

TIMEONLINE

Supervisor – Frequently Asked Questions

How do my new employees get trained?

When your employee comes to University Enterprises, Inc. (UEI) for their new employee orientation in our Human Resources office, they will use our kiosks located in Human Resources to complete their online training module for TimeOnline.

When will my new employee get setup in TimeOnline?

After your new employee has completed their orientation at UEI's Human Resources department, their paperwork will be entered into UEI's Human Resources and Payroll system. Within about 48 hours, the new employee data is downloaded into TimeOnline.

You should instruct your employee to manually keep track of their time until they can enter their hours using TimeOnline.

If my employee is using the web clock, is the time rounded or is it an exact punch?

A part-time employee that uses the web clock will be paid using exact punches.

When are timesheets due?

Timesheets are due before noon on the 1st and the 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 approve a timesheet?

A timesheet can be approved at any time AFTER the employee has worked their final hours for the pay period AND once the employee has submitted their timesheet. You should never approve an OPEN timesheet, unless the employee is absent and unable to submit their timesheet when it is due.

I accidentally approved a timesheet that is for the wrong pay period, how do I get this corrected?

This is a very common occurrence and can be fixed very easily! You just need to call UEI Payroll Services at (916) 278-7427 and ask them to re-open the timesheet.

I am having problems accessing or using the system, who can I call?

For any access problems with TimeOnline, please contact UEI Payroll Services at (916) 278-7427.

I am getting emails from TimeOnline for employees that are not under my direct supervision. How can I stop these emails?

If you do not supervise ANY employees, you can have your TimeOnline supervisor account disabled. To do this, please contact your Contract Administrator/Coordinator at your site or California Intern Network at (916) 278-4994.

Some accounts will have ALL employees listed for all supervisors. You only need to approve timesheets for those employees that are directly under your supervision.

Other supervisors say they are getting email notifications from TimeOnline, but I am not receiving anything, why?

You will need to update your email address and phone number in your supervisor profile in TimeOnline.

- 1. Go to the "Preferences" tab on the menu bar and then select "Profile".*
- 2. Fill out your email and phone number and select "Save".*

If your email is correct then it will be because your name needs to be attached with your student(s) profile within our system. Contact your Contract Administrator/Coordinator for this set up.

I have employees on my list that no longer work for me, how do I get them removed?

Any employee that no longer works for UEI should be terminated using a separation form. Once you complete the form and forward it to UEI Human Resources, the employee will be removed from the system and will no longer be on your list.

I don't see a student I supervise listed, how do I get them added?

It is possible for students to work for multiple accounts/agencies. Access will need to be modified in these occasions. Please contact your Contract Administrator/Coordinator at your site or California Intern Network at (916) 278-4994.

Where do I see available sick leave for my students?

On each timesheet towards the bottom is an "Accrual Summary" section where the sick balance is viewable. This balance is reset by the payroll department after each pay period. You can also view through Attendance tab > Accruals > History.

Students are responsible to enter in their sick leave hours by using "Pay Code 3[SICK]" with total hours used in the "Reg" column. Sick hours entered are not to exceed the daily scheduled shift, nor exceed their available balance.