Employee Support - ettain

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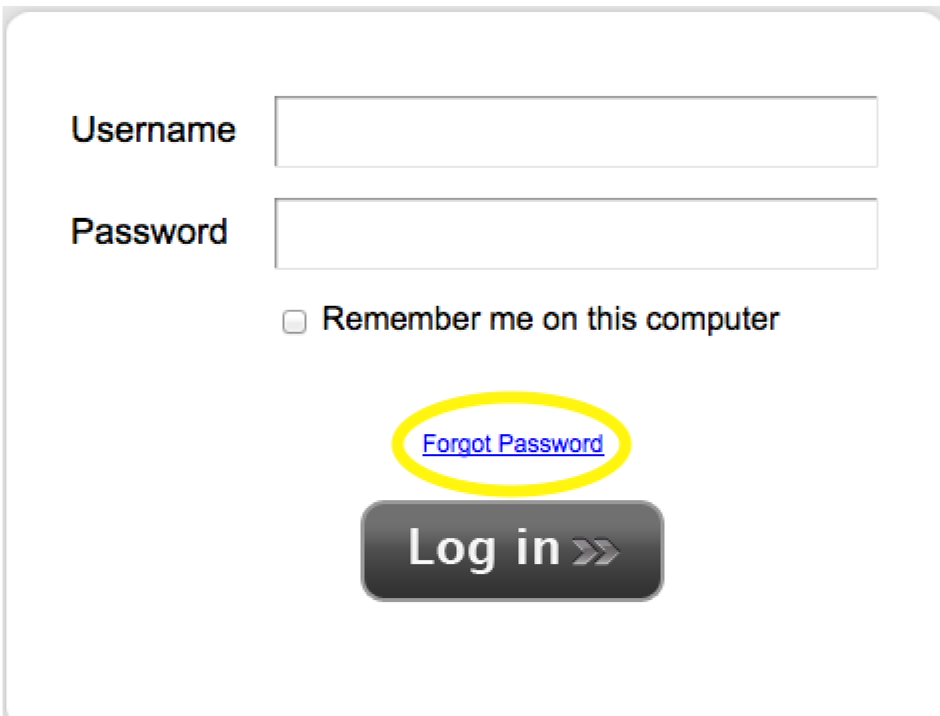
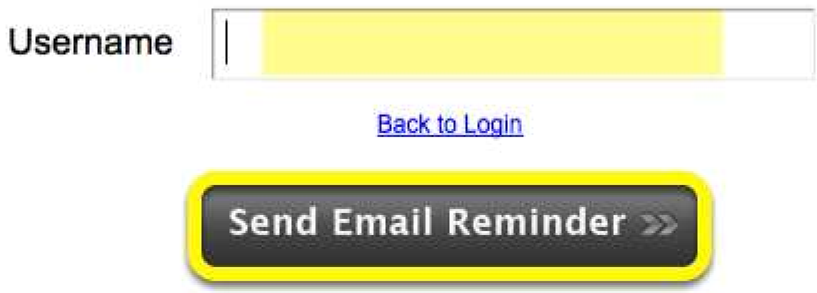
General Account Information:

How do I reset my password?

1. From the login screen, select "Forgot Password"

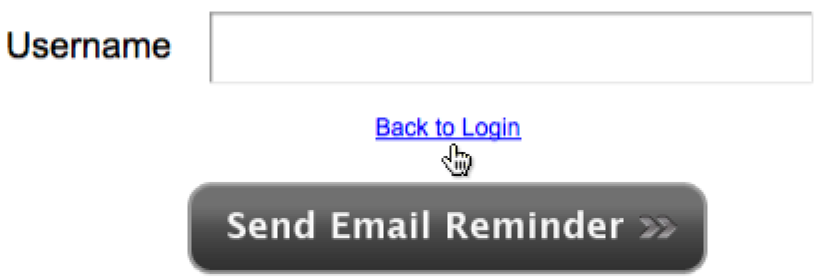


2. Type your username and Select "Send Email Reminder"



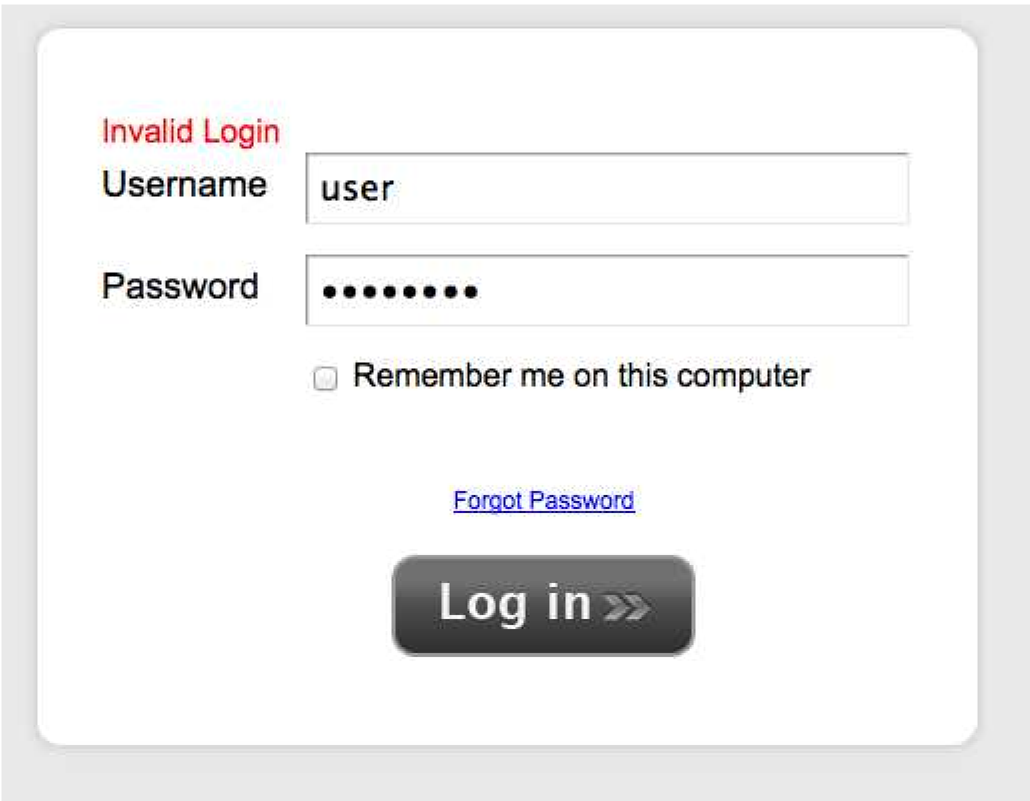
An email will be sent to you with a new password.

