

## Reliance Matrix Help Guide: Supervisors

Pinellas County’s [disability](#) and [Family and Medical Leave Act \(FMLA\)](#) benefits are administered by Reliance Matrix. Use these instructions to monitor your employees’ absences on Reliance Matrix’s site. If you need help, view a short [Absence Reporting video](#), or call Reliance Matrix at (877) 202-0055.

Supervisors will receive access to the Reliance Matrix Absence portal if they have an employee applying for FMLA or one who is already on leave and reporting intermittent absences. Note: FMLA that began in 2025 and carried over into 2026 will not generate supervisor notifications.

### Create an Account

- Go to [matrixabsence.com](https://matrixabsence.com) or download the *Matrix eServices* mobile app.
  - If you are a first-time user, select *Create Account*, and create your username and password. **Use your work email address for your username.** Note: If creating your own claim, use your personal (not work) email address for your username.
  - Select the option to sign up for text updates.

### Notification Email

- Email notifications from Reliance Matrix come from [noreply@reliancematrix.com](mailto:noreply@reliancematrix.com) and [ereport-notice@reliancematrix.com](mailto:ereport-notice@reliancematrix.com). Please whitelist these email addresses (for assistance contact BTS Operations Center at 727-453-4357).
- When the employee files the claim, the supervisor will get a status notification email with an attachment that contains details of the claim.

The screenshot shows two tables from the Reliance Matrix portal. The top table, titled "Absences", lists employees and their absence details. The bottom table, titled "Intermittent Absences", shows a specific absence for Mary Smith. A red arrow points from the text "Supervisor/Manager Instructions" to the bottom table. To the right is a legend with eight icons and their corresponding instructions.

Name and EED	Begin	Returns to Work (ETW)	Absence Type Today	Reason	Absence Details
Charles, John - 25421	03/09/2024	Confirmed Returning on 02/20/2024	Continuous	Pregnancy	FMLA - Pending - 03/09/2024 - 06/02/2024; MLOA - Pending - 03/09/2024 - 06/02/2024.
Doe, Jane - 65204	01/19/2024	Estimated 04/19/2024	Reduced schedule	Ova	FMLA - Partial App - 01/19/2024 - 04/12/2024 - Exhausted; MLOA - Approved - 01/19/2024 - 04/18/2024; STD 1yr - Approved - 01/26/2024 - 04/18/2024.
Smith, Mary - 54321	01/16/2024		Intermittent	Ova	FMLA - Ova - 01/16/2024 - 02/19/2024; MLOA - Pending - 01/16/2024 - 02/19/2024; STD 1yr - Pending - 01/16/2024 - 02/19/2024.

Name and EED	Absence Date & Time	Absence Status	Frequency	Duration	Reason	Absence Details
Smith, Mary - 54321	02/09/2024 03:00 PM - 02:00:00 Min	Approved	2 events per 1 W	1 D	Child	FMLA - Approved - 01/18/2024 - 01/17/2025.

Who is or will be absent	The reason for the absence	The type of absence	Date(s) of the absence
Contact information to get details regarding an absence	Employee's expected return to work date	Employee(s) restrictions, if any, when returning to work	Customized absence event instructions for supervisors and managers

See the [Supervisor/Manager Instructions](#) for action items.

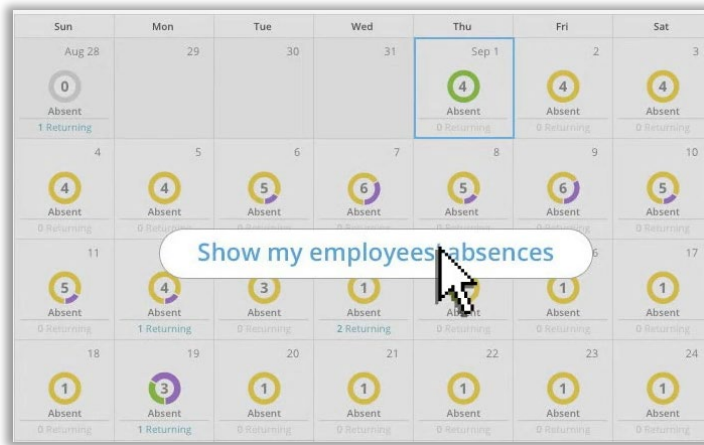
- At the bottom of the notification email, click [View Absence Calendar](#) to be redirected to the Reliance Matrix site.

