




Manager Self-Service (MSS) Time Approval Answers to Frequently Asked Questions



Q. Can I enter time on my timesheet or approve time from my mobile phone or tablet?

A. Employees are recommended to access their timesheet from a desktop computer as the application may not function properly on a mobile device or tablet.

Q. How do I know if my employee has enough quota/leave to request leave?

A. You can view an employee's leave balances in the Team section on the Home screen by clicking on the  button beside the employee's name to view the Time Account Balance. You can also check employee leave balances by reviewing the Employee Leave Balance Report in MSS.

Q. What happens if I am out of the office and can't approve my employees' working time?

A. Supervisors can set up a substitution for another supervisor to approve employees' working time. Please see the MSS Time Approval eLearning course for instructions on setting up a substitution.

Q. What happens if an employee submits working time that is incorrect?

A. Supervisors can reject working time entries that are inaccurate. If you reject a working time entry, the employee will be notified via email. You should communicate the reason for the rejection to the employee and have them resubmit their corrected working time entry.

Q. I approved a working time entry from an employee and realized I made an error. What should I do?

A. The employee will need to resubmit the request for approval.