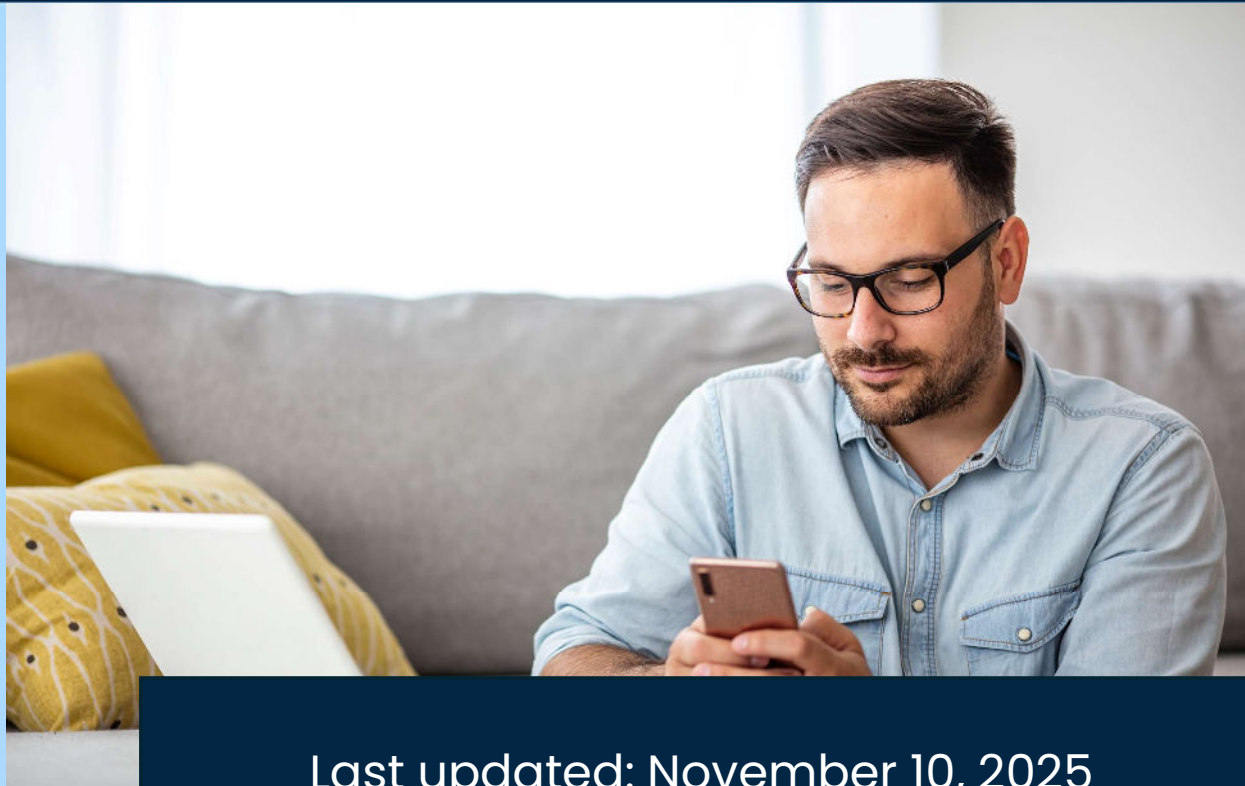




Quick Reference Guide (1-25 Steps)

