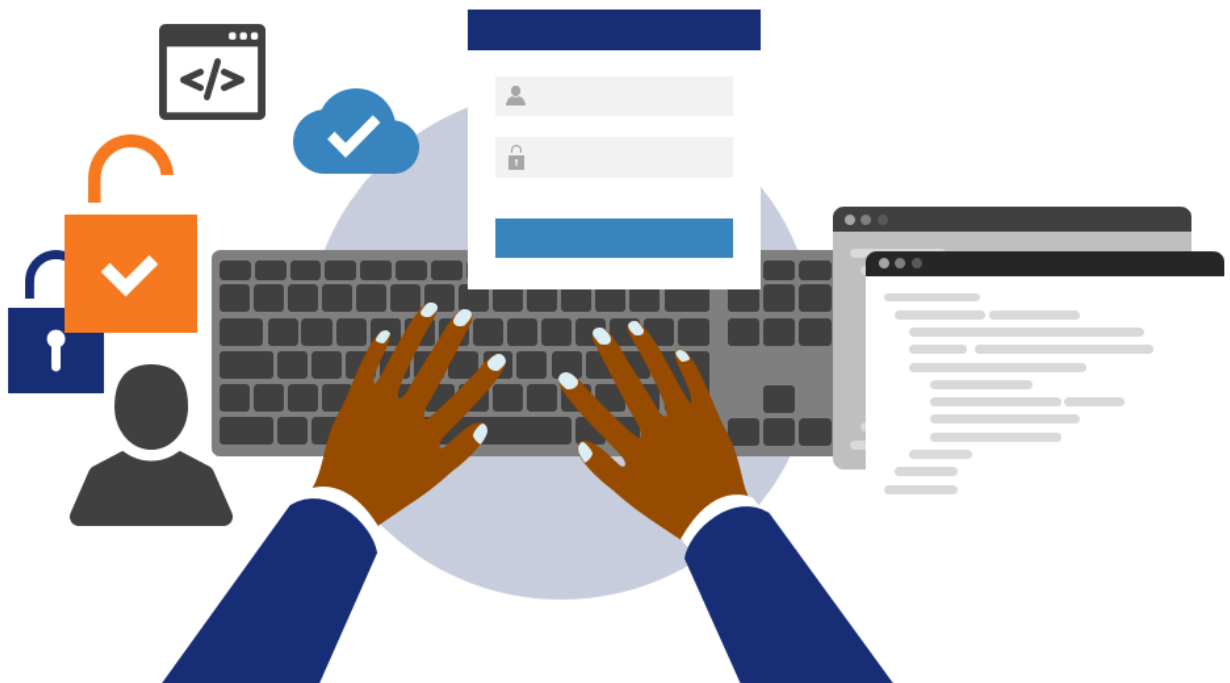


**NYC**  
**HEALTH+**  
**HOSPITALS**

# PeopleSoft Web Time Entry Employee Guide

Helpful Information & Tips



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# Document Control Information

## Document Edit History

| Version | Date       | Additions/Modifications   | Prepared/Revised by |
|---------|------------|---|---------------------|
| 1.0     | 10/1/2020  | Final version released  | OCM Team            |
| 1.1     | 10/6/2020  | Updated the WTE Support Page Links in the support section<br><br>Updated the Time Reporting Codes & Reimbursement Codes Will Not Change regarding use of TRC '01'   | OCM Team            |
| 1.2     | 10/30/2020 | Updated the <b>Time Reporting Codes &amp; Reimbursement Codes</b> section regarding use of TRC '00'<br><br>Added the <b>Saturday to Sunday</b> section noting the reporting of time<br><br>Added instructions on the process for correcting time<br><br>Added the <b>Adding Rows to Time Records</b> section noting the reporting of time | OCM Team            |



# Introducing Web Time Entry!

This Guide provides information and resources to assist you in

## ***Getting Started with Web Time Entry.***

PeopleSoft Web Time Entry (WTE) is an online electronic time capture solution that replaces paper and PDF timesheets.

