UKG Time Off Request!

As part of our business strategy, we are introducing a new feature for requesting accrued time off in the UKG system

WHEN AND WHY?

WHEN?

- Non-Exempt Employees will be able to start accessing the Time Off Request Tile in UKG **March 30, 2026**

WHY?

- The new TOR system within UKG will provide Employees and Managers with a paperless submission and approval process
  - Accrual balances are linked to the module
  - Email notifications are automatically sent to let you know when there has been a submission
  - Schedules are automatically updated with the status of the request
- With rolling out the UKG Mobile app at the same time, this will enhance work-life balance providing a convenient self-service tool to request time off at any time.

WHAT'S NEW?

WHAT'S NEW?

- Proper approval workflow of your paperless request
- Availability to view the status of your request via UKG or Mobile App
  - Timecard View
  - Schedule View
- Ability to cancel a request if no longer needed

UKG

Logging into UKG

UKG Website: https://crestwdbehavhealth.prd.mykronos.com/wfd/home#/

Sign onto UKG as normal

Username
Your username will be the first part of your email address.

Example: Jane.Doe@cbhi.net   *Example: JDoe@cbhi.net*
Username: Jane.Doe   Username: JDoe

Password
If you need a password reset for UKG, please click on "Forgot your Password" on the sign in page. You will receive an email with a link to reset your password.

Help
 If you are having issues in UKG, please reach out to Payroll Systems at payrollsystemsteam@cbhi.net.

The Time off Request tile has been added to your UKG Dashboard

If you don't see the My Time Off tile on your dashboard, please reference "Adding My Time Off Tile" procedures

There are **two different options available to request time off – Basic and Advanced.** The advanced option is what we recommend. *Follow the detailed procedures for each specific option.*

How to do a Basic Request in UKG

The 'My Time Off ' Tile on your dashboard is where you will request and submit all time off request

Option 1 – Basic Request

Submitting a request **for 1 day or partial day** *without* comment

My Time Off

* Reason
Vacation: 46.57 Hours — 1

* Date
11/24/2025 — 2

* Duration
Hours   Skip Duration – leave as hours — 5

* Start Time — 6
Example 8a

* Duration HH. — 7
Example 8.00

Advanced Options >

Submit — 8

Step 1
Click on the **arrow** and choose eligible benefit

Step 5 Skip

Step 6
Enter your normal shift start time or the time the benefit should start

Step 7
Enter the number of hours you are taking PER DAY – *example, 8.00*

Step 8 SUBMIT

Step 2
Click on the Calendar icon

Date Range — 2

Start Date   End Date
11/24/2025   11/24/2025

< December   2025 >

Sun	Mon	Tue	Wed	Thu	Fri	Sat
30	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	31	1	2	3
4	5	6	7	8	9	10

Cancel   4   Apply

3

Step 3
Double Click on the date in the calendar you are requesting off

Step 4 Apply

Go to slide 9 to review the Request Workflow of your submission

UKG

How to request time off in UKG

The **'My Time Off ' Tile** on your dashboard is where you will request and submit all time off request

Option 2 – Advance Options Request

Submitting a request for More then one day *with* a comment

1. Click "**Advanced Options**"

2. Choose the applicable "**Type of Time Off**"

   *ONLY the benefits you are eligible for, per CBHI policy will appear as options

3. Click "**Apply**"

My Time Off

*Reason
Vacation: 46.57 Hours

*Date
11/24/2025

*Duration
Hours

*Start Time

*Duration HH...

