Withdraw an Absence Request

Lesson Objective:

Upon completion of the Withdraw an Absence Request lesson, you will be able to:

Objective

- Withdraw an existing employee absence request from the Manage Employment work area.

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Withdrawing an absence request is allowed only when the absence is still pending or eligible for withdrawal based on organizational rules. Once withdrawn, the system removes it from active processing and updates the employee's absence balance accordingly.

The system requires the user to confirm the withdrawal action through a pop-up window. This ensures that accidental withdrawals are prevented and the change is intentionally submitted by the coordinator.

After withdrawal, the absence entry is updated with a status such as Withdrawn or Canceled, which displays under the Existing Absences section. This provides a clear audit trail of changes made to the employee's leave history.

Focus

- **Navigating Absence Records**: Learn how to access the Absence Records section via Person Management to locate all leave entries for an employee.
- **Identifying the Correct Absence**: Understand how to review details in the Existing Absences section to correctly identify which entry should be withdrawn.
- **Withdrawing an Absence Entry**: Gain clarity on using the Actions > Withdraw option to intentionally remove a specific absence request.
- **Confirming Withdrawal and Status**: Review how to confirm the withdrawal action and verify the status has updated correctly in the system.
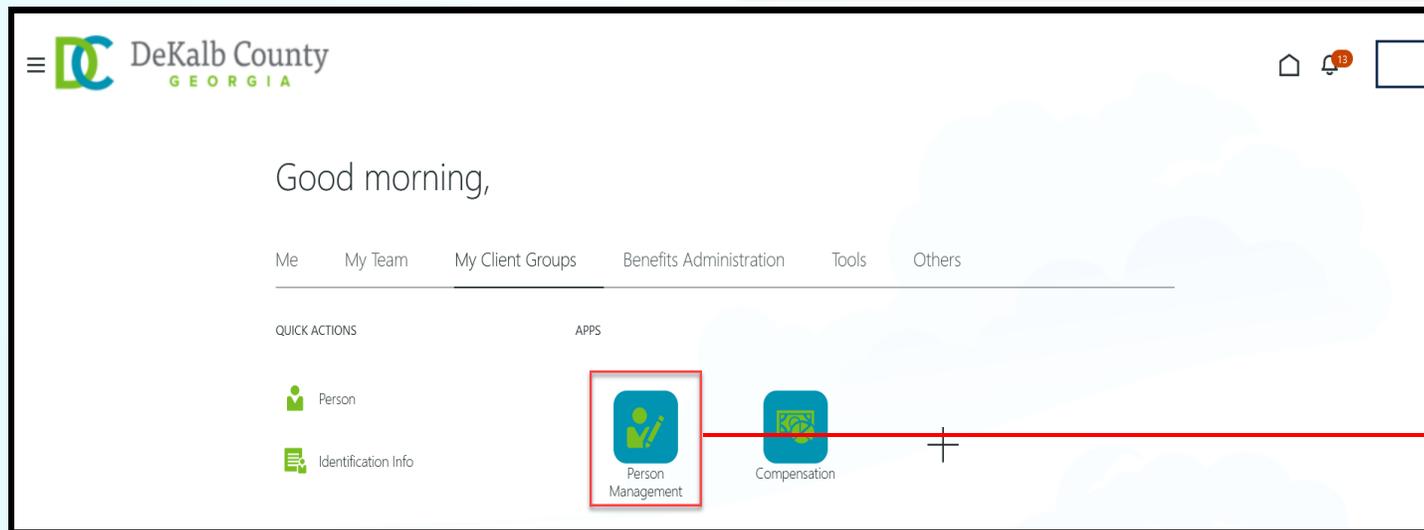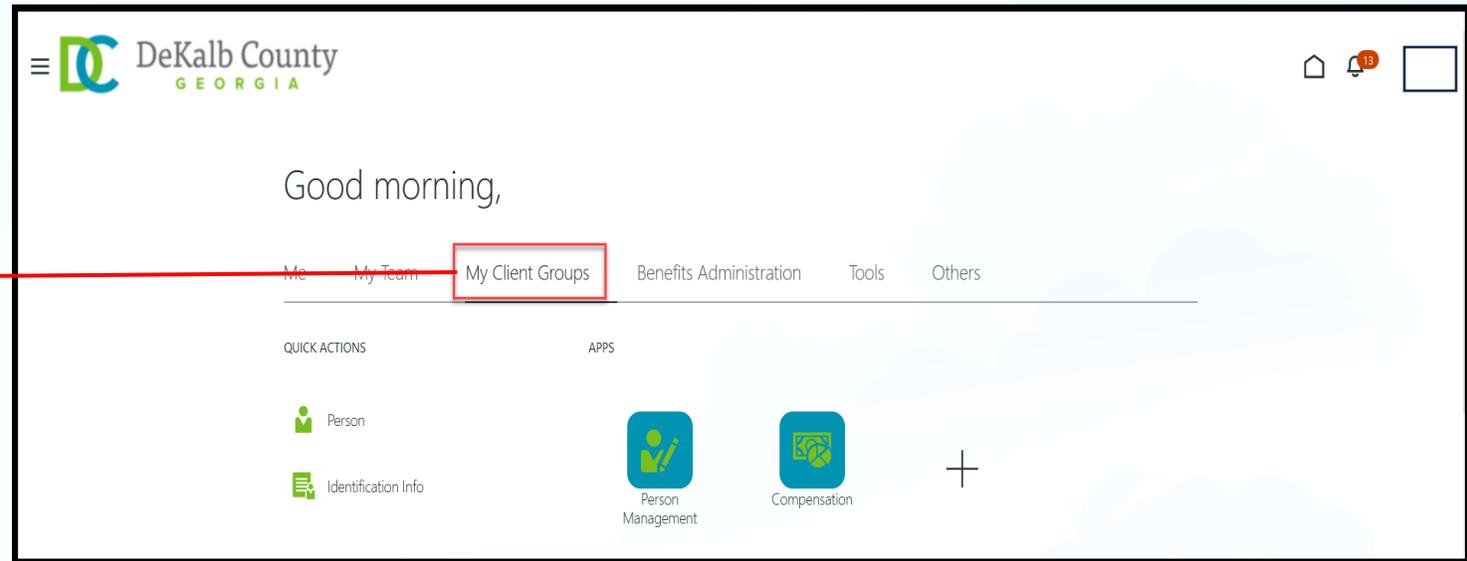
Navigation

