Thank you for your support as we move to an updated, University-wide version of My Time. We’ve outlined additional questions and answers for you below, and have organized them into subject categories. Simply click on a subject heading below to move directly to that section of the FAQs.

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ACCESS/TECHNOLOGY

Question: Can we use this application on a Mac?
Answer: Yes, the program is web-based and is compatible with both PC and Mac. Mac and Linux users are automatically redirected to a web-based version of My Time. This “lite” version of My Time provides the basic functionality needed to edit and approve timecards, but provides limited functionality for reporting and scheduling.

Question: When using a PC, why do I see a java pop-up window every time I use My Time?
Answer: Follow the prompts to allow the appropriate version of Java to run on your computer. You may need to install additional software. Please use the following installation instructions to do so: [http://www.yale.edu/its/software/Java-Installation.pdf](http://www.yale.edu/its/software/Java-Installation.pdf). If you continue to experience difficulties after installing Java, please call the ITS Help Desk at 432-9000.

Question: Can I bookmark the My Time link after logging into the University Portal?
Answer: Doing so prevents you from seeing updated information. To use a bookmark to speed the login process, here’s how: 1) visit http://your.yale.edu/access-my-time 2) click on the ‘Login to the portal’ button, and 3) bookmark the Central Authentication System (CAS) login screen that asks for your NetID and password.

Question: Will the X button on the internet browser cancel forms I do not want to submit?
Answer: For the time off request, manager delegation and leave of absence request forms, use the cancel button on the form. Do not use the X in the top right corner of the window or screen.

Question: How do I access My Time?
Answer: My Time can be accessed through [http://your.yale.edu/access-my-time](http://your.yale.edu/access-my-time). Once a user logs onto the portal with their Yale NetID and Password, a link to My Time will be available on the right side of the page. Any of the following links that may appear on the Portal will bring you to the My Time homepage: My Time, Time approval & reporting, Approval & reporting.

Question: Can we access My Time anywhere since it is a web-based program?
Answer: Yes, though you will need to create a secure connection between your computer and the Yale network. This is done by using VPN or Remote Desktop Access. Please see the question in this section that gives instructions on how to use VPN or Remote Desktop Access.

Question: Why is the whole screen blank?
Answer: Generally, this denotes a Java issue for PC users. Contact the ITS Help Desk at 203-432-9000.
Question: Why am I having trouble connecting to My Time from a computer outside the Yale network?
Answer: To connect to My Time from a computer outside the Yale network, you’ll need to take the following steps:

A. Connect from your home computer to your Yale computer via Remote Desktop. For instructions, click on this link: [http://www.yale.edu/its/software/win/remote_desktop/remote_desktop.pdf](http://www.yale.edu/its/software/win/remote_desktop/remote_desktop.pdf)

OR

B. Download VPN onto your computer to create a secure channel between your computer and the Yale network. The VPN file can be found as follows:
1. Go to: [www.yale.edu/software](http://www.yale.edu/software)
2. Click the Software Library button.
3. Login with your NetID and password
4. Choose the Operating System running on your computer
5. Find VPN – Cisco AnyConnect Client in the list, and click on it
6. Click Download Now
7. For further instructions on how to download, install and use VPN, click on the Installation Instructions button.

Question: Why does my session keep timing out?
Answer: My Time will automatically log you out after 25 minutes of inactivity. If this happens, click on the link that says “Return to the Logon Page” and, if necessary, log in using your NetID and password.

Question: How will employees with no access to computers validate their time?
Answer: We are evaluating current locations of kiosks to ensure that there are enough kiosks for employees to have access to use My Time. Supervisors/Designated Approvers can validate timecards for employees unable to validate their own time in My Time.

DISPLAY

Question: Why is the whole screen blank?
Answer: Generally, this denotes a Java issue. Contact the ITS Help Desk at 203-432-9000.

Question: As an M&P, why do my paid time off balances appear in hours instead of days?
Answer: Displaying your time off balances in hours is done to accommodate the many types of standard and flexible work schedules here at Yale. This is standard functionality for this tool.
Question: Why do hours and minutes appear as whole numbers and fractions (7.5 hours)?
Answer: This is standard functionality for this tool. Time at Yale is tracked in hours and fractions of hours for C&T and M&P employees.

Question: Why doesn’t the information on my screen appear where the training materials say it will be?
Answer: If you are using Internet Explorer version 6 (IE 6), the login button and links may display at the bottom rather than the right side of the screen.

Question: Why does the information and layout of my screen look different than what other My Time users see?
Answer: Each My Time user has been given a specific role in the system. With that role comes certain access and views. For example, a business office employee who exclusively interacts with L35 employees will have different screen views, and will see information displayed differently, than a business office employee who interacts with C&Ts or M&Ps.

