

# UltraTime Supervisor FAQs

## What is UltraTime?

UltraTime is the University's automated time and attendance tracking system for all hourly non-exempt employees including students. Hours may be recorded using a time clock where the employee swipes their University-issued ID card through a time clock or via WebTime where the employee enters their hours on-line. The method of time keeping varies by department and it is up to each department to inform their employees how to record their hours.

## What is the difference between UltraTime, WebTime and UltraView?

UltraTime is the entire time-keeping system, WebTime and UltraView are modules within the system. Employees and students who do not use a time clock to record hours worked use WebTime to enter their hours on-line. Supervisors may elect to use either WebTime or UltraView to approve hours; WebTime is the basic module and UltraView is the more enhanced module with some reporting capabilities. UltraView also lets you view multiple employees/students on one screen versus WebTime which views each time sheet individually.

## What does it mean when a department has their own server?

Because the time keeping needs vary for each department, we have moved some of the larger departments on campus to their own server which in turn allows them more control and the ability to customize their system to meet their needs. If you have a questions pertaining to UltraTime, please contact your assigned Administrator as outlined below.

Server	Contact	Number	Email
Athletics	Jennifer Watchorn	631-3383	<a href="mailto:jwatchor@nd.edu">jwatchor@nd.edu</a>
Facilities (Building & Landscape Services)	Jane Nielson	631-4230	<a href="mailto:jnielson@nd.edu">jnielson@nd.edu</a>
Food Services	Chris Coleman	631-1767	<a href="mailto:ccoleman@nd.edu">ccoleman@nd.edu</a>
Infotech (OIT)	Carol Blackford	631-9319	<a href="mailto:cblackfo@nd.edu">cblackfo@nd.edu</a>
Library	Michelle Savoie	631-3972	<a href="mailto:mstenber@nd.edu">mstenber@nd.edu</a>
Morris Inn	Gail Small	631-2015	<a href="mailto:gsmall@nd.edu">gsmall@nd.edu</a>
Rec Sports	Lana Wright	631-5100	<a href="mailto:lwright@nd.edu">lwright@nd.edu</a>
Res Halls	Kathy Brannock	631-2553	<a href="mailto:kbrannoc@nd.edu">kbrannoc@nd.edu</a>
Security	Carolyn McKibbin	631-1081	<a href="mailto:cstohler@nd.edu">cstohler@nd.edu</a>
Combined (All departments not listed above)	Aaron Blight	631-7101	<a href="mailto:ablight@nd.edu">ablight@nd.edu</a>

## I've never used UltraTime before, what do I need to do to get set-up?

Step 1: Submit the [Request for Supervisor Authorization Form](#) which can be found under the UltraTime Website task on [InsideND](#). All Supervisors must have at least one designated back-up who will be responsible for confirming hours in the event the assigned supervisor is unavailable to do so. A separate Supervisor Request Form must be submitted for the back-up as well.

Step 2: If you are assuming the assigned Supervisor role for another Supervisor who has left the University or no longer needs access to the system you will need to complete the [Add/Change Form](#) listing the names, NDIDs and position numbers and for the employees/students for which you will be responsible for reviewing and confirming hours for; be sure to list back-up and please note on the form if the previous assigned Supervisor no longer needs access to system and we will remove them.

## How do I access the system?

To access the UltraTime system, search UltraTime on InsideND and select the UltraTime Website task. Be sure to add this task to your favorites to allow for easy access in the future. Prior to accessing the system, you will need to take the following steps to add UltraTime as a trusted site in order to allow the pop-up windows to function correctly:

Tools Menu - Internet Options – Security – Trusted Sites – click on the Sites button and add https:\\UltraTime.nd.edu in the website zone field -click the Add button.

### **How do I get my employees/students into UltraTime?**

If you are assuming the UltraTime duties for another Supervisor with active employees/students, they are already in the system and will be re-assigned to you based on the information provided on the Add/Change Form.

For student new hires, you will be able to enter your NetID as the assigned Supervisor when creating the position in the Student Jobs system thus eliminating the need to submit an Add/Change Form.

