PeopleSoft Web Time Entry
Frequently Asked Questions
Information & Links for All Waves

Introducing Web Time Entry

Access, approval and training

1. **What is PeopleSoft Web Time Entry (WTE)?**
   An online time recording system that replaces paper and PDF timesheets.

2. **How will WTE work?**
   - Employees enter and submit their work and leave time in WTE on a daily basis.
   - Managers receive an auto-generated email notification to review, approve or deny the submission.
   - Once approved, the electronic time record is sent electronically to Payroll for processing.

3. **Are all NYC Health + Hospitals employees required to use Web Time Entry?**
   All NYC Health + Hospitals employees, with the exception of Correctional Health, Residents and some isolated specialty titles, will use WTE.

4. **How do I find the Web Time Entry system?**
   Visit Employee Self Service. Alternatively, double-click the Employee Self Service (ESS) shortcut located on the desktop of all NYC Health + Hospitals computers.

5. **What user name and password should I use to access Web Time Entry?**
   The NYC Health + Hospitals Enterprise user name and password are used to access WTE. If you have forgotten your username and/or password, do not have an established NYC Health + Hospitals network password, or get locked out of the Web Time Entry system, contact the Enterprise Service Desk at 1-877-934-8442 anytime, 24/7.

6. **Where can I go to learn about WTE training and receive additional information?**
   Visit the internal Web Time Entry Training Resources page or the external Web Time Entry Training Resources page for job aides and videos.

7. **Why do I encounter an issue when trying to log in to the WTE system while accessing another PeopleSoft module?**
   When trying to log in to PeopleSoft Web Time Entry using the same browser that is used to open another PeopleSoft module, you may encounter an error message. To avoid this, open a second browser to access WTE.

8. **Are there any changes to our NYC Health + Hospitals Timekeeping practices?**
   Our NYC Health + Hospitals timekeeping policies, time reporting codes (TRCs) and reimbursement codes are not changing. However, there are a few changes in the use of reporting codes and the way you code the time record in WTE. In the near future, we will issue updated instructions for handling such codes. Remember to follow site- or facility-specific instructions provided by your manager regarding when to record time, the use of mobile devices and etc.

9. **Where do I get information on submitting my time and guidance if my timesheet is denied?**
   Click here to access the Web Time Entry Go Live Training Resources page for a list of specific job aids and videos on submitting time online and mobile, modifying time and etc. You may also access our external Employee Self Service (ESS) page by clicking here.

10. **How do I locate my assigned Super User?**
    A list of Super Users is available here. The Super User list is updated to reflect upcoming waves shortly ahead of an assigned go-live date.

11. **What is the deadline for submitting my time into Web Time Entry?**
    Employees submit their time record for final approval to their manager on the last work day of the week, but no later than noon (12:00 pm ET) on Monday of the following work week.

12. **When is my time record due if a holiday falls on a Monday?**
    In this case, please submit your time record for approval at the end of your last shift, no later than noon on Tuesday.

13. **Will my pay be impacted if I do not submit the time record on time?**
    For salaried staff: A late time record will not impact regular pay, but may impact the accuracy and timeliness of overtime (OT) pay which requires submission of a time record for payment (e.g. shift differentials).
    For staff whose pay is based upon the hours worked: A time record must be submitted in order to be paid.

14. **What if I make a mistake and need to edit the reported time on an approved or submitted time record?**
    If the time record has been submitted and approved in WTE by the manager, then the Timesheet Correction Form must be used for corrections.

15. **How will an employee with multiple jobs handle their time record?**
    All employees with multiple job titles will have a time record for each job title.

16. **Who has access to my electronic time record?**
    Your manager and, if assigned and/or available, a Delegate Editor, Delegate Approver and Payroll.

17. **Can I print my time record from Web Time Entry?**
    Reports to managers have the option to print the time record. However, staff is not given the ability to print.

18. **Can I continue to submit unprocessed (past due) paper timesheets or the electronic PDF timesheet after my user group and/or facility goes live?**
    Yes, for periods preceding WTE go-live. Click here for instructions to see if you have any unprocessed paper or PDF timesheets.

19. **Are non-NYC Health + Hospitals employees (i.e. affiliates, contractors paid through a vendor and third-party employees) required to report time using WTE?**
    No

20. **Will non-NYC Health + Hospitals employees approve time using WTE?**
    Non-NYC Health + Hospitals employees, who act as reports to managers for NYC Health + Hospitals employees, will use WTE to approve time records for the NYC Health + Hospitals employees who report to them.

21. **How do I know that my time record is being routed to the correct reports to manager?**
    Your time record is routed to the individual listed in the Reports to Manager field in PeopleSoft. If needed, you may confirm this information with your local HR representative.

