NYU PeopleSync: Approver FAQs

In this document, you will find a series of common questions and answers an Approver may have about NYU PeopleSync Time and Absence.

Introduction

If you need step by step directions, you can visit the NYU PeopleSync Time and Absence page for additional training resources. If you have additional questions, contact PeopleLink at askpeoplelink@nyu.edu or 212-992-LINK (5465).

About NYU PeopleSync Time and Absence

What is NYU PeopleSync Time and Absence?

NYU PeopleSync Time and Absence is a time and absence management system that provides you with online access to track your time worked and time off.

How do my employees use NYU PeopleSync for Time and Absence?

Hourly, non-exempt employees use PeopleSync to record time worked. All employees, except faculty, use the system to track time off balances and to make time off requests.

Access

How do I access PeopleSync?

Visit NYUHome and click PeopleSync under Work or Academics or enter PeopleSync in the search window. Click the login link. You are now logged in to NYU PeopleSync and will see your home page.

How do employees who do not have computers use PeopleSync?

Employees will be provided access to login and make time off requests at their work location. If you are unsure of where they can access a computer, please check with your HR Officer.

Is PeopleSync accessible?

PeopleSync strives to meet or exceed the Web Content Accessibility Guidelines (WCAG) 2.0, level AA. View information here, visit the PeopleSync page.

Approver Role

How will I know if I have been assigned as a Timesheet or Time Off Approver?

Your HR Officer will notify you if you have been identified as a PeopleSync approver. As a Timesheet Approver, you will receive automatic email notifications prior to deadlines for approving timesheets. As a Time Off Approver, you will receive automatic email notifications each time one of your employees submits a time off request. You will also
receive requests in your PeopleSync Inbox and can view Timesheet and Time Off Approval
Awaiting Action within the Time and Absence application in PeopleSync.

Why have I been assigned an Approver role?

You have been identified as an Approver if you regularly approve other employees’
timesheets and/or time off requests.

Why have I been assigned as an Approver for employees that I do not manage?

If you have any questions about whether you are appropriately designated as the
Approver for certain employees, please contact your HR Officer.

What is the difference between a Time Off and a Timesheet Approver?

A Time Off Approver is an NYU employee or Faculty member who is responsible for
viewing time off and approving/rejecting requests. A Timesheet Approver is an NYU
employee or Faculty member who is responsible for approving timesheets for hourly
employees.

Does the person who approves an employee’s timesheet need to be the same person
who approves the employee’s time off?

Although many employees have only one person assigned as both their Timesheet
Approver and Time Off Approver, these roles can be filled by two different employees or
Faculty members.

Can there be more than one Timesheet Approver?

There is one primary Timesheet Approver and one Time Off Approver for each employee.
If you are going to be out of the office you can delegate your Approval responsibilities to
another PeopleSync Approver.

If I am a timesheet approver (not a time off approver), can I enter an absence on behalf of
an employee?

No, only time off approvers can enter an absence on behalf of their employees.

If an employee has multiple positions and as a result, multiple approvers, will the
approvers be able to see and approve time logged for positions they are not responsible
for?

Time which requires a position to be entered routes to the approver/manager that
supports that position. When reviewing/approving time, you will be shown all hours for
that individual in the time period being reviewed. While you will see all hours for the
period, you will only approve time for the positions you support - and the hours you are
approving are clearly marked. Managers will be able to enter and submit time for
positions they do not support, however those requests will route for approval to the
approver responsible for that position. The system will typically route Time Off requests to
all managers/approvers for all positions - only one needs to approve - which ideally should
be the manager/approver for whom the employee is scheduled to work for that day.

**Approver Notifications**

How do I change or view my Inbox and Notification settings in PeopleSync?

Instructions can be found on the [Inbox and Notification Tip Sheet](#).

If an employee cancels a previously submitted absence request, does it change the pending notification for approval?

Canceling a request that is pending will remove the request from the PeopleSync Inbox. It will not remove any email notifications sent to NYU email.

If a time off request is canceled, does the approval receive a notification?

If the request has not been approved yet and the employee cancels it, no notification is sent to the approver. If the request has already been approved and the employee makes a correction to the request (including removing days from the request), a notification is sent to the approver.

**Delegating Approver Responsibilities**

Do delegated Approvers receive emails notifying them that timesheets are pending approval?

