

TRUE TIME FREQUENTLY ASKED QUESTIONS

1. **QUESTION:** How do I enter time off?

ANSWER: Please use your HR guidelines when entering time-off.
<http://www.granburyisd.org/timeoff>

You will enter your time off through Employee Access. (Exception: Custodial, Food Service, Maintenance, and Transportation will go through their supervisors for processing.)

2. **QUESTION:** If time clocks or SKYWARD is down how do I clock in and out?

ANSWER: Use your manual procedures when the time clocks are down. You will keep a paper timesheet of your time in and out and process through your supervisor for corrections to your timesheet when the system is back up.

3. **QUESTION:** When I make a change on one of my employee's timesheets - why does it not update?

ANSWER: Anytime you make a change to a timesheet it needs to be resubmitted to pick up the changes. If time off is updated or changed either by you or the human resource department – you will need to have the timesheet denied and resubmitted.

4. **QUESTION:** Why do I get a supervisor approval needed error when I try to submit?

ANSWER: Check your “My True Time Set-up” in employee access. If your schedule is showing incorrect – please have supervisor correct your schedule and will prevent the error in the future.