TCP Support FAQs for Employees

See the last updated date at the bottom of this document to confirm the most recent changes.

FAQ Table of Contents:

How do I access my TCP Time-Employee Tile?

- Once you have completed your Canvas TCP training class, the Time-Employee app will be accessed by logging into myapps.uta.edu and then finding the Time-Employee app.
- If employees have the app and are getting an access denied message it is likely related to the timing of a position change or their hire date.

I received an error after my TCP Time-Employee session expired, how do I login again?

- Once the original TCP Employee link times out, entering the login information again will generate an invalid credential error. Close the current (expired TCP session) window and re-access the TCP Time-Employee tile through the MyApps page.

I completed my Canvas class, but the Time-Employee TCP app is not on my MyApps?

- If you have both a student and employee account, please log in to myapps.uta.edu with your Staff credentials. Since TCP is related to your employment it will be found using your Staff account.
- For more information about managing student and staff accounts please see https://kb.uta.edu/0011696
- If, after accessing MyApps using your staff credentials, you do not see the Time-Employee app please contact Knowledge Services for further assistance.

What if I don't know my staff credentials?

- If you do not know your staff email address or password, please contact the IT Help Desk at 817-272-2208 or go.uta.edu/chat.

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I am a Student Worker without a SSN, how do I use TCP?

- Student Workers without SSN will not receive TCP training and access to TCP until the Student's eForm is processed with their SSN.
- If a student is unable to enter their time due to not having an SSN, complete a paper timesheet on the Business Affairs site and use the appropriate payroll Time Record form, then send it to your supervisor. They will send the signed timesheet to Payroll Services. The payment will be rendered on the first available payroll after they receive their SSN.

How do I submit my on-call time?

- The employee's Manager and or Timekeeper will enter the on-call time hours on the employee's timesheet using the "On-call" leave position, as a timesheet entry.

I would like to be added to a TCP Canvas class, how can I request enrollment?

- Canvas class enrollments are not processed manually. Once an eForm is fully processed, the user will be enrolled in the appropriate TCP employee classification class in Canvas. Enrollment can take about 48 hours from the eForm being fully processed.

How can I correct a missed clock out punch from the prior day?

- Employees will be given the opportunity to correct a missed punch after selecting the desired clocking operation. For example, if you did not click "clock in" but at lunch you select "leave on lunch" the system will notify that you are not clocked in and then give you the opportunity to correct the missed "clock in" punch.
- Consider it best practice to always perform the clocking action that is correct for that time. For instance, when you begin your day you should always click "Clock In." If there was not a clock out the prior day you will have the opportunity to fix that missed punch.

How do I communicate with my Timekeepers when I miss a punch?

- Employees can add a note to the time segment in TCP, reach out to Timekeeper via email, or communicate to their Timekeeper verbally. It's recommended to email or notate a time segment to ensure documentation is created for the communication.

Do I need to take TCP training if I am not currently enrolled in a TCP Canvas class?

- Some employee classifications will not be using TCP and therefore will not be enrolled in a TCP Canvas class.
- Employee classifications that are not in TCP:
  - GRA (Graduate Research Assistant)
  - GTA (Graduate Teaching Assistant) positions with Job Code 10093 in UTShare
  - Student Employees on a monthly payroll cycle (e.g. Resident Assistant)
  - Faculty AO (online professors)
  - Faculty FA3 (summer faculty)

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