Advanced Options ➤ 1

Submit

Request Time Off 2 ✕

Type of Time Off

Vacation Request

Sick Request

Birthday Request

3

Cancel   Apply

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5

How to request time off in UKG

Select your day(s) off

4. Click on the Calendar line under "**Dates**"
   A. Click the **Date(s)*** of your request
   B. Click "**Apply**"

5. Enter **Start Time*** of your request

6. Enter **Duration HH.hh (hours) PER DAY** of your request (Enter 8.00 if every day requested are full days off; however, even if one day requested is not your full shift hours, you will have to submit a separate request. *For example, you are FT employee taking 3 consecutive days off and the first day is only 4 hours and the other two days are full 8 hours days. That will require two separate request submissions.*

7. *Deduct from – **do not update***
   This defaults to the option selected on the first screen (step 2)

8. Click "**Review**"

To select more than one day, simply click on each date you are requesting off. *Purple boxes mean you are scheduled for that day. Be careful not choosing Saturdays and Sundays*

Request Time Off ✕
Vacation Request

Dates

📅 12/31/2025 ④

Duration

Hours

Start Time * Hours Per Day Duration HH.hh *
8:00 AM ⑤   8.00 ⑥

Deduct from ⑦

Vacation: 6.57 Hour(s) ⓘ
Birthday
PIB Unpaid
Sick: 6.23 Hour(s) ⓘ

Cancel   Submit   Review ⑧

📅 12/31/2025
◄ Previous Year ◊ Today ► Next Year ④

December 2025
Sun Mon Tue Wed Thu Fri Sat

Cancel   Apply Ⓑ

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Verification and Submission

9. **DOUBLE CHECK** your entries
   - Date(s)
   - Start Time
   - Hours Per Day

   Note: If something is wrong, click on the pencil which takes you back to the prior screen to make changes

10. **Optional** – add a comment
    to the request
    a. Click on the "**Select a Comment**" drop-down arrow
    b. Select "**Comment**"
    c. Type freely in the **Note** box

11. Click "**Submit**"

Request Time Off ✕

Vacation Request

Vacation (Hours) ⑨
Wednesday 12/31/2025
8:00 AM [8.00] ⊖

Comments [0] ⑩ ⓐ
⊖ Select a Comment ⌄

| Select a Comment |
| Bereavement-Use Sick |
| Bereavement-Use Vac |
| Call back |
| Comment | ⓑ |
| Employee Note |
| First Meal Not Taken |
| Holiday |
| In-Service |
| Jury Duty |
| Kin Care |
| Labor Transfer |
| Leave of Absence |
| Manager Note38 |
| Meal Not Taken |
| Meal Not Taken Voluntarily |
| Meal Taken |
| Meal Taken - Punches Corrected during Attestation |
| Mental Health Day |
| Military Leave-Unpaid |

ⓒ Type a note (optional). ⓒ

Cancel   Add   ⑪ Submit

Your request will be sent to your manager for review and response

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Time off Request in UKG

Request Workflow

Monitor your request in UKG in two places:

1. My Notifications Tile, click on "**My Requests**" to view the request details

2. The bell icon in the top right corner of UKG home screen

Email notifications will also be sent to keep you up to date on the progress of your request via email.

Note: Your request will automatically appear in your schedule and will be marked as "submitted" until your Manager's actions are taken.

