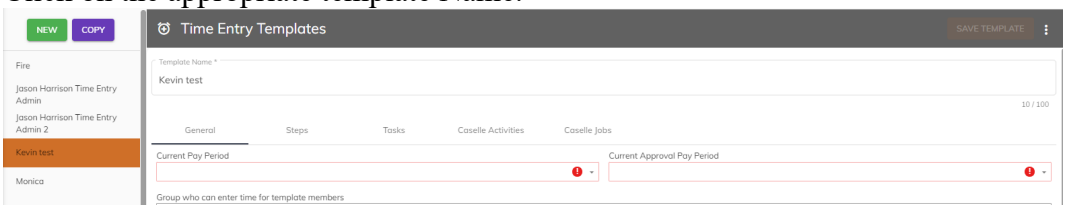
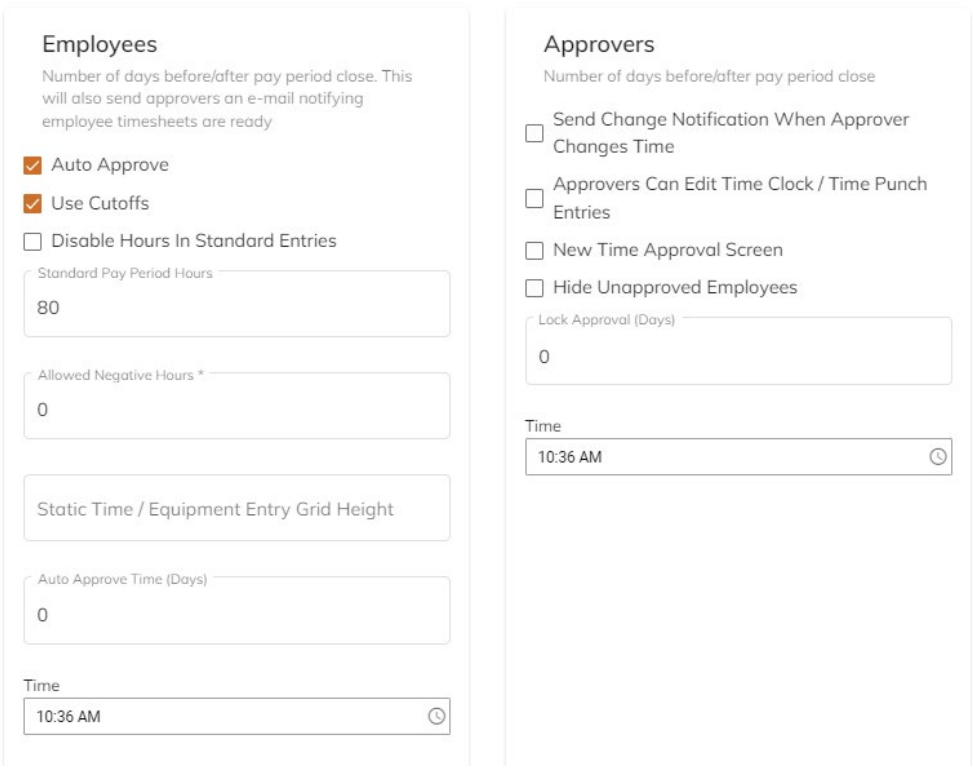
Troubleshooting miTime

1. Can't log in
    a. Is the welcome email more than three days old? If so, it expired, and a new welcome email should be resent.
    b. Did the employee click on the link more than once? If so, it is a secured link and can only be used once. A new welcome email should be resent.
    c. Is the employee's default browser Internet Explorer? Microsoft does not support; they may be able to copy the internet address that tries to open in another browser.
    d. Employee has logged in the past but can't now; verify caps lock/num lock etc. Use the "forgot password" button, it will automatically resend the welcome email
2. Payroll cut off was Monday, but Monday was a holiday. Everyone is locked out. Employees/Supervisors need more time to approve.
    a. Log into miPayOnline, go to Administration – Time Setup – Time Entry Templates.
    b. Click on the appropriate template Name.



    c. Set the Current Pay Period field back to the payroll you want employees to be able to make changes in.
    d. Set the Current Approval Pay Period back to the payroll you want supervisors to be able to approve time for.

