

The following is a FAQ guide which relates to the timesheet component of the ESS system. The ESS system allows all Gippsland casual employees to login and submit timesheet requests to their supervisors for approval.

1. Where can I find detailed information explaining all requirements for casuels submitting electronic timesheets and for supervisors approving timesheets?

All information relating to the ESS system and electronic timesheets component is available on the Human Resources website. Timesheet 'Hints & Tips' documents and ESS Operation Manuals can be found on the following link:

<http://federation.edu.au/staff/working-at-feduni/human-resources/employee-self-service>

Or alternatively from the FedUni homepage you can click on the 'Staff' link followed by 'Working at FedUni' link, 'Human Resources' then click on the 'Employee Self-Service (ESS)' link.

2. Can I login to ESS from home?

ESS is available on campus and from any location outside of the University. This means Gippsland casual employees can submit timesheets requests from home.

3. I am a new Gippsland casual employee. When will I be able to login to ESS and what is the process to get my login details?

All new Gippsland Casual employees cannot login to ESS until 24 hours prior to their commencement date. (start date indicated on contract). The casual employee can contact the ICT Servicedesk directly on the start date indicated on the contract to obtain their login credentials. Note that callers may be asked additional questions to confirm their identity.

Username & Password: Your ESS login credentials are the same as your FedUni network login credentials. (the same username and password you use to login to the FedUni network, email etc.) If you are unsure what your FedUni username or password is or require a password reset please contact the ITS Servicedesk by submitting a request at <http://servicedesk.federation.edu.au> or phone 5327 9999.

Please note that you cannot change your password via ESS.

4. I don't know the link (URL) to login to ESS.

The direct link to access ESS is <https://ess.federation.edu.au>

Alternatively the site can be accessed from the Human Resources website:

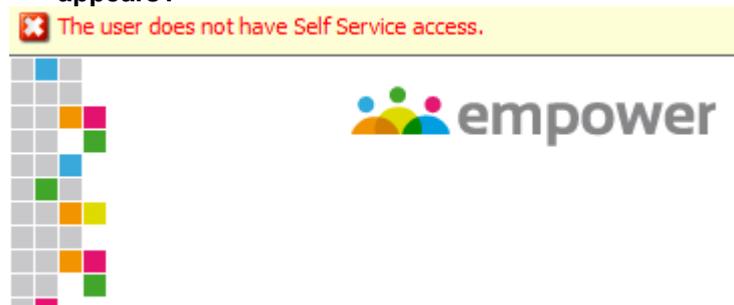
<http://federation.edu.au/staff/working-at-feduni/human-resources/employee-self-service>

5. When attempting to login I get a 'Invalid signon credentials, please try again' error message?



This error in most cases means you have typed in your username or password incorrectly. If you are unsure what your FedUni username or password is or require a password reset please contact the ITS Servicedesk by submitting a request at <http://servicedesk.federation.edu.au> or phone 5327 9999. (Your ESS login credentials are the same as your FedUni network login credentials)

6. When attempting to login 'The user does not have Self Service access' error message appears?



If this error appears please contact the HR Systems & Analytics team by email hr.systems@federation.edu.au There may be some ESS user configuration that requires correction.

7. How do I know when my Casual timesheet has been approved by my Supervisor and Payroll?

A timesheet is given 'awaiting payment' status after final payroll approval is given and is paid to the employee in-line with Federation University's fortnightly pay cycle. Timesheets awaiting payment are visible within ESS. Email notifications are also sent from ESS alerting Casuals when a request has been actioned. ie. when the request is approved by the supervisor or payroll, and the supervisor is alerted when a timesheet is submitted to them.

8. Why is there no 'Amount' or 'Hourly Rate' field on the timesheet?

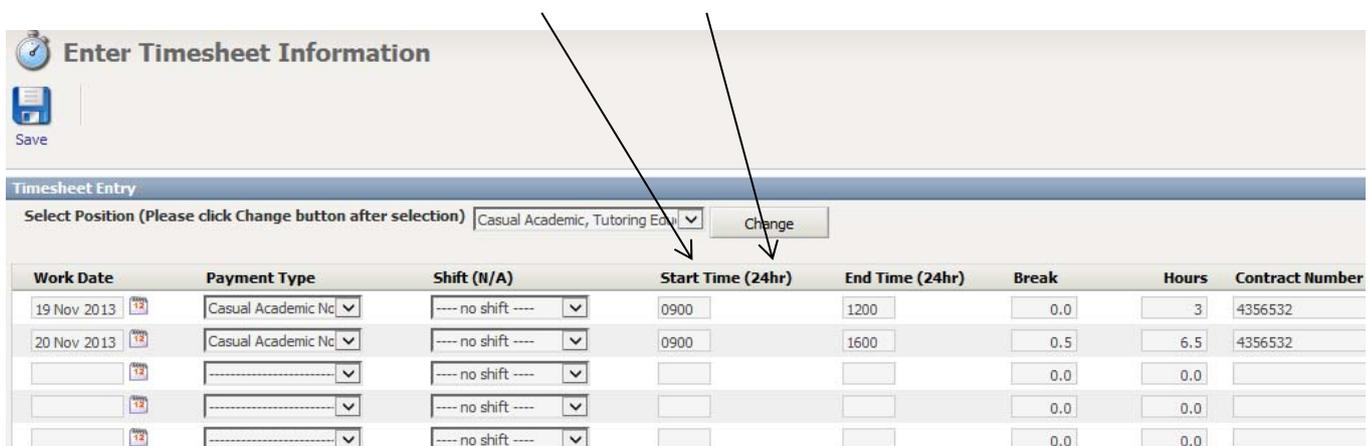
There is no 'Amount' or 'Hourly Rate' field required on the timesheet because the amount is calculated behind the scenes and requires no user data input. (The hourly rate is attached to the employee's position and is calculated automatically)

9. I am a Supervisor and want to make some changes to a timesheet. Will my amendments on a timesheet flow through to Payroll and replace the original timesheet data sent by the casual employee?

