

## FREQUENTLY ASKED QUESTIONS (FAQ)

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### Logging In

1. How do I set up my cell phone so I can use the UKG system?

a. Download the UKG Pro (UltiPro) app.



UKG Pro (UltiPro)

The Ultimate Software Group, Inc.

3.0 ★ 1M+

b. Enter Access Code: YOUTH

c. Login information (username and password): Same as MY YCS

d. Can save fingerprint sign on for convenience.

e. Download UKG Dimensions App.



UKG Dimensions

Kronos Incorporated • Business

1.7 ★ 100K+

f. Enter Tenant URL: <https://youthconsultation.prd.mykronos.com>

g. Login information(username and password): Same as MY YCS

2. I am locked out UKG and/or I need my password reset. The system says “contact administrator” and the account is on hold.

a. Email [timekeeping@ycs.org](mailto:timekeeping@ycs.org) for password assistance or if you’re locked out.

## Punching In/Punching Out






1. I am not able to punch in; it says that it “can’t find a location” or it sometimes says “low accuracy with GPS”. How do I fix this?

- Location services work better on Chrome and Microsoft Edge. If not using one of these browsers, try one of these browsers first. If this doesn’t work, then continue below.
- Enable Location Services on your Web-browser by clicking “Yes” when asked to allow Location Services, or
- Enable Location Services on cell phone or tablet by following the instructions below:

### iPhone IOS

- Go to Settings > Privacy > **Location Services**.
- Make sure that **Location Services** is on.
- Scroll down to find the app.
- Tap the app and select an option: Never: Prevents access to **Location Services** information.

### Android Phone or Tablet

- Swipe down from the top of the screen.
  - Touch and hold Location . If you don't find Location  :
    - Tap Edit  or Settings . Then drag Location  into your Quick Settings.
  - Tap **App permission**.
  - Under “Allowed all the time,” “Allowed only while in use,” and “Ask every time,” find the apps that can use your phone's location.
  - To change the app's permissions, tap it, and then choose the location access for the app.
- d. If still unable to do punch in, contact [timekeeping@ycs.org](mailto:timekeeping@ycs.org)

2. I am not able to punch in and the systems displays a message "error Access right violation: edit data after approval not allowed for an employee"

- This error is occurring because the user or a manager has already approved the timecard for the pay period.
- The approval will need to be removed before the user can punch in or out again.
- Go to the user’s timecard, and select “Remove Approval”.



3. I forgot to punch out, how do I enter my missing punch?

- Navigate to your timecard.
- Type the missing time into your card .
- Click Save.
- The time will disappear from your timecard. It will automatically be sent to your supervisor for review. Once approved, it will appear back into your timecard.
- For further information, see training materials on My YCS.

## Managing Time Cards

1. I cannot enter time into my timecard the systems displays a message "error Access right violation: edit data after approval not allowed for an employee".
  - a. This error is occurring because the user or a manager has already approved the timecard for the pay period.
  - b. The approval will need to be removed before the user can punch in or out again.
  - c. Go to the user's timecard, and select "Remove Approval".



2. **For Managers:** When viewing my employee list, I notice that a staff person is missing (new hire or transfer). How do I add this staff person to the list?
  - a. Make sure that HR has the correct PSF that displays your location and that HR has the correct Supervisor assigned for this employee in the system..
  - b. Ensure Hyperfind is accurately displaying "Reports to me".
  - c. If this employee's supervisor is correctly entered in the system and the Hyperfind displays "Reports to me", and you still do not see all of your staff, contact [Timekeeping@ycs.org](mailto:Timekeeping@ycs.org).

