

Trouble Shooting miTime

1. Can't log in
 - a. Is welcome email more than three days old? – it expired, resend welcome email
 - b. Did employee click on link more than once? – it is a secured link and can only be used once, resend welcome email
 - c. Is the employee's default browser Internet Explorer? - Microsoft does not support, they may be able to copy the internet address that tries to open to another browser.
 - d. Have logged in the past but can't now. – verify caps lock/num lock etc. Use “forgot password” button, it will automatically resend the welcome email
2. Payroll cut off was Monday, but Monday was a holiday. Everyone is locked out. Employees/Supervisors need more time to approve.
 - a. Log into miPayOnline, go to Administration – Time Setup – Time Entry Templates.
 - b. Click on the appropriate template Name.

The screenshot shows the 'Time Entry Templates' page. On the left is a sidebar with a list of templates: 'Fire', 'Jason Harrison Time Entry Admin', 'Jason Harrison Time Entry Admin 2', 'Kevin test' (highlighted in orange), and 'Monica'. The main area has a header 'Time Entry Templates' with 'NEW' and 'COPY' buttons. Below the header is a form for 'Template Name' with the value 'Kevin test'. There are tabs for 'General', 'Steps', 'Tasks', 'Caselle Activities', and 'Caselle Jobs'. The 'General' tab is active, showing two date pickers: 'Current Pay Period' and 'Current Approval Pay Period'. Both date pickers have red error icons and arrows pointing to the right. At the bottom, there is a label 'Group who can enter time for template members'.

- c. Set the Current Pay Period field back to the payroll you want employees to be able to make changes in.
- d. Set the Current Approval Pay Period back to the payroll you want supervisors to be able to approve time for.

- e. Expand out the date and time for Auto Approve Time (Days) and Time in the Employees box.


The image shows two side-by-side configuration panels. The left panel is titled 'Employees' and contains the following elements: a descriptive text 'Number of days before/after pay period close. This will also send approvers an e-mail notifying employee timesheets are ready'; three checkboxes with 'Auto Approve' and 'Use Cutoffs' checked, and 'Disable Hours In Standard Entries' unchecked; a text input for 'Standard Pay Period Hours' with the value '80'; a text input for 'Allowed Negative Hours *' with the value '0'; a text input for 'Static Time / Equipment Entry Grid Height'; a text input for 'Auto Approve Time (Days)' with the value '0'; and a time selection dropdown showing '10:36 AM'. The right panel is titled 'Approvers' and contains: a descriptive text 'Number of days before/after pay period close'; four unchecked checkboxes: 'Send Change Notification When Approver Changes Time', 'Approvers Can Edit Time Clock / Time Punch Entries', 'New Time Approval Screen', and 'Hide Unapproved Employees'; a text input for 'Lock Approval (Days)' with the value '0'; and a time selection dropdown showing '10:36 AM'.

- f. Expand out the date and time for Lock Approval (Days) and Time in the Approvers box.
- g. Click Save Template.
- h. Repeat for each impacted template.
- i. Remember to set the date and time back after you finish this payroll.
3. Employee can't see a task to enter on the timesheet.
- Does the employee have the related pay code?
 - Open Connect – Payroll – Employees – Modify Existing Employees.
 - Select the appropriate employee.
 - Click on the Pay Codes tab and verify the pay code is assigned to the employee
 - Verify the pay code does not have a start/end date, or if it does that it does not conflict with the current pay period
 - Is the task added to the template the employee is assigned to?
 - Log into miPayOnline, go to Administration – Employees – Employees.
 - Select the appropriate employee to confirm the Time Entry Template the employee is assigned to.
 - Go to Administration – Time Setup – Time Entry Templates.
 - Select the template the employee is assigned to. Click on the Tasks tab and verify that the related task is in the Task list on the right side of the screen.
 - Was the pay code added to the employee yesterday/today?
 - Log into miPayOnline, go to Administration – Time Setup – Time Tasks.

- ii. Click the purple button half way done the screen on the right “Update Synchronization Routines



Emp Codes.

- d. Does the employee have a filter on the timesheet or just not have the code as a standard entry?
 - i. Have the employee log into mipayonline, go to Time – Time Entry or Time Punch.
 - ii. Click the orange plus button on the left . Use the drop down to add the task.
4. Pay Period did not advance (you should receive an email) and employees cannot enter time.
 - a. Log into miPayOnline, go to Administration – Time Setup – Time Entry Templates.
 - b. Click on the appropriate template Name.