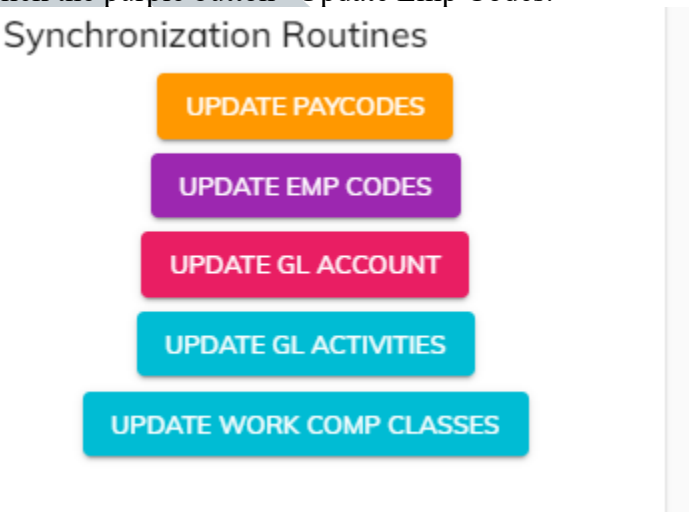
e. Expand out the date and time for Auto Approve Time (Days) and Time in the Employees box.



f. Expand out the date and time for Lock Approval (Days) and Time in the Approvers box.
g. Click Save Template.
h. Repeat for each impacted template.
i. Remember to set the date and time back after you finish this payroll.

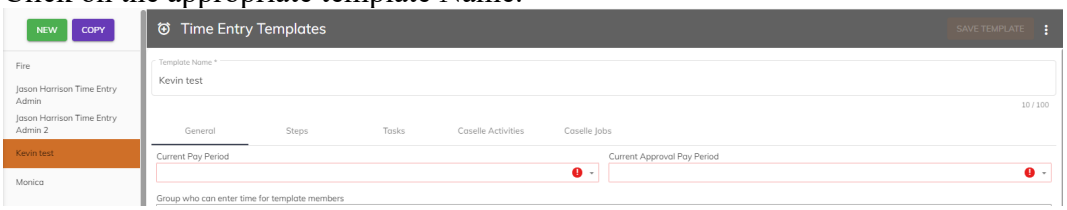
3. The employee can't see a task to enter on the timesheet.
   a. Does the employee have the related pay code?
      i. Open Connect – Payroll – Employees – Modify Existing Employees.
      ii. Select the appropriate employee.
      iii. Click on the Pay Codes tab and verify the pay code is assigned to the employee
      iv. Verify the pay code does not have a start/end date, or if it does that it does not conflict with the current pay period
   b. Is the task added to the template the employee is assigned?
      i. Log into miPayOnline, go to Administration – Employees – Employees.
      ii. Select the appropriate employee to confirm the Time Entry Template the employee is assigned.
      iii. Go to Administration – Time Setup – Time Entry Templates.
      iv. Select the template the employee is assigned to. Click on the Tasks tab and verify that the related task is in the Task list on the right side of the screen.
   c. Was the pay code added to the employee yesterday/today?
      i. Log into miPayOnline, go to Administration – Time Setup – Time Tasks.

ii. Click the purple button "Update Emp Codes."



d. Does the employee have a filter on the timesheet or just not have the code as a standard entry?
   i. Have the employee log into mipayonline, go to Time – Time Entry or Time Punch.
   ii. Click the orange plus button on the left + . Use the drop-down to add the task.

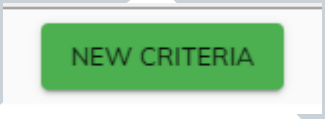
4. Pay Period did not advance (you should receive an email), and employees cannot enter time.
   a. Log into miPayOnline, go to Administration – Time Setup – Time Entry Templates.
   b. Click on the appropriate template Name.



