

UltraTime FAQs

- Q) After I log-in, I am bounced back to the InsideND page.
- A) **Your pop-up blockers are on; go to the Tools option on the toolbar and select “Turn off pop-up blocker”.**
- Q) After I log in to UltraTime, I see the “U” logo and then the screen just freezes, not allowing me to access my WebTime screen.
- A) **You have additional toolbars such as Google, Yahoo, etc. installed on your computer which also contain pop-up blockers. You must also turn off the pop-up blockers on these toolbars as well.**
- Q) I am trying to access UltraTime from my home PC and I receive a message stating the “Page cannot be Displayed”.
- A) **UltraTime requires a secure connection in order access the system from a remote location. You must first connect to the VPN and then log-into UltraTime. If you do not have the VPN already installed on your PC, please visit <http://oithelp.nd.edu/networking/vpn/> for instructions installing the VPN on your PC.**
- Q) I am using a wireless PC here on campus and can not access the system; I also experience the freezing screen issue.
- A) **Although you may technically be here on campus, there are some areas on campus, such as dorm rooms, that may require a secure network connection to access the system. You will need to connect to UltraTime through the VPN to gain access to the system. See above for link for information on the VPN. Also, verify you are connected to the NDSecure network, not NDGuest; UltraTime will not allow access when using NDGuest.**
- Q) I receive a “No Webtime Access” message after I enter my NetID and password.
- A) **Your job record has not downloaded into the system or your supervisor has not submitted the correct form to Payroll to grant you WebTime access to be able to enter your hours. Please follow-up with your supervisor to ensure the correct paperwork has been submitted.**
- Q) Can I access UltraTime using a Mac?
- A) **Yes, the UltraTime system is now compatible with Macs, however, at this time it is not compatible with Ipads. Students and staff may also visit any one of the many computer clusters around campus to use one of the cluster PCs to access UltraTime. For computer cluster locations, please visit: <http://oit.nd.edu/academic-support/oit-computer-lab-locations-and-hours/>**
- Q) What are my responsibilities as an UltraTime User?
- A) **Students and bi-weekly hourly staff must accurately record hours worked and paid time off (eligible staff) such as vacation, holiday and sick time using the WebTime module. It is highly recommended hours be entered into WebTime on a daily basis rather than waiting until the end of the pay period. The system will be locked to all hourly staff and students at 8am on Monday following the end of a pay period and you will no longer have access to enter hours after this time. Your Supervisor must review and approve the hours you have entered by 9am on Monday following the end of a pay period so please have your hours entered in a timely manner to allow your Supervisor ample time to complete the approval process.**