

ADP E-Time Administrator Troubleshooting

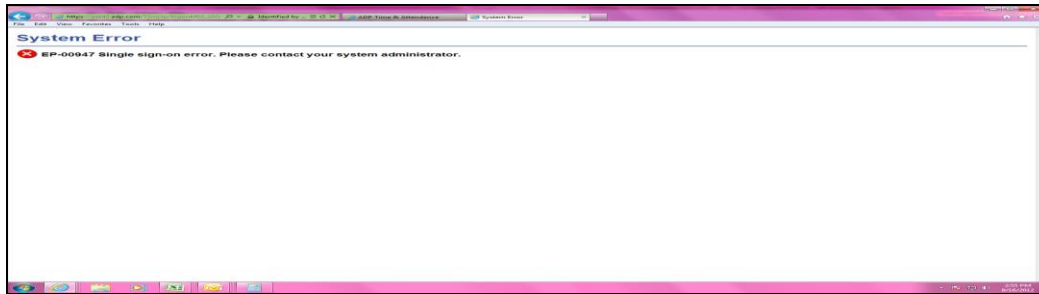
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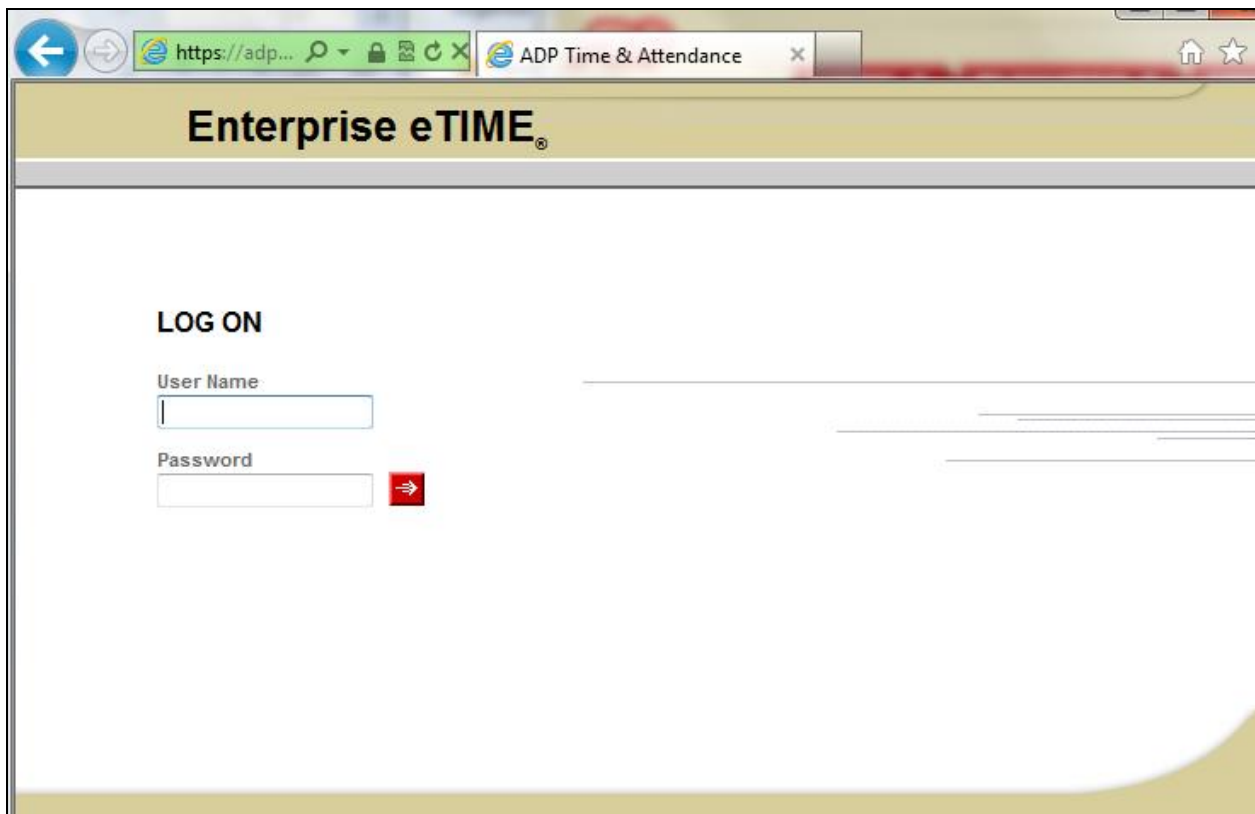
Trouble Logging In

Single Sign On Errors

What it Looks Like



OR the user is taken to a different log-in portal and asked for a second set of credentials:



Why it Happens

Single Sign On” is the ability of ADP users to log in to the E-Time system via the regular ADP portal. Single Sign-On errors are caused because a user’s AOID (ADP universal ID) in E-Time does not match their user ID for the ADP portal.