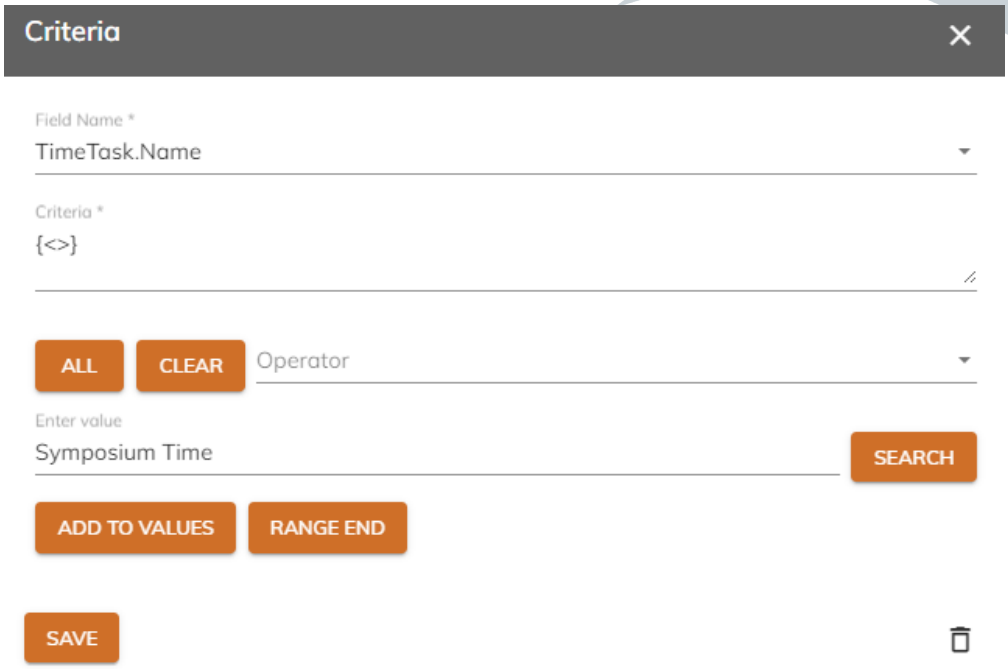
   c. Set the Current Pay Period field to the current payroll you want employees to be able to make changes in.
   d. Set the Current Approval Pay Period to the current payroll you want supervisors to be able to approve time for.
   e. Save the template.

5. Need to record time for an employee but do not want to pay the time or download it to payroll.
   a. Log into miPayOnline, go to Administration – Time Setup – Time Tasks.
   b. Create a task and connect it to a pay code the employee(s) will have assigned to him/her in payroll.
   c. Add the task to the Time Entry Template that the employee(s) is assigned to.

d. Go to Download Time. Click the green New Criteria button in the middle of the screen.

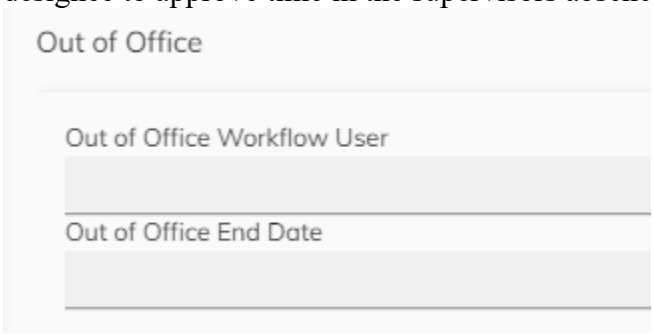


e. Select "TimeTask.Name" in the field Name.
f. Click the dropdown for Operators and select "Not Equal To".
g. Click the Search button at the end of the Value field and select the task you just created.



h. Click Add to Values.
i. Click Save
j. Click the three dots in the upper left of the Download Time screen and save the definition or save it as a new definition (so the site will remember not to download this task).

6. The supervisor is out and did not approve the time.
   a. The supervisor can use his/her profile to set an out of office user. This allows the designee to approve time in the supervisors absence for the alloted time.