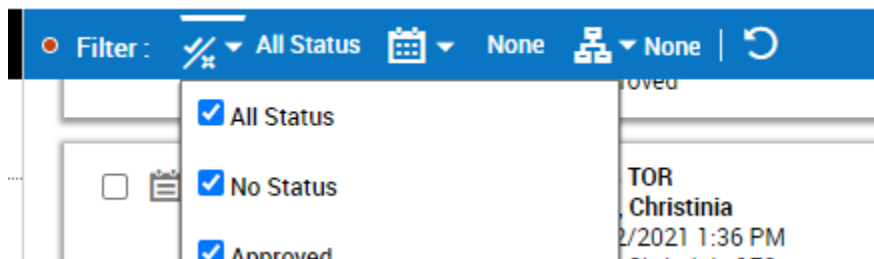
3. How can I delete alerts?

- a. Go to the Control Center and make sure "all" is selected for statuses at the top of the screen.
- b. Click the check box next to the alert that you want to remove, and click delete.



4. How do I modify/filter alerts?

- a. Go to the Control Center
- b. Use the filters to select the Status, Date Range, and/or location of the alerts.



- c. Use the icons on the left of the screen to perform actions on the alert including:
  - i. Mark as Read

- ii. Approve
- iii. Refuse
- iv. Add Comment
- v. View pending requests
- vi. Edit a request
- vii. Cancel a request
- viii. Delete a request

5. **For Managers:** One of my staff clocked in but it still says Unexcused Absence. How do I fix it?
  - a. This is a known issue. UKG will be resolving the next version release.
  
6. **For Managers:** How do I enter schedules for staff who have a second job?
  - a. Please refer to work rule training on the YCS website. [Work Rule Training Video](#)
  
7. **For Managers:** How do I enter time for orientation and training?
  - a. Program Directors/Managers should manually enter hours using attendance sheet from Training.
  
8. Why is the system deducting an hour from my time? What should I do if I don't take a break?
  - a. Salaried employees will have an hour meal break deducted from their shift if they do not punch out for a break
  - b. After punching out at the end of their shift, employees have the option of cancelling the meal break.
  - c. For more information see Training Guide on My YCS.
  
9. If staff works at multiple sites and incurs overtime, who will be charged these overtime hours?
  - a. The secondary site that the staff is transferred into will receive the allocation of Overtime hours.
  
10. What does each Pay Code mean?
  - a. 01H - Regular hours – Paid at regular hourly rate
  - b. 15T - Overtime Hours – Paid at 1.5 times regular hourly rate
  - c. On Call - Per Diem regular hours – Paid at regular hourly rate
  - d. OC5 - On Call Hours – Paid at flat \$3 per hour
  - e. On Call OT - Per Diem Overtime Hours – Paid at 1.5 times regular hourly rate
  - f. COVID3 - Standard Covid Hours – Paid at flat \$3 per hour
  - g. COVID3+ - Covid+ Hours – Paid at flat \$3 per hour
  - h. DIF - Bereavement Hours – Paid at regular hourly rate
  - i. HOL - Holiday Hours – Paid at regular hourly rate
  - j. JRY - Jury Duty – Paid at regular hourly rate
  - k. PER - Personal Time – Paid at regular hourly rate
  - l. SCCAC - Accrued Time for School Employees – Paid at regular hourly rate

- m. SCCLD - School Closing – Paid at regular hourly rate
- n. SIC - Sick Time – Paid at regular hourly rate
- o. VAC - Vacation Hours – Paid at regular hourly rate

11. **For Managers:** How can I permanently allow another manager to review/approve my staffs' requests and timecards?

- a. Staff will be assigned the supervisor that is to perform the annual evaluation as indicated on the PSF.
- b. If hiring managers are requesting additional access to their staff this will be reviewed internally.

12. I received the following message: The time card cannot be approved because it contains one or more configured exceptions that must be resolved (Requirement of no missing swipes, etc for sup to be able to approve timecard). What does this mean?

- a. A manager will not be able to approve a timecard if there are missing punches or unexcused absences on an employee's timecard.
- b. See training material for how to use Dataviews to help you correct these exceptions before payroll is due.