My Notifications

Tasks   0 >
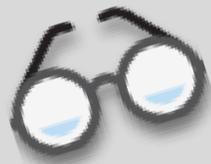
My Requests **1**   1 >
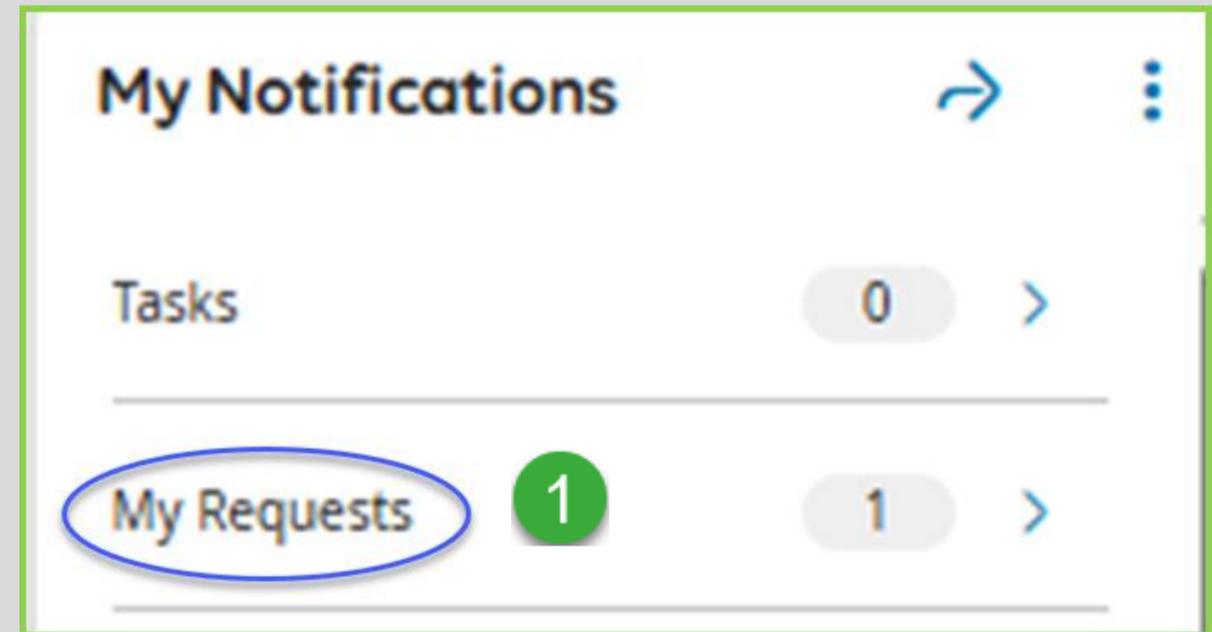
Once the request is approved, the actual benefit and hours requested will appear in both your schedule and time card. At that time, the hours will be deducted from your accrual balance.

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Reviewing your Submitted Request in UKG

Follow the steps below to be able to view all your request throughout the complete workflow – submitted, approved, denied, cancelled, etc.
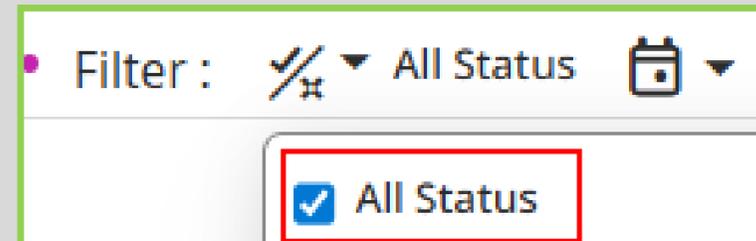
1. On the UKG Home Page, find the tile "**My Notifications**"

My Notifications

Tasks   0   >
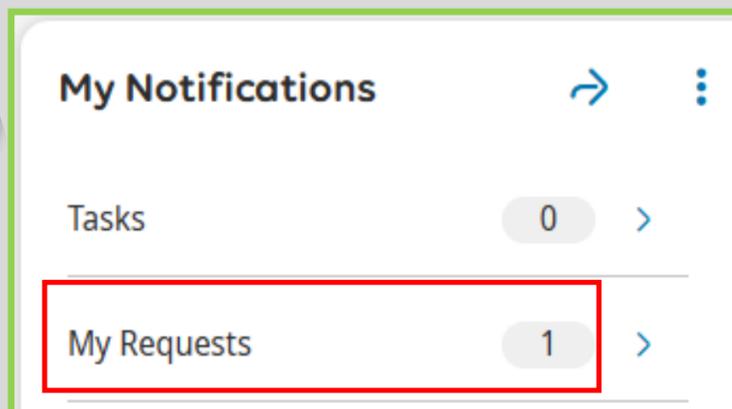
My Requests   1   >

2. Click on **My Request**

3. Click on the **arrow** next to the **Filter symbol**

Filter :

