

MyHR Employee Self Service Portal Paperless Time Keeping FAQ

Questions and Answers

Pg 1

Q1. I cannot log in, I am receiving an error message saying “we could not locate your information”, or I forgot my password. What do I do?

A. The portal does not reset passwords or require that they be reset. Please ensure that you are typing your employee number and password correctly. If your password field is filling in automatically, try deleting all entries in that field and entering your password manually. If these steps do not work, try resetting your password to what you are typing in by clicking “Forgot My Password” under the login box. The portal will then verify some information and allow you to reset your password. Passwords must be at least 7 characters long, contain one capital letter, one lower case letter, one number, and one symbol. Symbols that are allowed are !@#\$\$%^*()-+;:/=

Q2. I do not know my employee number, who do I contact?

A. Contact your payroll officer or send an email to MyHR_ESS@cuyahogacounty.us.

Q3. When do I need to have my time sheet submitted and approved by?

A. Approved time sheets for the current pay period are pulled every Sunday morning with one final pull for late approved time sheets at 9:30am on Monday at the end of a pay period. Any time sheets not submitted and approved by 9:30am on that Monday morning will be locked as payroll begins processing. This Monday morning deadline is subject to change on weeks where a holiday falls in a pay week. To check the status of your time sheet, click on “My Time History” on the sidebar to the far left. This will bring you to your history of time sheets for the past year. If your time sheet is locked, you will need to amend it and resubmit it.

Q4. My time sheet is locked, how do I unlock it to edit and resubmit?

A. Time sheets are locked at 9:30am on Monday at the end of a pay period. This deadline is subject to change when that Monday falls on a holiday week. To unlock a time sheet, you will need to amend it. To amend a time sheet, click on My Time History in the sidebar to the far left, select the locked time sheet, and click the “Amend Time Sheet” button. This will create a copy of the time sheet and move it to your “Current Time Sheets” for you to edit and resubmit. The “Amend Time Sheet” button will turn in to an “Edit Amended Time Sheet” button. Clicking this will take you directly to the newly created sheet. If you navigate away from the sheet and need to access it again, make sure you go to “Current Time Sheets” as clicking the “Amend Time Sheet” button will return a message that you already have an open amended time sheet for that particular week.

Q5. I’m trying to amend my time sheet but every time I click “Amend Timesheet” I get a message saying that time sheet already has an open amendment. What do I do?

A. You can only have one amended copy of a time sheet available at any time. If you get this message, it means you already have an open amendment for that particular time sheet. You can access the open amendment by going to your “Current Timesheets”.

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Pg 2

Q6. What internet browsers are compatible with the MyHR Employee Self Service Portal?

A. Compatible browsers are Internet Explorer version 7 and above and Mozilla Firefox version 3.0 and above. Using an unsupported browser may cause the site to display and/or operate incorrectly. If you are not using a supported browser, please contact your IT department for further assistance. Payroll does not have the authority to walk you through upgrading or installing your browser.

Q7. My Time Balances are not accurate. Who do I contact?

A. Please contact your payroll officer to help resolve this issue. They will be able to investigate and resolve the issue or explain why the balances are correct.

Q8. I cannot see my pay stub, why is that?

A. The most common reason is that you are using an incompatible browser. If you do not get a message stating that, then you are getting a live check. Only employees with direct deposit can view their pay stubs online. To sign up for direct deposit, fill out the direct deposit form in the "Forms" option located in the side bar and follow the instructions.

Q9. I just got a SynapseBaseSite error. What does this mean?

A. That error code is a result of being logged out in the background. This is an issue with the PC's browser dropping the session so when you go to navigate to a different area of the portal you would get that error message. The fix is to close all browser windows and then log back in.

Q10. I cannot choose a paid absence in the system even though I have enough balances. What do I do?

A. This happens when an employee is put in an unpaid status. If you contact personnel, they can make the necessary adjustments in our payroll system. Once that change is made, your paid absences will show up the following day.

Q11. I have a new employee under my supervision and they are not showing up in my supervisor activity. Who do I contact to fix this?

A. Your personnel officer would need to be notified so they can make the necessary change in our payroll systems organizational structure. Once the change is made, the employee should show up under the right supervisor. Be aware that if a time sheet was already created that employee under the old supervisor, that supervisor may get systems messages for that particular sheet but will not be able to access it.