3. Select “Back to Login”



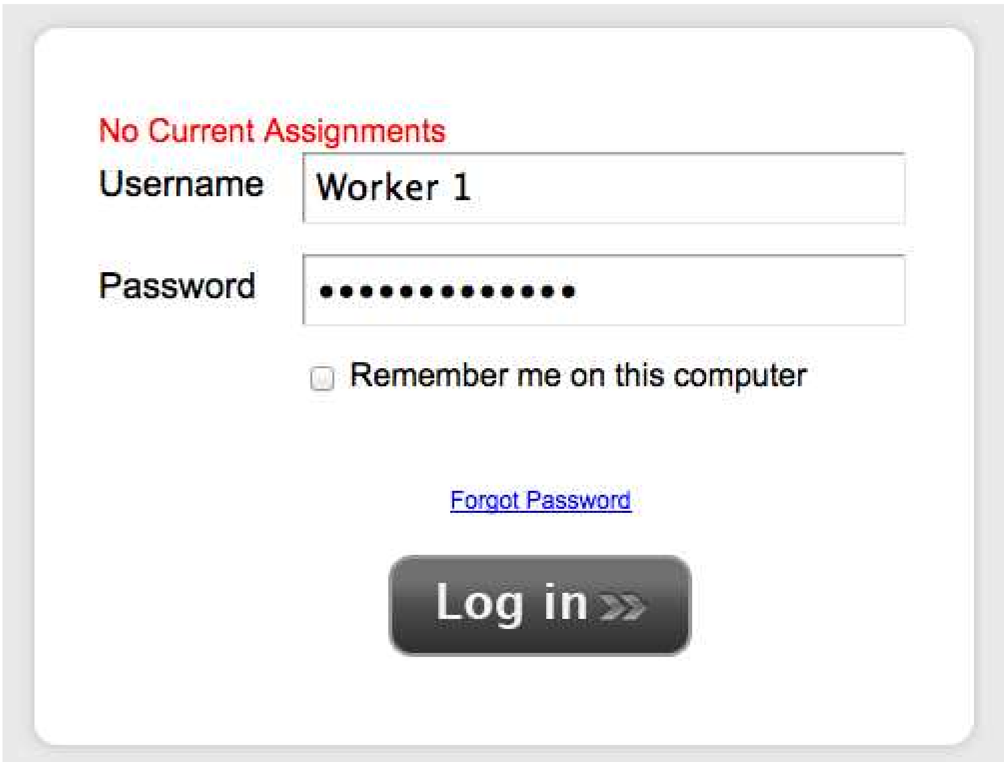
Why can't I log into my account?

1. Invalid Login- this error message means you are entering your username or password incorrectly



Select “Forgot Password” to have a new password sent to your email. If you still can't log in with the new password, call Christina Thomas at (704)731-8001, to make sure you are using the correct username.

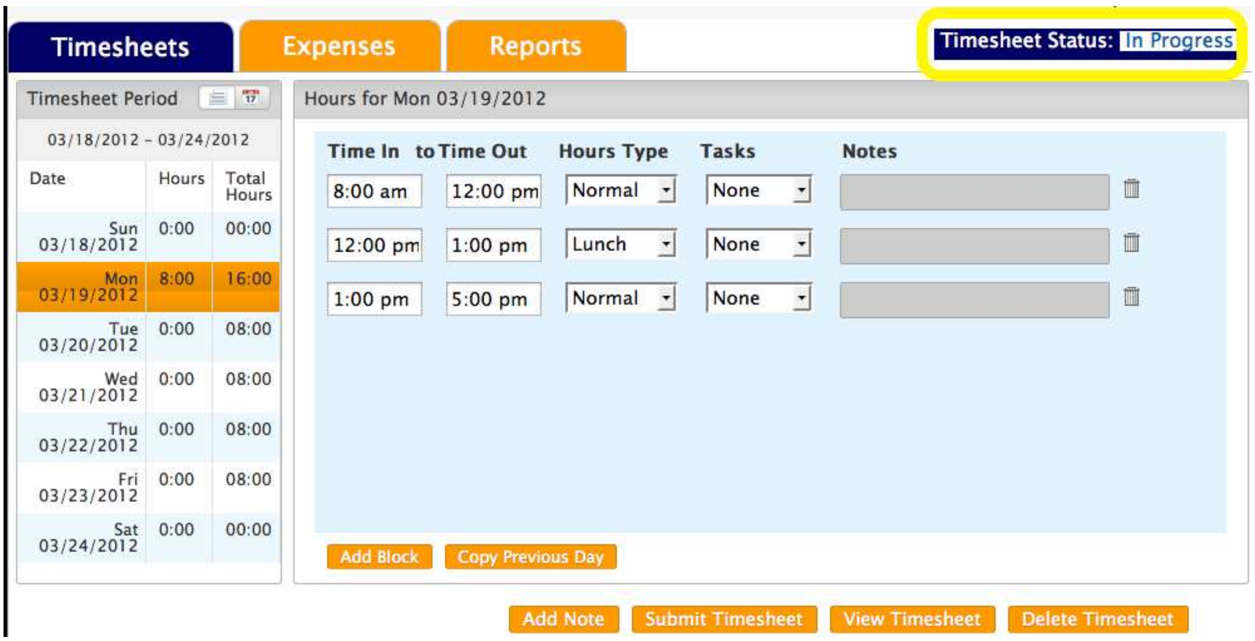
2. No Current Assignments- if you do not have an active assignment in the system you will not be able to log in.



If you believe this is an error, contact Christina Thomas at 704.731.8001 and her double check your Assignment end date.

How do I view my current Timesheet status?

You can always view your timesheet status in the upper right hand corner of your timesheet.



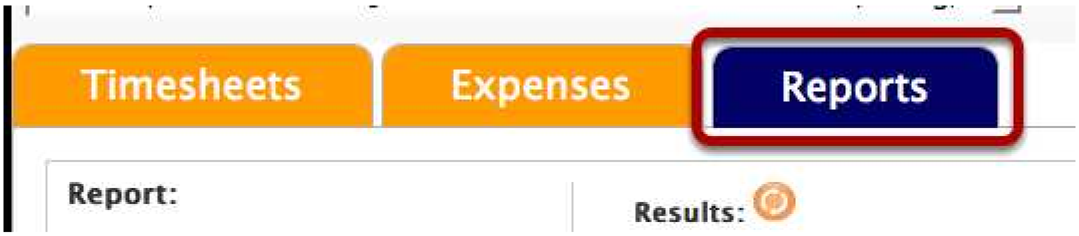
Remember when you save your timesheet the status is still In Progress. As soon as you select Submit, it will change to submitted and be sent to your approving Manager.

Report Questions

How do I print off my Timesheets and Expense Reports?

This lesson will demonstrate how to print off previous timesheets and expenses.

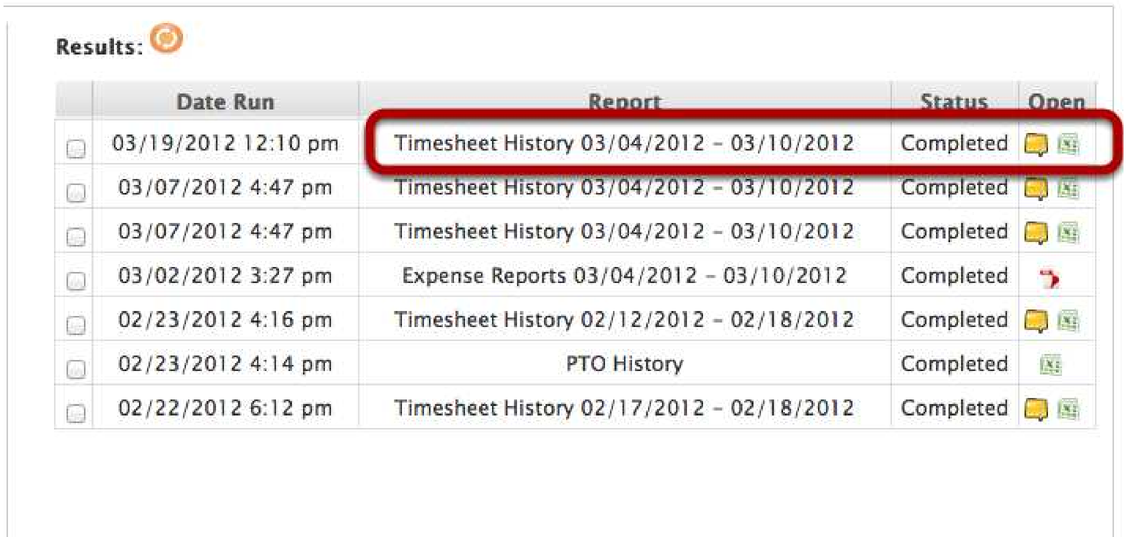
Once you are logged in as an Employee, click on the Reports Tab



Under the Report: heading, select the desired report type.