It is an interim step in our Electronic Timekeeping Journey that is being implemented as a rapid response to COVID-19 to ensure the safety and security of your pay. At this time, WTE does not include the permanent solutions we've been preparing for, the PeopleSoft Time & Labor and Absence Management modules, as well as Time Capture Devices.

WTE provides visibility into the review and approval process of your submitted time. You and your manager can view the status of your recorded time and submitted electronic time records, as well as any actions taken in the review and approval process.

This Guide will help to answer questions you may have, such as:

- What should I do if I have an issue with my password?
- What should I do if I encounter an error message?
- What should I do if I feel unsure about a process or transaction?
- Who do I reach out to for help and assistance with WTE?
- What is the deadline for submitting my electronic time record?



## Getting Ready for WTE

### Submit Unprocessed Paper and Emergency PDF Timesheets prior to WTE Go-Live

Missing or unprocessed paper and PDF timesheets will prevent Payroll from updating your leave balances, which means you and your manager will see inaccurate balances in ESS. If you have any unprocessed timesheets, please submit them as quickly as possible prior to the WTE Go-Live.

Click [here](#) for instructions to see if you have any unprocessed paper or PDF timesheets.

### Locate your Username and Password

You need to know your NYC H+H username and password to sign in to Web Time Entry. Please be aware that you need to change your password every 90 days.

If you have forgotten your username or password or if you do not have an established NYC Health + Hospitals network password, contact the Enterprise Service Desk EITS Help Desk for assistance.

Email: [EnterpriseServiceDesk@nychhc.org](mailto:EnterpriseServiceDesk@nychhc.org)

Phone: 877-934-8442

### Add ESS and ERC Shortcuts to your Mobile Device

If an employee plans on using a mobile device to record or review their electronic time record, they may find it helpful to add shortcuts for Employee Self Service and the Employee Resource Center to their mobile device. Please click [Add Employee Resources Center shortcut to your Smart Phone](#) for the instructions.

We are currently using PeopleTools 8.56 for WTE and below is a list of browsers and versions best suited for using WTE. Also note, that individual phone settings as setup by the end user also impact usability with WTE.

The following tables list the browsers and versions certified at the time of the general availability release of each version of PeopleTools:

| Description      | Apple Safari for OS X |                |                |                |                |                |                | Apple Safari for iOS |                |                  |                |                |                |                |
|------------------|-----------------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------------|----------------|------------------|----------------|----------------|----------------|----------------|
|                  | 6.x                   | 7.x            | 8.x            | 9.x            | 10.1           | 12.x           | 13.x           | 7.x                  | 8.0.2          | 9.x              | 10.x           | 11.x           | 12.x           | 13.x           |
| PeopleTools 8.58 | NA                    | NA             | NA             | NA             | NA             | X              | X              | NA                   | NA             | NA               | NA             | NA             | X              | X              |
| PeopleTools 8.57 | NA                    | NA             | NA             | NA             | NA             | X              | X <sup>1</sup> | NA                   | NA             | NA               | NA             | X              | X <sup>1</sup> | X <sup>1</sup> |
| PeopleTools 8.56 | NA                    | NA             | NA             | NA             | X              | X <sup>1</sup> | X <sup>1</sup> | NA                   | NA             | NA               | X              | X              | X              | NA             |
| PeopleTools 8.55 | NA                    | NA             | X              | X              | X <sup>1</sup> | NA             | NA             | NA                   | X              | X <sup>2</sup>   | X <sup>1</sup> | X <sup>1</sup> | NA             | NA             |
| PeopleTools 8.54 | X <sup>3</sup>        | X <sup>3</sup> | X <sup>3</sup> | X <sup>3</sup> | NA             | NA             | NA             | X <sup>3,4</sup>     | X <sup>3</sup> | X <sup>2,3</sup> | NA             | NA             | NA             | NA             |