4. Put a **check mark** next to "All Status"

Filter :   All Status
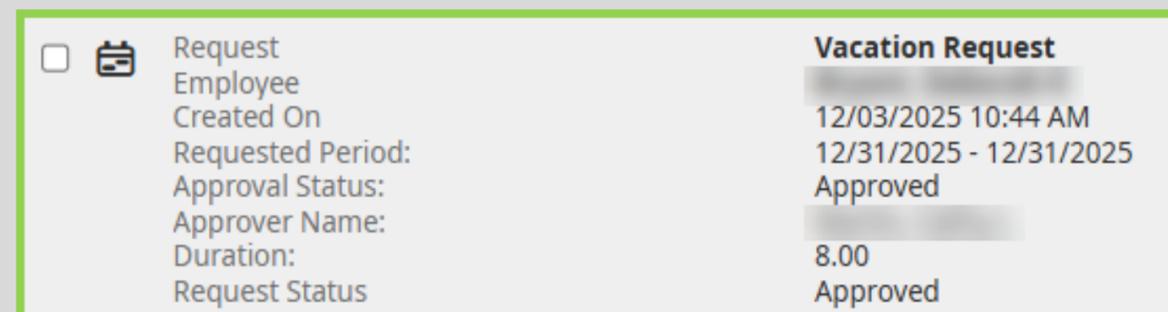
☑ All Status

5. **Click anywhere** in the white area

You can now see all your request – Request Status…..submitted, approved, denied, cancelled, etc.