Select the date range of the period that you are looking for, and click Run Report.

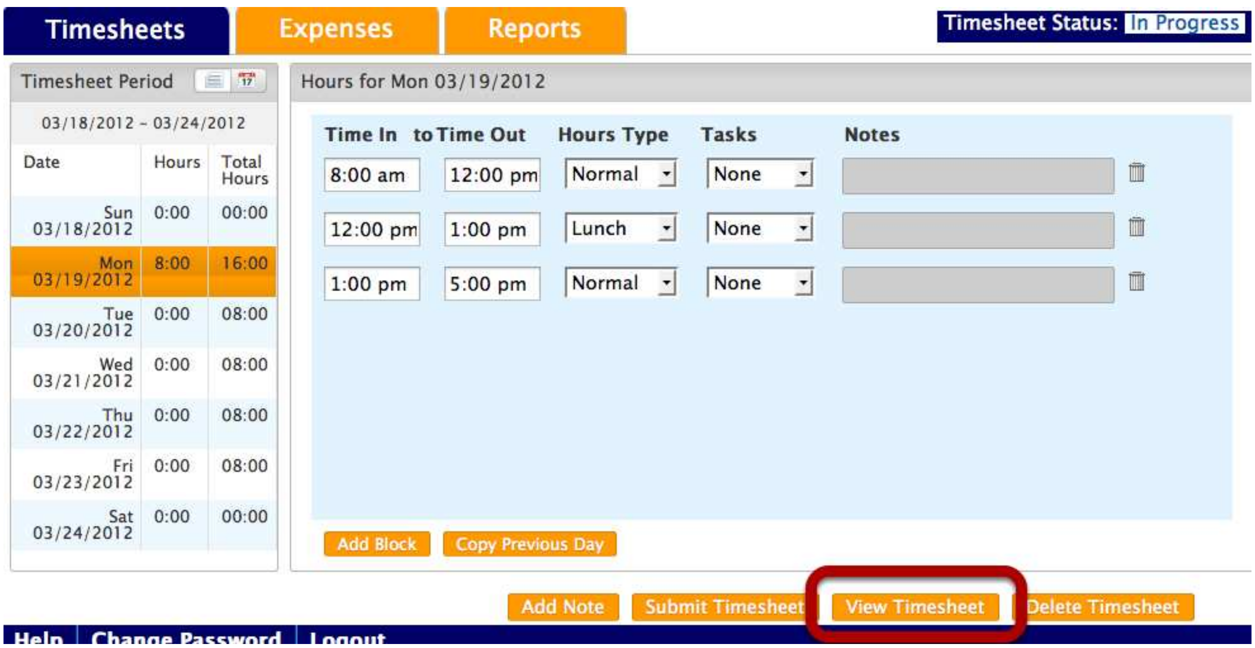
Once you Run the Report, your results will appear in the results list. If you see a Status of Running, click on the (1) Orange icon to refresh the results. You will receive two files: a Zip file containing a copy of all the TImesheets or Expenses in that data range as well as an Excel file summarizing the data.



Results:

	Date Run	Report	Status	Open
	03/19/2012 12:10 pm	Timesheet History 03/04/2012 - 03/10/2012	Completed	
	03/07/2012 4:47 pm	Timesheet History 03/04/2012 - 03/10/2012	Completed	
	03/07/2012 4:47 pm	Timesheet History 03/04/2012 - 03/10/2012	Completed	
	03/02/2012 3:27 pm	Expense Reports 03/04/2012 - 03/10/2012	Completed	
	02/23/2012 4:16 pm	Timesheet History 02/12/2012 - 02/18/2012	Completed	
	02/23/2012 4:14 pm	PTO History	Completed	
	02/22/2012 6:12 pm	Timesheet History 02/17/2012 - 02/18/2012	Completed	

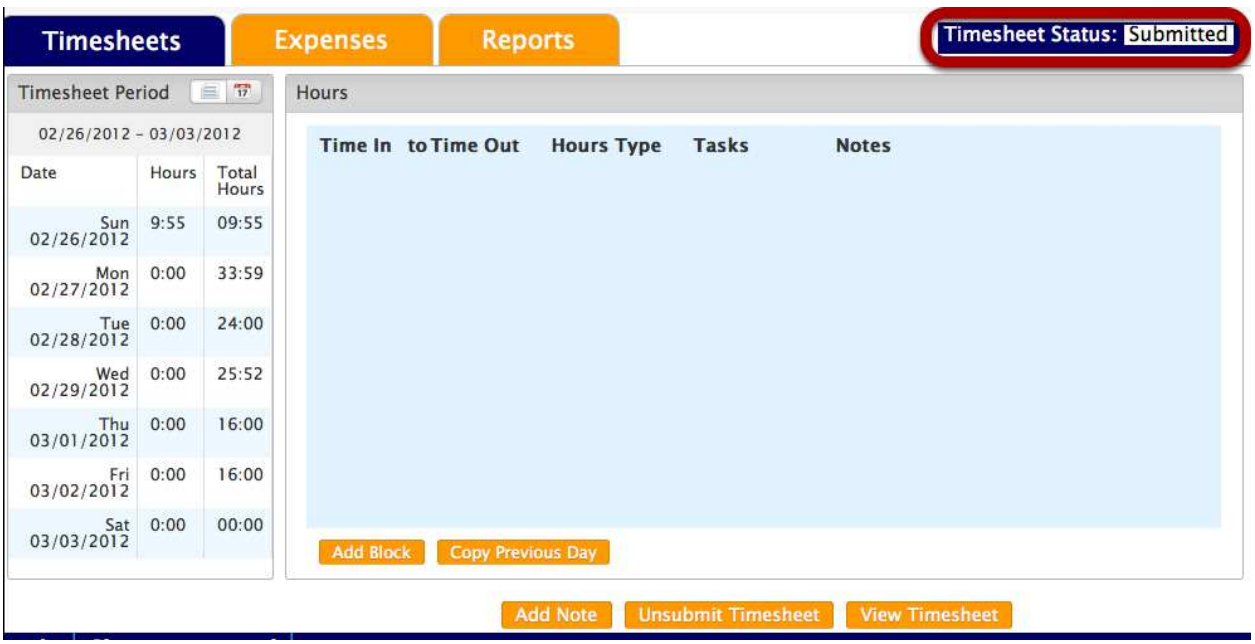
If you are looking to just print off a single Timesheet, the best option is to select the timeframe on the Timesheets tab and click the View TImesheet button at the bottom of the page. This will provide you with a PDF of the Timesheet.



Time Entry Questions

1.Why am I not able to make Edits?

Check your timesheet status. If it's Submitted, you must Unsubmit in order to make edits.



Make sure to submit your timesheet when complete.

2.How do I enter a Timesheet Note?

Log in with your provided credentials. If you need assistance with your password click the "Forgot my password" link.

