

Guide for Superusers

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1. Definitions

Proxy: A Proxy is someone authorized to approve time for a Time Approver when the Approver is not able to do so.

Superuser: A Superuser is one who has been granted the authority to extract (open), view, modify, submit, and approve time sheets for one or more TORG's in order to assure that all time is submitted to Payroll accurately and without delays. Superusers are empowered to do a number of things that it is not possible for Time Approvers to do. These include opening time sheets that have not been opened, filling them out and then submitting them for approval, and approving time sheets in the absence of a Time Approver.

Time Sheet Organization (TORG, pronounced "T-ORG"): A TORG is a group of employees whose time is approved by a single Time Approver.

2. Responsibilities of Superusers

- Superusers are responsible for overseeing the timely submission and approval of Time Sheets. As the end of each pay period approaches, Superusers should review all of their assigned TORG's to make sure that employees have submitted their time sheets and that Approvers have approved them. If time sheets remain In Progress or Pending, the appropriate Approvers should be contacted and reminded to take action. **Note: Only if an Approver or Proxy will not be available should you approve a time sheet in their place.** When you do approve time sheets, ALWAYS include a comment stating why you are doing so, and carefully read any prior comments before approving.
- Superusers should also review all of their TORG's to make sure that no Time Sheets have been assigned to the Error status. All errors causing a Time Sheet to fall into this status must be fixed, or the Time Sheet will not be processed.
- Approvers have until Tuesday at noon to approve time sheets. However, a Superuser can continue to approve time sheets as necessary after that time with the approval of Payroll. Once Payroll begins processing, no more time sheets may be approved. Note: Time Approvers must be advised NOT to attempt to make changes to a time sheet after Tuesday at noon. The system may allow them to make a change on the screen, but changes made after closing time will not actually be recorded.
- Superusers are responsible for intervening when problems arise with time sheets, such as when an employee is unable to open or submit a time sheet or an approver is unable to approve a time sheet due to illness or another unforeseeable situation. **Note:** You are not required to approve any time sheets or make changes to any time sheets if you are not assured that the entries are correct.
- A Comment must be included to document all changes to time sheets. Note: When a Superuser extracts, submits, or approves a time sheet, it will record their name in the routing queue.
- Most Superusers also serve as University Business Officers (UBO's) or directors of organizations.
 - It is the responsibility of UBO's/directors to authorize approvers and proxies for the TORG's they oversee, and to make sure that all employees are assigned to the correct TORG. Reports are available from Heather Buchanan in Human Resources. All Approver changes should go through the UBO/Director to Ms. Buchanan. *See Proxy section below for additional information.*

- UBO's/directors are also responsible for contacting and re-educating employees or Approvers who continue to submit errors or otherwise fail to conform to accepted practices for submitting and approving time. There should be open communication between Superusers and all of the Approvers in their areas to make sure that Approvers are aware of their responsibilities and that Superusers are there to assist them if needed.

3. What a Superuser Should Know About Proxies

General guidelines for choosing a Proxy have been provided to Time Approvers:

1. Proxies should hold the same or very similar fiscal responsibility as the original approver.
2. Proxies should be at the same or higher supervisory level as the original approver.
3. Proxies should not be allowed to approve their own time sheets.

However, finding a Proxy who meets all these criteria is sometimes a challenge. Therefore, Superusers have the authority to approve proxies who may not fit the criteria listed above. In certain situations where Proxies may end up approving their own time, Superusers should make a special note to review the time to verify its accuracy before the submittal deadline.

Things to Remember

- All Proxy requests should be sent to Heather Buchanan at buchheat@isu.edu.
- Superusers must check to make sure that each Approver has at least one Proxy set up, and will work with Approvers and Proxies to make sure that the Proxy has the necessary access, following the instructions included below.
- If an Approver does not have an active Proxy and the Approver is unable to approve time sheets, the Superuser will need to approve the time sheets as appropriate.

Activating Proxies: Once a Proxy is approved and set up, Approvers must activate their Proxies as follows: Click on the **Update Approval Proxies** link in the **Time Approval Channel** in BengalWeb. The Proxy Set Up screen appears. Click on the down arrow next to the name field and select designated Proxy from the list. Check the Add/Remove box, then click **Save**.

All Approvers should have one active Proxy. Before a situation arises where the Proxy is needed, each Proxy should make sure they have access to the TORG's for which they might be required to do approvals. Instructions for "Accessing Time Approvals as a Proxy" can be found at <http://www.isu.edu/tigeri/training/webtime/MoreInfoApprovals.html>. If Proxies find they do not have access, they need to make sure their Approvers have activated them. If they have been activated, then the Proxy should contact the IT Service Desk at x.4357 to resolve the problem.

