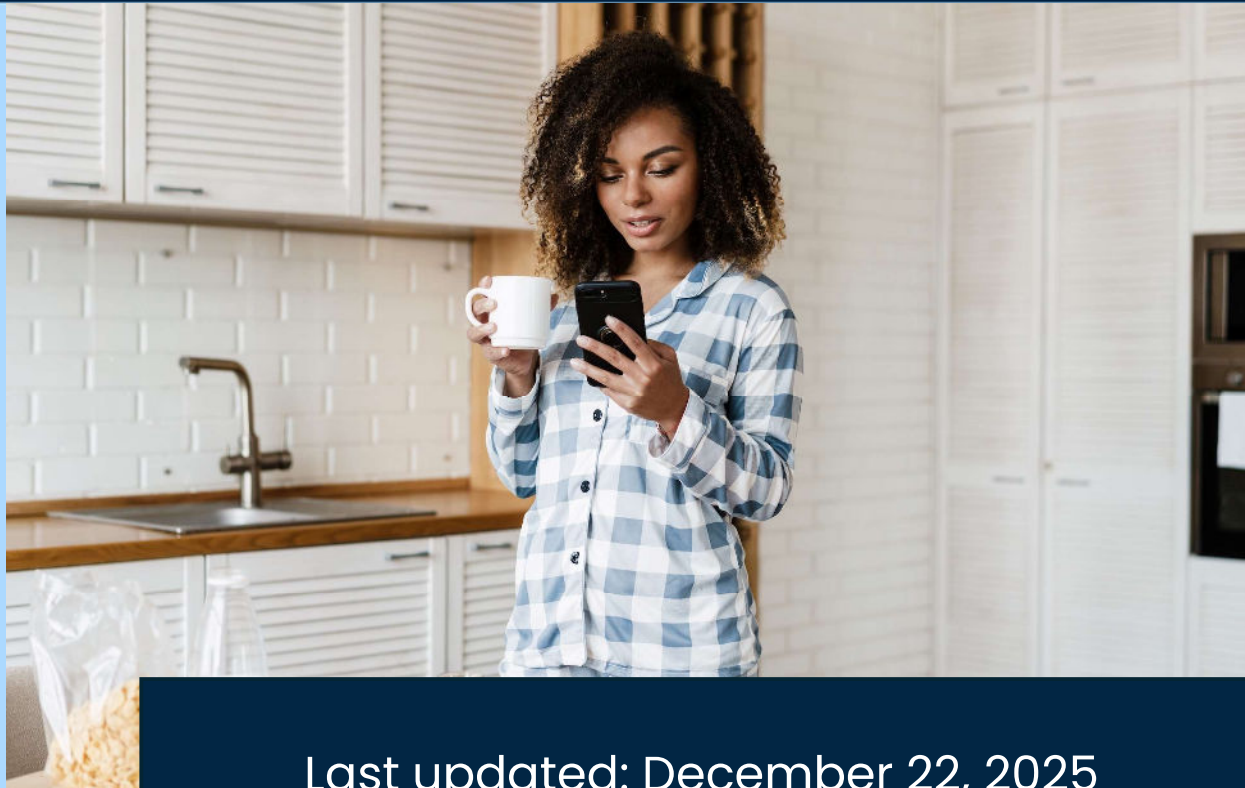


QRG

Quick Reference Guide (1-20 Steps)

