11/2021, POSN45475) (Current)

Save New

MENU
UDF Categories
Document attachments
Notes

Under UDF Categories (Absence), choose 'Absence Reason Change' from the drop down options.

^ UDF Categories (Absence) ⋮

Absence Reason Change

Absence Referral Dates

Absence Work Related

Then enter the original absence reason and the date the original absence reason commenced and the date it ended. Then select save and the absence will now be accurately recorded .

UDF Details Absence Reason Change -

Attach to Payrun 7

Absence Reason 1

Date From

Date to

Absence Reason 2

Date From

Date to

Absence Reason 3

Date From

Date to

Absence Reason 4

Date From

Date To

You would follow this process for each time the absence reason for an employee changes during an open period of sickness absence.

Should you require any further assistance, you can raise a case on the myNL Portal using the [People Helpdesk General Enquiry Form](#).

Where you are not yet live on the Portal ,you can still email the People Helpdesk using [this link](#).