

## **TRUE TIME Q's & A's**

### **Q. WHAT HAPPENS IF AN EMPLOYEE FORGETS TO CLOCK OUT?**

**A.** The system will automatically punch the employee out at midnight. Depending on the employee's position, it will also generate an auto create lunch in the middle of their day. For example, if the employee starts at 8:00 am, the lunch would be logged from 4:00 – 4:30 pm. The system will then log them out at 12:00 am and log them back in at 12:01 am the next day because it thinks the employee is still working. To correct this, you will need to modify both days. Delete the end time on the day before and input your correct time. Go to next day and adjust your in time. NOTE: When a day is modified it does not create an auto lunch so work hours will need to be adjusted to include lunch if applicable.

### **Q. WHAT HAPPENS IF THE NETWORK GOES DOWN OR IF THERE IS A POWER OUTAGE?**

**A.** The time clocks should continue to work even if the network goes down. If employees are unsuccessful at logging in as a result of the network going down or a power outage, please ask employees to manually record their time record. These records may be added in once the system is working.

### **Q. HOW DOES THE SYSTEM ROUND CLOCK-IN/OUT TIMES?**

**A.** True Time will round in 7 minute increments to the nearest quarter hour for an employee's first clock in and last clock out records, total daily record. For example, if an employee's start time is 8:00 a.m. and they clock in between 7:53 a.m. and 8:07 a.m., it will round to 8:00 a.m. login time. If you login at 7:52 a.m. it rounds to 7:45 a.m. and at 8:08 a.m. it will round to 8:15 a.m. \*\*Be aware that the system will add all minutes up together for a daily total\*\*

### **Q. DOES AN EMPLOYEE HAVE TO MODIFY THEIR TIME IF IT DOESN'T MATCH CONTRACTED HOURS?**

**A.** No. The employee should only modify their time if the information recorded is incorrect. We are using True Time to accurately record the employee's hours of work. Employees must be compensated for time worked and time off if away from work.

### **Q. WHY IS THE SYSTEM TRYING TO CREATE A TIME OFF (T.O.) RECORD FOR ME?**

**A.** This means that you don't have enough hours logged for that week, to make 40 hours. To fix, you will need to submit a T.O. request for those hours.

### **Q. WHY IS THE SYSTEM STILL TRYING TO CREATE A T.O. RECORD WHEN I HAVE ENTERED MY T.O. REQUEST?**

**A.** Your T.O. request has to go through the approval process completely before you can submit your time sheet.

### **Q. HOW DO I EDIT PREVIOUS DAYS ON MY TRUE TIME?**

**A.** Under "Quick Time" you will see the date plus a calendar in approximately the middle of the screen. You can select the calendar icon or click the "previous day", proceed to edit the day in question.

**Q. I'VE WORKED MY 40 HOURS FOR THE WEEK, BUT TRUE TIME IS TRYING TO CREATE T.O. RECORDS. WHY?**

A. You have probably selected the wrong pay code when logging in for a specific day. Make sure to always pick the "primary pay" each day. You will need to go and edit the day(s) that are not correct.

**Q. WHAT IF I'M GONE ON VACATION AND CAN'T SUBMIT MY TRUE TIME?**

A. You can submit when you return from vacation. If it's around the "pay period end date" then please let payroll know before you leave on vacation, we can submit on your behalf.

**Q. WHAT IF MY SUPERVISOR IS ON VACATION?**

A. Payroll needs to be informed as soon as possible. If it is around the "pay period end date" then payroll can proceed in approving time sheets on your supervisor's behalf.

**Q. CAN I LOGIN TO TRUE TIME FROM ANYWHERE TO START OR END MY DAY?**

A. You can login from any computer in the district, being within the specified range of our IP address. You cannot login or out from home.

**EMPLOYEE EDIT TIME SHEET**

Editing may be necessary if an employee **forgets to clock in or out, needs to add a missing record, or needs to delete an automatic lunch deduction.** Employees may edit using the IPAD or a computer. True Time will keep a record of all adjustments made to each time sheet. This is available for the employee and supervisor(s) to view. You may view adjustments by opening an employee's time sheet or viewing time sheet detail. The ability to edit is individualized.

**TIME SHEET APPROVAL**

Employees must approve their time sheets weekly on Monday. If an employee is absent on Friday or Monday, they may submit their time sheet when they return to work or submit their time sheet from home if they have access to a computer. **Supervisors** may submit an employee's time sheet on their behalf if it is deemed necessary. **Supervisors** must also approve their employee's time sheets. We recommend that you regularly log into True Time and approve time sheets every Tuesday. If you are absent, you may approve the time sheets from home if you have access to a computer or you may designate someone to approve time sheets on your behalf.