Question: When I log in, why don’t I see the employees that report to me?
Answer: First, click on the Pay Period Close Genie on your My Time homepage. Then, in the Show field in the top middle of the screen, choose All Home. If you have very broad access and want to see just your direct reports, choose My Employees instead. (Note: If you do not see My Employees as an option in the Show pull-down menu, call the My Time hotline at 432-5552, press “4”.) Next, right below in the Time Period field, choose Current Pay Period to see timecards for work performed this week. If you are logged into My Time on Monday to view last week’s timecards, be sure to select Previous Pay Period. You should now see all the employees whose timecards you are responsible for approving. If the list is not accurate, contact your business office to see if they have re-routed timecard approval duties from the supervisor to a designated approver.

Question: As a supervisor of M&Ps and C&Ts, how do I view their timecards separately?
Answer: In the Pay Period Close genie, you can use the CT Employees hyperfind or MP Employees hyperfind to see only the employees in that staff category. These hyperfinds are found in the “Show” field that appears in the middle of the screen above the timecard. A dedicated MP Pay Period Close genie has been created to present a unique view of certain fields relevant to M&Ps.

Question: Why doesn’t my timecard show the paid time off request that my manager approved?
Answer: My Time only populates schedules three weeks in advance. Once you are able to view the dates for which you requested time off, approved requests will appear on your timecard.
EMAILS/NOTIFICATIONS

Question: Can requests be approved from the Outlook email? Is there a link?
Answer: Emails concerning timecards and time off requests will contain a link to the University Portal login page. Supervisors will need to log in to the University Portal, and then click on the My Time link to enter the application and perform their approvals.

Question: When an employee’s time off request is approved or denied, do they get a message in Outlook in addition to their inbox?
Answer: Yes. All emails from My Time will be sent to both the My Time Inbox and to the employee’s Yale email inbox.

Question: When you say “mail box,” are you referring to Yale email or the Inbox in My Time?
Answer: All notifications will be sent to both your Yale email and the Inbox in My Time.

ROLES and RESPONSIBILITIES

Question: Can an employee have more than one supervisor in My Time?
Answer: No, the system can only accept one supervisor at a time.

Question: If I have a supervisor who is out for the rest of the year, how do I change their access when they come back?
Answer: Contact your Business Office to make changes to Supervisors/Designated Approvers.

Question: What is a Designated Approver?
Answer: A designated approver is an M&P employee or Faculty member who will approve timecards and time off requests instead of the actual supervisor. A designated approver can approve a timesheet without input from the supervisor, but is welcome to contact the supervisor or the employee whose timecard is being approved with any questions or concerns. Changes to designated approvers listed in My Time can be made by contacting the Employee Service Center.

My Time does allow for a supervisor to select a Delegate, which is used for temporary coverage (i.e. while the supervisor is on vacation).

Question: Can departments identify multiple designated approvers for a particular employee? If not, what do we do in a case when a designated approver is out on vacation?
Answer: Only one individual per employee may be chosen as a designated approver. If a manager or designated approver will be on vacation, there is functionality in My Time that allows that person to delegate their approval responsibility for a specified period of time. After that time period elapses, the original manager or designated approver resumes their approval responsibility automatically.
Alternately, the business office can approve the timecard on behalf of the supervisor or designated approver.

**Question:** Can I choose anyone as a delegate?
**Answer:** Only those M&Ps or faculty members who are already in My Time as a supervisor or designated approver can be chosen as a delegate.

**Question:** If I am out and my chosen delegate approves the timecards of my team, what shows up on the audit tab?
**Answer:** “Approved by Delegate” will be displayed on the audit tab.

**Question:** Can you delete the delegation notice in the task tab?
**Answer:** My Time does not provide a ‘delete’ button for tasks that are pending in your tasks tab.

**Question:** As a designated approver or delegate, do I see paid time off requests along with submitted timesheets?
**Answer:** Yes.

**Question:** What is the process to add/change/remove a designated approver?
**Answer:** It is recommended that business offices call the Employee Service Center at 432-5552 to request an update to a designated approver.

**TIMECARD EDITING**

**Question:** If an employee is editing a timesheet, can another user (employee, supervisor or business office) see and/or edit that timesheet at the same time?
**Answer:** No, more than one user cannot pull up and edit the same time card at the same time.

**Question:** If a C&T enters incorrect information (i.e. number of hours worked) and the supervisor approves the timecard without making any changes, will he/she be paid the wrong amount?
**Answer:** Yes, the C&T will be paid the wrong amount. If this happens, work with your business office to make the necessary adjustments.

**Question:** If an employee adds 7.5 hours to sick time, and forgets to remove 7.5 from Hours Worked, will they be paid for 15 hours worth of time?
**Answer:** Yes, if it is a C&T. Supervisors should validate employee timescards before payroll is processed. If the employee or the supervisor does not catch an error, a historical edit will need to be made by the HR Transaction Center. Any overpayment to an employee will be deducted in a subsequent paycheck(s). M&Ps do not use My Time to track time worked, and any adjustments made to time worked do not affect pay.
Question: When a timesheet is edited with an exception (sick time, etc.), will My Time catch when an employee fails to offset the exception with a corresponding decrease in hours worked?
Answer: No. This is why it is important that a supervisor reviews the timecards.

