



WEB TIME

Frequently Asked Questions

Finance and Business Systems

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Contents

Hourly Employees:	4
1. How to access my timesheet?	4
2. What is the deadline to submit timesheet?	4
3. I have missed the submission deadline, who should I contact?.....	4
4. I see Approve Time under My Activities, but I am not a web time approver.	4
5. I cannot open my timesheet, what to do?.....	4
6. What are the different timesheet Statuses?	4
7. I work the same hours each day, can I copy the same hours till the end of the pay period?.....	4
8. Why can I not recall my timesheet?.....	4
9. How do I know if my timesheet has been submitted?	5
10. I am a regular employee; do I submit a timesheet only when there is an exception?.....	5
11. How do I report time, e.g. overtime on Friday evening or Saturday, after the timesheet has been submitted for approval or approved?.....	5
12. Does the employee receive notification once the timesheet is approved	5
13. Does the employee receive notification when timesheet is returned for correction?.....	5
14. Can you go back and see timesheets entered on Self-Service? If so, how far back?	5
16. What should I do if I don't see my position or pay period for my position on my timesheet?	5
17. What should I do if after I submitted my timesheet for approval, the approver's name displayed is not my approver?.....	6
18. Do I submit multiple timesheets if I have multiple positions?	6
19. Can I start the timesheet and complete it later?	6
20. Where can I find the Web Time Entry Quick Guides?	6
Approvers:	6
1. What does each tab in the Approval Summary Page mean?.....	6
2. I am not the approver for the employee anymore, who should I contact?	6
3. Can I override a timesheet?	6
4. If I am on vacation, can someone else approve the timesheet?.....	6
5. What is the biweekly deadline for approving timesheets?	7
6. Who should I report to if I see timesheets of employees who do not report to me?	7
7. Can I approve timesheets when I am out of town or out of country?.....	7
8. Why is there a timesheet in my queue for an employee who no longer works here?	7
9. What if I discover an error on a timesheet after it has been approved?	7



- 10. Why are there no timesheets in my Approval Queue? 7
- 11. Can I reject a timesheet?..... 7
- Proxy: 7**
 - 1. What is a proxy?..... 7
 - 2. Is it mandatory to have a proxy approver? 7
 - 3. How to act as a proxy?..... 7
 - 4. How can I set up another approver as a proxy? 7
 - 5. Can I delete a proxy?..... 8
 - 6. I cannot find the approver I want to proxy for..... 8
 - 7. Can a proxy approve their own timesheet? 8
- Any additional issues, Contact 8**
- Error messages: 8**
- Timesheet Icons and Links:..... 9**



Hourly Employees:

1. [How to access my timesheet?](#)
Go to MyOntarioTech → Employees → Current Employees → Resources.
2. [What is the deadline to submit timesheet?](#)
Timesheets are due biweekly on Fridays at 5:00pm. To know when to submit your timesheet, check the [Payroll Schedule](#).
3. [I have missed the submission deadline, who should I contact?](#)
If you miss the submission window, please email payroll@ontariotechu.ca.
4. [I see Approve Time under My Activities, but I am not a web time approver.](#)
This button is visible to all hourly employees and approvers. If you are not a web time approver, no additional actions are required.
5. [I cannot open my timesheet, what to do?](#)
Email payroll@ontariotechu.ca if you are having issues accessing your timesheet.
6. [What are the different timesheet Statuses?](#)

The different timesheet statuses are:

Status	Queue	Description
Not Started	Employee	Timesheet is not started by the employee.
In Progress	Employee	Timesheet is in the process of entering time and is not submitted by the employee. The timesheet will be not accessible to the employee if the submission deadline is expired.
Returned	Employee	Timesheet is returned by the supervisor for correction. The timesheet will need to be corrected, submitted, and approved prior to the approver deadline.
Pending	Approver	Timesheet is submitted by the employee and is awaiting approval from the supervisor.
Approved	Payroll	Timesheet is approved and ready to be processed for payment.
Completed	N/A	Payroll received and processed the timesheet.

7. [I work the same hours each day, can I copy the same hours till the end of the pay period?](#)
Yes, you can copy the same hours. After entering and saving the hours for a single day, click on the copy icon () and select *copy to the end of pay period*. Save the changes. For step by step instructions on how to copy hours, refer to page 3 of [Bi-Weekly Employees – Web Time Detailed Instructions](#).
8. [Why can I not recall my timesheet?](#)
Recalling timesheet is only available when your timesheet is not approved or when the web time entry period is still open.