My Client Groups →
Person Management →
Search →
Panel Drawer →
Absence Records (Absences group)

Withdraw an Absence Request

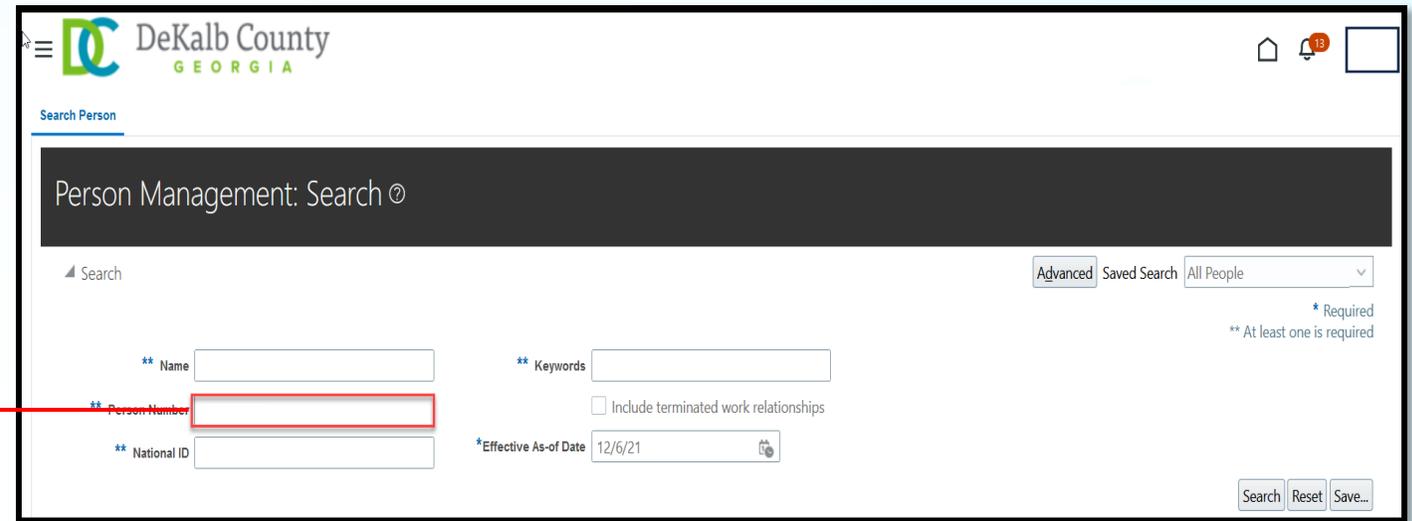**1** Select the **My Client Groups** tab from the CV360 homepage