Who Can Fix It

ADP

How to Fix It

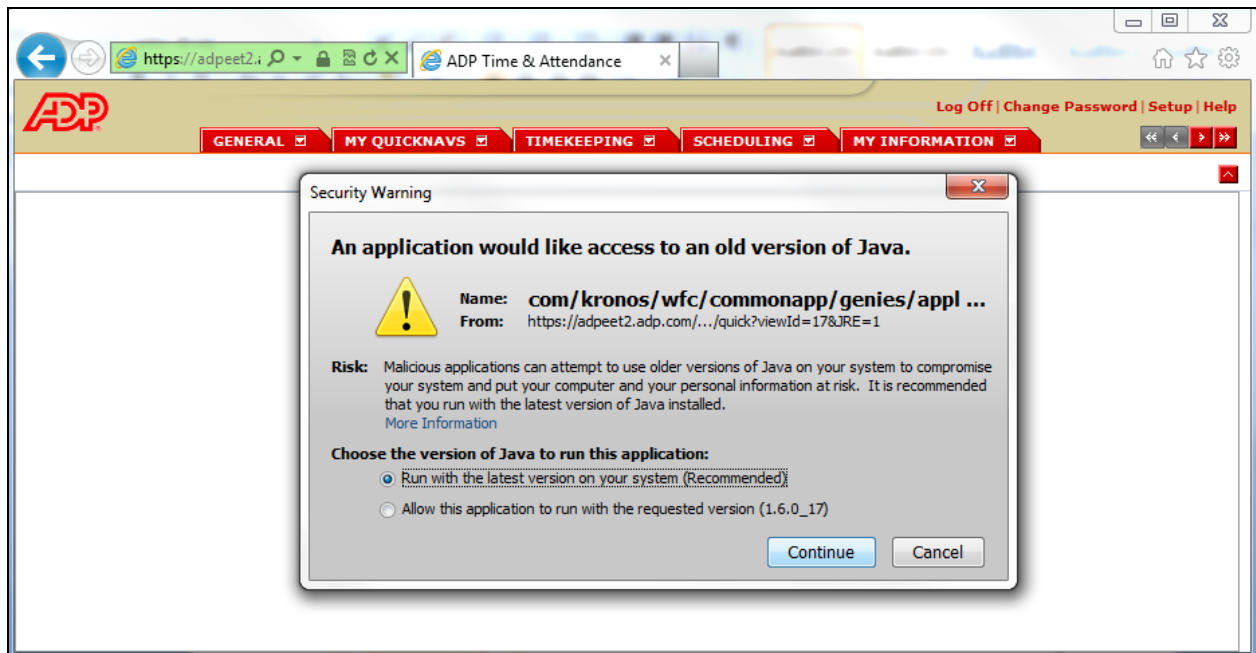
This is a back-end issue that ADP needs to correct directly. During and immediately after implementation, contact Mike Liss (Michael.liss@adp.com) to fix this issue. Typical turnaround time is same day or 1-day max. After implementation, ADP’s general support team will correct these issues as they come up.

Issues with Java

What It Looks Like

Option 1: Totally white screen (nothing loads)

Option 2: (Your version of Java is too new)



Option 3: You do not have Java installed, or the version is too old: Error messages vary. They will usually appear either as text on the screen or as an alert at the top of the browser window.

Why it Happens

For managers and non-webclocking employees, the Java interface is the best way to access the E-Time system. This interface takes longer to load than the HTML version, and needs a specific version of the Java plug-in to run. Java errors occur when:

- Java is not installed on a computer
- The incorrect version of Java (too old or occasionally, too new) is installed on a computer
- The Java plug-in crashes temporarily

Who Can Fix It

Depends on the source of the error and the rights assigned to a user on his or her computer. Usually users can correct this directly. Anyone with administrative access to the computer or IT can also help.

How to Fix It

- **If the version of Java is too NEW:**
 - o If possible, select “Allow the application to run with the requested version.”
 - o If not, just click “Continue” or “OK” (whatever the affirmative answer is for the alert that your web browser gives you)
 - o Either option will allow the website to run and will not harm your computer. Running the application with a newer version of Java will usually be fine but is more prone to crashes.
- **If the version of Java is too OLD or non-existent:**
 - o ADP works best with **Java version 1.6.0_17** – the installation file was included in the package I sent over earlier. You can send this file to users directly, or send them to the following site to download this specific version of Java:
http://www.filehippo.com/download_jre_32/6490/
 - o If you are unsure what version of Java a user has, you can verify their Java version at the Oracle site:
<http://www.java.com/en/download/testjava.jsp>
- **If the Java plugin crashes**
 - o Be patient – this issue typically resolves itself. After 30 seconds to a minute, refresh the page or, if possible, click on any option available in the navigation bar – that will attempt to load the page again and usually works.
 - o If the site still will not load, close the browser and start it up again.

Note: occasionally a user will get a message at the top of the screen stating “**Java needs your permission to run.**” If this message appears, users should allow the program to run and the site will be able to load.

If Java-related issues persist and these solutions do not work, please submit a ticket through the Acelero help desk and the IT team will reach out to address the problem specifically.

System / User Setup Issues

Wrong Profile Type / Time Entry Method

What It Looks Like

For Webclockers: They do not have an option to clock in

For Non-Webclockers: They have a clock-in option when they log in, or they are not able to input hours on their timesheet.

Why it Happens

This means that the user has been assigned the wrong Time Entry Method in their settings (they are set up as a webclocker when they’re supposed to fill out a timesheet, or vice versa).

The options for Time Entry Method are:

- **Project View** – This applies to salaried employees and hourly employees who do NOT clock in and out.
- **Time Stamp & Hourly View** – This applies to webclockers only

Typically this error is caught early after employee setup or launch, and is easy to fix.

