

## **Employees**

### **How will I know when to complete my timesheet on the web?**

- Timesheets are available on the 1<sup>st</sup> and 16<sup>th</sup> of every month. If you are off campus you can complete your timesheet from any location where you can access the internet. The web address is [www.mymru.ca](http://www.mymru.ca). Log into MyMRU as you would from your office/desk.

### **If I know I will be away when timesheets are due, can I complete my timesheet early?**

- Yes, timesheets can be submitted anytime during that pay period. Once submitted your approver can enter your additional hours, if any, and approve it as normal.

### **If I don't submit a timesheet for a pay period will it affect my pay?**

- Salaried Employee - **No**. Your regular pay will not be affected. However, web timesheets are a condition of employment at MRU and are required to be completed by you and your Manager. You will need to confirm with your manager if any corrections need to be made.
- Casual Hourly Employee - **Yes**. If your timesheet is not submitted it can cause delay to your payment as you are paid based on your hours worked.

### **What if I realize I made an error on my timesheet after I submitted it for approval?**

- You can return your timesheet to yourself if you need to make changes after you have submitted it; however this is an option only if your manager has not approved your timesheet and is within the deadline. The '**Return Time**' button will be there if this is an option for you.

### **Do I have to submit timesheets if I'm away from work for an extended period of time?**

- During most extended leave periods your timesheets will be turned off for the duration of your leave (i.e. parental or maternity leave). For General Illness leaves of up to 3 months, your timesheets are still required to be completed. Your manager can contact payroll to have your timesheet started, then submitted. From there, your Manager will fill them out with the applicable leave code and approve it as normal.

### **Can I see my timesheet on the web after I have submitted it?**

- Yes, the most recent 25 timesheet periods can be viewed and printed on the web. (One year plus current period).

### **Why is it important to open your timesheet at the beginning of each pay period?**

- It is always a good practice to open your timesheet at the beginning of each pay period as it is easier to track your time worked/away on a daily basis. You can also populate your timesheet with your pre-approved vacation or other leave periods. Being proactive with your timesheet will ensure your timesheet is submitted as accurately as possible.

## **Approvers**

### **How do I know there are timesheets that require an approval?**

- Once the pay period opens Approvers can log in any time at MyMRU Web Time Entry to see if there are any timesheets “Pending” for approval.
- An e-mail notification will be sent the morning before the pay period approval deadline to remind Approvers of timesheets that still require an approval.

### **What does it mean if I am an approver, but when I click on "Timesheet" I don't see the option to approve time?**

- If you do not see this option, it means that no one who reports to you has opened and submitted their timesheet for the pay period.

### **What if I am not available to log on and approve my employee's timesheets?**

- In the event that you cannot log on and approve timesheets submitted to you, notify your proxy with as much advance notice as possible. Provide as much detail about your typical approval process to ensure the timesheets are submitted accurately in your absence. The Payroll Department provides a yearly calendar of approval deadlines. We ask that all approver's make note of these deadlines during their absences (vacations or leave periods) and ensure they have proxy coverage.
- These deadlines are available on MyMRU & can be linked to your Google Calendar so that you will not miss these deadlines.

### **What happens if I encounter an error on a timesheet?**

- The best approach if you encounter an error or a suspected error is to contact the employee and verify if it is an error. If a correction needs to be made, there are different steps based on the approval status.
  - Before approving the time sheet, you can correct the error by clicking change record.
  - Approved before the approval deadline, you can click return time, then fix the error and approve.
  - After the approval deadline, print the Employees time sheet in Preview mode, write the correction on top, sign it and sent it to Payroll Office E208 for adjustments or contact payroll 403-440-6320 or email payroll@mtroyal.ca for assistance. **Ensure employees name and ID # are added to the top.**

### **Why do I need to open each employee's timesheet to approve?**

- The approver should double check the hours listed against the employee's schedule to make sure that no mistakes have been made. This is also to confirm that the employees are getting advance permission for working hours beyond their regular schedule and are reflecting time away from work with the appropriate codes.

Approvers continued

**During the approval period, is there a best time to review the timesheets?**

- We recommend that you review the timesheets early in the day so that you can follow up with any discrepancies. Remember, timesheets can be approved as early as they have been submitted to you and you do not have to wait until the day the approvals are due. If you are a department that has multi-level approvals, ensure you are allowing enough time in the approval period for all of the approvers to complete their tasks.

**I have employees reporting time to me from more than one department. How do I switch between organizations?**

- There is a selection drop down list that provides you the list of all the departments requiring your approval.

**What is the purpose of the "Comments" box?**

- The comments box is available to assist you in recording information about timesheet submissions or to note changes you might make to a submitted timesheet. **It should not be used to make corrections for prior periods or notes of hours worked in prior periods.**

**How can I tell if an employee is recording his or her hours throughout the pay period?**

- When an employee logs on to the timesheet, the timesheets status is changed to IN PROGRESS. The approver can view any timesheet in the IN PROGRESS or PENDING status during the entire timesheet period.

**When I review the timesheets for my organization, I notice that some are in different statuses. What do the different statuses indicate?**

There are six status for a timesheet:

1. If a timesheet is unopened it will stay at the status: **NOT STARTED**
2. Once employees have accessed their timesheets for the first time you can find them with the status of **IN PROGRESS**
3. If an employee has submitted their timesheet for approval, it will have a status of **PENDING**
4. Once you have approved an employee's timesheet, it will have a status of **APPROVED**
5. Finally, if there is an error on an employee's timesheet, it will appear in an **ERROR** status and may or may not be able to be approved until the error is corrected. A common error can occur when an employee or an approver uses the web browser back button instead of using the links contained within the timesheet window. Contact the WTE Administrator if you are concerned call 403-440-6320. **\*DO NOT USE THE BACK BUTTON\***
6. After the payroll department has finished with the pay date tasks, the timesheets will appear as **COMPLETED**.

Approvers continued

**Will I be notified by e-mail when there is approval actions required?**

- Yes, the administrator sends automated email messages reminding of approvals during the approval period. You should log on to the system and review any timesheets submitted to you or notify your proxy that action is required. You will continue to receive these messages until the entire approval process has been completed for each timesheet.

**What do I do if an employee starts a timesheet but does not submit it and cannot be reached?**

- If you encounter a situation where an employee is not able to start or finish their timesheet or have it submitted it to you for approval, you should contact the payroll immediately at 403-440- 6320 to push the timesheet through to you.

**How will supervisors see employee leave balances?**

- Leave Balances are available for each employee with their timesheet when you are approving them. Access the employee's timesheet and scroll to the bottom of the page to view their leave balances.

**Sometimes when I click onto "Timesheet" I have the "Approve/Acknowledge" selection and sometimes I don't?**

- When the "Approve/Acknowledge" selection does not show, it means that no timesheets have been submitted for you to approve yet. The "Approve/Acknowledge" option is available when a timesheet is able to be "Approved/Acknowledged".

**What if an employee is away at the end of a period and has not submitted their timesheet?**

- The best approach to ask your employees is to submit time for the current pay period prior to leaving. However, we understand some absences are not planned and if the employee has left without starting/submitted their timesheet you may contact Payroll and they can submit the timesheet to you to allow you to make the adjustments. Any timesheet that has not been submitted for approval will be submitted by the WTE Administrator at the beginning of the approval period.