When you delegate your Approver role, the alternate Approver receives an email notifying him/her about the delegation. The alternate Approver will also receive the automatic email reminders when timesheet approvals are due.

If I am out of the office, how will my employees' timesheets get approved?

You have two options:

a) You do not have to be in the office to approve timesheets. You can approve a timesheet from anywhere that you can log in to PeopleSync including the Workday Mobile App.

b) You can delegate your approval responsibilities to an alternate approval. Search for Manage My Delegations link within PeopleSync and you will be taken to the page where you can set up a temporary delegation. It is a good idea to alert the alternate Approver if you will be absent from work when timesheet approval will be due.

What if I need to delegate to someone and they are not available to select from in PeopleSync?

If you need to set up a delegation to someone who is not a peer, superior or subordinate, work with your local HR team to set up the delegation (they can do so on your behalf and are not limited to peers, superiors or subordinates).

What is the Add Approvers option on Approving Absence?

The Add Approvers option is not currently set-up for Time Off Approval and thus you are
unable to add an approver on the transaction. You can use Manage Delegations should you wish to add another approver.

**Recording Time**

How will employees in my department record their time?

Hourly employees will record their clock in and clock out times using one of the following methods: Clock Device, Time Clock or Timesheet. Please check with your HR Officer if you are unsure as to what method your employees should be using.

Must all employees record time in and time out with NYU PeopleSync?

All hourly employees, such as clerical and technical employees, must record their time in and time out each day. Exempt employees do not need to record their time in or out. If you are unsure about the status of an employee, please reach out to your HR Officer.

I have employees in multiple locations, how do I keep track of their time?

As an Approver you have the ability to view your employees’ timesheets in PeopleSync. You can use My Team’s Reported Time to see details for the employees you manage.

What keeps my employees from clocking each other in and out?

Employees use personal information, such as their NetID/password or ID card, to clock in and out and that information should not be shared with other employees. If you are concerned that an employee is clocking in and out for someone else, please contact your HR Officer. NYU PeopleSync audits all activity in the system so your HR Officer can help you investigate the issue.

What is the grace period?

For Clerical/Technical Staff, Local 810, Local 30, and Local 153 Staff, Non-Exempt Administrators and Researchers, and Non-Union Non-Exempt (Parity) when clocking in and out each day, there is a 5-minute grace period before and after the scheduled start time, as well as 5 minutes before and after the scheduled end time. If the employee clocks in/out before or after the grace period, then the employee's pay calculation will be based on the actual clocked time.

For Local 1 employees, the grace period is 15 minutes before and 3 minutes after the scheduled start time and 10 minutes after the scheduled end time.

Can you provide an example of how the grace period works?

Here is an example for clerical/technical employees. Suppose an employee's schedule is 9:00am-5:00pm. The employee can clock in any time from 8:55am through 9:05am, and the pay calculation will be based on a 9:00am start time. However, if the employee clocks in before the grace period, at 8:54am, then the pay calculation will be based on an 8:54am start time. If the employee clocks out any time after 5:00pm, then overtime may apply.

If someone has a meal break built into their schedule and clocks in and out what
happens?

PeopleSync will only count one meal break for the shift in question.

If a Student is assigned to a schedule with a meal break, do they need to clock in and out?

No, if the assigned schedule already has a meal break built into the schedule then clocking in/out for meal is not required.

Can a time entry be back dated or submitted into the future?

Yes, Time off and time work can be entered for the prior 1 year or as far into the future as the Period Schedule calendar has been built out. This is the same for entering time or submitting time off.

Is there a cutoff date when payroll is processing and no time can be entered?

Yes. The payroll schedule is established one year in advance and is published on the Payroll Deadline Calendar. You can't enter time for one day following the approval cut-off.

**Editing Time**

How can I tell which method an employee used to clock in/out?

You can view this either from the details of the time block by going to Enter Time, click into the time block and select View Details, and History tab. You can also run the Time Block Audit report.

What should I do if my employees forget to clock in or clock out?

As an Approver, you can enter the missing clock in or clock out time on the employee's timesheet. You should always attempt to verify the time that the employee actually worked before entering a missed clock in or clock out.

How do I handle unmatched time entries for an employee who clocked in and not out?

Run the report for Unmatched Time Clock Events for Managers/Approvers. Correct the entries identified on the report.