Request   **Vacation Request**
Employee
Created On   12/03/2025 10:44 AM
Requested Period: 12/31/2025 - 12/31/2025
Approval Status: Approved
Approver Name:
Duration: 8.00
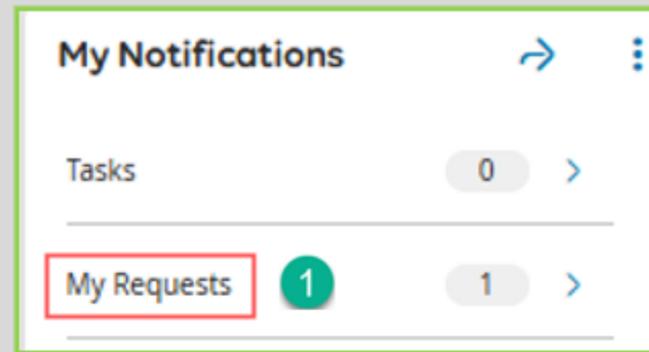Request Status   Approved
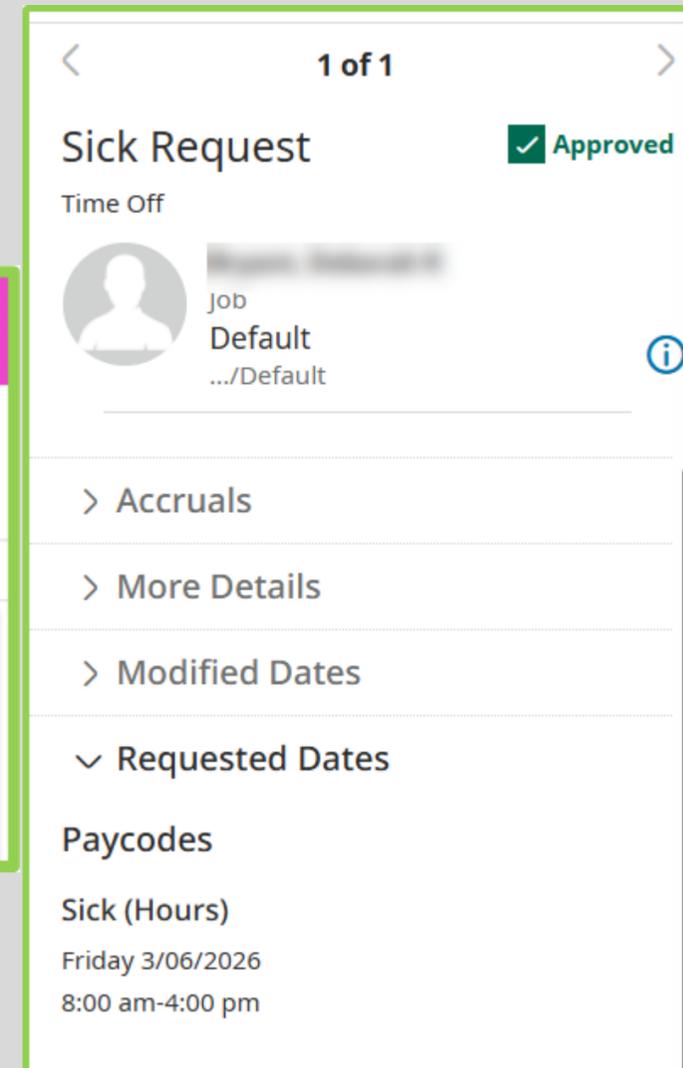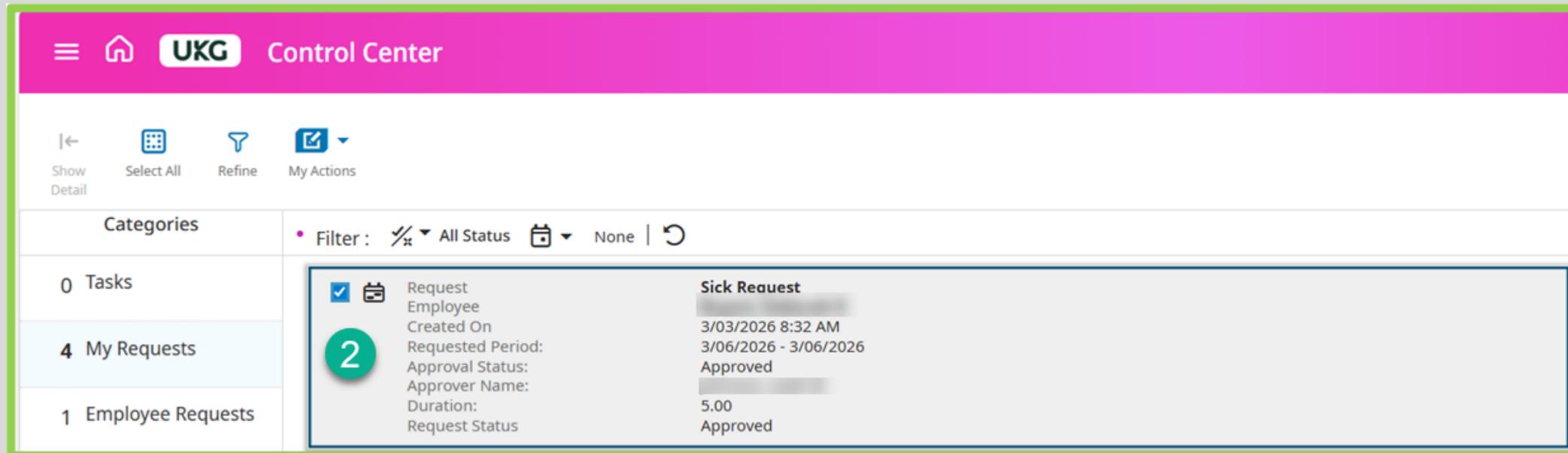
UKG

Reviewing Request in Schedule

1. Under My Notification Tile on the UKG home screen, click on **My Request** to view your submitted request(s)

   You are now in the Control Center

My Notifications

Tasks	0	>
My Requests	1	1	>

If you are not seeing your request, follow steps 3 – 5 on slide 9

2. Click on the box (request) you want to review

UKG Control Center

Show Detail | Select All | Refine | My Actions

Categories

Filter : All Status None

0 Tasks		
4 My Requests	Request	**Sick Request**
	Employee	
1 Employee Requests	Created On	3/03/2026 8:32 AM
	Requested Period:	3/06/2026 - 3/06/2026
	Approval Status:	Approved
	Approver Name:	
	Duration:	5.00
	Request Status	Approved

