OLPA OFFICE OF LEAVE PLANNING ASSISTANCE

Leave Portal User Guide

For Employees and Supervisors

Last Updated: 09/23/2026

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Overview

The purpose of this document is to provide a user-friendly guide on how to set up and use OLPA's secure online leave portal. Our self-service portal is a one-stop shop where Commonwealth Executive Department employees can create and manage leave cases. Additionally, supervisors and HR Leave Liaisons can create cases and generate reports on the leave cases within their respective teams or Agencies they oversee. The OLPA online leave portal operated by the Commonwealth of Massachusetts Human Resources Division (HRD) is powered by AbsenceSoft, a leading provider of secure leave management services.

Note - if you need help **submitting an intermittent absence through OLPA's online portal**, please view our guidance document here.

Technical Requirements

Supported Internet browsers:

- Microsoft Edge
- Firefox (latest version)
- Chrome (latest version)
- Safari (latest version)

Requirements

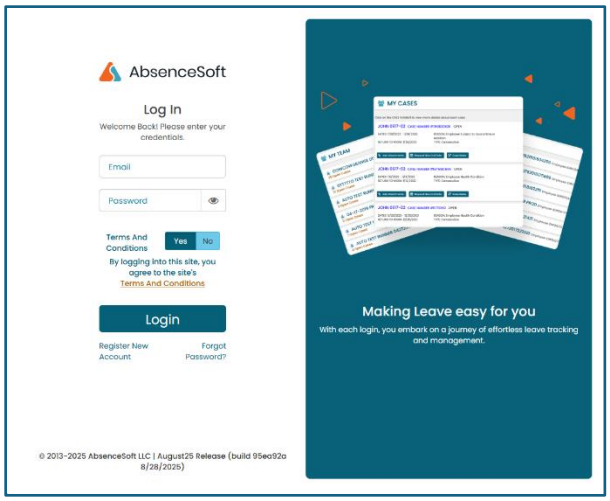
- Employees must have an email address to use OLPA's online leave portal. The email can be a Commonwealth (work) email address or a personal one.

How to Create an Account

A Commonwealth Executive Department employee must register for an account if they want to use OLPA's online self-service options. After validating your information during the registration process, your account will automatically link to your employee ID and any case history or active leaves will be visible to you.

1. Open your preferred internet browser and navigate to the Self-Service Portal login page:

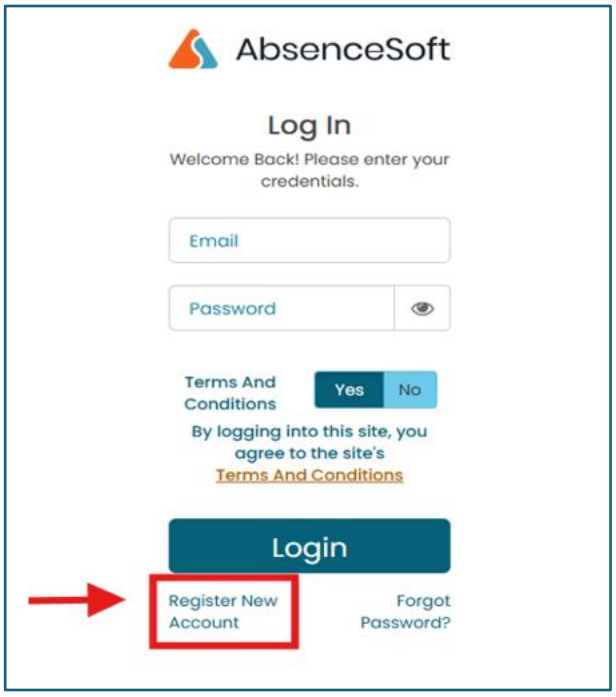
   OLPA Online Leave Portal



2. On the login page, click **Register New Account**.

   If you wish to register using a Commonwealth (work) email address, please continue to **Step 3**.

