Staff OnLine | FAQ

This FAQ article is intended for staff who have encountered issues or errors in the Staff OnLine system.   This article provides hints and tips for Staff OnLine users and is intended to answer common questions about issues which may arise during system use.

Q.   General system functionality issues such as:

- **Why am I unable to submit my timesheet?**

- **Why is the page not loading?**

- **Why am I unable to open an attachment?**

A.   Functionality issues are usually browser related. Internet Explorer 11 is the only recommended and fully supported browser for accessing Staff OnLine. Other web browsers may not provide access to all functions. If you do not have access to Internet Explorer 11, you can access Staff OnLine via Citrix. A guide to access and install Citrix can be found at:
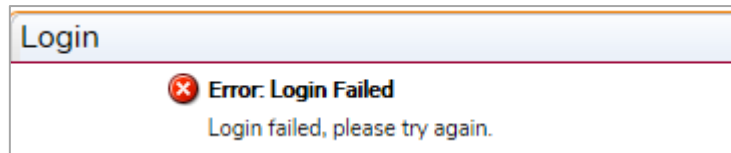https://uws.service-now.com/kb_view.do?sysparm_article=KB0011076
If you have any issues with installing Citrix, you can contact IT for assistance on 9852 5111.

Q.   Who can access Staff OnLine?

A.   Staff OnLine is available to Western Sydney University members engaged on a permanent or fixed term contract basis (including casuals). New staff members will be notified by the Office of Human Resources when their access to Staff OnLine is available.

Q.   Why am I receiving a 'Login Failed' error message upon attempting to log into Staff OnLine with my credentials?

A.   If you have entered your credentials and received an error message as indicated below, this suggests that you have entered an incorrect password or that your Western Account has expired.

Login

❌ **Error: Login Failed**
Login failed, please try again.

A guide on how to manage your Western Account, including account activation, password expiry and update, can be found at:

https://uws.service-now.com/kb_view.do?sysparm_article=KB0010489

Q. **Why am I receiving an error message stating that my web user account is not current when I try to log in to Staff OnLine?**

A. This message indicates that you do not have a current contract recorded on our payroll system. If you are a current employee, you will need to follow up your paperwork with your manager as it may not have been forwarded on to Payroll for processing.

Login

❌ **Error: Login Failed**
007: Web User Account not current.
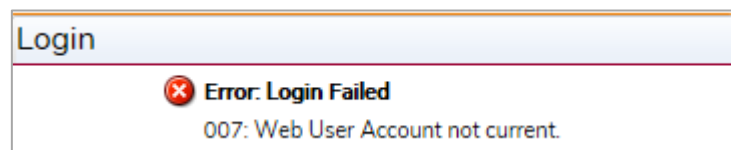
Q. **As a manager with direct reports, why am I unable to approve a Staff OnLine request due to the 'Approve' button being greyed out?**

A. If the 'Approve' button is greyed out, this suggests that the item awaiting approval should be reviewed in more detail by you as the manager. This occurs if a medical certificate is attached to a leave application, if there is a warning message that needs to be viewed, or if the approval is for flexitime sheets, casual timesheets or mileage claims which need to be viewed in more detail before approval.

You will need to click 'Record Id' to access the detailed view of the application. A pop up window will appear and you can then action the request from there.

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Q. **Why do I receive an error message when I try to access the user guides for Staff OnLine?**

A. When clicking 'User Guides' under 'Help', you may get a message saying that content cannot be displayed in a frame. You need to click 'Open this content in a new window' and a new window will appear showing the user guides.

Q. **Why is my current casual job not loading when attempting to create a new timesheet?**

A. 'Find Employee Jobs' should load a list of your current casual jobs for which you can enter online timesheets. If you enter a timesheet start date which does not fall between the dates of your contract, that job will not appear when you search. You will need to refer to your Casual Employment Authority (CEA) to confirm what dates your contract is active between, alternatively paperwork for that job may not have reached payroll for processing yet.