How far back can I correct a timesheet?

You can change a timesheet up to one year back.

Can an Approver go back and look at timesheets from previous periods?

Yes, the approver can go back a year from the current date as long as they were the approver in that time frame.

What happens if I encounter an error on a timesheet?

If there is an error on a timesheet it will be noted by a yellow or red banner, accompanied
by a message on the Exceptions tab that appears below the timesheet when approving. If you encounter an error or a suspected error, contact the employee to identify whether a correction is needed and make any appropriate changes to the timesheet.

What are the reasons for the Red/Yellow Flags in PeopleSync?

Flags are present in the Review Time task to highlight unapproved and unsubmitted hours for employees the approver/manager is responsible for. Yellow flags are to draw your attention to any item but will not prevent you from completing the transaction. A red flag indicates an error that must be addressed.

Do I have to add sick time to an employee’s timesheet?

For hourly employees, you must add their sick time to their timesheet. For exempt employees, time off approvers can submit an absence request on the employee’s behalf or you can ask them to put in an absence request for sick time once they return.

I have hourly employees that only work sporadically when they are needed for projects, so they may not work any hours at all during a certain pay period. How do I handle such a situation?

If no time is entered for the period, they will not get paid for that period. The employee should complete a timesheet for the pay periods when the employee does work.

Can I change a timesheet after it is approved?

You can correct an approved timesheet for up to one year. To do this, click the Time and Absence application icon, select Enter Time. Navigate to the period needing to be changed, make the necessary changes in the timesheet and submit the timesheet. Payroll will pick up the corrected timesheet in the following pay period.

Do I have to put holiday hours on my employees' timesheet?

You will need to enter a holiday for a Student employee. For other hourly employees, you do not need to enter holiday hours since University holidays are pre-built into the system. You should update holiday time if your hourly paid employees work on a holiday and take an alternate day as their holiday.

How do I input the holiday one-hour early dismissal in PeopleSync?

On the day of early dismissal, add this time to the employee’s timesheet. You can run the Mass Enter Time process to do this for multiple workers at a time. Instructions are available in the Managing Time for Approver Guide.

Approving Timesheets

Can I remove my approval from approved timesheets?

You can change the approved time. Go to Enter Time to delete or edit the time entry as appropriate, and resubmit the timesheet.
When is the timeframe for Approvers to approve timesheets?

Approvers should approve timesheets no later than 5pm on the Monday following the end of the pay period. You will receive an email reminder prompting you when timesheets are due.

Must I approve timesheets for all employees?

Hourly paid employees must record their time in and out and you must approve their timesheets. Exempt employees do not clock in and out. Because of this, you do not need to approve any timesheets for this group.

How do I know there are timesheets that require approval?

All Timesheet Approvers will receive automatic email reminders prior to the approval deadline. You will also receive updates to your Inbox and can view Timesheet and Time Off Requests Awaiting My Action on your PeopleSync homepage.

Do I need to review each employee's timesheet individually?

It is best for you to review each employee's timesheet to verify the hours are correct and confirm there is no missing work time. This will help increase the accuracy of employees' paychecks. It will also help you identify and address any issues with employees who are working hours beyond their regular schedule without prior approval.

What happens if I miss the submission deadline?

Should you miss the submittal deadline, please review the timesheet information and submit any corrections (if necessary) during the next pay period.

Can I approve timesheets for future pay periods?

No, you cannot approve time for future pay periods. The system only allows you to approve timesheets for the current pay period and two pay periods prior.

Can an employee enter and submit time after their timesheet has been approved? If the approver does not approve the additional time submitted by the employee, is the employee paid for that time?

Yes, an employee can enter time at any time before the payroll cutoff (see payroll calendars), even if their timesheet has already been approved. Approvers should review and approve all timesheets at the end of the pay period. If the approver does not approve time entered before the payroll cutoff, the system will auto-approve to ensure employees are paid for their time worked.

Absence Requests

As an Approver how do I submit an absence request on behalf of an employee?

From the Time and Absence application icon, under Absence Tasks, click on Enter Absence. Enter the Worker’s Name and click OK, then enter the absence the same way as
you might for yourself.

What is the due date associated with an absence request?

By default PeopleSync adds a two-week approval due date to an absence request. The response timeframe may be different than what’s in an employee's collective bargaining agreement. Please respond to these requests as timely as possible and within the timeframe referenced in the appropriate collective bargaining agreement.

