User manual

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1. Introduction

This is the user manual for we-care, your integral health management system, a Software as a Service application by IT&Care BV. With we-care you have a unique organizational and departmental tool for management. It is a platform to work on integral health. At a glance you can see where your organisation stands in prevention, absenteeism and health.

Our systems support not only the regular administrative process, within the framework of the law, but offer workers and employers valuable information about vitality, health and employability of both the individual and the organisation. The linking of data makes a targeted policy for health management possible.

Should you have further questions after reading this manual or have issues during the use of e-care, you can contact your dedicated contact person in your Health & Safety Service department or contact IT&Care.
2. Log in

A couple of name changes have been made on the login page of we-care:
- Username is now called Company code.
- Account is now called Username.
- Password remained Password

You can log into we-care through the website www.humancapitalcare.nl or go directly to https://wecareplatform.nl

If you have login credentials for e-care you can use these to login in we-care. If you don’t have login credentials, ask your contact person within your own organisation.

You will reach the following page:

On this login page you can find this manual (1) and information how to request new login credentials or reset how to reset your password (2). You can also log in here. Enter your company code, username and password. If you like to change the language, click on the flag of choice (3). we-care is in Dutch or English.

we-care will have two-factor authentication. This will make your account extra secure. Two-factor authentication is an extra security layer for your account. The first factor remains the same: your company code, username and password. The second factor is a code retrieved from another place, like your smartphone, email or another program on your computer. This way you are assured that only you can log in to your account.

The first time you login to we-care, the registration process starts automatically. You can indicate how you want to receive this extra code: via email or via an app. The registration of two-factor authentication is only required once.

A step-by-step plan of this process can be found in this manual:

- Register two-factor authentication with email
- Register two-factor authentication with an App

In addition, short instruction videos have been made. You can view this on the help page, accessible from the login page of we-care (at <Do you have problems logging in?> or click at the bottom right side of the age on <Help>).
Sign in after registration
After you have registered your two-factor authentication method for we-care, the login process will be the same. Only a second step has been added:
1. First enter your Company Code, Username and Password.
2. Next, enter the security code you received via e-mail or in the app.

Register two-factor authentication with email
1. Login with your Company code (1), Username (2) and Password (3).

2. Click on ‘Set up’ under ‘Email’
3. Enter a valid email address.
Pay attention! Every time you log in to we-care you will receive the security code at this email address. Enter an email address to which you have access at work.

Set up email address for two-factor authentication

To use an email address to receive your security code, you must provide a valid email address. This email address will be used to send your security code during the log-in process in we-care. In addition, this email address will be used if you have forgotten your username and/or password.

4. In order to verify your email address you have received an email in your mailbox. The sender of the email is: wecare@humancapitalcare.nl. This email contains a verification code.
Pay attention! If the e-mail is not in your Inbox, it is possible that it ended up in your Junk email.

5. Enter this code in the next screen to verify your email address.
6. You will see a list of recovery codes. Copy these codes and keep them in a safe place that you can access at any time. Then put a checkmark to confirm that you have stored the codes in a safe place. You need these codes when you do not have access to your two-factor-authentication method, due to for example a broken phone.

Recovery codes

You need the recovery codes shown below in case you are not able to use your two-factor authentication method. For example if you do not have access to your email or the authenticator app. It is important that you keep these recovery codes in a secure place so that you can access them if necessary. If you used almost all of your recovery codes, you can generate new recovery codes using the button below.

c6970bf
ba379b5c
9c76544f
a63796c3
c5db062f
defb0801
c90077c12
2a3e313f
f59605e26
060540e2

I confirm that I have kept the recovery codes in a secure place.

NEXT

7. The registration of two-factor authentication has been completed. You are now successfully logged into we-care.

Changing your account information, including your two-factor authentication method, is possible under the menu item 'Profile' or under your account icon in the header. Here you will also find your recovery codes again.
Register two-factor authentication with an App

1. **Login with your Company code, Username and Password.**

2. **Click on ‘Set up’ under ‘Authentication app’**
3. Download an Authentication app on your smartphone or desktop. We advise you to use one of these apps:
   - Authy (mobile én desktop)
   - Google authenticator (mobile)
   - Microsoft authenticator (mobile)
   - Duo (mobile)
   - LastPass (desktop)
   - Authenticator for windows (desktop)

   In this explanation we use the Microsoft Authenticator App as an example. (please note: the screenshots of the app are in Dutch)

   ![Microsoft Authenticator app](image)

   4. Open the Microsoft Authenticator App, when installed.

   ![Microsoft Authenticator app open](image)

   5. You may see additional information about the use of the app. Read this information carefully and finish by choosing 'Done'.

   ![Microsoft Authenticator app information](image)
6. **Add an account via the ‘plus’ icon.**

![Image of a plus icon for adding an account]

7. **U can select the type of account. We advise you to choose ‘Other account’.**

![Image of selecting account type]

8. **The app requires permission to take photos and record videos. By giving the app permission, you can later scan the QR code for the two-factor authentication with your phone (see step 9). If you do not give permission, you can enter the code for the two-factor authentication manually (see step 10).**

![Image of permission confirmation dialog]

---

**Authentication**
het volgende toestaan: foto's maken en video opnemen?

- [ ] Niet meer vragen
- [x] Toestaan

---

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9. The camera on your phone is activated. Scan the QR code shown in the screen of we-care.

The account for we-care is automatically created in the app. The security code appears directly in the screen of the app. It is automatically renewed every 30 seconds.

10. If you want to fill in the code manually, choose the option 'Manually enter the code' at the bottom of the screen.

- Choose your own Account name in the app.
- Enter the key that is shown on the we-care page for setting up two-factor-authentication. This key is not case-sensitive and spaces can be omitted.
- Save by choosing 'Finish'.

Go to step 11.
The account for we-care is created in the app. The security code appears directly in the screen of the app. It is automatically renewed every 30 seconds.

11. Enter the code displayed on the app on the we-care page for setting up two-factor authentication.
You will see a list of recovery codes. Copy these codes and keep them in a safe place that you can access at any time. Then put a checkmark to confirm that you have stored the codes in a safe place. You need these codes when you do not have access to your two-factor authentication method, due to for example a broken phone.

Recovery codes

You need the recovery codes shown below in case you are not able to use your two-factor authentication method. For example if you do not have access to your email or the authenticator app. It is important that you keep these recovery codes in a secure place so that you can access them if necessary. If you used almost all of your recovery codes, you can generate new recovery codes using the button below.

You need the recovery codes shown below in case you are not able to use your two-factor authentication method. For example if you do not have access to your email or the authenticator app. It is important that you keep these recovery codes in a secure place so that you can access them if necessary. If you used almost all of your recovery codes, you can generate new recovery codes using the button below.

I confirm that I have kept the recovery codes in a secure place.

NEXT
13. You will be asked to register an email address so that you can activate your account in the future if you have forgotten your password. Pay attention! Enter an email address to which you have access at work.

Set up email address for two-factor authentication

To use an email address to receive your security code, you must provide a valid email address. This email address will be used to send your security code during the login process in we-care. In addition, this email address will be used if you have forgotten your username and/or password.

14. In order to verify your email address you have received an email in your mailbox. The sender of the email is: wecare@humancapitalcare.nl. This email contains a verification code. Pay attention! If the e-mail is not in your Inbox, it is possible that it ended up in your Junk email.

Verify email address for two-factor authentication

A verification code has been sent to the provided email address. Enter the verification code below so that we can register your email address. Your email address will only be used if you have forgotten your username and/or password.
16. The registration of two-factor authentication has been completed. You are now successfully logged into we-care.

Changing your account information, including your two-factor authentication method, is possible under the menu item 'Profile' or under your account icon in the header. Here you will also find your recovery codes again.

Password
When you log in for the first time, you have to change the password you received. This new password must meet the following requirements:

- at least 10 characters
- at least 1 letter
- at least 1 number
- at least one special sign
- no spaces

The password has a validity of 6 months, after which you have the opportunity to register a new password.

Change password
You can change your password in we-care under 'Profile'.

Password forgotten
Once two-factor authentication has been activated for your account, it is possible to request a new password via the we-care login page, in case you have forgotten it.
After you have clicked on Forgot Password, you will see the following screen:

Fill in your company code and your username and click on "send reset link". You will receive an email with a link. If you click on this link, you can reset your password yourself.

**Company code and username**

If you have forgotten your company code and username we advise you to contact your we-care administrator. They can provide you the correct information. It is not possible to change the company code and username.
3. System demands and safety

The minimal demands for using we-care are a computer with an Internet connection and an Internet browser:
- Internet Explorer 11 of Microsoft Edge
- Mozilla Firefox
- Google Chrome
- Opera

To be able to print certain summaries, you need Adobe Acrobat Reader.

IT&Care has taken every precaution to safeguard your online absence management system:
- All data you send through we-care is encrypted. We use a Secure Socket Layer (SSL) connection. This is a generally applied technique, for instance in Online Banking;
- we-care will automatically log you out of the system after 20 minutes of inactivity;
- we-care will prevent your browser from saving a copy, of any data you enter, on your hard drive.

Next to these technical precautions, we have taken the following organisational measures:
- The username of your organisation and your personal account name and password, will be send by mail to the dedicated contact person of your company, after registration. This password gives you access to the "super-account"-level, granting you extended access rights. You can create multiple accounts for other persons in your organisation and determine what privileges to grant to them within e-care. The username is decisive for the access level for any particular area in your organisation.
- Every user will have a unique account name, determining the user’s privileges.
- The user can log in, using a personal password. Of course, this password remains secret and is not stored on the user’s computer. In we-care, every user can change his or her password as often as they want. If so desired, this can be done every time the user logs in. Users can actively contribute to the safety of this system by keeping their personal password to themselves and by changing it regularly. During the first login, the user must change the password to a personal password. This new password expires after 6 months, at which moment the user must provide a new password. This must be a strong password, at least 10 characters long, containing at least 1 letter, 1 number, 1 special symbol and no spaces.
4. Settings

we-care offers you a number of powerful options:
1. Opening Word documents, like the Problem analysis and Advice, and the responses from the occupational physician.
2. Export of employer data.

It is possible this doesn’t work correctly on your computer. You can try to fix this by following one or more of the options below.

**Internet Explorer**

**Option 1:**
Should you have an active pop-up-killer application, we advise you to contact your systems administrator. He/she can determine what possibilities are available to you to gain access to the we-care pages. Depending on your organisation and function, you might already have the rights to remove this blockage yourself.

**Option 2:**
If option 1 does not apply to you, it is possible that Internet Explorer does not show you the pop-up window to open a Word document. To solve this, you can follow these steps:
- Start Internet Explorer and make sure you are connected to the Internet.
- Type the following URLs in the address bar or click on these links:
  - [https://portal.itandcare.nl/hcc/e-care/wwwroot/readme.rtf](https://portal.itandcare.nl/hcc/e-care/wwwroot/readme.rtf) (for rtf documents)
  - [https://portal.itandcare.nl/hcc/e-care/wwwroot/readme.doc](https://portal.itandcare.nl/hcc/e-care/wwwroot/readme.doc) (for Word documents)
  - [https://portal.itandcare.nl/hcc/e-care/wwwroot/readme.xls](https://portal.itandcare.nl/hcc/e-care/wwwroot/readme.xls) (for Excel documents)
- A dialogue window will come up each time, asking whether you want to open or save this document. It is possible that you will see a question in the dialogue window (in browsers older than Internet Explorer 9/Windows7) with a checkbox that already is checked. The question is: ‘Always ask before opening this type of file’. Remove the check and click on [open].
- Close the opened file and return to e-care.
- Now you can try to open a document from the procedure, overview actions or the file.

**Option 3:**
Go to ‘tools’-> Internet options - > Security - > check the box in front of “trusted sites” and add the website URL of your Health & Safety Services and IT&Care ([https://portal.itandcare.nl](https://portal.itandcare.nl)) as trusted sites.

**Option 4:**
Internet Explorer: menu Tools / internet options / tab security / <select Internet> / Custom level button
in the "Downloads" section:
- Automatic prompting for file downloads = Enable
- File download = Enable
Internet Explorer menu Tools / internet options / tab security /
<select trusted sites> / Sites button
  - Add: [https://portal.itandcare.nl](https://portal.itandcare.nl)
Internet Explorer menu Tools / Internet options / tab security /
<select trusted sites> / Custom level button in 'Downloads':
  - Automatic prompting for file downloads = Enable
  - File download = Enable
Internet Explorer menu Tools / internet options / tab Advanced, for the item Security.
There should be no check mark in front of 'Do not save encrypted pages to disk'.
It is possible your systems manager has to do these steps. Tools → Internet Options
Security tab: Select the **Internet** zone, and press the [Custom level] button.
In the Downloads settings list: set “Automatic prompting for file downloads” → Enable

Security tab: Select the **Trusted sites** zone, and press the [Sites] button.

When ‘https://portal.itandcare.nl’ is added as a trusted site, make sure you amend this also for the zone **Trusted sites**.
Tools ➔ Internet Options / Advanced tab

Under Security: ‘Do not save encrypted pages to disk’ must not be checked.
5. we-care

The dashboard of we-care has been renewed. The most important information is immediately shown. If you want more information, click on 'Show more'. Click on the we-care logo to return to the dashboard. A menu has also been added. Here you can also find the link to e-care. You may not see all the options as shown below. This depends on how many rights your account has. If, for example, you are not allowed to report employees absent (organized by the we-care manager within your own organization) then you will not be able to do this either and will not see the functionality.

You can log out by clicking on <Log out> (1). You can also change your settings here. You can, among other things, adjust the two-factor authentication or change your password. Top right (2) you can make a choice for the Dutch or English language version of we-care.

This manual explains the widgets. The explanation is as follows:
Chapter 6: Profile (6)
Chapter 7: Contact (7)
Chapter 8: HumanCapitalFactor (8)
Chapter 9: RI&E (9)
Chapter 10: Absenteeism: Reporting ill immediately from we-care (10)
Chapter 11: Reporting Current Absence and Recovery (11)
Chapter 12: Action list (12)
Chapter 13: Absence statistics (13)
Chapter 13: Towards e-care (14)
6. Profile

You can manage your own profile via the menu item 'Profile' or under your account icon in the header. Click on profile and then click on "manage account".

A. You can see your company code and username with which you are logged in.
B. You can change your password here.
C. You can change your two-factor authentication method here. If you initially opted for email, you can change this to receive the security code via an app (or from the app to email).
D. You have received ten recovery codes when setting up the two-factor authentication. You have been asked to keep it in a safe place. You need a recovery code if you cannot use your set authentication method, for example if you do not have access to your email or the authentication app. At this location you can call your recovery codes again or generate new recovery codes.
E. You can return to we-care via this option.
F. You can use this option to log out as an extra option in addition to the following option to log out via the header in the upper right corner.
7. Contact

Here you can immediately see who your contact person is. By clicking on 'Show more' you can view the entire health team, including the contact details of the members.

A company with a holding - daughters structure also has the possibility to select the corresponding health teams for each employer.
8. PME

If you have made a preventive medical examination (PME) available to your employees for your organization, you will receive a report with the results. In connection with the Privacy Act, this is never at the personal level, but you gain insight into where your organization stands in terms of the health, vitality and employability of your employees. The HumanCapitalFactor is the score that is based on the result of seven elements that have been measured. You can also view the most recent PMO report if you are entitled to this.
9. RI&E

Through this option you can get more information about the RI & E (Risk inventory and evaluation) and the possibility to use an online tool for this.
10. Absenteeism: Reporting ill immediately in we-care

If you have the correct rights, you can submit an absence notification directly from we-care. This is done as follows:

A. Enter the name (or a part of it) in the name field. we-care immediately shows the non-absent employees that meet your search. Select the right employee. If the first name of your employee is known, you can now search by first name or employee number.