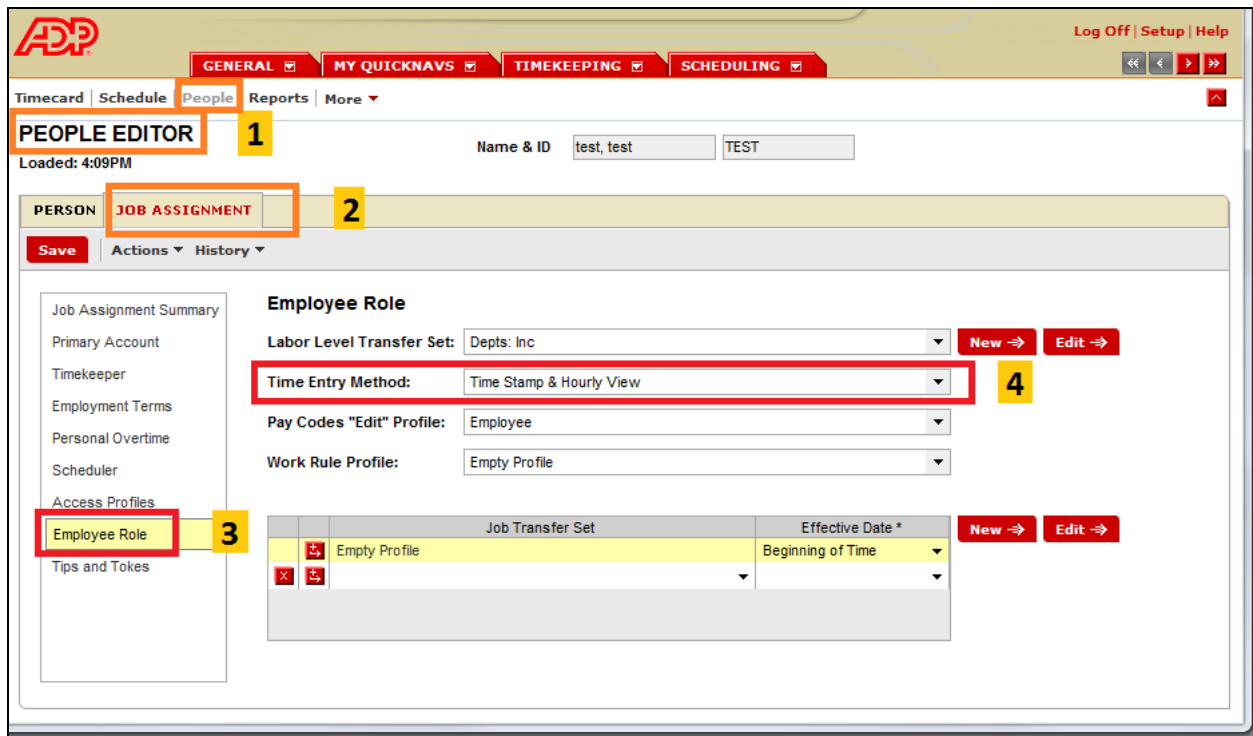
Who Can Fix It

Managers, E-Time administrators

How to Fix It

You can change a person’s Time Entry Method within their profile settings in the People Editor:

- People Editor (“People”) option → Job Assignment tab → Employee Role

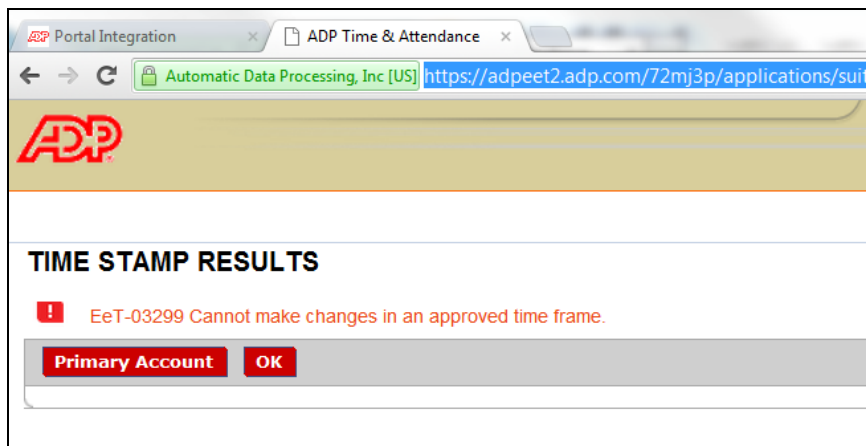


Once this is fixed, remember to hit **“Save”** – the employee should be able to log back in under the right profile settings right away.