Question: How can I indicate that I left early or came in late if I didn’t request the time off through My Time?
A: As a C&T, if you take paid time off without requesting it through the My Time system, you will need to adjust your timecard to reflect the time you worked. Edit the number of hours you worked that day in the appropriate cell in the ‘Hours Worked’ row. For the paid time off you took that day, add a row to the timecard, select the appropriate paycode (sick, vacation, personal, bonus vacation, etc.), and enter the number of hours for that paycode. The column total will reflect the total number of hours you’ll be paid for that day (hours worked + paid time off hours).

As an M&P, you only need to adjust your timecard if you took off a full or half day.

Question: Can the employee see adjustments that were made on their timecard by their supervisor?
Answer: Yes, the employee can see the adjustment by clicking on the ‘Audits’ tab on the bottom of the timecard. Employees will receive an email when their supervisor/designated approver makes an edit to their timesheet.

Question: How far back can supervisors make historical changes to an employee’s timecard?
Answer: Supervisors have the ability to make changes to any timecard that has not yet been locked, or “signed off,” by the Payroll department. Edits to signed off timecards can only be made by the Employee Service Center, and require submission of a Payroll Payment Adjustment Form or a Paid Time Off Adjustment Form.

Question: Can I make a comment on the timecard?
Answer: Both employees and supervisors have the ability to use the My Time Comment functionality to make a comment on a timecard. Employees will be able to view comments that are made by their supervisor.

Question: If an employee does not cancel a time off request but shows up for work, can the Supervisor edit the timecard?
Answer: Yes, this can be done manually on the My Time timecard using a paycode edit. However, it is preferred that an employee who shows up for work edit their own timecard to reflect the change.

Question: If an M&P works on a holiday or recess day, what do they enter in My Time?
Answer: M&Ps who work on a holiday or recess day should enter the number of hours they work that day on their My Time timecard as ‘Hours Worked.’ My Time will automatically convert those hours to Comp Time Earned.
Question: What happens if someone works on a holiday? How is that handled in My Time?
Answer: Employees should enter time worked on a holiday or recess day as ‘Hours Worked.’ Do not enter the time as ‘Holiday’, ‘Recess’ or ‘Holiday Recess Premium.’

Question: How do I adjust or edit a timecard after I have approved it?
Answer: Whether you are an employee or a supervisor, you will need to remove your approval in order to edit a timecard. Here’s how: view your timecard, click on the ‘Approvals’ tab, and then click ‘Remove Approval.’ After editing, ‘Approve’ your timecard again. If your supervisor has approved your timecard, ask him or her to remove their approval before you remove your approval. If your business office has approved your timecard, the business office must remove the approval before you can modify it. NOTE: Once the pay period is signed off by Payroll, you’ll need to have your business office submit a Paid Time Off Adjustment Form or a Payroll Payment Adjustment Form on your behalf.

Question: How can a timecard be edited once it’s locked by Payroll?
Answer: Timecards cannot be edited once they are locked, or “signed off,” by Payroll. C&Ts or M&Ps should work with their supervisor or business office to complete and submit either a Payroll Payment Adjustment Form or a Paid Time Off Adjustment Form.

EMPLOYEE TIMECARD SUBMITTALS & APPROVALS

Question: Can I approve my weekly timecard before the end of the week?
Answer: Yes, you can approve your timecard as soon as you know that it will be accurate.

Question: When do I approve my weekly timecard if my department closes for holiday breaks?
Answer: Employees should approve timecards before leaving for holidays or recess.

Question: When should employees approve their timecards?
Answer: C&T employees should validate their time weekly in My Time and submit their timecard for approval by end of day Saturday. M&P employees should approve their timecard for each calendar month no later than the 10th of the following month.

Question: If I have a week off, do I need to approve my timecard ahead of time, or when I come back from my vacation?
Answer: You can approve your time up to 2 weeks in advance. If you forget, you can approve your timecard Monday morning when you return if your supervisor hasn’t yet approved your timecard.

Question: If an employee enters a type of paid time off on their timecard, but does not have enough of a balance, can it be saved and/or approved?
Answer: No. An error will be displayed informing the employee of the insufficient balance.
Question: Are there automatic reminders for Staff and Supervisors if they have not approved timecards?
Answer: All staff members receive weekly or monthly reminders to approve their timecard. Supervisors of C&Ts will receive an email on Monday morning that lists the C&Ts who have not approved the previous week’s timecard. Supervisors/Business offices can view the ‘Pay Period Close’ Genie to see unapproved timecards. A report can also be generated in My Time to view the timecards that are pending approval.

Question: Will a C&T be paid if an employee or supervisor has not approved the timecard?
Answer: Yes.

Question: If an employee works M-F, can they approve their weekly timecard early Monday instead of end of day Friday?
Answer: It is possible to approve early Monday if your Supervisor has not already approved it, but you should approve your timecard by the end of your last working day of the pay period. If you fail to approve your timecard by the end of the week, this may cause your supervisor to miss the timesheet approval deadline.

