1. **I am a Manager, what do I do when I receive an email?**

You will receive and email when there is one or more travelling time claims waiting to be approved. Emails are sent on Thursday and Monday mornings and each claim needs to be approved by COB Monday to be sent to payroll for that weeks pay run.

2. **Is there any training material regarding the Travelling Time Administration View?**

Yes, there is training material for the approval process. The training material will also be sent in the first email when there is one or more claims waiting to be approved.

3. **What do I do if another staff member's claim is in my database for approval?**

If you receive a claim for a staff member that does not report directly to you, you have the ability to re-direct the claim to the applicable manager. In every claim there is a function to re-direct to another manager / Supervisor if an employee's claim accidently appears in your view to approve. You will need

to enter the manager / supervisor's name and click the .

Re-Direct To [   ]

4. **What if I have forgotten my password?**

If you have forgotten your password, you will need to follow the process:

    a. On the login screen click on the forgot password link

    b. Enter your T number and select request. You will now be sent an email to reset your password

    c. Click on the link within the email to reset your password

5. **What If I am going on leave, who will approve the claims?**

There is a delegation function to allow you to delegate all responsibility to another staff member when you are away. Once this period expires, the delegation of authority will return to the supervisor. During this time, the supervisor will still receive emails however it is the responsibility of the delegated user to complete the forms for payment.

To set-up a delegation, you need to do the following:

    a. Click on the Delegation tab

    b. Enter the staff members T number

    c. Enter the date that they will be required to be delegated for

    d. Authorise the delegation

    e. Select submit