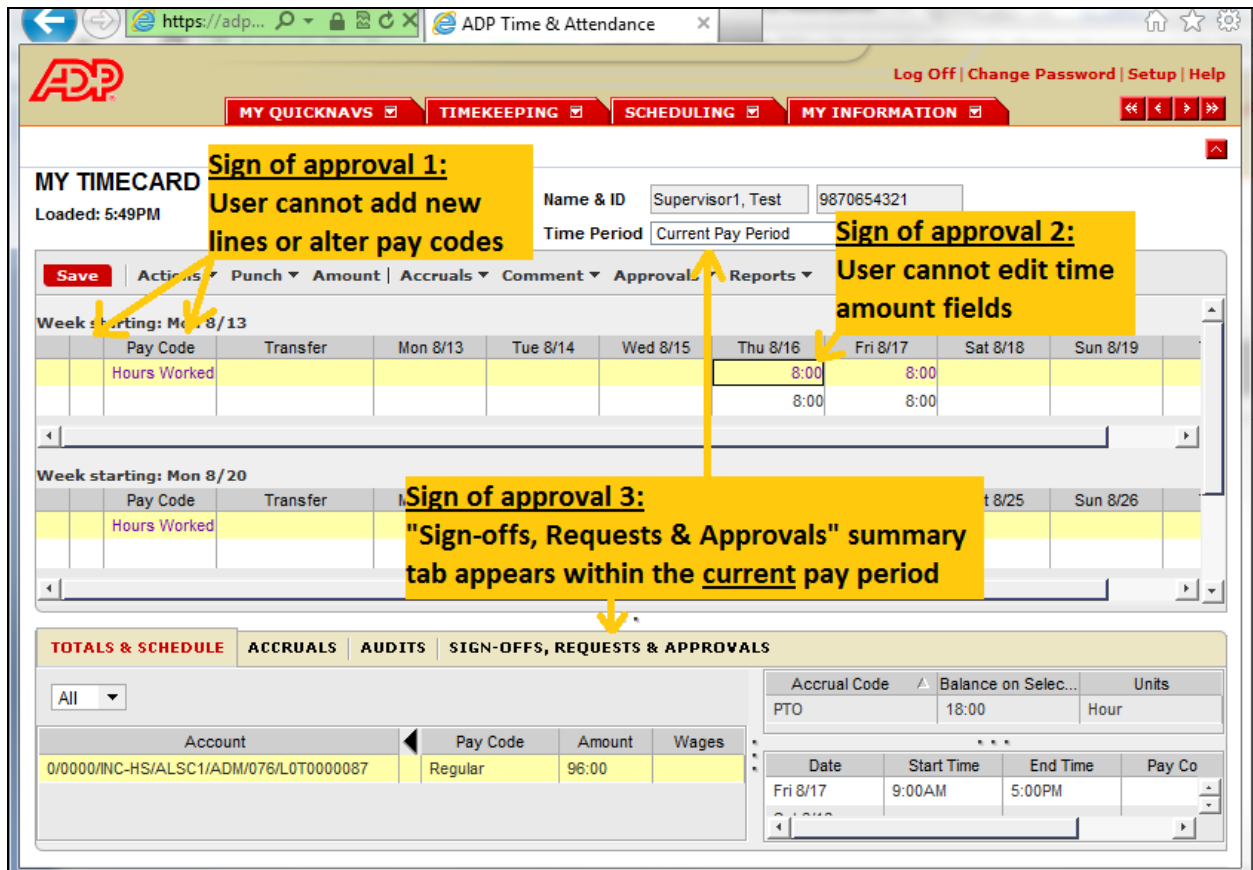
User Cannot Enter Time (“Approved Time Frame”)

What It Looks Like

For Webclockers:



For employees filling out timesheets:



Sign of approval 1:
User cannot add new lines or alter pay codes

Sign of approval 2:
User cannot edit time amount fields

Sign of approval 3:
"Sign-offs, Requests & Approvals" summary tab appears within the current pay period

Pay Code	Transfer	Mon 8/13	Tue 8/14	Wed 8/15	Thu 8/16	Fri 8/17	Sat 8/18	Sun 8/19
Hours Worked					8:00	8:00		
					8:00	8:00		

Account	Pay Code	Amount	Wages
0/0000/INC-HS/ALSC1/ADM/076/L0T0000087	Regular	96.00	

Accrual Code	Balance on Selec...	Units
PTO	18:00	Hour

Date	Start Time	End Time	Pay Co
Fri 8/17	9:00AM	5:00PM	

Why it Happens

Typically this means that either the employee, their manager or an administrator has accidentally approved time within the current time period, which will block the employee from being able to enter or alter their time.

Who Can Fix It

The user, manager or administrator who has approved the time period must **remove their approval** for the time period to be re-opened for input or edits.