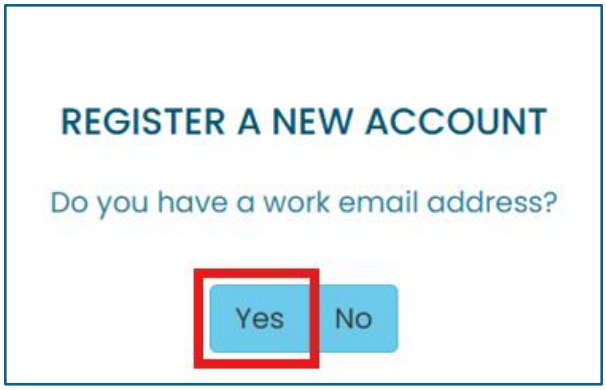
   If you wish to register with a personal email address, please continue to **Step 6**.



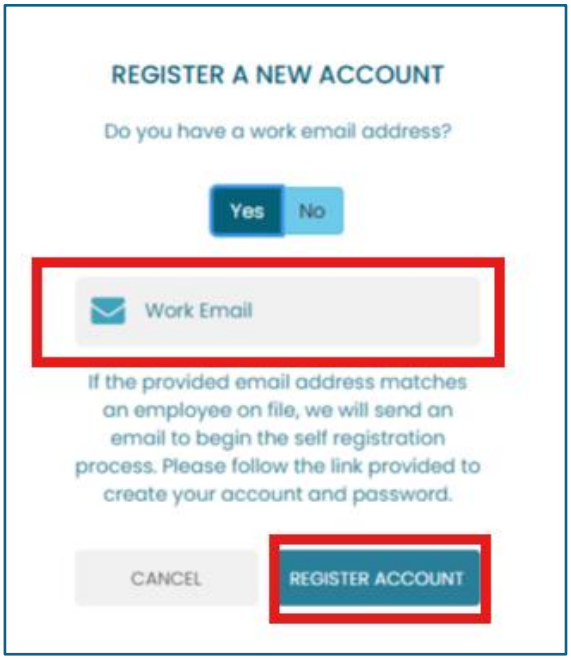
Registering With a Work (or State) Email Address

Using a Commonwealth (work) email is the simpler method for registering your account because it requires only your work email address. You will be able to set your communication preferences to include your personal email address once registered.

3. On the Registration Screen, select **Yes** to the question "*Do you have a work email address?"*
   This will enable you to register with your Commonwealth (work) email.

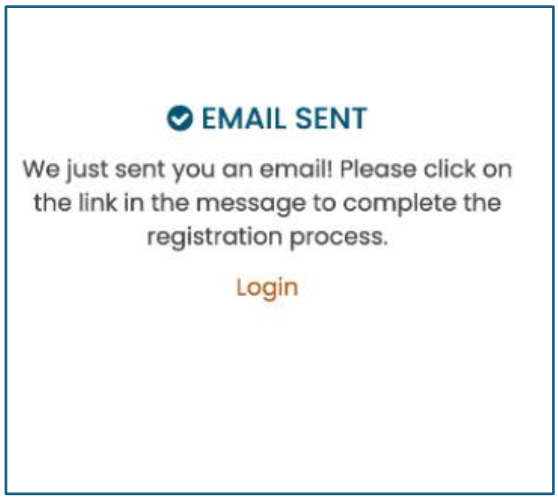


4. Enter your Commonwealth (work) email address in the **Work Email** field and click **Register Account** at the bottom of the screen.



5. You will be notified that a confirmation email has been sent to your inbox.

   To Confirm your account, please continue to **Step 9.**

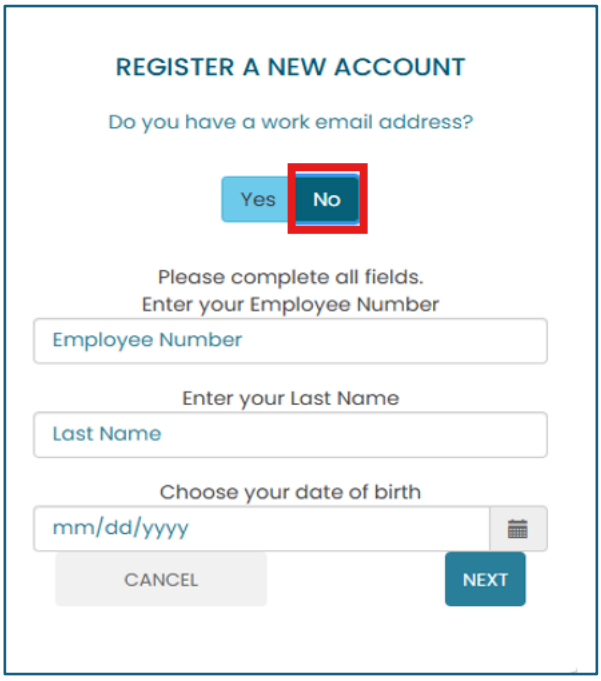


Registering with your Personal Email Address

While OLPA does not recommend registering for an account with a personal email address, it is possible. It will require the user to provide additional information to validate their account.

