Please note that some information included in this document may not be applicable to employees part of the Public Safety collective bargaining agreement. Please refer to the Public Safety Collective Bargaining Agreement and/or reach out to timeandabsence@iastate.edu with any questions you may have.

**Time and Absence in Workday**

**Frequently Asked Questions**

**FAQ Categories**

- Nonexempt
- Checking In & Out
- Tracking Time & Submitting Timesheets
- Students & Temps
- Overtime and Comp Time
- Shift Differential
- Workday Work Schedule
- Can’t Enter Time
- Time Off Requests
- Holidays
- Accruals

**Nonexempt**

**What does nonexempt mean?**

In general, nonexempt employees are eligible for overtime pay when hours worked exceed forty (40) within the university’s workweek, and they are required to accurately record the hours they work.

**Who is considered a nonexempt employee at ISU?**

Nonexempt employees at Iowa State include Merit Staff, Student Employees, Temporary Employees and other positions that fall within FLSA (Fair Labor Standards Act) compliance.

**Checking In & Out**

**Why is it so important for me to track my time accurately anyways?**

Nonexempt employees must check in and out to record their hours worked in order to be paid. Further, nonexempt employees must submit their electronic timesheet in Workday to
their manager for approval. Complying with federal regulations and being paid accurately for your hours worked is important to ISU – and we’re pretty sure it’s important to you too.

**How do I check in or out using the Workday website?**
Workday is a cloud-based system, meaning it can be utilized by any device with an internet connection. Your department may create additional guidance or provide expectations regarding your method of time entry.
- Web Clock Check In Check Out Quick Reference Guide
- Physical Clock Check In Check Out Quick Reference Guide

**Will I be able to check in or out using my mobile device?**
Mobile check in and check out is an option. However, it is not required that a worker use their own device to check in or out for work purposes. If you are unsure what method you are to use, you should confirm with your manager. The mobile option may not make sense for some positions/locations and yet be quite helpful in others. How and where a worker is expected to check in and out is up to the employee’s manager.
- Installing Workday Mobile for Android Users and iPhone Users

**Will student employees be able to clock in and out on their phones?**
Yes, all nonexempt employees, if approved by their supervisor/department, will be able to utilize a mobile device to check in and out.
- Installing Workday Mobile for Android Users and iPhone Users

**How many times will I need to check in and out each day?**
Nonexempt employees will be required to check in and out at the start and end of their day and at the start and end of their meal break. For example, most full-time nonexempt employees will check in and out a total of 4 times per day.

**How will I know how I’m supposed to check in and out?**
If you are unsure or if your manager has not set those expectations, be sure to ask them so you’re using the appropriate method for checking in and out. Depending on your position and location, it may make sense for you to log into Workday and check in and out via the web clock, utilize a physical time clock if a Tracy Time or FP&M time clock is currently located in your department, or access checking in and out using a mobile device. Regardless of the potential options, you should use the method as directed by your manager and/or department.

**What happens if I forget to check in or out?**
Should an employee forget to check in or out or check in or out at a time different than their actual hours worked, the employee should notify their manager or timekeeper and work with them to correct the time punch and make sure it reflects the actual hours worked.
Is there leeway for clocking in and out?
Time is tracked in six-minute increments to the 1/10th of the hour with a two-minute rounding “breaker”. Rounding occurs for the total time block per the employee’s check in and check out times. For example, if an employee clocks in between 4:56:01 p.m. - 5:02:00 p.m. and the check out time is 6:00 p.m. consistently, 1 hour of work would be recorded. This example demonstrates the six-minute increment and where the two-minute breaker comes into play.

If I do not leave for lunch, do I have to clock out and back in?
If an hourly employee is not performing work on behalf of the university, they should be clocked out regardless of their location or the reason they are not working. If an employee is continuing to work while eating lunch (e.g., answering e-mails, taking phone calls, working on a project, etc.), they should remain clocked in.

My computer takes forever to boot up. How can I actually clock in when I want to?
Should you be experiencing these issues, please contact the Solution Center at (515) 294-4000 to troubleshoot and discuss possible options in addition to discussing possible solutions with your manager and department.

Is there an audit trail as to the location of time clock check-ins?
Workday reports whether an employee checked in at a physical time clock or utilized the web clock. The system does not recognize every device, what type of device it is, or where the check in took place.

What happens if an employee does not take a lunch break because they are busy or forget?
The employee should remain clocked in and record their hours worked in order to be paid for them. Their hours should always reflect the actual time worked.

Will full-time P&S employees have to clock in at the beginning of the day and clock out at the end of the day?
Only if they are nonexempt will they be required to do this.