How to Fix It

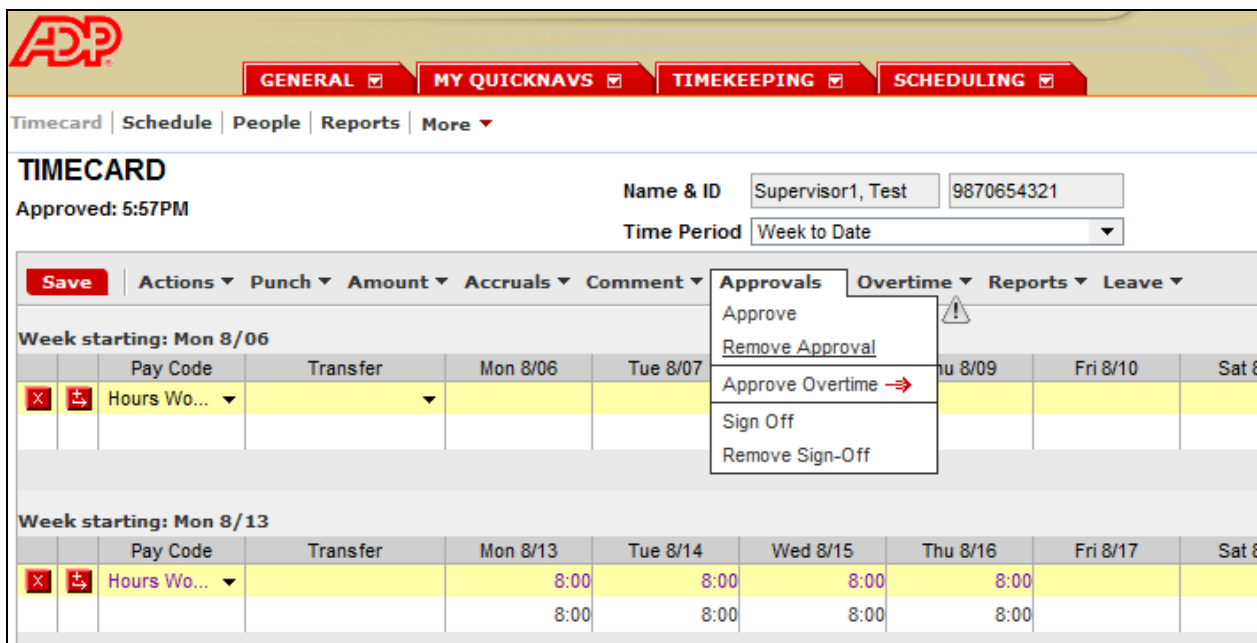
First, check whose approval is in the timecard in the **"Sign-offs, Requests and Approvals"** tab:

TOTALS & SCHEDULE ACCRUALS AUDITS SIGN-OFFS, REQUESTS & APPROVALS									
Action Taken <input type="text" value="Select an action"/>									
Action Taken	Effective Date	Start Time	Amount	Reason	Comment	Note	User	Date	Time
Timecard Approval b.	8/16/2012						supervisor1	8/16/2012	5:47PM

- Check the “**effective date**” of the sign-off – if it’s during the current time period, that is why the user can’t clock in and/or input time.
- Check the name of the **user who submitted the approval** – reach out to them and have them remove their approval of the time period using the following steps:

Have that user go into the specified time period within the employee’s timesheet and remove their approval:

- Set: “Time Period” = Current Pay Period
- Approvals → Remove Approval

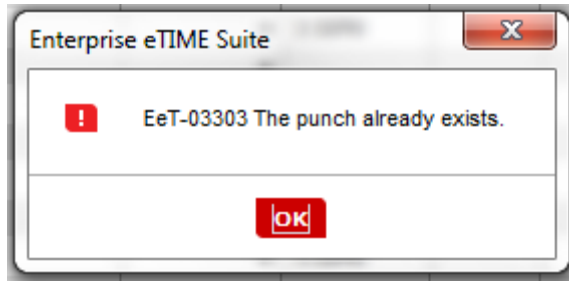


The screenshot shows the ADP Timecard interface. At the top, there are navigation tabs: GENERAL, MY QUICKNAVS, TIMEKEEPING, and SCHEDULING. Below these, there are links for Timecard, Schedule, People, Reports, and More. The main section is titled 'TIMECARD' and shows 'Approved: 5:57PM'. The user is identified as 'Supervisor1, Test' with ID '9870654321'. The 'Time Period' is set to 'Week to Date'. A dropdown menu is open over the 'Approvals' column, showing options: Approve, Remove Approval, Approve Overtime, Sign Off, and Remove Sign-Off. The table below shows two weeks of timecard data. The first week starts on Mon 8/06, and the second week starts on Mon 8/13. The table columns include Pay Code, Transfer, and days of the week with time input fields.

Manager Timecard Review / Correction Issues

“Punch Already Exists” Error

What it Looks Like



Why it Happens

The system believes that there is **duplicate punch data** being entered into the system. This can happen in several cases:

- An employee punch-out was logged as a punch-in time, throwing off the dates of worked time and potentially disallowing an in-punch or out-punch on the following day.
- A manager is trying to transfer time between departments and filling out all times in the in/out fields, rather than only those necessary for the transfer
- Two punches are entered at the same time on the same day

Who Can Fix It

Employee manager or E-Time administrator

How to Fix It

- **Step 1: Find the error.** Examine the employee’s timecard for errors, including:
 - o Auto-transfers at midnight; indicating out-of-synch punches
 - o Split rows or manual department transfers for information on the same day – potentially a source of duplicate punch data
 - o Punches at the same time or very close to each other on the same day.
- **Step 2: Correct duplicate punch data.**
 - o For duplicate punch errors spanning multiple rows of data, usually it is best to record original punch times and just delete the entire affected rows, then save the information and re-enter accurate punch data on the clean rows.
 - o For errors generated by manual department transfers (example below):

***TIMECARD**
Loaded: 6:36PM

Name & ID: test, test TEST
Time Period: Previous Pay Period

Date	Pay Code	Amount	In	Transfer	Out	In	Transfer	Out	Shift
Tue 7/31									
Wed 8/01			7:30AM		3:00PM	3:00PM	;/EXTDAY/;/	5:30PM	8:00
Thu 8/02			7:30AM		3:30PM				8:00
Fri 8/03			7:30AM		3:30PM				8:00
Sat 8/04									
Sun 8/05									
Mon 8/06			7:30AM		3:30PM				8:00
Tue 8/07			7:30AM		3:30PM				8:00

Wrong: all 4 manual entries!