B. Enter the desired explanation.

C. If applicable, select the correct safety net notification.

D. If necessary, adjust the percentage sick.

E. Select the correct first day of absence.

F. Click on ‘Next’.

G. Check the displayed data. Changes can still be made by clicking on ‘Edit’.

H. By clicking on "record entry" you can immediately add a file line. You can also indicate who needs to receive an email in the health team and/or third parties. By tapping "record entry" again, the entered information is hidden again. The entered information will be preserved.

I. If you have organized we-care in such a way that a notification confirmation is sent to third parties, you can see who receives this notification by default or you can choose to whom the email will be send (this only applies if under the tab "company records" in e-care you use the "third party" option).

J. Save the absence report by clicking on 'Save'.
11. View actual absence and report recovered

The current list of absent employees can be found under 'Actual Absence'.
A. The five most recent sick listed employees are shown directly on the dashboard. Click on the name of the employee to go to the employee information in e-care.
B. You can instantly report someone (partially) recovered by clicking on the heart icon. If you do not have rights to report someone recovered, but you do have permission to go to the absence file, you will see an file-icon to go to the absence file of the employee concerned.
C. The total number of absent employees is shown in the red dot at the top right.
D. By clicking on 'Show more' you will see all currently absent employees.
E. Search functionality: You can search by name, employee number or date, for example.

When you click on the heart icon the report recovery form will open.
F. You see the employee information.
G. Make a selection and fill in extra asked information.
H. Change the date to an earlier date if necessary. Report recovery with a date in the future is not possible.
I. If you have organized we-care in such a way that a notification confirmation is sent to third parties, you can choose to whom the email will be send (this only applies if under the tab "company records" in e-care you use the "third party" option).
J. Save the report recovery by clicking on 'Save'.

Actual Absence

Search...

A. Wortel, Mr. WD
  Informationanalyse (004)
B. Bergkamp, Mr. D
  Support (10)
C. Woltjer, Mrs. CE
  Research and Development (5)
D. Peestman, Mr. F
  Informationanalyse (004)
E. Klein, Mr. A
  Test subsystem (00511)

06-07-2018
06-07-2018
05-07-2018
04-07-2018
13-03-2018

D. VIEW MORE
K. The detail page behind 'View more' again gives a search field. Click on the arrow to open the extended search field. By clicking on the arrow again the extensive search field is closed again.

L. By clicking on the titles of the different columns you can change the sorting of the displayed results. Click on the name of the employee to go to the employee information in e-care.

M. You can also decide for yourself which columns you want to see. By clicking on the 'pen' icon you can indicate your desired selection.

N. Export to Excel.

Of course you will only see the employees you are allowed to see in accordance with your rights. Do you have rights to one department? Then you only see the employees of your own department.
12. Actions: view and handle actions in the action list

An overview of all actions can be found under 'Action List'.
A. The action list immediately shows the five oldest outstanding actions for you.
B. You can immediately handle an action by clicking on the employee's name.
C. The total number of open actions is shown at the top right.
D. You can go to the detail page of all the actions by clicking on 'Show more'. This page shows, just like the detailed absence page, more information and extended search options. Click in the overview page on the name of the employee to go to the employee information in e-care. Click on the action to immediately handle the action.
E. Search functionality: You can search by name or date, for example.

You can only see those actions and absent employees you are allowed to, due to the rights of your account. If you have rights on one department, you will only see information of this department.
13. Absence Statistics

You can generate absence statistics reports in we-care. These reports can be reached via the we-care Absence Statistics tile on your dashboard or via the Statistics menu item. The absence statistics are only visible to authorized users.

In Appendix III: Calculation about absence figures, you will find more information on how the figures are calculated.

13.1 Update of the data

The absence statistics are retrieved and processed via a new method. This means, among other things, that all data is updated during the night and that the data in the absence statistics is one day old. The date and time of the last update can be found above the graphs. Data entered after the last update is therefore updated during the night and can be found in the reports the next day.

ATTENTION! This also means that a new user with access to Absence Statistics can only generate reports from the first day after creating the account.

13.2 Save favorite scope

To generate a report, you can select the desired departments in your scope. The entire scope is checked by default. This means that only those departments are shown in the scope to which the user has access. There are a few minor exceptions:

- We no longer display empty departments, without employees in the present and past and without underlying departments.
- Empty departments without employees in the present and past, but with underlying departments to which you do have rights, are displayed in gray.
- Departments to which you have no rights, but are required to show underlying departments, are also shown in gray.
- Holding - daughter structure: As soon as you expand the scope, you will see all the daughters under the holding. As the holding company itself is also an employer, you will also find the holding in that list. This way you can quickly and easily select only the holding company.
It is possible to save multiple favorite scopes within the absence statistics by clicking on the heart icon. In this way you can save common scope selections and use them again quickly later. A saved scope is stored even after logging out.

You can save your favorite scope in two places:

A. Via the scope:
   1. First select the desired department in the scope.
   2. Click on the heart icon.
   3. Click on ‘Save current scope’.
   4. Give the scope a name and confirm with ‘Save’.

B. Via your favorites:
   1. Click on the heart icon.
   2. Click on ‘Change’.
   3. Click on (1).
   4. Enter a name (2) and select the correct departments in the scope (3).
   5. Confirm with ‘Save’ (4).

You can select a favorite scope as follows:
1. Click on the heart icon.
2. Click on ‘Select’.
3. Select the desired scope.
You can change a favorite scope as follows:
1. Click on the heart icon.
2. Click on 'Change'.
3. Click on the scope that you want to change (1).
4. Change the name or selection in the scope (2).
5. Confirm with 'Save' (3).

13.3 Generating a basic report

You can call up various statistics via a basic report. You can determine yourself what you want to have presented on the x-axis and possibly add an extra breakdown. Follow these steps to call up a basic report:
1. Click on the title of the "Absence statistics" tile or on "Statistics" in the menu to open the statistics page.
2. Select the desired scope. Your total scope is selected by default. The statistics of the selected departments are added together.
3. Enter the desired period.
   **Attention!** The end date is an "up to and including" date.
4. Select the desired statistic. Mean percentage, Mean frequency and Mean duration are selected by default. The following statistics are also available:
   - Absence days FTE incl. partial recovery
   - Number of absence reports
   - Zero absence percentage
   **Attention!** You can determine the order of the presented statistics by yourself. If you make a change to these selections after you generate it, the new statistics will be displayed at the end of the order.
5. Include: Here you can include several extra options. By default Safety net is selected and Pregnancy leave not. You can change this here.
6. Select a first selection value. This value appears on the x-axis.
7. If desired, you can select a second selection value. This value refers to an extra breakdown in the graph on the x-axis.
   **Attention!** The first and second selection cannot be the same.
8. Benchmark: choose if you want to compare the figures with the entire organization or with the total of your selected scope.
9. Click on 'Generate'.
10. The graphs are displayed immediately. Under the graphs you can find the data table and calculation basis. You can open it by clicking on it.
    If the result is too large, no graph is shown on screen. This graph is available when the report is exported to Excel.

In Appendix III: Calculation of absence figures, you will find more information on how the figures are calculated.

**Per organizational unit**
After generating a basic report you can quickly and easily zoom in on the selected departments in the scope. By means of the drop-down "select department" you can directly select the desired department yourself. The graphs, data table and calculation basis are adjusted immediately.
### 13.4 Generating a department report

Are you looking for a report with all selected departments in one overview or do you want to zoom in on the different layers in the hierarchical department structure, use the department reports.

Follow these steps to call up a department report:

1. Click on the title of the "Absence statistics" tile or on "Statistics" in the menu to open the statistics page.
2. Click on ‘Department report’ in the submenu.
3. Select the desired scope. Your total scope is selected by default. The statistics of the selected departments are added together.
4. Enter the desired period.
   **Attention!** The end date is an "up to and including" date.
5. Select the desired statistic. Mean percentage, Mean frequency and Mean duration are selected by default. The following statistics are also available:
   - Absence days FTE incl. partial recovery
   - Number of absence reports
- Zero absence percentage

**Attention!** You can determine the order of the presented statistics by yourself. If you make a change to these selections after you generate it, the new statistics will be displayed at the end of the order.

6. Include: Here you can include several extra options. By default Safety net is selected and Pregnancy leave not. You can change this here.

7. Select the desired View. By default ‘All departments’ is selected.
   - Hierarchical = By clicking on the graph you can go further zoom in on the departments from your selected scope.
   - All departments = All departments selected in your scope are (on the lowest level) shown next to each other in one overview.
   - Department level = From the chosen department level, the total grades of all departments of that level are shown, taking into account the selection in the scope.

8. When de desired view is ‘All departments’ or a department level you are able to add an extra selection.

9. Benchmark: choose if you want to compare the figures of your departments with the entire organization or with the total of your selected scope. Only available with view ‘All departments’ or a department level.

10. Click on ‘Generate’.

11. The graphs are displayed immediately. Under the graphs you can find the data table and calculation basis. You can open it by clicking on it.

   If the result is too large, no graph is shown on screen. This graph is available when the report is exported to Excel.

**Reporting per department level:**

In the department report, under View you can select from which level in the organization structure the department numbers are shown in the report. This can be selected from Department Level 2. The number of levels that can be selected depends on the structure shown in the scope.

Example organization structure under the Scope:
A department report based on department level 3 and based on the above example, means that the figures of the following departments are in the report when the number is greater than 0:

10. Department
11 Department = total number of department "11 Department" and all underlying departments.
20 Department
21 Department = total number of department "21 Department" and all underlying departments.

1 = Only shown when a benchmark is selected.
When the benchmark The total number scope is selected: total number of all departments at department level 3 and lower together, taking into account the selection in the scope or the total . This is only shown if the "Total scope" option is selected under "Included".
When the benchmark Company is selected: total number of the whole company, holding and daughters together.

13.5 Generating the absence window
The Absence Window shows you a visual representation of absence figures in your department(s). You can compare these figures with the figures from your entire organization or with the total of the selected scope. Follow these steps in the selection bar above to generate a department report:

Follow these steps to call up an absence window:
1. Click on the title of the "Absence statistics" tile or on "Statistics" in the menu to open the statistics page.
2. Click on ‘Department report’ in the submenu.
3. Scope: select the desired scope. Your total scope is selected by default.
4. Date: enter the desired period.
   Attention! The end date is an "up to and including" date.
5. Include: select whether you want to include safety net, maternity leave or both.
6. Selection: select whether you want to see the figures based on age class, occupation, all departments or on department level.
7. Benchmark: choose if you want to compare the figures of your departments with the entire organization or with the total of your selected scope.
8. Click on ‘Generate’.
9. Under the graphs you can find the data table. You can open it by clicking on it.

When the chart is displayed you can set three additional options in the chart:

1. Highlight a department: to highlight a department, select it from the department selection list.
2. Set minimum number of employees: because departments with fewer employees often show extreme values, we recommend to ignore these teams. The default minimum number of employees of a team is set to 15.
3. Axes: by default the axes are set as absolute axes with initial value 0. You can change this to relative axes starting at the smallest value.
13.6 Icons: extra functionalities

- **XLS**: Exports the report to Excel.
- **Chart** (line chart): Shows a line chart.
- **Bar chart**: Shows a bar chart.
- **Print screen**: Makes a print screen of the chart.
- **Info**: Shows more information about the graph.
14. To e-care

Via this route you can go to e-care. e-care is HumanCapitalCare's complete online absence information system that provides good absence and recovery registration and also generates management information. At company, department and personnel level you will receive relevant, quantifiable management information regarding absenteeism standards, data, statistics and analyzes, and process analyzes. With these reports you can manage your absenteeism process in the right direction. This allows you to carry out targeted actions in e-care and creates an awareness process within your organization, resulting in active involvement in the absence of managers and employees. In addition, e-care offers the possibility of integral file formation: your notes, combined with the feedbacks from HumanCapitalCare, arranged in one file.

As soon as you go from we-care to e-care, you can use various help screens for more information. These screens are accessible when you click on the following icon:

To close the screen, just click on the icon again.
15. Tab Company records – set up / manage e-care

Would you make maximum use of the possibilities of e-care, the establishment of e-care to be optimal. This setup is in your own management and with the person who has received the login codes for the super account. The management of e-care takes place under the company information tab. In this chapter we explain how you can design this per part.

15.1 Your Arbo Team (Health and Safety Service)
Available through the Company records screen, this view displays all the members that make up your Arbo team. You can’t change this yourself. If you want to change anything here, you will need to contact your Health & Safety Service team.

** We will refer to this team as the Health & Safety Service from now on.

15.2 Employer scope
On the Company records screen, in the Employer scope/Employer data, only the employer or the holding and subsidiaries are shown. The underlying departments are not shown. In a company/subsidiary structure the holding is selected as standard and all data, listed under the buttons on the Company records screen, or to be entered there, refer to the holding company. After you open the Employer scope by clicking on 🔄, you can select one of the subsidiaries and confirm your choice with OK. You close the scope by clicking on 🔢. The data below the buttons now relate to this business unit.

15.3 Notification confirmation
You can receive an e-mail confirmation on a designated e-mail address for every sickness notification or recovery notification you enter in e-care. Default this will be set to ‘One e-mail per notification’. You will receive a confirmation message when your Health and Safety Service reports an employee as being sick or fit again or carries out a mutation on one of these notifications. We advise you to check the e-mail address that is registered for your organisation and, if necessary, change it by following the steps below.

You can follow the same steps in case you don’t want to receive notification confirmations:
- Go to the Company records screen
- Employer data
- Change Employer data:
  - Notification confirmation, choose from:
    - One e-mail per notice
    - No notification confirmation
  - E-mail address: here you enter the e-mail address where you want the confirmation send to. Even if you have chosen the ‘No notification confirmation’ option, fill in your e-mail address here, as we will use this same address to send you the release notes when we publish an update of e-care. In the release notes, we describe any new features of the update.
- Save
- The changes will apply when you log in again.
- If your organisation is setup as a holding with subsidiaries, then you need to repeat these steps for every subsidiary. You can use different e-mail addresses for the subsidiaries and the holding.

15.4 Absence notification confirmation to another department
It is possible to have a third party (for instance an administration unit, human resources department, management) receive a notification confirmation of the registered sickness or recovery notification. This is also possible when you have indicated that you don’t want a confirmation on a primary e-mail address. Follow these steps:
- Go to the Company records screen
- Employer data
- Third parties
- New
- Fill in the details of the department that should receive a copy (mandatory fields).
- At the bottom, check the box to indicate if you want the subdepartment to receive the confirmation as default. Should you choose to keep the checkbox unchecked, then you must manually check a
box on every sickness or recovery notification, if you do want them to receive the confirmation at that time.

- Save
- Return
- Save

Every time you have entered a sickness or recovery notification, you will see a pop-up screen with the third parties. In the list, the persons or departments that by default will receive a confirmation e-mail are marked. Persons that don't receive a confirmation e-mail by default can be marked at this point, should you want them to receive one now.

When your Health and Safety Service remove a sickness or recovery notification in their application (med-care), then the third party that received an earlier confirmation of the previous notification, will receive a confirmation of this mutation as well.

