

April Liaison Meeting Notes

May 1, 2012

Question/Comment	Answer
Please post the hours of operation for the SS TA system.	The HR/CMS hours of operation are now listed on the website. If HR/CMS is up, SS TA is up.
The TRC Dictionary is buried. Can you add a link that makes this more easily accessible from the website?	A link will be added to the MassHR Training Opportunities and Support Tools page that connects to the TRC dictionary.
People seem to be confused about entering comp time. Not clear on when to add a line, TRC and quantity as opposed to in and out times.	Direct users to Job Aid: "Punch Timesheet: Reporting Excess Work Hours" located on the MassHR Training Opportunities and Support Tools page.
Can you focus super user briefings on issues that might be out of the ordinary for employees (like comp or other TRCs)	Will reflect this feedback in the presenter information for the Time Approver Transition Meetings.
Can we change the password from "Your password has expired" to "You need to change your password?"	No; this would require a system modification.
Some people emailed MassHRInfo instead of the ESC email address seeking help.	We will monitor MassHR Info and re-direct inquiries that are submitted there in error. All communications include the contact information for the ESC.
Can I get a report for my dynamic groups?	Yes; use the Time Approver Proxy Report
Can we change the system to notify a Time Approver if an employee makes a change to previously-approved time.	This current process was implemented by design. Agencies may adopt a practice of instructing employees to notify their time approver if they update their time after it has been approved.
Do you need to have a direct report in order to see the manager dashboard?	Yes.
How can we resolve issues of Reports To not being set up correctly?	Onboarding job aids have been updated and are available in the HR/CMS Knowledge Center.
Can a report have a time stamp?	When you run a report, you will see an indicator that the data is accurate as of a particular Time Admin run. If you download the data to Excel to work with, you need to add the date because the date is not part of the data in the report.
Will the ESC notify people when a ticket is closed?	Employees submitting an inquiry to the ESC are notified when a ticket is open and when the ticket is closed. If emails go out as a result of a report (i.e., under reported time), tickets are not open and so employees are not noticed beyond the notice they get reminding them that their time entry is passed due.
Should I be asked to identify myself when I call the ESC?	Yes. Callers should be asked a series of questions to authenticate themselves.
Why are reports not able to open in IE but are able to open with Firefox?	Consult the available job aid concerning IE settings.
Can we add a time calculator to the MassHR website to assist employees when they need to calculate time?	No; we suggest employees use the calculator available on their computer.
Can we get a reminder about the weekly time reporting deadlines and notices?	This schedule is available in the Liaison Toolkit on www.mass.gov/massshr