How to Intermittent FMLA Time Off for an Existing Claim

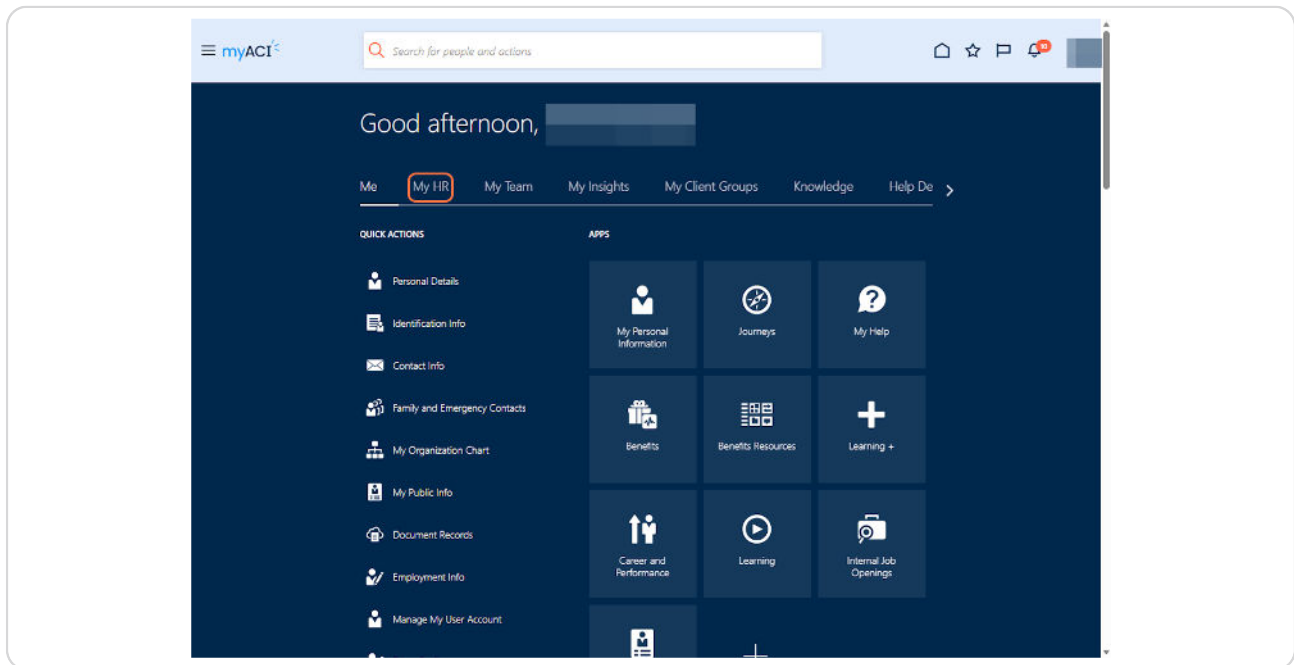
This QRG is for managers, HR representatives and associates who need to report intermittent FMLA usage either for themselves or on behalf of an associate.



Last updated: November 10, 2025

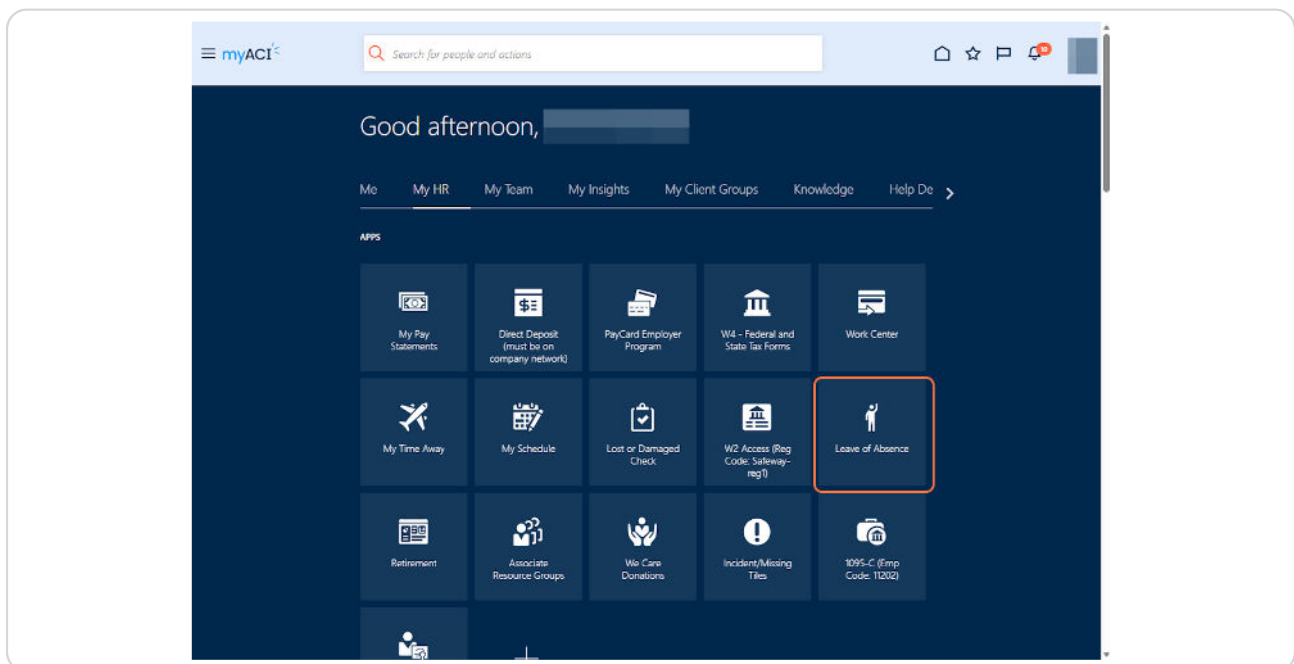
STEP 1

Sign in to myACI then click on My HR.



