# TCP Support FAQs for Managers

Please note, FAQs are subject to change. 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-Manager Tile?

- If the TCP Time-Manager tile is not present four hours after completing the Canvas course, please reach out to Knowledge Services for assistance.
- 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-Manager session expired, how do I login again?

- Once the original TCP Manager 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-Manager tile through the MyApps page.

## I have Student Workers without SSN, how do they 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. Once complete, send the supervisor signed timesheets to Payroll Services. Please notify Payroll once the employment appointment is active in UTShare and Payroll will enter the time for the employees. The payment will be rendered on the first available payroll after they receive their SSN.

## How do I process on-call Employees?

- 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.

## How do employees communicate with their Timekeepers when they 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.
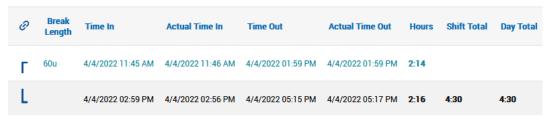
## How can employees correct a missed clock out punch from the prior day?

- 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.

## Do employee lunch punches round like their clock in and clock out punches on the timesheet?

- When an employee uses the "Leave on Lunch" button, TCP will not round the time of that punch. When an employee uses the "Return from Lunch" button TCP will adjust the "time in" to the nearest 15-minute interval. Below are three examples:

<u>Example one:</u>

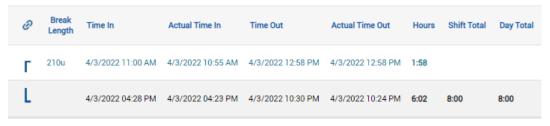| 𝒸 | Break Length | Time In | Actual Time In | Time Out | Actual Time Out | Hours | Shift Total | Day Total |
|---|---|---|---|---|---|---|---|---|
| ⌐ | 60u | 4/4/2022 11:45 AM | 4/4/2022 11:46 AM | 4/4/2022 01:59 PM | 4/4/2022 01:59 PM | 2:14 | | |
| ∟ | | 4/4/2022 02:59 PM | 4/4/2022 02:56 PM | 4/4/2022 05:15 PM | 4/4/2022 05:17 PM | 2:16 | 4:30 | 4:30 |

Employee punched "Leave on Lunch" at 1:59 (actual time out).
Employee punched "Return from Lunch" at 2:56 (actual time in).
TCP adjusted the "Return" time to 2:59 to make the lunch break an even 60 minutes.

<u>Example two:</u>

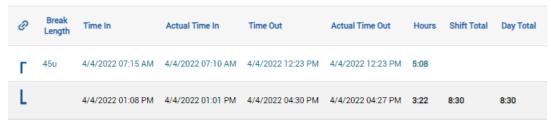| 𝒸 | Break Length | Time In | Actual Time In | Time Out | Actual Time Out | Hours | Shift Total | Day Total |
|---|---|---|---|---|---|---|---|---|
| ⌐ | 210u | 4/3/2022 11:00 AM | 4/3/2022 10:55 AM | 4/3/2022 12:58 PM | 4/3/2022 12:58 PM | 1:58 | | |
| ∟ | | 4/3/2022 04:28 PM | 4/3/2022 04:23 PM | 4/3/2022 10:30 PM | 4/3/2022 10:24 PM | 6:02 | 8:00 | 8:00 |

Employee punched "Leave on Lunch" at 12:58 (actual time out).
Employee punched "Return from Lunch" at 4:23 (actual time in).

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Break time based on actual time out and in would be 205 minutes. TCP adjusted the "Return" time to 4:28 to make the lunch break an even 210 minutes, the next 15-minute interval.

Example three:

| ⌘ | Break Length | Time In | Actual Time In | Time Out | Actual Time Out | Hours | Shift Total | Day Total |
|---|---|---|---|---|---|---|---|---|
| ⌐ | 45u | 4/4/2022 07:15 AM | 4/4/2022 07:10 AM | 4/4/2022 12:23 PM | 4/4/2022 12:23 PM | 5:08 | | |
| L | | 4/4/2022 01:08 PM | 4/4/2022 01:01 PM | 4/4/2022 04:30 PM | 4/4/2022 04:27 PM | 3:22 | 8:30 | 8:30 |

Employee clocked out for lunch at 12:23 (actual time out).
Employee clocked return for lunch at 1:01 (actual time in).
TCP rounded "return" punch to 1:08 to make the break time an even 45 minutes.

## The Accrual Forecast hours is different on my Dashboard Widget and the Accruals page. Which is correct?

- The Accruals Forecast shows hours that are due to you but have not yet been added as "Accrued" because the processes to do so have not yet been run. On the My Accruals widget on the Dashboard, TCP will show two months, and if it's not yet been closed, the current month. The Accruals page (Hours > Accruals) will display the accruals due to you since the last process run.

## Will faculty with a 0-dollar appointment need to use TCP?

- Employees with a zero FTE will not be in TCP.

## Will active faculty be in TCP if they do not have an active contract?

- No, faculty will need to have an active contract in UTShare to be active and in TCP.

## How do employees who participate in the Wellness Program record their Fitness time?

- Employees using the allowed 1.5 hours per week will need to record each day's half-hour time as a Leave Request using the "36-EMFIT" Other leave code.

## If a manager has a delegation in place, will the delegee receive the leave request notifications?

- No, delegees will not receive the notifications normally sent to the original manager.

## I would like to be added to the TCP Manager Class, how can I request enrollment?

- Canvas class enrollments are not processed manually. Managers are added to the TCP Manger training based on a Reports To relationship in UTShare. Once an eForm for the manager or supervisor position is fully processed and the position now has one or more reports to, the user will be enrolled in the TCP-Manager class in Canvas. Enrollment in the TCP Manager Canvas class can take about 48 hours from the eForm being fully processed.

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