## **PTO**

1. How do I remove PTO (Sick, Personal, or Vacation time) or cancel a PTO request?

- a. Navigate to the staff's schedule for that day or period.
- b. Right click on the request and choose "Cancel" to remove the request.

2. The system is showing an incorrect number of hours given for Holiday or PTO (Vacation, Sick, and Personal). How do I fix this?

- a. Contact [Timekeeping@ycs.org](mailto:Timekeeping@ycs.org) and someone will assist with your issue.

3. How do I view my PTO balances? Why don't they match my paystub?

- a. To view your PTO balances, click on the "Accruals" tab at the bottom of your time card.
- b. The PTO balances in UKG system and on your paystub do not match because the balances in UKG are real-time and reflect PTO time taken as well as future requests. The paystubs are not in real-time and capture the balances at the time the paystub was generated.

4. How do I enter Bereavement and Jury Duty?

- a. Bereavement and Jury Duty are entered by Payroll after the proper documentation is submitted.

5. When I attempt to put in for a PTO day I receive the message, "No active manager is available to receive the request"

- a. Contact [Timekeeping@ycs.org](mailto:Timekeeping@ycs.org) and someone will assist with your issue.

## Leave of Absence

1. How do I request LOA?
  - a. Employees need to initiate a request for Leave of Absence through Dimensions.
  - b. Using the My Calendar page, staff can initiate a new request that will be sent directly to HR through the system.
  - c. See training material on My YCS.
2. Medical leave is not an option in the Pay Code drop-down menu. Who enters their time?
  - a. Human Resources will enter the time when staff is on Leave.
  - b. If staff are on Leave for part of the pay period AND work part of the pay period the Supervisor is responsible for reviewing the hours worked and approving the time card.
3. How do I account for the open shifts for staff on LOA?
  - a. If a person is on LOA in the system, they will not count in your ratio at the site.
  - b. Open shifts will generate as if the person is not scheduled.

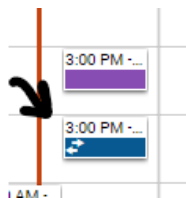
## Holiday Pay

1. My salaried staff does not show Holiday pay. What do I do?
  - a. Salaried staff receives Holiday hours based on the schedule entered for that day. If a schedule is not entered they will not receive the Holiday hours
  - b. Contact [Timekeeping@ycs.org](mailto:Timekeeping@ycs.org) if a schedule is entered and they are not receiving Holiday hours.
2. My hourly staff does not show Holiday pay. What do I do?
  - a. Contact [Timekeeping@ycs.org](mailto:Timekeeping@ycs.org).
3. Do I put in PTO request for holidays?
  - a. No, staff will not receive Holiday and PTO hours for the same day. If the PTO request falls on a Holiday, the Holiday hours will be paid in lieu of PTO time.
4. Will staff receive Holiday pay if they call out before or after the Holiday?
  - a. Yes, all Salaried and full time Hourly staff are entitled to Holiday.
  - b. Note: Full time Hourly staff must be employed for 90 days on or before the Holiday in order to receive the Holiday credit.

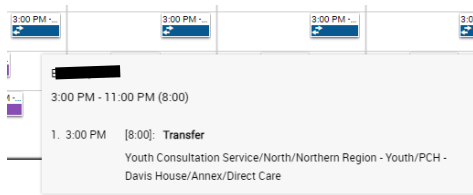
## Scheduling

1. How far in advance do I enter schedules?
  - a. For sites that issue schedules that may vary for staff, schedules should be produced for a 4 week period at all times.

