TimeClock Plus - Frequently Asked Questions (FAQ)

This FAQ list is a supplemental aid to the training resources made available on the Oberlin College Department of Human Resources website.

1. *What is TimeClock Plus?*

   TimeClock Plus, also known as "TCP", is a third-party computerized time and attendance system. Oberlin College is employing this solution in an effort to do away with paper timekeeping methods and to provide a more efficient, convenient, and accurate service for employees to keep track of their time.

2. *When will we formally have access to the TimeClock Plus system?*

   You can access TimeClock Plus starting 3/1/2020. OCOPE users may begin to navigate the system, but are not formally expected to fully begin using TCP until 7/1/2020.

3. *How do I request assistance on using the TCP system?*

   If referencing the TCP training resources page and this FAQ do not address your issue, please feel free to reach out to the email group TimeEntryHelp@oberlin.edu for assistance.

4. *Where are the training materials for TCP?*

   The training materials are on the Human Resources website, payroll and compensation section at: https://www.oberlin.edu/OCOPETCP. Please bookmark this page for easy reference.

5. *I am an employee. How may I access the TCP system to keep my time?*

   Employees may access the TCP portal via the WebClock web portal through your computer's web browser. The link may be found directly on the website at https://www.oberlin.edu/OCOPETCP. Alternatively, you may access the portal via this link: https://205110.tcplusondemand.com/app/webclock/#/EmployeeLogOn/205110/1

   *Please note, this will be a different link than what you may currently use if you approve student time.

6. *What is my PIN?*

   Your PIN is a 4 digit numerical code used to assist with authenticating into TCP, which is the last 4 digits of your SSN/TIN.

7. *I am in TCP and would like a little clarification on a setting or feature. How can I discover this on my own?*

At the right side on each screen within TCP, there is a small box with a question mark in it [?]. Clicking the box will bring up the TCP help documentation pertinent to the page or module you are currently viewing.

8. *What should I do if my supervisor will be gone for an extended time and will not be able to approve my time, what should I do?*

   Your supervisor will receive instructions on protocol to follow if they expect to be absent or unable to approve your time. If you continue to have concerns, please feel free to contact Human Resources or email TimeEntryHelp@oberlin.edu for assistance.

9. *What should I do if I am on short or long-term disability?*

   Your supervisor will be expected to log your time during your absence and the Human Resources Office will have prior knowledge of your leave. You are not expected to do anything at that time and you will continue to be paid per the terms of the type of leave you may be on.

10. *What if I forgot to enter my time after TCP has been locked for payroll?*

    Please communicate with TimeEntryHelp@oberlin.edu and your approving supervisor as soon as possible to ensure your payment is not missed.

Bi-Weekly Payroll- Frequently Asked Questions(FAQ)

1. *When will I receive my first Bi-Weekly Paycheck?*

   The first bi-weekly payroll for OCOPE employees will be paid on July 17th for time worked between July 1st through July 12th.

2. *I work less than 12 months a year and currently defer my pay. How will this change affect me?*

   Per OCOPE contract, 9.6 (e):

   Employees who are not in twelve (12) month positions may, at their sole discretion, elect to have a portion of their annual salary withheld and **paid out in one lump sum at a point during the time when they are not working**. The employee shall notify the College concerning this election between May 15th and June 15th of each contract year. To make such an election, the employee shall notify the College in writing between May 15th and June 15th. The election shall go into effect July 1st and shall remain in effect for the entire fiscal year. Failure to provide such timely notice shall result in the employee being paid in the same manner as the previous year. New employees shall be given this option at the time of hire.

3. *How will my benefits be charged if I am not a 12-month employee?*

   Per OCOPE contract, 9.6 (d):

   …Employees who are not in twelve (12) month positions shall have their deductions for Employee Benefits Programs for months they do not work deducted from their first pay after they return to work at their full schedule.

4. *Is there a payroll schedule?*

   The payroll calendar may be found on the website at www.oberlin.edu/OCOPETCP in the Forms and Documents section:

   https://www.oberlin.edu/sites/default/files/content/office/human-resources/documents/2020_biweekly_payroll_calendar_1.pdf

5. *What will my pay amount be every pay period?*

   Please reference the new Salary Charts found in the OCOPE contract, pg. 36. You will be paid an hourly rate for worked hours during each bi-weekly pay period. It is important to note that your first bi-weekly check will be smaller than all following checks since the pay period will begin on a Wednesday vs Monday. This is as a result of the switch from Monthly to bi-weekly pay.

6. *If I have overtime pay for the month of June when will this be paid out, since June timecards will not be due until July?*
   To ensure a smooth transition and a quick payout, we are asking all **June paper timecards to be submitted to the payroll office no later than 07/06/2020** for payment on 07/17/2020.

7. *What's the fastest way to receive my check?*
   We encourage all employees to sign up for direct deposit, as this is the fastest way for payment to be delivered. You may complete the direct deposit authorization form and submit completed forms to Human Resources. If you are switching to direct deposit for Bi-weekly pay, please complete the form and submit to HR no later than 07/13/2020.

   https://www.oberlin.edu/sites/default/files/content/office/human-resources/documents/directdepositform_2019.pdf