COMMON ULTRATIME PROBLEMS

WHEN LOGGING INTO ULTRATIME, THE WINDOW COMPLETELY DISAPPEARS.

This normally means that you have pop-up blockers turned on. To turn off the pop-up blocker:

For IE 8: Click Tools → Pop-up Blocker → Turn Off Pop-up Blocker

For IE 9: Click Gear Icon → select Internet Options → Privacy → Uncheck "Turn on Pop-up Blocker" box.

BROWSER COMPATABILITY:

UltraTime is currently not compatible with Google Chrome. Please use Internet Explorer, Safari or Firefox.

WHAT IS MY LOGIN INFORMATION?

Employee User ID is your G-Number and the password is the last four digits of your social security number.

UNABLE TO LOG INTO ULTRATIME AS A SUPERVISOR

Make sure you are using the correct User ID (Your Network log in – email without @gvsu.edu), and your correct password. If an error message still occurs, contact Payroll.

MULTIPLE DC ERROR

This means that you have more than one position at Grand Valley, so when entering your time you will have to select which position from the drop-down in the Position column to record the hours under.

HOW DO I DELETE HOURS?

To delete hours in UltraTime, you will need to enter the same start and stop time for a particular day.

For example, if you entered hours on the wrong day that needs to be removed, you can enter the start time as 8:00a and the stop time as 8:00a, press Enter and the hours should disappear.

MY STUDENT ID ISN'T WORKING WHEN I SCAN MY CARD

1. Scanner could be malfunctioning. If so please contact payroll
2. You may have changed your ID and the system hasn't processed the changes yet
3. You are using an older ID that you have (Old ID's do not work in the system