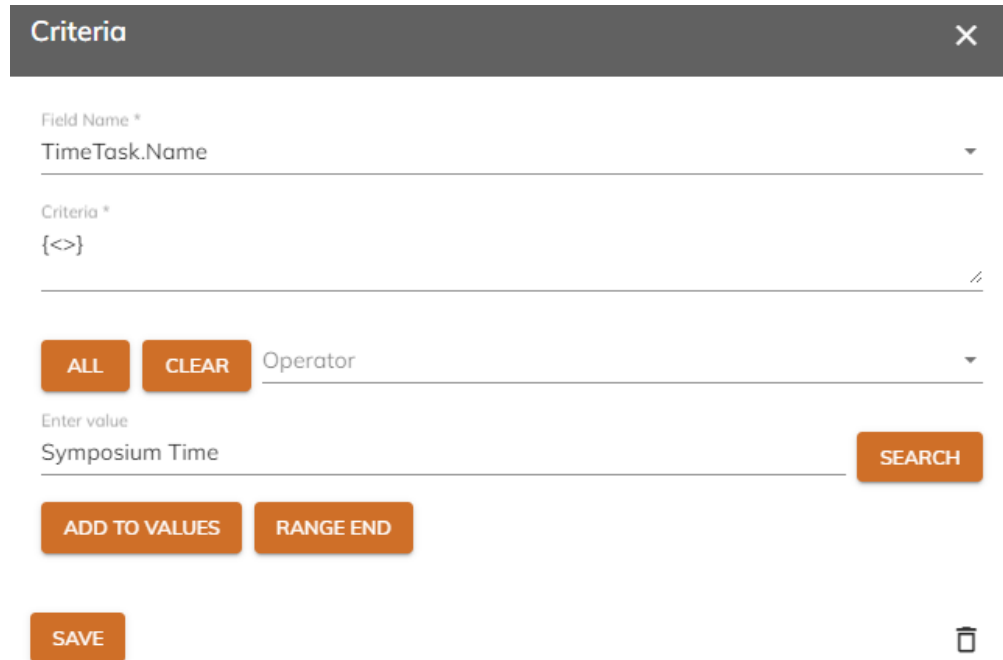
- c. Set the Current Pay Period field to the current payroll you want employees to be able to make changes in.
- d. Set the Current Approval Pay Period to the current payroll you want supervisors to be able to approve time for.
- e. Save the template.
5. Need to record time for an employee but do not want to pay the time or download it to payroll.
 - a. Log into miPayOnline, go to Administration – Time Setup – Time Tasks.
 - b. Create a task and connect it to a pay code the employee(s) will have assigned to him/her in payroll.
 - c. Add the task to the Time Entry Template that the employee(s) is assigned to.

- d. Go to Download Time. Click the green New Criteria button in the middle of the

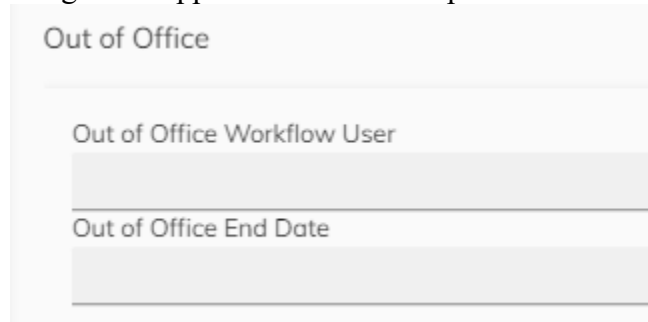


screen.

- e. Select “TimeTask.Name” in the field Name.
f. Click the dropdown for Operators and select “Not Equal To”.
g. Click the Search button at the end of the Value field and select the task you just created.



- h. Click Add to Values.
i. Click Save
j. Click the three dots in the upper left of the Download Time screen and save the definition or save as a new definition (so the site will remember to not download this task).
6. Supervisor is out and did not approve time.
- a. The supervisor can use his/her profile to set an out of office user. This allows the designee to approve time in the supervisors absence for the allotted time.



- b. As a site administrator you can set an out of office user for an approver.
- i. Log into miPayOnline – Administration – Employees – Employees.
ii. Select the Approver that will be out.

- iii. Scroll down in the popup to the “Out of Office” section and assign a substitute approver and an end date.
 - c. As a site administrator you can provide a permanent backup to the approval group.
 - i. Log into miPayOnline – Administration – Employees – Groups.
 - ii. Select the approval group for the department.
 - iii. Add a backup approver and save.
 - d. Payroll can approve entries individually.
 - i. Log into miPayOnline – Approvals – Payroll Time Reivew.
 - ii. Select the pay period.
 - iii. You can filter for “Pending” in the Status field.
 - iv. Review each line and click Approve or Deny accordingly.