Q. **Why am I receiving the error message:**

A. This error message indicates that you have entered into your timesheet a day that is prior to your timesheet start date. Dates entered into your timesheet can only be after your timesheet start date, which is the date you first entered when you created the timesheet.

Q. Why am I receiving the error message:

Academic Timesheet

Error! Row 1 Break (HH:MM): A value must be entered

A. The break field in your timesheet is mandatory. If the break field is left blank, an error message will appear.

If no break was taken the break should be entered as 00:00 (24-hour format).

Note - Staff that work more than 5 hours a day should take a break of at least 30 minutes.

Q. Why am I receiving the error message:

Academic Timesheet

Error! ORA-06502: PL/SQL: numeric or value error: character string buffer too small

A. When completing your timesheet, you are able to add a comment next to the individual line that is being claimed. The maximum number of characters is 100, and if you exceed this maximum then an error message will appear and you will not be able to save or submit your timesheet.

Q.   Why am I receiving the error message:

> ** The combination of award, classification and paycode entered for date 16-Oct-2017 is invalid. **

A.   At the bottom of your timesheet, there is a section called Timesheet Summary Details. You may have a message appear in this section advising that the combination of award, classification and paycode entered is invalid. This message is a known bug and can be ignored. It will not stop you from being able to submit your timesheet.

Timesheet Summary Details

⊟ Hide Job 06

Job No	Pay Code	Award/Class./Step	Pay Rate	This Timesheet		Including This Timesheet						
						Overall Estimate		Overall Actuals		Remainder of Allocated Estimate		
				Units	Indicative Value	Units	Indicative Value	Units	Indicative Value	Units	Indicative Value	
06	UCCF1	/	0.0000	5.50	0.00	0.00	0.00	5.50	0.00			** The combination of award, classification and paycode entered for date 16-Oct-2017 is invalid. **
	UCT1	/	0.0000	1.00	0.00	0.00	0.00	1.00	0.00		
Totals for Job 06				6.50	0.00	0.00	0.00	6.50	0.00		

Q.   Why am I receiving the error message:

> **Error!** User-Defined Exception

A.   This error message appears if you originally created your timesheet on an unsupported browser, saved it as a draft and then tried to submit it using the supported browser, Internet Explorer 11 or Citrix. To resolve this issue, you will need to delete the timesheet that is receiving the error message and re-create the timesheet using Internet Explorer 11 or Citrix. You should then be able to submit your timesheet for approval.

Q.   Why am I receiving the error message:

> Academic Timesheet
> **Error!** Row 1 Hours Claimed: A value must be entered Row 1 Start Time (HH:MM) 24HR Clock: 1564 cannot be converted into hours:minutes

A.   This error message will appear if you have entered a 24 hour time that cannot be converted into hours and minutes (e.g. a start time of 15:64). It will also appear if you attempted to submit a timesheet using an unsupported web browser. You will need to submit your timesheet using a PC with Internet Explorer 11 or Citrix.

Q.   Why am I receiving the warning message:

FlexiTime Recording

Accounting Period	22/09/2017 to 19/10/2017
Estimated Flex carryover at START of period	+11.82 Hours

Warning: You have previous periods of Timekeeping that have not been approved
The above balance will not reflect Flex accrued during these periods until your Supervisor has approved your previous Timekeeping.

A.   Your flex carryover will not show correctly until all of your previous flexitime sheets have been approved. If one of your previous flexitime sheets has not yet been approved, your current flexitime sheet will display this warning message advising you that the carryover balance is not correct.

Q.   Why is the 'Save and Submit' button in my flexitime sheet greyed out?

A.   The save and submit button will not be available until the end of the period. If it is the end of the period and the save and submit button is still not available and there is no red warning message showing at the bottom of the flexitime sheet, it is likely that the flexitime sheet is incomplete. This means that either a day has not been fully completed (i.e. it is missing a start time and/or end time). Look for Start/End/Break fields that are white which means that data is expected.