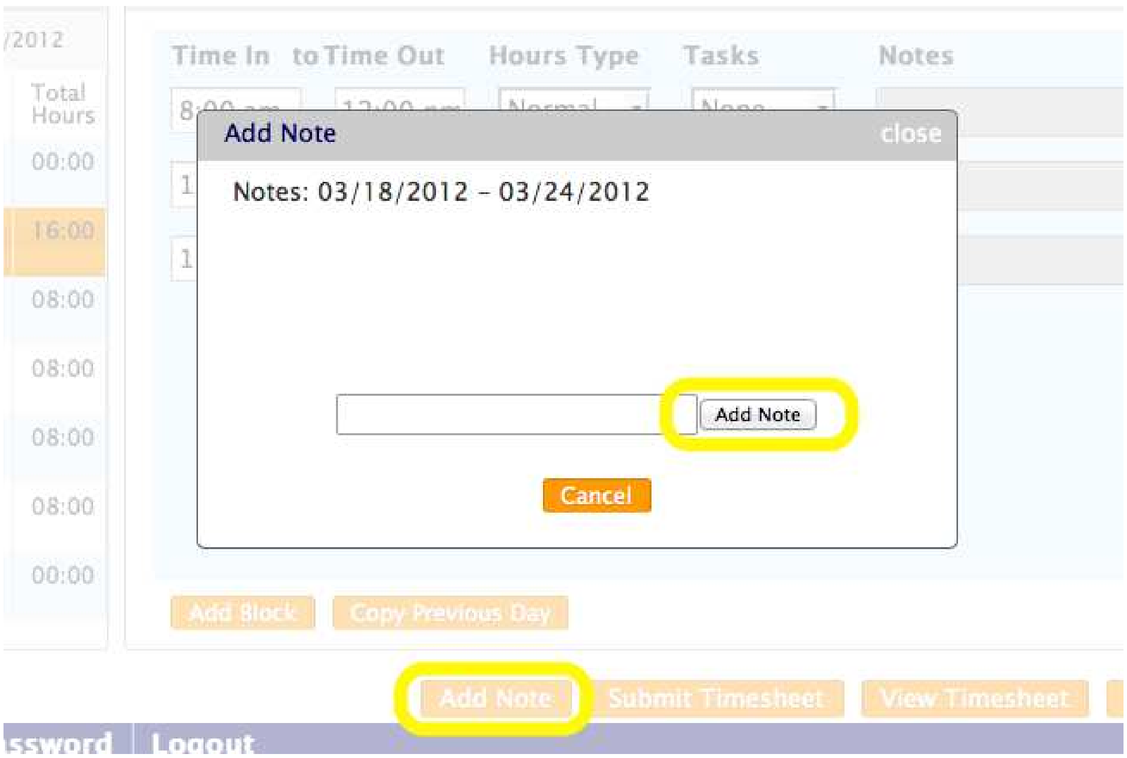
Select the calendar icon and then any day within the desired Timesheet period

Your Timesheet period will automatically become highlighted.

Some timesheet types give you the ability to enter notes for individual time blocks, while others only allow overall timesheet notes.

If your timesheet type allows for entering notes per block then simply enter a note in the text field corresponding to that block.

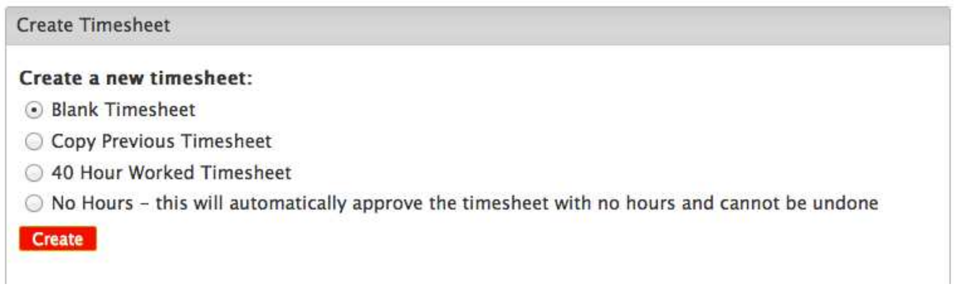
To add an overall timesheet note, simply click “Add Note” and type your note in the pop up and then click Add Note on the popup to finish.



This note will apply to your entire timesheet.

3.How do I enter time on a Simple Hours Timesheet?

Once you log into the system, select the appropriate timeframe on the calendar. From there, you will be able to create a new timesheet.



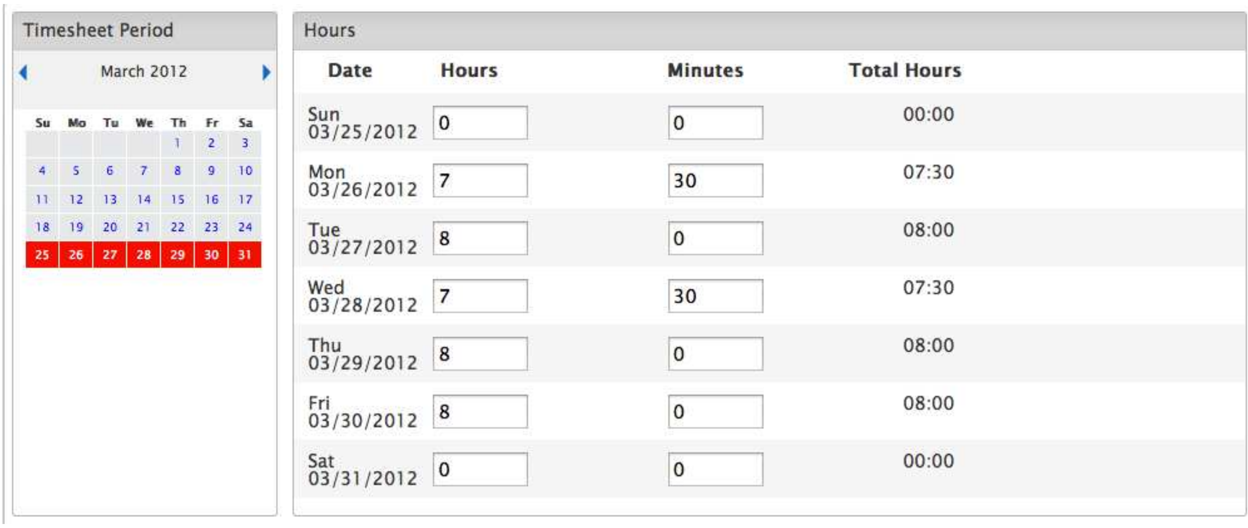
"Blank Timesheet" - will create a standard timesheet that is not prepopulated.

"Copy Previous Timesheet " - will replicate the last timesheet that is available in the system from you.

"40 Hour Worked Timesheet" - will populate 8 hours per day Monday through Friday.

"No Hours" - will notify the Administrator that you had no hours that week.

Once you have selected the appropriate Timesheet scenario, click through the appropriate dates in the Timesheet.



In the upper right portion of the screen, you will see your Time Period, Total Hours and the Timesheet Status.

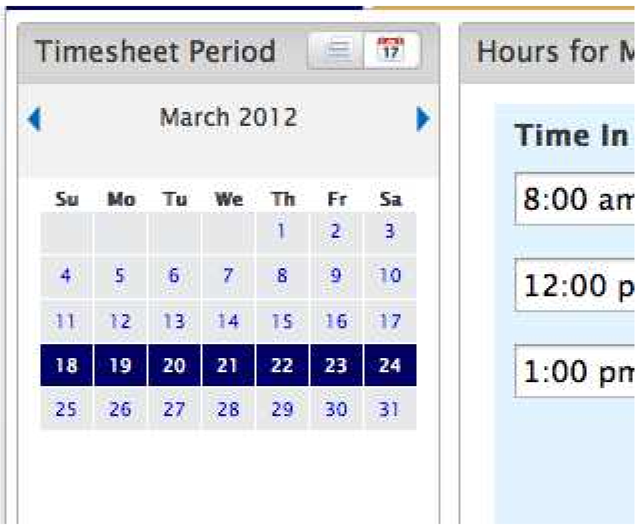
You can also enter a Timesheet note that you want your Manager to see. Please note that these Timesheet Notes are visible by the Manager and cannot be removed from the Timesheet, unless you completely delete the Timesheet and start over.

Once you are done, you may either "Submit your Timesheet," "View Timesheet," (PDF) or Delete the entire Timesheet and start over.

How do I unsubmit my Timesheet?

