

NYC
HEALTH+
HOSPITALS

PeopleSoft Web Time Entry Super User Guide

Helpful Information & Tips

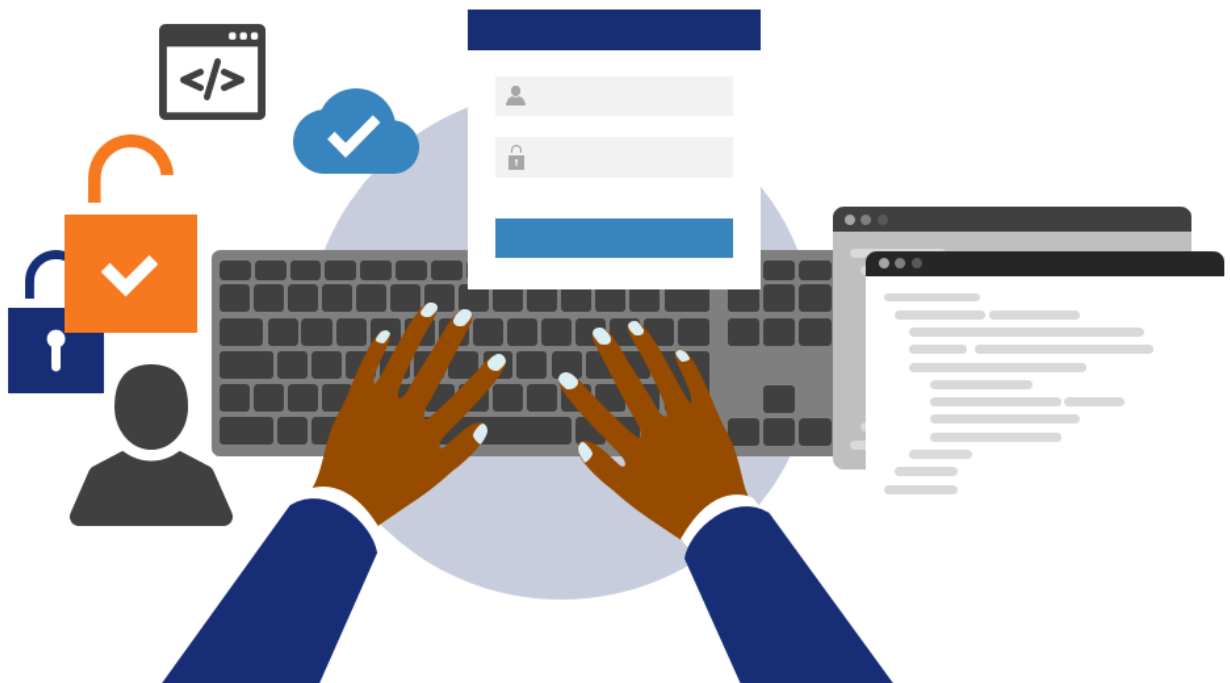


Table of Contents

Document Control Information	4
<i>Document Edit History</i>	4
Introduction & Thank You!	5
Getting Ready for WTE	6
<i>Super User Expectations</i>	6
<i>Resources & Training</i>	6
<i>Interacting with Employees</i>	6
Gaining Access to WTE	8
<i>Locating Username and Password</i>	8
<i>Using your Mobile Device to Access WTE</i>	8
<i>Instructions for Employees Logging into WTE</i>	9
<i>Instructions for Managers Logging into WTE</i>	9
Payroll Procedure Reminders	10
<i>Time Off Requests</i>	10
<i>Overtime Authorizations</i>	10
<i>Schedule and Time Record Changes</i>	10
<i>Entering Time for Your Employees who are On Leave</i>	10
<i>Verify Leave Balances</i>	11
<i>Time Submission Deadlines for Employees</i>	11
<i>Time Submission Deadlines for Managers</i>	11
<i>Time Reporting Codes & Reimbursement Codes</i>	11
<i>Adding Rows to Time Records</i>	11
WTE Reminders	12
<i>Time Reporting of Minutes</i>	12
<i>Review WTE Email Notifications</i>	13
<i>Warnings & Error Messages</i>	13
<i>Session Time Out</i>	13
<i>Assigning a Delegate Approver</i>	13
<i>Emergency Delegation</i>	13
<i>Revoking a Delegate Editor or Delegate Approver</i>	14
<i>Using Comments on Electronic Time Records</i>	14