STEP 2

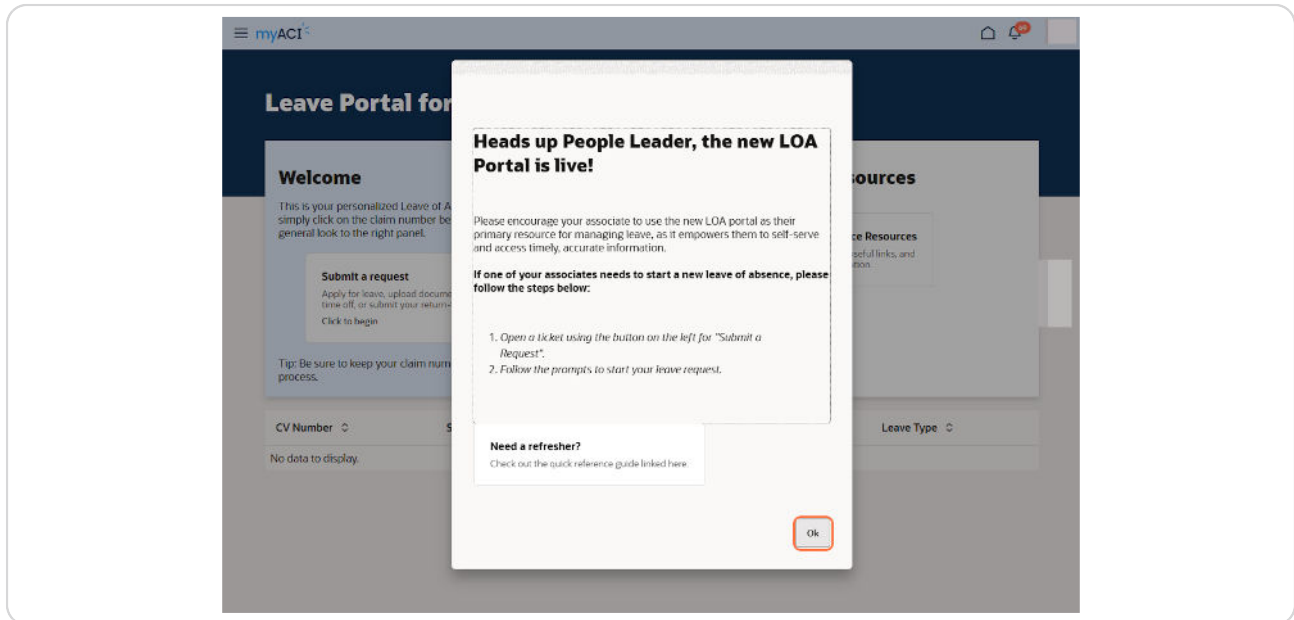
Click on Leave of Absence



STEP 3

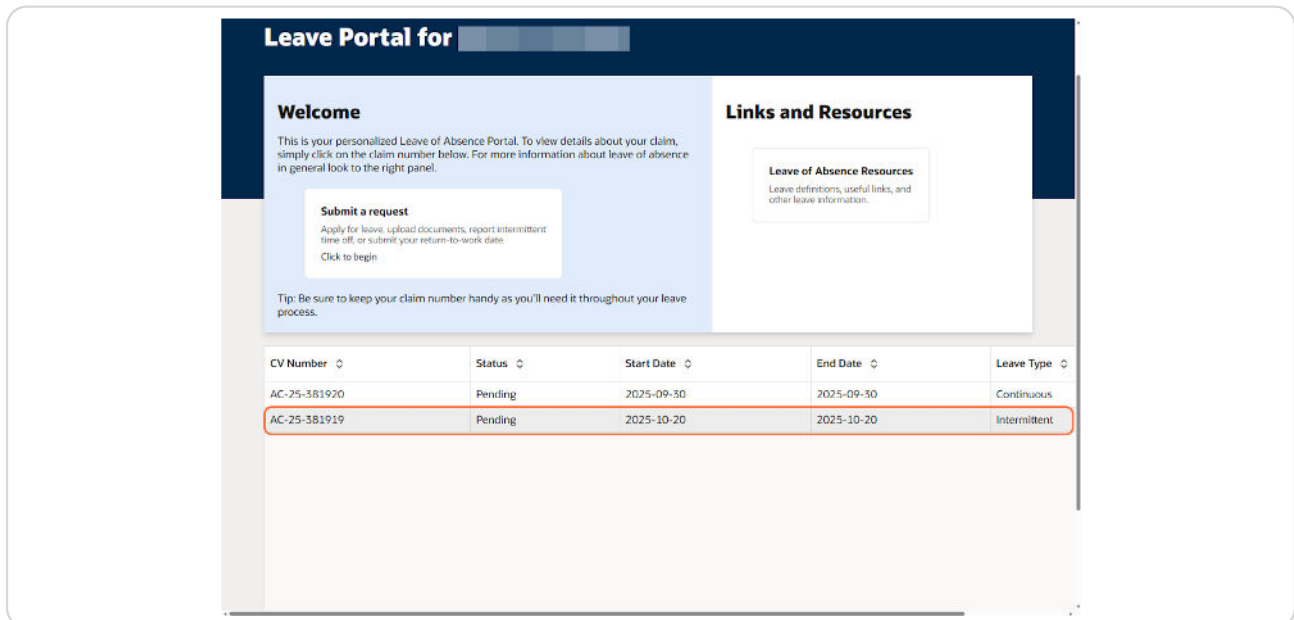
If you are an HR/People Manager Reporting Intermittent Time on behalf of an Associate, click OK then proceed to step #13.