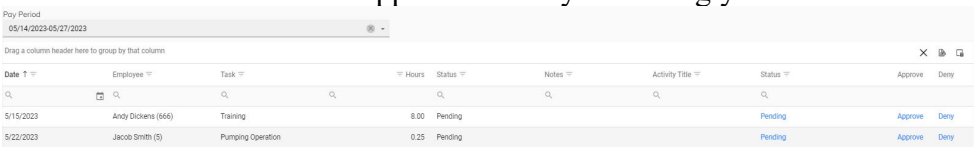


   b. As a site administrator, you can set an out-of-office user for an approver.
      i. Log into miPayOnline – Administration – Employees – Employees.
      ii. Select the Approver who will be out.

iii. Scroll down in the pop-up to the "Out of Office" section and assign a substitute approver and an end date.

c. As a site administrator, you can provide a permanent backup to the approval group.
   i. Log into miPayOnline – Administration – Employees – Groups.
   ii. Select the approval group for the department.
   iii. Add a backup approver and save.

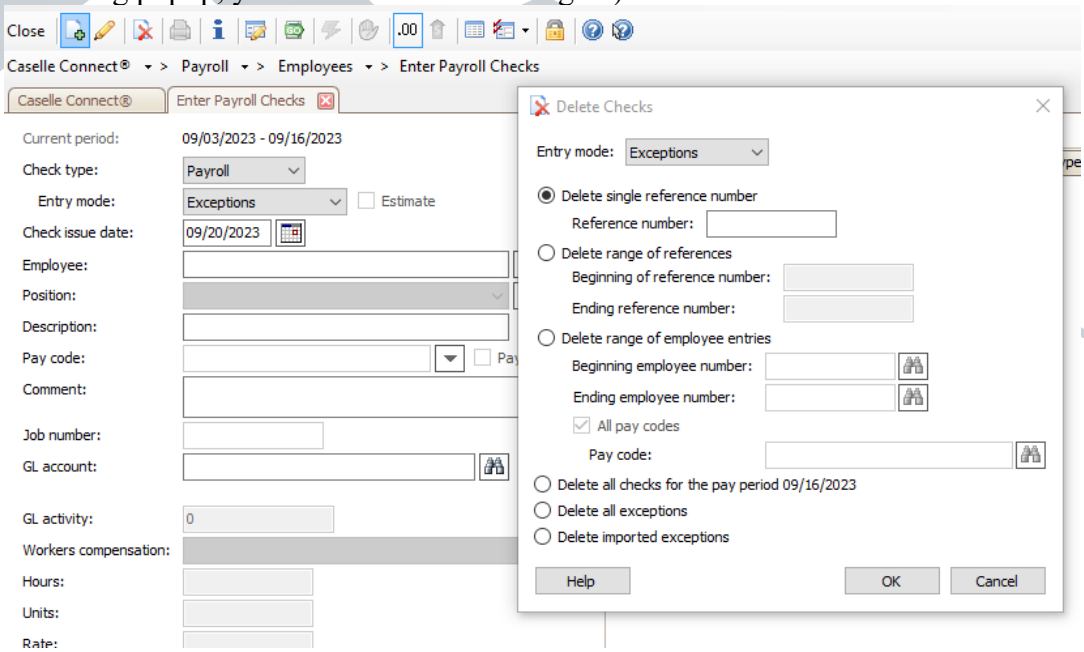
d. Payroll can approve entries individually.
   i. Log into miPayOnline – Approvals – Payroll Time Review.
   ii. Select the pay period.
   iii. You can filter for "Pending" in the Status field.
   iv. Review each line and click Approve or Deny accordingly.



   v. This step will bypass any approval steps and have the time ready for downloading.

7. Can't save timesheet, leave hours are negative.
   a. On each task, you can control whether you will allow employees to submit time with a negative balance. Keep in mind that the "balance" is the balance as of the last check stub that is loaded to miPayOnline less the time used on the timesheet. Time being earned in the current pay period is not included in the balance.
8. How to print timesheets.
   a. While in the Time Entry/Time Punch screen, employees or supervisors can click the three dots in the upper right to print timesheets.
   b. Only timesheets that the user has access to will print.
9. Time is entered on the wrong day – I entered it on Monday, but it shows up on Tuesday.
   a. Verify the time zone that the computer is using is correct.
   b. Verify the computer being used is set to use daylight savings time.
10. Can't punch because of location restrictions.
   a. Verify that the location tracking/gps is active on the device the employee is using.
   b. Log into miPayOnline – Administration - Time Setup – Time Entry Templates.
   c. Select the template the employee is assigned to.
   d. Scroll to the bottom and verify that "Track Punch Location is set and the associated map is drawn correctly. Sometimes an accidental dot is drawn on the map, severely limiting where employees can log in.
   e. Verify the appropriate IP Addresses are allowed. You can confirm an IP address by opening a web browser on the computer you want to allow entry for and typing "what's my IP address".
11. We downloaded time to payroll/timekeeping more than once.
   a. Remove hours from Payroll
      i. Open Connect – Payroll – Employees - Enter Payroll Checks.