<i>Timesheet Detail Report</i>	14
<i>Saturday to Sunday Schedules</i>	14
<i>Working Overnight and Reporting Time</i>	14
Support	16
<i>How do employees get support for using the PeopleSoft Web Time Entry tool?</i>	16
<i>How do employees get support for payroll-related questions?</i>	17
<i>Assistance from (PRSS) Call Center</i>	17
<i>Assistance from (HRSS) Call Center</i>	17

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 Updated the Time Reporting Codes & Reimbursement Codes section regarding use of TRC '01'	OCM Team
1.2	10/30/2020	Updated the Time Reporting Codes & Reimbursement Codes section regarding use of TRC '00' Added the Saturday to Sunday section noting the reporting of time Added instructions on the process for correcting time Added the Adding Rows to Time Records section noting the reporting of time	OCM Team
1.3	11/20/2020	Updated the Emergency Delegation section.	OCM Team



Introduction & Thank You!

Dear Super User,

Thank you for your willingness to serve as a Super User for the upcoming PeopleSoft Web Time Entry (WTE) rollout at your facility. This Guide is meant to provide you with information and resources to assist you in this role.

WTE is an online electronic time capture system 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 employee 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.

We look forward to partnering with you over the coming weeks. And as always, we are here to help you be a successful Super User to the staff at your facility.

Best,

Project Evolve Team



Getting Ready for WTE

Super User Expectations

- Provide on the ground support to staff after the system is available
- Able to answer questions related to WTE including:
 - How to access WTE?
 - How to navigate WTE?
 - What to do if an employee receives a warning message?
 - How do employees attest to (electronically sign) their WTE record?
- Escalate any issues you are unable to resolve and report back to the employee
- You are not expected to be a payroll or timekeeping expert
- Please wear the yellow super user vest so that staff in need of assistance can easily spot you

Resources & Training

Online training sessions will be scheduled regularly during deployment.

[WTE Resource Page](#) on the Employee Resource Center contains training and support documents, key announcements and contact information.

In addition, please be sure to attend the regularly scheduled check-in meetings sent from the ProjectEvolveBusinessReadiness@nychhc.org email account to receive real-time answers to your questions and concerns.

Interacting with Employees

Super User email address and business phone number information is available on the [WTE Resource Page](#) and included as a part of our communication to staff. Staff will access this information as a means to contact you with their WTE questions.

It is recommended that you make your presence known to staff by sending an email to your colleagues introducing yourself as their WTE Super Users. Be proactive, by walking around and inquiring with staff about any questions they may have regarding WTE.

A template to capture and track your conversations with staff will also be available for your convenience.

Conversational Tips:

- Ask clarifying questions and listen closely
- Be patient
- Restate the issue or question to confirm understanding



Gaining Access to WTE

Locating Username and Password

Employees need to know their NYC Health + Hospitals username and password to sign in to Web Time Entry. Please be aware that the password must be changed every 90 days.

If an employee has forgotten their username or password or if they have not established NYC Health + Hospitals network password, they must contact the Enterprise Service Desk EITS Help Desk for assistance.

Email: EnterpriseServiceDesk@nychhc.org

Phone: 877-934-8442

Using your Mobile Device to Access WTE

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 ¹	NA	NA	NA	NA	X	X ¹	X ¹
PeopleTools 8.56	NA	NA	NA	NA	X	X ¹	X ¹	NA	NA	NA	X	X	X	NA
PeopleTools 8.55	NA	NA	X	X	X ¹	NA	NA	NA	X	X ²	X ¹	X ¹	NA	NA
PeopleTools 8.54	X ³	X ³	X ³	X ³	NA	NA	NA	X ^{3,4}	X ³	X ^{2,3}	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 ¹	NA	NA	NA	X	X	X ¹	X ¹
PeopleTools 8.56	NA	NA	X	X ¹	NA	NA	NA	X	X	X ¹	X ¹	X ¹
PeopleTools 8.55	NA	X	X ¹	NA	NA	NA	X	X	X ¹	X ¹	X ¹	NA
PeopleTools 8.54	X ³	X ^{1,3}	NA	NA	NA	X ³	X ³	X ^{1,3}	NA	NA	NA	NA

Instructions for Employees Logging into WTE

1. Log into Employee Self Service by typing **https://ess.nychhc.org** in your Internet browser window and pressing Enter. Click the button below.