22. **How will I know if my timesheet has been successfully approved?**

You will receive a system-generated notification, or you may check the status of your time record in Employee Self Service (ESS). A check mark will display once the time record is approved.

Reports to Managers

23. Why is the Reports to Manager field in PeopleSoft so important?
The Reports to Manager field for each direct report in Manager Self Service (MSS) is important to review, update and keep current because it determines where an employee's electronic record will be routed for approval.

24. What do I need to do if an employee no longer reports to me and is now reporting to a new reports to manager?
The outgoing reports to manager will need to coordinate with the *new* reports to manager to ensure a smooth handoff. As the *outgoing* reports to manager, you are responsible for updating the Reports to Manager field in Manager Self Service (MSS) and to approve all pending/submitted time records that predate the change.

25. Where do I go to make a change to the Reports to Manager field in PeopleSoft?
Click here to access the job aid outlining how to make changes to the Reports to Manager field in PeopleSoft to ensure future time records are routed correctly, or please work with your local HR representative.

26. How do I review and approve time records in WTE?
Review and approval activities are performed via Manager Self Service (MSS). Click here to access the *How do I approve or deny my Direct Report's time?* job aid.

27. What is the deadline for manager approval of the weekly time record in Web Time Entry?
Approvers are asked to approve time records as soon as possible after receiving them, but no later than end of day on Monday of the following week.

28. Will an employee's pay be impacted if I do not approve the time record on time?
For salaried staff: A late time record will not impact regular pay, but may impact the accuracy and timeliness of overtime (OT) pay which requires submission of a time record for payment.
For staff whose pay is based upon the hours worked: A time record must be submitted in order for the employee to be paid.

29. Can a Manager or a Delegate Editor enter, edit and submit time on behalf of an employee?
Yes.

30. Can I "mass" approve more than one-time record all at once?
Yes.

31. What should I do if a staff member submits a time record in WTE that needs to be *corrected*?
Only deny the days that are incorrect, not the entire time record, then use the comment box to provide details on the specific reason for denial, and then send it back to the employee for correction.

32. What should I do if a time record was *approved* by me as the reports to manager or Delegate Approver and it is later identified that it was approved in error?
The correction to a submitted time record cannot be made in WTE, the Timesheet Correction Form must be used for corrections.

33. How long will it take for new employee data to be loaded in Manager Self Service?
Within one day of hire.

34. What should I do if after 24-48 hours, I cannot access an employee's time record at go-live?

If you still cannot gain access to a new employee record, please contact the Human Resources (HRSS) Call Center at (646) 458-5634 or HRSS@nychhc.org.

35. **What needs to happen when there is a change in reports to manager?**
    Click here to access the *Manager Self Service Reports to Changes* job aid.

36. **Are there reports that time approvers can use to assist with the review and approval of time?**
    Yes. The Time Detail Report ("report") is now available in Manager Self Service (MSS). The report enables managers and Delegates to review electronic time records submitted using the PeopleSoft Web Time Entry system. Managers can also view all of their direct reports time records in *PeopleSoft Classic View*.

Delegation

37. **What is the difference between a Delegate Editor and Delegate Approver?**
    A Delegate Editor can review and edit the time record; however, a Delegate Approver can only approve. With a **Delegate Editor**, the reports to manager still maintains final approval and submission rights. However, with a **Delegate Approver**, the reports to manager relinquishes their approval and submission rights to the delegates.

38. **Where do I go to learn more about what is required of me as delegate?**
    Click here to access a list of delegate-specific job aids.

39. **Can the same individual be assigned as a Delegate Editor and a Delegate Approver?**
    Yes.

40. **Can a reports to manager have two different people serve as a Delegate Editor and Delegate Approver?**
    Yes. However, each reports to manager can only have one Delegate Editor and one Delegate Approver.

41. **Is there a set period of time that a Delegate Approver can be assigned?**
    The range is from one day to 99 years until the reports to manager revokes the delegation or an end date is reached.

42. **What is meant by the word "proxy"?**
    A proxy and a delegate are one in the same; both describe the same role.

Leave and Supporting Policies

43. **How will leave requests be handled in Web Time Entry?**
    The requests are not handled in WTE. The Form SR-70 still needs to be submitted to the employee's manager for review and approval before the time is taken. Remember to record leave time actually taken in WTE.

44. **How can I check my leave balances?**
    Click here for instructions to view your leave balances and unprocessed timesheets status in Employee Self Service (ESS).

45. **How will an employee's absence, leave or termination be handled differently with WTE?**
    As previously done, the manager will continue to receive a "work up" from local Payroll summarizing last day paid. This notice tells the manager how long a WTE time record needs to be submitted in WTE.