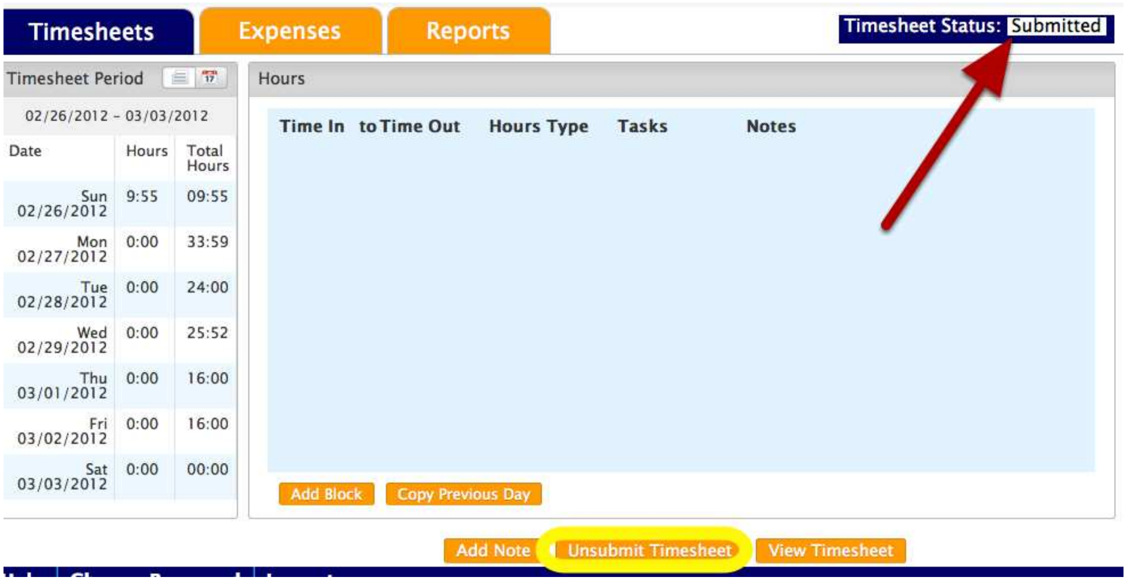
Log in with your provided credentials. If you need assistance with your password click the "Forgot my password" link.

1. Select Payroll Period that you wish to unsubmit



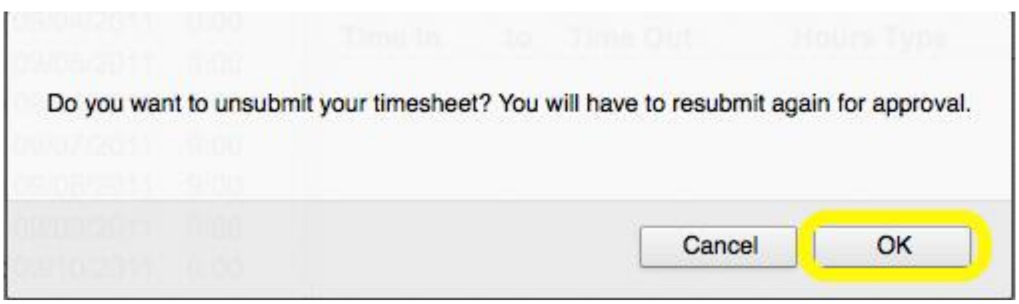
Click the Calendar icon, and then the week. Selecting one day within that period will automatically highlight the entire period.

2. Select Unsubmit



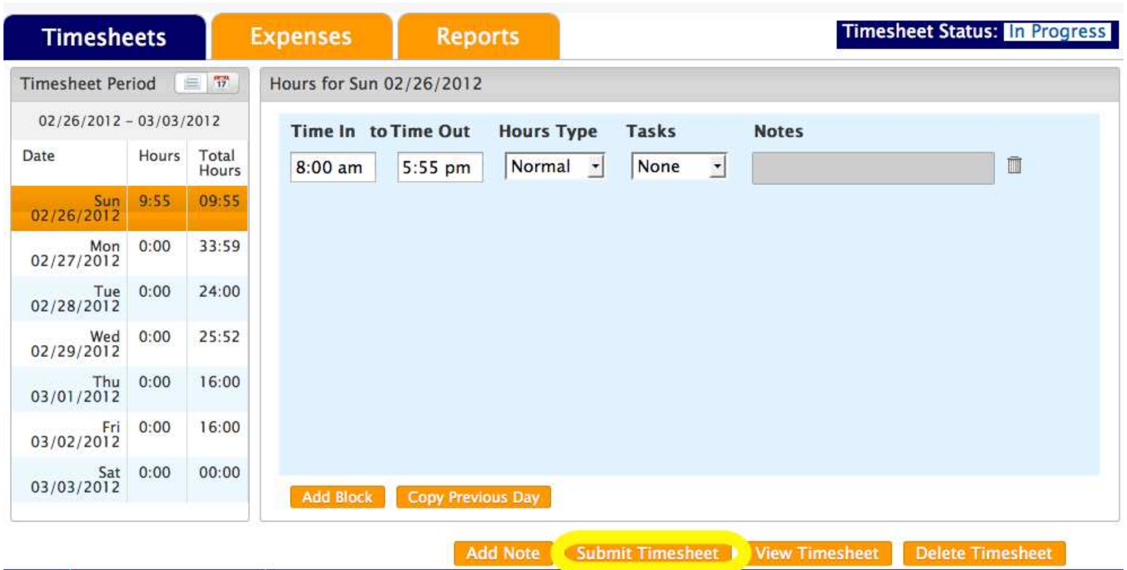
Notice your Timesheet Status in the upper right corner.

3. Pop up will appear, Select “OK”



Timesheet status will now go from Submitted to In Progress

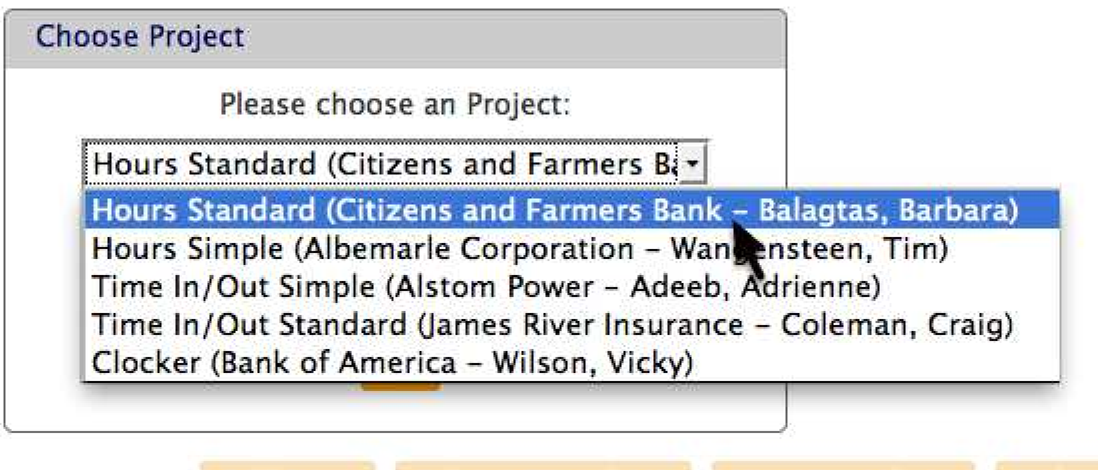
4. Make any changes and Submit when complete