Question: What happens if the staff member and their manager don’t agree on the information submitted on a timecard?
Answer: As is the current practice, the manager should communicate to the employee with an explanation of the issue, e.g. “you indicated a sick day, but I think you were out on vacation.” If the employee does not agree to change the time, the manager can change it and note the change. In this rare instance, the employee and supervisor should seek guidance from their HR colleagues.

Question: As a supervisor, what do I do if my employee does not regularly approve their timecard by the deadline?
Answer: Supervisors must take the lead in discussing with employees the importance of approving timecards in a timely fashion. Business offices should allow supervisors to take the lead in these discussions. If these discussions prove unproductive, the next step is to consult with your HR Generalist.

SUPERVISOR TIMECARD APPROVALS

Question: When is the timeframe for Supervisors to approve weekly timecards?
Answer: Supervisors should approve time on a weekly basis, no later than Monday at 5pm, unless an earlier deadline has been specified by their department.

Question: When is the timeframe for Supervisors to approve monthly timecards?
Answer: Supervisors should approve monthly timecards by the 15th of the following month.
Question: What happens when there is more than one approver for an employee’s timecard?
Answer: My Time can only support one approver per employee. If an employee has more than one supervisor for the same job, that employee should work with their business office to determine the best way to validate their timecard.

Question: Does the person who approves a timesheet have to be the same person that approves a time off request?
Answer: Yes. There is no way in My Time to split the approval routing.

Question: Is it possible for a manager to identify a group of employees who have no edits for the pay period and perform a mass approval?
Answer: As is current practice, a manager should review each staff member’s timecard.

Question: Does the supervisor receive a notification when the employee approves their time?
Answer: Supervisors do not receive a notification when an employee approves their timecard. Supervisors can view the ‘Pay Period Close’ Genie to see approved/unapproved timecards. A report can also be generated in My Time to view the timecards that are pending approval.

Question: Are there automatic reminders for Staff and Supervisors if they have not approved timecards?
Answer: All staff members receive weekly or monthly reminders to approve their timecard. Supervisors of C&Ts will receive an email on Monday morning that lists the C&Ts who have not approved the previous week’s timecard. Supervisors/Business offices can view the ‘Pay Period Close’ Genie to see unapproved timecards. A report can also be generated in My Time to view the timecards that are pending approval.

Question: Can a Supervisor approve a timecard without an employee’s submission for approval?
Answer: Yes.

Question: If an employee is unable to approve their timecard (ex: out sick on Monday) and the manager approves it, does the employee get notified that the manager approved it?
Answer: The employee can see in My Time if, when, and who approved their time.

Question: As a business office, what do I do if a supervisor in my department does not regularly approve timecards by the deadline?
Answer: Business offices must take the lead in discussing with supervisors the importance of approving timecards in a timely fashion. If these discussions prove unproductive, the next step is to consult with your HR Generalist. Alternately, a designated approver can be chosen to take over timecard approvals from the supervisor.
**OVERTIME**

**Question:** As a C&T, how do I enter overtime onto my timecard?
**Answer:** Enter it as Hours Worked. My Time will automatically calculate your proper pay rate.

**Question:** As an overtime eligible M&P, how do I enter overtime onto my timecard?
**Answer:** M&P overtime should continue to be processed in the casual time entry system in Oracle. As My Time is not tied to payroll for M&Ps, there is no way to process M&P overtime in My Time.

**Question:** If an unapproved C&T timecard includes overtime, will it pay the overtime?
**Answer:** Yes.

**COMPENSATORY TIME**

**Question:** If I earn comp time, how long do I have to use it?
**Answer:** My Time will automatically expire any unused comp time at the end of the fiscal year. You can contact your business office to see if there are specific departmental guidelines that govern the use of comp time.

**Question:** Does a department have the option to tell an employee to get paid for the overtime instead of taking it as comp time?
**Answer:** Departments may request that comp time not be chosen in lieu of overtime. The options should be discussed when the employee is asked to work overtime, as the decision to take time as compensatory or overtime must be a joint decision by both the employee and the supervisor.

**Question:** If a C&T works over recess, will they be able to take more than 2.5 hours of comp time instead of having to take it as overtime pay?
**Answer:** Yes, that type of comp time is Holiday Recess Comp time and will be represented by a unique pay code in My Time.

**Question:** If a C&T chooses to take comp time instead of overtime, can they convert that comp time back to overtime? Either way, will they get paid for any unused comp time at the end of the fiscal year?
**Answer:** You cannot convert comp time back to overtime. You will not be paid for unused comp time at the end of the fiscal year – your comp time will simply expire.