9. **How do I know if my timesheet has been submitted?**
A green popup will display on the top right of the screen indicating that timesheet has been submitted successfully.
10. **I am a regular employee; do I submit a timesheet only when there is an exception?**
All employees have to submit their timesheet every pay period. Refer to the [Payroll Schedule](#) to know when to submit your timesheet.
11. **How do I report time, e.g. overtime on Friday evening or Saturday, after the timesheet has been submitted for approval or approved?**
If you have already submitted your timesheet for approval but have worked hours for a pay period not yet recorded on the timesheet, you can do one of the following:
 - a. If the timesheet status is Pending (the approver hasn't approved the timesheet yet) and it is before the timesheet submission deadline, you can use the *Return Time* button to retrieve your timesheet, make changes and re-submit for approval again.
 - b. If the timesheet submission deadline has passed and your approver is willing to change the hours for you, your approver can use the *Change Record* button to make changes and then approve your timesheet.
Note: Employee will not receive notification email when timesheet is modified by the approver, the approver needs to communicate with the employee.
 - c. If the timesheet submission deadline has passed and your approver is uncomfortable changing the hours for you, you need to submit a [manual timesheet](#).
12. **Does the employee receive notification once the timesheet is approved?**
No, the employee does not receive any notification. Employees can always login to employee dashboard to review their timesheet status
13. **Does the employee receive notification when timesheet is returned for correction?**
Yes, an email notification will be sent to the employee if their timesheet has been returned for correction.
14. **Can you go back and see timesheets entered on Self-Service? If so, how far back?**
Yes, timesheets of all statuses (except the 'Not Started' ones) are available for last 12 calendar months. To view your previous timesheets, go to Timesheet (from MyOntarioTech) → Enter Time → Prior Periods
15. **Can I access my timesheets when I am out of town or out of country?**
You can view, process, and submit your timesheet for approval as long as you have a secure internet connection available. No VPN login is needed.
16. **What should I do if I don't see my position or pay period for my position on my timesheet?**
Contact your manager to ensure that your contract has been submitted to the system.

17. What should I do if after I submitted my timesheet for approval, the approver's name displayed is not my approver?
Contact financesystems@ontariotechu.ca

18. Do I submit multiple timesheets if I have multiple positions?
Yes, you will have to submit multiple timesheets. If you don't see one or more positions, contact payroll@ontariotechu.ca.

19. Can I start the timesheet and complete it later?
Yes, you can save your timesheet and come back at a later time. You can simply close the tab and start it later.

20. Where can I find the Web Time Entry Quick Guides?
All web time 9 documents are available on the payroll website. For easier access, the documents are also linked on MyOntarioTech. You can go to MyOntarioTech → Employees → Current Employees → Payroll. To view Job aids, go to MyOntarioTech → Employees → Current Employees → Employee Dashboard Job Aids (under Resources).

Approvers:

1. What does each tab in the Approval Summary Page mean?

The different tabs are:

- Pending: The timesheet has been submitted for approval.
- Approved: The timesheet has been approved by the approver.
- In Progress: The timesheet has been opened for the pay period.
- Completed: The timesheet has been received and processed by the Payroll office.
- Returned: The timesheet has been returned to the employee for correction. The necessary corrections must be made, and the timesheet must be resubmitted before the pay period deadline.

2. I am not the approver for the employee anymore, who should I contact?

Please contact your department administrator and they will email financesystems@ontariotechu.ca with the change.

3. Can I override a timesheet?

Yes, if you need to make a correction to an employee timesheet, you have the authority to override the timesheet. For detailed instructions, refer to page 2 of [Web Time Detailed Guide for Approvers](#).

4. If I am on vacation, can someone else approve the timesheet?

You can set another approver as your proxy. After setting up the proxy in Employee Dashboard, email Proxy's Banner Username and 100 number to financesystems@ontariotechu.ca. For step-by-step instructions on how to set up a proxy, refer to the [instructions guide](#).

Note: Proxies must have a Banner Username before they can approve time.