Should you want to structurally remove a third party, do the following:
- Go to the Company records screen
- Employer data
- Click on the Third parties button, below
- Check the box in front of the party you want to delete
- Delete
- OK
- Return
- Save

### 15.5 Enter activities in files

By default, e-care is set up to show mutations by the Health and Safety Service in the procedure (if they work with med-care). You can turn this off, if you don't want this:
- Go to the Company records screen
- Employer data
- Select No for ‘Enter activities in files’
- Save

### 15.6 Enter letters in files

The letters from the members of your Health and Safety Service team are displayed in the files of your employer. If you don’t want this, you can turn it off as follows:
- Go to the Company records screen
- Employer data
- Select No for ‘Enter letters in files’
- Save

### 15.7 Notification confirmation health insurance company

If you want to send a copy of every sickness and recovery notification to your health insurance company, then we can set this up for you. Contact your Health and Safety Service and provide them with the e-mail address of your health insurance company. After e-care has been updated by us, you will see a ‘yes’ behind ‘notification confirmation health insurance company’ and, behind it, their e-mail address.

### 15.8 Register indication Frequent absence

By default, in e-care, any employee that was absent on 3 or more occasions in the past 365 days, receives an indication for ‘Frequent absence’. You can raise or lower this threshold as follows:
- Go to the Company records screen
- Employer data
- Select a different ‘as of’ figure for ‘Frequent absence’
- Save
15.9 Notification confirmation manager
If you use so called functional accounts (based on files you have provided), it is possible to send confirmations directly to the supervisor. Contact your Health and Safety Service and we will make sure that you will see a ‘Yes’ behind ‘Notification confirmation manager:’.

15.10 Create and manage categories for document uploads
It is possible to upload document in e-care, in the following formats: doc, docx, xls, xlsx and pdf. Under 'company records / Employer data / ‘Upload of documents’ you can see the size of the upload. However, it is possible to create your own categories to store your documents. Do this as follows:
- Go to the Company records screen
- Employer data > ‘Upload of documents’
- At the bottom, click on the number of categories
- If the number is a '0', you can record and save a description of the new category. Don’t forget to check the ‘active’ box. With ‘new’ you can add more categories.
- In case a category is no longer valid; click on the description of the category, remove the tick in the ‘active’ box and save the change.

Examples of possible categories are: UWV, Internal document, Employee, Other organisations, Wet verbetering Poortwachter. To be able to download documents, you need to have authorised roles and accounts.

15.11 Changing departments
If you have changes in the structure of your organisation or the naming of departments, you can amend e-care to match these changes. It is also possible to place a new department as a subdepartment under an already existing department.

15.11.1 Adding departments
You can add a department as follows:
- Go to the Company records screen
- Select, in the Employer scope pull down menu, the employer where you want to add a department (only necessary for holdings with subsidiaries).
- Go to Departments.
- New (When no departments have been entered yet, you will be shown the window ‘add department’ directly).
- Enter a code. This can be an abbreviation or number sequence.
- Enter the name of the department in the description area.
- In case you are adding a subdepartment of a previously entered department, tick the box before ‘subdepartment’.
- For ‘Order by’ choose “By description’ or ‘by department code’.
- Select the department where this new department belongs to.
- Save.

15.11.2 Change department description
When the description of a department changes, you can change this in e-care as follows:
- Go to the Company records screen
- In ‘Employer scope’, select the employer where you want to change a department (only needed for holdings with subsidiaries)
- Departments
- Click on the description of the department
- Change the department name in ‘Description’
- Save

You cannot change the unit code. A change will require the creation of a completely new department.

15.11.3 Changing the main department
- Go to the company records screen
- In ‘Employer scope’, select the employer where you want to change a department (only needed for holdings with subsidiaries)
• Departments
• Click on the description of the department
• Select a different department as the main department.
• Save.

15.11.4 Removing indication sub department
• Go to the Company records screen
• In ‘Employer scope’, select the employer where you want to change a department (only needed for holdings with subsidiaries)
• Departments
• Remove the checkmark for sub department
• Save.

15.11.5 Unknown department
If, under the department button, you see an ‘unknown’ department, this means you haven’t registered one or more employees under a department. If you click on the number behind Unknown department, all mentioned employees are shown.

15.11.6 Employ workers on a department
There are two ways to attach employees to a department. The fastest way is to send us an Excel file, created according to the format settings we will provide you with. We can create an automated process to import the data. Alternatively, you can search and register every employee in e-care separately.

15.11.7 Removing departments
You are only allowed to remove a department when there is no employee linked to it. This includes ex-employees or any employee that has been linked to this department in the past.

You can remove the department by ticking the box in front of the department name. The previously greyed out ‘Delete’ button will now be clickable again. When appropriate, you will be warned that this department still has an employee linked to it, right after you have clicked on the ‘Delete’ button.

15.12 Department cluster
It is possible to group departments in a cluster. The department cluster will not form an independent organisation in the company structure, but an administrative collection of departments. Forming department clusters can be useful when a supervisor or manager is responsible for multiple departments without a coordinating department, or if these department are in a close organisational proximity. This has the advantage that the cluster can be awarded account privileges.

This is how you create a unit cluster:

• Go to the Company records screen
• Go to department clusters.
• Click ‘new’. (If there are no clusters yet, this button is invisible; go to the next step)
• Fill in the fields ‘code’ (abbreviation or number sequence) and ‘description’.
• Save.
• The overview will now show the new cluster. Behind the cluster, under departments, you will see a zero. Click on this zero.
• Now you will see all the departments from which you can choose in order to assemble the cluster.
• Put a mark in the box under the ‘+’ for every department that you want to be part of the cluster.
• When you have completed your selection, click on ‘Processing’.

Info: a department cluster will not show up in an Employer scope. The Employer scope contains only the official departments that exist in your company organisation chart.

15.13 Professions
You can store the Profession of every employee. This enables you to generate absence figures on a professional level. In order to do this, you need to register every job title in your organisation with the following steps:

• Go to the Company records screen
• Go to ‘Professions’.
Go to ‘new’ (when no professions have been registered yet, this will open a window with ‘Add profession’).
- Enter the code (abbreviation or number sequence) and a ‘Description’.
- Save.

15.14 Notification clarifications
If you don’t use this option, you are provided with a free text field for every sickness notification. When you are only using free texts, you can’t make sickness notifications based on root causes. You do, however, have the option to ask an occupational physician for a report based on diagnosis codes. On grounds of the Data Protection Act and the guidelines of the Personal Data Protection Authority, you are not allowed to register the reason of absence, like the nature and cause of the disease, in e-care. This is not even allowed when the employee voluntarily offers you this information. Processing health data and/or medical data is restricted to the Health and Safety Service and/or the occupational physician. Only in exceptional situations is the employer allowed to register information about the nature and cause of the decease; primarily when this is essential for the health interest of the employer. For instance, the employee suffers from epilepsy and his surroundings must be aware of this to be able to respond adequately in case of an emergency.

To enable you to distinct between different sickness notifications, we advise you to use the following categories:

1. Incapacitated as a result of sickness;
2. Incapacitated as a result of an occupational injury;
3. Incapacitated as a result of a traffic accident; (in case of redress suits)
4. Incapacitated as a result of a different cause.
5. Pregnancy/Maternity leave

You may consider to note the expected duration of the incapacitation, as well as whether the employee is completely or partially Incapacitated.

15.15 Roles
Setting up a roles structure offers you the possibility to register equal privileges per role. As soon as all roles have been registered, then every account needs to be equipped with one of these roles. This will also give you the option to record, in holding and employer actions, per action, what role is responsible for the execution of that action.

Examples of such roles are: HR, personnel administrations, supervisor, case manager, safety manager. When you use roles in your organisation, e-care offers you the possibility to signal the responsible supervisor by e-mail when an action is scheduled for him. Due to the increasingly strict rules of the Privacy Act, it is prohibited for anyone to see the social security number of an employee in e-care. Being able to see and use the social security number of the employee is linked to the users’ rights. A social security number is necessary to create a new employee and process mutations. All other actions can be performed in e-care without the need for a social security number. The social security number will only be visible to you if you have the proper rights to perform mutations. These rights are set up in the roles. If a role does not include the privileges to process employee mutations, the user will not be able to see the SSN search field. The last three digits of the SSN, however, will be shown: ********123

Roles are created as follows:
- Go to the Company records screen
- Go to ‘Roles’.
- Click on ‘New’. 
Enter a code (abbreviation or number sequence) and ‘Description’.
Select one or more of the following privileges:

<table>
<thead>
<tr>
<th>Action</th>
<th>Application</th>
</tr>
</thead>
<tbody>
<tr>
<td>Define actions</td>
<td>Manage Holding and/or employer actions. Provide an employee with actions.</td>
</tr>
<tr>
<td>Action (from another role) consult</td>
<td>View own employee actions as other role.</td>
</tr>
<tr>
<td>Action (from another role) carry out</td>
<td>View own employee actions as other role and carry them out.</td>
</tr>
<tr>
<td>View employee details</td>
<td>View, not change, employee data (name and address, employment data).</td>
</tr>
<tr>
<td>Carry out employee mutations</td>
<td>Process employee mutations in e-care (start and end of employment, address changes, employment mutations).</td>
</tr>
<tr>
<td>File line (of another role) consult</td>
<td>Consult file data for own employees, created by users with a different role.</td>
</tr>
<tr>
<td>Write file line</td>
<td>Adding notes to the employee and absence file.</td>
</tr>
<tr>
<td>Signal action(s) by e-mail</td>
<td>Receive an e-mail to be informed about open actions for own role and own employees.</td>
</tr>
<tr>
<td>Requesting consult/house visit</td>
<td>Use the button ‘Request consult/house visit’ to place a request with the Health and Safety Service.</td>
</tr>
<tr>
<td>Consulting Health and Safety Service</td>
<td>Consulting the documents created by the Health and Safety Service in e-care.</td>
</tr>
<tr>
<td>Documents</td>
<td>Uploading documents in e-care in the employee or absence file. This option is visible only when the role contains write privileges for file lines.</td>
</tr>
</tbody>
</table>

Save.

Roles can be changed as follows:
- Go to the Company records screen
- Go to ‘Roles’.
- Click on the description of a role.
- You can't change the code of the role. You can however change the description and the privileges.
- When you are done, click ‘Save’. With the ‘Back’ button you return to the previous screen, without saving any changes.
15.16 Holding and/or employer actions

E-care can support you during the process of absence guidance by signalling when each action has to be performed. These can be actions that result from the Wet Poortwachter ('Gatekeeper law') or your own absence protocol. You can set up these actions in e-care according to a fixed structure, to ensure that the same actions are performed for every employee that is reported sick. This provides a uniform guide for every absent worker. e-care contains a number of documents (including Gatekeeper documents) that can be attached to an action.

If your organisation is a holding with subsidiaries, the actions can be committed on one of two levels:
- Holding actions: these actions are set up for every absent worker, regardless whether the worker falls under the holding or the subsidiary.
- Employer actions: this action is set up only when an employee of this employer reports in sick. The action is not valid for the holding or subsidiaries.

15.16.1 Recording desired actions

You can record a desired action as follows:
- Go to the Company records screen
- Go to ‘Holding actions’ or ‘Employer actions’, depending on your organisation.
- Click on ‘New’.
- Fill in the desired action under ‘Description’.
- Choose an action from the ‘Action in’ list:
  - Absence (action is only set up as part of a sickness notification)
  - Recovery (action is only set up as part of a recovery notification)
  - Separate action (not part of the standard set up, can be scheduled afterwards)
- Enter in Term after notice (in days): after how many days the action must be performed. (mandatory)
- Repetitive term (in days): It is possible to repeat action according to a fixed pattern (for instance every 6 weeks). In order to activate this, fill in the number of days you want to use for the step size of the schedule.
- Select from Chain:
  - ‘Repeat for each sickness notification’; (action is set up with the same term parameters for every sickness notification).
  - ‘One time in chain’; the action is set up only once when the worker reports in sick during the chain (between recovery notification and new sickness notification are less than 28 days). e-care will take the number of days the worker was recovered into account.
- Select from action in case of Maternity leave:
  - ‘No, never during maternity leave’; (set up this action for all sickness notifications, excluding maternity leave).
  - ‘Yes, only during maternity leave’; (the action is set up only for maternity leave and never for other sickness notifications).
  - Always, unrelated to maternity leave’; disregarding pregnancy (the action is set up for every sickness notification, including maternity leave).
- You can create this action ‘Only in case of frequent absence’. On the Company records screen, you can determine the definition of frequent absence (for instance more than 3 sickness notifications in 12 months). When somebody is reported sick for the third time within this period, the specific actions that are set up for frequent absence are activated.
- Do you want to ‘Remove (action) at recovery’, automatically? When someone is reported recovered, the scheduled actions for today and the future are cancelled. Overdue actions will be kept, so you can determine for yourself whether you want these actions executed regardless. You can opt to remove these actions automatically by setting <remove at recovery> to ‘yes’. Actions that have a completed template attached are not removed automatically. For instance, when you have made an Action plan and you have generated the document, but haven’t set the action status to ‘completed’, then you need to complete or remove the action manually. Attention: This is only the case when you have clicked on ‘generate’.
- Add to procedure: Determine whether you want this action to be included in the procedure. The procedure is a time line that shows scheduled or executed actions.
- Enter an Abbreviation for the action. Use a maximum of 3 characters (numbers and/or letters).
- Enter in file: Determine if you want to enter the action in the file of the absent worker. You can include notes in the employee file regarding the absence guidance, as well as view the actions taken by you or the Health and Safety Service.
- Document: If you want to use the build-in documents and templates in e-care, select the appropriate document here. e-care has multiple build in Gatekeeper documents and some general documents that you can choose from.
• **Role:** When you have multiple types of professions in your organisation that are responsible for carrying out actions, you can set up, per action, what role is responsible for that action. Remember; before you can choose roles, you have to create these first. In paragraph 5.15 you will find a detailed explanation for this procedure.

• **Save.**

**Attention:** the action you created will be carried out for every new sickness notification from now on. The action will not be carried out for employees who are already reported sick.

15.16.2 **Structural removal of created actions**

When you no longer want to execute a certain action with every new sickness notification, you can delete the action as follows:

• Go to the Company records screen
• Go to Holding actions or Employer actions.
• Tick the box in front of the action you want to delete.
• Click ‘Delete’ and ‘OK’.

15.16.3 **Structural change of action**

It is possible that you want to change a type of standard action after a while. Maybe you want to activate it sooner or change the responsible role or description for this action.

Process these changes as follows:

• Go to the Company records screen
• Go to Holding actions or Company actions.
• Click on the description of the action you want to change.
• Make your changes.
• Save.

15.17 **Allowing access to e-care**

Multiple users can access the e-care system simultaneously. You can determine their privileges, per user. Do they have access to everything or only the data from their own department? Do they have the Consult privilege only, or Define privilege as well? The e-care controller can determine and manage this. We advise you to start by filling in an e-mail address for the super-account. This e-mail address receives a notification e-mail in case an account is blocked.