**Question:** What happens if an employee requests more compensatory time than they are entitled to? Can they enter Compensatory time or Overtime?
**Answer:** My Time will not route a paid time off request for approval if there is an insufficient balance – this includes requests to use compensatory time. Time will be allocated appropriately using the pay
rules in the application. Please note: C&T employees that work more than 40 hours must get paid overtime for any hours worked over 40 in a pay period. Supervisors will have the opportunity to validate the extra hours worked.

Question: Can a part-time C&T employee earn compensatory time?
Answer: Yes, if the employee works more than 37.5 hours, any time worked up to 40 hours would be eligible for compensatory time.

Question: As an M&P, how do I get credit for compensatory time in My Time?
Answer: All M&Ps are eligible to receive compensatory time for any hours worked on a University holiday. M&Ps are also eligible to receive compensatory time for any hours worked on a University recess day. Simply enter the hours you worked on that day as ‘Hours Worked’ on your timecard, and My Time will automatically convert those hours to compensatory time.

Question: How do I use the compensatory time that I have earned?
Answer: Either request to use it by completing and submitting a paid time off request in My Time, or discuss it with your manager and, if approved, add a row on your timecard, choose the ‘Comp Time Taken’ paycode, and indicate the number of hours of compensatory time that you used that day.

SHIFT DIFFERENTIALS

Question: How is a shift differential handled in My Time? Does it vary by job category?
Answer: This varies by department and situation. Sporadic, Ongoing, and Ongoing Sporadic are the various types of shift differential. Some will be embedded in the schedule, others in the hourly rate, and others will be entered as the applicable shift is worked.

Question: If an employee with a regular shift differential schedule for working at night is asked to come in during the day, how are normal day hours entered?
Answer: In this case, the employee would receive their shift differential on whatever hours are entered for them since the differential is built into the hourly rate. The department would have to email employee.services@yale.edu with the amount that needs to be deducted from the employee’s check that week prior to the payroll deadline.

Question: If my department only uses one or two shift differential paycodes, will supervisors still see all of the other shift differential paycodes?
Answer: Yes - pay codes are not exclusive to departments.
PART-TIME and FLEXIBLE/NON-STANDARD SCHEDULES (WEEKLY & YEARLY)

Question: As a part-time C&T, what should I do if I work more than what was scheduled?
Answer: Enter the additional hours that you have worked on your timecard, and you will be paid for working those extra hours. Any additional work must be approved by your Supervisor in advance.

Question: Can we pre-populate annual schedules for seasonal employees to prevent them from being paid when they're no longer working?
Answer: The HR Transaction Center will set up seasonal employees in both Oracle and My Time to control pay and paid time off. Departments must submit an HR Notification Form when an employee goes out on seasonal leave. Additionally, departments should continue to monitor timecards for employees on seasonal leave.

Question: As a C&T with a flexible schedule, how do I reflect any changes to my timecard?
Answer: Change the hours in the Hours Worked row to reflect the schedule that you actually worked.

Question: How do employees who do not have a standard schedule enter hours in My Time?
Answer: Employees with a flexible schedule will be entered into My Time.

Question: Can a part-time M&P request paid time off in hours?
Answer: A part-time M&P can request paid time off in hours, but the requested number of hours must reflect the value of a full or half day.

Question: Does a part-time employee receive credit for a Holiday or Recess Day if it falls on a day that they are not scheduled to work?
Answer: Yes - part-time C&T employees will receive pay equal to one-fifth of their scheduled number of weekly hours, and M&P employees will receive compensatory time equal to one-fifth of their scheduled number of weekly hours that can be used at a later date.

Question: Can a part-time C&T employee earn compensatory time?
Answer: Yes, if the employee works more than 37.5 hours, any time worked up to 40 hours would be eligible for compensatory time.

PAID TIME OFF ACCRUALS & ENTITLEMENTS

Question: How much paid time off am I entitled to?
Answer: For paid time off entitlements, visit the benefits website at www.yale.edu/benefits, locate and click on your staff category on the left side of the page, and then click on the appropriate links under the Paid time off heading on the center of the page.
Question: Why is my vacation balance wrong?
Answer: Most likely, it is because you have not told My Time the date you’d like to see the balances “as of”. After choosing the specific pay period and clicking on the Accruals tab at the bottom of the screen, you must use your cursor to select a particular day in order to see what your accruals are as of that date.

Question: As a new employee in my first 90 days of employment, why does My Time show that I have personal, sick and vacation time that I can use?
Answer: As per University policy, you receive your allotment of sick time (and personal time for C&Ts) once you begin employment at Yale. This amount is prorated based upon the number of months remaining in the fiscal year. You also begin to accrue vacation (C&T) or PTO (M&P) time on a monthly basis when you commence employment. While My Time tracks these balances and shows them as available for use, University policy dictates that employees are not eligible to use personal or sick time until having completed three months of continuous employment, and are not eligible to use vacation time until having completed six months of continuous service. M&Ps can use PTO time once it is accrued.

