

Troubleshooting Guide for Web Time Entry

ERROR MESSAGES

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Answers/Solutions

1. ERROR MESSAGE: “ERROR, No hours entered.”

If you are a salaried employee and only enter exception time, this is not a critical error. This is a warning message. If you have no exception time to report for the month, you may continue with submitting your time sheet for approval.

If you are an hourly employee, you have tried to submit your timesheet without entering time. If you did not work this month you may continue submitting your time sheet for approval. If you worked during the month, you will need to enter your hours on the days worked.

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2. ERROR MESSAGE: “ERROR, Submit not allowed”

You have already submitted your time sheet for approval and have tried to submit it again.

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3. ERROR MESSAGE: “ERROR, Time transaction already exists.”

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

OR

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

To Correct:

Restart the time sheet to clear the error, re-enter any hours and submit for approval.

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4. ERROR MESSAGE: “ERROR, Access denied. You do not have permission to access this service.”

MyInfo uses technologies that may not be supported in your Web Browser.

The time sheet may be blocked by a firewall. Disable the firewall to access the record and enable the firewall after you have successfully submitted your timesheet.

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5. ERROR MESSAGE: “ERROR, You have no records available at this time. Please contact your payroll administrator if you have any questions”

Contact Human Resources at 994-3651.

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6. I don’t know my pin to log into My Info – what do I do?

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

OR

Call Human Resources at 994-3651 and have your pin reset. If you are a student, call the Registrar’s office at 994-6650.

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

Call Human Resources at 994-3651.

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8. I do not have the time sheet link in MyInfo – who do I call?

Call Human Resources at 994-3651.

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9. I do not see the current month’s time sheet.

Click on the drop down arrow under “Pay Period and Status” to select the current month. If the current time sheet is not listed, call Human Resources at 994-3651.

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10. Why can’t I make changes to my time sheet?

You opened a completed time sheet. To select the correct time sheet:

Click on the “Position Selection” button to return to the “Position Selection” screen. Click on the drop down arrow under “Pay Period and Status” to select the current month. If you do not see the current time sheet, call Human Resources at 994-3651.

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11. Why are there days missing on my time sheet?

New Employee:

If you are a new employee and started in the middle of the month, days that you were not employed at the University will not be visible.

Current Employee:

If you are not a new employee and have worked the entire month, call Human Resources at 994-3651.

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12. As an hourly employee, how do I calculate and report holiday pay?

1. Go to the Human Resources webpage (<http://www.montana.edu/hr>) and click on the “Web Time Entry - Holiday Calculator” link on the right hand side of the webpage.
2. In the “Enter Hours Worked:” text box, enter the total number of hours worked for the month (including annual, sick and comp hours worked).
3. Your “Total Holiday Hours:” will appear in the bottom text box. Enter this number in the “Clas. Hourly Holiday” earn code on your time sheet for each holiday of the month (if more than one holiday in the month exists, enter the hours on each holiday). Be sure to enter it on the day of the holiday.

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13. What if I worked on a holiday?

If you are an hourly employee, follow the instructions in #13 first. Then you will enter the number of hours worked for that holiday in the earn code “Clas. Holiday Hours Worked 1.5” on the day of the holiday worked.

If you are a salaried employee, enter the number of hours worked in the earn code “Clas. Holiday Hours Worked 1.5” on the day of the holiday worked.

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

Double check your junk e mail. If it is not in your junk e mail, then:
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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15. I was not able to access MyInfo to enter my time, what do I do?

Contact your approver as soon as possible.

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16. What is the deadline to submit my time?

You need to submit your time for approval by 5pm on the last day of the month.

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