## Employee Timecard

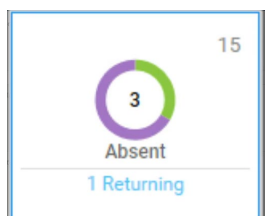
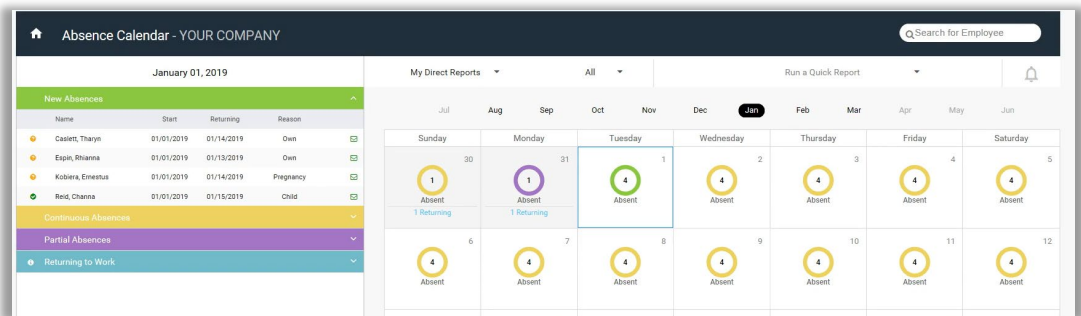
- It is the responsibility of the supervisor to complete the employee's timecard while they are out on leave once the absences are shown as approved on the Matrix Absence site. Please note that if the FMLA is associated with Short Term Disability (STD), once the STD payments begin, Payroll will enter the timecard.

## Absence Radar Calendar

- Log into [matrixabsence.com](http://matrixabsence.com) or the *Matrix eServices* mobile app.
- Click [Show my employees' absences](#) to view the Absence Radar Calendar:



- On the calendar, under each date is a circle (donut chart) with a number in it which is a breakdown of the absences occurring that day. If you click it, you'll see a list of employee names and leave status for that day. The absences are color coded with green for New Absences, yellow for Continuous Absences, purple for Partial Absences, and blue for Returning to Work.



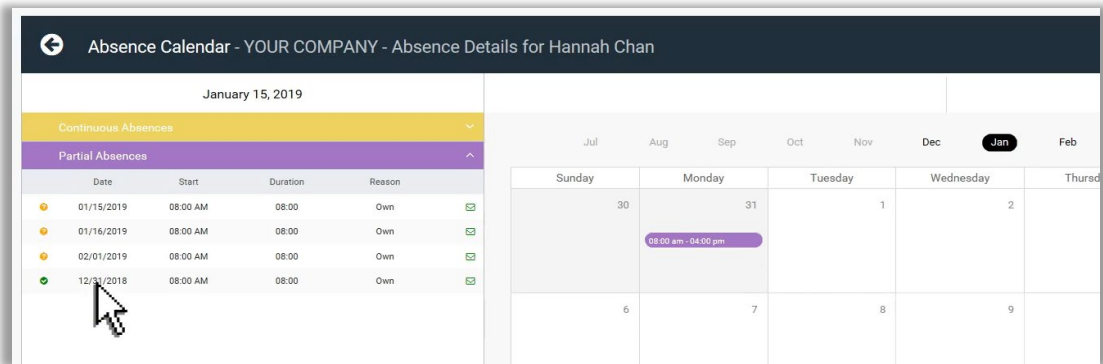
Green= New Absences

Yellow=Continuous

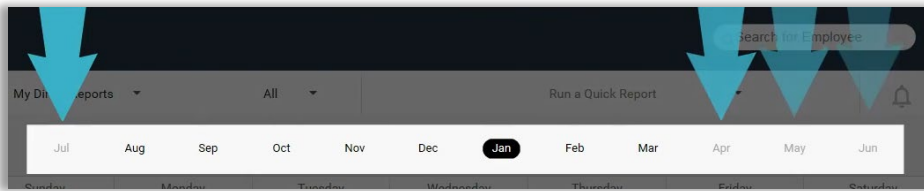
Purple=Partial Absences

Blue=Returning to work

- If you need more information on a specific employee, click their name to see their past and upcoming absences. Under the reason, click the blue link to view the status of the FMLA or short-term disability (STD) claim.



- If there are months on the calendar that are not bolded, that means there is no one out on leave that month. If you see something different on the calendar than what you or the employee are expecting, email the Benefits team at [employee.benefits@pinellas.gov](mailto:employee.benefits@pinellas.gov) or call 464-3367, option 1.



