

TIM Administrator Updates

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New Hires

HR System Actions

To ensure timely payment of hours worked, new hires and new positions must be activated in the HR System within the week the employee starts work.

- The new hire or new position must be activated in the HR System no later than 3:00pm on Friday in the week the employee starts work.
- It is recommended that the new hire or new position is prepared in the HR System before the employee starts work.
- It is very important that the effective date of the new hire action in the HR System is the first date the employee can have hours worked applied to the new position in the timecard in TIM.
- Please contact the HR Help Desk at 962-HELP (4357) for assistance with HR System actions.

Position Start Dates in TIM

- A new hire in a primary position that has not been employed at UNC-CH previously will have a Position Start Date in TIM that is set to the HR System Hire Date.
- A new hire in a primary position that has been employed at UNC-CH previously will have a Position Start Date in TIM that is set to the date the position is imported into TIM.
- New secondary positions have a Position Start Date in TIM that is set to the date the position is imported into TIM.
- The TIM import interface runs nightly, Monday through Friday. Therefore, new hires may not appear in your list or be able to log into TIM until the following business day. Please Note - For pay period close, the import interface runs at 1:00pm on the first Tuesday of the biweekly pay period.



New Secondary Positions

- Employees in secondary positions in TIM must log into TIM and process a transfer to their secondary position before the Manager or TIM Administrator will be able to find them in TIM.
- Employees who work secondary positions should be reminded that they need to transfer only on the Time Stamp In. A transfer on the Time Stamp Out will result in a 'double punch', a Time Out and a second Time In in the timecard.
- Please contact 962-HELP (4357) if the secondary position does not appear in the transfer search.

New Employee Accrual Review in TIM

- TIM Administrators should review permanent new employees' accrual balances in TIM at the start of employment. If the accrual balances do not appear to be correct, run an accrual detail report with a range of dates from 06/29/2007 to today's date. Review the report to determine if previous accrual balances were not removed in TIM at termination. In that case, historical edits would need to be entered in TIM to manually adjust the accrual balances.
- A permanent new hire that qualified for Vacation and Sick at the end of the previous month but the new hire action was not entered in the HR system until the current month will need to have historical edits entered in TIM to manually grant the Vacation and Sick earned amounts.
- The Total State Service Date (TSSD) is used to determine how many vacation hours a SPA Permanent employee earns on the last day of each month in TIM. HR Records enters the TSSD date in HRIS, and it is automatically imported into TIM. If the TSSD in TIM is wrong or missing, the TIM Administrator or HR Facilitator will need to contact the HRIS Help Desk at 962-HELP (4357) for assistance.
- When notified by HR, TIM Administrators will enter historical edits to update permanent new hires' accrual balances with previously earned accruals at UNC-CH or another State Agency.
- Community Service Leave (CSL) balances are updated in TIM automatically for employees that are active on January 1st. When needed, TIM Administrators will enter historical edits to manually update new hires' CSL balances on a prorated basis, so they will be able to take CSL in TIM. Please review the CSL policy on the HR website for more information, <http://hr.unc.edu/policies-procedures-guidelines/spa-employee-policies/leave-and-holidays/index.htm>
- For detailed instructions on how to enter historical edits to adjust accruals, please review the Historical Edits section in the TIM Administrator Manual Part 1, <http://finance.unc.edu/finance-division/training/training-overview.html#timadmin>



