



Employee Frequently Asked Questions

In this handout, we have listed typical questions and answers about CCCWorks. If you need step by step directions on how to use CCCWorks, please review the Employee Training Guide or the Employee Reference Guide posted as a resource on ccc.edu/cccworks.

If you have additional questions, you can contact CCCWorks Service Center at CCCWorks@ccc.edu.

About CCCWorks

1. What is CCCWorks?

CCCWorks is a cloud based timekeeping system that provides you with real time online access to track your time worked and time off.

2. What tasks will I need to do in CCCWorks?

You will use CCCWorks to track your time, review your leave balances, submit missed swipe requests, request time off, and submit your time sheets.

Access to CCCWorks

1. How do I access CCCWorks?

www.ccc.edu → Faculty & Staff → CCCWorks
Log in using your Novell ID and password.

2. What are the system requirements for CCCWorks?

CCCWorks is compatible with both PC and Mac. The minimal system requirements include:

- Internet Explorer 6.0 or higher
- Safari 2.0
- Firefox 3.0

3. Can we access CCCWorks outside of CCC?

Yes. CCCWorks is web based and can be accessed from outside City College's network. However employees should clock in/out using the biometric time clocks at their work location.

4. Why does my log in page keep timing out?

CCCWorks will automatically log you out after 15 minutes of inactivity.

5. How will employees who do not sit at a computer access CCCWorks?

Employees will be provided access at their work location. If you do not work at a computer, please check with your manager to determine where you will be able to access CCCWorks.

Time Sheet and Time Off Timekeepers

1. What is a Timekeeper? Why do I have one?

Your timekeeper is a CCC employee who will verify that your time sheet is correct, viewing your time off, approving/rejecting your time off requests, and approving your time sheet before it is forwarded to payroll for processing. *This person may be your manager or someone designated as the Timekeeper.*

2. How can I determine who my Timekeepers are?

Timekeepers are listed on time sheet reports. Log in to CCCWorks and navigate to *Reports → View General Reports → Time Sheet Reports → Employee Time Sheet Approval History*. Your Timekeeper is listed in the second column under “Assigned Approver”.

Recording Work Time

1. Must I record my time in and time out and lunches?

- All nonexempt employees must record their work time by clocking in and out each day, and by clocking in and out for meals each day.
- All exempt employees must record their work day by clocking in each day.

2. Do exempt employees record their time in and out each day?

Exempt employees work is defined as exempt from the overtime pay provision of the FLSA. They are paid a salary and are not eligible for overtime pay. As a result, they are only required to clock in once each day to record their time.

3. I'm an exempt employee, what happens if I swipe more than once?

As an exempt only one punch is required at any time of the day to generate payment. Any subsequent punches will be recorded by the system but will not affect your payment for that day.

4. How will I record my time in and out at CCC?

All employees will record their “IN” and “OUT” times using the Biometric Time Clock Terminal at their location.

5. What should I do if I clock in or out at the wrong time?

If you clock in or out at the wrong time, inform your manager and he/she will make the appropriate modification on your time sheet.

6. What should I do if I forget to clock in or out?

If you forget to clock in or out, create a self-service request in CCCWorks by navigating to: Schedules → My Time Off → Create New Request. Time will appear on your time sheet once approved by your manager.

7. If I arrive early, can I clock in?

Clocking in before your scheduled time will generate a message to your assigned manager indicating you started work prior to your schedule time. You should clock in when you are scheduled and ready to start working.

8. If my biometric terminal does not work properly, how will I record my time in or out?

If you are unable to clock in or out, note the time you worked and contact your manager immediately. Your manager can update your time sheet to indicate your work time and research the problem with the terminal.

9. Will the system be programmed in accordance with Union and Non-Union policies?

Yes, CCCWorks will accommodate Union and Non-Union individual pay policies.

Reviewing and Submitting Time Sheets

1. Do I need to review and submit my time sheet each pay period?

Yes. You need to review and submit your time sheet each pay period to ensure that it is accurate. Inaccurate time sheets will result in inaccurate pay checks if not reviewed and submitted each pay period.

2. When should time sheets be reviewed?

Employees are encouraged to review their time sheets periodically to ensure that they are accurate and check for exceptions.

- Review deadlines are your last working day of each pay period, by the end of your business day.
- Typically Fridays.

3. When will time sheets be submitted?

Time Sheets must be submitted by the last day of the pay period.

- Typically Friday or Saturday.
- Timekeepers will review and approve time sheets on the Monday after the end of each pay period.

4. Why does the information and layout of my screen look different than other CCCWorks users see?

You will see only links to the sections of CCCWorks that are relevant to you as an employee.

5. Can I see if my Timekeeper makes an adjustment to my time sheet?

Yes. If your Timekeeper makes any adjustment to your time sheet, you will receive an email that states that new information has been saved by another user. You will also see a message on the Exceptions tab informing you that the time sheet was saved by another user.

6. How will my overtime show up in my time sheet?

You can view any overtime hours worked under the "Pay Preview" tab at the bottom of your time sheet.

Time-Off Requests

1. How quickly will my request be reviewed by my Timekeeper?

Talk to your manager or HR to determine your department's policies regarding time allowed for Timekeepers to review time off requests.

2. If an employee does not cancel a time off request but shows up for work, can the Timekeeper edit the time sheet?

Yes, the Timekeeper can manually adjust the employee's time sheet to remove the time off. However, the employee is responsible for cancelling the time off request prior to the date requested.

3. What if I need time off other than vacation, such as in the case of jury duty or bereavement, yet I am uncertain of how many days I will need? How should I make this request?

In situations such as these, it is best to contact your manager to discuss the situation and they can assist you on making the necessary self-service request for your time sheet.

4. Can I request a day off that uses half vacation time and half personal time?

Yes. An employee can request time off in half day increments by indicating half day as personal time and half day as vacation time.

5. I see several pay codes on the drop down list for time off. What code should I use for my request?

The pay codes have been defined in the Employee Reference Guide. If you need further help in defining these codes, contact CCCWorks@ccc.edu.

6. If I need to be placed on leave (FMLA), would I need to do anything differently now that we have CCCWorks?

The process for making an FMLA claim will remain the same.

7. What happens if I forget to swipe in or absent for the day.

You will need to submit a Missed Swipe Request in CCCWorks. Refer to the Employee Guide for instructions on the CCCWorks Website.

Notifications from CCCWorks

1. Am I notified when my time sheet is approved by my Timekeeper?

Yes, an email will be sent to your CCC email address indicating that your timesheet has been approved.

2. Is my Timekeeper notified when I make a time off request?

Yes, your Timekeeper receives an email with your request. Once your Timekeeper takes action on the request (i.e. approves or rejects it), you will receive an email to your CCC email address indicating the response.

3. Will I be notified if my time sheet is modified by my Timekeeper?

You will be notified automatically by email whenever any changes are saved. Additionally, there will be an exception message in CCCWorks indicating that another user has made changes to your time sheet.

Calendar & Dates

1. Is the calendar in CCCWorks synced to Outlook?

No, CCCWorks is not synced to Outlook.

Dates to remember:

Pay Periods = 2 weeks

Pay Dates = Fridays, 2 weeks after pay period ends

Review Date = Last working date of pay period



226 W. Jackson Blvd.
Chicago, IL 60606
www.ccc.edu