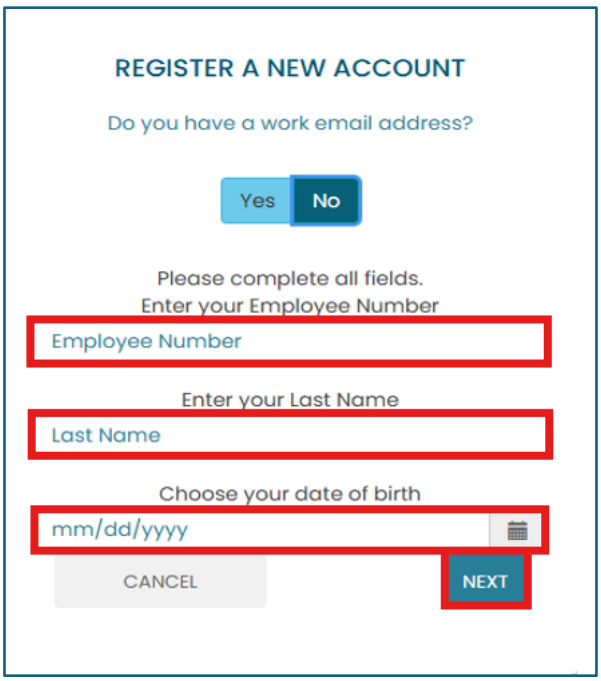
6. On the Registration Screen, select **No** to the question *'Do you have a work email address?'*

   This will enable you to register with your personal email address.



7. Enter your **Employee Number** (your Employee ID), your **Last Name**, and your Date of Birth. Your Employee Number is what you use to login to your Commonwealth Employee Self-Service portal for weekly timesheet submissions, view paystubs (pay advices), and manage direct deposit for your paycheck. This number is also found on your biweekly paystub.

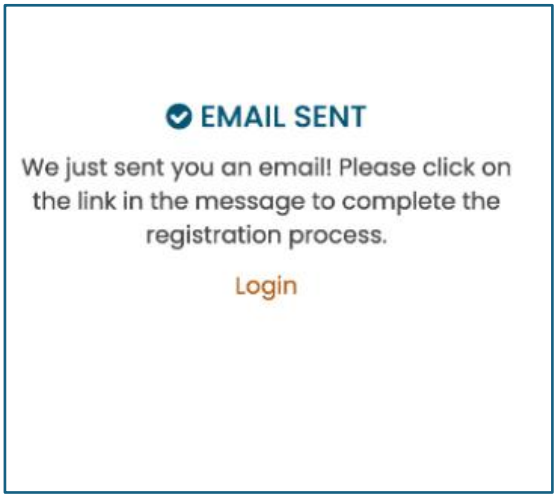
   Click **Next** at the bottom of the screen.



8. You will be notified that a confirmation email has been sent to your inbox.

   Keep this page open if you need to re-send the confirmation email.

   To confirm your account, please continue to **Step 9.**

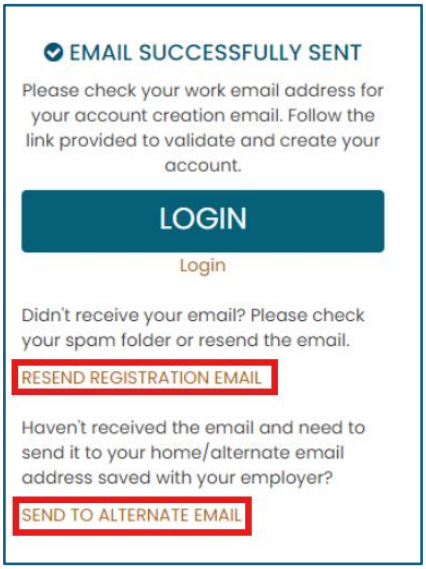


Confirm Your Account

Whether you register using your Commonwealth (work) email or a personal email address, a confirmation email will be sent to the email address you used to register your account.

