**Announcement: Time Off Functionality Available in Luma**

**Release Date:** August 11th, 2023

**Audience:** Agency Employees

**Draft Communication:**

Good afternoon,

I’m excited to share that Time Off Request functionality, **previously known as a “leave request” in ITIME**, is now available to use in Luma for both employees and managers! The following resources are attached for your convenience:

**Quick Reference Guides (QRGs)**

To help you successfully utilize this functionality, please see the two attached QRGs, one for employees and another for managers. The Employee QRG provides step-by-step instructions on how to submit and manage time off requests in Luma. The Manager QRG outlines the process for approving time off requests in the system. They are also available in the Knowledge Base: [Submit a Time Off Request](https://idahosco.servicenowservices.com/sp?id=kb_article&sysparm_article=KB0012199) and [Approve a Time Off Request](https://idahosco.servicenowservices.com/sp?id=kb_article&sysparm_article=KB0012199).

**FAQ Document**

We understand that you may have questions related to Time Off Request functionality. To address common queries, we have prepared an FAQ document that covers topics you may want clarification on.

**Action Required**

To properly submit, manage, and approve time off requests in Luma, please familiarize yourself with the QRGs and FAQ document.

Managers, if you have previously experienced errors whilst attempting to approve a time off request, please ask the employee to delete and resubmit their request.

**Support**

Should you encounter any difficulties or need assistance, please contact your Agency Payroll or HR representatives.

Thank you for your cooperation and support!

Best,

<Insert Name>