UltraTime training FAQs

1. **Can you overlap hours?**
   a. No, hours are not able to overlap in UltraTime

2. **Can you make edits to a record when your student wasn't working in your department?**
   a. No, you are only able to make adjustments on timesheets from the begin date or effective date of the position.

3. **Can you use UT with any web browser?**
   a. UltraTime works best with Internet Explorer, however, it is also supported by Firefox, and Safari.
      - UltraTime is **NOT** supported by Google Chrome

4. **What should I do if I see extra people on my list that are not mine?**
   a. Please contact the payroll department and we will make sure the corrections are processed.
   b. If the employee was previously assigned to you then you will still have access for audit purposes however, you will not be able to approve or make any changes on their current time cards.

5. **Is UT available off campus?**
   a. Yes, you are able to access UltraTime off campus by logging into the VPN access.

6. **What should I do if my student is going to be gone for more than one hour at lunch?**
   a. Please have the student "punch out" when leaving for lunch, then "punch in" when they return.

7. **How do Mac users right click?**
   a. Hold command/ctrl key and click

8. **Does my back up (Proxy user) use their own log in?**
   a. Yes, Proxy users will use their own Supervisor Login Credentials, and select "Proxy User Impersonation" on their main menu to access the supervisors that they are authorized to approve.

9. **Is the password for students the last four digits of their social security code or their student number?**
   a. The password for students and employees logging in to report their hours is the last 4 digits of their social security number.

10. **Can a student use both a timeclock and webtime?**
    a. If the student is hired under more than one positon it is possible. Access levels are set up at the department level – so depending on how the department is set up would determine how the student reports their hours.

11. **Do you need to enter the start and stop time at the same time?**
    a. Yes, when clocking in via WebTime you will need to enter the start and stop time before exiting, otherwise you will receive an error.

12. **How do you add or change supervisors?**
    a. Please email payroll@gvsu.edu with any supervisor changes, or proxy user set-ups.

13. **How does an employee report back hours in UltraTime?**
    a. Please have the employee's supervisor email payroll@gvsu.edu and make sure to include the following
       - Employee Name
       - G number
       - List days worked
       - Start time
       - Stop time

14. **Where do I find my employee's log in number and/or password?**
    a. Once you have logged into WebTime as a supervisor, there will be a 6 digit number under each employee's name. This is their login number. Their password is the last 4 digits of their social security number.

15. **Why can't I log in to UltraTime?**
    a. You may be using an incorrect User ID. Use your Novell log in and the password you created. If an error message still occurs, contact Payroll.

16. **When do I have to confirm my employees' hours by?**
    a. UltraTime is due at 3pm on Monday for the corresponding pay period. (ex: if employee's pay period ends on January 10th, UltraTime must be confirmed before 3pm on Monday the 12th)

17. **Why does the window close when I try to log in to UltraTime?**
    a. This means that your pop-up blocker is currently on. To turn it off:
    b. Internet Explorer 8: Click "Tools"àPop-up BlockeràTurn Off Pop-up Blocker
    c. Internet Explorer 9: Click Gear IconàInternet OptionsàPrivacyàUncheck "Turn on Pop-up Blocker" box

18. **Under what circumstances should I contact the Payroll Office?**
    a. I cannot confirm an employee's hours
    b. I cannot see a specific employee
    c. I receive the message "I'm sorry…You are not properly configured for WebTime"
    d. I receive the message "[Last Name, First Name] is invalid for date range"
    e. "Employee ID not found" (occurs when employee swipes their ID card at a Time Clock. Retrieve the number off back of employee's ID before calling)

19. **What does the blue circle with the line through it mean?**
    a. These are your employee's hours from a different position on campus. You cannot adjust them.

20. **Why are my column headings not lining up properly?**
    a. Your screen is too small to fit all the information on it
    b. Screen resolution works best at 1024 x 768
    c. The window could also be too small when logging in; to maximize it, press F5 (on PC) then refresh the screen
    d. Make sure the internet browser zoom is set to 100% (found on bottom right corner of your internet browser)

21. **Why am I receiving an error message?**
    a. *Error #1: Bad Adjust Value*
       • A number other than 0, .25, .5, or 1 was put into the "Lun" column
    b. *Error #1: Bad Absence Hours*
       • Absence time must be entered as the number of hours in decimal form (8.0), NOT as a time (8:00)
    c. *Error #1: Invalid Char – ''*
       • There should be NO space between the time and the label (8a vs. 8 a)
    d. *Error #1: Maximum Hours (18) Exceeded on [date]*
       • An a or p (or am, pm) must be added to start and stop times
    e. *Error #1: Multiple DC's!*
       • Choose a position number from "Position" drop down box
    f. *Error #1: No DC record for [name]*
       • Choose a position number from "Position" drop down box and click "Apply," or hit the enter key