9. Once you have registered an email address, you will receive a confirmation email to your registered email address from **do-not-reply@absencesoft.com** with the subject line **Complete Registration**.





Click on the link provided in the registration email to complete the registration process.

The link is only valid for **24 hours**, if you exceed that timeframe, you will need to re-start the registration process.

If you did not receive a registration email in your inbox, check your SPAM or JUNK folder

10. The link will take you to a webpage that will prompt you to enter and confirm a **new password**.

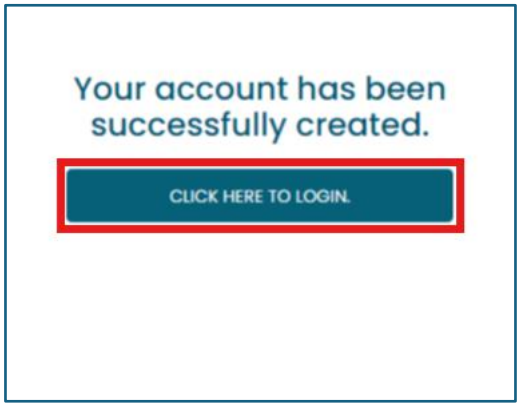
    Please use best practice in creating a secure password for your account, which includes not re-using passwords.

    Once you have created and confirmed your password, click **Create Account**.

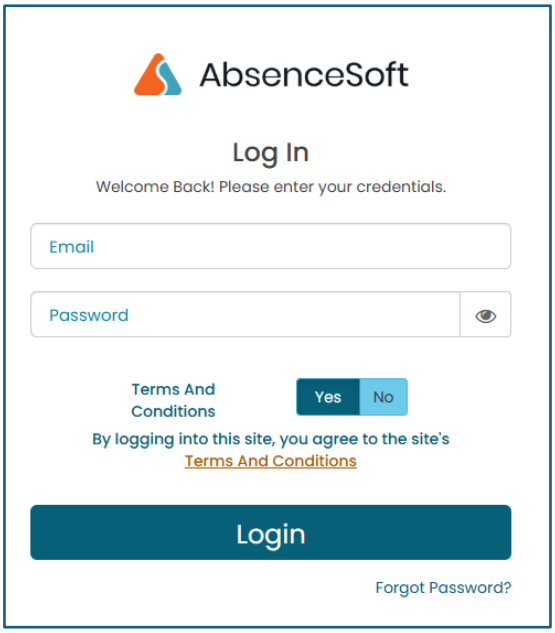


11. Once you have clicked on Create Account, you will be notified that your account has been successfully created.

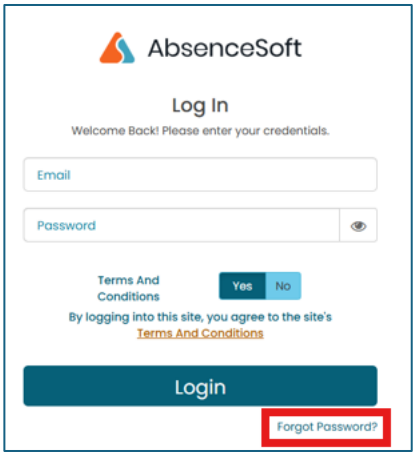
    Select the **Click Here to Login** button to be redirected to the main login screen.



12. Once back at the main login screen, you will be prompted to login using your email address and selected password. Use the email address that you used to register your account.



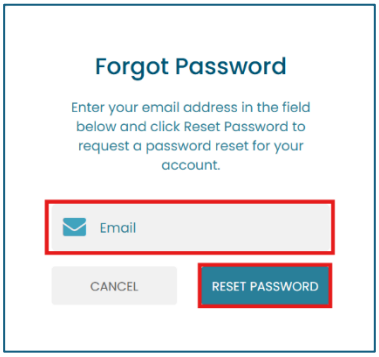
13. If you ever forget your password, click on the **Forgot Password** link below the Login button.