18/09/2017	Mon	0830	1600	30				0.00	7.00	0.00	+7.82
19/09/2017	Tue							0.00	0.00	-7.00	+0.82
20/09/2017	Wed	0830	1600	30				0.00	7.00	0.00	+0.82
21/09/2017	Thu						FLEX Un-Approved	0.00	0.00	-7.00	-6.18

Estimated Flex Carryover at END of period: -6.18 Hours
Total Time in Lieu accrued: +8.00 Hours

Save Save and Submit **Cancel**

Note: The Save and Submit button will be available once all times have been recorded and no errors are found.

Q.   Why am I receiving the error message:

Daily Total must equal your standard hours on days with partial leave bookings

A.   If you have a part-day leave booking in the system, the flexitime sheet will not save unless the daily total is at least equal to your standard hours of work for that day. A message will appear in red text at the bottom of the timesheet advising of the error and the 'Save' and 'Save and Submit' buttons will be greyed out. For example, if your standard working day is a 7 hour day you have booked 3 hours of sick leave, you must have worked for at least 4 hours to make the daily total 7 hours.

Q.   Why am I receiving the warning message:

Note: The maximum flex that can be carried over to the next timekeeping period is 14

A.   The maximum number of flex hours that can be carried over to the next period is 14 for full time employees. For part time employees this is pro-rata. For example an employee who is 0.6 FTE will only be allowed to carry over 8.4 hours (0.6 x 14).

If you have exceeded the maximum flex carryover for a period, a warning message will appear and the carryover amount will automatically show as 14. You will still be able to save and submit your flexitime sheet.

If you have been unable to take your 2 flex days for the period due to business demands, you may be able to carryover more than 14 hours to the next period. You should speak with your HR Officer who can arrange for a manual adjustment to your carryover.

Q.   Why am I receiving the warning message:

Note: You cannot go below a balance of -14

A.   Full time employees must have a flex carryover amount of at least -14 hours at the end of the period. If the flex balance goes below this amount, a message will appear and you will not be able to save and submit your flexitime sheet.

For part time employees the minimum carryover will be pro-rata based on your FTE. For example, an employee working 0.8 FTE will have a minimum carryover amount of -11.2 hours (0.8 x 14). Note: If you are a part time employee, the notification message will still say -14 even though that amount does not apply to you.

Q. Why are there days greyed out on my Flexitime Sheet?

A. Days will be greyed out if there is a full day leave booking on that day, the day is a public holiday, or if you are not rostered on to work that day.

If you have changed your work days, you will need to contact your HR Officer.

If you have worked a different day of the week as a one-off, you can complete the flexitime sheet for the day that you were rostered to work and put a comment in the comments field stating the day those hours apply to.

Date	Day	Start Time	End Time	Break (min)	Time In Lieu	Comments	Leave Value	Daily Total	Flex Value	Estimated Flex Balance
22/09/2017	Fri						0.00	0.00	-7.00	+4.82
23/09/2017	Sat						0.00	0.00	0.00	+4.82
24/09/2017	Sun						0.00	0.00	0.00	+4.82
25/09/2017	Mon					FLEX Un-Approved	0.00	0.00	-7.00	-2.18
26/09/2017	Tue						0.00	0.00	-7.00	-9.18
27/09/2017	Wed						0.00	0.00	-7.00	-16.18
28/09/2017	Thu						0.00	0.00	-7.00	-23.18
29/09/2017	Fri						0.00	0.00	-7.00	-30.18
30/09/2017	Sat						0.00	0.00	0.00	-30.18
01/10/2017	Sun						0.00	0.00	0.00	-30.18
02/10/2017	Mon					Public Holiday	0.00	0.00	0.00	-30.18

Q. A Break field on my flexitime sheet is highlighted in yellow, what does this mean?

A. If the break field is left blank or less than 30 minutes has been entered, the field will highlight yellow and a warning message will appear at the bottom of the screen to remind you of your requirement to take a 30 minute break if working more than 5 hours.