Will I be notified when an employee makes a time off request?

Yes, you will receive an email to your NYU email account and your PeopleSync inbox, with the employee's request. Once you take action on the request (i.e. approve or reject it), the employee will receive an email.

When a time off request for an employee is approved or denied, does the employee get an email?

Yes. The employee receives an email via their NYU email.

If an employee does not cancel a time off request but shows up for work, can I edit the timesheet?

Yes, as an Approver, you can correct the time off to remove it or deny the request if not yet approved. The employee can also cancel the time off request prior to the date requested.

How do I submit an unpaid time off for an employee? And what are the codes?

Only Timesheet Approvers, Managers and HRO's will have the ability to submit Unpaid Time Off. The initial codes to utilize will be Excused or Unexcused Time Off. There may be additional unpaid time off codes added in the future.

If a student has multiple positions, how is their time off represented?

The accrued time off will show up in each of their positions and will be reflected as a single amount across all active positions.

Can I view time accruals for future dates for me and my employees?

Balances can be confirmed by employees for future dates by going to the Absence application icon > View Section > Absence Balance option > selecting the date in question. For Approvers/Managers they can see the balance in the employees Absence request. Additionally employees can no longer request time they have not accrued.

Can employees still take time off during their probationary period (also known as “vacation agreements”)?

Vacation agreements are supported in PeopleSync where policies allow. These requests must still be approved by HR. HR has the ability to enter a request for these days using the “vacation agreement” time off which is only visible to them.
Workday Mobile App

How do I download the mobile app?

Instructions can be found on the Downloading the Mobile App Tip Sheet.

Can employees use the mobile app to access the time clock?

Employees may use the app to clock in/out using the time clock, but should only do so at their work location. Some employees will be restricted to using the time clock only when logging in using an NYU network (WiFi).

What time features can employees access via the mobile app?

Employees can use the app to view and submit timesheets.

Only Student employees, non-exempt administrators and researchers can use the app to enter information into their timesheet, via the mobile app.

What can an approver do in the mobile app?

An approver can view and approve both time and absence requests per their role as a Timesheet Approver (TSA) or Time Off Approver (TOA). Some reports or additional information may not be seen when using the app. If more information is needed, it is recommended to log in using a Desktop computer to review the request.

Can an Employee make a Time Off request through the mobile app?

All employees who have the ability to request an Absence can do so via the mobile app.

Work Schedules

Why is maintaining accurate work schedules for employees important?

Work schedules are important for many reasons. First, they help determine what days and for how much time an employee can take paid time off or receive holiday pay. Second, they allow PeopleSync to calculate the appropriate grace period, where applicable, based on scheduled in/out times. Lastly, they help approvers and managers see who they have scheduled to work to better determine necessary coverage.

Who can adjust an employee's work schedule?

Managers, Approvers and HRO's can adjust work schedules.

How do I make an ad hoc or permanent schedule change in PeopleSync?

Instructions for how to make a permanent schedule change can be found in the Managing Time for Approver guide.

How do I request a new Work Schedule?
Contact PeopleLink for new schedule requests.

Do I have to assign a schedule to Student Employees?

If a schedule is not assigned by the manager or approver then a default schedule will be assigned. The schedule does not have any impact on student time or absence calculations. The Work schedule informs you as to what days a student employee can take a day off. For example, they can't take a day off on a non-scheduled day.

For employees with schedules that frequently change, what is the best way to manage/update schedules?

Managers/Approvers have the option to update an employee's schedule on an ad-hoc basis. If the schedule is not updated to reflect an employee’s time worked, it can impact items like absence requests, holidays, or system calculations such as grace period or meal deductions depending on the employee population. For a schedule change that is consistent for a period of time, you can use the Assign Work Schedule task to assign the employee a schedule for however long is needed.

For employees who work varied schedules that include Saturday and Sunday and evening hours. Is there a schedule type I can use?

Many schedule templates exist that are not the standard 9-5 schedule. If an existing schedule does not fit your need you can request a new schedule template be created that fits your need.

For employees who work more than one position, how will the system track their work schedule?

An employee has only a single work schedule, even if they have multiple positions or jobs. Be mindful when adjusting the schedule that they may be scheduled for days other than the positions or jobs you oversee.