

Delegation Request FAQ

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1. What is a CalTime delegate?

A delegate is an individual that has been temporarily granted access in CalTime to review and update an employee timecard on behalf of another supervisor.

2. Who can request a delegation?

A delegation request must be submitted by the immediate supervisor authorizing a delegate update access to their direct reports timecard information. If the immediate supervisor is unable to submit the request, an HR partner or Department Manager may submit the request. Note: you cannot be granted supervisor delegate access to your own timecard.

3. Who can be a delegate?

Detailed delegate requirements may be found on the CalTime website in the section "[Choosing a delegate.](#)"

The delegate must have first-hand knowledge of the accuracy of employee timecard information and must know how to use CalTime.

The employee receiving delegation access should be of such a level to carry out the authority given such as an equivalent manager or supervisor position (students are not permitted to be delegates) but does not necessarily need to be on the same level organizationally as the delegate (i.e. an AVC can delegate to a lower level manager because they carry the same level of authority among their staff).

In general, a delegate must have managerial responsibility documented as part of their job description. This is typically conveyed by their job title designation as a Manager and Senior Professionals (MSP) or Supervisor job title. The CalTime team will refer to the [UCOP job title and pay plan](#) to ensure the delegate's job title is equivalent to the manager or supervisor delegating responsibilities.

4. What is expected of a delegate?

A delegate may assist with the following:

- Review an employee's timecard and assist an employee with questions
- Update the employee timecard entries in rare cases when an employee is unable to perform the update or is temporarily experiencing technical issues.
- Assist the primary supervisor by viewing who has not submitted and approved their timecard and following up with employees to make sure the employee has submitted and approved the information by the approval deadlines.
- **The supervisor must still approve the timecard**, however in rare cases if the supervisor is on vacation or temporarily on leave, the delegate may approve the employee's timecard on the supervisor's behalf. Note: It is the exception and not the rule for a delegate to approve an employee's timecard. The supervisor is

required to approve the employee's timecard even when a delegate has been established.

5. How to request a delegation?

A delegate request may be submitted via a google form or via a mass update form (if delegating access to greater than 5 employees. You may locate the [request forms](#) on the CalTime website.

6. How long does it take for a delegation request to be processed?

The estimated time to process a delegation request after the request has been submitted to the CalTime Team is 5 business days. This timeframe assumes that the delegate request information that was submitted is complete and accurate and complies with the delegation guidelines posted on the [CalTime delegation webpage](#). During peak hiring periods such as January or September processing can take 1-2 weeks. Large change requests & peak times (holiday periods) require longer processing time.

7. How long will a delegate retain access?

Delegation access is granted for up to one year maximum. In general, delegation access is for temporary purposes only and the best practice is for the Supervisor of record to review and approve their employees timecard.

8. What is expected of the employee's direct manager or supervisor when a delegate has been established?

Although a delegate may be established, the original supervisor will retain systems capabilities within CalTime and still have the ultimate responsibility for the accuracy and completeness of the employees' timecards.

9. Will a delegate receive timecard and caltime notification reminders?

Both the supervisor and delegate will receive one timecard approval email reminder shortly before the timecard approval deadline. However we recommend subscribing to the [bCal calendar](#) and you can set up more frequent reminders based on your preference. Detailed instructions regarding adjusting calendar notification settings may be found at [Google Calendar help](#).

10. Can a student be a delegate?

No. Students cannot be granted delegation access. No exceptions will be granted. This topic has been discussed with the Office of Ethics, Risk and Compliance Services and the decision was made that students should not have this role. The employee receiving delegation access should be of such a level to carry out the authority given such as an equivalent manager or supervisor position (students are

not permitted to be delegates). The delegate should carry the same level of authority as the person who is delegating responsibilities but does not necessarily need to be on the same level organizationally as the delegate (i.e. an AVC can delegate to a lower level manager because they carry the same level of authority among their staff).

11. Can a delegate request be denied?

Yes. A delegate request will not be approved for one or more of the following reasons:

- if the information provided does not comply with the delegate policy and guidelines posted on the CalTime website
- Information provided is incomplete
- Business reason for the requesting a delegate is not sufficient
- The delegate does not carry the level of authority necessary to hold supervisory responsibility

12. I previously had delegation access and now my request has been denied?

The circumstances of your request may have changed and no longer complies with our delegation policy. We are also now taking a more proactive approach to vet the requests that are being submitted including reviewing whether the submitter has the authority to submit the request, the business reason is valid, and the delegate has the level of authority to perform the functions of a delegate.