Tracking Time & Submitting Timesheets
Can time be recorded outside of Workday or using any other method or system?
No. Nonexempt employees will enter their time via the check in and check out process within Workday utilizing the web clock (including mobile options) or by using an approved university time clock which will integrate time punches within Workday to create the employee’s electronic timesheet in Workday. Only in rare cases where an internet connection may not be available or a physical time clock is down should an employee need to record time outside of Workday.
How do I submit my timesheet to my supervisor in Workday?
Entering time and submitting time are two different steps in Workday. Any time block on your calendar that shows “Not Submitted” is still pending your submission of that time or time off entry.

- Web Clock Check In Check Out Quick Reference Guide
- Physical Clock Check In Check Out Quick Reference Guide

How do I approve timesheets in Workday?
Please reference the Approving Time job aid.

How do I know if I submitted my time for approval in Workday?
When your time entry for any given work week has been submitted to your supervisor, your Workday calendar will include time blocks for Hours Worked and/or Time Off that shows “Submitted.”

When your time entry for any given work week has been approved, your Workday calendar will display time blocks for Hours Worked and/or Time Off that shows “Approved.”

What would happen if I just didn’t enter and submit my time in Workday?
Should a nonexempt employee not enter and submit their time within Workday, there would be no record of hours worked to be paid. Time feeds directly to payroll and without any hours entered, submitted and approved, Workday would not know what to pay the employee, resulting in the employee not being paid until the accurate hours worked are entered, submitted and approved.

What happens if I forget to submit my electronic timesheet?
Until an electronic timesheet is submitted, the system does not know how to accurately pay the employee. Therefore, to ensure your pay is received in a timely manner, employees should submit their electronic timesheets for approval to their manager at the end of each workweek.

Will ADIN still be utilized for time reporting purposes?
No. Although ADIN will continue to be used for other functions, no actions related to employees’ time will be handled in ADIN once Workday goes live.

Will Tracy Time or my local timekeeping system be going away?
Yes. Tracy Time and any other local timekeeping system will be replaced with Workday.

Will Workday total hours weekly?
Yes. There are multiple ways within Workday to view daily hours, weekly hours, hours by type, and total hours occurring in the work week. As specified in the ISU Work Week policy, the work week begins at 12:01 a.m. Sunday and ends the following Saturday at 12:00 midnight.
What happens if a manager or a timekeeper forgets to approve my timesheet?
In an effort to make sure no timesheets go unapproved, reports have been created for both managers and timekeepers to review what actions may need to be taken for a specific pay period. To ensure accurate pay for nonexempt employees, timesheets must be approved by payroll deadlines.

What happens in Workday when a nonexempt employee goes over 40 hours?
Once a nonexempt employee reaches 40 hours within the work week, Workday adds a time calculation tag of “overtime” to ensure the employee is paid at a rate of time-and-a-half versus their regular rate of pay.

With clocking in and out and the weekly total of those hours, how will Workday accommodate employees with irregular hours?
Nonexempt employees required to track their hours worked and eligible for overtime provisions should check in when they are working on behalf of ISU and check out when they are no longer performing work. Employees will be paid for hours recorded on their timesheets within Workday. Should a nonexempt employee work more than 40 hours within a workweek, they will receive overtime pay at a rate of time-and-a-half per the FLSA. Hours worked are by workweek—they cannot be averaged across weeks or throughout the month. Hours worked outside of your regularly scheduled hours should be recorded in Workday like all other hours worked. Workday will allow you to record hours at any time throughout the day with as many check in and check outs needed for you to accurately record your hours worked.

What happens if the pay period ends in the middle of the week?
Regardless of when the pay period ends, time sheets should be submitted on a weekly basis. For employees who are paid semi-monthly, the payroll snapshot is taken the following week. You can find more information on the payroll website here.

If an employee works Monday through Thursday and is out Friday and unable to submit their time sheet, what happens?
They can submit it on Monday when they return to the office or their manager and/or timekeeper could submit it on their behalf should a payroll deadline need met.

If employees are not paid weekly, why must time sheets be submitted weekly?
The FLSA (Fair Labor Standards Act) is a federal law that requires employers of nonexempt employees to track their hours for overtime calculation purposes. The FLSA defines a work week as seven consecutive 24-hour periods that equal 168 total hours. Employers are required to pay employees an overtime rate of one and one half times their regular rate of pay for all
hours worked in a work week in excess of 40. In order to accomplish this and meet payroll deadlines, time sheets must be submitted weekly.

**Will paper timesheets be going away?**
Yes. Workday will provide an electronic timesheet for nonexempt workers. Only in rare cases where an internet connection may not be available or a physical time clock is down should an employee need to record time via paper or other method.

