

Student Frequently Asked Questions

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How and where do I get paid?

Student timesheets and pay schedules are found here:

https://www.albany.edu/hr/assets/Student_Pay_Schedule_19-20.pdf

Paychecks and paystubs are available to be picked up at UAB 300, located at 1215 Western Avenue.

Directions and office hours can be found on the Office of Human Resources website:

<https://www.albany.edu/hr/>

With **NYS Payroll Online (NYSPO)** you can access your paycheck information online beginning the Monday before payday at www.suny.edu/hrportal. Log on using your SUNYA Net and password. If it is your first time going to NYSPO, note your NYS ID number in the upper right hand corner of the page and click on 'NYS Payroll Online' in the Self Service box. You will also be able to change your tax withholdings, view your direct deposit information, and **suppress printing of your direct deposit paystubs** (recommended for the environment and additional security).

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When do I submit my timesheet to my supervisor?

If you are uncertain, check with your supervisor to verify your department deadline. In general, you should plan to submit your timesheet at the conclusion of your last shift in the two-week period or no later than the Thursday morning after the timesheet ends. You can set a reminder on your calendar to make sure you don't forget to submit it to your supervisor. Remember, your supervisor needs time to review and approve all the timesheets by the Friday after the timesheet ends.

Pay period dates and payroll submission deadlines are found here:

https://www.albany.edu/hr/assets/Student_Pay_Schedule_19-20.pdf

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Am I able to see if my timesheet has been approved?

You will see the status of the submitted timesheet change from 'pending' to 'approved' when you view your timesheet history. When you open the timesheet, submission and approval dates will be listed at the bottom.

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How do I know when my timesheet will be paid?

Provided all submissions and approvals occurred by the deadlines, your timesheet will be paid according to the schedule found here: [https://www.albany.edu/hr/assets/Student Pay Schedule 19-20.pdf](https://www.albany.edu/hr/assets/Student_Pay_Schedule_19-20.pdf). If submission and/or approvals are late you should expect to be paid after the deadline.

You can view your payroll information (including paycheck amounts and direct deposit information), print your W-2s, and change your tax withholdings by logging onto NYS Payroll Online. Log onto www.suny.edu/hrportal and click the icon for NYS Payroll Online.

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I've just started working. When will I have access to my online timesheet?

It will take 5-7 days from the date your hire was entered by your supervisor to have an online timesheet available for you. If your required I-9 form is complete, you may work and record your hours on a paper timesheet until you can move them onto the online timesheet (see your supervisor for the paper version). Check the website periodically, and have your supervisor contact the Payroll office at Payroll@albany.edu or 518-437-3830, if it takes longer than 7 days to access the online timesheet. **
We will not be accepting any paper timesheets beginning fall 2019; you MUST enter the time online and submit your online timesheet to your supervisor for approval in order to be paid.

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I've logged into Time and Attendance and I don't see my current job listed. What should I do?

It will take 5-7 days from the time your department hires you for your job information and timesheet to be available when you log into Time and Attendance. If you still can't access your timesheet after 7 days, verify the date you were hired with your supervisor to determine if there is a problem. If it is longer than 7 days, you or your supervisor should contact the Payroll office at 518-437-3830 or payroll@albany.edu

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I forgot to submit my online timesheet to my supervisor. What should I do?

Make sure your hours are correct, and submit your timesheet to your supervisor as soon as possible. Your supervisor should have already made you aware of the department deadline to submit the timesheet. If you have missed this deadline set by your department, your pay may be delayed. You should put a reminder on your calendar to assist you in remembering in the future.

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I submitted my timesheet to my supervisor before I was done working for the pay period. How can I get it back?

Contact your supervisor and ask them to disapprove your timesheet. You will then be able to finish recording your time, and resubmit it to your supervisor again when you are done working for the pay period. If your supervisor has already approved the timesheet, they will need to contact the Payroll Office at Payroll@albany.edu or 518-437-3830.

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I have more than one job. How do I tell them apart in Time and Attendance (TAS)?

If you have more than one job type (ex: student assistant and college work study), you will need to choose the correct job role first. The department, timesheet approver/supervisor and rate of pay should match the job for which you need to enter hours.

If you have more than one student assistant job, be very careful to choose the correct job by looking at the information listed above.

This is explained in visual detail in the Student TAS instructions, found here:

https://www.albany.edu/hr/assets/UA_Student_Timesheet_in_SHR_TAS_Training_FINAL.pdf.

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I have more than one job and I entered hours on the wrong timesheet. How do I fix this?

If you have not yet submitted your timesheet to your supervisor, you can remove the hours from the wrong timesheet and put them on the correct one. Remember to save your timesheet after making any changes.

If you have already submitted the timesheet to your supervisor, but they have not yet approved it, contact your supervisor and ask that they disapprove the timesheet. You will then be able to make the changes and resubmit the timesheet to your supervisor for approval.

If your timesheet has been approved by your supervisor, you must alert your supervisor. Your supervisor will then need to contact the Payroll office to discuss how to correct this.

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What do I do if I made a mistake on a timesheet I already submitted?

If you have already submitted the timesheet to your supervisor, but they have not yet approved it, contact your supervisor and ask them to disapprove the timesheet. You will then be able to make the changes and resubmit the timesheet to your supervisor for approval.

If your timesheet has been approved, you must alert your supervisor. Your supervisor will then need to contact the Payroll office to discuss how to correct this.

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Do I need to submit a timesheet if I didn't work?

No. If you have not worked in the two week period, you should not submit a timesheet.

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The rate of pay on my job is incorrect. How do I correct this?

First verify your understanding with your supervisor. If there is an error, your supervisor will need to contact the Payroll office to get your rate of pay corrected.

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