15.17.1 **Create new account**

Make a new account in 2 steps:

Step 1:

• Go to the Company records screen
• Go to Accounts.
• Click on ‘Add’.
• Give the account a name, for instance the name of the user. The name you enter here is the account name the user later logs in with.
• Enter a date for the ‘starting date’.
• Only fill in the ‘End date’ if you already know when the user is going to leave the company.
• Enter a password. This password must comply with these conditions:
  o at least 10 characters
  o at least 1 letter
  o at least 1 number
  o at least 1 special symbol
  o no spaces
• Enter the password again to confirm.
• Enter his/her e-mail address (obligatory field).
• The validity of the password is set to 6 months. After this period expires, the user will be notified during log in and requested to change the password. The new password will be compared with the old password to determine it actually has been changed.
• Select one of the available roles, if you work with roles (see paragraph 5.15). An account can only be granted one role.
• If you have chosen a role that can receive e-mails on executable actions, then select whether this must be done never, once or repeated (= every work day until the action is completed). If you choose once or repeated, then select the language of the e-mail alert.
• To prevent this user from accessing his own file in e-care (for instance a supervisor of the production department, that is also a member of this department), tick the box for 'Linked to a specific person' and enter the 'Type of identification: BSN (SSN) or personnel number. We advise you to use the SSN, due to the fact that this number will not change.
• Tick the box for 'upload of documents allowed', if you want to give the user the privilege to do so.
• Click 'Save'.

Step 2:
• You are now in the Overview of accounts. The account you just created is visible in the overview which is sorted in alphabetical order. Though the account is created, it has no privileges yet. Should this user log in to e-care now, he/she would now only see a blank screen.
• Click on the new account.
• On the left side of the screen, go to the 'Privileges per unit' or the 'Privileges department cluster' (only visible if you have created it).
• When you have a large organisational structure, e-care will limit the visible units to the holding and subsidiaries, at first. If you want to see the entire structure, tick the box in front of 'including all subsidiaries'.
• Click on the name of an employer, department or department cluster to allow the user access. If you select an employer, this user will be granted privileges to all areas of this employer. If you select a department with sub departments, this user will automatically be permitted access to all lower sub departments. On a later moment, you can select one of the lower departments and grant different user rights to that sub department.
• If you have clicked employer, then you need to grant user rights on the following 4 areas:

<table>
<thead>
<tr>
<th></th>
<th>Account: Is the user allowed to create accounts and roles?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>May create new accounts and roles</td>
</tr>
<tr>
<td>No</td>
<td>Account management is not accessible</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Absence administration: here are the personal files of your employees located.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>Complete rights in this screen</td>
</tr>
<tr>
<td>No</td>
<td>No access to this screen</td>
</tr>
<tr>
<td>Read</td>
<td>Can read everything on that screen. Can’t enter sickness or recovery notifications.</td>
</tr>
<tr>
<td>Register</td>
<td>Can only enter sickness and recovery notifications, residential address and changes on earlier illness and recovery notifications. Can’t enter personnel changes.</td>
</tr>
<tr>
<td>Personnel</td>
<td>May not enter sickness and recovery notifications, but has full access to the rest of this tab (this is often used in companies that have a link between their own HRM system and e-care).</td>
</tr>
<tr>
<td>Telephone operator</td>
<td>Can only view the current absence.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Company records:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>Can view and change in the Company records screen.</td>
</tr>
<tr>
<td>No</td>
<td>No access to the Company records screen.</td>
</tr>
<tr>
<td>Read</td>
<td>Can only view ew in the Company records screen.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Absence information:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>Can access this screen</td>
</tr>
<tr>
<td>No</td>
<td>No access to this screen</td>
</tr>
</tbody>
</table>

• If you have select a department, you only need to provide privileges to the components ‘Absence Administration’ and ‘Absence information’.
• If you have granted privileges, click on 'Save'. You can select another employer and/or department and grant privileges here as well.
• If you have granted rights to a department cluster, then this cluster is not visible in the Employer scope. Only the departments belonging to this cluster are shown in the scope.

After you have created an account, you provide the user with this information:
- User name (visible at the top of the window)
- Account (name you entered at 'Create account')
- Password (User must change this during first time log in).
15.17.2 Change an existing account

Circumstances may force you to change the account of one of your workers. For instance, he/she is now responsible for a different department, privileges may be expanded or reduced, his/her role is changed, a password may be forgotten.

Changes can be performed as follows:
- Go to the Company records screen
- Go to Accounts.
- Click on the account that you want to change.
- By ticking the box in front of 'Change password’, you can enter a new password.
- You can select a different role at ‘Role’, including the linked privileges for e-mail announcements and document uploading.
- If applicable, you can tick the box for ‘Linked to a specific person’ and fill in a SSN or personnel number.
- By left-clicking on the button ‘privileges’, you can change the privileges on an employer or department level. By ticking the box for ‘Employer’ or ‘Department’ and then on ‘Delete’, you can remove all privileges. By clicking on the employer or department, you can change the current privileges.
- Changes will be saved after clicking on ‘Save’.

15.17.3 Forgotten password

One of your workers may forget his/her password. You can’t retrieve the passwords in e-care. You can, however, give the user a new password. Follow these steps to do so:
- Go to the Company records screen
- Go to ‘Account’.
- Click on the account you want to make a new password for.
- Place a check mark for ‘Change password’ to enter a new password. The password must comply with a number of safety conditions.
- Changes will be saved after clicking on ‘Save’.

15.17.4 Closing account

When an employee leaves your organisation and he/she has access to e-care, then it is very important that you close this user account. If you don’t the user could be able to log into e-care from a remote computer (i.e. a home computer), even he/she is no longer working for your company.

This is how you close an existing account:
- Go to the Company records screen
- Go to Accounts.
- Click on the account you want to close.
- Enter the ‘End date’.
- Save.

15.18 e-mail alerts for open actions

You can be informed about scheduled actions by mail. This will prevent actions to be open for a prolonged period of time. Alerting per e-mail is only possible when you use Roles in e-care. For every role, you can mark whether e-mail alerts are desirable. So, for instance, send signals for the role of Supervisor but not for the role of HRM. Also, you will record if you want this person to receive the e-mail never, once or repeatedly. With ‘Repeatedly’, this person will receive the e-mail until the action is completed in e-care. The e-mail alert frequency is set to 5 days as standard, which will send the e-mails only on weekdays (Monday to Friday). By setting the alert frequency to 7 days, the e-mails will be send on the days of the weekend as well.

You can request your Health and Safety Service to change this frequency for you.
If you want to activate the e-mail alerts, the e-care controller in your organisation must follow these steps:

- Make sure that most or all overdue actions (marked by a small clock) are completed before the e-mail alert option is activated. Even when workers are fully recovered, the actions that were added to the schedule before the recovery date will remain open. You must delete or complete these manually to prevent users being swamped with e-mails from e-care.
- Set per role if you want to activate e-mail alerts. In order to do this, go to ‘Roles’ in the ‘Company records’ screen. Open the roles where you want to activate e-mail alerts and place a mark for ‘Signal action(s) by e-mail’. If you don’t work with roles (yet), you can create them now and set a role for every holding/employer action. See paragraph 5.15 and 5.16.
- Proceed with setting the e-mail signalling frequency for every account (none, once, repeat). If you choose once or repeated, then also select the language for the e-mail alert. You do this on the Company records screen, Accounts. Open the account, select your choice and save your chances.
- During the creation of a new account, you will only see the parameter ‘Signal action(s) by e-mail’ if you have chosen a role that has e-mail alerts activated.

### 15.19 Uploading documents when you already work with e-care

The option to upload documents is available after a few changes in the e-care settings. Uploading requires:
- Roles, with at least one that has the upload privilege.
- Accounts (apart from the super account), with at least one that has the upload privilege.

Below is explained how, in e-care, you can:
- Authorise roles to upload documents;
- Authorise individual accounts to upload documents.

#### 15.19.1 Authorise roles to upload documents

You can only upload documents if you use roles in e-care. The option to upload documents is only visible if you have checked the option ‘Write file line’.

If you already work with roles, proceed with the next steps:
- Go to the Company records screen and open the Roles section.
- Open a role that you want to authorise to upload documents.
- Mark the box behind ‘Write file line’ (if you haven’t done this already) and mark the box ‘Upload of documents allowed’.
- Save your changes.
- Repeat these steps for every role that you want to authorise for uploading documents.

#### 15.19.2 Authorise individual accounts to upload documents

You can set the upload authorisation for every account separately, under the condition that this account is linked to a role that has this authorisation as well. Be aware of the fact that no account is authorised to upload, unless you have specifically authorised it with the rights to do so yourself.

If you already work with accounts, follow these steps:
- Go to the Company records screen, Accounts.
- Open the account you want to authorise to upload documents.
- Mark the box for ‘Upload of documents allowed’. The option to upload documents is only visible if you have an account with the privilege to upload. If the account does not have a role yet, select the appropriate role and check the box for ‘Upload of documents allowed’.
- Save your changes.
- Repeat these steps for every account you want to authorise to upload documents.

**If you only have the “super-account“, you can’t upload documents.** First, you need to create an account for yourself or others, with a role that is authorised to upload documents.

### 15.20 Notification period: Determine retention period and deletion of data

You can choose to remove files of current employees or information of former employees (hereinafter referred to as ex-employees). There are guidelines for removal. Because there are several guidelines, it is necessary that you as an employer can choose if and after how long you want to delete the
information. In e-care there is the ability to manage signaling terms so you can see which ex-employees and files are eligible for removal. Statistics will not change due to removal.

Manage notification period
The user who has rights to the tab <Company records> has the ability to determine the following:
1. after how many months there will be an overview that shows which and ex-employees can be deleted. As default we use 24 months.
2. After how many months there will be an overview that shows which files are eligible for removal.

If you are using the option Notification period you can see via the tab <delete> which ex-employees and which files are eligible to delete. You can choose whether you are going to remove an ex-employee (including all files) or the files. Removal of files can be done for current or ex-employees.

Changing the notification period is as follows:
1. adjust the number of months (minimum of 6, default 24) to any other desired number.
2. confirm the change by clicking on <Save>.
Expand rights for being able to remove information

For removing files or ex-employees the e-care user needs the appropriate rights. Only with these rights, a user can get an overview of data who qualify for removal. The rights are determined in the role. Choose the option <Delete Files>.

In new and existing roles the option <Delete files> needs to be chosen if you want to use the possibility to remove information. Click on the box to create a checkmark and confirm <Save>. Now this possibility is available to any user with this role.
Assemble an overview of all ex-employees
An overview of all ex-employees and files, meeting the preset retention period, can be found on the <Absence administration> tab, under the heading <Delete>. Only an account with the rights to delete can see this tab.

Deleting data from ex-employees (option 1)
The information of ex-employees can definitely be removed from e-care. Please note: the data will be permanently removed. This cannot be undone.

Removing this data is as follows:
1. click in the box for the name of the ex-employee.
2. then click on <Delete>.
The following message appears:

1. By clicking on <Cancel> you stop the process of removing the data from the ex-employee.
2. By clicking on <OK> the data will be removed permanently. The data will be deleted immediately.

**Deleting files (option 2)**
Files can be permanently deleted from e-care. Please note that the data is permanently deleted. This cannot be undone. The removal of these data is as follows:
   1. Click the box for the name of the (former) employee. You can see the default period involved.
   2. Then click on <Delete>.
When removing data e-care will take account of absent files in a chain. If an employee calls in sick again within 28 calendar days after recovering the ongoing absent period and the closed period will be seen as one period. If there is an absent file in chain the first period will not be presented for removal.

Overview of the deleted information
Deleted information is permanently deleted. This means that these data cannot been seen in e-care. There is an added ability in e-care so you can see a list of users who deleted information. This review is only to consult only by users with the rights <Delete files> in their roll. To assemble an overview:

1. go to the <Absence information> tab.
2. Click on the leftside on <Deleted info (former employees)>. 
3. Click on "category data" on the category of your choice.
4. Enter the desired period.
5. Save.

In this review, no data will be shown of the former employees, but only the name of the e-care user who has removed data.
By clicking on <Print> an overview will be opened in PDF. You can print this overview.
16. Tab Absence administration – homepage e-care

The Homepage of e-care is the tab Absence Administration that consists of a couple of view and search screens

16.1 Homepage e-care / Absence Administration
A number of basic details are shown on the e-care homepage.

16.1.1 Overview current absence
The first you see, after you log in into e-care, is the current absence overview. The most recently reported absent worker is shown at the top, and at the bottom you see the worker that is absent for the longest period of time. Per worker, the overview shows the first day of absence, the recovery percentage and if it regards WAZO (maternity leave, adoption leave or care leave). In addition to the duration of the current absence period, the duration in chain is shown. These are all days of absence from absence periods that succeed each other within 4 weeks. If you hoover your mouse pointer above the name of a worker (without clicking), a screen appears with this data: name of the workers’ employer, the department (if the worker is linked to a department) and start date of employment. Behind the name of the worker, you may see one of the following symbols:

= overdue action that has not been executed/completed.

= action is due for execution today.

= your employee is frequently ill.

This overview can be printed out by clicking on the printer symbol, at the top of the window. You will be asked if you want to include the absence files in the printout. This can be useful when you have a meeting with multiple persons regarding the current absence data. It will provide you with all available notes on the absentees. You can also convert the current absence data to an Excel file. Click on the Excel icon at the top of the Current absence window.

Clicking the name of the worker will take you to the employee view for this person. It also starts a recovery form. In chapter 7 we will take a closer view on this subject.

16.1.2 Employee overview
To see a quick view of all currently employed workers that are registered in e-care, click the tab Employees. The employees are shown in alphabetical order. Hovering over the employee’s name (without clicking) will show you a screen with the following data: name of the workers’ employer, the department (if the worker is linked to a department) and the start date of employment. At the bottom of the overview, you will see the total number of employees.

It is possible to view this overview in Excel. Clicking on the Excel icon at the top of the Employees screen will open an Excel sheet with the data for all your employees. The sheet can be printed, mailed or saved on your computer.

Clicking the name of the worker will take you to the employee view for this person. In chapter 7 you will find more information regarding the Employee overview screen.

16.1.3 Ex-employee Overview
The tab Ex-employees will show you all workers that have left the organisation. e-care will continue to show this information of the ex-employees: absence periods, absence calendar and files. To view this data, click on the name of an ex-employee in the tab Ex-employees. Next, click on absence periods, absence calendar and files. Chapter 16.2.2 will provide you with more information on these topics.

Clicking on the Excel icon at the top of the ex-employees’ screen will open an Excel sheet with the data for all of your ex-employees. Due to privacy regulations, only a limited amount of data is visible. The sheet can be printed, mailed or saved on your computer.
When an overview displays an employee without initials or gender, it concerns a person that has left the organisation.

16.1.4 Employer scope, your structural organisation

The Employer scope you can see at your top left, displays the structure of your organisation as set up in e-care. Click on \( \text{▼} \) to explode the scope. The permissions in your account determine which organisational components are visible to you.

- Represents the holding
- Represents the employer (subsidiary)

The holding or employer can contain multiple departments and subdepartments. In case of a large structure, the view will be limited at first. By clicking the \( + \) in front of an employer or department, the scope will explode. Clicking the \( - \) will implode the scope again.

By default, all components in the scope are selected. This means that e-care will use this selection when retrieving all components in your current scope. Only the data of the selected components are visible.