1 of 1

Sick Request ✔ Approved
Time Off

Job
Default
.../Default

ⓘ

> Accruals

> More Details

> Modified Dates

∨ Requested Dates

Paycodes

Sick (Hours)

Friday 3/06/2026
8:00 am-4:00 pm

3. On the right corner of the Control Center Page, click on "Go To" – it will automatically take you to "My Schedule"

Mark Done | Cancel | Delete | **Go To**

UKG
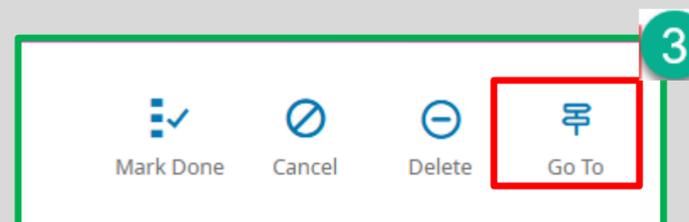
# Reviewing Request in Schedule

You can now see your request in your schedule.

In the calendar:
- You can click and **change the dates** to view.
  For example, other request
- **Rectangle boxes** means you are scheduled for that day.
- **"..."** means you have a request on the date
- **Flag** means holiday

You can also start a **new request** from "My Schedule" by clicking on the **Request** in the right corner of the screen.
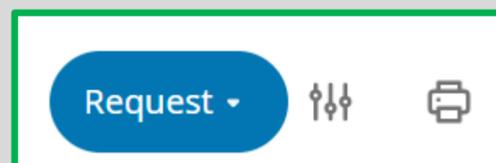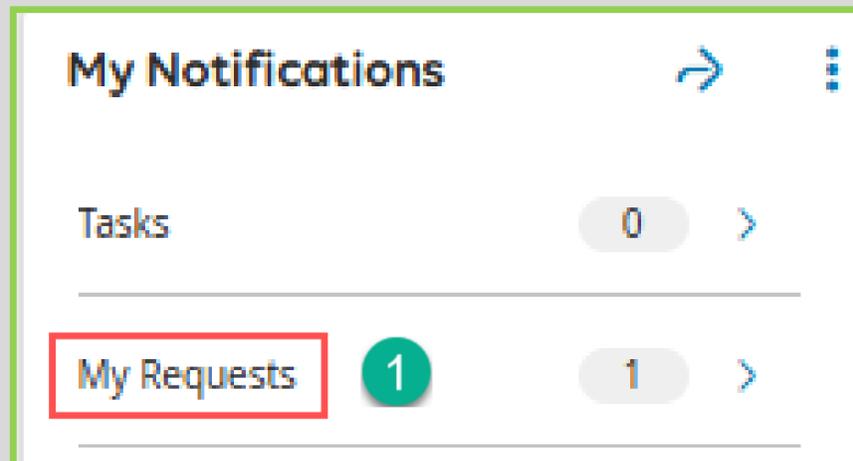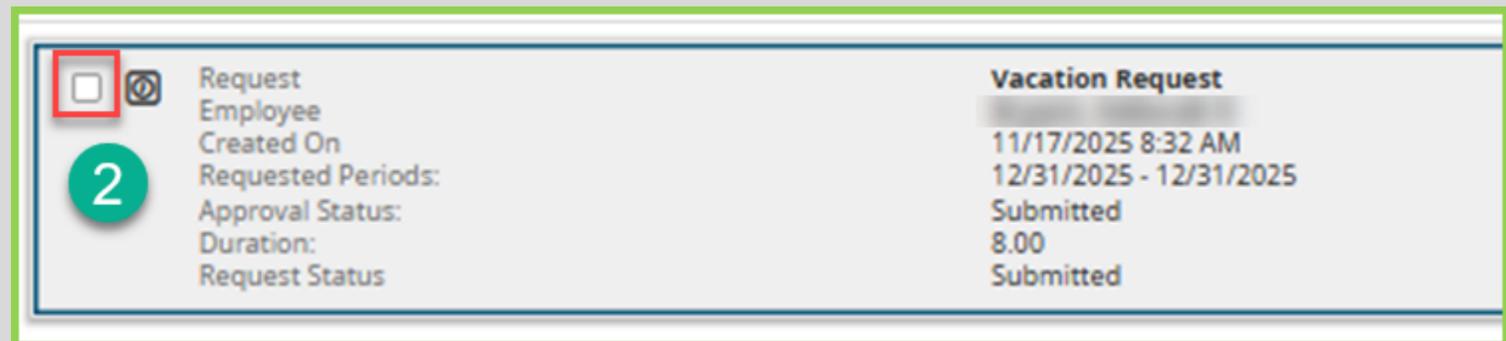
Cancelling a Time off Request in UKG