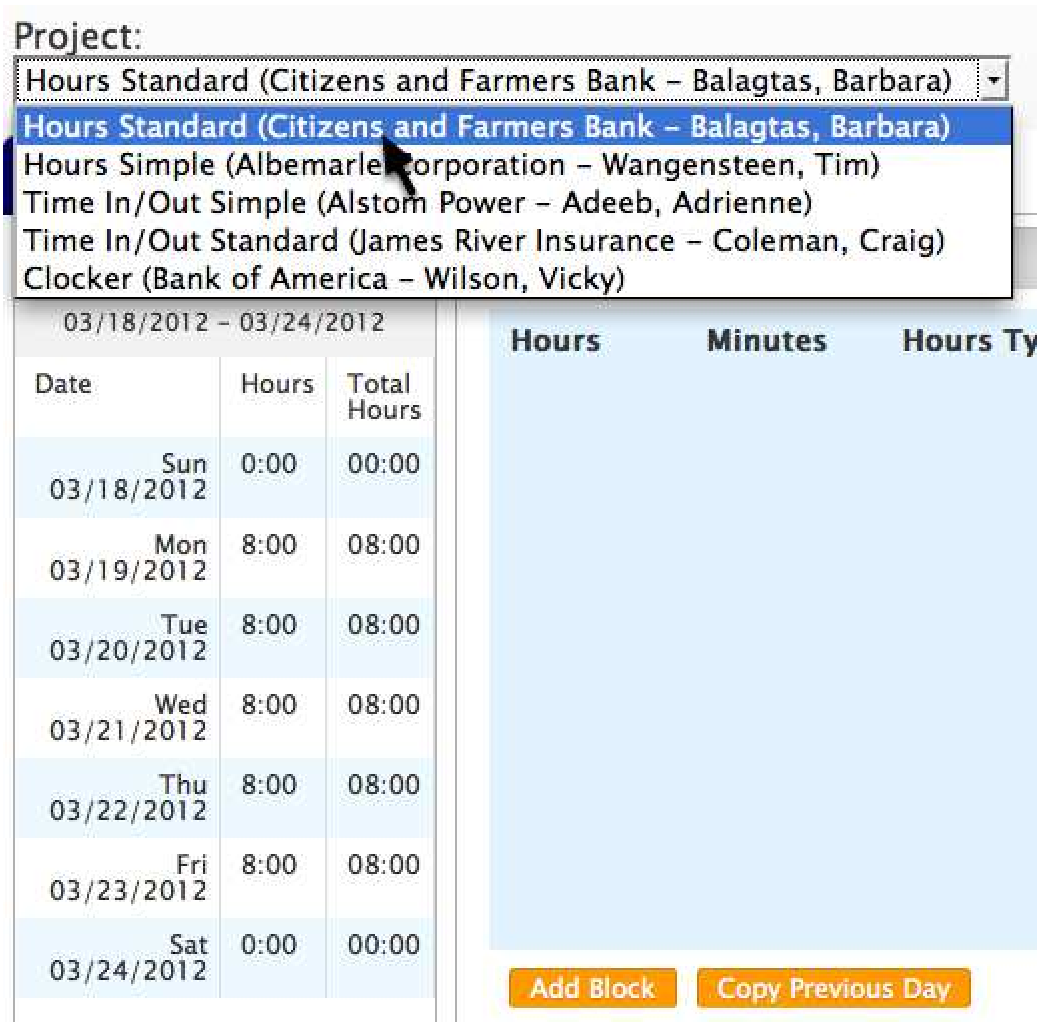
How do I enter time for multiple assignments?

It is important to understand that each Assignment/ Placement that you have will involve it's own Timesheet. Each Timesheet will need to be Submitted on their own. In order to make sure that you are entering in time on the appropriate Timesheet, please follow the instructions below.

If you have been placed on multiple assignments, upon logging in you will be prompted to select the Timesheet that you will initially be entering time for.



At any point while in the application, you can move between multiple assignments and Timesheets. To do so, select the "Assignment" drop down on the left hand side of the Application and click on the appropriate Assignment.



You can move between multiple assignments to log time respectively at any time by selecting the assignment in the drop down selector above the date picker.

You can also see how many hours you have across all Assignment / Project timesheets.

If you do have hours on multiple assignment / project timesheets you can see the total for the day in the Total Hours column.

Expense Entry Questions

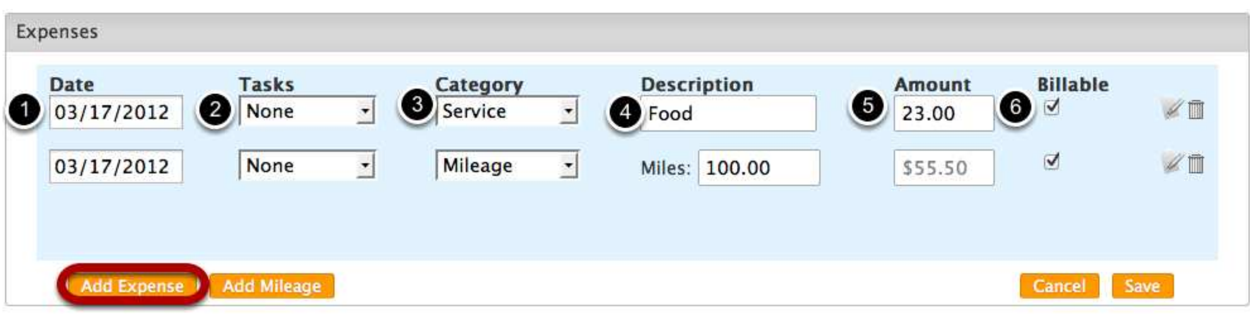
How do I enter Expenses?

Log in with your provided credentials. If you need assistance with your password click the "Forgot my password" link.

1. Select the Expenses Tab

If your Timesheet status is "Not Created" you must Create a Timesheet so Expenses can be entered.

2. Add the details of the expense.



First, select Add Expense...

1. Select Date

2. Select Project / Task

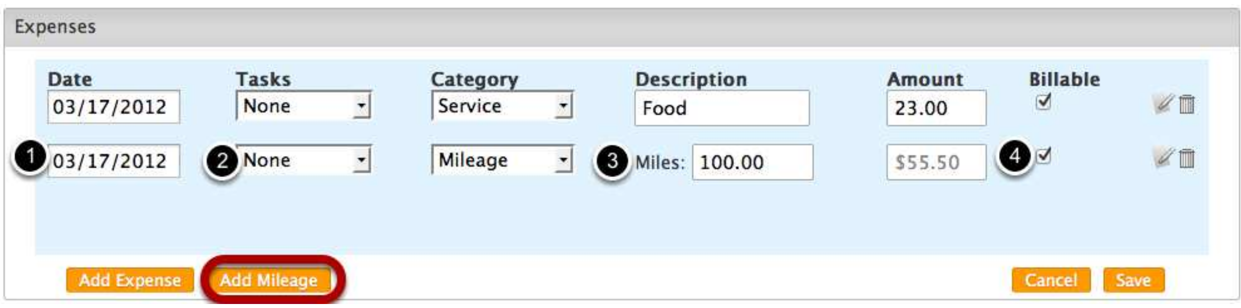
3. Select Service Category (if no category is availabe contact your firm)

4. Enter a description

5. Enter Amount

6. Select if the expense is Billable

3. Add Mileage (if available)



First, select Add Mileage (if available)...