How to Update an Existing Leave of Absence Claim

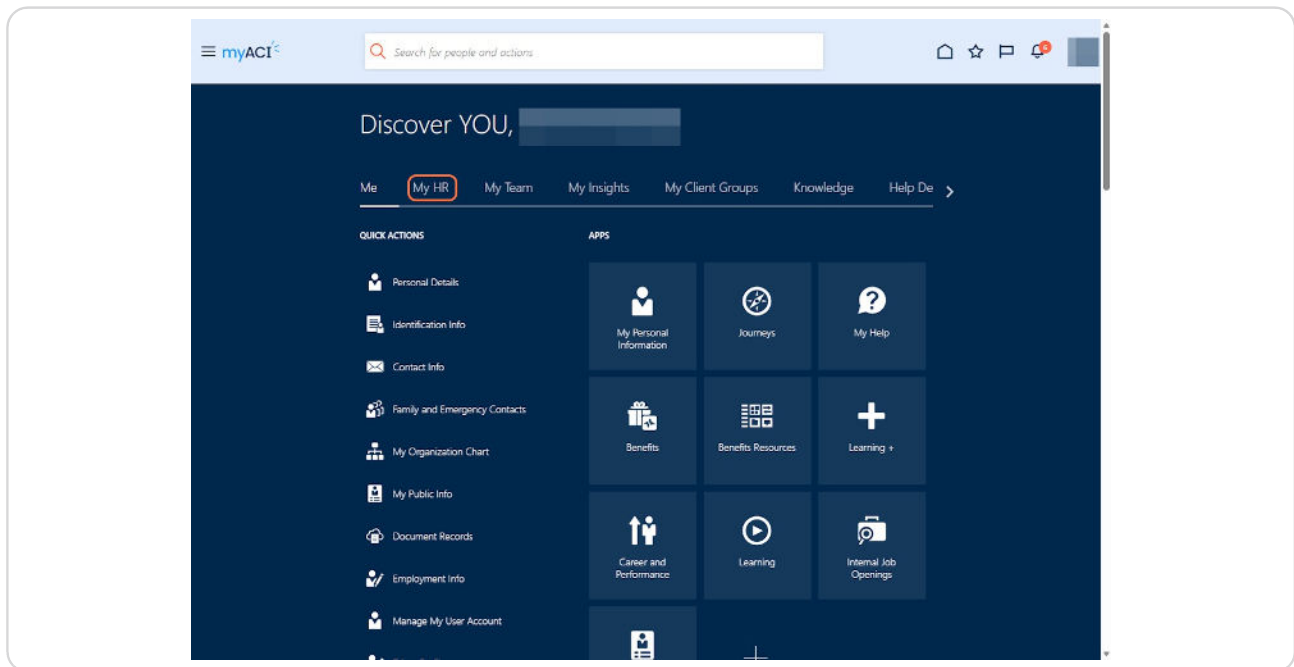
This QRG is for managers, HR representatives and associates who need to update the start date or leave reason of an existing leave of absence for themselves or on behalf of an associate.