**Am I able to add documentation when I submit a time sheet?**
Comments can be included at the time of check in and check out as well as when a timesheet is submitted for the week.

**Why am I not able to use a physical time clock under Workday?**
The physical time clock contract has a limited number of licenses for users and is integrated with the supervisory organizations that correspond to the user licenses that were purchased for employees who use physical time clocks prior to Workday Go Live. In order to allow more employees to use physical time clocks, we would need to add licenses and change our contract in addition to adding more supervisory organizations to manage those employees. This may be an option in the future, but the decision for was made to limit physical time clock usage to those using physical time clocks prior Workday Go Live.

**Do nonexempt employees need to clock in and out for breaks?**
Nonexempt employees are expected to clock in and out at the beginning and end of the day as well as the beginning and end of meal breaks. Rest periods are considered paid time, and therefore are included in determining if overtime has been worked, and should be included when reporting time. A supervisor has the authority, but is not required, to establish and permit paid rest periods for nonexempt employees of up to 15 minutes for each four (4) hour work period.

**Are full-time P&S employees exempt from Fair Labor Standards Act (FLSA)?**
Most P&S employees on campus are exempt. However, some are nonexempt and would be eligible for overtime and expected to track their hours like any other nonexempt employee. If an employee is nonexempt, they are eligible for overtime provisions under the FLSA. It makes no difference if they are P&S. The determining factor is if they are exempt or nonexempt.

**STUDENTS & TEMPS**

**Are XH students nonexempt employees?**
Yes. Nonexempt employees include Merit staff, student employees, temporary employees, and other positions covered by Fair Labor Standards Act (FLSA).
Will student managers be able to access our employees’ time sheets to make adjustments as necessary?
If the supervisory organization was structured as such that the student managers were placed above the students, then they should have access to adjust time and correct, edit, and approve timesheets.

If a student holds two positions with different departments in the same semester, is there somewhere they can view all hours worked for both positions?
Yes. All hours worked will show on the employee’s timesheet. Each employee only has one timesheet for all positions. The student and both supervisors will be able to see all hours worked for the workweek. Each supervisor will only approve the hours worked for the position they supervise.

Will temporary employees hired through an outside agency track their hours worked in Workday?
Temporary workers hired through ASI or any other agency will not track their hours worked in Workday. They will continue to track them through their agency.

How will student employees know to start using Workday to track their time when they return?
Much like any other newly hired (or returning) employee, we would expect the department to onboard the student and set expectations as to how they will track their time. However, to assist with this process we recommend students be directed to Learn@ISU to take the following courses:

- Introduction to Workday
- Employee Self Service for Students and Graduate Assistants
- Time Entry for Nonexempt Employees

Will Workday change the way we set up student workers in TracyTime?
Tracy time will not be used after June 30. All nonexempt employees including student employees will be clocking in and out of Workday to record time.

OVERTIME AND COMPTIME
Will employees continue to accrue comp time in Workday, or will hours over 40 count as overtime?
Nonexempt employees will default to being paid overtime in cash on their paycheck unless they are assigned to accrue comp time in Workday. Either option remains available, and requests will be approved or denied by your department.
Is there a comp time option?
Should an employee work more than 40 hours within a work week and wish to accrue comp time instead of being paid overtime, they can request this within Workday for approval. This request can be changed on a monthly basis, effective the 1st of the next month following the request. Please see the job aid, Request CAT leave, Vacation Credit, Comp Time Payout or Switch from Overtime to Comp Time for further reference.

Is there a cap on the number of hours of comp time that can be accrued?
Yes. An employee may accrue up to 160 hours of comp time.

Will any work over eight hours automatically be time-and-a-half?
Overtime pay at time and a half does not begin until someone works 40 hours within the workweek.

SHIFT DIFFERENTIAL
Will there be an automatic shift differential?
Yes. Shift differentials have been configured within Workday and will automatically be applied to hours worked during the timeframes of 6:00 pm and 12:00 am and 12:00 am and 6:00 am per the Board of Regents Merit System rules. This applies to Merit employees only.

What are the shift differential premiums?
Shift differential 2 from 6:00 pm to 12:00 am is 60 cents per hour and shift differential 3 from 12:00 am to 6:00 am is sixty-five cents per hour.

Is there a shift differential for weekends?
No. There is no separate differential for weekends.