The best solution is to just **take out (or direct the user to take out) the information in the first "Out" column** (the one leading into the transfer time) and **populate the second "In" column** with the correct transfer time. Leave the final "out" punch in the second column. Then click **save** and the first "out" punch will automatically be filled in.

TIMECARD
Last Saved: 7:06PM

Name & ID: test, test TEST
Time Period: Previous Pay Period

Date	Pay Code	Amount	In	Transfer	Out	In	Transfer	Out	Shift
Tue 7/31									
Wed 8/01			7:30AM		3:00PM	3:00PM	;/EXTDAY/;/	5:30PM	10:00
Thu 8/02			7:30AM		3:30PM				8:00
Fri 8/03			7:30AM						8:00
Sat 8/04									
Sun 8/05									
Mon 8/06			7:30AM						8:00
Tue 8/07			7:30AM		3:30PM				8:00

Right: only put transfer time in the SECOND "IN" column -- then save and let the "Out" punch auto-populate.

Manager cannot find a direct report

What it Looks Like

Manager reports that one or more of their direct reports are not showing up under their list.

Why it Happens

This can happen for three potential reasons:

- The employee is not yet in the system
- The employee is in the system, but just started in the current pay period – and the timeframe of the manager’s search is BEFORE the employee’s start date
- The employee is in the system under a different manager

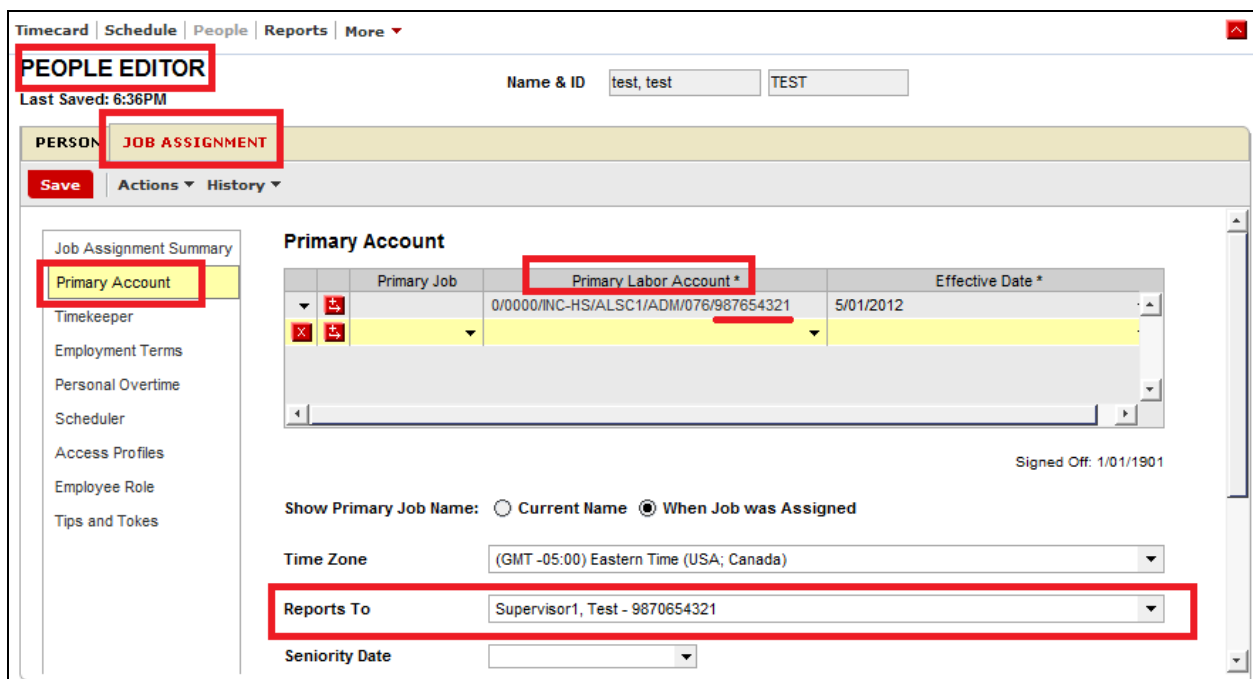
Who Can Fix It

Managers, E-Time Administrators

How to Fix It

- Look up the employee in the administrator list:
 - o If the employee is NOT in the system, they can be added manually.
- If the employee IS in the system, check the following information.
- To **see if the employee is assigned to the right manager**, check the employee’s Primary Account settings:

People → Job Assignment Tab → Primary Account section → Primary Labor Account selections **and** “Reports to” field



The screenshot shows the 'PEOPLE EDITOR' interface. The 'JOB ASSIGNMENT' tab is selected. In the 'Primary Account' section, there is a table with columns: Primary Job, Primary Labor Account *, and Effective Date *. The 'Primary Labor Account *' field contains '0/0000/INC-HS/ALSC1/ADM/076/987654321' and is highlighted with a red box. Below the table, the 'Reports To' dropdown menu is set to 'Supervisor1, Test - 9870654321' and is also highlighted with a red box. Other fields like 'Time Zone' and 'Seniority Date' are visible but not highlighted.

An employee’s manager shows up in **two places** in this tab – as the last section of their **Primary Labor Account settings** and in the **Reports To** drop-down field. **These should be consistent.**

- If the employee is assigned to a different manager, change BOTH fields to reflect the current manager.
- Remember to set the effective date to the beginning of the current pay period!

