

Approvers Troubleshooting Guide for Web Time Entry

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Answers/Solutions

1. **ERROR MESSAGE: “ERROR Approval not allowed.”**

Either the “Approve” button was double-clicked or the back arrow was used on the web browser to return to records already approved.

Log out of MyInfo and re-login.

OR

Refresh your web browser.

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2. **ERROR MESSAGE: “ERROR, Time transaction already exists.”**

The employee may have double-clicked on the time sheet button when opening your time sheet.

OR

The employee may have tried to use the web browser back button after previously selecting and starting a time sheet.

To Correct:

Contact the employee and have him/her restart the time sheet to clear the error, re-enter any hours and submit for approval.

3. **I do not know my pin to log into My Info – what do I do?**

Call Human Resources at 994-3651 and have your pin reset.

OR

Enter your User ID and select the Forgot PIN button and answer your secret question in order to reset your pin.

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4. **When I log into My Info, I do not have an “Employee Services” tab.**

Call Human Resources at 994-3651.

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5. **I do not have a link to my time sheet in My Info – who do I call?**

Call Human Resources at 994-3651.

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6. Why are there no time sheets in my Time Approval Channel?

Your employees have not submitted their time sheet for approval. If it is the last day for submittal (the last day of the month), please contact your employees and have them fill out and submit their time sheet by 5pm.

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7. Why is there a time sheet in my queue for an employee who no longer works here?

Either the employee's termination EPAF has not been processed or a termination EPAF was never submitted for that employee. If the employee is not on LWOP and is not going to return to work in your department, please process a terminating EPAF immediately.

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8. What if I discover an error on a time sheet after it has been approved?

Contact your payroll technician.

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9. How do I set up a proxy?

1. When you are in the WTE Time Reporting Selection Screen, click on the "Proxy Set Up" link at the bottom, middle of the page.
2. Click on the drop down box and select the person you want as your proxy.
3. Click on the add box next to the drop down box and click the save button.
4. Repeat steps 2 and 3 to add additional proxies.
5. When finished, click on the "TIME Reporting Selection" link.

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10. I do not see the link to set up a proxy, what do I do?

None of your employees have started their time sheet.

Contact one of your employees and ask them to start their time sheet.

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11. Do I have to have a proxy?

All approvers are required to have at least one proxy set up. Human Resources must have the name of your proxy(ies) on file.

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12. If I change my proxy does HR need to know?

Yes. If you change your proxy, please send an e mail to your payroll tech in HR so that we have current information on file.

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13. I am not receiving the e-mail reminder – why?

You have not forwarded your e mail from MyPortal.

1. Go into the “Personal Information” tab on MyInfo click on the “Update E-mail address(es) link”.
2. Click on the drop down box for “Type of E-mail to Insert” and select “Forward for University Recognized (OFFICIAL) E-mail Address” and click on the “Submit” button.
3. In the “Email:” text box, type in the e-mail address that you would like MyPortal e-mails to be sent to (i.e. university employee e-mail address, student e-mail address, or personal e-mail address). Enter a comment if you want to and click on the “Submit” button.

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14. When do I need to Approve Time Sheets?

All time sheets need to be approved by noon on the second day of the month.

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15. I was not able to access MyInfo and approve my employee’s time sheets.

Contact HR at 994-3651.

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16. All other questions or errors.

Call Human Resources at 994-3651 with questions or errors that were not covered above.

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