If you are an Associate Reporting Intermittent Time, proceed to step #4.



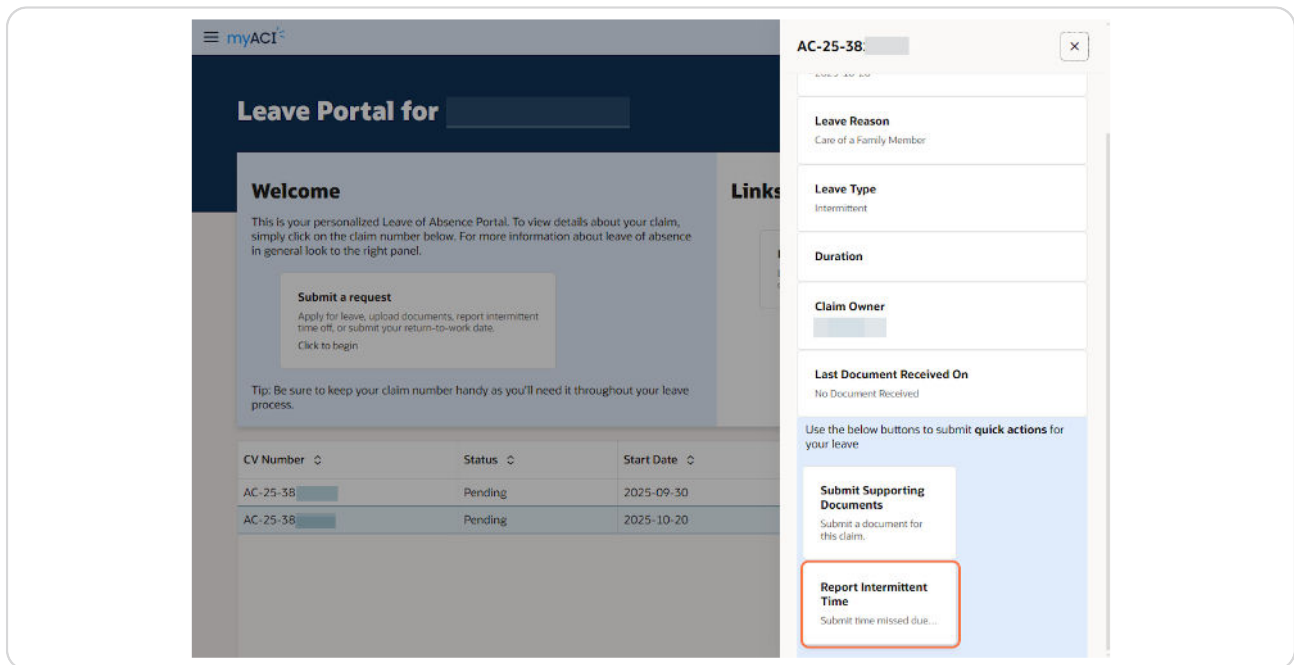
STEP 4

Click on the claim number that you are reporting intermittent time for.