If an employee is assigned to the correct manager but still isn’t showing up in that manager’s direct reports list, check their **Hire Date** and **Active status Effective Date** in the People section:

People → Person tab → General Information section → **Hire Date** and **Active status Effective Date**

Timecard | Schedule | **People** | Reports | More ▾

PEOPLE EDITOR

Last Saved: 6:36PM

Name & ID

PERSON | JOB ASSIGNMENT

Save | Actions ▾ | History ▾

Person Summary

Licenses

General Information

Approvals

Biometrics

Accruals & Leave

User Information

Contacts

Additional Information

Person's Dates

Process Profiles

Statutory Reporting

General Information

* Last Name:

First Name: Middle:

Short Name:

* ID:

Birth Date:

* Hire Date:

	Employment Status	Effective Date *
⬇	Active	5/18/2009
✖ ⬇		

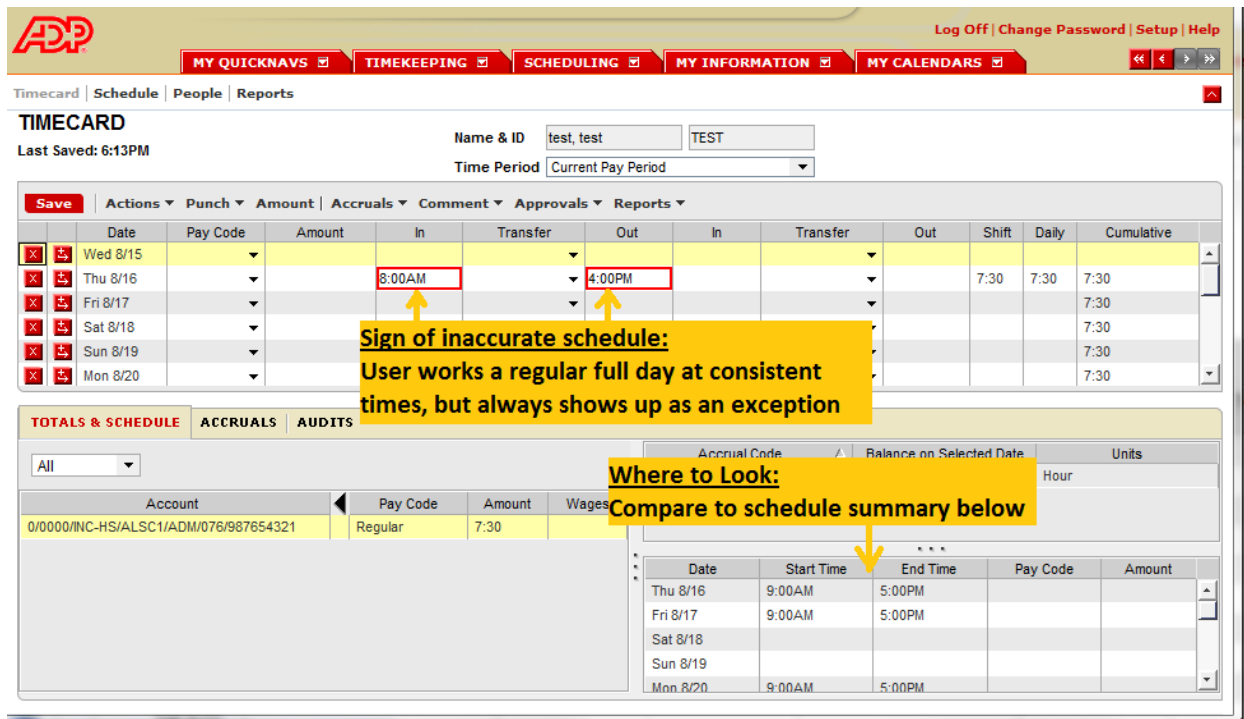
These should be consistent for new employees (if an employee has been inactive / on leave for a while and then comes back, they won't necessarily match).

Let the manager know to search for the employee in a time period starting **at or after the hire/active date** and they should appear on their list of direct reports.

User Has the Wrong Schedule

What it Looks Like

Consistent exception flags for early/late in and out punches for what looks like a regular schedule.



Sign of inaccurate schedule:
User works a regular full day at consistent times, but always shows up as an exception

Where to Look:
Compare to schedule summary below

Date	Start Time	End Time	Pay Code	Amount
Thu 8/16	9:00AM	5:00PM		
Fri 8/17	9:00AM	5:00PM		
Sat 8/18				
Sun 8/19				
Mon 8/20	9:00AM	5:00PM		

Why it Happens

The schedule in the employee's system is old or inaccurate.

Who Can Fix It

Employee manager or E-Time administrator

How to Fix It

Verify current schedule with employee manager. Change the schedule for the current pay period (and going forward) in the "schedule" tab.

User Has the Wrong Lunch Deduction

What it Looks Like

Daily hour totals for an employee are regularly higher than expected – (usually 8 or 8.5 hours for 7.5 hour employees; 9 hours for 8-hour employees).