Last updated: December 22, 2025

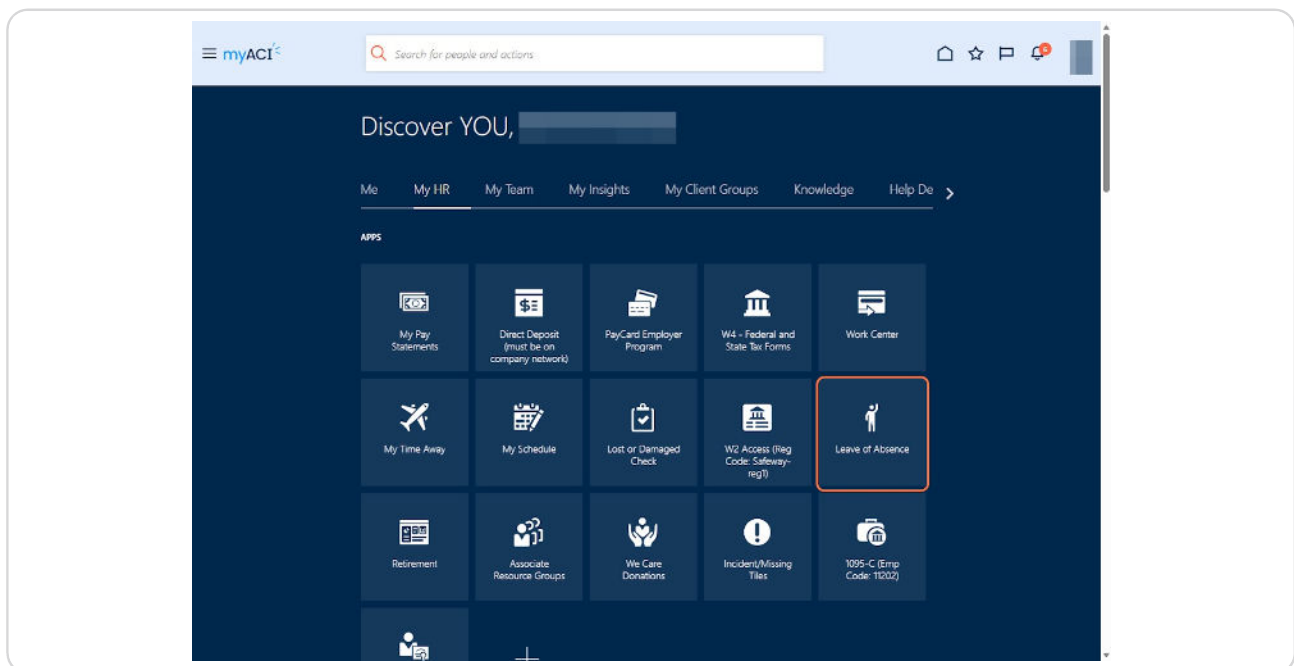
STEP 1

Sign in to myACI then click on My HR



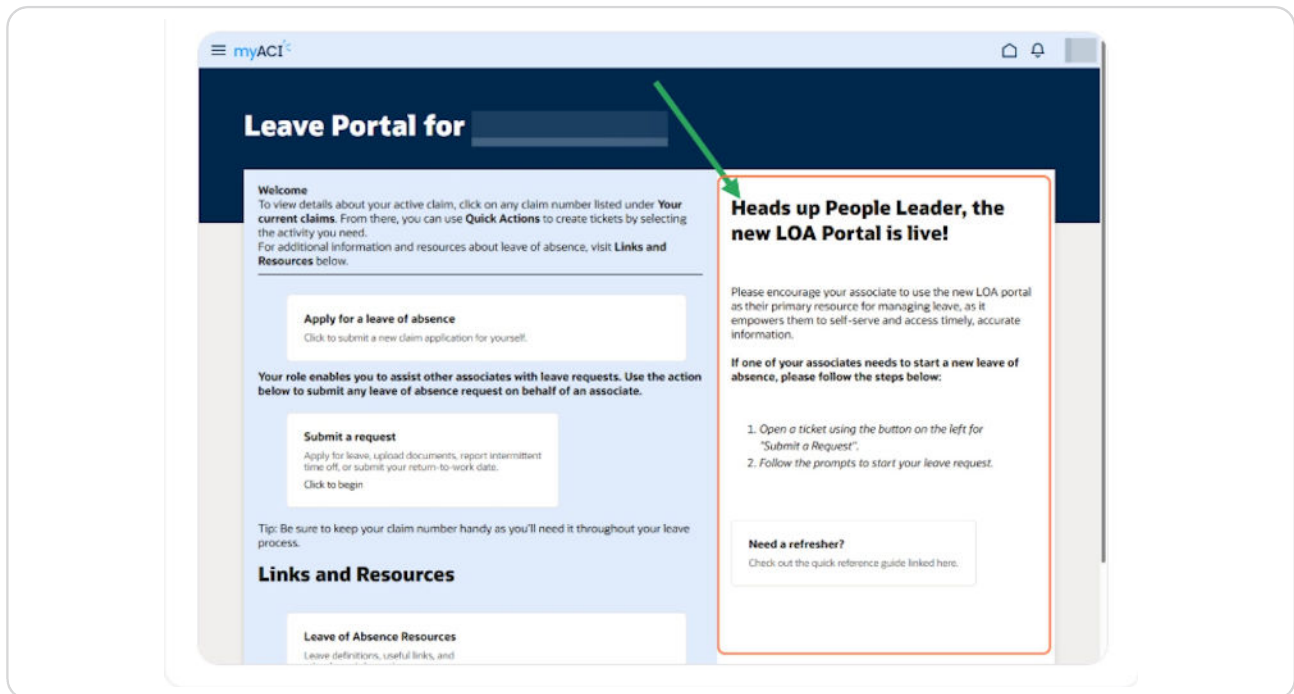
STEP 2

Click on Leave of Absence



STEP 3

If you are an HR/People Leader, this section of the screen will appear for you. Associates will not see the "Heads up People Leader, the new LOA portal is live!" section on their view.



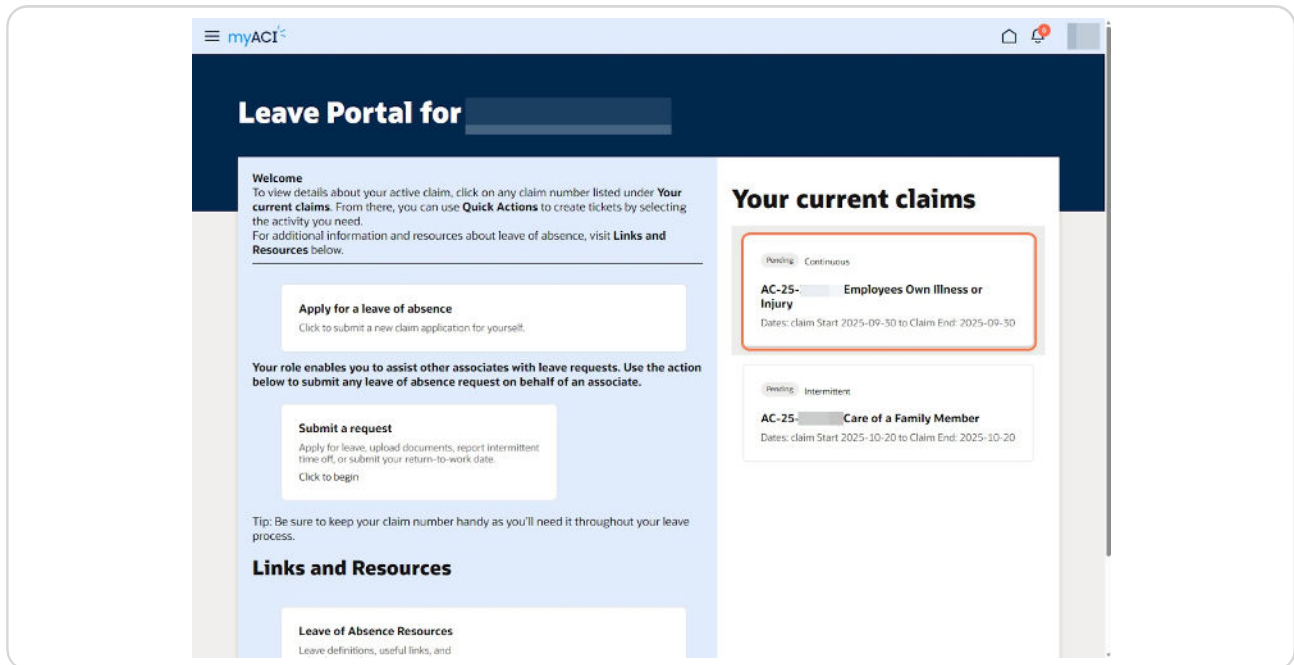
If you are an HR/People Leader Updating Existing LOA request on behalf of an associate, skip to step 11.