You can limit this selection to one or multiple components in the following fashion:
- Remove the check for a component you no longer want to include in the selection.
- Remove the check in front of a holding \( > \) all checks are removed automatically. Then you can check only those components you do want to include.
- If you check the box in front of an employer or department with subdepartments, then all underlying departments are included in the selection.
- Clicking on the name of a holding, employer or department \( > \) this will only select these and not the underlying departments.
- Remove the check in front of an employer \( > \) this automatically removes all checks for the employer and underlying (sub)departments. You can check the box in front of the department you do want to include in your selection.
- Click on 'show all' and this will select everything.
- Check the box in front of the holding and this will select everything.
- ALWAYS confirm your selection with OK.

16.1.5 Find an employee

In e-care, all your employees have their own screen where you can enter sickness and recovery notifications, notification changes, build a file, retrieve absence data and gain an insight in the progress of the absence. You can reach this employee screen in several ways:

Option 1:
- Homepage / Absence administration > tab employee.
- Fill in the surname and/or the SSN and/or the personnel number.
- If you are searching for an ex-employee > delete the checkmark from 'Active employment only'.
- Search.
- This will take you directly to the employee file. When multiple selections apply to your search, a window with search results Employees will appear. Click on the appropriate employee name and you will be taken to his/her employee screen.

Tip: you can fill in part of the employees' surname; e-care will show you all employee names containing that part in their surname (both in birth name and married name).

Option 2:
- Homepage / Absence administration> tab employees.
- Click on the name of the employee you are searching for.
- This will take you directly to the employee file.

Tip: When you employ a large number or people, you can limit the number of employees in the Employee view if, in the Employer scope, you only select the employer or department where this employee is working for.

Option 3:
- Homepage/tab absence management > tab current absence.
- Click on the name of one of the absent employees.
- You will be taken directly to the employee file.

The contents of the employee file are further explained in chapter 7.

16.1.6 Hiring a new employee

When you have hired a new employee, we advise to enter this employee into e-care immediately. This will keep your employee database up-to-date and avoid contamination or gaps in the absence overviews of your organisation.

Enter a new employee as follows:
- Homepage / Absence administration > tab employees.
- New.

- Fill all three tabs for Employment, Employee and Contact data with information. A number of fields are mandatory.
Add employee

Employment | Employee | Contact data
---|---|---
Employer: | Fitaal Werk B.V. | 
Employee number: | | 
Date of employment: | | (mandatory)
Date of leaving employment: | 
Part-time factor: | 100 % | 
Department: | | 

Add employee

Employment | Employee | Contact data
---|---|---
BSN: | | 
Initials: | | (no punctuation)
Last name prefix: | | 
First name: | | 
Given name at birth: | | (mandatory)
Date of birth: | | (mandatory)
Gender: | | 
| Male | Female | (mandatory)
WIA/WAO/Occasionally disabled/Waging: | | 

Print | Save
Save.
Now go to ‘Employee details’ to record the function and type of work for this employee.

Tip: Do NOT enter new employees with a contract start date in the future, but create the entry on or after the employment start date. Otherwise, e-care will not show the employee until the given employment start date has actually arrived. If you use a future date, it is impossible to check whether the data is entered correctly. You also risk creating the same employee more than once.

If you have your own human resource management system, you can send us a complete list of your workforce, every month (in a format determined by us). We can synchronise e-care for you, so you don’t have to do it manually.

16.1.7 List of actions; which actions are scheduled when?
You can generate a list of the actions that need to be completed in a certain time period, if you have defined a number of actions that are created by default for every sickness or recovery or maternity leave notification (See paragraph 5.16 for creating holding and/or employer actions). The actions can also be executed from the list.

Generate the list of actions as follows:
- Homepage/ Absence administration > tab To Do list
- By default, the list uses a week, starting today, as the period it uses for the list. You can alter the dates for this selection. Also, the selection contains all overdue actions.
- You may also select one of the other selection options.
- Confirm your selection with the button ‘Overview’.

The list of actions shows you what role is responsible for the execution of the action. The view will show the name of the employee, the description of the action and the scheduled date. You may also see one of these symbols behind a listed action:

- Overdue action, to be carried out
- action is removed
Carrying out an action
If you have generated a list of actions, and you want to complete one of these actions, follow these steps:

- Clicking on the name of the employee takes you directly to his/her file. This will provide you with the option to add a note regarding the executed action. The button 'Back', below on the right, will take you back to the list of actions.

- Clicking on the action’s description will provide you with these options:
  - Document: a template is attached to this action (for instance, a template for making a plan of action).
  - If the 'Document' button is not visible, you can fill in the execution date right after you have executed the action.
  - Removal: the action will not disappear from e-care when you click this button. The action will receive the status ‘removed’ and will remain visible in the action overview. If the action you are trying to remove, has a recurring schedule (for instance, weekly), then you will be asked: “This action has a repeat schedule. Do you want to set up a follow up action?” By clicking on ‘Yes’ the action will follow the set schedule.

- When you click on ‘Document’, a number of windows will need to be provided with information.
- After you have reached the end of these windows, you will see a button ‘Generate’. When you click this button, all the information you have just provided, will be processed in a Word document. If you wish, you can print this document and have it signed by yourself and the employee.

- Close the Word document. This document will not be saved, e-care will only retain the completed fields so you can generate a new Word document every time you desire.

- Now you can fill in the date of completion and add notes, if you want.

- After you click on 'Save' the action is completed. You can also choose to click on 'Save' without entering a completion date. In that case, all the notes you created are saved and the action stays 'open' in the list of actions, for completion at a later time.

Attention: When you link a document to an action, ALWAYS create the document before you fill in the completion date!! Should you fill in the completion date and then click on 'Save', e-care will be unaware that this is still an 'open' action. If you forget to click on 'Document' the action will not be fully completed.

Attention: When you are completing an action, use the field ‘Action comments’. This field is meant for short notes, for instance if you plan to remove the action later. You can briefly explain why you did not execute the action. This will save you time if you want to check why the action wasn’t completed. All detailed notes, related to the employee and the period of absence are supposed to be created in the employee file, not here. The information you enter in this comment field will not reach the UWV when you generate the file.
16.1.8 Notifications overview
This will show all notifications and mutations that you have entered and that have not been processed yet. We will process these within the hour (on workdays). Notifications that are entered by your colleague(s) are not visible.

16.1.9 Current events
On the left side of the e-care Homepage, you can find the Current Events. Through several articles we inform you on the changes we made in the application, after we release an update. You can also find usefull information on common tasks in e-care. To view the full text, just click on the title.

16.2 Employee screen
The employee file allows you to register and consult employee details. It consists of three topics on the left side of the window; Employee data, Absence information and Absence notifications. Depending on your privileges you have access to all data or a limited part of it.
The header above the different employee views in e-care offer information regarding name and address details and the employment details of the employee. The header contains the following details:

The *-symbol behind Department means that there are multiple departments registered for this employee. By default, the department with the most registered hours is shown in the header. Hover your mouse pointer above the name of the displayed department to see the names of all departments in an info box or tooltip.
16.2.1 Employee details
Depending on the user privileges one or more buttons are displayed in the Employee details view.

- No privilege to enter employee mutations + no privilege to view employee details:
The 'Employee details' view will only show the button 'Contact address'. The user can enter address details here.

Exception: Users that only have reading privileges for the 'Absence management' view will not see the Employee details view at all.

- Viewing 'employee detail' privileges:
The 'Employee details' view only show the buttons that contain registered data. This data is Read only. If an employee does not work part-time, the button 'Part-time' is not displayed. Data can only be entered under for 'Residential address'.

Exception: Users with Read-only privileges for the Tab 'Absence administration' will not see the button 'Contact address'. All other buttons containing registered data will be visible.

- Change employee details privilege:
All available buttons under 'Employee details' are shown, even when they contain no registered data.

Exception: Viewing privileges precedes over change privileges. The user with the viewing privilege will, therefore, only see the buttons that contain registered data, and can only view the data and not change them.
The status ‘Employee’ will show all registered data regarding the employment and the name and address information. This are available with the privileges ‘consulting employee details’ and ‘changing employee details’.

- Go to the employee view of the concerned employee.
- Select ‘Employee’ on the left.
- Select the tab ‘Employment’, ‘Employee’ and ‘Contact data’ to view and, if allowed, change the data.
- Changes are saved after using the button ‘Save’ or ‘Print’.
**Target registry**

You can register if your employee belongs to the target group which is registered under the official target registry. e-care is not linked with the official target register which is only accessible under certain conditions through the portal of the UWV.
Management under the view 'Employment':
The view 'Employment' displays the accountable manager(s). This is only visible if your company uses functional accounts; accounts that are generated through data exchange. Also, these will only be visible if an employee is linked to at least one accountable manager. The name and e-mail address of the contact that receives the documents, made by the Health and Safety Service, are shown here. This does not have to be a match with the entry in 'Accounts' in e-care. In 'Accounts' the name of the account is shown, but this can deviate from the full name that is used for the receiver of the documents. Also, the e-mail address in 'Accounts' is used for the e-mail alerts for the action list, which, again, can deviate from the e-mail address used for feedback from the Health and Safety Service.

Notice of death
- Go to the employee view of the concerned employee.
- Go to 'Date of death'.
- In the window, enter the date of death.
- Save.

If the employee has an open absence period when he/she deceases, this period will be automatically closed during data processing at night, using 'Notice of death' as the clarification. You don’t have to close the period of absence manually.

Department
This displays an overview of all department employments for the concerned employee.

An employee can only be notified as employed in a department, if the departments in your organisation are set up under the Company records screen (see paragraph 5.11):
- Go to the Employee view of the concerned employee.
- Go to Department.
- If the employee is already employed in a department, you can close the employment under this department by clicking the department and enter the end date.
- Click the button 'New' and select one of the displayed departments.
- Enter the start date and, if applicable, the number of hours he/she works for the department.
- If the department is not displayed, it will need to be created or added first, on the Company records screen, by the e-care controller in your organisation.
- Save.
It is possible to employ a worker in multiple departments. When you enter the number of hours he/she works for every department too, this will be taken into account during the calculation of the absence percentage for all concerned departments. This means that someone who works 30 hours in department A and 10 in department B, will be weighted more heavily in the absence figures for department A.

Part-time
This will show the Part-time factor history of the concerned employee. During the calculation of absence percentages, these part-time factors are taking into account.

You enter a part-time factor like this:
- Go to the employee view of the concerned employee.
- Go to Part-time.
- Enter the percentage of the part-time factor and the start date.
- Save.

Changing the part-time factor for an employee like this:
- Go to the employee view of the concerned employee.
- Go to Part-time.
- Click on the percentage and enter the end date.
- Save.
- New.
- Enter the percentage of the part-time factor and the start date.
- Save.

Delete the part-time factor like this:
- Go to the employee view of the concerned employee.
- Go to Part-time.
- Check the box in front of the percentage.
- Delete
- OK

Profession
Shows the profession history of the employee.

If you have set up the positions in your company on the Company records screen, you can select the profession of every employee here (see paragraph 5.13).

You enter a profession as follows:
- Go to the employee view of the concerned employee.
- Profession.
- Select one of the professions from the list and enter the start date.
- Save

When an employee switches professions you change it as follows:
- Go to the employee view of the concerned employee.
- Profession.
- Select the employee's profession and enter the end date.
- Save
- New.
- Select one of the professions from the list and enter the start date.
- Save

You can remove an entered profession with these steps:
- Go to the employee view of the concerned employee.
- Profession.
- Check the box in front of the selected profession.
- Click Delete and OK.

Work type
This displays the history of the work type of the employee. Work type indicates if the wages of your employee are directly or indirectly taxable.

You enter a Work type like this:
• Go to the employee view of the employee.
• Work type.
• Select direct/indirect and enter the start date.
• Save.

You can change the Work type like this:
• Go to the employee view of the employee.
• Work type.
• Click on the current Work type and enter the end date.
• Save.
• New.
• Select direct/indirect and enter the start date.
• Save.

You can remove an entered Work type with these steps:
• Go to the employee view of the employee.
• Work type.
• Check the box in front of the selected Work type.
• Click Remove and OK.

**Hourly wage**
This displays the history of the employee’s hourly wages. This is only used in the overview absence periods, as explained under paragraph 8.5 in this manual. The hourly wages will show up in the printed overview.

Hourly wages can be entered like this:
• Go to the employee view of the employee.
• Hourly wage.
• Enter the hourly wages and the start date.
• Save

Hourly wages can be changed like this:
• Go to the employee view of the employee.
• Hourly wage.
• Click on the hourly wages amount and enter the end date.
• Save
• New
• Enter the hourly wages and the start date.
• Save

You can remove hourly wages like this:
• Go to the employee view of the employee.
• Hourly wage.
• Check the box in front of the entered hourly wages amount.
• Click Remove and OK.

**Leaving employment notification**
The quickest way to notify if an employee ends his/her employment with your company is with these steps:
• Go to the employee view of the employee.
• Go to the button ‘Leaving employment’.
• Enter the date.
• Save.

You can also do it like this:
• Go to the employee view of the employee.
• Go to ‘Employee’
• In the Employment view, enter the date for ‘Leaving employment’.
• Save.

**Contact address**
When your employee resides on a different address than his normal residential address, it is sensible to enter this address in e-care. Proceed as follows:
• Go to the employee view of the employee.
• Contact address.
• Enter all data.
• Save.

You end a Contact address like this:
• Go to the employee view of the employee.
• Contact address.
• Enter the end date.
• Save.

You can’t remove a Contact address. You can, however, overwrite the address with a new address. Follow these steps:
• Go to the employee view of the employee.
• Contact address.
• Click on ‘Clear’.
• Enter the new address.
• Save.

After completion of the recovery notification, the Contact address is automatically ended.

16.2.2 Absence information
You can retrieve a number of facts regarding the absence of an employee from e-care. Below you will find more information on the different possibilities.

Absence periods
Go to the employee file of the employee and click on Absence periods. You will see an overview of all Absence periods registered in e-care for this employee for the current employment and department. The view displays the first day of absence, the recovered date (if applicable) and the clarification added to the absence notification.

When you want to change the clarification in your notification, for a current or completed absence, click on the entered clarification. Then change the clarification and save it. The earlier clarification is immediately overwritten.

When you print the document, the overview will display all partial recovery notifications as well. To see the partial recovery notifications in e-care, click on the date of the appropriate first day of absence and all partial recovery notifications are displayed.

Absence calendar
Go to the employee view, Absence calendar and select the period you want to generate an overview for. Confirm your selection with ‘Overview’ and you will see a calendar displaying all days where the employee was absent in red or orange.

Red = Employee is 100% ill.
Orange = Employee is reported partially recovered for a certain percentage.

You can leaf through the calendar, using the buttons ‘previous year’ and ‘next year’. These calendars can help you detect certain absence patterns. Is the employee always calling in sick for work on the same day of the week? Is the employee always absent in the same period, every year? Is this employee frequently absent? You can print these calendars and use them during a meeting with the employee to discuss his/her absences.

Procedure
When an employee is absent, a number of actions must be performed. These can be actions for your Health and Safety Service, but also actions regarding the “Wet verbetering Poortwachter” and/or your absence protocol. All of these actions will show in the timeline of the procedure.

Go to the employee view, Procedures and immediately you will the timeline with all of the actions. These are displayed as little blocks with, above, the abbreviation of the action.

The legend explains the meaning of the colours in the blocks and the meaning of the abbreviations.
When you click on a blue block of the Health and Safety Service, a feedback letter (made by them) pops up. Behind a red block of the Health and Safety Service, you may find a document if red meant 'Too late cancelled/deleted'. This would mean, for instance, that the employee has not appeared for the consultation appointment.