Question: As an M&P, when do my PTO days accrue to my My Time balance?
Answer: M&P employees hired before 7/1/2010 will see PTO days added to their balance in My Time on the 13th and 27th of each month. M&P employees hired on or after 7/1/2010 will see PTO days added to their balance in My Time on the 15th of each month. You must use your cursor to select a particular day in order to see what your accruals are as of that date.

Question: Will Holidays and Recess days auto-populate on the timesheets of employees who work less than 20 hours per week (the way it does in Oracle right now)?
Answer: No – employees who work less than 20 hours per week are not eligible for paid time off.

Question: Will bonus time for long service be loaded in My Time as soon as it is earned?
Answer: Employees will see their bonus allotment on the appropriate anniversary date.

Question: What do I do if I notice a discrepancy in my accrual balances? How do I get this corrected in My Time?
Answer: As is the current practice, you should speak to your supervisor first to validate your correct accrual balances. You can also contact your business office for assistance.

Question: Who makes the decision if an employee can carry over vacation or PTO days greater than the max? How is this noted in My Time?
Answer: C&T employees may never carry over more than their maximum. M&P employees with the permission of HR Client Support may be able to carry over more than their maximum for a specified period of time. HR Client Support will send the request to the HR Transaction Center for processing. The PTO needing to be reinstated will be manually added back in to the M&P record in My Time.
Question: Am I automatically paid for Holidays and Recess Days?
Answer: My Time automatically ensures that benefit-eligible employees are paid for Holidays and Recess Days. Do not choose a specific Holiday from the list of paycodes; this will prevent My Time from calculating your pay correctly. You should only enter a Holiday if you had mistakenly deleted or replaced the Holiday entry on your electronic timecard. If you work on a Holiday or Recess Day, enter those hours on your timecard as ‘Hours Worked.’

**PAID TIME OFF REQUESTS**

Question: On the Time Off Request form, what do I choose: “Scheduled and Non-scheduled Days” or “Scheduled Days”?
Answer: You only need to make a choice here if you have chosen to Specify Hours, or in other words, not take a full day off. Always choose “Scheduled Days.”

Question: What do the three buttons do at the end of the Time Off Request form: Save & Close, Reset, Cancel?
Answer: ‘Save & Close’ submits the request for approval. ‘Reset’ clears all of the fields you entered on the form and lets you start over. ‘Cancel’ terminates the request and closes the window.

Question: Can I practice using the time off request functionality in My Time?
Answer: If so, you cannot cancel the request prior to your supervisor approving it. Instead, let your supervisor know that you are practicing how to request paid time off, and then let your supervisor reject the request. If your supervisor approves it in error, you should then use the Cancel Time Off Request function.

Question: How do I request a vacation that includes a holiday and/or recess day?
Answer: If you want to request paid time off that spans a holiday or recess day – for example, the Tuesday before Thanksgiving through the Tuesday after Thanksgiving – you should submit two separate requests: one for the work days before the holiday/recess day, and one for the work days after the holiday/recess day. In this example, one request should be submitted for Tuesday and Wednesday before Thanksgiving, and the second request should be submitted for the Monday and Tuesday after Thanksgiving. **If your request accidentally includes a holiday or recess day, My Time will not give you credit for those holidays and/or recess days, and will reduce your paid time off accrual balances instead.**

Question: How do I cancel a paid time off request that spans more than one work week?
Answer: My Time treats submission of paid time off requests differently from cancellation of paid time off requests. While My Time gives you the ability to submit a paid time off request that spans more than one calendar week (i.e. Monday, March 1 to Friday, March 12), it requires that you submit a separate cancel request for each calendar week spanned by the request. In the previous example,
to cancel your March 1-12 vacation request, you would need to submit one cancel request for March 1-5, and a second cancel request for March 8-12.

**Question:** Can an M&P take any amount of full or partial hours of paid time off?

**Answer:** No – while My Time allows you to enter any fraction of hours on your timecard, as an M&P you should only be requesting and/or using paid time off in full or half days. This applies to both full-time and part-time M&Ps. By choosing the ‘full sched day’ or ‘half sched day’ option in the drop down menu that appears when editing your timecard, you’ll see that My Time will automatically calculate the value of a full or half day for you, based upon the number of hours you were scheduled to work that day.

**Question:** When an M&P requests paid time off, do they need to enter the start time if they want to take a half day off?

**Answer:** My Time requires a start time entry when you request a half day off, and is unable to process the request until you enter a start time. Additionally, you must enter the number of hours of paid time off that you are requesting, and this must equal one-half of the hours that you are scheduled to work that day.

**Question:** If an M&P enters the wrong number of hours for a half day, does My Time automatically reject the request or does it submit the request? For example, if a 7.5 hour-a-day employee does not calculate their half day hours correctly, and requests 3 hours instead of 3.75 hours for a half day, what happens?

**Answer:** My Time allows M&Ps to request any number of hours of paid time off. It is important to review paid time off requests before submitting them, and just as important for supervisors to carefully review paid time off requests before approving them. It is also important for an employee to review their timecard before approving it.