ii. Click the delete button at the top of the screen (if you don't get the following popup, you need to click delete again)

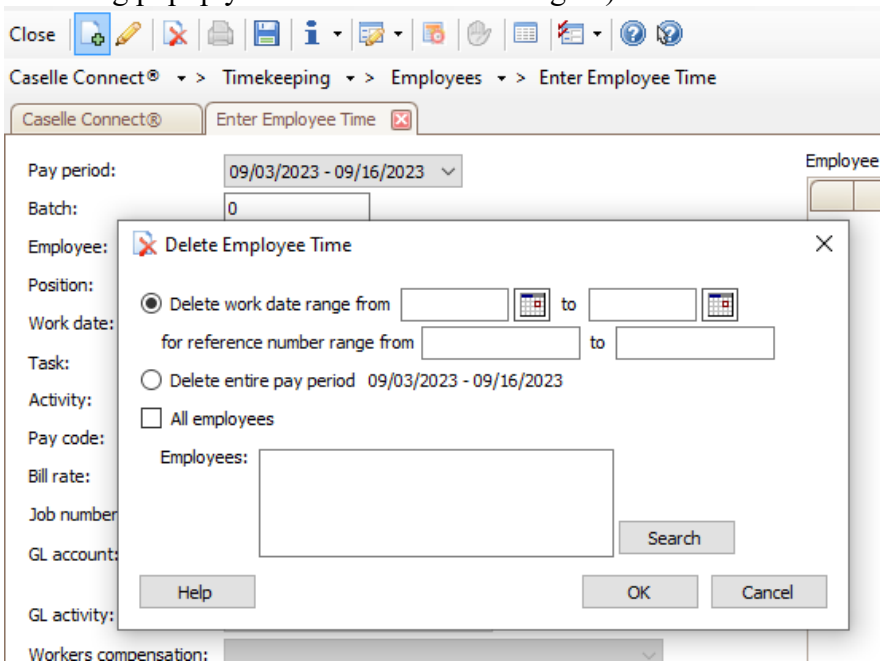


iii. Click the option to Delete imported exceptions and press OK. If you imported through miExcel too, you may want to delete a range of references instead.

b. Remove hours from Timekeeping

i. Open Connect- Timekeeping – Employees – Enter Employee Time

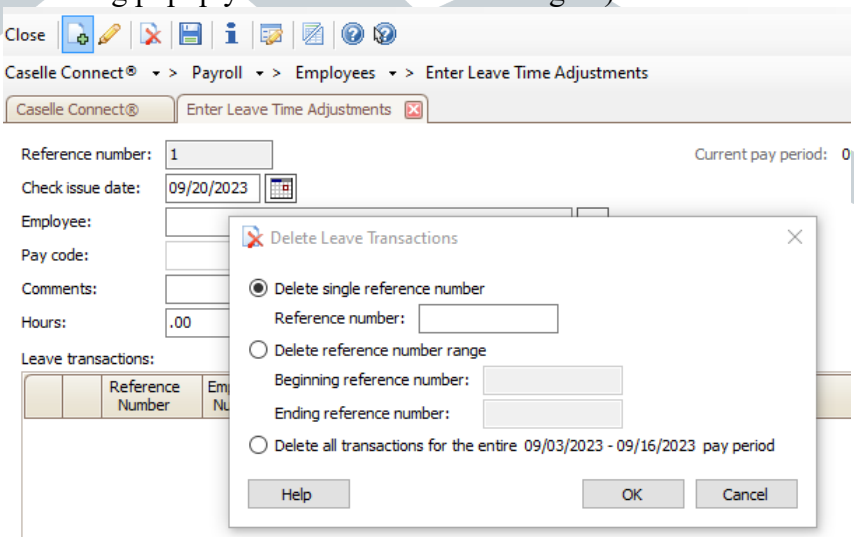
ii. Click the delete button at the top of the screen (if you don't get the following popup you need to click delete again)



