

myTimecard FREQUENTLY ASKED QUESTIONS

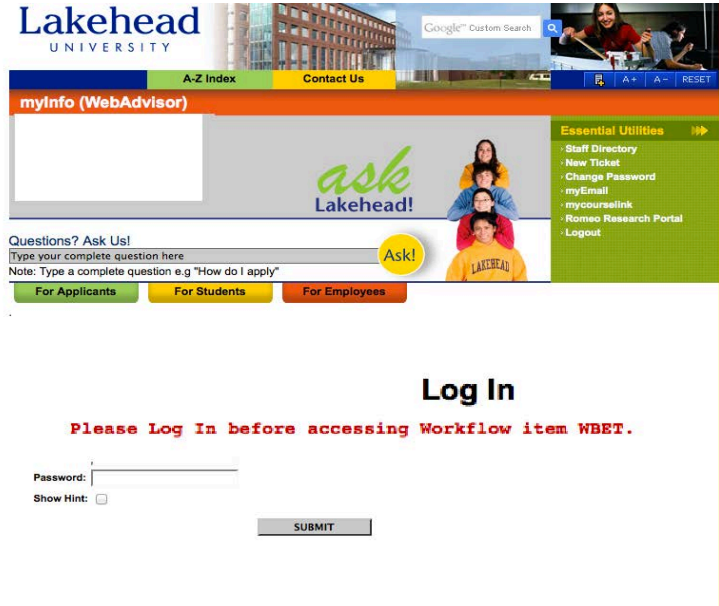
For Employees:

1. Password:
You do not know or have forgotten your user name and password. Your user name and password are the same as for your Lakehead University email account. Contact the Human Resources department at 807-343-8334 or the Technology Services Centre (TSC) help desk at 807-346-7777 for password assistance and reset.
2. Access: You cannot access myTimecard.
 - a. Your hiring paperwork may not be complete or processed in the system. Contact your supervisor to see if the paperwork has been submitted to Human Resources. If it has, contact the Payroll Office or Human Resources and we can determine the status in the system.
 - b. The pay period may be closed. Check the payroll schedule at *Pay Schedule – Part-time Hourly*. Time worked outside of the pay period cannot be entered on-line and must be manually recorded on a late timecard, approved by the supervisor and sent to the payroll office. This is a labor-intensive process and may cause delays in payment to employees. Manual timecards will not appear in the on-line employee time history. The late timecard form can be found at *my Late Timesheet*
 - c. Your contract may have ended, you can check your contract start/end dates on myInfo, in the Employee's tab, My Financial Profile, my Position Summary. If this is incorrect, contact your Supervisor.
3. Time entry is not saved:
You entered your hours and the next time you go to enter hours, the previous time entry is not there. You must click 'submit' to save time entry when you exit. You must re-enter your time and click 'submit' when exiting.
4. You submitted time and checked 'my electronic signature' too soon:
You have to click the 'submit' button to save your time entry but do not check 'my electronic signature' until the time entry for the pay period is complete. Contact your supervisor and have them 'reject' the timecard back to you. This will open it up for more time entry.
The Supervisor must reject hours and comment in the 'Comments section' before selecting the 'submit' button when rejecting. The employee will receive an email from the system when the supervisor has completed 'rejecting' and will then have access to continue entering hours to the end of the pay period. If the pay period is closed and the supervisor deadline has not passed, your supervisor can enter your time on your behalf. If the pay period is closed you will require a late timesheet available at this link *my Late Timesheet*.
5. Dates worked are not available in the system:
 - a. You are trying to enter hours worked for dates that are outside the current pay period and cannot access them on the myTimecard system. Only the current pay period is available for time entry. The normal deadline for time entry for employees is Sunday at midnight. If you miss the deadline a *late paper timecard* must be sent to payroll with your supervisor's signature and reason for the delay. Payment in the current pay period is not assured and may be delayed until the next regular pay period.
 - b. Your supervisor may have approved the current pay period prematurely.
 - c. As above, your contract may have ended. You cannot access time entry after the last date of your contract. Contact your supervisor.
6. You missed entering some hours or days:
You have completed your time entry for the pay period and realize you missed some hours or days worked. If it is before Sunday midnight of the pay period end, your supervisor can 'reject' your timecard back to you and you can enter the missing time.

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If it is between Sunday midnight and Tuesday noon, your supervisor can enter the time on your behalf when doing their approval process. If it is after Tuesday noon, you will have to send in a late timecard with your supervisor's signature.

7. Error message: 'Please log in before accessing Workflow item WBET.' (see screen shot below). If you are getting this error message please contact the TSC helpdesk at 343-7777 or pa payroll at 343-8721 or 343-8078 and state you are experiencing a '503 error' or a double log-in. A system 'reset' by the Technical Services Department is required.