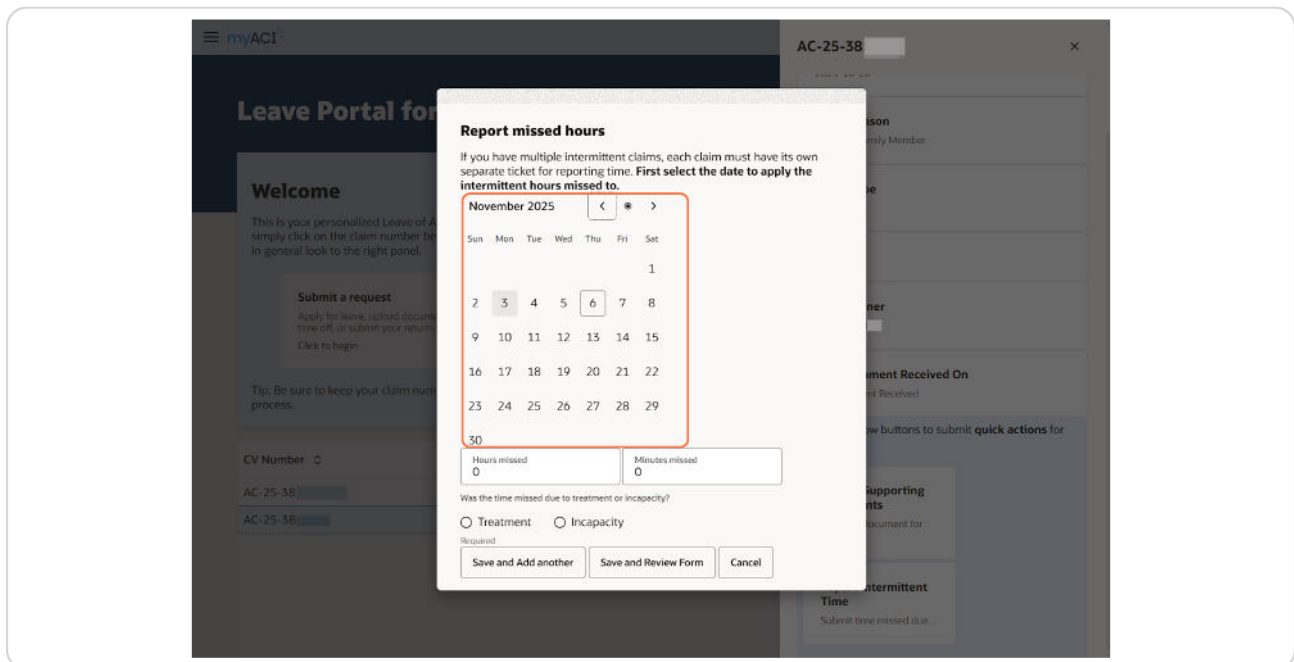
STEP 5

Click on "Report Intermittent Time" in the quick actions section.



STEP 6

Select the date that you used intermittent hours.



STEP 7

Enter how many intermittent hours and minutes were used on the date you've just selected.

Example: If you used 4 hours and 30 minutes, enter 4 in the "Hours missed" field and enter 30 in the "Minutes missed" field.

Report missed hours

If you have multiple intermittent claims, each claim must have its own separate ticket for reporting time. **First select the date to apply the intermittent hours missed to.**

November 2025

Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

Hours missed: 4

Minutes missed: 30

Was the time missed due to treatment or incapacity?

☐ Treatment ☐ Incapacity

Required

Save and Add another Save and Review Form Cancel

STEP 8

Select the reason for taking intermittent hours: Incapacity or Treatment

Incapacity: Medical treatment or recovery periods or flare-ups of a chronic condition for own serious health condition or to care for a family member with a serious health condition.

Treatment: Scheduled medical appointment.

The screenshot shows the myACI Leave Portal interface. A modal window titled "Report missed hours" is open, overlaying the main portal content. The modal contains the following elements:

- Title:** Report missed hours
- Instructions:** If you have multiple intermittent claims, each claim must have its own separate ticket for reporting time. First select the date to apply the intermittent hours missed to.
- Calendar:** A calendar for November 2025. The date 3 is selected.
- Hours missed:** A text input field with the value 0.
- Minutes missed:** A text input field with the value 0.
- Reason:** A section titled "Was the time missed due to treatment or incapacity?" with two radio button options: ☒ Treatment and ☐ Incapacity.
- Buttons:** Three buttons at the bottom: "Save and Add another", "Save and Review Form", and "Cancel".

The background portal shows a "Welcome" message, a "Submit a request" button, and a list of CV Numbers (AC-25-38).

STEP 9

If needing to report intermittent hours for more than 1 day, click on "Save and Add another" and repeat steps #6 – #8.

If no additional hours need to be reported, proceed to step #10.

Report missed hours

If you have multiple intermittent claims, each claim must have its own separate ticket for reporting time. First select the date to apply the intermittent hours missed to.

November 2025

Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

30

Hours missed: 8 Minutes missed: 0

Was the time missed due to treatment or incapacity?

☐ Treatment ☒ Incapacity

STEP 10

When all hours have been reported, click on "Save and Review Form"

Report missed hours

If you have multiple intermittent claims, each claim must have its own separate ticket for reporting time. First select the date to apply the intermittent hours missed to.

November 2025

Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

30

Hours missed: 8 Minutes missed: 0

Was the time missed due to treatment or incapacity?

☐ Treatment ☒ Incapacity

STEP 11

Review the "Report Intermittent Time" to confirm the information you entered is correct.

Verify that the reported date, hours/minutes, and reason for the intermittent hours is correct.

The screenshot shows the 'myACI' Leave Portal with a modal titled 'Report Intermittent Time' for claim number AC-25-38. The modal lists two dates: 2025-11-05 and 2025-11-06, both for 'Inccapacity' with '8 hours and 0 minutes' reported. Below the dates are buttons for 'Report Third Day', 'Report Fourth Day', and 'Report Fifth Day'. A red 'Submit Time' button is at the bottom left of the modal, and a yellow circle highlights the 'Total Hours 16:00' at the bottom right. A text box on the right side of the modal states: 'If you have multiple intermittent claims, each claim must have its own separate ticket for reporting time.' The background shows the 'Welcome' message and a table of claim numbers.

