



Reporting Your Request for Leave of Absence

TRISTAR is available 24 hours a day, 7 days a week and offers employees direct access to resources and information. You can easily report a leave/work place accommodation and check its status through TRISTAR's dedicated secure website or by telephone.

When Do I Report a Leave?

Your own serious illness, disability, or maternity leave lasting greater than 3 work days:

TRISTAR is available 24 hours a day, 7 days a week. You may report a leave up to 30 days in advance of a planned disability absence OR as soon as you are aware that you will be disabled due to illness or injury for 4 or more calendar days.

Your family member's serious illness, military leave, or your own intermittent leave lasting greater than 3 work days:

You may report a leave when you will be out of work for 3 consecutive days or intermittently to care for an immediate family member suffering a serious illness or to care for a newborn, foster or adopted child. Some states provide limited time as a paid leave.

How Do I Report a Leave of Absence?

1. Contact TRISTAR via telephone at 1-844-702-2352 and speak with an Intake Specialist to report your leave and/or accommodation request. Live intake is available from 6 am to 6 pm weekdays.
2. Contact TRISTAR online via secure website.
 - a. Report your leave/accommodation via amys.ess-absencetracker.com.
 - b. From the login page for TRISTAR Self-Service, Register a new account with your work email. (You will receive an email from AbsenceSoft to create a password)
 - c. You will log in to AbsenceTracker. To create a new case you will click on the icon "New Request"
 - d. Once you complete the request a specialist will reach out to you within two business days to discuss your case.
3. Contact TRISTAR via email at LOAIntake@tristargroup.net.
 - Provide your name, your employer, your absence start date, your estimated return to work date and the reason for your leave.
 - Provide your contact email and/or phone number.
4. Contact TRISTAR via text message at 562-393-6300.
 - Provide your name, your employer, your absence start date, your estimated return to work date and reason for your leave
 - Provide your contact email and/or phone number.

You may securely check the status of your open absence case online anytime at amys.ess-absencetracker.com or by calling your assigned Leave Specialist at 1-844-702-2352