TIM Training

<http://finance.unc.edu/finance-division/training/training-overview.html#tim>

- New hires should be instructed to take the applicable employee CBT and review the corresponding employee manual at the start of employment.
- New TeleTime users should be instructed to take the applicable employee CBT, review the corresponding employee manual, and review the Manual for Teletime-Students, Temps, and SPA Non-Exempt Employees.
- New Badge Terminal users should be instructed to take the applicable employee CBT, review the corresponding employee manual, and review the Manual for Badge Terminal Users-Students, Temps, and SPA Non-Exempt Employees.
- MAC users should be instructed to take the applicable employee CBT, review the corresponding employee manual, and review the Manual for Mac Users- Students and Temps, SPA Non-Exempt, SPA Exempt, and EPA. The link to the TIM application for the MAC is located in the manual. However, it is recommended that Managers and TIM Administrators use a PC with the regular TIM application instead when processing manager actions in TIM.
- New Managers should be instructed to take the applicable employee CBT, review the corresponding employee manual, and review in detail Parts 1 and 2 of the TIM Managers Manual, <http://finance.unc.edu/finance-division/training/training-overview.html#tim> Managers may also take the Manager CBT online. An updated version of the Manager CBT which reflects the upgraded system will be posted in the future.
- New TIM Administrators are required to take the New TIM Administrator training class held monthly in the Administrative Office Building (AOB). They should also take the applicable employee CBT, review the corresponding employee manual, and review in detail Parts 1 and 2 of the TIM Administrators Manual, <http://finance.unc.edu/finance-division/training/training-overview.html#tim>
- A Certificate of Completion appears after the survey at the end of each of the employee CBTs and should be printed and provided to the TIM Administrator to be placed in the employee's file.



TeleTime

- A completed TeleTime Access Request Form should be submitted for new hires that are authorized to use TeleTime.
- TeleTime requests take 24-48 hours to be processed.
- If an employee is working remotely and does not yet have access to TeleTime, the employee's Times In and Out will need to be entered into the timecard manually by the Manager or TIM Administrator.
- TeleTime access requests are processed only if the employee is currently active in TIM.
- A TeleTime Access Request Form will need to be resubmitted if the TeleTime employee becomes inactive or terminated in HRIS for any period of time.
- A Quick Link to 'TIM Forms' is located on the right side of the TIM home page, <http://finance.unc.edu/university-controller/time-information-management-tim/welcome.html>
- TeleTime users can call into TeleTime when working remotely and can use the Time Stamp feature in the TIM application when they are working and have access to a computer.
- Please contact 962-HELP (4357) to report issues associated with TeleTime.

Badge Terminals

- New hires that swipe at a badge terminal but are not yet active in TIM, may not have their swipes appear in the timecard.
- The timecards of new hires in departments using badge terminals should be reviewed before the pay period ends and any missing Times In or Out will need to be entered into the timecard manually by the Manager or TIM Administrator.
- Please contact 962-HELP (4357) for issues associated with Badge Terminals.



Terminations

HR System Actions

To ensure timely payment of hours worked, terminations must be in the HR System **within the pay period** the employee is terminated.

- It is very important that the effective date of the termination in the HR System is the last date the employee can have hours worked applied to the terminated position in the timecard in TIM.
- It is recommended that termination actions for SPA permanent employees are entered in HRIS on the effective date of the termination.
- It is recommended that ‘maintain temporary appointment’ actions for SPA temporary or student employees are entered in HRIS before the planned end date.
- Please contact the HR Help Desk at 962-HELP (4357) for assistance with HR System actions.

Termination Actions in TIM

When a termination action for a permanent employee is received in TIM, the Accrual Profile is automatically changed to Empty Profile and the accrual balances are removed from view as of the date the termination action was received. Until the pay period is signed off, edits that impact accruals can be entered in the timecard on dates before the termination action was received in TIM.

- It is very important that **before** signing off the pay period in which the termination was effective, the following has been completed in TIM:
 1. All leave taken has been entered in TIM
 2. “Performing a Termination” actions have been entered in TIM
 3. An accrual detail report with a range of dates from 6/29/07 to the termination effective date has been saved and printed.
- For detailed instructions on how to remove accrual amounts in TIM at Termination, please review the “Performing a Termination” section in the TIM Administrator Manual Part 2, <http://finance.unc.edu/finance-division/training/training-overview.html#timadmin>



Finding Employees in TIM

Secondary Positions

- Employees with new secondary positions in TIM must transfer to the secondary position at least once before the Manager or TIM Administrator will be able to find them in TIM.
- To find an active employee with a secondary position who has processed at least one transfer to that position in TIM:
 1. Open a genie under Timekeeping, like Employee Information or Reconcile Timecard.
 2. If needed, change the Time Period to the Previous Pay Period or a Range of Dates that includes a date when the employee transferred into the secondary position.

