Web Time Entry-Frequently Asked Questions

1. Who uses Web time entry?
All Non-exempt staff are required to enter their time via Banner Self-Service beginning with the pay period that begins on October 12th and ends on October 25th.   All Maintenance, Grounds and the JCU Police Department will begin web time entry in 2015, pay period to be determined.

2. How do I find the web time entry system?
Time sheets are done through the JCU Banner Self-Service system. You may go directly to the site at https://web4.jcu.edu/pjcu/twbkwbis.P_WWWLogin.

3. What information do I need to enter my time via the Web?
You need to know your Banner identification number and your self-service pin number. If you do not know your Banner ID contact Debbie Schmitt (ext. 4456) or Jean Tibbs (ext. 4457) in the Payroll Office.

4. I've forgotten my Banner Self-Service pin number. How can I find out what it is?
Visit https://web4.jcu.edu/pjcu/twbkwbis.P_WWWLogin You will be required to enter your Banner ID, select the Forgot Pin? button, you will be prompted to answer the security question you have setup. Once you answer the question you will be able to reset your pin number.

5. Can I change my Banner Self-Service pin to something I'll remember better?
Yes, once you've logged into the system, click Personal Information and then click Change Your PIN.

6. What if I log into the Self Service system but I am not able to bring up a time sheet?
Contact the Debbie Schmitt at ext. 4456 or Jean Tibbs at ext. 4457.

7. When do I enter my time into Banner Self-Service?
You can begin entering time the first day of the pay period through the Monday following the end of the pay period.   Time sheets are due by noon on the Monday following the end of the pay period. For more information about timekeeping and paydays, review the payroll schedule here.

8. What do *biweekly* paid employees enter on their time sheets?
Biweekly employees should enter their times in and times out on a daily basis for regular paid time. For example, an hourly employee who arrives at 8:30 a.m. and goes to lunch at 12:00 p.m. should enter the self-service system before they leave for lunch and put the time in (8:30 a.m.) and time out (12:00 p.m.). After entering time, that employee may hit the "save" button until the next log-in.

Alternatively, an employee may document time in and out throughout the day on a piece of paper or in their calendar and then enter all of the information into the Web time sheet at the end of the day.

In addition to regular work time, all paid leave time (such as vacation, sick, holiday, mission, jury

duty, etc.) must be entered into the proper categories as the leave is used.

9. Do I still need to get approval from my supervisor to work overtime if I am paid bi-weekly?
Yes, you need to review with your supervisor and receive approval if overtime work is required in your department. John Carroll University always pays overtime to a non-exempt employee who is required to work overtime, or whose supervisor is aware of the overtime. However, if you are planning to work overtime, or want to work overtime and your supervisor does not know that, don't do it.

If you like to come to your desk half an hour before your official starting time, you should not be working during that time without the permission of your supervisor. If being at your desk early means that you cannot help working (the phone is ringing, visitors coming in, etc.) then you should not be sitting at your desk during non-working hours. Most departments do not have the budget to pay substantial overtime, so you should not be working overtime without the specific approval of your department.

10. As a biweekly employee, I sometimes work a shift that crosses over midnight. How should I enter those hours?
You must enter your pre-midnight hours on one day and your after-midnight hours on the next day. Save as you enter your hours.

11. I only see one week of time on my timesheet. How do I get to another week to enter time?
Click the "Next" button at the bottom of the page.

12. What does the "Copy" button do?
If you have the same amount of hours each day and need to enter it several times, you can copy your most recent entry into other days. When done selecting the days, click "Copy" at the bottom of the calendar.

13. What is the "Comments" button for?
Use this area to leave a note about your hours for your time approver, if necessary.

14. After I enter my hours, what should I do?
Click the "Save" button near the middle of the page.

15. What if I enter the wrong information on the time sheet?
If the time sheet has not been submitted, click on the incorrect hours within the calendar. In the hours entry box, delete the old hours and enter the correct ones. Click the "Save" button.

If the time sheet has been submitted for approval, contact your supervisor who can make changes and add comments to the time sheet prior to submission to payroll. The approver also will be able to submit corrections for a prior pay period.

16. What if I am sick or on vacation and can't access the Web time entry system?
You will be able to enter time in the Web time sheet after you return to work, provided the pay period has not ended. If your time sheet already has been submitted for approval, contact your approver who can arrange to have the time entered for you.

17. When and how do I submit my time to my supervisor?
You should submit time at the end of the pay period. After logging into your timesheet, simply click the "Submit for Approval" button at the bottom of the page. You will be asked to enter your

pin number for confirmation. Once you submit, your timesheet is locked and you cannot make further changes.

18. What if I forget to submit my time sheet?
The system will not produce a paycheck for biweekly employees if your Web time sheet is not submitted or approved before the system deadline. If you forget to submit your time sheet while you are out of the office, you should access the time sheet from a computer with Web access or contact your departmental approver who will coordinate with payroll to have your time entered and submitted.

19. One of my employees accidentally submitted their time before the end of the pay period. How can I unlock their timesheet so they can make corrections and continue entering time for the period?
Select the employee from your list of employees. Click "Return for Correction." Be sure your employee knows you've unlocked their timecard and that they must again click "Submit for Approval" once they've reached the end of the pay period.

20. At the end of the pay period, I've found that one of my employees' time records is not accurate. What should I do?
If it is the end of the pay period, it is recommended that you do not "Return for Correction." Instead, talk with the employee and enter the correction yourself.

21. How do I know if my biweekly employees are entering their time daily?
On your "Department Summary" screen, you will see "Not Started" if an employee has not opened their timesheet in the current pay period. Check this regularly and require biweekly employees to enter time daily.