CV Number	Claim Number	Status
AC-25-38		Pending
AC-25-38		Pending

STEP 12

Click on "Submit Time" to report the intermittent hours used.

The screenshot displays the myACI Leave Portal interface. A modal window titled "Report Intermittent Time" is open, showing options to report time for specific dates (2025-11-05 and 2025-11-06) and a "Submit Time" button. The modal also includes a note about multiple intermittent claims and a "Total Hours 16:00" indicator. The background shows the "Welcome" section of the portal with a "Submit a request" button and a "Leave Type" dropdown menu.

Report Intermittent Time

Intermittent Time for AC-25-38

2025-11-05
For Incapacity
8 hours and 0 minutes

2025-11-06
For Incapacity
8 hours and 0 minutes

If you have multiple intermittent claims, each claim must have its own separate ticket for reporting time.

Submit Time Total Hours 16:00

Report Third Day

Report Fourth Day

Report Fifth Day

Leave Portal for

Welcome

This is your personalized Leave of Absence. Simply click on the claim number below for a general look to the right panel.

Submit a request

Apply for leave, upload documents, or submit your return to work.

Click to begin

Tip: Be sure to keep your claim number handy.

CV Number **AC-25-38**

Leave Type **Intermittent**

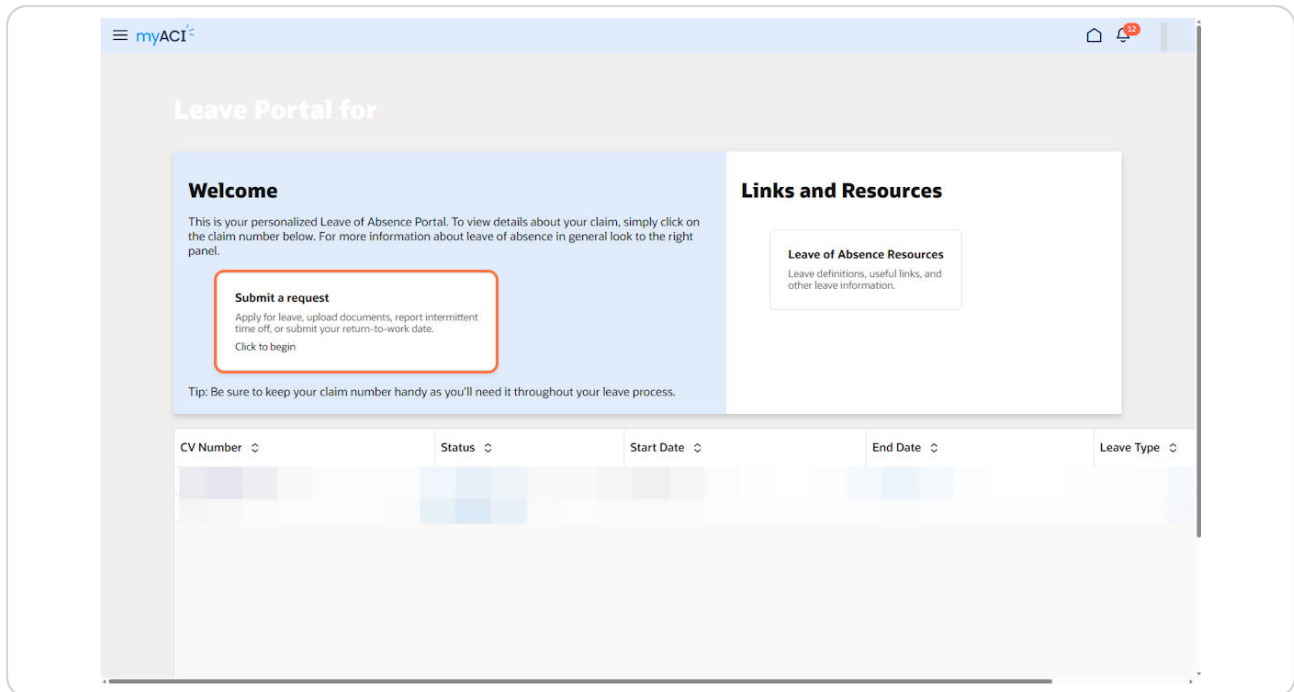
STEP 13

HR/People Manager Reporting Intermittent Time on behalf of an associate steps.

STEP 14

Click on "Submit a request" to navigate to submit a ticket.

HR/People Manager: Be sure to have the CV Number for the associates claim you are Reporting Intermittent Time for, as you will need it when submitting your ticket.



STEP 15

Enter the reason for your intermittent time off.

Example: Joe Black | 599843 | Intermittent Time

The screenshot shows a web form titled "Leave of Absence Request" within the myACI system. The form includes a "Back" button, a red instruction line, a blue banner for resources, and several input fields: "Subject" (highlighted with an orange border and marked "Required"), "Affected Party" (a dropdown menu), "Nature of request" (a dropdown menu marked "Required"), and a large "Description" text area. A red confirmation message is at the bottom, followed by a "Drag and Drop" section for attachments.

myACI

Leave of Absence Request

← Back This category is used for/when applying LOA or submit information regarding an LOA to the Centralized Leave Team.

