

FOR INTERMITTENT LEAVES ONLY

EMPLOYEE INSTRUCTIONS FOR REPORTING INTERMITTENT TIME OFF OF WORK FOR AN APPROVED LEAVE PAGE 1 OF 3

IVR: Instructions for Reporting Intermittent Time

1. Dial the intake number for Matrix (**888-477-5110**)
2. You will be asked to identify yourself by providing your DOB and last 4 digits of your SSN
3. You will hear an option to report intermittent time
4. If this option is selected you will listen to a list of your open intermittent claims
5. Select the claim from the list
6. You will be prompted to enter the Start Date of your absence
7. You will be prompted to enter the Start Time of your absence
8. You will be prompted to enter the total hours absent for that day (if this is 2 hrs and 15 in the morning and 2hrs in the afternoon, please enter 4 hours, 15 minutes)
9. The system will read back a confirmation of what you have entered
10. If all the information is correct it can be saved, if you made a mistake during the entry the system will prompt you on how to correct this
11. You can enter additional absences for this claim or choose another claim to enter absences against

Please note that you can only enter one absence for any single day, if you need to adjust this for any reason you will need to contact your examiner

eAccounts: Instructions for Reporting Intermittent Time

1. Create an eServices account
 - a. Visit www.matrixeservices.com
 - b. Click on "Create Account"
 - c. You will be prompted to enter your
 - i. First Name
 - ii. Last Name
 - iii. DOB
 - iv. Last 4 of SSN
 - v. Home Zip Code
 - d. Create a user name (recommendation is a personal email address)
 - e. Create a password
2. Login to eServices using the username and password that you created in #1 above
3. Click on the option to report intermittent absence
4. You will see a list of leaves for which you can report intermittent time against
5. Select the leave from the list
6. You will be prompted to enter the Start Date of your absence
7. You will be prompted to enter the Start Time of your absence
8. You will be prompted to enter the total hours absent for that day (if this is 2 hrs and 15 in the morning and 2hrs in the afternoon, please enter 4 hours, 15 minutes)
9. Confirm the information you have entered, then click save
10. You will receive a confirmation that your data has been saved
11. If you made a mistake, you must contact your examiner to correct the error.

<p style="text-align: center;">EMPLOYEE INSTRUCTIONS FOR REPORTING INTERMITTENT TIME OFF OF WORK FOR AN APPROVED LEAVE PAGE 2 OF 3</p>
--

iPhone: Instructions for Reporting Intermittent Time

1. Create an eServices account
 - a. Visit www.matrixeservices.com
 - b. Click on "Create Account"
 - c. You will be prompted to enter your
 - First Name
 - Last Name
 - DOB
 - Last 4 of SSN
 - Home Zip Code
 - d. Create a user name (recommendation is a personal email address)
 - e. Create a password
2. Go to the apple store
3. Search for "eServices" app – it is free to download
4. Once installed click on the app
5. Enter your eservices username and password that you created in #1 above
6. Click on the option to report intermittent absence
7. You will see a list of leaves for which you can report intermittent time against
8. Select the leave from the list
9. You will be prompted to enter the Start Date of your absence
10. You will be prompted to enter the Start Time of your absence
11. You will be prompted to enter the total hours absent for that day (if this is 2 hrs and 15 in the morning and 2hrs in the afternoon, please enter 4 hours, 15 minutes)
12. Confirm the information you have entered, then click save.
13. You will receive a confirmation that your data has been saved
14. If you made a mistake, you must contact your examiner to correct the error
15. The iPhone app also allows you to view the history of all the intermittent time that you have taken

Note: If the time requested is not approved for leave you will receive a letter explaining the specifics. If the time is approved you will not receive a letter stating the approved time. If you want to request a letter outlining the past 8 weeks of absence time requested contact your examiner.

<p align="center">EMPLOYEE INSTRUCTIONS FOR REPORTING INTERMITTENT TIME OFF OF WORK FOR AN APPROVED LEAVE PAGE 3 OF 3</p>

Android Phone : Instructions for Reporting Intermittent Time

1. Create an eServices account
 - a. Visit www.matrixeservices.com
 - b. Click on “Create Account”
 - c. You will be prompted to enter your
 - First Name
 - Last Name
 - DOB
 - Last 4 of SSN
 - Home Zip Code
 - d. Create a user name (recommendation is a personal email address)
 - e. Create a password
2. Go to the Android ‘play store’ app or Google play site from your Android phone
3. Search for “ Matrix eServices Mobile” app – it is free to download
4. Once installed click on the app
5. Enter your eservices username and password that you created in #1 above
6. Click on the option to report intermittent absence
7. You will see a list of leaves for which you can report intermittent time against
8. Select the leave from the list
9. You will be prompted to enter the Start Date of your absence
10. You will be prompted to enter the Start Time of your absence
 11. You will be prompted to enter the total hours absent for that day (if this is 2 hrs and 15 in the morning and 2hrs in the afternoon, please enter 4 hours, 15 minutes)
11. Confirm the information you have entered, then click save.
12. You will receive a confirmation that your data has been saved
13. If you made a mistake, you must contact your examiner to correct the error
14. The Android app also allows you to view the history of all the intermittent time that you have taken

Note: If the time requested is not approved for leave you will receive a letter explaining the specifics. If the time is approved you will not receive a letter stating the approved time. If you want to request a letter outlining the past 8 weeks of absence time requested contact your examiner.