**Actions**
The actions that are described in the procedures, are shown sorted in order and with full description. The action that needs to be executed first is on top and at the bottom you see the action that must be executed last.

For more information on execution of actions, see paragraph 6.8.

To the right there is a filter where you can select the following parameters:
- Current absence: overview of all actions belonging to the current absences.
- No absence: all actions regarding your employee that are not linked to an absence.
- All absence periods: all actions of current and completed absences combined.
- All actions: all actions of the selections above, combined.

By using the ‘Add’ button, you can add separate actions to the schedule of the concerned employee. Separate actions are set up by the e-care controller, but will not be activated by e-care automatically, when you add a sickness notification. These actions can be added at any time if you need them. You determine the date when the action starts and whether the action is linked to the current absences. When you enter a recovery notification, the separate actions that are scheduled after the recovery date, will not be removed automatically. Likewise, overdue actions will not be removed either. You will have to complete or remove them manually. If you have created a repeating separate action, and carry out the action, then the recovery notification will not prevent the recurrence from continuing. If you have removed the action, the recurrence will be ended.

**Files**
The strict monitoring of the reintegration file by UWV, when applying for SSP, makes it even more important to rigidly maintain the files of absent employees. e-care offers the possibility to maintain a digital employee and absences file. The employee file is not linked to absence. You can enter notes on the functioning of your employee, and prevention measures. In the absence file, you can enter notes regarding the current absences. Per absence you build a file with notes. The absence file is displayed in e-care through the first day of absence.

**Attention:** Due to the Data Protection Act and the guidelines of the Personal Data Protection Authority, you are not allowed to register the reasons for the absence, like the nature and cause of the illness, in e-care. This applies even when the employee voluntarily shares this information with you. The processing of health information i.e. medical data is strictly reserved for the Health and Safety Service and/or the occupational physician. Only under exceptional circumstances is the employer allowed to register information about the nature and causes of the illness; when this is in the interest of the employee's health. For instance, the employee suffers from epilepsy and his surroundings must be aware of this to respond adequately in case of an emergency.

Adding notes works as follows:
- Go to the employee view of the concerned employee.
- Go to Files.
- When you click on 'Employee file', you can enter a file line. If you click on the date of the first day of absence, you can enter a note in the absence file.
- If you have clicked on an absence date in 'Employee file', an overview of notes will be displayed first in the absence file, this will include the actions of the Health and Safety Service.
- Go to New.
- Enter the comment at 'Text'. Here you can also paste text that you have copied from another document.
- At 'Show' you can choose from:
  - Yes = Allow the comments to be read by users that have access to the file of the concerned employee.
  - No = Do not allow the comments to be read by other users that have access to the file of this employee. The other can see that you have entered a comment, but will not be able to read the contents.
- At 'Print', choose from:
  - Yes = When printing the file, also print this comment.
  - No = When printing the file, do not print this comment.
The box behind ‘Save copy in employee file’: tick this box if you want the comment in the absence file to be copied to the employee file too.

Mail the file line to the Health and Safety Service and/or third parties: If you want, you can send the comment to your Health and Safety Service or third party. Select the contacts you need by marking the checkbox for ‘To’ or ‘CC’.

Clicking on ‘Save’ will save the comment and mail it from e-care to the selected Health and Safety Service and/or third party contacts. This will be executed outside of your local mailing client.

Reading/changing Notes can be done as follows:
- Go to the employee view of the concerned employee.
- Files.
- Click on the employee file or the absence date.
- Click on the date of the note that was created earlier.
- You now can read the note and, if needed, process changes.
- If you have made changes, now click on ‘Save’. If you only read the notes, click on ‘Back’.
- Now you can click on the next date or on ‘Back’ again to leave this menu.

Request Consultation/house visit
With e-care, it is possible to request a consultation or a house visit for an employee, from your Health and Safety Service. This works as follows:
- Go to the employee view of the appropriate employee.
- Request Consultation/house visit.
- Choose between ‘Request consultation’, ‘Request consultation by telephone’ or ‘Request home visit’.
- Next
- Enter the appropriate fields
- Send the request by clicking on ‘Send’.

For every request for a consult or house call, send using the button ‘Request a consult/house call’, a file entry is added to the employee or absence file. The file entry shows the details of who has sent what request and when, including the contents of the request. This entry is stored in the absence file (= under the button ‘file most recent date’) if, at the time of the request, e-care has an open absence. When this does not concern an absent employee, the file entry is added to the employee file.

16.2.3 Absence notification
If you have a Human Resource Management System available, it is possible to have a bespoke connection between this system and e-care. This way you only have to enter Absence and recovery notifications in one of your systems. For more information on this subject, you can contact your e-care contact person.

When you want to enter the sickness and recovery notifications in e-care, follow these steps:
- Go to the employee file of the employee.
- e-care will prepare a sickness or a recovery notification for you, depending on the fact if your employee is reported sick or not.

Sick notification: per today
The sickness notification exists of two screens.
1. On the first Tab ‘Adding sickness notification’, e-care has already entered the first day of absence for you.
2. Add a clarification to the sickness notification. By default, the field 'clarification' is a free text field where you can add notes to the notification. Due to the Data Protection Act and the guidelines of the Personal Data Protection Authority, you are not allowed to register the reasons for the absence, like the nature and cause of the illness, in e-care. A list of options may be presented for 'Clarification', in which case a choice from this list is mandatory.

3. You only have to fill in the 'Percentage sick', if the employee has called in partially sick.

4. If a safety net situation is applicable, put a check in the box for the appropriate choice.

5. If you don't want to add a note in the employer file, you click on 'Save'. This will process the sickness notification immediately. You return to the 'Current absence' and the notified employee is now added to the overview in 'Current absence'. You can also click on 'Print' to save the notification and receive a printout.

When you do want to add a note to the employer file, you fill in the form 'Add sickness notification' and don't click on 'Save' but on the tab 'Add file line'.

6. On the second tab 'Add file line', you can register your comments in the large text box. **Attention:** Due to the Data Protection Act and the guidelines of the Personal Data Protection Authority, you are not allowed to register the reasons for the absence, like the nature and cause of the illness, in e-care.
7. ‘Show’ = leave this on ‘Yes’ if other e-care users that have access to the employer file, are allowed to see this note. Only select ‘No’ when you are the only person that is allowed to view the note.

8. Selecting ‘Yes’ for the option ‘Print’ means that, should you decide to print this file, at some later date, this note will also be printed. If you don not want this, select ‘No’.

9. To save this note in the the Absence file, and also in the employee file, place a tik for ‘Save a copy in employee file’.

10. If you wish, you can send the note to your Health and Safety Service or other third party. Select the desired persons by placing a mark in the ‘To’ or ‘CC’ box. Our advice is to send the note to the Health and Safety coordinator, as she will be your first point of contact.

11. Click ‘Save’ when you have filled in everything on the tab ‘Add file line’. The notes are saved and e-care sends it to the selected persons of the Health and Safety Service or other third party. e-care does not use your e-mail client to send this absence notification. Return to ‘Current absence’ and there you see the entered sickness notification. You can click on ‘Print” now, if you want. This will save the sickness notification, as well as print it. It will not show your entered note.

**Sickness notification: start date in the past**
For this, you can follow the same steps as described for “Sickness notification; per today”. The only difference is that you change the date for “First day of absence’ to an earlier date. When you have performed all steps, and have saved the notification, you will see the employee in the overview ‘Current absence’ met a first day of absence in the past.

**Correction last sick notification**
You can change the absence period of an employee as long as it has not been ended. Use the button ‘Correction last sick notification’ to change the data.
If an earlier Sickness notification needs to be altered, please report this to your e-care contact.

1. Find the employee or click his/her name in the overview ‘current absence’.
2. Go to ‘Correction last sick notification’.
3. Here you can change the following:
   - Date of first day of absence.
   - Select the Safety net notification type.
   - Removing sickness notification with button ‘Delete’. Make sure that you don’t leave any notes in the file regarding this absence and there are no completed or removed actions.

4. Go to ‘Save’ when you have made your changes.

5. The notification is not processed immediately, but is send to your Health and Safety Service where it will be processed during office hours. This is necessary because mutations on sickness notifications require extra checks.

6. On the homepage of e-care you can go to ‘Overview notifications’ and see what notifications have been send from your account to the Health and Safety Service for further processing.

**Add Recovery notification: fully recovered per today**

1. Find the worker or click on the name of the worker in the overview ‘Current Absence’.
2. The window ‘Add recovery notification’ appears.
3. The option ‘Fully recovered’ is checked by default and the field ‘Date of recovery’ is already filled with the date for today. All you have to do is to click on ‘Save’. The notification will be processed immediately.
When you return to the overview 'Current absence', you will find the worker is gone from the overview.

Add recovery notification: fully recovered with date in the past
You can follow the same procedure as described at "Add recovery notification; fully recovered per today". The only difference is that you change the default date in the field 'Date of recovery' from today to a previous date. This notification is processed immediately after you click on 'Save' and the worker will disappear from the 'Current absence' overview.

Add recovery notification: partly recovered per today
1. Find the worker or click on the name of the worker in the 'Current absence' overview.
2. The document 'Add recovery notification' appears.
3. Select the option 'Partly recovered'.
4. The field 'Date of recovery' is already set for today. Do not change this.
5. For ‘Percentage recovery’ you fill in a percentage to represent the amount of work, with/without a wages value the worker is resuming. Without wages means that the worker will be able to carry out some tasks, but that there are no commitments associated with the tasks. This can be seen as work with a therapeutic value. The combined percentages for work with and work without a wages value can never exceed 100%.

6. You can enter some notes at ‘Comment’, but this is not mandatory.

Click on ‘Save’ and the notification is processed immediately. In the ‘Current absence’ overview you can see the percentage for which the worker is reported recovered. Also, if there has been entered a partial recovery notification without a wages value of more than 0%, you will notice a %-symbol in the last column for this worker. The percentage will appear when you hover your mouse pointer above this %-symbol.

Add recovery notification: partly recovered with start date in the past
Here you follow the same steps as described for ‘Add recovered notification; Partly recovered per today’. The only difference is that you change the default date at ‘Date of recovery’ into an earlier date. This notification will be processed immediately after using the ‘Save’ button.

Add recovery notification: Leaving employment whilst sick per today
When a worker is sick and a temporary contract is not renewed, then it is possible that the worker has not been able to resume work before the contract date expires. In that case, the worker is let off during illness. To make sure the absence is completed with this reason, you use the option ‘Leaving employment whilst sick’ in the recovery notification document.

1. Find the worker or click on the name of the worker in the ‘Current absence’ overview.
2. The document ‘Add recovery notification’ appears.
3. Here you select the option ‘Leaving employment whilst sick’.
4. Today’s date is already entered, do not change this. Click on ‘Save’.

5. The remark below appears and you confirm this remark with ‘Yes’.

The notification is processed immediately. The worker has disappeared from the ‘Current absence’ and ‘Employees’ overviews. This worker can only be found in ‘Ex-employees’ now.

Recovery notification: Leaving employment whilst sick date in past
Follow the same steps as described for ‘Add recovery notification: Leaving employment whilst sick per today’. The only difference is that the defaulted date at ‘Date of recovery’ must be changed for a date before today. This notification will be processed immediately after using the ‘Save’ button.

Add recovery notification: End of absence per today
You can close the absence period based on a decision received from the UWV regarding a payment. This could be based on the end of 2 years of continuous wages payment, a forwarded WIA-IVA benefit or by raising the WAO-percentage of your employee.

1. Find the employee or click on the employee name in the ‘Current absence’ view.
2. The document ‘Add recovery notification’ appears.
3. Select the option ‘End of absence’.
4. Select the type of benefits your employer has received.
5. The start date of the benefits is already entered with today's date. Do not change this.
6. Select the appropriate percentage that apply to your employer.
7. Click on 'Save'.
8. The employer is no longer visible in the 'Current absence' view.
9. When you search this worker, an announcement appers. This is to remind you that a sickness notification for this worker can trigger a safety net alert.

10. When you look at the left, and click under 'Absences' and then in the overview on the starting date of the absence, you will see that the absence is closed with status: 'Reached maximum duration'.

If you click on 'Employee details', on the left, and open the tab 'Employee', you can see the selected benefit with the percentage and starting date.
Add recovery notification: End of absence with date in the past
Follow the same steps as for ‘Add recovery notification; End of absence per today’. The only difference is that you change the start date in an earlier date than today. This notification will be processed immediately after using the ‘Save’ button.

Add recovery notification: Transition to safety net per today
With this option, it is possible to close a current absence and open a new one, with a different status. This is used, for instance, for the transition from ‘Maternity leave’ to ‘Regular Illness notification or vice versa.

1. Locate the employee or click on the name of the employee in the ‘Current absence’ overview.
2. The form ‘Add recovery notification’ appears.
3. Here you select the option ‘Transition to safety net’. 
4. The start date is already pre-entered and requires no further action.
5. Select a choice from the ‘Clarification’ list, if this is in your e-care environment. If not, you can enter a free text of your own choice. Remember, due to the Data Protection Act, you are not allowed to use this space for medical expressions.
6. The Sickness percentage is only required if the employee has claimed partial illness.
7. It is mandatory to select one of the offered safety net options.
8. Click on ‘Save’ and your notification will be processed immediately. You will find the new absence in the ‘Current absence’ overview.

Add recovery notification: transition to safety net with start date in the past
Follow the same steps as for ‘Add recovery notification; transition safety net per today’. The only difference is that you change the start date in an earlier date than today. This notification will be processed immediately after using the ‘Save’ button.

Correction last recovery notification
It is possible to amend the last (partial) recovery notification. If you need to amend a (partial) recovery notification with a registration date before the latest registered (partial) recovery notifications, you can take this up with your e-care contact.

1. Locate the employee or click on the name of the employee in the ‘Current absence’ overview.
2. Select ‘Correction last Recovery notification’ on the left.
3. The form ‘Recovery notification’ appears with the latest recovery notification details.
4. You can only process changes within the option range that was used to process this notification before. These changes are: the date, percentages and some options. Alternatively, you can remove the entire notification with the ‘Delete’ button. You can’t transform it into a full recovery notification or one of the other options. In that case you need to remove the partial recovery notification and create a new recovery notification.

5. Click on ‘Save’ and your notification will be processed immediately. The latest entered (partial) recovery notification is removed and replaced by the amended notification. You will also find the changes in the ‘Current absence’ overview.

Register partial recovery with date before previously recorded partial recovery
You can enter a partial recovery in the current absence, with a date before a previously recorded partial recovery. When you need to add a (partial) recovery notification to a previous absence, then you need to take this up with your e-care contact person.

Supplement to maternity leave
When you create a sickness notification for an employee on maternity leave, it is not possible to use a sickness percentage. Likewise, it is not possible to make a partial recovery notification for this employee. We have to follow the instructions of the UWV, who register only start and end date of the leave. Although it is legally permitted to spread the last 4 weeks of the leave, this administration is beyond the scope of e-care. Following the UWV guideline is necessary to assure that combined leave, with periods before and after the maternity leave, can be used.

Employee mutations
Employee mutations in the shape of new hires notifications and death notifications are send, directly after they are saved, to your Health and Safety Service, for further processing. The processing takes place during office hours. In the e-care Absence Information page, under ‘Notifications’, you can find an overview of the employee mutations that have been send from your account for further processing.

Changing notification comments
It is still possible to change the comments in your notification, even after you have send us the sickness notification and it has been processed by us.

