

WTE Troubleshooting Guide

STUDENT/HOURLY

Problems / Error Messages

Problem	Reason	Possible Solution
No Employee tab in my PipelineMT Portal.	Employee does not have a primary job.	Contact your supervisor. This error message will occur if the payroll paperwork has not been completed by the department or the completed paperwork has not been entered into the Banner Payroll System. HRS/Payroll will attempt to enter all completed student/hourly paperwork within three working days of receipt.
Employee recently started working for another department and their new timesheet does not appear under Employee Tab.	Paperwork for new position has not been entered into the Banner Payroll System.	Same as above
Days are missing from my time sheet.	Employee's job started or ended within a payroll period. The dates that appear on WTE time sheets match the assignment dates on the PEF/PAF submitted by the department.	Employees can only enter time on days corresponding to their active jobs. If the dates on the time sheet are not correct contact your supervisor. The supervisor will need to contact HRS/Payroll for correction.
An error has been discovered on a time sheet submitted for approval and the time sheet has not been approved.	The time sheet was not properly checked before being submitted for approval.	Contact your approver. The approver can click the Return for Correction button to return the time sheet back to the employee if time allows. The employee can correct the error and click the Submit for Approval button to return the corrected time sheet back to the approver. If there is not time to return the time sheet back to the employee for correction, the approver can correct the time sheet and use the

		Comment box to document their actions.
An error has been discovered on a time sheet and the time sheet has been approved.	The time sheet was not properly checked before being approved.	Contact your approver. The approver should contact HRS/Payroll to discuss how to correct the error.
Time sheet is in ERROR status.	The employee has attempted to submit the time sheet while potential errors exist that may prevent the record from being approved.	There are a number of actions that may trigger a time sheet to go into error status. Review the error message on the time sheet by clicking on the errors hyperlink. Locate the error in the ERROR MESSAGE table below and review the possible solutions for approving the record.
ERROR MESSAGE	REASON	POSSIBLE SOLUTION
ERROR No hours entered	No hours have been entered into the time sheet and the time sheet is in ERROR status.	The employee (originator) should be able to click the RESTART Button to clear the error. If no hours are to be entered on the time sheet no further action is necessary. If hours are to be entered, enter the hours and submit for approval at the end of the pay period.
ERROR Submit not allowed.	A time sheet was attempted to be submitted more than once.	This error can occur when the user double-clicks on the Submit for Approval button, or if the user attempts to use the WEB browser back button and make changes to the record after it has been submitted. Restart the time sheet to clear the error before submitting for approval and re-enter any hours previously entered before the restart. If the time sheet is not restarted, the error will not affect record processing, but will require HRS/Payroll to approve the record (if hours are to be paid).
ERROR Time transaction already exists.	Employee attempted to start a time sheet that has already been initiated and is in an IN PROGRESS status.	This error can occur when a user double-clicks when starting a time sheet, or attempts to use the WEB Browser back button after previously selecting and starting a time sheet. Restart the time sheet to clear the error before submitting for approval and re-enter any hours previously entered before the restart. If the time sheet is not restarted, the error will not affect record processing but will require HRS/Payroll to approve the record (if hours are to be paid).
ERROR Access	You may be using an outdated	Call the ITD Help Desk at 898-5345.

denied. You do not have permission to access this service.	Web browser.	
ERROR You have no records available at this time. Please contact your Payroll Administrator if you have any questions.	<p>You may be clicking on the wrong type of time record.</p> <p>Your employee record has not been set to Time Reporting via the Web on your NBAJOBS record.</p> <p>Your routing/approval queue has an error.</p>	<p>Be sure you clicked on the correct option. Click Time Sheet to access your time sheet.</p> <p>Contact your immediate supervisor. They will contact HRS/Payroll.</p> <p>Contact your immediate supervisor. They will contact HRS/Payroll.</p>
ERROR User ID and Password do not pair up.	Need to have your password reset.	Contact the ITD Help Desk @ 898-5345.
ERROR a break-in attempt was detected.	Need to have your password reset.	Contact the ITD Help Desk @ 898-5345.

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Approver/Proxy

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Problem	Reason	Possible Solution
<p>No Employee tab in my employee's PipelineMT Portal.</p>	<p>Employee does not have a primary job.</p>	<p>This error message will occur if the payroll paperwork has not been completed by the department or the completed paperwork has not been entered into the Banner Payroll System. HRS/Payroll will attempt to enter all completed student/hourly paperwork within three working days of receipt. You may need to contact HRS/Payroll to determine status of payroll paperwork.</p>
<p>My organization code does not appear in the Department drop-down list on the Approver Selection screen.</p>	<p>Not a single employee assigned to the timekeeping organization code has opened their time sheet.</p>	<p>At least one person in the timekeeping organization code must open their record to activate the organization code on the Approver Selection screen.</p>
<p>An employee who no longer works for my organization has a time sheet displaying on my Departmental Summary screen.</p>	<p>The employee's termination paperwork is still being processed.</p>	<p>If the employee is due pay, the time sheet must be processed. If the employee has not started their time sheet, contact HRS/Payroll for the time sheet to be extracted and moved to Pending status. The approver or proxy should enter hours worked by the employee ... be sure to use the comment box to document why you entered hours. Approve the time sheet.</p> <p>If the time sheet is in an In Progress status, contact HRS/Payroll to have the record moved to Pending status. Record the hours worked ... be sure to use the comment box to document why you entered hours. Approve the time sheet.</p> <p>Be sure to submit a terminating PEF/PAF to end the employee's assignment. This will remove the employee from the Departmental Summary screen.</p>

