General:

1. If a department has a large staff that has to clock in at the same time, how will that be handled?
   - There will be several clocks in the area.
   - There is a built-in grace period in the check-in time.
   - There may be specific rules designated for your particular agency to accommodate that situation.

2. Will you be allowed to swipe in before the grace period?
   - That depends on the agency. There could be different rules for each agency.

3. With multiple departments in the same area, will there be different clocks for each department?
   - No, anyone can clock in on any clock.
   - There is built in flexibility.

Clock:

1. How will each person be programmed in the system?
   - There will be a pre-enrollment process to capture finger prints and employee ID numbers.

2. Does the clock show the current time?
   - Yes, the clock will show the system network time on the front of the clock display.

3. Will the thumb be the only finger that is used for finger printing?
   - No there will be multiple fingers captured at once and used for finger printing.

4. How will the system handle a situation where the system cannot read the finger print?
   - Statistically there is less than 1% of the population where this system cannot read the finger print.
   - If this happens the system can lower the sensitivity points and pick up the prints that way.
   - The finger print is not actually stored in the system.
   - Finger prints are used only for validation of the employee ID.
   - The clock is also ADA compliant.

5. What happens if the county computer system goes down?
   - The clock has a battery back-up system that can store all of the clock input information until the network system is restored.

6. What if an employee does not have his/her employee ID card with them?
   - You will be allowed to type in your employee ID number into the clock as an alternative to using your employee card.

7. If the system goes down where is the schedule validation?

- When the network system is restored the clock information will update the network with current check in/out information as well as make updated schedule validations.

8. How long will the clock installations take?
   - The system wiring and cabling is already completed.
   - The clock installation takes approximately an hour.
   - The entire installation for the county will be complete before the end of 2015.

Software:
1. How will we know if someone edits our timesheet?
   - An audit report can be run to see everyone who edited anyone's timesheet.

2. Can the pre-populated times in the employee schedule be manipulated?
   - Yes, the scheduled times on the timesheet can be changed.

3. Will the system stop an employee from scheduling time off if the employee does not have the hours available in the future?
   - The system will forecast the hours in the future and allow the time off if it is available then.
   - However, if you use the time before that scheduled time occurs, the system will alert you of the conflict.

4. Will the timekeeper be able to over-ride the system to change someone's time to 'comp' time?
   - Yes.

5. Will the system be able to accommodate a 10 to 12 hour per day schedule?
   - Yes.

6. Will the system be able to show certain trends?
   - Yes, you will be able to create ad hoc reports that will enable you to show specific trends.

7. Will the system be able to accommodate dock time?
   - The system does not accommodate dock time. The new process that will be used is called positive pay, in-which employees are paid for the days they work.

Training:
1. Will there be training?
   - There is a variety of training available. Specific training has been scheduled depending upon the employee role.
   - There is:
     i. In-Person Training
     ii. On-Line Training
     iii. Job Aid Training Materials

Pertinent Questions:

1. Can a time off request be canceled? Yes, if already approved by the Manager or Supervisor by clicking "Cancel Request". The employee can cancel if it hasn't been approved yet.
2. If there is an overnight shift for an employee, how does the Timekeeper enter the time correctly in system without receiving a yellow error? Enter the start time (11:00 P.M.) and then a + sign before the end time (+7:00 A.M.)
3. Do all the clocks have the same time or are they independent? They are all setup on NTP which comes from the Empcenter master clock.
4. What happens if the clock isn't working? Go to the designated location that your Human Resources Department has decided upon for your specific agency.
5. If the employee has a flex schedule, how do I input the schedule? You will have to enter it manually at the schedule tab on the timesheet.
6. Is everything in "real time" when entered into the system? Yes, the data is live.
7. Is the CCT database controlled by a Cook County server or Workforce Software server? WF Software Server.
8. If a person is on a flex schedule, how would I assign his or her schedule? You will have to enter it manually on the timesheet at the schedule tab.
9. Am I able to view all of my employee calendars at the same time? Yes, the Manager can view this at review time off requests by clicking on group calendar.
10. What are some useful reports to run? Hours Worked by Pay Code, Missing Clock Punch, Timesheet Exception Within Date Range, and No Time Scheduled on Day.
11. CCT automatically provides holiday time to ineligible employees (Interns, Seasonals, Temps). It can not be deleted and reverts back?? You can change the 8.0 holiday hours to zero.
12. Can you delegate up such as a Manager delegating to their Supervisor? Yes!
13. If there is a new hire, how many days in advance should we enter in system? No less than 5 days if possible.
14. When does payroll have to be done? All reports reconciled and approved by Admin and Coordinator no later than 2 pm on Monday.
15. How often do we maintain employee timesheets? DAILY
16. Are grade 24 employees swiping? Yes, one swipe and no exceptions.
17. FLSA exempt non-24 swiping? No schedule but swipe twice a day.
18. Do the FMLA requests go to the Supervisor? No, Case Manager.
19. Can you request time off in advance six months down the road? Yes, the calendar graph will show you what has been accrued by that time.
20. Am I able to schedule reports? Yes, when defining parameters to pull the report at the "schedule" box on right hand of screen.
21. Can Managers and Supervisors edit timesheets? Only Managers can edit outside of OCJ and Hospital. Supervisors can not edit timesheets.
22. Do the employees that swipe once a day have a schedule in the system? No
23. Will the employee be charged overtime if they clock in earlier than the gracing period? Yes
24. Can you move forward with a vacation request in the system if there is not any vacation time in bank? No
25. Where can the Managers view all of their employees' time off and pending time off? Group Calendar in Review Time Off Requests.

26. Are you able to assign schedule "cycles" in the system? Yes
27. Is there a place where we can assign multiples schedules at once? Manage Group Schedules
28. Can the employee cancel the vacation request after it has been approved? No, the Manager has to cancel request.
29. Can I still approve a timesheet for the individual if there is a YES red exception in approve timesheets page? Yes
30. Can I add FMLA codes in the timesheet? Yes
31. When adding a vacation request, what do I do if my submit button is greyed out? Add the hours.
32. If an employee has not entered a future request for a sick day, does the Manager enter it for them? No, if the employee calls in that day due to illness the Timekeeper can go in and enter sick paycode and 8 hours.
33. Will we have to add all of our current FMLA cases into CCT? Yes.
34. Who will add the employee vacation requests that were already submitted via paper based system? Business practice question- the Employee or the Manager can do this.
35. If an employee is working a flex schedule where can I enter the schedule? Schedule tab in View Employee Time.
36. Is there an approval on the timesheet? No. Only approval process are Approving Timesheets and Approving vacation requests.
37. Am I able to delegate to another person forever? Yes, 12/31/3000
38. Am I able to delegate to multiple employees? Yes, but in the system you must delegate one at a time.
39. Is there a report for the time clock? Yes, data collection devices.
40. Will I receive emails for delegated recipients once I delegate to those people? No, but you will see all of the functions they see in the system.