**Question:** How far in advance can an employee request paid time off?

**Answer:** My Time allows paid time off requests up to a year in advance.

**Question:** What are the parameters for requesting time off?

**Answer:** Guidelines for requesting time off are not set by Human Resources. Each department has unique staffing needs, and determines how far in advance an employee must request time off. Please check with the appropriate business office or manager for specific guidelines.

**Question:** How does an employee request unpaid time off?

**Answer:** Employees should request unpaid time off as they do today – through a paper form or a discussion with their Supervisor.
Question: When will requested paid time off show up in My Time?
Answer: Paid time off requests will populate on your timecard once they have been approved. C&Ts will be able to see approved paid time off requests once they are in either the Current Pay Period or the Next Pay Period. M&Ps will be able to see approved paid time off requests once their schedule has been populated for the week in which the paid time off will occur – this generally happens three weeks ahead of time.

Question: I requested a half day off. Why does my timecard show that I won’t be working that day?
Answer: My Time views requests for paid time off as requests for a change in schedule. Your approved time simply replaced the “Hours Worked” that had previously appeared on your timecard for that day. Edit your timecard to include the number of hours you work in a scheduled half day.

Question: Is the last day of a time off request the last day I’ll be out or the first day I’ll be back?
Answer: The last day you will be out.

Question: Can I submit a request with more than one type of paid time off?
Answer: No. Each request form can only have one type of paid time off. An employee will have to submit a separate request form for each type of paid time off.

Question: How will I take 3 days off when I decide to leave early on the first day but will take full days on the other 2 days?
Answer: You will need to enter 2 separate requests. One request should reflect the partial day off; the other request should reflect the full days off.

Question: When submitting a time off request made for a date in the future, which accrual balance does My Time look at? Is it my balance as of the date I made the request, or my balance as of the date I want to take off?
Answer: My Time takes into account your projected accrual balance, so it will consider your balance as of the date you would like to take off.

Question: Can an employee request paid time off if they do not have enough of a balance?
Answer: No. My Time will display an error informing the employee of the insufficient balance. My Time does take into account future accruals when calculating future balances for the purpose of allowing paid time off requests to be routed to supervisors.

Question: If an employee has paid time off that is close to expiring, will they receive an automated reminder?
Answer: No. My Time provides employees with the ability to access their balances and projected balances.
Question: Can My Time have a blackout period for time off requests?
Answer: No. As a common process, please review requests and make a determination based on the department staffing needs. Additionally, My Time provides supervisors with the ability to provide a comment detailing why a request was denied.

Question: Do employees need to bring in proof of jury duty service?
Answer: Yes, the court always gives a juror documentation of time spent on jury duty, even if it is only one day.

**PAID TIME OFF APPROVALS**

Question: When I go to approve a time off request, why am I receiving an error when I click on the Tasks in my My Time inbox?
Answer: The Tasks tab lists the tasks that are assigned to you, which includes all messages/requests that have been submitted by your staff (time off requests) or fellow managers (delegation requests). Instead of clicking on Tasks, use the Messages tab. The Messages tab enables you to click on the message and view, reply, delete, or print the message.

Question: What does the Outlook email message look like to the supervisor or designated approver when an employee submits a time off request?
Answer: Please see a screenshot below:

```
Request for Time off for Abbott, Billy J
shakia.talara@yale.edu [shakia.talara@yale.edu]
Sent: Wednesday, October 21, 2009 10:15 AM
To: Laketa, Sheila

Abbott, Billy J has submitted a Request for time off.

Request Details:

Accrual balances:
BONUS VACATION: 0.0
COMPENSATORY: 0.0
PERSONAL: 0.0
SICK: 0.0
VACATION: 16.0

Leave Type: VACATION
Start Date: 10/23/2009
End Date: 10/23/2009

Employee’s message:
Go to your task list to take immediate action.

Click here for Workforce Central:
```

Question: What are examples of Rule Violations in regards to paid time off requests?
Answer: An example of a rule violation is an employee requesting multiple types of time off for the same day. For example: Billy submits two requests, one for a vacation day on October 30, and one for a sick day on October 30.
Question: Why are there checkmarks next to ‘Override Shift’ and ‘Create Open Shift’? Should I remove the checkmarks?
Answer: Do not remove the checkmarks. This will cause errors on the timecard.

Question: When an employee’s time off request is approved /denied, do they receive a message in their Yale email in addition to their My Time inbox?
Answer: Yes, if they have Yale email.

LEAVES

Question: Does the My Time leave process replace the HR Notification form or do we still need to complete it?
Answer: The My Time leave process has replaced the HR Notification Form with the exception of Seasonal Leaves.

Question: How are leaves of absence submitted and approved in My Time?
Answer: Employees submit leave requests, and they are approved by the Leave Coordinator. Supervisors are notified of the leave request upon receipt and upon approval/denial.

Question: When are supervisors or business offices notified about an employee’s impending leave?
Answer: At submission and at approval of leave of absence requests, notification goes to the supervisor listed in Oracle, the department’s Human Resources Generalist, the business manager, and the HR community member (if there is one).