Explore a range of new leave of absence resources on [myACI-benefits.com](#).

Subject Required

An Affected Party refers to the associate impacted by this ticket. Please ensure the correct associate is designated as the affected party, as this entry could affect pay.

Affected Party

Nature of request Required

Description

Please confirm that all attachments have been fully uploaded and processed before submitting the ticket. Otherwise, it can cause issues when viewing the attachments

Drag and Drop

STEP 16

In the Affected Party, enter the Employee ID (EID) of the associate who is needing to report intermittent hours.

An Affected Party refers to the associate impacted by this ticket.

The screenshot shows the 'myACI' Leave of Absence Request form. At the top, it says 'Leave of Absence Request' and 'Kristen Smith - KSM953'. Below this is a 'Back' button and a red note: 'This category is used for/when applying LOA or submit information regarding an LOA to the Centralized Leave Team.' A blue banner reads 'Explore a range of new leave of absence resources on myACI-benefits.com.' The 'Subject' field contains 'Example: Joe Black | 599843 | Intermittent Time'. Below this is a red note: 'An Affected Party refers to the associate impacted by this ticket. Please ensure the correct associate is designated as the affected party, as this entry could affect pay.' The 'Affected Party' dropdown menu is highlighted with a red box. Below the dropdown are three empty text input fields. At the bottom, there is a red note: 'Please confirm that all attachments have been fully uploaded and processed before submitting the ticket. Otherwise, it can cause issues when viewing the attachments' and a 'Drag and Drop' section with the text 'Select or drop files here.'

STEP 17

Select Report Intermittent leave time off from request category.

This screenshot shows the same form as Step 16, but with the 'Nature of request' dropdown menu open. The dropdown menu lists several options: 'Apply for LOA', 'Update Existing LOA', 'Report intermittent leave time off' (which is highlighted with a red box), 'Return from LOA', 'Submit supporting Document', and 'Call Center Inquiry'. Below the dropdown menu is a red note: 'processed before submitting the ticket. Otherwise, it can cause issues when viewing the attachments'. At the bottom, there is a 'File Name' and 'File Size' section with the text 'No data to display.'

STEP 18

Enter the leave of absence claim number. This can be found on email notifications that are sent from the Centralized Leave Team (CLT).

Example: AC-24-123456.

DO NOT SKIP THIS STEP. It's important that we have the accurate case number.

NOTE: If you are reporting for multiple intermittent claims, each claim must have its own separate ticket for reporting time. **DO NOT** combine the usage of two or more ClaimVantage AC Numbers into a single ticket.

The screenshot shows a web form for reporting intermittent leave. At the top, there is a 'Back' button and a red notice: 'This category is used for/when applying LOA or submit information regarding an LOA to the Centralized Leave Team.' Below this is a blue banner with the text 'Explore a range of new leave of absence resources on myACI-benefits.com.' The form fields include: 'Subject' (Example: Joe Black | 599843 | Intermittent Time), 'Affected Party' (dropdown), 'Nature of request' (dropdown, currently 'Report intermittent leave time off'), and 'ClaimVantage AC Number (Found on any LOA letter)' (text input, highlighted with a red border). Below the AC number field is a red note: 'Enter 12 or fewer characters. If you have multiple intermittent claims, each claim must have its own separate ticket for reporting time. Do not combine the usage of two or more ClaimVantage AC Numbers into a single ticket.' The form then has three identical sections for reporting time off. Each section includes: 'Date Off' (calendar icon), 'Number of Hours Missed' (text input), 'Number of Minutes Missed' (text input), and 'Treatment or Incapacity' (dropdown). The sections are labeled '1', '2', and '3'.

STEP 19

Select the date that intermittent hours were used.

AC-24-123456

If you have multiple intermittent claims, each claim must have its own separate ticket for reporting time. Do not combine the usage of two or more ClaimVa

Date Off 1	Number of Hours Missed 1	Number of Mir																																																	
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Date Off 5	Number of Hours Missed 4	Number of Mir																																																	
	Number of Hours Missed 5	Number of Mir																																																	

STEP 20

Type in how many intermittent hours were used on the date you've just selected.

NOTE: You can only enter whole numbers in this box (e.g., 4, not 4.5 or 4 1/2).

Example: If you used 4 hours and 30 minutes, enter 4 under "Number of Hours Missed 1". Then, enter 30 under "Number of Minutes Missed 1" (see step 21 below).