| Description      | Google Chrome for Windows |                  |                |                |                | Google Chrome for Android |                |                  |                |                |                |                |
|------------------|---------------------------|------------------|----------------|----------------|----------------|---------------------------|----------------|------------------|----------------|----------------|----------------|----------------|
|                  | 35.x                      | 43.x             | 58.x           | 69.x           | 79.x           | 4.4x                      | 5.x            | 6.x              | 7.x            | 8.x            | 9.x            | 10.x           |
| PeopleTools 8.58 | NA                        | NA               | NA             | NA             | X              | NA                        | NA             | NA               | NA             | X              | X              | X              |
| PeopleTools 8.57 | NA                        | NA               | NA             | X              | X <sup>1</sup> | NA                        | NA             | NA               | X              | X              | X <sup>1</sup> | X <sup>1</sup> |
| PeopleTools 8.56 | NA                        | NA               | X              | X <sup>1</sup> | NA             | NA                        | NA             | X                | X              | X <sup>1</sup> | X <sup>1</sup> | X <sup>1</sup> |
| PeopleTools 8.55 | NA                        | X                | X <sup>1</sup> | NA             | NA             | NA                        | X              | X                | X <sup>1</sup> | X <sup>1</sup> | X <sup>1</sup> | NA             |
| PeopleTools 8.54 | X <sup>3</sup>            | X <sup>1,3</sup> | NA             | NA             | NA             | X <sup>3</sup>            | X <sup>3</sup> | X <sup>1,3</sup> | NA             | NA             | NA             | NA             |

### Complete your training

Visit the [WTE Resources page](#) to access training and other helpful resources. Complete the available role-based training to get off to a strong start, and return anytime as a refresher to view topics such as:

- WTE Job Aids
- Frequently Asked Questions
- Getting Timesheets Right Guide

Please note that while some of time reporting guidance provided in the Getting Timesheets Right Guide still applies once WTE is available, there are some changes not fully accounted for in this current version.

### Locate Your Super User

A network of Super Users is available at each facility to troubleshoot and provide WTE post Go-Live elbow support for employees who have questions on how to use WTE.

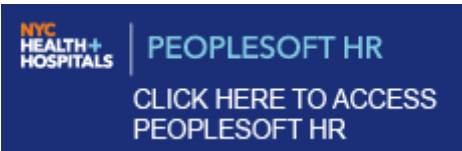
Super Users are not payroll or timekeeping experts; however, they are trained to be Web Time Entry experts.

Click [here](#) to locate the Super Users who will provide support for your department / facility.

If you have difficulty locating your Super User, contact your manager for assistance.



# Getting Started with WTE

|                                |  |
|--------------------------------|--|
| <p><b>Day One</b></p>          | <ol style="list-style-type: none"> <li>1. Log into Employee Self Service by typing <b>https://ess.nychhc.org</b> in your Internet browser window and pressing Enter. Click the button below.           <div data-bbox="721 352 1180 501" style="text-align: center; margin: 10px 0;">  <p>NYC HEALTH+HOSPITALS   PEOPLESOFT HR<br/>CLICK HERE TO ACCESS PEOPLESOFT HR</p> </div> <p>NOTE: Alternatively, you can double-click the Employee Self Service shortcut that was recently downloaded to the desktop of all H+H computers.</p> </li> <li>2. Enter your NYC H+H username and password.</li> <li>3. Click the time tile.</li> </ol> <p>Your electronic timekeeping record for the current week displays and you can start to record your time.</p>   |
| <p><b>Daily</b></p>            | <ul style="list-style-type: none"> <li>▪ Ensure that you have recorded all of the hours worked.</li> <li>▪ Enter a start (IN) and end (OUT) time on each day worked</li> <li>▪ If the hours you worked were different than your scheduled hours, update your electronic time record with the appropriate time reporting codes</li> <li>▪ Properly code and account for any leave time (i.e., sick, annual, jury duty, etc.).</li> <li>▪ Record the start and end times of your work and leave time each day, and remember to press <b>Save for Later</b> to ensure the entries are saved after you log out.</li> </ul>   |
| <p><b>End of Work Week</b></p> | <ul style="list-style-type: none"> <li>▪ Check your leave balances prior to coding leave time to ensure you have leave time available.</li> <li>▪ The <a href="#">Employee Self Service (ESS) View Leave Balances and Unprocessed Timesheets Job Aid</a> provides instructions on how to view your leave balances and unprocessed timesheets.</li> <li>▪ Attest (the electronic version of signing your time record) to work hours and leave time reported, and then submit your electronic time record for approval on the last day of the work week.</li> <li>▪ Your electronic time record will be approved by your 'Reports to' manager or their Delegate Approver.</li> <li>▪ If the time record has been submitted and approved in WTE by the manager, then the <a href="#">Timesheet Change Form</a> must be used to make corrections</li> <li>▪ If the time record has <b>not been</b> submitted and approved in WTE by the manager, then the employee can make adjustments within WTE and resubmit</li> </ul> |





