

## Frequently Asked Questions

### AESOP and VeriTime – For Supervisors

**Q:** I cannot see my employee's timesheets to approve, how do I get this corrected?

**A:** If you have a staff member that you are not able to see in VeriTime, please contact the Human Resources department at either 540-422-8300 or at [askhr@fauquiercounty.gov](mailto:askhr@fauquiercounty.gov). We will be able to look at your settings to determine why this is occurring.

**Q:** My employee's timesheet is wrong, how do I correct it?

**A:** If you have an employee that forgot to clock in or out and the time needs to be adjusted, you will need to make those corrections in the *Timesheet Review* area of VeriTime. There will be a pencil icon next to the time for that day, once you click on that, you will be able to manually enter time for the employee.

More details about how to edit and approve time can be found by clicking the link below and reading the VeriTime User Guide for Campus Users.

<http://www.fauquiercounty.gov/government/departments-h-z/human-resources/employment/veritime>

**Q:** How do I correct an employee's timesheet that is missing time?

**A:** If an employee forgot to clock in or out, you can update their timesheet by clicking the pencil icon next to the date on that employee's timesheet. Once you click that, you will be in edit mode and will be able to manually enter the time.

More details about how to edit and approve time can be found by clicking the link below and reading the VeriTime User Guide for Campus Users.

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**Q:** One of my employees did not take a lunch on a specific day. How do I correct their time to show they worked additional time?

**A:** On the employee's timesheet you will see a line that is titled *Admin Time*. This is the lunch break that has been included in the employee's schedule. If an employee did not take a lunch, simply click the *Disable* option next to this line on the employee's timesheet.

**Q:** I have an employee that works 2 jobs, how do their timesheets get approved?

**A:** Employees that work at different locations may have different supervisors as well. You will only be responsible for approving the time that the employee works while at your location. Another supervisor will then be responsible for the time that the employee works at the second location.

**Q:** Is there a schedule with deadlines for employees and approvers to submit and approve time?

**A:** Yes, there is. Employees (including substitutes) must have their timesheets submitted at the end of each week. This should be done by close of business on Friday. As a reminder, timesheet can be submitted from anywhere the employee can access the internet.

Supervisors have the deadline of noon on Monday to have all the timesheets approved for the previous week.

**Q:** How do I run a report to see who has missed clocking in or out?

**A:** From your home screen in VeriTime, you will see an icon called *People Locator*. This will allow you to run a report that shows who is 'missing' in your school.

More details about how to run reports can be found by clicking the link below and reading the VeriTime User Guide for Campus Users.

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**Q:** My staff needs new barcodes, how do we get new ones?

**A:** Please send a list of name to [askhr@fauquiercounty.gov](mailto:askhr@fauquiercounty.gov). We will be able to mass print the barcodes for you and then contact you to find the best way to get the barcodes to the employees.