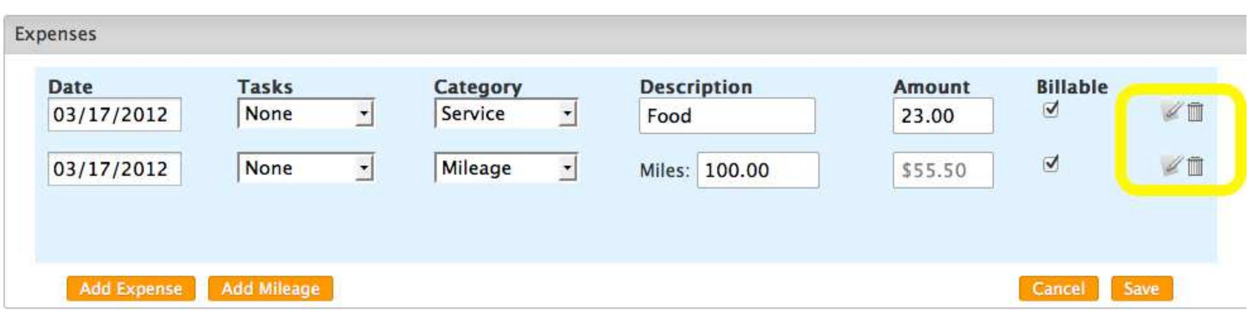
1. Select Date

2. Select Project / Task

3. Add total Miles

4. Select if the expense is Billable

**Adding Notes and Deleting

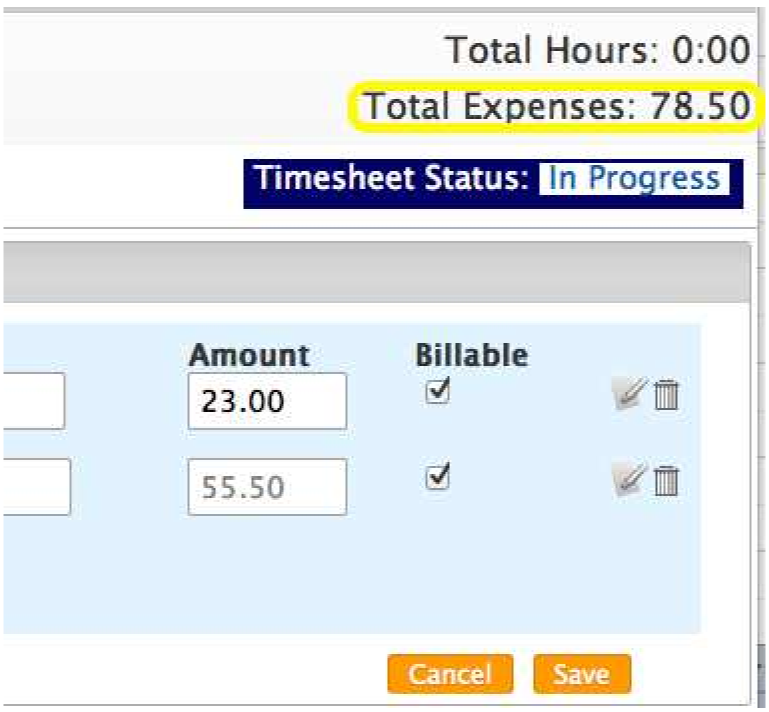


If you wish to add a note to the individual expense, click the "Pen and Paper" icon on the left. This icon will turn gold once a note has been saved.

If you wish to delete the individual line item expense, select the Trash Can icon to delete the line.

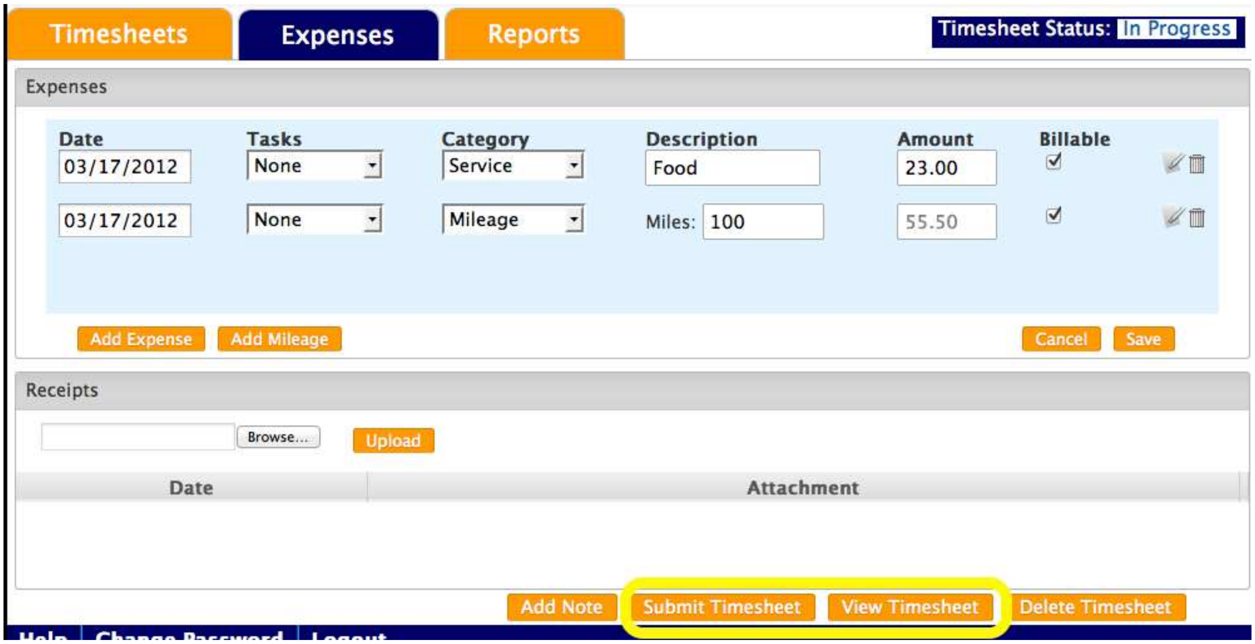
Remember to "Save" after making any changes.

4. Save when Complete. Once saved, you'll be able to see the Expense total for that period.



The Hours and Expense Totals will not be updated until you save.

5. Submit your Expenses with the Timesheet by clicking “Submit”, or select “View” to see how the Expenses will appear on your Timesheet.



The next lesson explains how to attach receipts to your expenses.

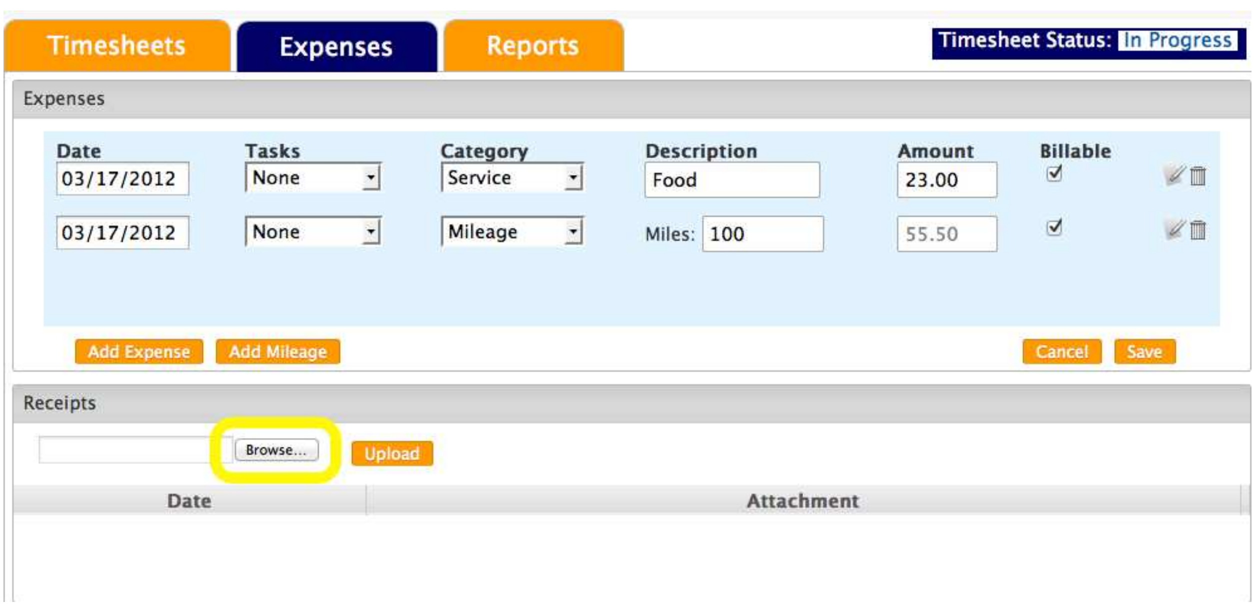
How do I attach receipts to my Expenses?

