TCD Reminders for Time Approvers (Managers/Supervisors)

This document provides information on three TCD scenarios that time approvers (Managers/ Supervisors) may encounter and a reminder on how to avoid needing to approve the timesheet multiple times.

NOTE: Identify your TCD Point of Contact. You may need their assistance in troubleshooting the problem.

TCD Scenarios

There are three possible scenarios:

- The TCD is Offline
- The TCD is Inoperable
- The Employee fails to Clock In or Out

Scenario One: The TCD is Offline

The TCD will go into offline mode if the network connection to the device is down. This feature is designed to minimize impact to the employee when there is a network issue.

What an Employee will see:

- The word "Off" in the upper left corner of the screen;
- Their name will not appear on the screen, but they will see the options to clock in or out;
- Once they clock in or out, they will see the message "Data saved in offline file;"
- Their leave accrual balances will not be available to view on the TCD.

While the clock is offline, all menu options will be available to the employee. Remind your employees to avoid selecting the same option twice in a row. For example, they should not select "Clock in" twice in a row.

Actions

Employees should continue to clock in and out as usual. The TCD will store clock in/clock out information and upload it when the network connection is restored.

Employees should notify their TCD Point of Contact who will troubleshoot the problem.

Scenario Two: The TCD is Inoperable

- If the TCD has lost power and is not working when an employee attempts to clock in or out, they have several options for reporting their time, which should be confirmed by the facility or location:

Actions:

- Use another TCD. If the facility has another TCD available and is near their work location, they may use that device to clock in or out.
- Notify their time approver. As a time approver, you will be able to enter time online for your employees if they are not able to clock in or out at a TCD.
- Record their time using a manual process. Facilities with TCD users can employ a back-up process for recording time when the TCDs are not available. Options can be paper timesheets or time logs that note in/out times. Time recorded using a manual process must be entered into SSTA by a time approver or Agency HR/Payroll consistent with the time reporting deadlines.

Scenario Three: Employee Failure to Clock In or Out

If an employee fails to clock in or out for their shift for any reason (examples could be a forgotten badge, the TCD is inoperable, or just forgetting to use the TCD), the following actions must be taken:

- When the employee returns to the TCD, they must complete the missing action (if they did not clock in for the day, they must clock in before they can clock out).
- Employees must notify their time approver and note their time in or out.
- Their time approver must then fix the punch on the employee's online timesheet so that it reflects the accurate in/out time.