The screenshot shows a web form titled "Nature of request: Report intermittent leave time off". It includes a field for "ClaimVantage AC Number (Found on any LOA letter)" with the value "AC-24-123456". A red note states: "If you have multiple intermittent claims, each claim must have its own separate ticket for reporting time. Do not combine the usage of two or more ClaimVantage AC Numbers into a single ticket." The form contains five identical rows for reporting leave. Each row has a "Date Off" field (e.g., "11/03/2025"), a "Treatment or Incapacity" dropdown menu, and two input fields: "Number of Hours Missed" and "Number of Minutes Missed". The "Number of Hours Missed 1" field is highlighted with a red border. A "Description" field is located at the bottom of the form.

Date Off	Treatment or Incapacity	Number of Hours Missed	Number of Minutes Missed
11/03/2025			

STEP 21

Type in how many intermittent minutes used on the date you've just selected.

NOTE: You can only enter whole numbers in this box.

Example: If you used 4 hours and 30 minutes, enter 4 under "Number of Hours Missed 1" (see step 20 above). Then, enter 30 under "Number of Minutes Missed 1."

The screenshot shows a web form for reporting intermittent claims. At the top, the AC number 'AC-24-123456' is displayed. A red note states: 'If you have multiple intermittent claims, each claim must have its own separate ticket for reporting time. Do not combine the usage of two or more ClaimVantage AC Numbers into a single ticket.' The form contains five identical rows for reporting. Each row includes a date field (e.g., 'Date Off 1' with '11/03/2025'), a calendar icon, a 'Number of Hours Missed' field (e.g., '8'), a 'Number of Minutes Missed' field (highlighted with a red border), and a dropdown menu for 'Treatment or Incapacity'. A 'Required' label is positioned to the right of the first dropdown. At the bottom, there is a large text area labeled 'Description'.

STEP 22

Select the reason for taking intermittent hours: Incapacity or Treatment

Incapacity: Medical treatment or recovery periods or flare-ups of a chronic condition for own serious health condition or to care for a family member with a serious health condition.

Treatment: Scheduled medical appointment.

AC-24-123456

If you have multiple intermittent claims, each claim must have its own separate ticket for reporting time. Do not combine the usage of two or more ClaimVantage AC Numbers into a single ticket.

Date Off 1
11/03/2025

Number of Hours Missed 1
8

Number of Minutes Missed 1
0

Treatment or Incapacity 1

Treatment

Incapacity

Treatment or Incapacity 2

Date Off 3

Number of Hours Missed 3

Number of Minutes Missed 3

Treatment or Incapacity 3

Date Off 4

Number of Hours Missed 4

Number of Minutes Missed 4

Treatment or Incapacity 4

Date Off 5

Number of Hours Missed 5

Number of Minutes Missed 5

Treatment or Incapacity 5

Description

STEP 23

If needing to report intermittent hours for more than 1 day, repeat steps #19 – #22.

NOTE: If needing to report intermittent hours for more than 5 days, you will need to submit a new ticket for that claim.

AC-24-123456

If you have multiple intermittent claims, each claim must have its own separate ticket for reporting time. Do not combine the usage of two or more ClaimVantage AC Numbers into a single ticket.

Date Off 1 11/05/2025	Number of Hours Missed 1 8	Number of Minutes Missed 1 0
Treatment or Incapacity 1 Incapacity		
Date Off 2	Number of Hours Missed 2	Number of Minutes Missed 2
Treatment or Incapacity 2		
Date Off 3	Number of Hours Missed 3	Number of Minutes Missed 3
Treatment or Incapacity 3		
Date Off 4	Number of Hours Missed 4	Number of Minutes Missed 4
Treatment or Incapacity 4		
Date Off 5	Number of Hours Missed 5	Number of Minutes Missed 5
Treatment or Incapacity 5		

Description

STEP 24

Use the detailed description box to enter any additional information about the intermittent hours being reported.

Treatment or Incapacity 3

Date Off 4

Number of Hours Missed 4

Number of Minutes Missed 4

Treatment or Incapacity 4

Date Off 5

Number of Hours Missed 5

Number of Minutes Missed 5

Treatment or Incapacity 5

Description

Please confirm that all attachments have been fully uploaded and processed before submitting the ticket. Otherwise, it can cause issues when viewing the attachments

Drag and Drop

Select or drop files here.

File Name

File Size

No data to display.

Save

Created with *Tango*

19 of 20

STEP 25

Click on "Save" in the lower left corner of the screen to save and submit the intermittent hours.

If you do not click on the Save button, the intermittent hours will not be submitted.

Treatment or Incapacity 3

Date Off 4  Number of Hours Missed 4 Number of Minutes Missed 4

Treatment or Incapacity 4

Date Off 5  Number of Hours Missed 5 Number of Minutes Missed 5

Treatment or Incapacity 5

Description

Please confirm that all attachments have been fully uploaded and processed before submitting the ticket. Otherwise, it can cause issues when viewing the attachments.

Drag and Drop
Select or drop files here.

File Name	File Size
No data to display.	

Save