NYU PeopleSync Time and Absence: FAQs for Non-Exempt Administrators and Researchers

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 the 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

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.

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.

Absence or TimeOff Requests

Why must I complete a time off request through PeopleSync?

According to NYU policy, you should receive approval from your manager or someone designated by your manager when requesting time off.
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.

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.

How far in advance can I request time off?

You can request time off up to two years in advance since holidays are built into the system for up to two years at a time.

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.

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.

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.

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

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 an 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.

**Recording Work Time**

Must I record my time in and time out?

All non-exempt Administrators and Researchers must enter their work time each workday.

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

Non-exempt Administrators record their time in and out of work on the PeopleSync timesheet.

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

If you are unable to record your work time, note the time you worked and contact your Approver about the needed adjustment.

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

Many Administrators are exempt employees whose work is defined as exempt from the overtime pay provision of the FLSA. They are paid a salary and are not eligible for overtime pay. As a result, they do not record their time.

**Reviewing and Submitting Timesheets**

Do I need to review/submit my timesheet each pay period?

Employees who enter their time manually are encouraged to review the time they have entered and submit their timesheet in PeopleSync before the end of the pay period. If you forget to submit, all the time you have entered for the pay period will be paid.
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.

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.

What is a Timesheet Approver? Why do I have one?

Your timesheet Approver is an NYU employee or Faculty member who will verify that your timesheet is correct and approve your timesheet before it is forwarded to Payroll for processing. This person may be your supervisor or someone designated as the Approver.

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/denying your requests. This person may be your supervisor or someone designated as the Approver.

How can I determine who my Approvers are?

Reach out to your manager for information on your approvers.

Notifications from PeopleSync

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

You will be notified automatically by email whenever any changes are submitted for your timesheets.

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.

When an employee's time off request is approved or denied, are they notified?

Yes. An email from PeopleSync will be sent to the employee's NYU email.

Will I get a reminder to submit my timesheet?

Employees who have time recorded within the current period who have not submitted
that time will be notified near the submission deadline through an Alert, which generates a notification in the form of 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 and submit your timesheet. Non-exempt administrators and researchers only can use the app to enter time on their timesheet.