

How to Report Intermittent Absences to OLPA

Reminders

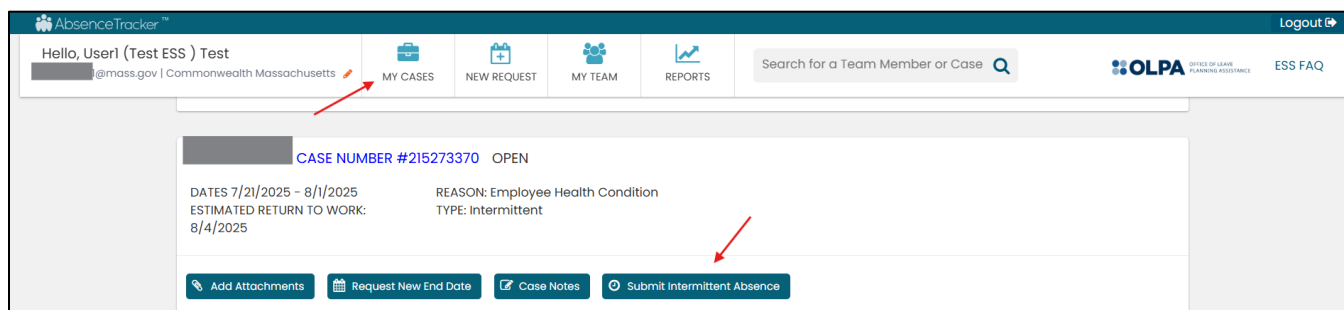
- To make sure that your qualifying absences are covered by your intermittent leave approval, you must submit your intermittent absences using OLPA's [Online Leave Portal](#).
- An intermittent absence that you submit to OLPA for review is called an Intermittent Time Off Request (ITOR).
- You can submit your ITORs at your convenience, but **please submit your ITORs for the week no later than 5:00PM on Thursdays**. For example, if you want to use your intermittent leave on a Monday, you must submit your ITOR to OLPA no later than 5:00PM on Thursday of the same week. The Online Portal is available 24/7.
- Before submitting your ITORs to OLPA, follow your agency's rules for calling out with your supervisor so that they can make sure your work is covered while you're absent.
- Once OLPA reviews your ITORs, we send a notification to your Leave Liaisons and supervisor so that they know that you want to use your intermittent leave benefit.
- **Do not submit the same ITOR multiple times.**

Using OLPA's Online Leave Portal

To use this option, you must have an OLPA leave portal account. To log in or create an account for the first time, visit www.mass.gov/OLPA

After logging into your leave portal account, locate the intermittent case you are reporting time for from the **MY CASES** icon.

Click on the **clock icon** next to the case that you are adding intermittent time off to as pictured below:



Next, the **Submit Intermittent Absence** screen will appear:

1

Select the Date of your time off

2

Select the reason for your time off

☒ **Incapacity:** The inability to work or perform other regular daily activities due to the serious health condition or treatment and recovery from a serious health condition for you or a covered family member.

☐ **Treatment/Office Visit:** Includes (but is not limited to) examinations to determine if a serious health condition exists and evaluations and treatment of the condition for you or a covered family member. It does not include routine physical, eye, or dental examinations.

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How much time do you need?

July 2025

Su	Mo	Tu	We	Th	Fr	Sa
29	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

CANCEL

SUBMIT

4

1. Use the calendar to select the date of your intermittent absence that you are reporting.
2. Select the reason for your time off from the dropdown list:
 - a. **Incapacity** for a flare-up of the qualifying health condition
 - b. **Treatment/Office Visit** for a visit with the health care provider. NOTE: If you and your HR department have agreed to an intermittent bonding leave, use this option for your intermittent bonding absences.
3. In the “How much time off do you need?” box, type the number of hours of leave you need. For example, if you need 7 hours and 30 minutes, type “7.5.” The system will automatically convert it to hours and minutes.
 - a. Please remember that notifying OLPA of your intermittent absence doesn’t replace your agency’s callout procedures. It’s important that you follow your work unit’s standard callout procedures before reporting your intermittent absence to OLPA so that your supervisor and manager can plan for coverage while you’re absent.
4. Click Submit

Updated: 9/22/2026

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You can view your **Intermittent Time Off Requests (ITORs)** from the **My Employee** dashboard.

AbsenceTracker™

Logout

Hello, User1 (Test ESS) Test

@mass.gov | Commonwealth Massachusetts

MY CASES

NEW REQUEST

MY TEAM

REPORTS

Search for a Team Member or Case

OLPA OFFICE OF LEARNER PLANNING ASSISTANCE

ESS FAQ

REQUEST NEW CASE FOR

FILTER

AVAILABLE TIME OFF

Massachusetts Paid Family and Medical Leave - Job Protection Only: 26 Weeks

AVAILABLE: 26 Weeks

USED: 0 Weeks

Massachusetts Parental Leave: 8 Weeks

AVAILABLE: 8 Weeks

USED: 0 Weeks

TIME OFF REQUESTS

DATE: 7/22/2025 TIME OFF: 7 hours 30 minutes

July 2025

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29	30	1	2	3	4	5
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