- Log in with your provided credentials. If you need assistance with your password click the “Forgot my password” link.

- To add a receipt, first make sure you have scanned your receipts and saved them on your hard drive.

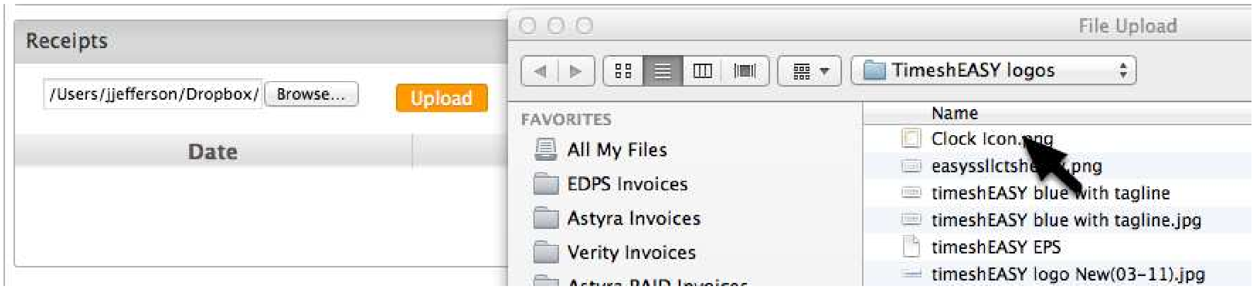
1. Select the Expenses Tab

2. In the Receipts section, Select Browse



*If you have not entered and saved your expense data, please see the previous lesson.

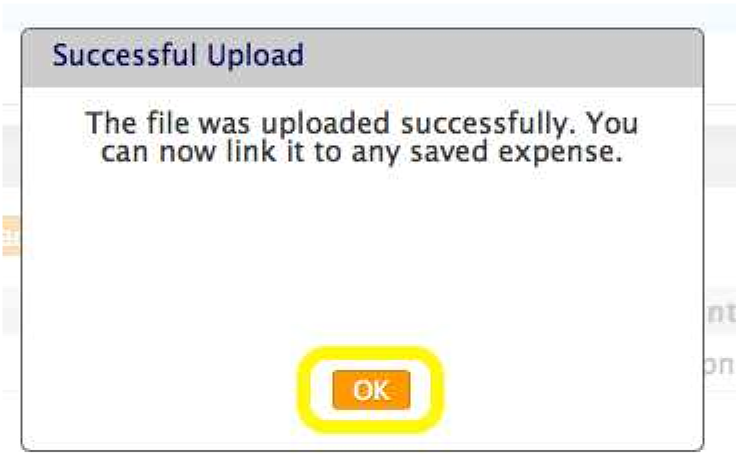
3. A pop up will appear with all of your documents, Select the receipt image and Open



Please remember that this pop up will look different, based on the computer your using. When you scan receipts to your computer, make sure you save them in an easily accessible place, so you can quickly select them from this pop up.

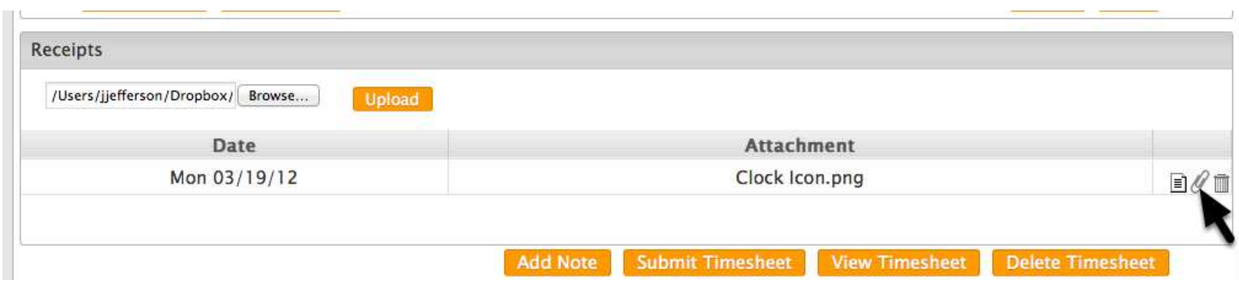
4. Select Upload to Save this receipt image in your account

5. If upload is successful, you will receive a confirmation pop up.



***After uploading, you still have to link your receipt to your expense.**

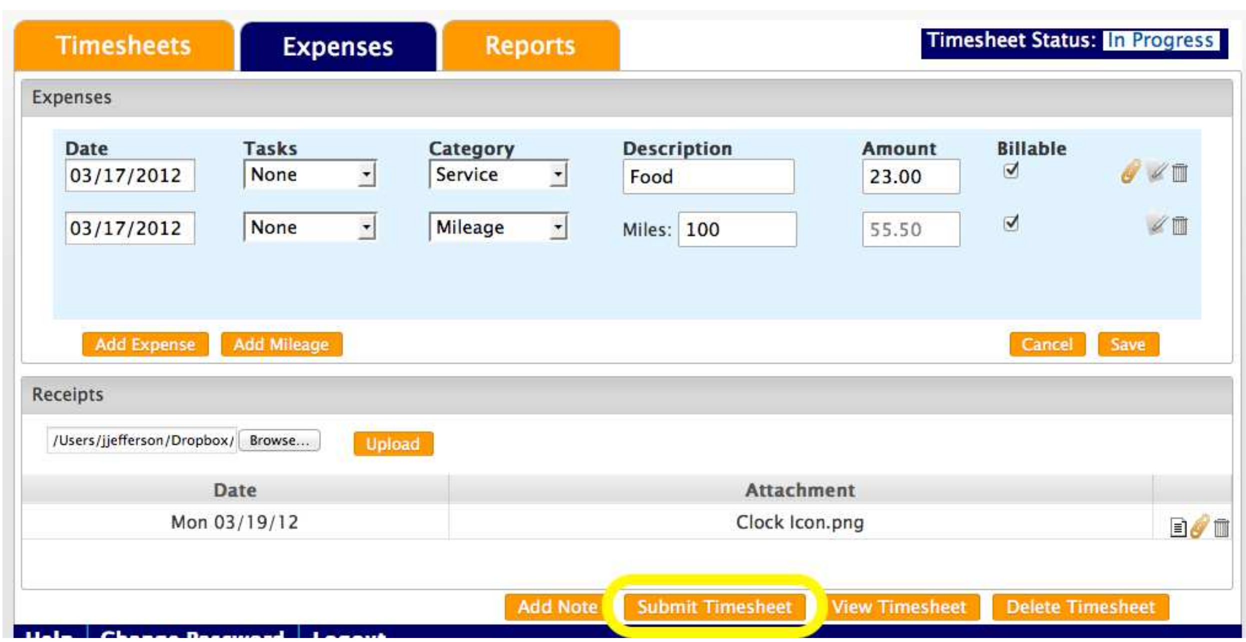
6. To attach the receipt to your Expense, Selet the paperclip icon



7. Pop Up will appear, Link Receipt to the Expense

This pop up allows you to select the specific expense that the receipt corresponds to. Once you have selected the link click “Save”.

8. Once attached, the paperclip image will turn gold. Only Select “Submit” if you are ready to send your entire timesheet to your Manager.



**By Selecting Submit, you are submitting both your expense and timesheet for approval. If you still need to make edits to your timesheet, select the "Timesheets" tab and submit, once you have completed.