- i. Every Wednesday the Program Director/House Manager should create the schedule for the 4<sup>th</sup> week.
    - ii. Each week, there should be a period of 4 weeks scheduled.
  - b. For sites that issue schedules where staff have the same schedule pattern, a schedule template can be created once and not have to be changed. (See training guides)
- 2. When do I generate my schedule?
  - a. Every Wednesday (see above)
- 3. How can I view all staff scheduled at my site?
  - a. Using hyperfinds and making sure you have selected your location are very helpful (see training material for a more thorough explanation).
  - b. Using the hyperfind: "Reports to Me" will pull all of your direct reports.
  - c. Using the hyperfind: " All Home and Transferred-in\*" will pull all staff scheduled at the home location and staff that had also been transferred in to the site.
  - d. Selecting your location from the list of locations will pull up all staff scheduled at the location.
- 4. How can I view only my direct reports' schedules?
  - a. Using the hyperfind: "Reports to Me" will display all of your direct reports.
- 5. How can I tell if a staff is working at their secondary site or if they are scheduled at my site for the day?
  - a. A shift that is transferred to a location OTHER than the staff's primary location will appear in blue with arrows pointing in different directions.



- b. Hovering over the shift with your mouse will tell you where this person is scheduled for the day.



- 6. If a staff calls out/uses PTO, how do I assign the shift to someone else?
  - a. Staff can reply to 'push notifications' to ask to cover a shift. Managers will approve or refuse that request notification.
  - b. If an open shift is on the schedule, managers can manually fill the shift.





2. Can I edit time after staff approves their time card?
  - a. Yes. It is recommended and encouraged that Supervisors notify staff of any changes made after their approval so they can review their time cards with the changes/corrections.
  
3. Do I have to wait for staff to approve their time card first?
  - a. No. While it is recommended and encouraged that staff review and approve their time cards, it is not necessary that the time card be approved before Supervisors approve their staff's time cards.
  
4. Do I need to approve their time card if they are on LOA?
  - a. No. Human Resources will approve the time cards of staff on Leave.
  
5. What is the deadline to approve Payroll?
  - a. Supervisors must approve all time cards by 5pm on the Monday following the end of the pay period.
  - b. For example, if the pay period ends on Saturday, January 3<sup>rd</sup> then the deadline is Monday, January 5<sup>th</sup> at 5pm.

<b>Supervisors must approve ALL time cards by 5pm on the deadline</b>			
<b>Payperiod</b>			
<b>Start</b>	<b>End</b>	<b>Deadline</b>	<b>Pay Date</b>
01/10/2021	01/23/2021	01/25/2021	01/29/2021
01/24/2021	02/06/2021	02/08/2021	02/12/2021
02/07/2021	02/20/2021	02/22/2021	02/26/2021
02/21/2021	03/06/2021	03/08/2021	03/12/2021
03/07/2021	03/20/2021	03/22/2021	03/26/2021
03/21/2021	04/03/2021	04/05/2021	04/09/2021
04/04/2021	04/17/2021	04/19/2021	04/23/2021
04/18/2021	05/01/2021	05/03/2021	05/07/2021
05/02/2021	05/15/2021	05/17/2021	05/21/2021
05/16/2021	05/29/2021	05/31/2021	06/04/2021
05/30/2021	06/12/2021	06/14/2021	06/18/2021
06/13/2021	06/26/2021	06/28/2021	07/02/2021
06/27/2021	07/10/2021	07/12/2021	07/16/2021
07/11/2021	07/24/2021	07/26/2021	07/30/2021
07/25/2021	08/07/2021	08/09/2021	08/13/2021
08/08/2021	08/21/2021	08/23/2021	08/27/2021
08/22/2021	09/04/2021	09/06/2021	09/10/2021

09/05/2021	09/18/2021	09/20/2021	09/24/2021
09/19/2021	10/02/2021	10/04/2021	10/08/2021
10/03/2021	10/16/2021	10/18/2021	10/22/2021
10/17/2021	10/30/2021	11/01/2021	11/05/2021
10/31/2021	11/13/2021	11/15/2021	11/19/2021
11/14/2021	11/27/2021	11/29/2021	12/03/2021
11/28/2021	12/11/2021	12/13/2021	12/17/2021
12/12/2021	12/25/2021	12/27/2021	12/31/2021
12/26/2021	01/08/2022	01/10/2022	01/14/2022