# Web Time Entry Reminders

## No More Timesheets (Paper or Electronic)

Once WTE goes live at your facility, you must use the Web Time Entry solution to record, review and submit your electronic time records. Paper timesheets and electronic fillable PDF timesheets may no longer be accepted.

## Time Reporting Codes & Reimbursement Codes

The usage of most codes remain the same, with the following exceptions:

- Employees do not need to use Time Reporting Code (TRC) '00' for regular time. Uncoded time defaults to REG TRC for your scheduled shift.
- Employees no longer need to enter Time Reporting Code '01' on the days that they do not work.

## Non-Employee Managers

Non-employee 'Reports To' managers (managers who are not NYC Health + Hospitals employees) will continue to review and approve employees' electronic time records in WTE.

## Time Off Requests

Employees must continue to request all leave time in advance via an [Electronic Form SR-70](#).

However, they are no longer required to submit an approved Form SR-70 to Payroll with their WTE time record.

Departments are required to keep SR-70's on file, and they must be available for audit purposes.

## Overtime Authorizations

If you are required to complete an OT Authorization form for all overtime worked it must be submitted to your supervisor as instructed. However, these forms are no longer required by payroll WTE.

Departments are required to keep OT Authorizations on file, and they must be available for audit purposes.

### **Time Submission Deadlines**

All employees must complete and attest to (electronically sign) their electronic time records on their last work day of the week but no later than noon (12 pm ET) on Monday of the following week. Check with your manager for any other instructions.

Approvers are asked to submit all electronic time records for the prior week to Payroll no later than end of day Monday for the prior work week to ensure timely processing of pay.

### **Saturday to Sunday Schedules**

For staff whose shift begins on Saturday and ends at or after 12 AM Sunday, the reported time for that shift will display on the Saturday time record and the Sunday time record and will be included in the total hours reported for both weeks.

Payroll will only account for and process payment for the reported time on the Saturday.

### **Adding Rows to Time Records**

Refer to this training [video](#) for more information on adding rows to time records.



# System Tips & Tricks

## Time Reporting of Minutes

WTE reports time captured as minutes in the form of decimals.

For example, 1 Hour and 30 Minutes will be reflected as 1.5 in WTE. Please see below for a table that outlines the conversion from minutes to decimals.

**Minutes to Decimal Conversion Chart**

Below is a chart to help you convert minutes to decimals for use with MTime.