Follow these steps:
• Go to Absence administration and find the employee file of your choice.
Go to Absence periods.
Click on the clarification of the absence period you want to change.
Click on the arrow and select the clarification of your choice, if you work with a standardised list. If you don’t, you can overwrite your text here.
Save.

All information in the field ‘Comment’ is overwritten with the new comment, as soon as you click on ‘Save’.

**Attention:** Due to the Data Protection Act and the guidelines of the Personal Data Protection Authority, you are not allowed to register the reasons for the absence in e-care, like the nature and cause of the illness.

16.2.4 **Uploading documents**
The functions to upload documents and consult an uploaded document are located in the employee file in e-care. You can upload the following types of documents with a maximum size of 10MB per document:
- doc
- docx
- xls
- xlsx
- pdf

**Uploading documents for employee with active employment**
- Go to Absence administration and find the employee file of your choice.
- Click on ‘Files’ on the left.
- The ‘Files’ window has an ‘upload document’ button at the bottom. You can select it or you can open one of the absence files or the employee file and click the ‘upload document’ button there.
- Click the ‘upload document’ button. Now you can select the target file that will receive the document. If you have clicked the ‘upload document’ button in one of the absence files or the employee file, this field will already be filled with that location.
- Now you have chosen the new location, a new button appears called ‘Select file to upload’. Clicking the button will open a browser to search and select the document. When you have chosen the document, click on ‘Open’ to upload it to the file.
- Now a file line appears. This is because, basically, uploading documents is nothing else but adding a note to a file, including an attachment. You must enter a comment here. For instance; when and from who did you receive something and what did you do with it. Then, enter a title and choose a category for the document (this is mandatory only if you have created categories under Company records). If applicable, tick the box to ‘save copy in employee file’ (only available when you upload to an absence file).
- When you have filled everything in, click ‘Save’.
- A window appears with the message: ‘Upload pending’. Click OK to return to the ‘Overview of files’ window.
- When you open the file just have uploaded the document to, you will see a new file line. On the back of the line an icon is displayed representing the uploaded document. If the icon is brightly coloured and transparent, this means that the upload has not been completed yet. A large document will take more time to upload and screen by our anti-virus software. The upload is finished after approval and only then will you be able to open the document in e-care. The icon will receive its ‘normal’ appearance then.
- However, it is possible that our virus scanner rejects the document. Then a red circle with a white cross appears. We will send you an email to inform you about the rejected document, if you have provided us with your e-mail address.

**Uploading documents for ex-employees**
The procedure to upload documents for ex-employees is almost exactly the same as for active employments. The only difference is that the ‘Upload document’ button is only available on the ‘Overview of files’ window.

**Consulting and opening of uploaded documents**
The uploaded documents are visible in the file where the file line and the document were placed. Also, it is possible to view all uploaded documents for an employee at once. Finally, you can even view all uploaded documents for all employees at once.

Viewing file lines with upload in the employee or absence file:
- Open an employee file with an uploaded document. Now you can see the file line with the upload.
- Open the document by clicking on the document icon or on the size indication.
- Alternatively, you can click on the date of the file line. This will open the file line view, where you can open the document by clicking the document icon or the name.

View all uploaded documents of an employee:
- Go to Absence administration / Employees.
- Open an Employee file of your choice and click on 'Files' in the left side of the window.
- This brings you to the ‘Overview of files’ window, with a button called ‘Overview upload’. This button is available in every absence and employee file that contains a file entry with an upload.
- Click on ‘Overview upload’ and the ‘Overview of uploaded documents’ window opens to show you all file lines, for this employee, that contain an upload.
- ; the column ‘no. of entries’ *** shows how many entries and how many uploads there are.
- Depending on your privileges, you can see the all documents uploaded by all accounts with all roles, or accounts with your role only.
- You can open every document here directly by clicking on the document icon, or indirectly by clicking on the document name or upload date first. This will take you to the file line from where you can view the comments before you choose to open the document.
- Clicking the Excel icon in the ‘Overview of uploaded documents’ window will export a schematic view of what is uploaded in Excel format.

View all uploaded documents of all employees:
- On the Absence administration homepage, go to the Uploads tab in the Employer scope.
- Enter the time range and the preferred filter selections, and click on the ‘Overview’ button.
- The ‘Overview of uploaded documents’ window appears with a clear overview. Depending on the filters you set and the privileges of your role, you will view the documents that are uploaded by all accounts with all roles or by accounts with your role only.
- At the bottom left you see the total size of the uploads. When you hover your mouse above the date of the file line, a small window appears with the name of the employee.
- At the top right, you can filter your selection to see:
  - Upload pending
  - Upload rejected
  - Upload approved/not available yet
  - View document
  - All uploads -
  - You can open every document here directly by clicking on the document icon, or indirectly by clicking on the document name or upload date first. This will take you to the file line from where you can view the comments before you choose to open the document.
- Just as in the ‘Overview upload’ in the employee section, it is possible to export the overview to Excel.

Removing or moving uploaded documents
You can move an uploaded document from one file to another, by opening the file line in the Employee file, where the document currently resides. There you can mark a checkbox in front of the Absence file line to activate the button ‘Move’.

If you have to transfer multiple file lines to the same file, you can select the boxes for every line you need and click on ‘Move’. In the following window, you can choose the file line where you want to transfer the document(se) to and click on ‘Save’.

Removing documents works exactly in the same way, but now you use the ‘Delete’ button.

You can also delete file lines with uploads in the ‘Upload overview’ in the employee section or in the ‘total uploads’ on the homepage. Here, you must check the box in the file line too, to activate the ‘Delete’ button.
17. Tab Absence information - reports

You can create several overviews from e-care to use for your management reports. The paragraphs below will elaborate on the available overviews.

There is one condition for creating an overview of the preferred selection, which is, that you always establish your selection from the Employer scope, before you assemble the overviews.

- From the Absence information / Employer scope, click on ▼.
- The Employer scope cascades down and all employers and departments will be selected.
- Change your selection by:
  - Remove checkmarks for the departments you want to exclude from your selection.
  - Remove checkmarks for the holding > this will remove all checkmarks for the underlying employers and departments. Then mark the employer and/or departments that you do wish to include in your selection.
  - Remove the checkmark for an employer > This will remove all checkmarks for underlying departments. > then, select one or more departments.
- Confirm your selection with OK.
- Close the scope by clicking on ▲.

The headers on the overviews show what selection of data is displayed. For more information on the use of headers, see Appendix V.

17.1 Absence statistics
The basic report has been updated and is now accessible via the statistics menu item in we-care.

17.2 WIA/WAO/occupationally disabled or Wajong
Here you will have an overview, based on the selection in the Employer scope, of all your employees that are familiar with WIA, WAO, Wajong or are occupationally disabled.

When the overview is missing an employee, of whom you know he/she should be in there, e-care allows you to tag this employee for WIA, WAO, Wajong or the occupationally disabled indication.

You can generate the overview like this:
- Go to the Absence information tab and search for the concerned employee.
- Go to Employee and select the employee file or find them in the overview.
- In the Add recovery notification, select 'End of absence'. Here you can enter End of absence, start of WAO, WIA/IVA, WIA/WGA.
- On the right, you can now select one of three tabs: WAO, WIA/IVA or WIA/WGA.
- Enter the starting date and the percentage (mandatory).
- When you have entered all data, click on 'Save'.

17.3 Overview top 10 absence
Which of the employees in my organisation are absent the most? You might ask yourself that question on a regular basis. Maybe you even think you know who they are, but wonder if this matches reality. Maybe you are forgetting someone? e-care can support you by generating a report with all employees that were absent during a particular period of time. The overview will show you: the number of absences, the total amount of absent time in days and the absence percentage of the employees in the list.

You can generate the overview like this:
- Go to the Absence information tab.
- If needed, adapt the selection of the sections under Employer scope. Confirm your selection with OK.
- Click on 'Top 10 absence'.
- Enter a range.
- The minimum duration is set to 0 days, by default. You can change this to view employees with prolonged absence (for instance, more than 42 days).
- The minimum frequency is set to 0 days, by default. You can enter a higher number here, if you want to include employees with a higher absence frequency.
- You can include or exclude maternity leave and safety net (other).
- Click on ‘Overview’.
- The order is based on the absence duration in days. Click on the column headers if you want to change the order to the number of absence notifications or the absence percentage.
- With the 'Print’ button, you can print this overview.

### 17.4 Overview Absence periods
You can generate an overview for every period with all the absence periods of all employees that belong to the company units you have selected in the Employer scope. It will display the first day of absence and the recovery date, including partial recovery dates. This overview can be sent to your absence insurer.

You can generate the overview like this:
- Go to the Absence information tab.
- If needed, adapt the selection of the sections under Employer scope. Confirm your selection with OK.
- Go to ‘Absence periods’.
- If you want to have the overview in an Excel format, rather than a PDF format, select the Excel tab.
- Set the date range for the absences you want to see.
- By default, maternity leave is not included. Use a checkmark for maternity leave if you want to include this in the overview.
- By default, safety net notifications are included. Remove the checkmark for safety net (other) if you don’t want to include this in the overview.
- Click on ‘Overview’. The overview will show the workers in alphabetical order.
- Use the ‘Print’ button to print the overview.

### 17.5 Overview non-absence employees
In this manual, we have focused a lot of attention to the proper usage of e-care for absence guidance and retrieving absence data for a department, employer and holding level. However, there are employees in your company that are never absent, the workers that always show up. To reveal these workers to you, e-care offers you the possibility to generate an overview of the employers that have not been absent during this time frame. This can come in very useful if your company offers an attendance bonus and you need to figure out, at the end of every year, who is entitled to it.

You can generate the overview like this:
- Go to the Absence information tab.
- If needed, adapt the selection of the sections under Employer scope. Confirm your selection with OK.
- Go to ‘non-absence employees’.
- Enter a range, for instance: ‘As of date: 1-1-2015, Up until date: 1-1-2016’.
- You can remove the checkmark to exclude maternity leave (workers who have been on maternity leave are not included in the overview). Maternity leave is then considered equal to sick leave.
- By default, the checkmark to include safety net (other) is present. Employees who have been reported sick with the safety net registration (pregnancy complications, organ donation, people returning from (prolonged) sick leave/WAO/WIA) are not show in the overview. If you want to include these workers in the overview, remove the mark from the box.
- By default, there is a checkmark for ‘Employees employed as of date’. This will include all workers that were in your employ on the start date of the range you entered (for the example above, this would be as of 1-1-2015). to determine the non-absence workers.
- You can remove this checkmark and, instead, put a checkmark for ‘Employees employed up until date’. This would include only workers that were already in your employ before the start date of the range you entered. This option is useful if you have an attendance bonus with the condition that a worker must have worked a complete calendar year to comply.
- Click on ‘Overview’. The overview shows the workers in alphabetical order.
- With the 'Print’ button, you can print the report.
17.6 Notifications overview
By use of the button ‘Notifications’, you will generate an overview of all sickness and recovery notifications that are entered in e-care and that have been send to us. This can be very useful if supervisors enter the notifications themselves. HRM can use this overview to keep track of all notifications.

By default, today’s date will be in the field ‘Date from’ and tomorrow’s date in the field ‘Date until’, but you can change these according to your needs. The ‘overview’ button will display all notifications, with the column ‘Date registered’ displays the process date by the Health and Safety Service, and the column ‘Notification date’ the actual start date of the sickness or recovery notification.

17.7 Arbo schedule
You can view the appointments that are planned in the calendar of your Health and Safety Service occupational physician. This would only include appointments regarding your workers. The view can display both appointments in the past and in the future.

17.8 Absence calendars
Earlier we explained the possibility to view an absence calendar with every absent day in a chosen range. This overview is very useful to prepare for a performance review, and to during the actual meeting with the worker. Now you can print all these calendars at once for all the units that were selected in the Employer scope.

You can print the calendars like this:
- Go to the Absence information tab.
- If needed, adapt the selection of the sections under Employer scope. Confirm your selection with OK.
- Go to ‘Print Absence calendars’.
- Enter the year and month to set the range for the absence calendars you want to print.
- Put a checkmark in the box for ‘Maternity leave’ if you want this to be displayed on the calendar. Be aware, leave days will be printed in the same colour as absence (red).
- Click on the ‘Print’ button.
- The calendars are displayed as a PDF on your monitor first. If you want to print them, click on the printer icon in your PDF viewer.
Appendix I: Frequently asked questions

 How do I obtain a login code for we-care?
The we-care controllers, in most cases this will be someone from HRM, can create your log-in code for we-care.

 I see an error when I log in (unknown username, account and/or password). What do I do?
Maybe you have mistaken the letter o for the number 0, or the letter i with the number 1? When you are certain you haven’t, request a new password by using the option ‘Forgot Password’ on the login screen. If this is not working, contact the we-care controller. This would generally be someone from HRM.

 I have forgotten my password, what now?
You can use the option ‘Forgot Password’ on the login screen. If this is not working contact the we-care controller in your organisation. This would generally be someone from HRM.

 Can the personnel information system and we-care be linked?
Yes, it is possible to link a personnel information system and we-care. This can be done for both sickness and recovery notifications and personnel changes.

 A worker is reported partially recovered but calls in 100% ill again. How do I report this in we-care?
You can report this employee partially recovered for 0%. 0% recovered equals 100% ill.

 My colleague can see much more in we-care than I can, how come?
This means that your colleague has more privileges in we-care. It is possible to limit the access privileges of an account. If you think that your privileges do not match your job, contact the we-care manager in your organisation. This will usually be someone in HRM.

 I can’t see my own records in we-care, how is that possible?
The we-care controller has assigned you to a personal account. This means you can’t view your own records (employee records, absences, personnel file, etc.), and neither can you change it. Someone with a different account, your supervisor for instance, can view your records in we-care.

 I can’t open the letters in the procedure and actions and/or other documents. What can I do to fix this?
This probably means you have a pop up blocker. In chapter 4 you will find some tips to fix this. If you can’t fix it, contact your systems manager.
If you get a notification that the document can’t be found, contact your occupational health and safety service.

 My employee is swapping departments. How do I register this in we-care?
When your organization uses a link with its own personnel information system, the department mutation takes place automatically. This can take a few days.
If this is not the case, the mutation can be processed manually:
- Go from we-care to e-care.
- Find your employee.
- Then left-click on ‘Departments’. First, you will see the department where the employee was previously working for.
- Click on the description of the department and fill in the end date, save. The end date must be the same as the starting date of the new department.
- Go to 'New' and select the new department from the list, fill in the start date. You may enter the number of weekly hours the employee will work here.
- Save your changes.

➤ **I have just entered a new employee in we-care, but now I can't find him anywhere. How come?**
You probably have entered a starting date for his employment that lies in the future. we-care will process this on the date you have used as the 'start date'. Our advice would be to register the new employees in we-care on the actual start date of their employment.

➤ **How can I register fulltime hours?**
You do not have to register fulltime hours in we-care. Only the part-time factor can be registered, to be taken into account in the calculation of the absence percentage. The part-time factor must be calculated, based on the fulltime hours as applicable in your organisation.