5. **What is the biweekly deadline for approving timesheets?**
Approver's deadline to approve timesheet is Mondays at 12:00pm. To view when to approve your timesheet, please check the [Payroll Schedule](#).
6. **Who should I report to if I see timesheets of employees who do not report to me?**
Contact financesystems@ontariotechu.ca
7. **Can I approve timesheets when I am out of town or out of country?**
Yes, you can approve the timesheet as long as you have a secure internet connection available. No VPN login is needed.
8. **Why is there a timesheet 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.
9. **What if I discover an error on a timesheet after it has been approved?**
Contact payroll@ontariotechu.ca.
10. **Why are there no timesheets in my Approval Queue?**
Your employees have not submitted their timesheet for approval. If it is the last day for submittal, please contact your employees and have them submit their timesheet by Friday 5pm.
11. **Can I reject a timesheet?**
Yes, you can send the timesheet back to the employee for correction. To do so, In the Preview pop up, write a comment to explain the employee what corrections are needed in the timesheet in the comment's textbox and then click Return for Correction.

Proxy:

1. **What is a proxy?**
A proxy approver is someone that can approve your hourly employee hours on your behalf if you are absence or unavailable. We encourage all supervisors to set-up a proxy.
2. **Is it mandatory to have a proxy approver?**
No, it is not mandatory.
3. **How to act as a proxy?**
To act as a proxy, click on *Proxy Super User* in the Approval Summary Page. Under Act as a Proxy For, select the approver you want to be a proxy for from the dropdown list. Refer to the [instructions](#) for detailed instructions.
Note: if you cannot find the name in the dropdown, please contact the approver you want to act as proxy for.
4. **How can I set up another approver as a proxy?**
For step-by-step instructions on how to set up a proxy, refer to the [instructions guide](#).
Note: After setting up the proxy in Employee Dashboard, email Proxy's Banner Username and 100 number to financesystems@ontariotechu.ca.

5. [Can I delete a proxy?](#)

Yes, you can delete a proxy. On the Proxy Super User page, click the checkbox beside the proxy employee name and click *Delete proxies*. Select Yes in the warning message.

6. [I cannot find the approver I want to proxy for.](#)

If you cannot find the name in the dropdown, please contact the approver you want to act as proxy for.

7. [Can a proxy approve their own timesheet?](#)

No, a proxy cannot approve their own timesheet.

Any additional issues, Contact

Problems/Questions	Department	Contact Information
Missing or Incorrect Position (Employee)		Employee Manager
Missing or Incorrect Position (Manager)	Human Resources	employeecontracts@ontariotechu.ca
Incorrect Approver	Finance Systems	financesystems@ontariotechu.ca
Errors Encountered During Submission or Approval	Payroll	payroll@ontariotechu.ca
Missing Earnings	Payroll	payroll@ontariotechu.ca
How To Report Earnings or Hours	Payroll	payroll@ontariotechu.ca
Missed Timesheet Submission or Approval Deadline	Payroll	payroll@ontariotechu.ca
Self-Service Access	Service Desk	Contact Service Desk

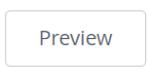
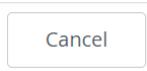
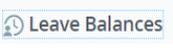
Error messages:

Error Message	Description	Resolution
 No hours entered.	Employee is trying to submit the timesheet with zero hours.	Click <i>Return</i> . Enter hours for the week and submit the timesheet for approval again.

Note: The error message will not disappear until you submit the timesheet again.



Timesheet Icons and Links:

Icon	Name	Description
	Information	Displays the approver, the date and time of origination, submission and approval.
	Comments	One comment is recorded on the timesheet. Comments can be added or reviewed by selecting the icon.
	Red Error Message	Error message displays error that is preventing the timesheet to submit. Please email payroll@ontariotechu.ca
	Message Indicator	A message was prompted due to a previous action by the approver.
	Edit	Edit the hours entered for a single day.
	Copy	Copy the hours entered for a single day. In the popup, either copy the same number of hours till the end of pay period or can select individual days to copy hours to.
	Delete	Remove the hours entered for a single day. Ensure you click Save else the record will not be deleted.
	Navigation Arrows	Navigate to previous or next week in the pay period on the timesheet.
	Preview	Preview timesheet when the user is ready to submit for approval.
	Save	Save the hours entered for a single day.
	Cancel	Cancel the action.
	Leave Balances	Link displays available paid leave through the last completed payroll.
	Restart Time	To request a restart of your timesheet. All previously entered time and comments will be removed from this pay period after the restart.
Account Distribution	Distribution Link	Provides account information for position and budgeting purposes.
Exit Page	Exit Link	Exit the current screen to go back to all timesheets.