2 Select the **Person Management** tile within the Apps area

Withdraw an Absence Request

CloudVergent 360

From the **Person Management: Search** page, key in the **Name** or **Person Number** of the Employee

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DeKalb County
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Search Person

Person Management: Search

Search   Advanced | Saved Search | All People

                                                                              * Required
                                                                        ** At least one is required

** Name [   ]   ** Keywords [   ]

** Person Number [   ]   ☐ Include terminated work relationships

** National ID [   ]   *Effective As-of Date [12/6/21   ]

                                                          Search | Reset | Save...

!

Search by **Name**, **Person Number**, **National ID** or **Keywords**

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GEORGIA

Search Person

Person Management: Search

Search   Advanced | Saved Search | All People
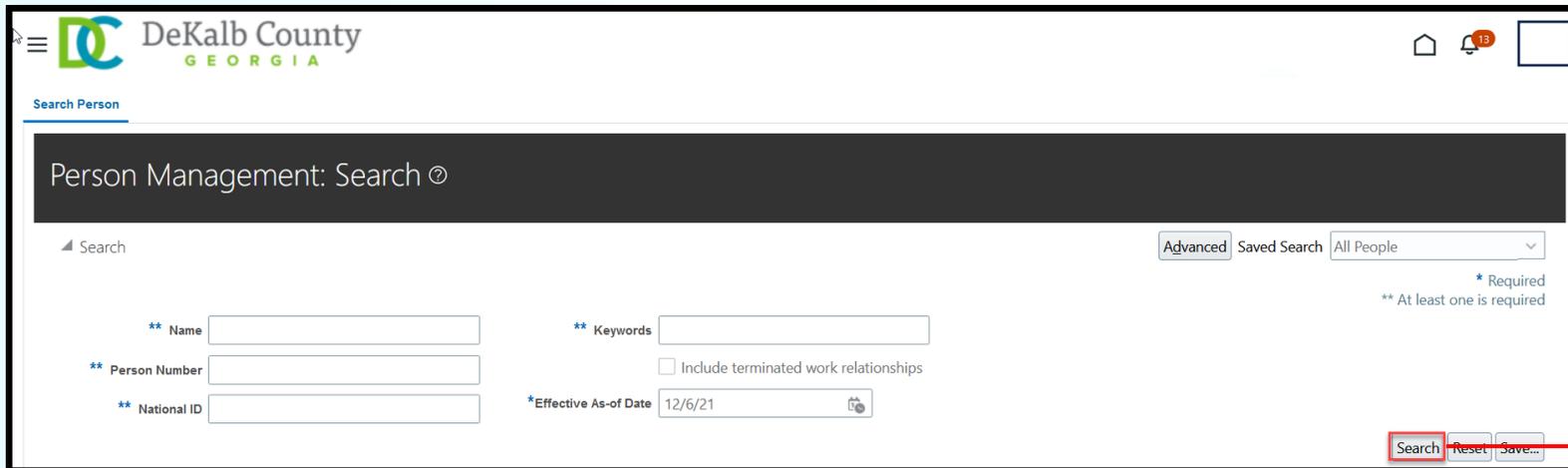
                                                                              * Required
                                                                        ** At least one is required

** Name [   ]   ** Keywords [   ]

** Person Number [   ]   ☐ Include terminated work relationships

** National ID [   ]   *Effective As-of Date [12/6/21   ]

                                                          Search | Reset | Save...

4 Select the **Search** button

Troubleshooting

Ensure the search criteria (Name, Person Number, or National ID) are entered correctly. Inaccurate or incomplete input may result in no records being displayed.

