

Time Off Requests

User Guide

Request time off, track approval status, and manage your availability — without phone calls or paperwork.

Quick Reference

Command: /timeoff

Flow: Tech requests → Manager approves/denies

Status: Pending, approved, or denied with reason

Access: Team members on an active subscription

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1. Getting Started

The `/timeoff` command lets technicians submit time-off requests directly through Telegram. Managers receive a notification and can approve or deny the request with one tap.

This replaces text messages, phone calls, and paper forms. Every request is logged and visible in the portal for record-keeping.

Tip: Submit time-off requests as early as possible. This gives your manager time to adjust the schedule and find coverage.

2. Requesting Time Off

To submit a request, send `/timeoff` and follow the prompts:

- Select the start date from the calendar picker
- Select the end date (same day for single-day requests)
- Add an optional reason (e.g., "doctor appointment", "family event")
- Confirm and submit — your manager is notified immediately

You can request partial days or multi-week blocks. Each request is tracked separately so you can see the status of each one.

Note: Submitting a request does not guarantee approval. Wait for your manager's response before making personal plans.

3. Manager Approval

Managers receive time-off requests as Telegram notifications with Approve and Deny buttons. The workflow:

- The manager receives a message showing who is requesting, the dates, and the reason (if provided).
- Tap Approve to grant the request. The technician is notified.
- Tap Deny to decline. The manager can add a reason for the denial.
- The portal's schedule view shows approved time off as blocked dates.

Tip: Managers can also review and manage all pending requests from the Time Off section in the ArklyTech Portal.

4. Viewing Status

Send /timeoff again to view the status of your recent requests. Each entry shows:

- Dates: The requested time-off period
- Status: Pending (waiting), Approved, or Denied
- Manager note: If denied, the reason provided by your manager

You can cancel a pending request before it is reviewed. Once approved or denied, contact your manager directly to make changes.

5. Quick Reference

- Send /timeoff to request time off or view existing requests
- Select dates and optionally add a reason
- Managers approve or deny via Telegram or the portal
- Approved time off appears as blocked dates on the schedule
- Cancel pending requests before they are reviewed if plans change