Yes, supervisors can make amendments/corrections to a timesheet before approving requests. If there are only minor corrections required you can simply make the changes on the timesheet and click on the 'Accept' button. Please refer to the 'Submitting Timesheets - Supervisor' document on the Human Resources website for further information.

10. When filling out new timesheets, how can I select a different position?

If a casual employee has more than one casual position or is a Casual Academic undertaking several types of Academic work (ie. Lecturing, Tutoring, Marking etc.) then the relevant position must be selected first, and the Change button must be clicked to change the selection to that specific position.



Work Date	Payment Type	Shift (N/A)	Start Time (24hr)	End Time (24hr)	Break	Hours	Contract Number
19 Nov 2013	Casual Academic Nc	---- no shift ----	0900	1200	0.0	3	4356532
20 Nov 2013	Casual Academic Nc	---- no shift ----	0900	1600	0.5	6.5	4356532
		---- no shift ----			0.0	0.0	
		---- no shift ----			0.0	0.0	
		---- no shift ----			0.0	0.0	

11. I am a supervisor and attempting to approve a timesheet submission however, after clicking on the Accept button a 'This timesheet cannot be processed' error is appearing.

If this error appears please contact the HR Systems & Analytics team by email hr.systems@federation.edu.au This may be a 'locked workflow' which needs to be corrected on the system.

12. I am a supervisor and I am seeing duplicate timesheets sent to me. Why?

Scenario 1:

There may be some confusion for a number of Gippsland supervisors when actioning time sheet requests. Payroll has received reports that 'duplicate' time sheet records are appearing when the supervisor clicks on the blue 'view' buttons.

Please note that the blue 'view' button when clicked will bring up a summary of all the time sheet payments for all casual positions/types of work awaiting approval.

The confusion lies around when the supervisor clicks on the blue 'view' button for any time sheet submission record. The same payment records will appear regardless of which blue 'view' button you click on as it again, is a summary of **all** the submissions sent from the casual employee. This does not mean that the casual employee is sending duplicate time sheets for your approval.

To clarify, the 'Edit' button for each time sheet submission needs to be clicked on to see the payment records for each position or type of work that has been submitted to you by the casual employee. In other words, each position that the casual employee fills out and enters payments into (on the electronic form) is treated as a separate time sheet submission. **The supervisor will see a separate time sheet submission per position/type of work submitted by the casual employee.**

The blue 'view' button is only used to summarise all of the time sheet submissions awaiting approval. This is why it is important that supervisors click on the 'Edit' button to view the payments per position and they must action **all** time sheet submissions.

Scenario 2:

It is also possible for a casual employee to mistakenly enter a timesheet payment twice (enter two payments with the same payment date and same times for a single timesheet submission) This can occur when the casual employee has many payments they need to enter onto the one timesheet which are all for the same position.

If you believe you are seeing duplicate records on the system however is not the above scenarios please contact the HR Systems & Analytics team by email hr.systems@federation.edu.au

13. I am a supervisor and cannot delete a timesheet payment listed within a timesheet submission sent to me. When I click on the red delete button an error appears "Unable to delete Timesheet Entry"



The screenshot shows the 'Process Timesheet Request' interface. At the top, there are four buttons: 'Accept' (green checkmark), 'Redirect' (green document), 'Reject' (red X), and 'Return' (blue document). Below these is a yellow error message: 'Unable to delete the Timesheet Entry'. Underneath is a 'Workflow Message' section, followed by a 'Timesheet Entry' table. The table has columns for 'Work Date', 'Payment Type', 'Shift (N/A)', 'Start Time (24 hr)', 'End Time (24 hr)', 'Break', 'Hours', and 'Contract'. Three entries are visible, each with a red X icon in the 'Work Date' column. An arrow points from the error message to the first entry's 'Work Date' field.

Work Date	Payment Type	Shift (N/A)	Start Time (24 hr)	End Time (24 hr)	Break	Hours	Contract
10 Mar 2014			1100	1145	0.0	0.75	1090
07 Mar 2014			1415	1515	0.0	1.0	1090
06 Mar 2014			1200	1330	0.0	1.5	1090

Empower development are currently looking into this issue which appears to be a 'glitch' on the ESS system. We are aware of the issue and we currently have the following workarounds:

Workaround 1:

If there are only minor changes required for a payment record, rather than deleting the entire record on the timesheet you can make the changes to the necessary fields ie. work date, start time, end time, break, hours or contract number and accept the request. This way you can make the corrections without having to delete an entire record and the casual employee will not have to re-submit the timesheet.

Workaround 2:

If there are many entries that must be corrected on the timesheet and you are unable to simply change the data appearing in the fields and you need to delete entire records, the easiest way to do this is to 'reject' the timesheet and ask the casual employee to re-submit the timesheet with the corrections.

For further information relating to this error message please contact the HR Systems & Analytics team by email hr.systems@federation.edu.au