If you are an associate needing to Update your claim for yourself, proceed to step 4.

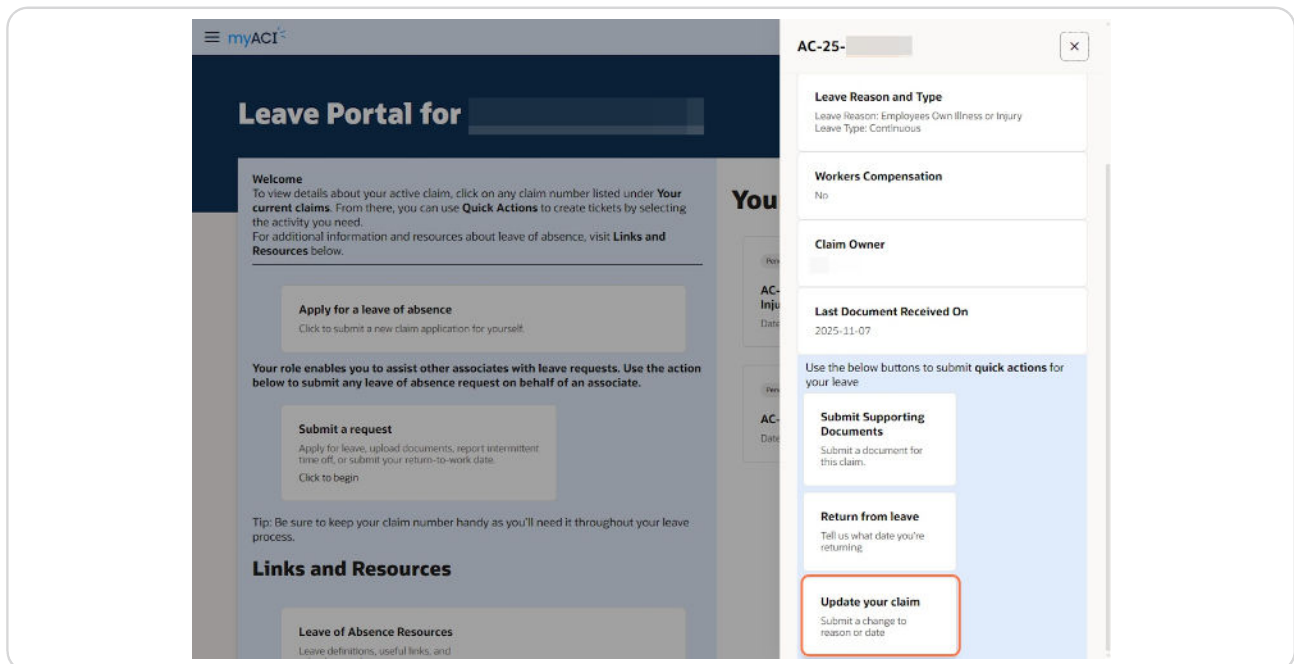
STEP 4

Click on the claim number that you are needing to update your claim for.



STEP 5

Click on "Update your claim" in the quick action section.



STEP 6

Select one of the three reasons you are needing to update your claim for.

myACI

Leave Portal

Welcome
To view details about your active claim, click on the **current claims** link. From there, you can view the activity you need. For additional information and resources, click on the **Resources** link.

Apply for a leave of absence
Click to submit a new claim application.

Your role enables you to assist others below to submit any leave of absence request.

Submit a request
Apply for leave, upload documents, time off, or submit your return-to-work request. Click to begin.

Tip: Be sure to keep your claim number handy for the process.

Links and Resources
Leave of Absence Resources
Leave definitions, useful links, and more.

Submit a change for claim number AC-25-

Changes are pending review to make sure Leave of Absence records are accurate with actual reason or dates of time away from work.

