

# UKG Ready Supervisor FAQs

## Timesheets & Edits

**Q: Can a supervisor edit their own timesheet?**

**A:** No. Supervisors cannot edit their own timesheets.

**Q: If a supervisor changes an employee's timesheet, will the employee be notified?**

**A:** Yes. Both the supervisor and the employee will see a red "e" next to the edited entry, indicating that a change has been made.

**Q: If a supervisor enters time for an employee, does it route back to the employee for review?**

**A:** No, but employees can view their timesheets at any time.

**Q: Is the supervisor the only one who can edit employee timesheets?**

**A:** Supervisors, Delegates (if applicable), and Payroll can edit timesheets.

**Q: Who should a supervisor contact if they need help correcting a clock-in or clock-out?**

**A:** Contact Payroll for assistance.

**Q: Can timesheets be printed for employee or student verification?**

**A:** Yes. Timesheets can be printed for review and sign-off.

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## Delegation & Access (Formerly Proxy)

**Q: If a supervisor goes on vacation, can they assign proxy permissions?**

**A:** Yes. In UKG Ready, this is referred to as "Delegation." The setup process is included in the Supervisor Training Guide.

**Q: Will a delegate receive the same notifications as the supervisor?**

**A:** Yes. Delegates receive notifications the supervisor selects for them, including time-off requests, time-change requests, and approvals.

**Q: Where can supervisors see delegation (formerly "proxy") access in UKG Ready?**

**A:** Instructions are in the Supervisor Training Guide, located on the Payroll webpage.

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## **Special Scenarios**

**Q: How should supervisors handle employees on FMLA who work from home a few hours a day?**

**A:** The employee's FMLA orders must permit telework, and a Telework Agreement must be on file with HR and Payroll. The employee can log time using the web interface.

**Q: Does this system eliminate remote work?**

**A:** No. Remote work is allowed with an approved Telework Agreement on file with HR and Payroll.

**Q: If an employee needs to leave suddenly, who enters the sick time?**

**A:** Employees can submit a sick leave request once they return. If it's the end of a pay period, the supervisor should record the time on the employee's timesheet.

**Q: Do temporary employees have to clock in and out?**

**A:** Yes.

**Q: Can supervisors see timesheets for student workers in other departments?**

**A:** Yes, but they can only edit time entries for their own department. Supervisors of each job can view all hours worked, but may only approve time within their area.

**Q: Can supervisors review time-off requests from home?**

**A:** Yes. Supervisors can access UKG Ready using a web browser.

**Q: Who can see comments entered during approvals or rejections?**

**A:** Supervisors, Employees, HR, and Payroll.

**Q: Can part-time employees choose to go unpaid if they have no leave time?**

**A:** Yes. However, full-time employees, however, must use available time off before going unpaid.

**Q: Does UKG Ready track holidays and snow days?**

**A:** Yes. Holidays are automatically loaded, and snow/inclement weather days are manually added.

**Q: Can non-exempt employees flex their hours within the pay period (e.g., work a 12-hour shift)?**

**A:** Flex time must occur within the same week (Sunday–Saturday).

## **Time Off Requests**

**Q: When a supervisor is approving a time-off request, can they click “View Accrual Balances” to confirm available time?**

**A:** Yes. Supervisors can view accrual balances before approving requests.

**Q: How far in advance can someone request time off?**

**A:** The system has been successfully tested for requests up to 15 months in advance.

**Q: Can employees submit sick leave after returning from a doctor’s appointment?**

**A:** Yes. Employees may submit their sick time request once they return to work.

**Q: If an employee’s approved time off changes (for example, a shorter appointment), how is that corrected?**

**A:** The employee can go to their Time-Off Dashboard, open the request, and select “**Modify.**” The change will route back to the supervisor for approval. Alternatively, employees can submit the time-off request after they return from their appointment.

**Q: After a time-off request has been approved, can the supervisor edit or cancel it?**

**A:** Yes. Supervisors can modify or cancel approved requests.

**Q: If someone submits a time-off request, will the supervisor receive an email, or must they log in daily?**

**A:** Supervisors will receive an email notification when a new time-off request is submitted.

**Q: Does “View Scheduled People” show only approved time or also pending requests?**

**A:** It shows all scheduled, vacation, and sick time — both approved and pending.

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