Terminated Employees

- To find a terminated employee who worked in the department previously:
 1. Open a genie under Timekeeping, like Employee Information or Reconcile Timecard.
 2. Change the Time Period to a Range of Dates that includes dates in the past when the employee was active in TIM.



TIM Administrator Lookup & Review

It is important to periodically review the TIM Administrator access settings for your department(s).

1. Enter a department number(s) in the TIM Administrator Lookup, <http://its2.unc.edu/itrc/tim/> and review the TIM Administrators that are listed for the department.
2. Determine if any changes should be made and submit TIM Administrator Access Request Form, <http://financepolicy.unc.edu/Form/results?ssCatId=28> to add or remove TIM Administrators or to modify a current TIM Administrator's access settings.
3. You may also enter a TIM Administrator's first and/or last name to see a list of all of the departments the TIM Administrator has access to and if they are designated the Primary or Backup.

The TIM Administrator Lookup is also used to identify TIM Administrators in other departments.

- This should happen when sign off needs to be removed from an employee with multiple positions. Before submitting a sign off removal request to TIM Support, a TIM Administrator in the other department should be contacted. This will ensure sign off will not be reapplied by the other department before the needed edits have been made to the timecard.
 1. Find a list of the Primary and Secondary TIM Administrators of another department by using the department field in the TIM Administrator Lookup, <http://its2.unc.edu/itrc/tim/>
 2. Use the campus directory to find the TIM Administrator's contact information.
 3. Discussed the need for sign off removal with the TIM Administrator of the other department and which department will sign off the employee again after the edits have been made.
 4. Then, send an email to timsupport@unc.edu with the employee's name and PID and request sign off be removed.



TIM Login

- All TIM PC users use the TIM Thinstall application to log into TIM. A Quick Link to 'TIM Login – Thinstall' is located on the right side of the TIM home page, <http://finance.unc.edu/university-controller/time-information-management-tim/welcome.html> Please contact 962-HELP (4357) for assistance with installing the TIM application.
- MAC users should refer to the TIM 'Manual for MAC Users' for instructions on how to log into TIM on a MAC.
- **NOTE:** New hires will not be able to log into TIM until 24-48 hours after the new hire action is in the HR system.

Employee Cannot Login

If an employee cannot log into TIM using their Onyen and Onyen password but can log into other applications, like email, successfully with their Onyen:

1. Confirm that the employee status is active, it has been 24-48 hours since the new hire action was prepared in the HR system, the new position is set up correctly in the HR System, and the employee is logging into TIM using the TIM Thinstall application.
2. If there is an issue, contact the HR Help Desk at 962-HELP (4357) for assistance. Provide the employee's full name, PID, and ONYEN. Mention that the employee can log into other Onyen applications successfully.

Employee Cannot Transfer

When an employee in a secondary position has logged into TIM, but cannot find their position number listed under the department and manager's names in the transfer box:

1. Confirm that the employee is Active and that the secondary position is set up correctly in HRIS. If needed, submit a Help Ticket online or by calling 962-HELP to report the issue to the HRIS Help Desk.
2. Submit a Help Ticket online or by calling 962-HELP and provide the following information-
 - a. Employee's full name and PID
 - b. The Department's official name and number
 - c. The manager listed in the employee's reports to field in HRIS
 - d. The employee's position number
 - e. Mention that you have confirmed that the employee and position are active in HRIS and that the employee was unable to find the position number in the transfer box.



TIM Help

TIM Technical Questions- call 962-HELP (4357) or submit a Help ticket online

System Issues

- Log in issue
- System error message
- Printing reports issue

Data Issues

- Employee not in TIM (primary dept.- after 24-48 hours, secondary dept.- after employee has transferred to secondary position)
- Employee cannot find position in transfer search
- Duplicate PID issue

TIM Functional Questions- email timsupport@unc.edu

Functional Questions/Requests

- “How to” questions
- “Sign off” removal request (must be received before 4pm on Tuesday when sign off is due)