19/09/2017	Tue	0930	1530				0.00	6.00	-1.00	-5.68
20/09/2017	Wed	0700	1130	30		SIC Un-Approved	3.00	7.00	0.00	-5.68
21/09/2017	Thu					FLEX Un-Approved	0.00	0.00	-7.00	-12.68

Estimated Flex Carryover at END of period: -12.68 Hours
Total Time in Lieu accrued: +8.00 Hours

Save   Save and Submit   Cancel

Note: Staff will not be required to work more than **5** hours without a break of at least **30** minutes. The break should not be longer than **2** hours, except with the permission of the University

Q. Why do I receive the following message when I try to access my flexitime sheets?

FlexiTime Recording

No Access

You do not have a valid Timekeeping group. Please contact your administrator for more details.

A. If you have more than one active job, you will need to change to the relevant job before you can access your flexitime sheets. To do this, highlight the job you want to complete flexitime sheets for in the 'My Details' panel on the left of the screen, then press the 'Select' option. Your role information will then update accordingly and you can now access flexitime sheets for that job.

If you were previously in a limited-term role and are now employed in an employment status that does not require access to flexitime sheets (e.g. Casual), you may still have access to the 'My Flexitime' menu. If you attempt to access it, this message will also appear.

Q. How do I remove hours recorded on a day if the day is now greyed out?

A. You may have inadvertently entered hours on a day which was later approved for leave. The FlexiTime sheet will permit this recording to be saved and submitted, however it is showing as having 5.5 hours worked, plus a leave booking totalling 7 hours. The black cross invites you to click on it to remove the hours worked, which happens automatically once clicked.

11/09/2017	Mon	0930	1530	30				0.00	5.50	-1.50	-2.18
12/09/2017	Tue	0930	1530	30			☒ SIC Un-Approved	7.00	12.50	+5.50	+3.32
13/09/2017	Wed	0930	1530	30				0.00	5.50	-1.50	+1.82

Q.   What happens to a request once I submit it?

A.   Once you have submitted a leave request or timesheet on Staff OnLine, a 'Success!' message will appear. This message indicates that your request has been sent to your Approver who will automatically receive an email alerting them of your request. Once your request is actioned by your approver, you will receive an email notification. You can view the status of your requests at any time by clicking 'My Requests' on the main menu.
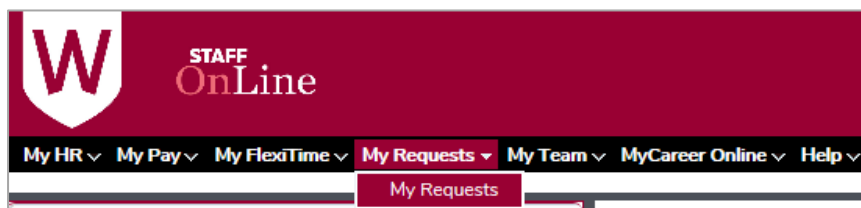
Q.   What if I make an incorrect request?

A.   If your leave request or timesheet has not yet been approved, you can delete this request by clicking on 'My requests' on the Main Menu. Once you have clicked this, a page displaying your request will appear. Click in the delete box for the request you wish to change and press the delete button. Then re-submit the correct request if required.

My Requests

| Delete | Clear |

FlexiTime Recording

Delete	Record ID	Name	Created Date	App. Status	Escalated By	Approver	Status	View WorkFlow
☐	2397490		08-SEP-2017	Rejected		Manager, HR Information Systems	Rejected	

If the request has already been approved, you will need to contact the HR Helpline on 9678 7575 or email humanresources@westernsydney.edu.au

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Q. Who do I contact for assistance or if my details on Staff OnLine are incorrect?

A. User guides are available in Staff OnLine under the 'Help' menu.

Alternatively, and for queries regarding your details (pay, leave balance etc) in Staff OnLine, please contact the HR Helpline on 9678 7575 or email humanresources@westernsydney.edu.au