Question: Are supervisors no longer approving personal leave of absence requests?
Answer: Supervisors are still responsible for approving personal leave requests. It is recommended that supervisors direct employees to speak with the Leave Coordinator at 203-436-8389 about the options that the employee has for taking leave time and recommended courses of action.

Question: How do Supervisors enter time for intermittent leaves?
Answer: Quick guides have been created to direct a supervisor through this process. They can be found at the My Time resources page: www.yale.edu/mytime.

Question: Can Intermittent Leave Time Requests be routed to the HR community member/business manager along with, or instead of, the supervisor?
Answer: Because this is automated functionality, there is no way to send it to anyone other than the “Reports To” name listed in My Time, which may be a designated approver or an actual supervisor. Only the supervisor/designated approver can approve the request. As far as acting on that request and editing the timecard, this can be done by either the supervisor/designated approver or the business office. In order for the business office to act on the Intermittent Leave Time Request and
edit the timecard, the supervisor/designated approver would have to approve the request, and then forward the notification they received to the business office in order for the business office to know what edit(s) needs to be made.

**Question: How are paid and unpaid leave handled in My Time?**
**Answer:** Paid time off usage is set up in advance by the Leave Coordinator when the leave is approved in My Time. No hours are sent to Oracle for unpaid leaves for C&T or S&M employees. For M&P employees, the HR Transaction Center receives notification from My Time and sets up the record accordingly.

**Question: If an M&P employee is on intermittent leave, can they take paid time off in hours instead of full or half days?**
**Answer:** Yes, specific hours can be taken when an employee is on intermittent leave. It is recommended that supervisors direct employees to speak with the Leave Coordinator at 203-436-8389. The Leave Coordinator is trained to discuss the options that the employee has for taking leave time and will recommend the best course of action.

**Question: Why are multiple codes appearing on the timecards of employees on leave?**
**Answer:** Along with designated paid time off, certain tracking codes will appear that enable HR to track the leave time for compliance purposes.

**Question: What is the proper procedure for entering time for Workers’ Compensation related absences?**
**Answer:** The Leave of Absence Coordinator sets up a leave case once the claim has been approved. Unpaid Workers’ Compensation and FMLA tracking codes are placed on the timecard for the employee’s full schedule by the LOA Coordinator. The supervisor is responsible for entering in any supplemental sick pay for the employee each week. The University guideline is to supplement with sick time equal to no more than one third of the employee’s scheduled work hours. (For example, an employee scheduled to work 7.5 hours per day should have no more than 2.5 hours of sick time added to their timecard as a supplement.)

**C&T SECOND JOBS**

**Question: In My Time, how do we handle employees with second jobs?**
**Answer:** Entry and approval of C&T second job hours is done through the casual time entry system by the second department. Only the hours for the first job will be processed through My Time.
REPORTING, GENIES and HYPERFINDS

Question: Can reports be run at the organization level?
Answer: Yes.

Question: Can reports be exported to Excel?
Answer: There are some reports that will output in either PDF or Excel format. Please refer to the Reports Guide.

Question: What reports do we have access to?
Answer: The My Time Reports Guide includes a list of reports.

Question: How much information is in the reports?
Answer: Only information entered into the system for C&Ts on or after November 8 will be available though My Time reports, and M&P information dates back to when they began using the system in the spring of 2010.

Question: Is there a way for a supervisor to see who has taken off on a certain day?
Answer: Yes. Supervisors can use the Schedule Editor Genie to view which employees are scheduled to work and which employees are scheduled to be away on paid time off.

Question: If an individual is not a TRA, a supervisor, or a designated time approver, can they have access to reports?
Answer: Yes. All My Time users will have the ability to run reports.

Question: Can reports be scheduled to run?
Answer: Only HRIS has this access, but you can work with HRIS to receive specific reports by email.

Question: Can Genies be exported to Excel?
Answer: Yes - click the ‘Actions’ link near the top left of the Genies page, and select ‘Export to Excel’.

Question: How far back can an employee view their timecard?
Answer: An employee can view all timecards that have been processed in My Time.

Question: Is there a report in My Time to view employee salary information?
Answer: My Time provides a record of timekeeping and not a record of pay. Business office managers should continue to use a Data Warehouse report to view salary information. If an employee has been paid the wrong rate, continue to use the same procedure to make a pay adjustment: complete the payroll payment adjustment form or paid time off adjustment form.
ADDITIONAL HELP

Question: Where can I get additional help?
Answer: If you have 'how to' questions about My Time, please contact the Employee Service Center for assistance at 432-5552 or send e-mail to employee.services@yale.edu. If you have login issues, software installation or browser issues, call the ITS Help Desk at 432-9000.

Question: I need a refresher on My Time, where can I find additional training materials?
Answer: Training Materials and Guides are available at www.yale.edu/mytime. Mac users can find training materials and guides at www.yale.edu/mytimelite.