An error has been discovered on a time sheet submitted for approval and the time sheet has not been approved.	The time sheet was not properly checked before being submitted for approval.	The approver or proxy can click the Return for Correction button to return the time sheet back to the employee if time allows. The employee can correct the error and click the Submit for Approval button to return the corrected time sheet back to the approver. If there is not time to return the time sheet back to the employee for correction, the approver or proxy can correct the time sheet and use the Comment box to document their actions.
An error has been discovered on a time sheet and the time sheet has been approved.	The time sheet was not properly checked before being approved.	The approver should contact HRS/Payroll to discuss how to correct the error.
Days are missing from employee's time sheet.	Employee's job started or ended within a payroll period. The dates that appear on time sheets match the assignment dates on the PEF/PAF submitted by the department.	Employees can only enter time on days corresponding to their active jobs. If the dates on the time sheet are not correct contact HRS/Payroll for correction.
Required action is Override or status is Overridden.	HRS/Payroll has entered the system as a superuser. The superuser status enables HRS/Payroll to perform certain overrides to the system.	When HRS/Payroll enters Employee Self Service as a superuser, the Required Action for time records will say Override instead of Approve.
Time sheet is in ERROR status.	The employee has attempted to submit the time sheet while potential errors exist that may prevent the record from being approved.	There are a number of actions that may trigger a time sheet to go into error status. Review the error message on the time sheet by clicking on the errors hyperlink. Locate the error in the ERROR MESSAGE table below and review the possible solutions for approving the record.
ERROR MESSAGE	REASON	POSSIBLE SOLUTION
ERROR No hours entered.	No hours have been entered into the time sheet and the time sheet is in ERROR status.	The employee (originator) should be able to click the RESTART Button to clear the error. If no hours are to be entered on the time sheet no further action is necessary. If hours are to be entered, enter the hours

		and submit for approval at the end of the pay period.
ERROR Submit not allowed.	A time sheet was attempted to be submitted more than once.	<p>This error can occur when the user double-clicks on the Submit for Approval button, or if the user attempts to use the WEB browser back button and make changes to the record after it has been submitted.</p> <p>Restart the time sheet to clear the error before submitting for approval and re-enter any hours previously entered before the restart. If the time sheet is not restarted, the error will not affect record processing, but will require HRS/Payroll to approve the record (if hours are to be paid).</p>
ERROR Approval not allowed.	A record was attempted to be approved more than once.	<p>This error can occur when the approver double-clicks on the Approve button, or attempts to use the Web browser back button to return to records already approved.</p> <p>Restart the time sheet to clear the error before submitting for approval and re-enter any hours previously entered before the restart. If the time sheet is not restarted, the error will not affect record processing but will require HRS/Payroll to approve the record (if hours are to be paid).</p>
ERROR Time transaction already exists.	Employee attempted to start a time sheet that has already been initiated and is in an IN PROGRESS status.	<p>This error can occur when a user double-clicks when starting a time sheet, or attempts to use the WEB Browser back button after previously selecting and starting a time sheet.</p> <p>Restart the time sheet to clear the error before submitting for approval and re-enter any hours previously entered before the restart. If the time sheet is not restarted, the error will not affect record processing but will require HRS/Payroll to approve the record (if hours are to be paid).</p>
ERROR Access denied. You do not have permission to access this service.	You may be using an outdated Web browser.	Call the ITD Help Desk at 898-5345.
ERROR You have no	You may be clicking on the	Be sure you clicked on the correct option. Click Time Sheet to approve

records available at this time. Please contact your supervisor/approver.	wrong type of time record. Your employee record has not been set to Time Reporting via the Web on your NBAJOBS record. Your routing/approval queue has an error.	time sheets. Contact HRS/Payroll. Contact HRS/Payroll.
ERROR User ID and Password do not pair up.	Need to have your password reset.	Contact the ITD Help Desk @ 898-5345.
ERROR a break-in attempt was detected.	Need to have your password reset.	Contact the ITD Help Desk @ 898-5345.
ERROR The user ID for all approvers must be defined on GOAEACC.	There is a problem with the approvers/proxies security setup.	Contact HRS/Payroll.
ERROR a break-in attempt was detected. AND *ERROR* You have attempted to access a disabled page.	Employee has clicked on the Proxy Set Up hyperlink the Time Approval channel of their PipelineMT Portal.	For security purposes the Proxy Set Up has been disabled. To update your approval proxy, complete the downloadable Request for Leave/Time Reporting Proxy Authorization form from the HRS WTE website and submit the form to HRS/Payroll.