14. You will be re-directed to a page that will request the **email address** that you used to register your account.

    Enter that **email address** and click the **Reset Password** button.

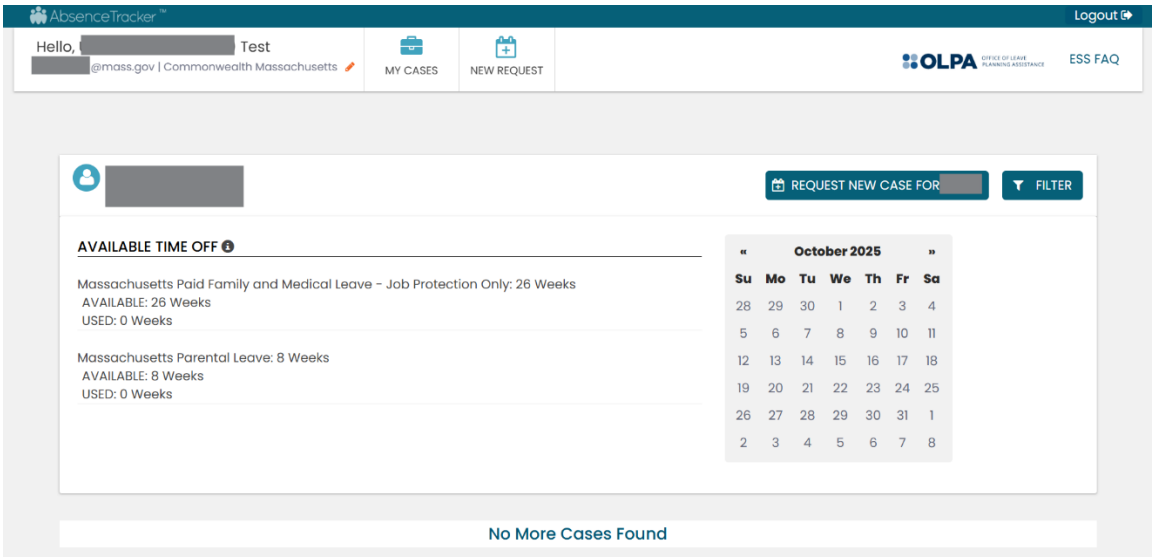
    An email will be sent to the address you enter with a link to re-set your password.



Overview of Employee Dashboard

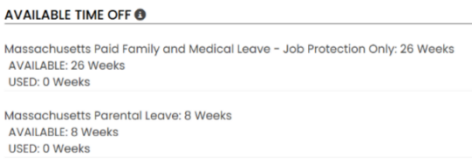
The Employee Dashboard is the homepage for using the leave portal for Employees. From the Dashboard, you can request a leave of absence and view your active and closed cases.

1. Once you have logged into OLPA's Online Leave Portal, you will be greeted with the Employee Dashboard.



2. To help understand the Dashboard, let's walk through some of the features.

    a. A list of all leave policy entitlements are available to the user under **Available Time Off.**



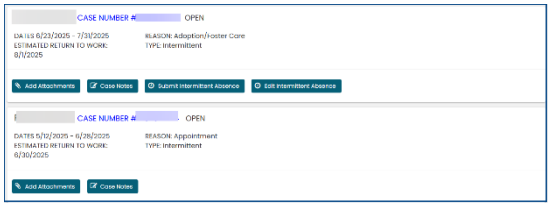
    This section might feel overwhelming but OLPA is here to help! Please work with OLPA to understand your leave entitlements.

b. If you have requested leave, a **Calendar** highlighting leave request dates and their statuses is also available in the Dashboard.

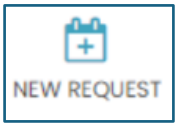


Red is Denied
Orange is a Split Decision
Blue is Pending
Green is Approved

c. If you have requested leave, a list of all active and closed cases are also available in the Dashboard under **My Cases**



d. To request a new case, you can select either the **New Request** button along the upper menu



OR

The **Request New Case** button in the middle of the Dashboard



e. To view information about your existing case, select the **My Cases** button along the upper menu or search within the list of cases that will appear in the center of the screen.



f. To Logout, select the **Logout** button in the right corner of the dashboard.



For help **submitting an intermittent absence using OLPA's online portal**, please view our guidance document here.