I need to change my leave start date

I need to correct the reason for my leave

CANCEL LEAVE CLAIM
Click to cancel your leave request

Description

Drag and Drop
Select or drop files here.

STEP 7

Based on the reason you are needing to update your claim for in question 6, answer the question(s) that populate for the update leave reason.

myACI

Leave Portal

Welcome
To view details about your active claim, click on the **current claims** link. From there, you can view the activity you need. For additional information and resources, click on the **Resources** link.

Apply for a leave of absence
Click to submit a new claim application.

Your role enables you to assist others below to submit any leave of absence request.

Submit a request
Apply for leave, upload documents, time off, or submit your return-to-work request. Click to begin.

Tip: Be sure to keep your claim number handy for the process.

Links and Resources
Leave of Absence Resources
Leave definitions, useful links, and more.

Submit a change for claim number AC-25-

Changes are pending review to make sure Leave of Absence records are accurate with actual reason or dates of time away from work.

Update leave reason

Select the correct leave reason

Adoption / Foster Care

Bereavement

Bonding

Care of a family member

Employees own illness or injury

Military Leave

Occupational

Personal leave of absence

STEP 8

Use the detailed description box to enter any additional information about the Update your claim request.

The screenshot displays the myACI Leave Portal interface. A modal window is open for claim number AC-25-. The modal contains the following sections:

- claim number AC-25-**
- A red warning message: "Changes are pending review to make sure Leave of Absence records are accurate with actual reason or dates of time away from work."
- I need to change my leave start date**
- Changing the claim reason**
Corrected reason will be Care of a family member
- CANCEL LEAVE CLAIM**
Click to cancel your leave request
- Description**
A text input field with a red border, intended for additional information.
- Drag and Drop**
Select or drop files here.
- File upload section with columns for **File Name** and **File Size**. It currently shows "No data to display."

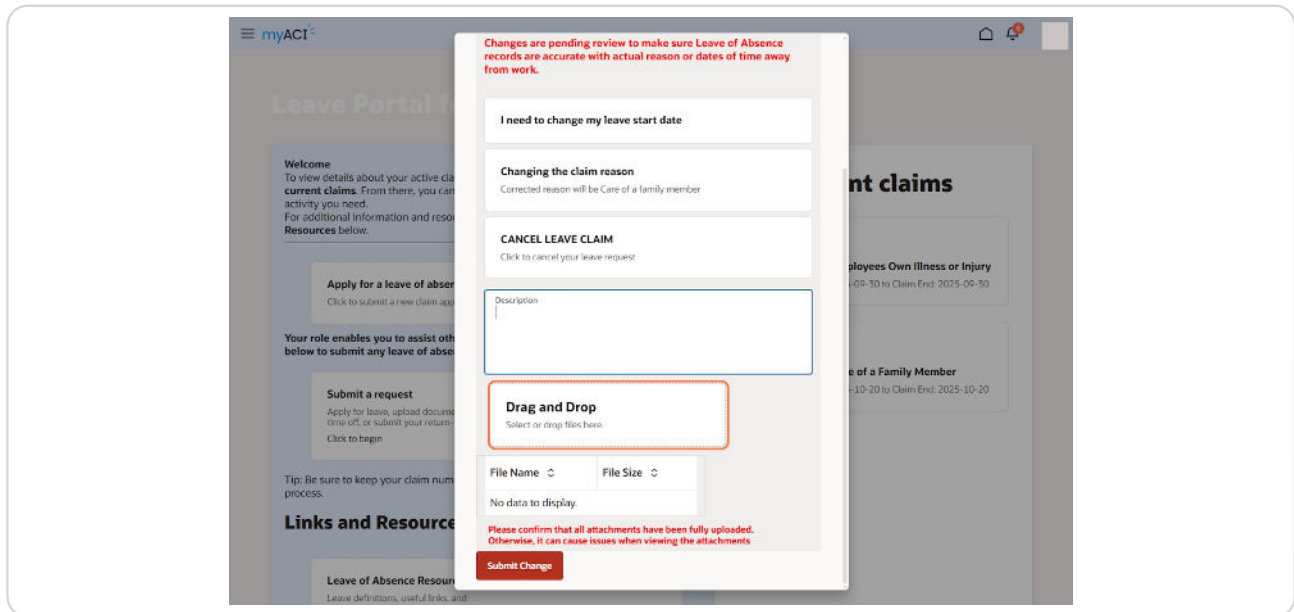
The background of the portal shows a "Welcome" message, a "Apply for a leave of absence" button, and a list of "Active claims" including "Employees Own Illness or Injury" and "Care of a Family Member".

STEP 9

Drag and Drop any documents in this section.

