MyAurion | Timekeeper

Troubleshooting Guide for Casual Staff
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1. Introduction

This document provides assistance with some of the more common validation errors that can occur when completing a Timekeeper form.

If this document does not provide information about an issue that you are currently experiencing, please raise the issue with the appropriate area as outlined below:

- Technical issues – for example, cannot access MyAurion, please lodge the issue with the ITS Support Desk by phoning x56000 (option 2) or email itsupportdesk@uq.edu.au. ITS will lodge the query and you will be contacted by someone who will be able to assist.

- Functional issues – casual employees should contact their supervisor or finance/administrative officer for assistance.
2. Validation Errors

A validation error is an error that occurs when attempting to validate a TK form that contains invalid data.

When the Save and Validate button on the TK form or the Validate button on the Timekeeper Form Details detail panel is clicked, MyAurion will check the form and where an invalid value is located the error message “Invalid Timekeeper Form” is displayed, as shown below.

When this message is displayed, you are required to return to the TK form and correct the error before it can be submitted for review and approval. On returning to the TK form the field(s) containing an invalid value is outlined in red, and placing your mouse over the field displays the error reason, as shown below.

Most commonly a validation error will occur when:

- an invalid finish time has been entered
- an invalid time increment has been used
- a start or finish time has not been entered in the provided fields, or
- the work hours entered is past the expected end date of a placement.

The following sections provide an explanation as to how each of these validation errors can occur, and the action needed to resolve the error.
2.1 Invalid Finish Times

**Cause:** An *Invalid Timekeeper Form* validation error occurs when the finish time entered is for a time that is before the entered start time.

The work hours entered on a TK form must be in 24-hour format. If you start work at 9:00 am and finish at 5:00 pm, the hours entered should be as follows:

- **Start Time:** 09:00
- **Finish Time:** 17:00

If the finish time is entered as 05:00 or 5:00, MyAurion will recognise the finish time as 5:00 am instead of 5:00 pm (1700 hours), and a validation error will occur.

The following is an example of the validation message that is provided when attempting to validate a TK form that contains invalid finish times.

![Validation Message](image)

**Solution:** Access the TK form and adjust the finish and/or start times accordingly, ensuring that the times entered are in 24-hour format.

2.2 Invalid Time Increments

**Cause:** The settings defined by the type of casual placement you have determine the time increments used when entering work hours.

An *Invalid Timekeeper Form* validation error will occur when the time (start or finish or break) is not rounded to the allowable increment. For example, a professional casual placement allows increments of 5 minutes, if a time of 17:13 is entered, a validation error will occur.

When an invalid time increment is entered, the invalid entry is highlighted immediately and the following error reason is provided:

“**The value in this field is invalid**”

When you then select to validate the TK form, without correcting the time increment, the process will error and a more specific error reason is provided:

“**Finish Time needs to be recorded in multiples of 5 minutes**”
The following is an example of the validation message that is provided when attempting to ‘Save & Validate’ a TK form that contains invalid time increments.

Solution: Access the TK form and enter the correct time using the standard rounding method. For example, if you started work at 09:13, you should record your start time as 09:15. Accordingly, if you finished work at 16:13, you should record your finish time as 16:15.

2.3 Missing Time Values

Cause: Missing values in the Start Time, Finish Time, Break From and Break To fields on the TK form will trigger an Invalid Timekeeper Form validation error.

If the TK form allows you to enter break times you must either complete both of the break fields or leave them blank, otherwise the TK form will error. Similarly, if you enter a start time and break from time instead of a finish time, the TK form will error.

The following is an example of the validation message that is provided when attempting to validate a TK form that is missing a start time and a break end time.

Solution: Access the TK form and enter the start/finish times in the required fields.
2.4 Placement End Dates

**Cause:** When employed on a fixed term contract, you will only be able to claim for work hours up to and including the date that your contract expires. Hours entered after this date will trigger an *Invalid Timekeeper Form* validation error.

The following is an example of the validation message that is provided when attempting to validate a TK form that contains work hours past the placement end date.

![Timekeeper Form Example](image)

**Solution:** If you have been given approval to enter a claim for additional hours or your contract has been extended and you are still unable to validate the TK form, you will need to contact your local finance or administrative officer for assistance.