iii. Click the option to Delete entire pay period and press OK

c. Remove comp time earned

i. Go to Payroll – Employees – Enter Leave Time Adjustments
ii. Click the delete button at the top of the screen (if you don't get the following popup you need to click delete again)

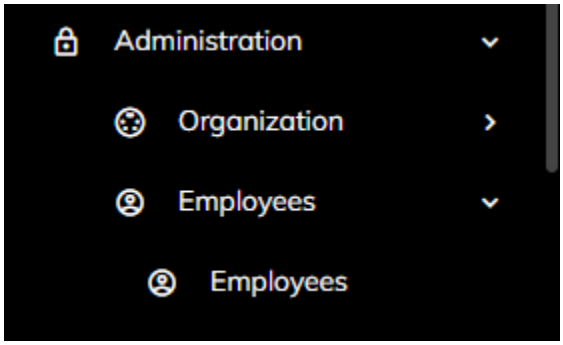


iii. Click the option to delete all transactions for the entire pay period and press OK. If you already calculated leave time or did other manual adjustments you will want to delete the range of references instead.

d. Download time from mipay again to have one clean set time of hours.

12. Removing Standard Hours from an employee in miPayOnline

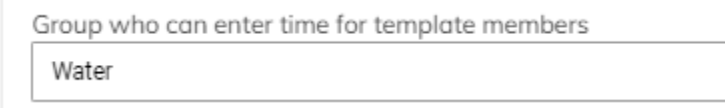
a. Log into your miPayOnline account and go to the Administration – Employee Menu



b. Select the terminated employee, and note the time entry template

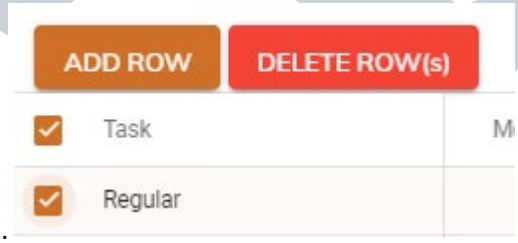
c. Go to Administration – Time Setup – Time Entry Template.

d. Select the template and make sure the payroll group can enter for the template.

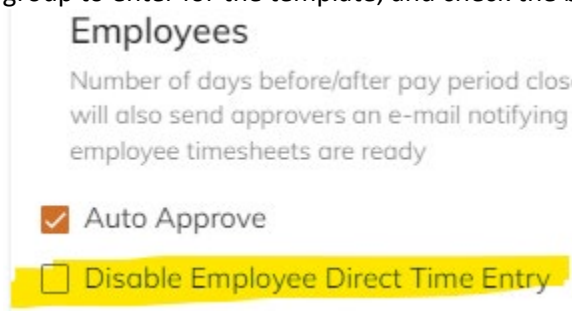


e. Click Time – Time Entry

f. Click the Set Standard Entries button

g. Check the box to the left of the standard entry lines and click “Delete Rows” and click Save. 

13. Can’t save a template for an employee in mipay – This is caused when the employee doesn’t have an email address. Use the Quick Template Assign option.
14. Want to test the time entry without letting employees touch it? Make sure you have set a group to enter for the template, and check the box to disable employee direct time entry.



15. Common Reports in miPayOnline
    a. Hours Report – This report will show each employee (that you have access to see), and a summary of hours by task/pay code. The last column will show A for approved and U for unapproved.
    b. Missing Time Report – This report will show any employee who has fewer than their standard hours recorded.
    c. Timesheet by Department – This report will show you the task/pay code and hours coded for each employee for each day. The last column will show A for approved and U for unapproved. Notes recorded by the employee/supervisor are viewable on this report.