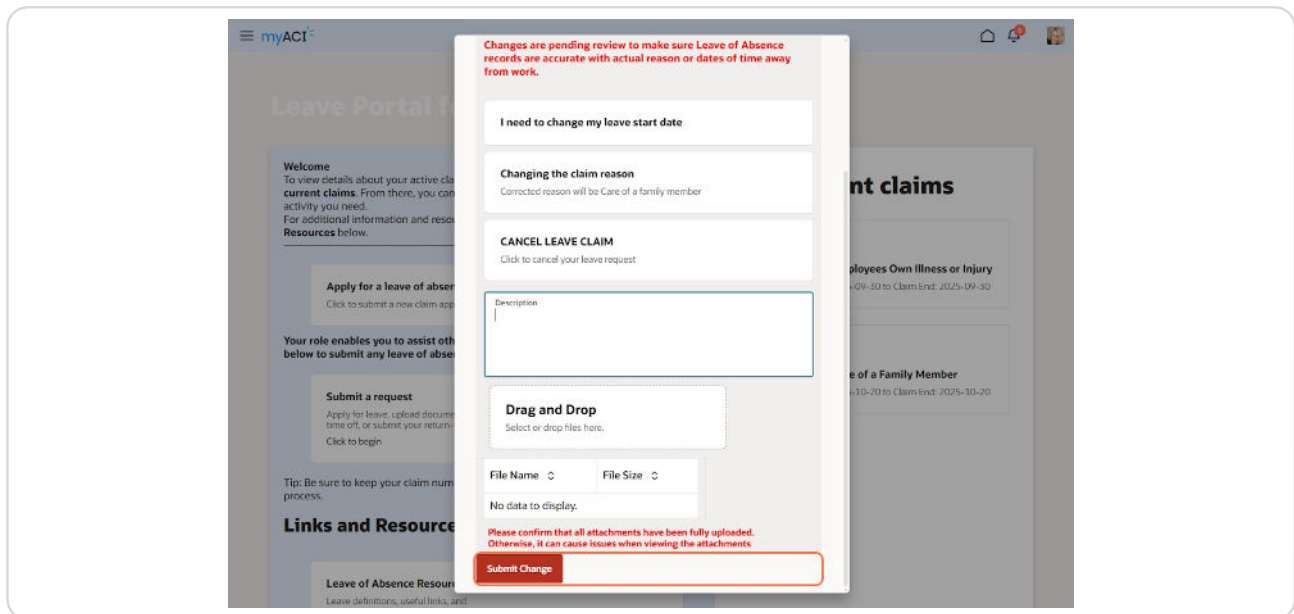
NOTE: Documents must be in PDF or JPEG format that are no larger than 8MB.

IMPORTANT: Wait for the document(s) to FULLY upload before moving to next step.



STEP 10

Click on "Submit Change" to save and submit your updates to your claim.