➤ **What are the grounds for calculating the absence figures?**
This you can find in Appendix III.
<table>
<thead>
<tr>
<th>Type of Action</th>
<th>Action on</th>
<th>Period after notification (days)</th>
<th>Repeating period (days)</th>
<th>Chain</th>
<th>Action on maternity leave</th>
<th>Include in procedure</th>
<th>Abbreviation</th>
<th>Insert in file</th>
<th>Document</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Contact by phone</td>
<td>Illness</td>
<td>1</td>
<td>Repeat for each reported sick leave</td>
<td>One-off in chain</td>
<td>Always, regardless of maternity leave</td>
<td>No, never at maternity leave</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>2. Plan of Action</td>
<td>Illness</td>
<td>49</td>
<td>One-off in chain</td>
<td>No, never at maternity leave</td>
<td>Yes</td>
<td>PV A</td>
<td>Yes</td>
<td>Plan van Ampak</td>
<td></td>
</tr>
<tr>
<td>3. Adjust Plan of Action</td>
<td>Leave action</td>
<td>1</td>
<td>One-off in chain</td>
<td>No, never at maternity leave</td>
<td>Yes</td>
<td>EPA</td>
<td>Yes</td>
<td>Briefly planning</td>
<td></td>
</tr>
<tr>
<td>4. Notice of 12 weeks</td>
<td>Illness</td>
<td>287</td>
<td>One-off in chain</td>
<td>No, never at maternity leave</td>
<td>Yes</td>
<td>42</td>
<td>Yes</td>
<td>Briefly planning</td>
<td></td>
</tr>
<tr>
<td>5. Evaluation Plan of Action</td>
<td>Illness</td>
<td>91</td>
<td>One-off in chain</td>
<td>No, never at maternity leave</td>
<td>Yes</td>
<td>EPA</td>
<td>Yes</td>
<td>Evaluation van Ampak</td>
<td></td>
</tr>
<tr>
<td>6. Monitoring end of maternity leave</td>
<td>Illness</td>
<td>110</td>
<td>One-off in chain</td>
<td>Ja, except as indicated</td>
<td>Yes</td>
<td>VER</td>
<td>Yes</td>
<td>Briefly planning</td>
<td></td>
</tr>
<tr>
<td>7. First step Evaluation</td>
<td>Illness</td>
<td>244</td>
<td>One-off in chain</td>
<td>No, never at maternity leave</td>
<td>Yes</td>
<td>UIR</td>
<td>Yes</td>
<td>Evaluation</td>
<td></td>
</tr>
<tr>
<td>8. Salary back to 70%</td>
<td>Illness</td>
<td>360</td>
<td>One-off in chain</td>
<td>No, never at maternity leave</td>
<td>Yes</td>
<td>30</td>
<td>Yes</td>
<td>Briefly planning</td>
<td></td>
</tr>
<tr>
<td>9. End evaluation Plan of Action</td>
<td>Illness</td>
<td>616</td>
<td>One-off in chain</td>
<td>No, never at maternity leave</td>
<td>Yes</td>
<td>SEP</td>
<td>Yes</td>
<td>Evaluation van Ampak WIA</td>
<td></td>
</tr>
<tr>
<td>10. Compile Reintegration file</td>
<td>Illness</td>
<td>623</td>
<td>One-off in chain</td>
<td>No, never at maternity leave</td>
<td>Yes</td>
<td>KOS</td>
<td>Yes</td>
<td>Evaluation van Ampak WIA</td>
<td></td>
</tr>
<tr>
<td>11. WIA Application</td>
<td>Illness</td>
<td>630</td>
<td>One-off in chain</td>
<td>No, never at maternity leave</td>
<td>Yes</td>
<td>AAN</td>
<td>Yes</td>
<td>Briefly planning</td>
<td></td>
</tr>
<tr>
<td>12. Start WIA / extended working time</td>
<td>Illness</td>
<td>730</td>
<td>One-off in chain</td>
<td>No, never at maternity leave</td>
<td>Yes</td>
<td>WIA</td>
<td>Yes</td>
<td>Briefly planning</td>
<td></td>
</tr>
<tr>
<td>13. Absenteeism Conversation</td>
<td>Leave action</td>
<td>1</td>
<td>One-off in chain</td>
<td>Ja, except as indicated</td>
<td>Yes</td>
<td>PV A</td>
<td>Yes</td>
<td>Briefly planning</td>
<td></td>
</tr>
<tr>
<td>14. Biocare recovery data</td>
<td>Leave action</td>
<td>1</td>
<td>One-off in chain</td>
<td>No, never at maternity leave</td>
<td>Yes</td>
<td>VR</td>
<td>Yes</td>
<td>Briefly planning</td>
<td></td>
</tr>
<tr>
<td>15. Possible actions when using the self planning module</td>
<td></td>
<td></td>
<td></td>
<td>Repeat for each reported sick leave</td>
<td>No, never at maternity leave</td>
<td>Yes</td>
<td>LIT</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>16. Schedule Plan of Action</td>
<td>Illness</td>
<td>30</td>
<td>One-off in chain</td>
<td>No, never at maternity leave</td>
<td>Yes</td>
<td>PV A</td>
<td>Yes</td>
<td>Briefly planning</td>
<td></td>
</tr>
<tr>
<td>17. Schedule current health by physician</td>
<td>Illness</td>
<td>588</td>
<td>One-off in chain</td>
<td>No, never at maternity leave</td>
<td>Yes</td>
<td>AO</td>
<td>Yes</td>
<td>Briefly planning</td>
<td></td>
</tr>
<tr>
<td>18. Schedule medical file</td>
<td>Illness</td>
<td>588</td>
<td>One-off in chain</td>
<td>No, never at maternity leave</td>
<td>Yes</td>
<td>MID</td>
<td>Yes</td>
<td>Briefly planning</td>
<td></td>
</tr>
</tbody>
</table>

This is an overview of employer actions that you might use. These are applicable for holding actions as well.
Appendix III: Calculation of absence figures

The following principles are applied in we-care.

**Mean percentage (MP)**
The mean percentage indicates which part of the labour capacity was lost in a certain period due to absence.

\[
MP = \frac{\text{Total number of net days of absence (fte) in de period}}{\text{Staff average FTE} \times \text{Number of calendar days in reporting period}} \times 100\%
\]

- Calendar days are used.
- The number of days of absence and the workforce is corrected for part-timers by the part-time factor. Please note: a part-time factor of 0% means that the employee in question is not included in the number of days of absence and staff.
- The number of days of absence is corrected in the event of a partial recovery.
- The number of days of absence is not corrected for partial recovery without wage value.

**Mean frequency (MF)**
The average frequency is the average number of new cases of illness per employee in a certain period, converted to an annual basis.

\[
MF = \frac{\text{Number of new absence cases in the reporting period}}{\text{Staff average headings} \times \text{Number of calendar days in the year}} \times \text{Number of calendar days in the reporting period}
\]

- Only new cases of absence that start in the period count.
- There is no correction for chain reports (composite absence). Every absence report that starts in the period counts, even after an interruption of less than 4 weeks.
- Partial recovery reports of 0% (= 100% sick) do not count.
- There is no correction for part-timers.
Mean duration (MD)
The mean duration relates to the duration of the illness and is based on the terminated absence cases in the recalled period.

\[
MD = \frac{\text{Number of gross days of absence for closed absence cases}}{\text{Number of closed absence cases}}
\]

- The duration of absence is only calculated on terminated absence cases in the period. All days of absence are counted for an absence event, including those outside of the period.
- For a chain report, only the terminated absence cases in the period are counted.
- There is no correction for partial recovery.
- There is no correction for part-timers.

Example: absence days on average absence duration calendar year 2018
Absence duration class
The absenteeism figures can also be recalled on the basis of the absence duration class whereby the
total absence figures are split into short, medium, long and extra long absence.

Mean percentage short

\[
\text{MP-short} = \frac{\text{Total number of net days of absence (fte) in de period of absence cases of max. 7 days}}{\text{Staff average FTE} \times \text{Number of calendar days in reporting period}} \times 100\%
\]

- All current or terminated absence periods with a maximum duration of 7 days, of which one or more absence days fall within the called period.
- Only the absence days that fall within the called period are counted.
- Calendar days are used.
- The number of days of absence and the workforce is corrected for part-timers by the part-time factor.
  Please note: a part-time factor of 0% means that the employee in question is not included in the number of days of absence and staff.
- The number of days of absence is corrected in the event of a partial recovery.
- The number of days of absence is not corrected for partial recovery without wage value.

Mean percentage medium

\[
\text{MP-medium} = \frac{\text{Total number of net days of absence (fte) in de period of absence cases of min. 8 and max. 42 days}}{\text{Staff average FTE} \times \text{Number of calendar days in reporting period}} \times 100\%
\]

- All current or terminated absence periods with a minimum duration of 8 days and maximum 42 days, of which one or more absence days fall within the called period.
- Only the absence days that fall within the called period are counted.
- Calendar days are used.
- The number of days of absence and the workforce is corrected for part-timers by the part-time factor.
  Please note: a part-time factor of 0% means that the employee in question is not included in the number of days of absence and staff.
- The number of days of absence is corrected in the event of a partial recovery.
- The number of days of absence is not corrected for partial recovery without wage value.

Mean percentage long

\[
\text{MP-long} = \frac{\text{Total number of net days of absence (fte) in de period of absence cases of min. 43 and max. 730 days}}{\text{Staff average FTE} \times \text{Number of calendar days in reporting period}} \times 100\%
\]

- All current or terminated absence periods with a minimum duration of 43 days and maximum 730 days, of which one or more absence days fall within the called period.
- Only the absence days that fall within the called period are counted.
- Calendar days are used.
- The number of days of absence and the workforce is corrected for part-timers by the part-time factor.
Please note: a part-time factor of 0% means that the employee in question is not included in the number of days of absence and staff.

- The number of days of absence is corrected in the event of a partial recovery.
- The number of days of absence is not corrected for partial recovery without wage value.

**Mean percentage extra long**

\[
MP\text{-extra long} = \frac{\text{Total number of net days of absence (fte) in the period of absence cases of min. 731 days}}{\text{Staff average FTE} \times \text{Number of calendar days in reporting period}} \times 100\%
\]

- All current or terminated absence periods with a minimum duration of 731 days, of which one or more absence days fall within the called period,
- Only the absence days that fall within the called period are counted.
- Calendar days are used.
- The number of days of absence and the workforce is corrected for part-timers by the part-time factor.

Please note: a part-time factor of 0% means that the employee in question is not included in the number of days of absence and staff.

- The number of days of absence is corrected in the event of a partial recovery.
- The number of days of absence is not corrected for partial recovery without wage value.

**Mean frequency short**

\[
MF\text{-short} = \frac{\text{Number of new absence cases in the reporting period with a duration of max. 7 days}}{\text{Staff average headings}} \times \frac{\text{Number of calendar days in the year}}{\text{Number of calendar days in the reporting period}}
\]

- Only new cases of absence that start in the period count with a maximum duration of 7 days.
- Corrections are not made with regard to chain reports (composite absence). Every absence report that starts in the period counts, even after an interruption of less than 4 weeks.
- Partial recovery reports of 0% (= 100% sick) do not count.
- There is no correction for part-timers.

**Mean frequency medium**

\[
MF\text{-medium} = \frac{\text{Number of new absence cases in the reporting period with a duration of min. 8 days and max. 42 days}}{\text{Staff average headings}} \times \frac{\text{Number of calendar days in the year}}{\text{Number of calendar days in the reporting period}}
\]

- Only new cases of absence that start in the period count with a minimum duration of 8 days and maximum 42 days.
- Corrections are not made with regard to chain reports (composite absence). Every absence report that starts in the period counts, even after an interruption of less than 4 weeks.
- Partial recovery reports of 0% (= 100% sick) do not count.
- There is no correction for part-timers.
Mean frequency long

\[
MF_{\text{long}} = \frac{\text{Number of new absence cases in the reporting period with a duration of min. 43 days and max. 730 days}}{\text{Staff average headings}} \times \frac{\text{Number of calendar days in the year}}{\text{Number of calendar days in the reporting period}}
\]

- Only new cases of absence that start in the period count with a minimum duration of 43 days and maximum 730 days.
- Corrections are not made with regard to chain reports (composite absence). Every absence report that starts in the period counts, even after an interruption of less than 4 weeks.
- Partial recovery reports of 0% (= 100% sick) do not count.
- There is no correction for part-timers.

Mean frequency extra long

\[
MF_{\text{short}} = \frac{\text{Number of new absence cases in the reporting period with a duration of min. 731 days}}{\text{Staff average headings}} \times \frac{\text{Number of calendar days in the year}}{\text{Number of calendar days in the reporting period}}
\]

- Only new cases of absence that start in the period count with a minimum duration of 43 days and maximum 730 days.
- Corrections are not made with regard to chain reports (composite absence). Every absence report that starts in the period counts, even after an interruption of less than 4 weeks.
- Partial recovery reports of 0% (= 100% sick) do not count.
- There is no correction for part-timers.

Mean duration short

\[
MD_{\text{short}} = \frac{\text{number of gross days of absence for closed absence cases with a duration of max. 7 days}}{\text{number of closed absence cases}}
\]

- The duration of absence is only calculated for terminated absence cases in the period with a maximum duration of 7 days. All days of absence are counted for an absence event, including those outside of the period.
- For a chain report, only the terminated absence cases in the period are counted.
- There is no correction for partial recovery.
- There is no correction for part-timers.

Mean duration medium

\[
MD_{\text{medium}} = \frac{\text{number of gross days of absence for closed absence cases with a duration of min. 8 and max. 42 days}}{\text{number of closed absence cases}}
\]
The duration of absence is only calculated for terminated absence cases in the period with a minimum duration of 8 days and maximum 42 days. All days of absence are counted for an absence event, including those outside of the period.

For a chain report, only the terminated absence cases in the period are counted.

There is no correction for partial recovery.

There is no correction for part-timers.

**Mean duration long**

\[
MD\text{-long} = \frac{\text{number of gross days of absence for closed absence cases with a duration of min. 43 and max. 730 days}}{\text{number of closed absence cases}}
\]

**Mean duration extra long**

\[
MD\text{-extra long} = \frac{\text{number of gross days of absence for closed absence cases with a duration of min. 731 days}}{\text{number of closed absence cases}}
\]

The choice of calendar days or workdays

The matter of calendar days/workdays consists basically of two elements. At group level, the results hardly differ according to both methods.

**Calendar days versus workdays for full-timers**

The assumption is a fulltime employment, with work carried out on weekdays. If a worker is sick for a number of full weeks, then both methods reach the exact same absence percentage:

For example: 6 weeks ill
- calendar day method:
  \[(6 \text{ weeks} \times 7 \text{ days}) / (1 \times 365 \text{ days}) \times 100\% = 11,5\%\]
- workday method:
  \[(6 \text{ weeks} \times 5 \text{ days}) / (1 \times 261 \text{ days}) \times 100\% = 11,5\%\]

A difference can arise if the duration of the sickness was not a number of full weeks.
For instance; someone is sick for 6 weeks and 2 days, and the 2 days were not a weekend:
- Calendar day method:
  \[(6 \text{ weeks} \times 7 \text{ days} + 2 \text{ days}) / (1 \times 365 \text{ days}) \times 100\% = 12,1\%\]
- workday method:
  \[(6 \text{ weeks} \times 5 \text{ days} + 2 \text{ days}) / (1 \times 261 \text{ days}) \times 100\% = 12,3\%\]

Here we see that the calendar day method yields a lower result. Generally, if the ‘extra days’ (the days above a number of full weeks) are one or more weekend days, the calendar method yields higher than the workday method. If the extra days fall outside of the weekend, the workday method is higher. The UWV makes use of the calendar day method.