How do I access TIM? Which version of TIM should I use?

For ALL TIM Administrators and Managers who process advanced functions, (such as editing schedules and moving hours,) the Java version of TIM must be used.

TIM Administrators and Managers may access by going to [http://unctim.unc.edu](http://unctim.unc.edu) in one of the following supported Internet browsers: Internet Explorer (versions 7, 8, or 9) and Mozilla Firefox (version 4 or higher). Other Internet browsers should NOT be used to access TIM.

For detailed instructions, TIM Administrators and Managers using the Java version should refer to their manuals, located at: [http://finance.unc.edu/training/#tim_mgr_ta](http://finance.unc.edu/training/#tim_mgr_ta).

Why does TIM lock me out?

*TIM will lock you out after 20 minutes of no activity.* You must LOG OFF of TIM when you are not actively working in the system. Do not stay logged into the system when you are away from your desk. TIM will lock you out of the system and will not be able to log back into the system for some time.

This is where the Log Off tab is located on the main screens.

What is the approval and sign off process for timecards?

Here is the approval and sign off structure for TIM.
Employee - reviews and approves their timecard
   • Ensures times in and out and leave taken hours have been captured or entered
   • Notifies Manager of any missing times in or out

Manager - reviews, updates, and approves timecards

TIM Administrator - signs off timecards
   • The sign off deadline for SPA biweekly employees is 5:00PM on the first Tuesday of the pay period. The sign off deadline for EPA Permanent monthly employees is the 25th of each month.
   • Sign offs removal requests must be received by 4:00PM on the sign off deadline.

Missed Approvals
If an approval is missed by either the employee and/or the manager, a Time Detail report for that pay period must be printed after the pay period has been signed off. The report is signed by the person(s) who did not approve the timecard in TIM and is placed in the employee’s file in the department.
Please refer to the December 12, 2011 TIM Internal Audit memo located on the TIM announcements webpage [http://finance.unc.edu/controller/payroll-services/tim/tim-announcements/page/4/].

Where can I get help with TIM?

Please visit the TIM webpage for links to Training, FAQs, and TIM announcements.

For TIM questions, employees can ask the manager. If the manager does not know the answer, s/he can ask the TIM Administrator. TIM Administrators have several options for questions if they do not know the answer.

For TIM Technical questions like the ones below, TIM Administrators can call 962-HELP (4357) or submit a Help ticket online.
   • System
     ○ Log-in issue
     ○ System error message
     ○ Printing reports issue
• Data
  o Employee is not in TIM (after 24-48 hours for the primary dept.; after the employee has transferred to the position for the secondary dept.)
  o Employee cannot find position in transfer search
  o Duplicate PID issue

For TIM Functional questions like the ones below, TIM Administrators can email timsupport@unc.edu
• “How to” questions, questions about using TIM
• Sign off removal requests. These must be received by Payroll Services before 4 p.m. Tuesday when sign off is due.

[Note: A Quick Reference Guide for Employees is available at: http://finance.unc.edu/training/#tim]