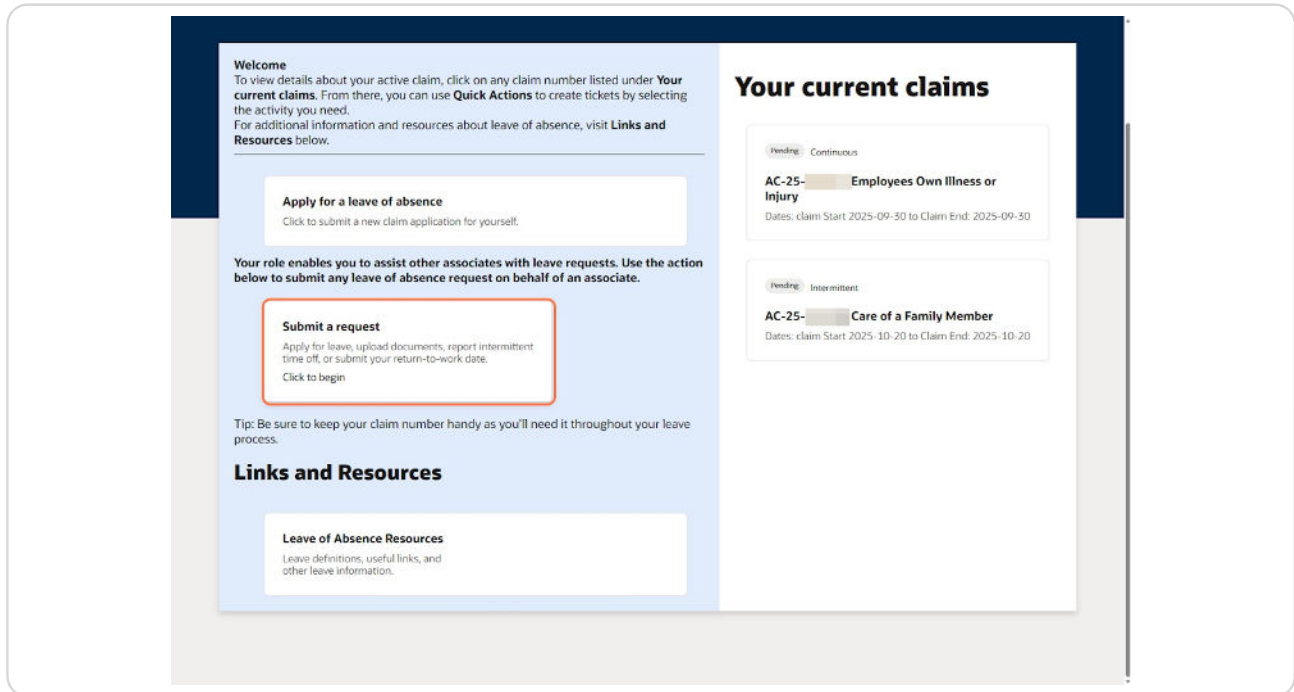




If you are an HR/People Leader Updating Existing LOA request on behalf of an associate, start here.

STEP 11

Click on "Submit a request" to navigate to Update Existing LOA request.



STEP 12

Enter the subject for the leave request.

EXAMPLE: Sally Jones | 986645 | Change Leave Reason

The screenshot shows the 'myACI' web interface for a 'Leave of Absence Request'. The form is titled 'Leave of Absence Request' and includes a 'Back' button. A red message states: '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' (a text input field with a red border and a 'Required' label), 'Affected Party' (a dropdown menu), 'Nature of request' (a dropdown menu with a 'Required' label), and 'Description' (a large text area). A red message at the bottom states: 'Please confirm that all attachments have been fully uploaded and processed before submitting the ticket. Otherwise, it can cause issues when viewing the attachments.' The form ends with a 'Drag and Drop' section.

STEP 13

In the Affected Party, enter the Employee ID (EID) of the associate who you are needing to update their existing LOA for.

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

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
Sally Jones | 1234567 | Change Leave Reason

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

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

STEP 14

Select "Update Existing LOA" from request category.

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
Sally Jones | 1234567 | Change Leave Reason

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

- Apply for LOA
- Update Existing LOA
- Report intermittent leave time off
- Return from LOA
- Submit supporting Document
- Call Center Inquiry

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

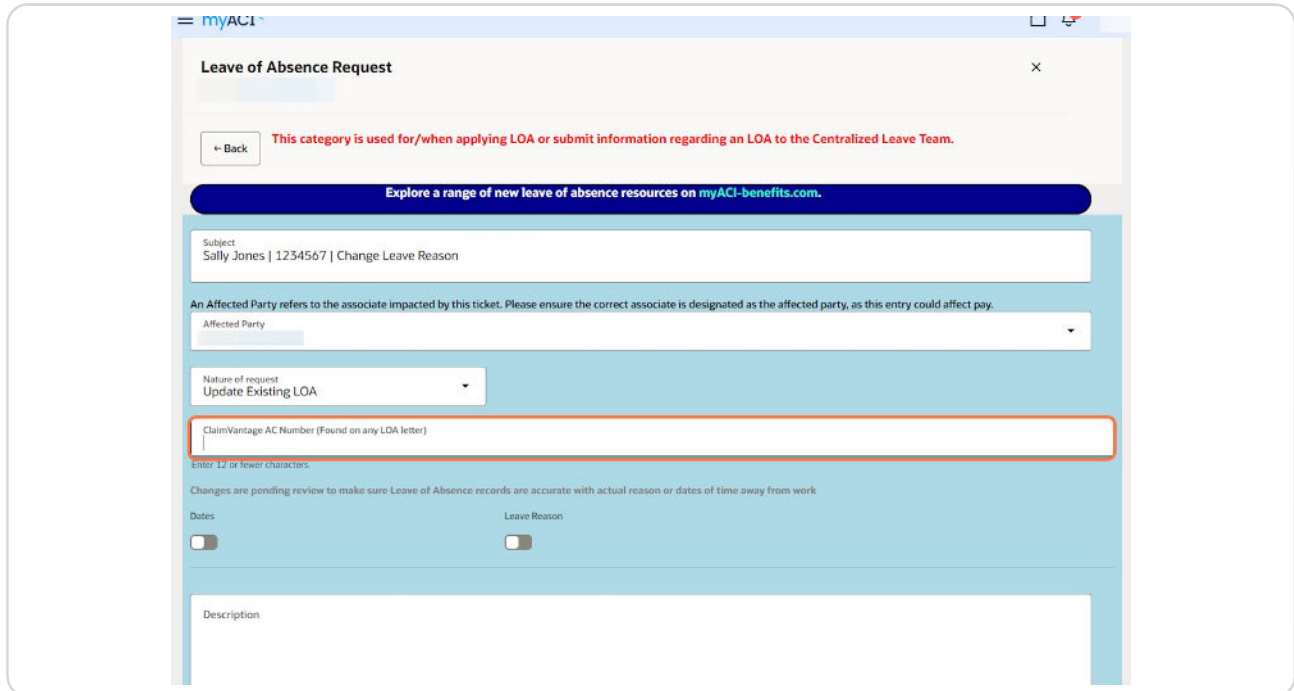
Drag and Drop
Select or drop files here

STEP 15

Enter the leave of absence claim number (ClaimVantage AC#). 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.