Withdraw an Absence Request

Person Management: Search ⑦

Search   Advanced   Saved Search   All People ▾

* Required
** At least one is required

** Name [_____]   ** Keywords [_____]
** Person Number [_____]   ☐ Include terminated work relationships
** National ID [_____]   * Effective As-of Date [11/11/25]

Search   Reset   Save...

Search Results ⑦

Actions ▾   View ▾   Format ▾

Name	Person Number	National ID	Department	Location	User Person Type	Job	Assignment Status	Actions
Lakethia Mccray			03220 - SHERIFF'S ...	SO-JJTO - S...	Employee	32130 - Detention Serg...	Active - Payr...	▾

5 From the **Search Results** section, select the **employee's name** link

≡   DeKalb County GEORGIA   🏠 ☆ ⚑ 🔔 ☐

LM   Lakethia Mccray: Person Management   Close
     Person Number
     [_____]

Employment ✕

Employment   Done

6 From the Employment page, select the **Panel Drawer** icon

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Once the Panel Drawer opens, select the **Absence Records** link from the **Absences** section

Withdraw an Absence Request

Manage Absences and Entitlements ⑦

◢ Absences

Most Recent or Current Absence

			Next Scheduled Absence
Type	Sick Leave		None scheduled.
Assignment	32130 - Detention Sergeant		
Dates	11/6/25 - 11/6/25		
Status	Completed		
Duration	12.25 Hours		

▸ Pending Actions

◢ Existing Absences ⑦

View ▾   ✚ Add   ⚙ Recalculate ▾ | **Time Period** | Last 6 months ▾ | **Type** | ▾ | **Status** | | | etach

	Administer
	Withdraw
	Withdrawn Record Deletion

...yer	**Type**	**Assignment**	**Duration**	**Status**		...ns
...b County GA	Sick Leave	32130 - Dete...	12.25 Hours ✅ Completed	✅	⬇
...b County GA	Sick Leave	32130 - Dete...	2 Hours ✅ Completed	✅	⬇

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Highlight the appropriate Absence request that needs to be withdrawn and select **Withdraw** from the **Actions** drop-down list for

Withdraw an Absence Request

Manage Absences and Entitlements ⓘ

◢ Absences

Most Recent or Current Absence

		Next Scheduled Absence
Type	Sick Leave	None scheduled.
Assignment	32130 - Detention Sergeant	
Dates	11/6/25 - 11/6/25	
Status	Completed	
Duration	12.25 Hours	

▸ Pending Actions

◢ Existing Absences ⓘ

⚠ Warning ✕

The selected record will be deleted. Do you want to continue?

[**OK**] [Cancel]

View ▾   ➕ Add   ⚙ Recalculate | ▾   Time Period   Last 6 months   ▾   ➡ 🔲 Export   🔲 Detach

...oyer	Type	Assignment	Duration	Status	Processing Status	Actions
b County GA	Sick Leave	32130 - Dete...	12.25 Hours ✅	Completed	✅	🔽

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Select the **OK** button in the pop-up window to withdraw the Absence request

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Manage Absences and Entitlements ⓘ

◢ Absences

Most Recent or Current Absence

Type	Sick Leave
Assignment	32130 - Detention Sergeant
Dates	11/6/25 - 11/6/25
Status	
Duration	12.25 Hours

Next Scheduled Absence

None scheduled.

▶ Pending Actions

◢ Existing Absences ⓘ

View ▾   ✚ Add   ⚙ Recalculate | ▾   Time Period [Last 6 months ▾]   Type [▾]   Status [▾]   ⊙   ▦ Export   ▱ Detach

...oyer	Type	Assignment	Duration	Status	Processing Status	Actions
b County GA	Sick Leave	32130 - Dete⋯	12.25 Hours	🚫 Withdrawn	✅	🔽
b County GA	Sick Leave	32130 - Dete⋯	2 Hours	✅ Completed	✅	🔽

10 The status of the Absence request will display under the Existing Absences section

Conclusion

- Successfully accessed the employee's Absence Records from the Person Management flow and reviewed all existing leave entries.

- Identified the correct absence request requiring withdrawal and used the Withdraw option accurately from the Actions menu.

- Completed the withdrawal process by confirming the pop-up message and ensuring the system captured the change.

- Verified that the absence status updated correctly within the Existing Absences section, confirming that the request was withdrawn successfully.