Pay Period
05/14/2023-05/27/2023

Drag a column header here to group by that column

Date	Employee	Task	Hours	Status	Notes	Activity Title	Status	Approve	Deny
5/15/2023	Andy Dickens (666)	Training	8.00	Pending			Pending	Approve	Deny
5/22/2023	Jacob Smith (5)	Pumping Operation	0.25	Pending			Pending	Approve	Deny

- v. This step will bypass any approval steps and have the time ready for downloading.
- 7. Can't save timesheet, leave hours are negative.
 - a. On each task you can control whether you will allow employees to submit time with a negative balance. Keep in mind that the “balance” is the balance as of the last check stub that is loaded to miPayOnline less time used on the timesheet. Time being earned in the current pay period is not included in the balance.
- 8. How to print timesheets.
 - a. While in the Time Entry/Time Punch screen, employees or supervisors can click the three dots in the upper right to print timesheets.
 - b. Only timesheets that the user has access to will print.
- 9. Time is entered on the wrong day – I entered it on Monday but it shows up on Tuesday.
 - a. Verify the time zone that the computer is using is correct.
 - b. Verify the computer being used is set to use daylight savings time.
- 10. Can't punch because of location restrictions.
 - a. Verify that the location tracking/gps is active on the device the employee is using.
 - b. Log into miPayOnline – Administration - Time Setup – Time Entry Templates.
 - c. Select the template the employee is assigned to.
 - d. Scroll to the bottom and verify that “Track Punch Location is set and the associated map is drawn correctly. Some times an accidental dot is drawn on the map severely limiting where employees can log in.
 - e. Verify the appropriate IP Addresses are allowed. You can confirm an IP address by opening a web browser on the computer you want to allow entry for and typing “what's my IP address”.
- 11. We downloaded time to payroll/timekeeping more than once.
 - a. Remove hours from Payroll
 - i. Open Connect – Payroll – Employees - Enter Payroll Checks.

- ii. Click the delete button at the top of the screen (if you don't get the following popup you need to click delete again)

The screenshot shows the 'Enter Payroll Checks' window in Caselle Connect. The 'Delete Checks' popup is open, showing options to delete payroll checks. The 'Entry mode' is set to 'Exceptions'. The 'Delete single reference number' option is selected. The 'Reference number' field is empty. The 'Delete range of references' option is also visible, with fields for 'Beginning of reference number' and 'Ending reference number'. The 'Delete range of employee entries' option is also visible, with fields for 'Beginning employee number' and 'Ending employee number'. The 'All pay codes' checkbox is checked. The 'Pay code' field is empty. The 'Delete all checks for the pay period 09/16/2023' option is also visible. The 'Delete all exceptions' and 'Delete imported exceptions' options are also visible. The 'Help', 'OK', and 'Cancel' buttons are at the bottom of the popup.

- iii. Click the option to Delete imported exceptions and press OK. If you imported through miExcel too you may want to delete a range of references instead).

b. Remove hours from Timekeeping

- i. Open Connect- Timekeeping – Employees – Enter Employee Time
- ii. Click the delete button at the top of the screen (if you don't get the following popup you need to click delete again)

The screenshot shows the 'Enter Employee Time' window in Caselle Connect. The 'Delete Employee Time' popup is open, showing options to delete employee time. The 'Delete work date range from' option is selected. The 'Delete entire pay period 09/03/2023 - 09/16/2023' option is also visible. The 'All employees' checkbox is checked. The 'Employees' field is empty. The 'Search' button is next to the 'Employees' field. The 'Help', 'OK', and 'Cancel' buttons are at the bottom of the popup.

- iii. Click the option to Delete entire pay period and press OK

c. Remove comp time earned

- i. Go to Payroll – Employees – Enter Leave Time Adjustments
- ii. Click the delete button at the top of the screen (if you don't get the following popup you need to click delete again)

The screenshot shows the 'Enter Leave Time Adjustments' window in Caselle Connect. The breadcrumb trail is 'Caselle Connect® > Payroll > Employees > Enter Leave Time Adjustments'. The window has a toolbar with icons for Close, Edit, Delete, Save, Info, Print, Help, and a lock icon. Below the toolbar, there are input fields for 'Reference number:' (value: 1), 'Check issue date:' (value: 09/20/2023), 'Employee:', 'Pay code:', 'Comments:', and 'Hours:' (value: .00). A 'Current pay period: 0' is displayed on the right. A 'Leave transactions:' table is partially visible at the bottom. A 'Delete Leave Transactions' dialog box is open in the foreground, offering three options: 'Delete single reference number' (selected), 'Delete reference number range', and 'Delete all transactions for the entire 09/03/2023 - 09/16/2023 pay period'. The dialog also includes 'Reference number:', 'Beginning reference number:', and 'Ending reference number:' fields, along with 'Help', 'OK', and 'Cancel' buttons.

- iii. Click the option to delete all transactions for the entire pay period and press OK. If you already calculated leave time or did other manual adjustments you will want to delete the range of references instead.

- d. Download time from mipay again to have one clean set time of hours.

12. Common Reports in miPayOnline

- a. Hours Report – This report will show each employee (that you have access to see), and a summary of hours by task/pay code. The last column will show A for approved and U for unapproved.
- b. Missing Time Report – This report will show any employee that has less than their standard hours recorded.
- c. Timesheet by Department – This report will show you the task/pay code and hours coded for each employee for each day. The last column will show A for approved and U for unapproved. Notes recorded by the employee/supervisor are viewable on this report.