Q: How do I find people as a timesheet or time-off approver if I don’t see them in the “My Team” report or employees whom I previously approved for?
A: Employees that appear in “My Team” sections are your direct reports. To find employees assigned to you as “Timesheet” or “Time Off Approver”, either search by name or use the “Employees by Organization” section to find them listed under your TSA/TOA org.

Q: Where are “holiday in lieu of”, “holiday override” or “holiday unpaid” pay codes?
A: These are now called “holiday adjustment”. This is entered as an absence. On the holiday worked, enter a negative amount of time scheduled, and on the day that is taken in lieu of the holiday, enter the regularly scheduled hours.

Q: The system isn’t letting me enter a vacation or sick day for an employee. How do I do this?
A: An employee must be scheduled to work on a day in order to take that day as a vacation or a sick day. HR, a manager, or an approver can update their schedule. This applies to all types of employees.

Q: What is an unmatched timeclock event? Why do I see a warning that there are unmatched items on my timesheet?
A: An unmatched time event appears when an employee clocks in but does not clock out. Note that unmatched time clock events are included in the “Time Exceptions” report. It is natural to have unmatched events during a working day before an employee clocks out. An unmatched event for past days may indicate time is missing from the timesheet. An unmatched event will not prevent a timesheet from being submitted and approved.

Q: Do I have to manually enter schedules for my employees?
A: It is recommended to maintain schedules using the “Assign Work Schedule” for ongoing changes or the “My Team’s Schedule” for ad hoc changes. This is important for clerical and technical employees to ensure their time entry is accurate, and to ensure that other employee populations’ are able to request time off on their scheduled days.

Q: Do I have to manually enter holidays for my employees?
A: If an employee is scheduled to work on a holiday, the holiday will automatically populate on their timesheet except for student workers who must always have the holiday added and approved by their supervisor.
Q: Do I have to approve timesheets on a daily basis?
A: No, you do not. You can approve a timesheet whenever you like during the pay period, but you must approve the timesheet at the end of the pay period. Submitting a timesheet before the end of the pay period does not lock the timesheet.

Q: What information does a supervisor have to provide to PeopleLink in order to correct time or absence before 4/26/21?
A: Time: The position number, the date, the exact time, and the corresponding time code (overtime, shift differential, meals, etc.).
A: Absence: The position number, the date, the number of hours absent, and the corresponding absence code (sick, vacation, etc.).

Q: How can an approver approve a pre-cutover Federal Work Study timesheet?
A:

Non-Exempt Employees

Q: Do I have to clock in and out?
A: Check with your manager to understand your unit’s policy. Every hourly-paid employee has to record their time.

Q: If I have two jobs, how do I find who my Approver is?
A: A new report titled “My Hourly Jobs” has been added to the Time application. This report will display all jobs you currently hold and lists your Manager and Timesheet and Time Off Approvers.

Q: If I try to clock in with a clock device, and the device doesn’t recognize the clock in, how long do I have to wait before I can try to clock in again with the clock device?
A: Employees should record time at clock devices by holding their badge once in front of the device. Employees should not repeatedly wave their badge in front of the device as this may cause the device to create extra punch in and out times which can result in improperly recorded time. Please wait at least 30 seconds before trying to clock in again.

Q: I worked, and the clock did not record my time. What do I do?
A: Check with your manager to determine how to properly record your time and validate your hours. Your manager must submit your hours.

Q: If my schedule defaults from 9 to 5, but I don’t work 9 to 5, who can fix my schedule?
A: Everyone is assigned a default schedule which may or may not align with your actual schedule. Please contact your manager to assign your schedule.

Q: When do I have to submit my timesheet?
A: Employees who enter time manually are encouraged to review and submit timesheets at the end of each pay period. This helps ensure the time worked is correctly recorded. However, if an employee forgets to submit a timesheet; all the time entered for the pay period will be paid.

Q: How do I request time off if I have a schedule that crosses multiple days?
A: For each day, you should put in a separate request for the hours on each day. We are currently working toward a better solution for this.

All Employees Except Students

Q: Where is my carryover time?
A: PeopleSync displays carryover time as part of the total balance. Carryover time is always used before regularly accrued time. Balances starting Sept 1st when viewed using the “Absence Balance” report will show a breakdown of carryover and forfeited time.

Q: How do I see my forfeited balance at the start of the next academic year?
A: From the Absence application, click Absence Balance and change the as of date to Sept 1st.

Q: How do I ensure I get time and absence notifications the way I want to get them?
A: From the menu in the top-right corner in PeopleSync, click “My Account”, then “Change Preferences”. The section at the bottom controls notifications. You can elect for daily, immediate or never for the different notification types. “Approvals” and “Tasks” are the relevant types for notifications relating to time and absence.

Q: If I work a holiday, can I use that day in the future as a day off?
A: This is known as taking “holiday in lieu of”. Your manager or approver can assist with approving and entering this.

Q: My PTO accruals are inaccurate, what should I do?
A: Reach out to PeopleLink at askpeoplelink@nyu.edu to correct.

All Employees

Q: Why are timesheets showing decimals instead of rounding up to the whole number?
A: If a timesheet displays time recorded with decimals, e.g., 34.999, the payroll engine will always round up, e.g., 35.00, and the employee will be paid for 35 hours. This fix is only for 3882 employees. The fix for Local 1 employees is in progress.