Approvers may have more than one Proxy set up. An approver can also activate and deactivate a Proxy at any time through the **Update Approval Proxies** link in the **Time Approval Channel**.

4. Quick Steps to Viewing the Time Sheet Queue

1. Log on to bengalweb.isu.edu.
2. Go to the **Employees** tab.
3. Click on **Act as Superuser** in the **Time Approval** channel.
4. Choose the **Pay Number** (pay period number, 1-26) that you wish to view.
5. Choose a specific **Department**, or choose "All" to see all of the employees in your College/Department.
6. Choose **Sort Order**.
7. Click **Select**.
8. You will see a list of all employees (as long as one person in each TORG has opened their time sheet).

5. How to View the Time Sheet Queue (detailed)

Log on to bengalweb.isu.edu. Go to the **Time Approval** channel found on the **Employees** tab, and click on **Act as Superuser**.



The screen shown at the right appears. Use the drop-down menus to select the correct **Pay Number** (pay period number, 1-26) and the desired **Department**. Choose your preferred **Sort Order** and then click **Select**.

Note: **Pay ID** will always be BW, and **COA** will always be 9.

You will now see a list of employees belonging to the TORG's you chose.

Refer to the table below to find out what actions you might take.

Pending							
ID	Name and Position	Required Action	Total Hours	Total Units	Queue Status	Approve or Return for Correction (Inactive)	Other Information
000516997	Linda Nye T30048 - 00	Override	9.50	.00		<input type="checkbox"/>	Change Time Record
000519163	Denay Maree Parks T30048 - 00	Override	5.50	.00		<input type="checkbox"/>	Change Time Record
000510076	Sara Elizabeth Shatto S20047 - 00	Override	8.50	.00		<input type="checkbox"/>	Change Time Record
In Progress							
ID	Name and Position	Total Hours	Total Units	Other Information			
000502645	Linda Lee Davis 101400 - 00			.00	.00	Errors	
000502988	Christina A Ford 103900 - 00			.00	.00		
Not Started							
ID	Name and Position	Other Information					
000508435	Phyllis Renay Armstrong T30048 - 00	Extract					
000508435	Kenneth A Brown	Extract					

6. Possible Actions According to Time Sheet Status

Status	What	Possible Actions	How
Error	The time entry record contains one or more errors and must be corrected before approval.	*ERROR* No hours entered. (This happens when a time sheet is submitted with no hours.)	The Approver/Superuser needs to record the appropriate hours.
		ERROR Submit not allowed. (This happens when an Approver clicks on Approve and then uses the back button on the browser.)	The Superuser will now have to go in and Approve the time sheet.
		ERROR No approval routing queue established. (This happens when the approval deadline has passed and payroll has prohibited access.)	The Superuser will now have to contact Payroll to process the time sheet.
Not Started	Employee has not opened their time sheet.	Extract (open) time sheet if you know hours need to be entered. Note: Classified/Non-Classified/Faculty will be paid even if they don't submit. <i>Only go into the time sheet when you know an exception needs to be recorded and the employee is unable to do so. If necessary, the exception time can be recorded on the next time sheet.</i>	Click on Extract to the right of the employee's name and enter the appropriate hours. Enter a Comment documenting what you have done. Submit the time sheet.
In Progress	Time sheet has been opened, but not submitted.	The time sheet needs to be submitted if there are hours in the time sheet that should be paid. Note: If there are no hours in the time sheet, then nothing needs to be done.	Click on the employee's name to bring the time sheet up, then click Submit .
		ERROR Time transaction already exists.	If possible, have the employee restart their time sheet. If not, then the Superuser will need to. Caution: Restarting clears all hours out, so make sure copy of the time sheet is printed first.
Pending	Time sheet has been submitted for approval.	If the Approver is not able to approve a time sheet, and the hours are correct, then the Superuser should approve the time sheet. When a Superuser approves a time sheet, it is overridden.	Click on the employee's name and click on Approve .
		If the time sheet needs to be corrected before being approved.	Click on the employee's name, then click on Change Record . Make the necessary changes to the time sheet, enter a Comment , and then Submit the time sheet.
Approved	Time sheet has been approved.	No action needs to be taken.	
Overridden	Time sheet has been approved by a Superuser.	No action needs to be taken.	
Completed	The time sheet has been fully processed through the Mass Time Process (PHPMTIM).	This means that the information from Web/Department Time Entry has been moved into electronic timesheets for Payroll to process. No action needs to be taken.	