

Problem	Reason	Possible Solution
No Employee tab in UIS website.	Employee does not have a primary job.	Contact HRIS or Payroll at 718-990-6374. It may take 24-hours before the employee tab will appear in UIS website.
No time sheets or leave reports are displayed on the web.	Employee has not submitted a time sheet.	Wait for employee to submit his/her record or contact employee directly.
Days are missing on my time sheet.	Employee's job started or ended within a payroll period.	Employees can only enter time on days corresponding to their active job.
Required action is Override or status is Overridden .	Payroll Staff entered the system as a superuser.	When Payroll Staff enters Employee Self Service as a superuser, the <i>Required Action</i> for time/leave records will say <i>Override</i> instead of <i>Acknowledge</i> or <i>Approve</i> . Approvers/Proxies may still perform the same functions; the override status is a notification that Payroll Staff have updated the time sheet. Payroll Staff can access all time records.
An error has been discovered on a time sheet or leave report and the record has been approved.	Once a record has been approved it can not be modified.	Any corrections/adjustments for a biweekly-paid employee's time record must be submitted to the Payroll Office in writing by the employee's Manager. A paper time sheet must accompany this request.
An employee who no longer works for my organization has a time sheet or leave report displaying on my Departmental Summary screen.	The employee's termination paperwork is still being processed or the employee may be on leave.	If the time sheet is in <i>Not Started</i> status contact Payroll Office at 718-990-6374. You will be required to submit a paper time-sheet or Personnel Change Form to update employee status. If the time sheet or leave report is in <i>In Progress</i> status, contact Payroll Office at 718-990-6374. Payroll may require a paper time sheet for any additional hours or will process any hours already entered.
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
WARNING Possible Insufficient Leave Balance.	The employee may have entered hours in an earning code that does not accrue leave (i.e. comp time, bereavement leave or holiday)	Review the employee's leave report to ensure hours were placed in the correct earning code. If correct you can ignore warning and time-sheet will be processed.
	The employee may be taking more annual or sick leave than available.	Review the employee's leave report to ensure hours were placed in the correct earning code. If the employee attempts to take more annual leave than available, leave will be deducted from the employee's sick or vacation leave resulting in a negative balance. If employee has used all sick and vacation then hours convert to leave without pay (LWOP).
WARNING Employee has Pending Leave Reports for Additional Positions in this Reporting Period.	The employee may have changed positions during the leave reporting period.	Submit all reports for approval with any leave taken entered on the appropriate report(s).
	There may be an error in the employee's NBAJOBS record.	Contact HRIS 718-990-6374
WARNING No hours entered.	A leave report was submitted without any hours or a zero (0) entered.	Enter at least one zero (0) into the leave report to prevent the warning from displaying.

ERROR No hours entered.	No hours have been entered into the time sheet and the record is in <i>Error</i> status.	If employee did not work during pay period do not submit zero hours. Leave time sheet blank. The employee must restart the time sheet to clear the error. If the employee originated and submitted the time sheet without entering any time, time cannot be submitted or approved. The record will remain in error status for payroll processing.
ERROR Submit not allowed.	A record 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/leave report to clear the error before submitting for approval and re-enter any hours previously entered before the restart. If the time sheet/leave report is not restarted, the error will not affect record processing, but will require Payroll to approve the record.
ERROR Approval not allowed.	A record was attempted to be approved more than once.	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. Restart the time sheet/leave report to clear the error before submitting for approval and re-enter any hours previously entered before the restart. If the time sheet/leave report is not restarted, the error will not affect record processing, but will require Payroll to approve the record.
ERROR Time transaction already exists.	Employee attempted to start a time sheet that has already been initiated and is in an <i>In Progress</i> status.	This error can occur when a user clicks on the Web browser back button after previously selecting and starting a time sheet. Restart the time sheet/leave report to clear the error before submitting for approval and re-enter any hours previously entered before the restart. If the time sheet/leave report is not restarted, the error will not affect record processing, but will require Payroll to approve the record.
ERROR Access denied. You do not have permission to access this service.	You may be using an outdated Web browser. The time sheet/leave report may be blocked by a firewall (i.e. Norton Firewall).	Contact your Local Technical Support if you need assistance upgrading or installing an appropriate Web browser. Disable the firewall to access the record. Enable the firewall again after you have successfully submitted your time sheet/leave report for approval.
ERROR You have no records available at this time. Please contact your Payroll Administrator if you have any questions.	You may be clicking on the wrong type of time/leave record. Your employee record has not been set to <i>Time/Leave Reporting via the Web</i> on your NBAJOBS record. Your routing/approval queue has an error.	Biweekly-paid employees report time worked and leave taken on time sheets. Click on the hyperlink Click here to access my time sheet (biweekly) . Monthly-paid employees report leave taken on leave reports. Click on the hyperlink Click here to access to access my leave report (monthly) . Contact the Payroll Office at 718-990-6374. Contact the Payroll Office at 718-990-6374.
ERROR User ID and Password do not pair up.	Need to have password reset.	Contact Help Desk at 718-990-5000.

ERROR A break-in attempt was detected.	Need to have password reset.	Contact Help Desk at 718-990-5000.
ERROR A break-in attempt was detected. AND *ERROR* You have attempted to access a disabled page.	Employee has clicked on disabled or unauthorized hyperlink.	For security purposes the user must be authorized to use be a proxy or superuser. To update your approval proxy, submit via e-mail your request to rgeraci@stjohns.edu
ERROR The user ID for all approvers must be defined on GOAEACC.	There is a problem with the approvers/acknowledgers security setup.	Contact Payroll Office at 718-990-6374.
FRM-4020: Field is protected against update	Time record was extracted by another user during department time entry.	Must be proxy for original user or must have original user enter hours for employee.