

Frequently Asked Questions – Casual Academic, Timesheets Online

- ❖ How do I get a CSU login?
 - Once your casual academic contract is received in HR, the details will be entered into the HR system. Your CSU login will be generated automatically through an overnight transfer of data from the HR system to the Division of Information Technology.

- ❖ When should I submit my timesheets?
 - You should submit your timesheets on a regular basis, preferably fortnightly. Payday is every second Thursday. You should discuss with your timesheet approver the deadline to have your timesheet submitted to ensure it will be paid in the next available pay.

- ❖ Who is my timesheet approver?
 - In most Schools the timesheet approver is the School Administrative Assistant, but you should check with your School.

- ❖ What happens to my timesheet after I have submitted it?
 - The timesheet will be submitted to the timesheet approver who is the person nominated by your School as having responsibility for checking the details of the timesheet against your contract. The timesheet may be approved for payment at this point or escalated to the Head of School (or nominee). Once the timesheet has been approved it will be paid in the next available pay.

- ❖ How will I know if my timesheet has been approved or rejected?
 - Once the timesheet has been approved/rejected you will receive an automatic email notification, or you can check in the web kiosk.

- ❖ Can the email notification be sent to me at a different email address?
 - No, it will be automatically sent to your CSU email address. You could apply a rule to your CSU email which will automatically forward these emails to your nominated email address.

- ❖ If I want to make a change to my timesheet once it has been submitted, prior to being approved, can it be edited?
 - Yes, but you first have to unsubmit the appropriate entry.

- ❖ How do I unsubmit a timesheet?
 - To unsubmit the timesheet go to Timesheets, open the Submitted (Not Approved) timesheets, then tick the unsubmit box next to the applicable entry, then click on the unsubmit button. The

timesheet will move back up to the Unsubmitted section of the summary page. You will then be able to edit the timesheet. Once edited you can submit the timesheet again.

- ❖ How do I delete a timesheet entry?
 - To delete a timesheet go to Timesheets, open the Submitted (Not Approved) timesheets, then tick the box next to the applicable entry, then click on the delete button. The timesheet will be deleted. To submit a replacement timesheet you will need to enter a new timesheet.

- ❖ Can I delete a timesheet which has been approved or paid?
 - No, you will need to submit a negative timesheet for the appropriate number of hours. When this has been approved you will then need to submit a new timesheet entry for the correct number of hours.

- ❖ What should I do if my timesheet has been rejected?
 - You should check the comments field which should explain the reason for the timesheet being rejected. If you require further clarification on the rejected timesheet you should contact the person who rejected the timesheet.
 - You can then unsubmit the rejected timesheet, edit and re-submit if applicable.

- ❖ Can I submit a timesheet after my contract has ended?
 - You can submit a timesheet up to approximately one month after the end date of your contract. You will see the final date you can submit the contract in the web kiosk. You will need to contact your School Administrative Assistant if you need to claim after this time.

- ❖ How can I check if my timesheet has been paid?
 - Click on Timesheet History in the Timesheets folder. The Paid Column will display as Yes if it has been paid. You can also view your payslip by clicking on the Payroll Details folder.

- ❖ What does it mean if I can't see a link to Timesheets in my Web Kiosk?
 - You should contact the HR Service Centre at hr@csu.edu.au or call 84884 (internal) or 1800 664117 (external)

- ❖ What does it mean if I don't have the link "Click here to add a new timesheet"?
 - This means that you do not have any current contracts in the HR system. You should contact your School Administrative Assistant who will liaise with HR.

- ❖ Will I be able to submit a timesheet against a contract which has an end date which is prior to the date I am entering the timesheet for?
 - No, you will receive an error message after you have entered the timesheet and clicked on save and submit. You will need to contact your School Administrative Assistant who will liaise with HR.

- ❖ What does it mean if the end date of the contract I want to enter a timesheet against is prior to the date I am entering the timesheet for?
 - This means that the contract has ended and you should contact your School Administrative Assistant who will liaise with HR.