NOTE: Alternatively, you can double-click the Employee Self Service shortcut that was recently downloaded to the desktop of all NYC Health + Hospitals computers.

2. Enter your NYC Health + Hospitals username and password.
3. Click the time tile.

Instructions for Managers Logging into WTE

Both NYC Health + Hospitals 'Reports To' managers and Non-Employee 'Reports To' Managers will be able to access WTE by following the steps below.

1. Log into Manager Self Service.
 - 1.1. Type **https://ess.nychhc.org** in your Internet browser window and press Enter. Click the button below.



NOTE: Alternatively, you can double-click the Employee Self Service shortcut that was recently downloaded to the desktop of all H+H computers.

- 1.2. Enter your NYC H+H username and password.



Payroll Procedure Reminders

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.

Schedule and Time Record Changes

If a manager needs to change an employee's schedule, the manager and the employee must fill out a [Timesheet Change Form](#) and submit it to Payroll.

If a manager needs to make updates to an employee's time record that has already been approved and submitted via WTE for processing, the manager and the employee must fill out a [Timesheet Change Form](#) and submit it to Payroll.

If the time record has **not been** submitted and approved in WTE by the manager, then the employee can make adjustments within WTE and resubmit

Entering Time for Your Employees who are On Leave

When an employee goes on leave with a status of U (Terminated w/pay) or P (Leave of Absence w/pay) the manager will receive a notification that they must submit a timesheet on behalf of these employees. The manager will have access to edit, enter and submit the electronic time records in WTE on behalf of the employee.

Verify Leave Balances

Employees and Managers are able to check leave balances prior to coding leave time to ensure you have leave time available.

The [Employee Self Service View Leave Balances and Unprocessed Timesheets](#) Job Aid provides instructions on how an employee can view leave balances and unprocessed timesheets.

The [Manager Self Service – View Employee Leave Balances and Unprocessed Timesheets Job Aid](#) provides instructions on how a manager can view leave balances and unprocessed timesheets.

Time Submission Deadlines for Employees

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.

Time Submission Deadlines for Managers

Managers or Delegate Approvers must review and approve employees' submitted electronic no later than end of day Monday for the prior work week to ensure timely processing of pay.

Employees who do not submit or have an approved timesheet will still receive their base pay; however, they will not receive any overtime or shift differentials earned for that pay period.

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. Un-coded 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.

Adding Rows to Time Records

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



WTE Reminders

Time Reporting of Minutes

WTE reports time captured as minutes in the form of decimals within the 'reported time' field and the Timesheet Detail Report.

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

Employees and Managers should regularly access their email to review the WTE system-generated notifications on the status of the 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.

Warnings & Error Messages

WTE will display a warning message if the work and leave weekly reported hours are more or less than weekly schedule hours. Note, WTE does not account for any special codes, such as meal codes, so your timesheet may be correct despite the warning.

This is helpful in cases where an employee 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 employees 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 an employee has 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 using the “save for later” button, or your work may be lost.

Assigning a Delegate Approver

Managers should remember to assign a Delegate Approver before taking any leave time so that their employees’ electronic time records can be reviewed and approved while they are away.

When assigning a Delegate Approver, please assign an employee who is at or above your level. Should you assign the approval role to one of your direct reports, they will be able to approve their own time record. As such, it is not recommended to delegate approval to a direct report.

Click [here](#) for instructions on assigning a Delegate.

Emergency Delegation

This process can only be requested when a manager/supervisor is unable to assign a delegate to approve their employees’ time records in WTE on their behalf due to one of the scenarios outlined below.

Circumstances warranting the use of Emergency Delegation:

- The manager is unavailable due to one of the following:
 - Leave of Absence as approved by HRSS Leaves Administration
 - Emergency Termination
 - Unscheduled and potentially lengthy absences will be reviewed on a case-by-case basis

If any of the above circumstances warranting Emergency Delegation occur, then a manager can contact the **Payroll Shared Services** center to request an Emergency Delegation. Payroll Shared Services will evaluate requests for Emergency Delegation where unscheduled and potentially lengthy absences occur on a case-by-case basis. PRSS is solely responsible for this process and they will review the reports to hierarchy in PeopleSoft and automatically assign emergency delegation to the manager's supervisor.