The screenshot shows the 'myACI' web interface for a 'Leave of Absence Request'. The form includes a 'Back' button, a red informational message, a blue banner for resources, a subject line 'Sally Jones | 1234567 | Change Leave Reason', an 'Affected Party' dropdown, a 'Nature of request' dropdown set to 'Update Existing LOA', and a 'ClaimVantage AC Number' field highlighted with a red border. Below this is a character count 'Enter 12 or fewer characters.' and a note about pending review. There are also 'Dates' and 'Leave Reason' toggle switches, and a 'Description' text area at the bottom.

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
Sally Jones | 1234567 | Change Leave Reason

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
Update Existing LOA

ClaimVantage AC Number (Found on any LOA letter)

Enter 12 or fewer characters.

Changes are pending review to make sure Leave of Absence records are accurate with actual reason or dates of time away from work

Dates Leave Reason

Description

STEP 16

Select the reason needing to update the associates LOA claim for.

Explore a range of new leave of absence resources on myACI-benefits.com.

Subject
Sally Jones | 986645 | Change Leave Reason

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
Update Existing LOA

Claim/Vantage AC Number (Found on any LOA letter)
AC-24-123456

Changes are pending review to make sure Leave of Absence records are accurate with actual reason or dates of time away from work.

Dates ☐ Leave Reason ☒

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.

STEP 17

Based on the reason needing to update the associates existing LOA claim for in question 16, answer the question(s) that populate for the update reason.

Explore a range of new leave of absence resources on myACI-benefits.com.

Subject
Sally Jones | 986645 | Change Leave Reason

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
Update Existing LOA

Claim/Vantage AC Number (Found on any LOA letter)
AC-24-123456

Changes are pending review to make sure Leave of Absence records are accurate with actual reason or dates of time away from work.

Dates ☒ Leave Reason ☒

Which date needs correction? What is the correct reason for the LOA

LOA Dates to Correct:

Change date from Change date to

Description

STEP 18

Use the detailed description box to enter any additional information about updating the associates existing loa claim request.

Sally Jones | 1234567 | Change Leave Reason

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

Update Existing LOA

Claim/Vantage AC Number (Found on any LOA letter)

AC-24-123456

Changes are pending review to make sure Leave of Absence records are accurate with actual reason or dates of time away from work

Dates

Leave Reason

What is the correct reason for the LOA

Care for child

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

STEP 19

Drag and Drop any document(s) in this section.

NOTE: Documents must be in PDF or JPEG format no larger than 8MB.

IMPORTANT: Wait for the document to fully upload before moving to the next step.

Nature of request:
Update Existing LOA

Claim/Vantage AC Number (Found on any LOA letter)
AC-24-123456

Changes are pending review to make sure Leave of Absence records are accurate with actual reason or dates of time away from work.

Dates ☐ Leave Reason ☒

What is the correct reason for the LOA
Care for child

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

STEP 20

Click on "Save" in the lower left corner of the screen to save and submit the update existing LOA request.

NOTE: If you do not click "Save", the updates will not be submitted to the claim.

The screenshot shows a web form for updating an existing Leave of Absence (LOA) request. The form is titled "Update Existing LOA" and includes several fields and sections:

- Affected Party:** A dropdown menu with a blue arrow icon.
- Nature of request:** A dropdown menu with the selected option "Update Existing LOA".
- Claim/Vantage AC Number (Found on any LOA letter):** A text field containing the value "AC-24-123456".
- Changes are pending review to make sure Leave of Absence records are accurate with actual reason or dates of time away from work.** A note in red text.
- Dates:** A section with a toggle switch.
- Leave Reason:** A section with a toggle switch.
- What is the correct reason for the LOA:** A dropdown menu with the selected option "Care for child".
- Description:** A large text area for providing details.
- Please confirm that all attachments have been fully uploaded and processed before submitting the ticket. Otherwise, it can cause issues when viewing the attachments** A note in red text.
- Drag and Drop:** A section for uploading files, with the instruction "Select or drop files here."
- File Name:** A column header with a sort icon.
- File Size:** A column header with a sort icon.
- No data to display.** A message indicating no files are currently listed.
- Save:** A red button in the bottom left corner.