TRACY FAQs/Troubleshooting

1. **DC Error Code**

   A DC Error will show up when a manual time record has been created and a position code was not entered for that job. Click on the cell with the error, and click on Position Code. Tab with the Tab key, and the position code should fill in.

   If a student has a secondary position, there will be a drop-down list of departments indicating the areas where the student works. If required, select the correct department and click Apply, and then exit the window. See pp. 9, 17, 27, 32-33 in the TRACY manual for additional information.

2. **MP Error Code**

   A MP Error will show up when a student has not filled in both the Start and Stop times via whatever method they punch in and out. Click on the cell with the error, and insert the missing start or stop time.

   Click Apply, and then exit the window. See pp. 9-11, 19, 27, 32-33 in the TRACY manual for additional information.

3. **The hours cell is already grey, but the report shows the hour is unapproved.**

   This student may have a secondary job, in which case the other supervisor has "approved" the hours for their department first. However, your department's hours are not actually certified, and you must still right-click to approve. A cell is not approved unless it is *grey with a check mark.*

4. **I don't see my student in the drop-down proxy list.**
   Supervisors should contact student payroll in order to resolve the issue.

5. **I keep getting notices that I still have unapproved hours.**
   Check to make sure that all students' hours are approved. Use the Unconfirmed Hours Report in Student Payroll Reports to highlight which hours are yet to be approved (pp. 34-35). See Question 3 above for further troubleshooting. For a quick how-to on the Unconfirmed Hours Report, visit http://www.youtube.com/watch?v=Wfp1MiHtK9c.

6. **How can I tell how many hours the student has worked?**
   There are a few ways to check student hours.
   A. The Messaging (Hours Worked) Report is perhaps the easiest method.
      a. *Supervisors and proxies*: In your start-up menu in TRACY, click on Messaging (Hours Worked) Report, and click Submit. It will produce a report of all of your students.
      b. *Students*: From myBerea, click on the Labor tab, and then in the top left corner, View Time Sheet. Click on Calendar, then Print, then Messaging Report. For a quick how-to on the Messaging (Hours Worked) Report, visit http://www.youtube.com/watch?v=yM9wiV2NJ8M.

Berea College
Messaging

Student Name

Term	Department	Position Code	Job Type	Grade	Msg Period Begins	Msg Period Ends	Hours Submitted	Term Total	Term Target	Above or Below Requirement
10,12,15,20,25 Hour Primary Positions										
Spring Term 2013	Labor Program	S8620600	P	4	1/8/2013	1/26/2013	44.91	44.91	24	20.91
Spring Term 2013	Labor Program	S8620600	P	4	1/27/2013	2/23/2013	60.85	105.76	64	41.76
Spring Term 2013	Labor Program	S8620600	P	4	2/24/2013	3/23/2013	38.83	144.59	94	50.59

   B. The Timecard Report (manual, pp.28-29) shows the student's total hours at the bottom of the punch list. For a quick how-to video on the Timecard Report, visit http://www.youtube.com/watch?v=0p9UOVxmAQc.

```
02/25/13 Mon *** Sched Off   ***
02/26/13 Tue 12:57  13:29   0.53        0.53  0.53
02/27/13 Wed 21:00  21:30   0.50        0.50  0.50
02/28/13 Thu 09:59  16:01   6.03        6.03  6.03
03/01/13 Fri 12:56  14:50   1.90        1.90  1.90
03/02/13 Sat *** Sched Off   ***
03/03/13 Sun *** Sched Off   ***
03/04/13 Mon *** Sched Off   ***
03/05/13 Tue 10:00  15:00   5.00        5.00  5.00
03/06/13 Wed *** Sched Off   ***
03/07/13 Thu 10:00  12:02   2.03        2.03  2.03
             13:01  16:59   3.97        3.97  3.97
03/08/13 Fri *** Sched Off   ***
03/09/13 Sat *** Sched Off   ***
--------------------------------------------------------------------------
                           19.96 19.96

Pay Totals:

Type ORG  ECLS Positition RATE    REG     OT      DT    TTLHRS     REG$     OT$      DT$    TOTAL$
REG  4022  ST  S8620602   5.6500  19.96   0.00    0.00   19.96   $ 112.77 $  0.00 $  0.00 $ 112.77

Totals:                           19.96   0.00    0.00   19.96   $ 112.77 $  0.00 $  0.00 $ 112.77
```

7. **My student has entered comments about their work but I don't know where to see them.**
   Student comments show up in the Timecard Report (manual pp. 28-29). For a quick how-to video on the Timecard Report, visit http://www.youtube.com/watch?v=0p9UOVxmAQc.

8. **I have hours to submit for a pay period that has closed.**
   a. **What to do:** Fill out an Unrecorded Time/Adjustment form, found outside the Labor Program Office in Fairchild 10 or online at: http://www.berea.edu/labor-program-office/files/2012/06/UnrecordedTimeAdjustmentForm1.pdf. Turn this and the additional documentation required in to the Student Payroll Coordinator.
   For more information about the Unrecorded Time/Adjustment form, visit http://www.youtube.com/watch?v=0sBnKUP5JUg.
   b. **What NOT to do:**
   Don't try to insert hours into a pay period that has already closed. Students will not be paid for hours inserted after the pay period has closed. Follow the TRACY manual and the YouTube video instructions for entering hours after a pay period has closed.

9. **I don't see all my students.**
   First, make sure that under <u>Settings</u>, the <u>Employee Count</u> is larger than the number of students you supervise/proxy for. If you still don't see your students, contact David Slinker at x3734 or Andrea Davis at x3869.

10. **I'm seeing incorrect information on my student.**
    Almost all issues related to this require the Student Payroll Coordinator to resolve them.

11. **When I try to sign in to TRACY as a student through myBerea, I can only see the proxy login. I need to check my own hours!**

    Make sure that you have clicked the red <u>Exit</u> button and then <u>Quit</u> as a proxy in TRACY. This is the logout. If that does not work, try closing the browser program/application completely before trying again in myBerea. Another possible error could be your password. If your password contains a special character such as &,*, #, @, etc.   You will need to change your password.

12. **I have just been trained as a proxy, and now I can't log in as a proxy.**

    Make sure your supervisor has added you as a proxy. You may wish to direct him or her to http://www.youtube.com/watch?v=ugoX1wnb-p0. If they have set you up as a proxy and you still can't log in, contact David Slinker at x3734 or Andrea Davis at x3869.