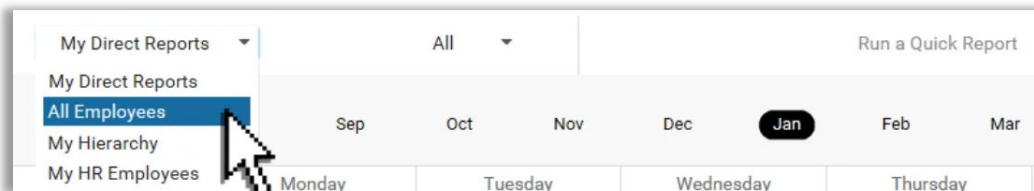
## Search

- To find a specific employee, type their name in the search bar at the top of the page.

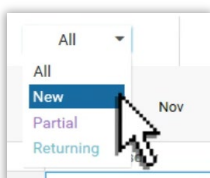


## Filters

- **People Filter** is only available if you are responsible for employees who are not direct reports. Depending on your position, you may have access to all employees.



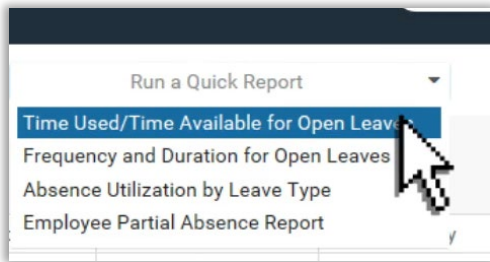
- **Absence Filter** allows you to select the types of absences that are on your calendar.



## Report Features

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You can run reports from the calendar by using the *Run a Quick Report* feature.



Each report can be downloaded and saved for later.

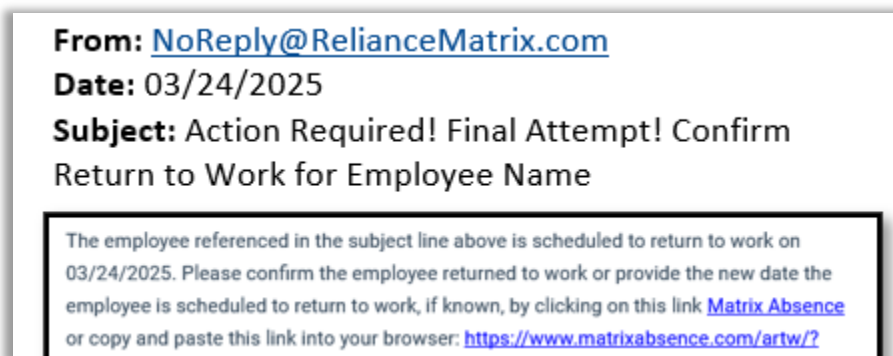
Employee Partial Absence Report  
Report is based on data from 07/01/2018 to 06/30/2019.

Name	Absence Reason	Family Member Name	Absence Date	Absence Start Time	Duration HHMM	Status
Smith, Jane	Own		01/20/2019	07:00 am	06:30	Approved
Jackson, Pete	Own		01/17/2019	07:00 am	03:30	Approved
Judd, John	Child	Seth Judd	01/17/2019	08:45 am	00:20	Approved
Smith, Jane	Own		01/17/2019	01:00 pm	04:30	Approved
Jackson, Pete	Own		01/16/2019	07:00 am	10:30	Approved

## Return to Work Notification

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- Reliance Matrix will need to confirm if the employee has returned to work. It is the employee's responsibility to notify them.
- Reliance Matrix will also send text messages to the employee. If, after 2 attempts, the employee does not respond to the text from Reliance or if they have opted out of text messaging, an email is sent to the designated employer contact.
- Click the *Matrix Absence link* in the email.



- Click **Yes** or **No** regarding whether the employee returned to work on the specified date. If not, provide the reason and the anticipated return to work date. Click **Submit**.

Did the employee returned to work on **04/30/2026**?

What is the reason for change in return to work date?

Please enter the employee's return to work date, or select I don't know:

or  I don't know

## Delegate Status Notifications

If necessary, you can share status notifications with another supervisor, your manager, or Human Resources. You will also continue to receive the notifications.

- Go to the home screen and click **Share Status Notifications**.

Share Status Notification

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Share Status Notifications with others

Shared with

- Search by email address, select it from the drop-down selection, and click **Share**.

Share Status Notification

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Share Status Notifications with others

Shared with

Share Notification Confirmation

You are about to share your status notification with the following users:

John Doe

- When you're ready to stop sharing, click the trash icon next to the email address.

Share Status Notifications with others

Shared with

• john.doe@yourcompany.com