



Q. Will the webclock continue to list an employee's multiple assignments?

A. If they have multiple assignments, the webclock will show those assignments first to choose which one to clock in/out of.

Q. Will full-time staff have to log-in and out daily, like a misc. wage worker?

A. Full time staff will not need to log in and out daily to enter their hours, they will need to log in to the system to submit Time Off Request (TORs)

Q. Is the mobile access via an app, or simply udel.edu/udworkforce?

A. Mobile is not an app, but will prompt a user if they want to save it as a shortcut on their phone

Q. When or how will managers be assigned?

A. Managers will be assigned to employees based off of the Supervisor Code table (same as today)

Q. Does dependent sick separate balance from sick balances?

A. Yes, dependent sick is a separate bank and when utilized will deduct appropriately from an employee's sick and dependent bank

Q. Will time exceptions show up more real-time, than the lag we sometimes experience? Will a red or yellow exception occur after 24 hours?

A. This depends on the exception message - some are triggered based on a period of time, nightly calculation, time sheet saves.

Q. Will the supervisor code table be updated with new headers?

A. The only change to the supervisor code table is the change to Timekeeper 3 to reflect Reporter. This will be updated once this change is applicable.

Q. Will a TK1 & TK2 have the same access as an HR Manager?

A. The only difference between HR Manager may be who you have access to and TK2 doesn't have the ability to submit a Time Off Request (TORs) on behalf of an employee (TK1 has this ability)

Q. Can there be more than one reporter in a unit?

A. No, all roles have the ability to run reports and view time sheets (TKs, Managers, HR Manager, CBO)

Q. Does the HR Manager have access to all of the employees in their assigned unit?

A. Yes, the HR Manager will have access to all employees in his or her unit or College

Q. Will test phase include attaching documents to a Time Off Request (TORs)?

A. No, there will be no option to attach documents to Time Off Requests (TOR's) due to HIPAA.

Q. What is the purpose of the graph when submitting a Time Off Request (TORs)?

A. The graph provides an overview to see the impact of your Time Off Request to your balances.

Q. How is FMLA tracked?

A. FMLA is not tracked in UD WorkForce. Your HR Contact will answer questions regarding tracking FMLA.

Q. I have a quick question about submitting balances by 6/17. What end date should we use? 5/31/2020?

A. We are not asking for balances to be submitted. We will be using the balances in UD Time to move to UD WorkForce. If you have discrepancies, they should be reported and reviewed/corrected to make sure the balances are updated in UD Time appropriately. If you have a shadow system, you would provide us the balances with the effective date you are using and then ensure your employees submit requests from that point forward to ensure the balances stay accurate.