

myTime Frequently Asked Questions

1. What if I can't log in?
 - a. If you are a proxy, ask the supervisor of the employee if they set you up as a proxy. If you are set up correctly as a proxy and still can't log in contact Ian Fraser (x4327)
 - b. If you are a Supervisor and can't log in, contact HR to make sure your employee is assigned to the correct work unit. If they are assigned correctly, call Ian Fraser (x4327).

2. What if I log in and my employees aren't there?
 - a. Click on the "add time and leave" button and search for the employee on the drop down menu. Select the employee from the list, select the "Job" and the "Hours Type" and click "save." If that doesn't work go to b.
 - b. If you can't find your employee:
 - i. Temporary Employees: If you are looking for temporary employees, email Sherri Lee-Lewis and she will forward to the appropriate HR staff member to confirm the supervisor set up in ISIS and make a correction if necessary.
 - ii. Student Employees: If you are looking for student employees, contact Cesar Casillas in Financial Aid (x4536).

3. What if I am entering time and I get an error message?
 - a. If you are entering a Federal Work Study Student and the message refers to "budget", either hours or a dollar amount, contact Cesar Casillas in Financial Aid.
 - b. If you are entering any other type of student worker, and the message refers to "budget", contact Ian Fraser, Payroll Manager (x4327).
 - c. If the message states "this employee can't work more than 8 hours in a day", contact the payroll specialists Jenia Soufian for Temps (x4992), and Shelley Williams for student help (x4236).

4. I've already submitted, but it didn't work, why do I have to do it again?
 - a. If you are a supervisor, you need to do two steps to approve and submit to Payroll. Even though it seems redundant, the system requires both steps.
 - b. If you are a proxy and you have "Proxy Submit" status, you will only be able to enter hours and submit to supervisor, only the first of the two step process.
 - c. If you are a proxy and have "Proxy Approval" status, you will need to do both steps just as a supervisor would do in "a" above.

5. I approved and submitted my employee hours, how do I make a correction or addition?
 - a. You must call Jenia Soufian for temporary employees (x4992) or Shelley Williams for student workers (x4236) immediately to see if the time sheet can be returned and the correction made in the current payroll. If you cannot reach your payroll specialist, call Ian Fraser (x4327).

6. I don't have any hours to report in this period, what should I do?
 - a. Log in as you normally would, select the period, and on your "Time Entry" screen click on the "No Hours to Report" button in the top section of the page, on the far right side.
 - b. Once you enter time for one employee, the "No Hours to Report" button goes away, if you mistakenly started a timesheet, but actually don't have hours to report, delete the lines on the timesheet and the "No Hours to Report" button will return.