After any time off submission, you can cancel your request.
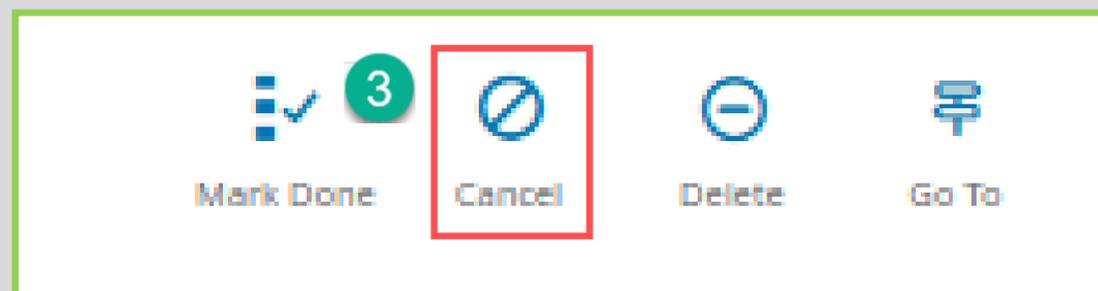It will go through the same workflow process.

1. Under My Notification Tile on the UKG home screen, click on **My Request** to view your submitted request(s)

2. Click on the **box** next to your request you want to cancel *(a check mark will appear)*

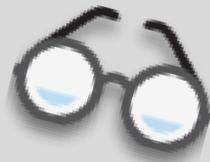3. In the right corner of the screen, click on the **Cancel** Icon

Cancelling a Time off Request in UKG

After any time off submission, you can cancel your request.
It will go through the same workflow process.

A slide will appear
4. Double check you are cancelling the correct request
5. Enter comment (optional)
6. Click **Cancel Request**

Depending on your Request Status

Submitted Status - once you complete the cancelled request, it will immediately remove the request from your schedule.

Pending Status – your manager has reviewed your status and placed in pending. For partial days, the manager will put the request in pending status with a comment "approved". This is to pause the request until the exact hours needed are documented and edits can still be completed before the request is approved.

Approved Status – your manager must approve a cancelled request. Once that is completed, your request will be removed from your schedule and time card and your accruals will be updated accordingly.

Email notifications will be sent to keep you up to date on the progress of your request via email.

Cancel Request   ✕

◁   1 Of 1   ▷

Job
Default
.../Default   ⓘ

Status

⬛ Submitted

Submit Date: 11/17/2025 8:32 AM
Submitted By:
Modified By:

Review ④

Vacation (Hours)
Wednesday 12/31/2025
8:00 am-4:00 pm

Comments [0]   Add comment ⑤

⑥   Cancel   **Cancel Request**