

Who do I contact for support?

Tier I support [Who's your Tier I support professional?](#) Please visit your building directory.

[Mary Shevik](#) in payroll, can assist you with payroll or pay-timing issues. x7517

Contact your site related HR Specialist if you think something is set up wrong (pay codes, rates of pay, schedules, etc.) [Click this link to find who to contact in HR....](#)

Your supervisor (principal in most cases) can submit your True Time time sheet for you (but cannot edit). They can also submit time off requests for you in the event you cannot be there to do so.

How do I get my True Time ID code?

Contact the Tier I support person designated to your building they can give you a code. [Tier 1 support assignment list.](#)

My schedule is incorrect/not listed, who do I contact?

Your supervisor or the building lead administrative support professional can email your building HR Specialist.

Should I review my timesheet?

YES. During the week, you will make live (meaning you scan your finger on the time clock or clock in on Skyward) that may need to be adjusted. You can always (and should) review your time sheet at least once per week, prior to the Friday submission, to make sure all of your time is recorded correctly. You can make manual corrections by viewing the time sheet on Skyward. You should submit a time sheet each Friday

What if I am absent Friday and cannot submit my time sheet?

If you are gone on a Friday, you must submit your time sheet first thing on Monday and it will still be sent to your supervisor. If something is not submitted and approved, it will not go to payroll, and as a result, may not get paid until the next time period.

If there is a catastrophic event, your supervisor has the ability to submit AND approve your time sheet, however this should only be used in a last-case scenario to maintain data integrity.

Where's the status of my time sheet (employee submitted, supervisor approved and sent to payroll)?

If you go into your time sheet history on Skyward, you can actually see the time stamp of when you submitted to supervisor and if the supervisor has sent it to payroll. [Here](#) is a tutorial that will walk you through the steps to view the status of your time sheet.

Will the amount of my check fluctuate?

All non-exempt employee pay will be directly linked to how many hours are clocked and submitted on True Time. True Time will automatically take into account any approved time off requests, as well as holiday pay. This may lead to fluctuation in your check. As always, if you would like to any of your tax [withholding](#), [direct deposit](#) information or [403\(b\) setup](#), please refer to the [staff resources page](#) for the applicable forms and return them to HR. Please contact your HR Specialist if you need help selecting the correct form.

I am getting this error (you cannot clock in on days you are non- scheduled), what do I do?

This means your normal typical working schedule has not been entered into True Time. Please have your building administrator or administrative assistant email your daily schedule (work start time, work end time, total hours per week) to rebecca.edberg@isd624.org.

Do I clock out for meal periods or breaks or split shift schedules?

If you are taking a break for 15 minutes or less you would not clock out for break. This is considered paid time.

If you are taking a meal break or scheduled unpaid break during the day, you should be clocking out for this time. There is a “hamburger” icon on the web version of True Time or a “lunch” button on the time clock to facilitate marking the start of your unpaid time. You would then clock “in” when you return.

You would also use this “hamburger” lunch icon to clock out between shifts if you are a split-shift employee.

Is this module accessible via mobile?

*Skyward does have a mobile app. You can download it from the Apple store or Google Play Store. The full Skyward suite is accessible via the mobile application. **The True Time module will only work when connected to District Wi-Fi.***

Once you download and launch the app, your Tier I support person can help you use the mobile app, but cannot assist with cell phone operation.

You cannot submit your time sheet from the mobile app.

Does the system round at all?

Yes, the system allows for a window of acceptable clock-in and clock-out times based on your schedule and timekeeping rule. Generally speaking, if you clock in within 7 minutes before or 6 minutes after your scheduled start time, the system will round to the start time on your schedule. Generally speaking, if you clock in within 7 minutes before or 6

minutes after your ending time (per your schedule) the system will round to the end time on your time sheet. Both of these rounding rules are dependent on your schedule being up to date. If it is not rounding properly, please verify your schedule and email your HR Specialist if something isn't working right.

If you clock in outside of the "7-minute window", the system will NOT round. The recorded start/end time of the day will reflect your true clock-in/clock-out time, potentially incurring extra time on your weekly timesheet.

Do I need to record my time off via True Time?

You will not request time off of any kind in True Time. You will do that in the **Time Off** area of your Skyward Employee Access. Time Off is on the "ribbon" of your Skyward Employee Access home screen. After your supervisor approves your time off request, those hours will automatically populate in your True Time sheet. If you do not see your time off request in your time sheet, you should not submit it, as those hours will not be paid.

What is Comp (compensatory) Time?

Compensatory Time (Comp Time) is accrued paid time for hours worked above 40 per week (or 8 per day for custodians). It accrues at a rate of 1.5 per hour above 40 worked. This is time that you can defer for use via time off request, at a later date, compared to overtime, which you are paid for during that pay period.

To request Comp Time, when you are submitting your timesheet, elect "Submit and Request Comp Time". To request payment for all hours above 40, elect "Clock Out and Submit". These hours will appear in your "Time Off" setup area for use.

To use Comp Time, put in a time off request using Comp Time as the code/bucket. The time off will draw from your paid time off bank, similar to how you currently use sick leave. **Any existing comp. time balances will be paid out with the last payroll in the fiscal year.** Each year, comp. Time off balances are re-set to zero.

How to do I plan for unpaid weeks/days or for the unpaid summer months?

There is a way to elect funding into a secondary account so that you have savings for summer months and/or seasonal unpaid days. To correctly set this up:

1. Open up a second savings or checking account at your local financial institution
2. [Download and submit an updated direct deposit form to HR](#)
 - a. Indicate the separation of funding for both accounts -
 - i. One of which will be your everyday spending
 - ii. The other will be deferred in your bank for summer spending (amount to be deferred each check)
3. Use the money in your second account for unpaid days/summer spending

To properly figure out how much you should be sending to your secondary account is a personal decision and should be thought through with the help of a financial advisor and/or banker.

When I look at my paychecks, should I be able to see the days that are being paid?

Yes, you should be able to see on each pay check the time sheets that are tied to the pay check. Alternatively, you can also go into True Time, click on the time sheet in your history, and see which check those hours were paid out on.

When I submit my time for the week, if I have anything over 40 hrs I get the pop-up box acknowledging this. I believe I automatically get paid for this time, correct? Do I have the option to relegate it to comp time instead? If so, how do I do that?

The default is to be paid for any hours worked above 40. If you want comp time, you have to elect it.

Why don't we get paid/comp for extra time during a week with paid time off? If I'm taking Friday off, it's likely that I'll want to make sure I'm getting stuff done that week before I leave. If I'm taking paid time off that I've earned, why don't I get credit for the extra time? Is it that we get paid for that time, just not at time and a half (and not eligible for comp)?

OT and Comp time are based on hours worked above 40 (or 8 in a day for Custodians), not including any time off.

If hours worked ≤ 40 + paid time off ≤ 40 or more, you would be paid straight time for the extra hours, not 1.5 times your hourly rate for the extra hours.

Why are there two times (sometimes) on my timesheet record? Once is in parenthesis and the other is not.

The time in and out of the parenthesis should be the initial clock in/out and then the rounded number based on the timekeeping rule settings.

If someone hard-enters their start or end time, there will be no rounding in effect so the two values should be the same, overriding the rounding rules.