For new full and part time staff as well as temporary employees the Add/Change Form is required as the Supervisor name on the PAF is used for Endeavor purposes and is not linked to UltraTime in any way.

### **I followed the steps to get my employees/students into the system but I do not see them.**

Please refer to the [Bi-Weekly Payroll Schedule](#) to verify you met the submittal deadlines. If the deadlines were met your employees/students will download to UltraTime the day before the pay period ends (Thursday) at the latest. Hours will need to be manually tracked until their record is downloaded at which point they will be able to enter hours for the pay period. For employees/students using a time clock to record hours, you will need to enter the hours on their behalf.

### **What does it mean to be a default Supervisor?**

UltraTime is set up to have all employees/students working under an Org download to a single Supervisor and this Supervisor is considered the “default”. When creating jobs for students, you have the ability to enter a different NetID which will override the default Supervisor and assign the selected NetID as the Supervisor. Full and part time staff and temporary employees will automatically be assigned to the default Supervisor for that Org; if you wish to assign someone other than the default Supervisor as the primary Supervisor you will need to submit and Add/Change Form. If you need to change the default Supervisor for the Org, please contact Payroll.

### **What are my responsibilities as an UltraTime Supervisor?**

It is your responsibility to review your employee’s/student’s hours for accuracy, resolve any discrepancies and confirm hours by the 9am deadline on Monday. Supervisors must make certain all employees/students who are using WebTime record their hours worked in a timely manner and eligible full and part-time staff are reporting their time off for vacation, incidental time, etc. accurately.

### **When are the deadlines?**

Please refer to the Bi-Weekly Payroll Schedule on the UltraTime Website for information regarding the deadlines, pay periods and pay dates.

### **What if I am unavailable or forget to confirm hours?**

Should you be unavailable to confirm hours for your employees/students by the deadline, you must notify your assigned back-up to confirm the hours on your behalf. Due to audit concerns, the Payroll Department is unable to confirm hours for any student or staff employee.

All Supervisors and their assigned back-up(s) will also receive automated bi-weekly emails on Monday following the end of the pay period at approximately 6:00am reminding you to confirm hours by the 9:00am deadline. A second automated email is sent at approximately 10:00am to all Supervisors and their back-up(s) detailing employees who have unconfirmed hours and/or incomplete hours in the system; this must be addressed immediately to ensure the employee is paid correctly and the payroll process is not delayed.

**My employee/student worked hours in a previous pay period but they were not entered, what should I do to ensure they are paid for these hours?**

Hours worked in a previous pay period cannot be combined with hours worked in the current pay period and must be submitted to Payroll on a [Non-Exempt Payroll Adjustment Form](#) for manual entry. Because prior pay hours require manual entry by Payroll, please make every effort to ensure your employees and students are recording their hours worked accurately and in a timely manner to reduce the need for paper forms and manual entry.

**I have a student/employee who no longer works for the department, how do I remove them from UltraTime?**

All student jobs will be automatically terminated at the end of the pay period following commencement and at the end of the summer semester for those who work during the summer. If you wish to remove a student prior to the end of the semester you can terminate the position in the Student Jobs system and it will automatically inactivate the position and the student's name will be removed from the drop-down menu after several pay cycles.

HR requires a separation form for all full and part-time staff and temporary employees to terminate the employee and/or position. Once HR processes the Separation Form the process is the same as outlined above for students. *Note: Temporary employees who work during the summer only and have a position ending in ST will be automatically terminated by HR in the Fall so no Separation Form is needed.*

**Is there a manual on how to use the system?**

Yes, [WebTime manuals for Supervisors and employees/students](#) are located on the UltraTime Website in addition other UltraTime-related forms and educational materials. The manual for UltraView is embedded in the HELP button on the UltraView screen.

**Can I access the system from off-campus or on my phone?**

Yes, however, if accessing the system from your phone your view will not be sized correctly making it difficult to navigate.

For additional information please visit the UltraTime Website on [InsideND](#).