NYU PeopleSync: Time and Absence FAQs for Clerical and Technical Employees

In this document, you will find common questions and answers about NYU PeopleSync Time and Absence. 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.

What do I need to do in NYU PeopleSync Time and Absence?

You will use NYU PeopleSync Time and Absence to track your time, review your balances and request paid time off.

Access to NYU PeopleSync

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 the homepage.

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.

Can we access PeopleSync outside of NYU?

Yes. However, you should clock in/out from your work location.

How will employees who do not sit at a computer use NYU PeopleSync?

Employees will be provided access at their work location. If you do not work at a computer, check with your manager or supervisor to determine where you will be able to access NYU PeopleSync.

Why does my login page keep timing out?

NYU PeopleSync will automatically log you out after 25 minutes of inactivity. If this happens, close your browser window and log in to PeopleSync again through NYU Home.
Recording Work Time

Must I record my time in and time out?

All non-exempt employees, including Clerical and Technical employees, must record their work time by clocking in and out each day.

How will I record my time in and out at NYU?

Most Clerical and Technical employees will record their time in and out of work using the Time Clock in PeopleSync. Some may use a Clock Device. If you are unsure of which method to use, please see your Supervisor or HR Officer.

If the clock device or my computer does not work properly, how will I record my time in or out?

If you are unable to clock in or out, note the time you worked and contact your supervisor immediately. Your supervisor can update your timesheet to indicate your work time.

If I arrive early, can I clock in?

You should clock in when you are ready to start working. If you arrive early but are not yet going to start work, then you should clock in once you are ready to begin work. You must obtain your supervisor’s approval if clocking in early will result in overtime.

What should I do if I clock in or out at the wrong time?

If you clock in or out at the wrong time, inform your supervisor and they will make the appropriate modifications on your timesheet.

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

If you forget to clock in or out, inform your supervisor and they will make the modifications on your timesheet.

If I am working out in the field (such as at an event) how will my in and out times be recorded?

Speak with your supervisor to make the appropriate adjustments to your timesheet.

Why don’t Administrators record their time in and out each day?

Administrators are exempt employees whose work is defined as exempt from the overtime pay provision of the Fair Labor Standards Act (FLSA). They are paid a salary and are not eligible for overtime pay. As a result, they do not clock in and out each day.

Reviewing and Submitting Timesheets

Can I see if my Approver makes an adjustment to my timesheet?

You can see a history of updates made on each Time Entry on your Timesheet. If your
Approver submits any adjustments to your timesheet after time has been submitted, you will receive an email notification.

When will timesheets be approved?

Timesheet Approvers will review and approve timesheets on the Monday after the end of each pay period. Approvers should approve timesheets no later than 5pm on Mondays.

How will my overtime show up in my timesheet?

You can view overtime on the top right of the timesheet. This information is also viewed by selecting the time entry and clicking on details and calculations.

**Absence/Time-Off Requests**

How do I view the status of my time off request?

Click on the Time application icon from your homepage and select My Time Off. This lists your requests and includes the status. Additional details are available by clicking on View More.

As an employee, can I correct or cancel my Absence request?

If a time off request has not been approved you can make corrections. If it has been approved, the process is to cancel the original request and submit a new one for approval.

How do I make a time off request in PeopleSync?

Go to the Absence application icon and select Request Absence. More details can be found in the training guides.

How quickly will my request be reviewed by my Time-Off Approver?

Talk to your supervisor or HR Officer to determine your department’s policies regarding the time allowed for Approvers to review time off requests.

What happens if I work on a holiday? Do I need to enter it into PeopleSync?

If you work on a holiday you need to enter the time worked into PeopleSync. For additional details surrounding how you will be paid for working on a holiday please refer to your Collective Bargaining Agreement for information.

Can I request a day off that uses half vacation time and half personal time?

An employee can request time off in half-day increments and indicate half the day as personal time and half the day as vacation time. To do this, you must first add the dates in for your request and then click on the plus (+) sign when adding details for the date range. This will allow you to add other absence type codes for your requested date.

Can I request time off for time I have not yet earned? What if I am planning an Absence
and need to confirm time off?

You can only request an Absence if the time is accrued at the start of the requested time off. Balances can be confirmed for future dates by going to the Absence application icon > View Section > Absence Balance option > selecting the date in question. If you have a special circumstance, please discuss with your manager.

What if I need time off other than vacation, such as in the case of jury duty or bereavement, yet I am uncertain of how many days I will need? How should I make this request?

In situations such as these, it is best to contact your Approver to discuss the situation and the Approver will be able to make the necessary changes to your timesheet or instruct you to do so.

My absence request has a due date associated with it, what does this mean?

By default PeopleSync adds a two-week approval due date to an absence request. If you belong to a collective bargaining unit, please refer to your collective bargaining agreement for information on the approval time frames.

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

Yes, the Approver can adjust the employee’s timesheet to remove the time off. The employee can also cancel the time off request prior to the date requested.

If I need to be placed on leave, would I need to do anything differently now that we have PeopleSync?

If you are placed on leave, NYU’s Leave Management team will be responsible for managing your timesheets. Contact PeopleLink at askpeoplelink@nyu.edu or 212-992-LINK (5465).

**Approver Details**

What is a Time-Off Approver? Why do I have one?

Your Time-Off Approver is an NYU employee or Faculty member who is responsible for viewing your time off and approving/rejecting your requests. This person may be your supervisor or someone designated as the Approver. All employees, other than student and casual employees, will have a Time-Off Approver.

How can I determine who my Approver is?

If you have questions about who your approver is, reach out to your manager or supervisor.

Why isn’t my supervisor my Approver?
Your Human Resources Officer worked with department heads to identify the best Approvers for each individual based on departmental needs.

Am I notified when my timesheet is approved by my Approver?

Yes, an email will be sent to your NYU email address.

Is my Approver notified when I make a time off request?

Yes, your Approver receives an email with your request. Once your Approver takes action on the request (i.e. approves or rejects it), you will receive an email.

**Workday Mobile App**

How do I download the Mobile App?

See the [Downloading the Mobile app tip sheet](#).

Can I 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.

What time tracking features can I access via the Mobile App?

You can use the app to view your timesheet. Non-exempt administrators and researchers only can use the app to enter time on their timesheet.