TIMEONLINE

Employee – Frequently Asked Questions

I am a new employee. When will I be able to use TimeOnline to record my time?
Once you have completed your new hire orientation at UEI Human Resources, your information will be entered into the HR and Payroll system. Within about 48 hours your TimeOnline ID will be ready for use. Make sure you manually keep track of your hours until you can record them into the system.

My password has expired. How do I get it reset?
From the login screen, select the prompt for "Forgot/Reset Password". Enter your Employee ID, email address, and click "Process". Follow the prompts to receive a one-time use link to reset your password sent to your email account.

When are timesheets due?
Timesheets are due before noon on the 1st and 16th of each month (or on the first work day following if this is a weekend or holiday). You can view the Payroll Calendar for exact dates and actual pay dates.

When can I submit my timesheet?
A timesheet can be submitted at any time AFTER you have worked your final hours for the pay period.

I forgot my password. How do I get another password?
From the login screen, select the prompt for "Forgot/Reset Password". Enter your Employee ID, email address, and click "Process". Follow the prompts to receive a one-time use link to reset your password sent to your email account.

I accidentally submitted my timesheet before the end of the pay period, how do I get this opened?
Call University Enterprises, Inc. Payroll Services at (916) 278-7427 to ask them to re-open the timesheet.

I am using the web clock to punch in/out for my time, are the punches being rounded?
A part-time employee that uses the web clock will be paid using exact punches.

How do I verify that my email address is correct in TimeOnline?
When you are logged into TimeOnline, select the "Profile Tab" to verify your email address.

My email address is incorrect, how do I change it?
Log in to Employee Online, using your Employee ID. Under "Personal Information", select "Home Address". At the bottom of the screen, select "Edit". Update your email address and/or your home mailing address. Select "Save". Your email address is the point of contact for employment information from UEI Human Resources and payroll information from UEI Payroll Services.

I edited a punch in my timesheet and the system will not let me save the new time without entering a note. Why do I have to enter a note?

Due to audit requirements, a note to document changes is required anytime an employee edits or manually adds time to their timesheet.