8. Where do I find my pay stub.
 You will receive a system generated email notifying you that your paystub is ready for viewing on myInfo. Log into myInfo, select the Employees Tab, Financial Profile block, My Pay Stub. You will also find your T4 and your payroll related T4A here, usually sometime in February after the year in question. Any position(s) and stipend(s) you may have will also show in the My Financial Profile block.

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9.

10. You did not get paid.

- a) You may not have the correct deposit date. Check the deposit dates on [the payroll schedule](#) link for the part-time hourly payroll.
- b) You did not enter your hours in the electronic myTimecard system. Complete a late timecard, have your supervisor sign and drop off at the payroll office.
- c) Other reasons. Contact the payroll office.

11. The deposit amount is not correct or there is an error on my Pay Stub.
Contact the payroll office.

12. I want to change my bank account
Complete a [Payroll Deposit – Bank Direction Form](#) and drop off at the payroll office.

For Supervisors:

13. You are trying to amend an employee's hours and get the following error message:
“To unapproved an employee's time, you must access the employee's time card.”

The system will not 'hold' your changes unless you put a check mark in both the 'Approve and Review Entry' boxes to access the employee's detail time sheet.

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Home | myInfo https://crpw.p.lakeheadu.ca/home/employee/?SUBR=WBET

Employee Time Entries

To unapprove an employee's time, you must access the employee's time card.

| Approve | Review Entry | Pay Period Start Date | Pay Period End Date | Approve By Date | Name | Access | Position Title | Department | Location | Total Hours |
|---------|--------------|-----------------------|---------------------|------------------|------|--------|---------------------------------------|------------|--------------------|-------------|
| | | 15/08/09 | 15/08/22 | 15/08/25 12:30PM | | | Part Time Support-Library Circulation | Library | Thunder Bay Campus | 0.00 |
| | | 15/08/09 | 15/08/22 | 15/08/25 12:30PM | | | Part Time Support-Library Circulation | Library | Thunder Bay Campus | 9.50 |
| | | 15/08/09 | 15/08/22 | 15/08/25 12:30PM | | | Part Time Support-Library Circulation | Library | Thunder Bay Campus | 32.75 |
| | | 15/08/09 | 15/08/22 | 15/08/25 12:30PM | | | Part Time Support-Library Circulation | Library | Thunder Bay Campus | 3.00 |
| | | 15/08/09 | 15/08/22 | 15/08/25 12:30PM | | | Part Time Support-Library Circulation | Library | Thunder Bay Campus | 12.00 |
| | ✓ | 15/08/09 | 15/08/22 | 15/08/25 12:30PM | | | Part Time Support-Library Circulation | Library | Thunder Bay Campus | 0.00 |
| | | 15/08/09 | 15/08/22 | 15/08/25 12:30PM | | | Part Time Support-Library Circulation | Library | Thunder Bay Campus | 0.00 |
| | | 15/08/09 | 15/08/22 | 15/08/25 12:30PM | | | Part Time Support-Library Circulation | Library | Thunder Bay Campus | 31.50 |
| | | 15/08/09 | 15/08/22 | 15/08/25 12:30PM | | | Part Time Support-Library Circulation | Library | Thunder Bay Campus | 0.00 |
| | | 15/08/09 | 15/08/22 | 15/08/25 12:30PM | | | Part Time Support-Library Circulation | Library | Thunder Bay Campus | 0.00 |
| | | 15/08/09 | 15/08/22 | 15/08/25 12:30PM | | | Part Time Support-Library Circulation | Library | Thunder Bay Campus | 0.00 |
| | | 15/08/09 | 15/08/22 | 15/08/25 12:30PM | | | Part Time Support-Library Circulation | Library | Thunder Bay Campus | 30.75 |
| | | 15/08/09 | 15/08/22 | 15/08/25 12:30PM | | | Part Time Support-Library Circulation | Library | Thunder Bay Campus | 0.00 |
| | | 15/08/09 | 15/08/22 | 15/08/25 12:30PM | | | Part Time Support-Library Circulation | Library | Thunder Bay Campus | 12.00 |

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“To unapproved an employee’s time, you must access the employee’s time card.”

This is not a comprehensive list. Contact the Payroll Office if you require additional information.

Vincenza Michaliuk - 807-343-8010 Ext. 8721 or payroll.analyst2@lakeheadu.ca
 Derek Klement - 807-343-8010- Ext. 8078 or payroll.analyst3@lakeheadu.ca
 Debbie Meredith - 807-343- 8010 Ext. 8603 or payroll.analyst@lakeheadu.ca
 Gail Wdowiak - 807-343-8010 Ext. 8143 or managerpayroll.finance@lakeheadu.ca