| Minutes | Decimals | Minutes | Decimals |
|---------|----------|---------|----------|
| 1       | 0.02     | 31      | 0.52     |
| 2       | 0.03     | 32      | 0.53     |
| 3       | 0.05     | 33      | 0.55     |
| 4       | 0.07     | 34      | 0.57     |
| 5       | 0.08     | 35      | 0.58     |
| 6       | 0.10     | 36      | 0.60     |
| 7       | 0.12     | 37      | 0.62     |
| 8       | 0.13     | 38      | 0.63     |
| 9       | 0.15     | 39      | 0.65     |
| 10      | 0.17     | 40      | 0.67     |
| 11      | 0.18     | 41      | 0.68     |
| 12      | 0.20     | 42      | 0.70     |
| 13      | 0.22     | 43      | 0.72     |
| 14      | 0.23     | 44      | 0.73     |
| 15      | 0.25     | 45      | 0.75     |
| 16      | 0.27     | 46      | 0.77     |
| 17      | 0.28     | 47      | 0.78     |
| 18      | 0.30     | 48      | 0.80     |
| 19      | 0.32     | 49      | 0.82     |
| 20      | 0.33     | 50      | 0.83     |
| 21      | 0.35     | 51      | 0.85     |
| 22      | 0.37     | 52      | 0.87     |
| 23      | 0.38     | 53      | 0.88     |
| 24      | 0.40     | 54      | 0.90     |
| 25      | 0.42     | 55      | 0.92     |
| 26      | 0.43     | 56      | 0.93     |
| 27      | 0.45     | 57      | 0.95     |
| 28      | 0.47     | 58      | 0.97     |
| 29      | 0.48     | 59      | 0.98     |
| 30      | 0.50     |         |          |

### **Review WTE Email Notifications**

Regularly access your emails to review the WTE system-generated notifications on the status of your electronic time record (i.e., approved, modified, denied, etc.).

The Sender of these messages will display as the name of the person that took action on the electronic time record.

The Subject line will indicate the type of action that was taken or is required by you.

### **WTE System Defaults**

WTE will display a warning message if your work and leave hours reported are more or less than your scheduled hours.

This is helpful in cases where you may have forgotten to add a code or account for work or leave time taken. This reduces the amount of time needed to correct timekeeping errors and helps to ensure that you will receive any overtime due within the pay cycle.

### **Session Time Out**

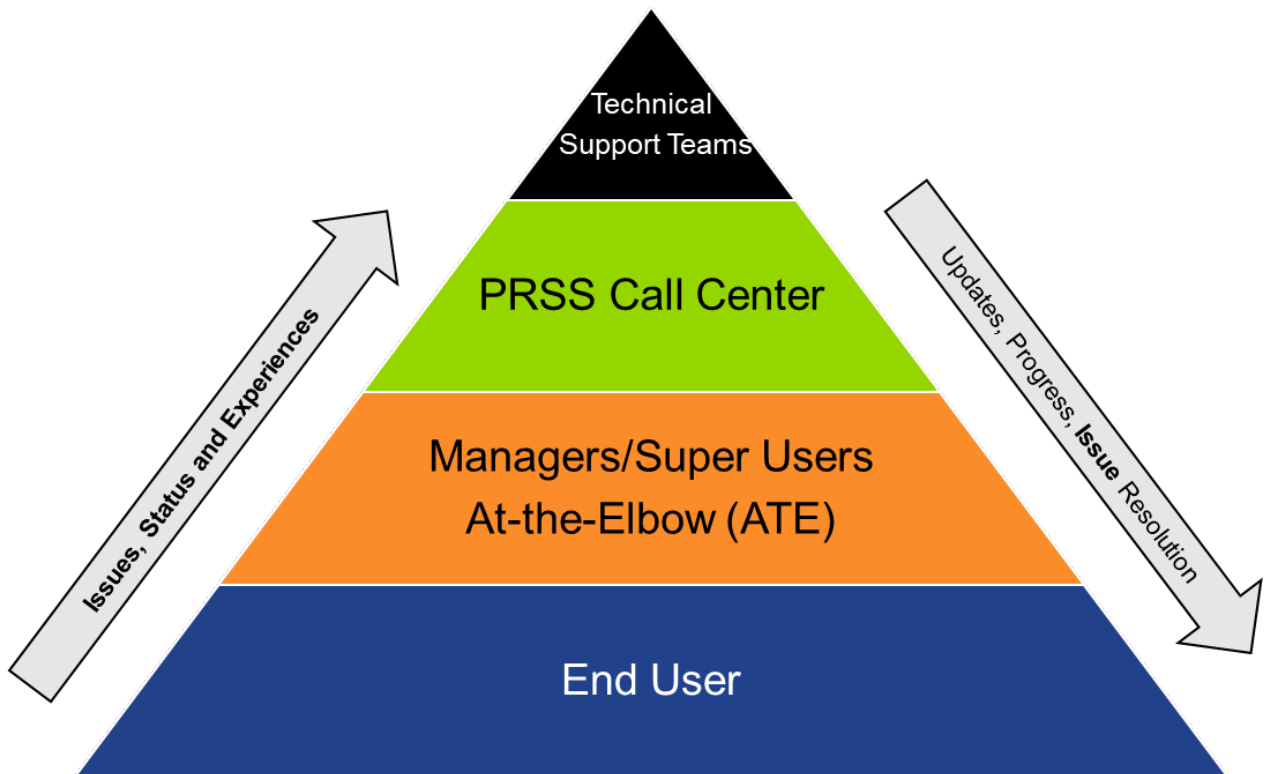
WTE uses an Auto Logout process to ensure adequate security is maintained for employees who forget to log off of WTE.