TIMECARD
Loaded: 6:36PM

Name & ID test, test
Time Period Previous Pay Period

Sign of inaccurate lunch deduction -- DAILY totals are higher / lower than expected

Date	Pay Code	Amount	In	Transfer	Out	In	Transfer	Out	Shift	Daily	Cumulative
Tue 7/31										8:00	8:00
Wed 8/01			7:30AM		3:30PM				8:00	8:00	16:00
Thu 8/02			7:30AM		3:30PM				8:00	8:00	24:00
Fri 8/03			7:30AM		3:30PM				8:00	8:00	24:00
Sat 8/04											24:00
Sun 8/05											24:00
Mon 8/06			7:30AM		3:30PM				8:00	8:00	32:00
Tue 8/07			7:30AM		3:30PM				8:00	8:00	40:00
Wed 8/08			7:30AM		3:30PM				8:00	8:00	48:00
Thu 8/09			7:30AM		3:30PM				8:00	8:00	56:00

Why it Happens

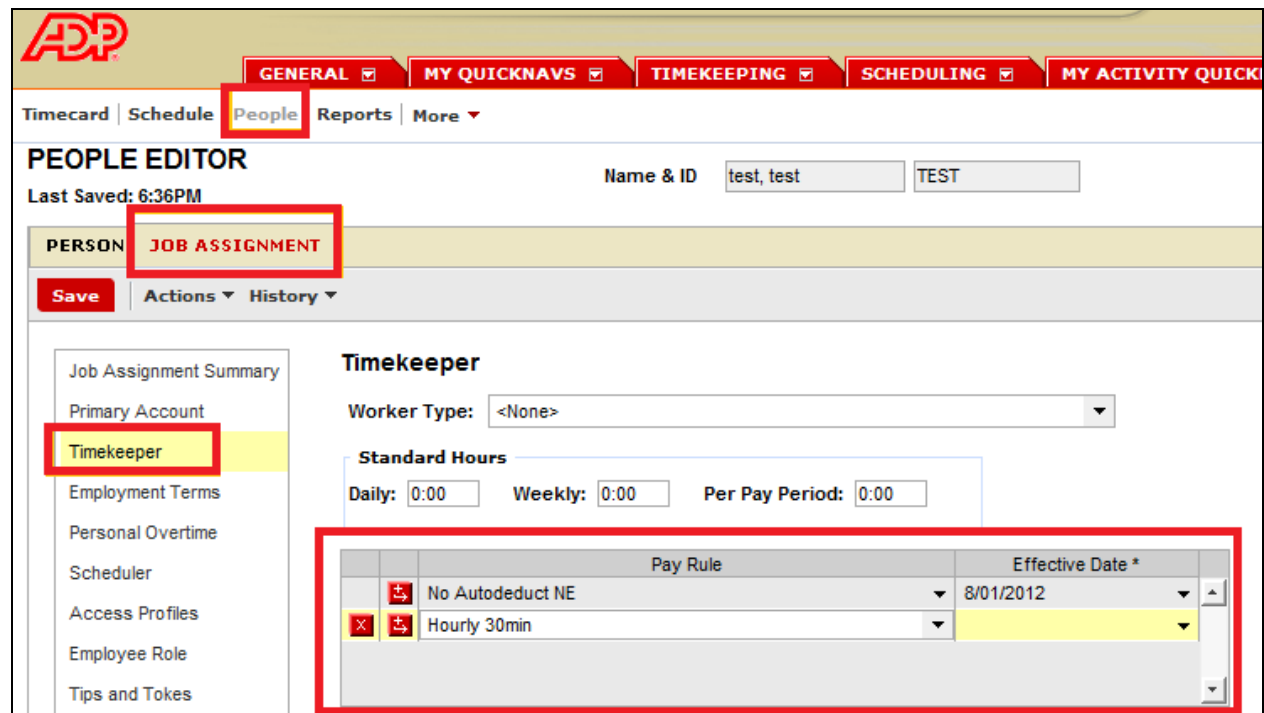
Lunch deduction rules for an employee have not yet been set up or are not current.

Who Can Fix It

Managers, E-Time Administrator

How to Fix It

People → Job Assignment tab → Timekeeper section → Pay Rules



ADP
GENERAL | MY QUICKNAVS | TIMEKEEPING | SCHEDULING | MY ACTIVITY QUICK

Timecard | Schedule | **People** | Reports | More ▾

PEOPLE EDITOR
Name & ID test, test TEST
Last Saved: 6:36PM

PERSON | **JOB ASSIGNMENT**

Save | Actions ▾ | History ▾

Timekeeper
Worker Type: <None>
Standard Hours
Daily: 0:00 Weekly: 0:00 Per Pay Period: 0:00

	Pay Rule	Effective Date *
+	No Autodeduct NE	8/01/2012
x	Hourly 30min	

Pay Rule Options:

Options	Applies to
Hourly 30min	Applies to employees with 30 minutes of unpaid lunch time. Specific options available for Abbott and Clark employees.
Hourly 60min	Applies to employees with 60 minutes of unpaid lunch time. Specific options available for Abbott and Clark employees.
No Auto-deduct NE	Applies to non-exempt hourly employees without deductions -- most often includes substitutes, part-time employees, employees with erratic schedules. Specific options available for Abbott and Clark County employees
No Auto-deduct SE	Applies to salaried / exempt employees. Specific options available for Abbott and Clark employees

- **Step 1:** Enter correct pay rule
- **Step 2:** Enter Effective Date (usually start of the current pay period)
- **Step 3:** Click "Save"

To check whether this had the right effect, go back into the employee's timecard after you have saved the change and click "Action" / "Refresh".