WORKDAY WORK SCHEDULE
According to the Absence Management for Employees on-line training module, every employee defaults into an 8-5 work schedule, unless assigned otherwise. Does this mean that everyone who is working 7:30-4:00 during the summer needs update their schedule so that time off will process correctly in the Workday system?
No. Start and end times do not change a schedule in Workday nor will they impact time off requests as quantities can be edited and assigned to specific dates. Both of these schedules (assuming you are referring to 7:30-4 with a 30-minute lunch M-F or 8-5 with a 60-minute lunch M-F) are considered 40 hours per week, M-F, 8 hours each day. Nonexempt employees will be paid per their check-in and check-outs in Workday—not their schedule. Furthermore, if a schedule change is necessary in Workday because it would impact someone’s leave entitlement or benefits, a To Do has been built into the business process to ensure the step is completed.
**Can’t Enter Time**

**My badge is not working.**
Try your badge at another physical time clock. If it does not work on multiple time clocks, work with your manager to contact the Solution Center (solution@iastate.edu).

**My time clock is not working.**
If multiple employees are experiencing issues, work with your manager to contact the Solution Center (solution@iastate.edu).

**I am unable to enter time on the timeclock or web clock application in Workday.**
Your manager or HR coordinator will need to troubleshoot the issue. The most likely cause is a change in Workday with a future effective date which may block you from entering time. The effective date of common job changes, such as switching primary job, or other data changes may be the issue. Your manager can reach out to your HR coordinator (HR_delivery@iastate.edu) for assistance about why you’re unable to enter time.

**Time Off Requests**

If you request more time off then used or needed, do you get that time credited back to you? Is there a way to change the amount of time off you requested?
If an employee winds up taking less time off than originally requested, the time off needs to be corrected to reflect the actual amount of time the employee was away from work. Otherwise, Workday would not know to credit the time back to the employee. Employees, Managers, Timekeepers and HR Coordinators can all correct time off.
- Correct an Absence Request

When requesting time off, how do you indicate that you want to use vacation credit time off as the source?
Eligible employees may create a request within Workday to convert sick time to or from vacation time (vacation credit). If eligible, the HR Coordinator assigns the employee to the vacation credit custom organization. The employee could then utilize vacation credit as an option when requesting time off.

Does Workday sync with Outlook calendar?
No, Workday does not sync with Outlook calendar. In the Absence application within Workday, employees can view their team members’ absences. It will be up to your area if using the absence calendar will work for your needs or if you want to also continue your practice of tracking in Outlook or via another method.
Are Absence Coordinators the same thing as HR Coordinators?
Not exactly. HR Coordinator is a position within the ISD model, and Absence Coordinator is a role in Workday. All HR Coordinators will have the Absence Coordinator role to perform tasks within Absence business processes.

What is the difference between a HR Coordinator and an Absence Coordinator?
HR Coordinators within ISD serve as the Absence Coordinator for tasks related to the Absence application within Workday. The Absence Coordinator role serves at the local level outside of ISD to provide support to departments with a high number of leaves of absence.

Some of my employees have already entered time off requests for the whole year. Will they need to reenter those in Workday?
Yes. Time off requests for July 1, 2019 and after will need to be entered into Workday in order to track and decrement time off balances correctly in the system. This task can be completed by the employee, the manager, or the local timekeeper.

HOLIDAYS
How do Merit employees record a holiday to get the week to total 40 hours?
A holiday calendar has been set up in Workday which will default to eight hours of holiday pay for eligible employees. Should an employee be eligible for anything different than eight hours of holiday pay, a time entry code of additional or negative holiday hours can be entered by the timekeeper or manager to correct the total. A job aid regarding time entry codes, including additional or negative holiday is available here.

Will I need to add holiday hours manually in Workday?
No. As long as time has been entered in the week, these hours will automatically be loaded and coded as holiday per the set holiday calendar in Workday.

Will Merit employees who work on university holidays continue to be paid time-and-a-half?
Yes. Should a Merit employee work on a holiday, the system has been configured to attach a time calculation tag of “worked on holiday” which will pay them the holiday premium pay at time-and-a-half for those days as set by the holiday calendar in Workday.
**Accruals**

**How do I review my accrual balances in Workday?**
The best way to see your balances is to View Time off Results by Pay Period within Workday. The linked job aid will walk you through it. You are able to choose both past and future pay periods.

**How does Workday calculate vacation credit accruals?**
Workday looks at the balance as of the end of the last month for vacation credit – it cannot look into the future or it will throw an error. If an employee is at their max accrual, they will earn sick instead, to ensure they are not negatively impacted. This was a change made post go-live when it was learned that once employees hit a vacation credit max of 96, accruals would be forfeited. It is recommended that employees keep their beginning period balance for each month/pay period as 92 hours or less so they are able to accrue 4 hours each month sick time off Is not used in the month.

Example: Bob has a beginning period balance of 96, therefore the system can’t reward him 4 more hours even if he took 16 hours in the month. Therefore, he would be awarded 12 hours of sick time off so as not to forfeit any accruals.