If you have not performed a transaction within the WTE system for more than 20 minutes, the system will alert you that your session is about to be terminated. If you do not respond, the system will automatically log you out.

Be sure to save any time that you record prior to ending the session, or your work may be lost.



# Support



## How do employees get support for using the PeopleSoft Web Time Entry tool?

Employees have been instructed to follow these steps if they have a question or issue related to use of the WTE tool:

- Step 1:** Go to the Training Resources section on [WTE Go Live Resources page](#). Click on **Employee** and review the WTE training, resources and FAQ document. If they cannot find the information needed to answer their question or address your issue, go to Step 2.
- Step 2:** Follow up with their manager or Super User to see if they know the answer or can demonstrate how to solve your WTE issue. Managers and Super Users will be trained and prepared to answer most WTE questions.
- Step 3:** An employee can go to the [WTE Go Live Resources page](#) to access a list of Super Users who provide support for their facility / department.

### How do employees get support for payroll-related questions?

Employees are instructed to follow these steps if they have a payroll-related question or issue:

- Step 1:** Contact their local Payroll Department for assistance, or reach out to their Super User and they will place a call to the PRSS Call Center
- Email: [PayrollInquiries@nychhc.org](mailto:PayrollInquiries@nychhc.org)  
Phone: (646) 694-7777
- Step 2:** The PRSS Call Agent will try to answer their question or help them in addressing their issue. If they are unable to do so, a ticket will be created in Service Now and escalated to the appropriate technical support team.
- Step 3:** Once the issue is resolved, the ticket will be closed. An auto-generated email message will be sent to the employee, their manager and the Super User who assisted them.

### Assistance from (PRSS) Call Center

The Payroll Shared Services (PRSS) Call Center can provide assistance with the following:

- The proper time recording codes to use on your WTE time record
- How to properly report your work or leave time on your time record
- TransitChek / Wage Works
- Garnishments
- Federal / State / City – Taken
- Direct Deposit (enrolment/cancellation/navigation)
- Questions on deductions (excluding health benefits)
- Questions on leave balances / missing timesheets
- Questions on Union benefits

Email: [PayrollInquiries@nychhc.org](mailto:PayrollInquiries@nychhc.org)

Phone: (646) 694-7777

### Assistance from (HRSS) Call Center

Human Resources Shared Services (HRSS) can provide assistance with the following:

- 'Reports To' field in PeopleSoft – Help with maintenance / update issues
- ESS – employment verification letters
- Health Benefit enrolments / deductions / arrears
- Where to find leave balances / missing timesheets
- Address Change – active, terminated or retired employees

Email: [HRSS@nychhc.org](mailto:HRSS@nychhc.org)

Phone: (646) 458-5634