Revoking a Delegate Editor or Delegate Approver

If you want to revoke delegation authority or assign a different Delegate Editor or Delegate Approver, you may change the assignment in MSS.

Click [here](#) for instructions on revoking a Delegate.

Using Comments on Electronic Time Records

When making an edit or denying an employee's electronic time record, it is strongly recommended that the manager add a comment in the 'Approver Comments' field explaining the reason why the time record was edited or pushed back.

Timesheet Detail Report

Managers are able to generate a Timesheet Detail Report for any pay period to review the time records of any employee that is on their team. Note, this report will not be available on Day One, but communication will be sent once it is available.

Click [here](#) for instructions on how to run a Timesheet Detail Report.

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.

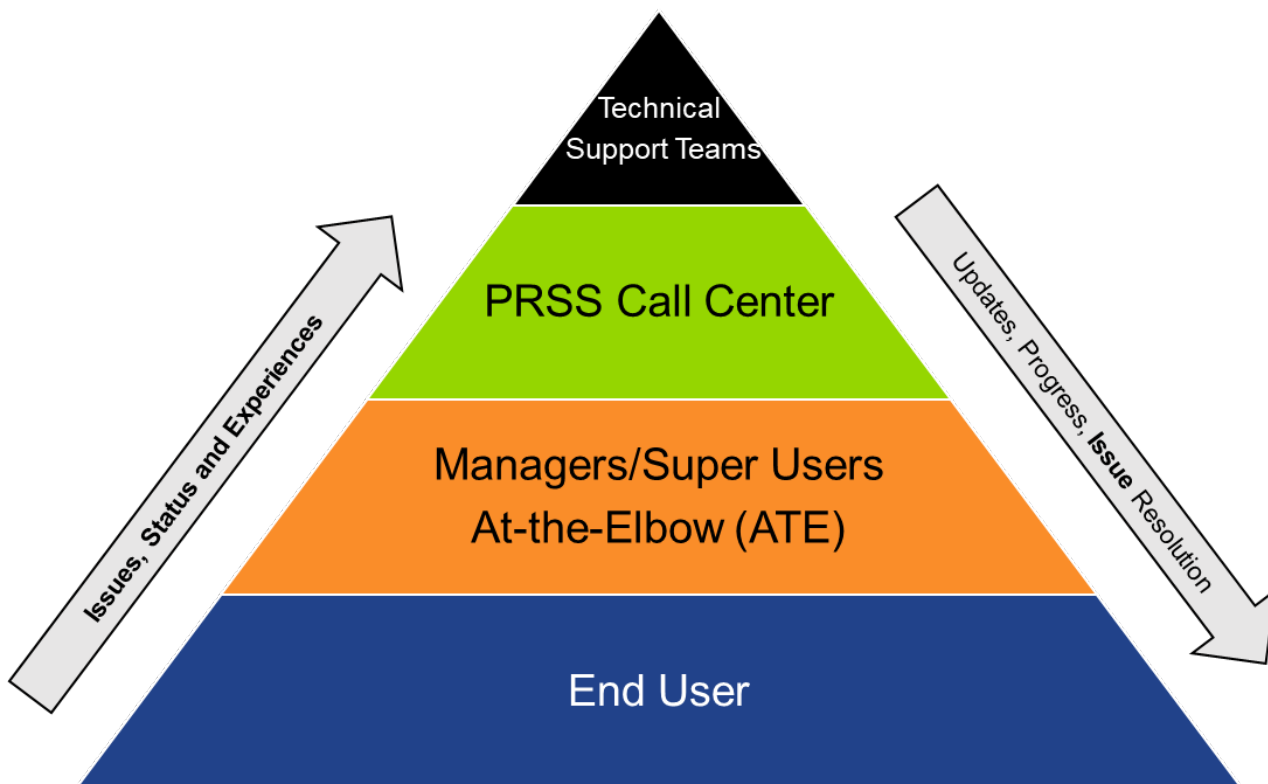
Payroll will only account for and process payment for the reported time on the Saturday.

Working Overnight and Reporting Time

For staff who work overnight please refer to the training [video](#) on this topic for additional support.



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 Resource 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
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

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

Phone: (646) 458-5634