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East Dunbartonshire Council
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Supply Teacher Database FAQs

1) **What is the Supply Teacher Database used for in Schools?**
This system will be used in Schools to manage Supply Teachers bookings and to record and submit timesheets to Payroll for Supply Teachers and any permanent teachers who work additional hours.

2) **Should the system be used to submit timesheets for non-teaching staff, such as SLAs, Classroom Assistants, Admin Assistants?**
No, your existing process to submit timesheets for non-teaching staff via the APT&C Overtime Form, should be used.

3) **Can Teachers submit their own timesheets on the system?**
No, Supply Teachers or permanent teachers working additional hours must complete the *Teachers Attendance Form* which is available on the EDC Hub,

The completed form should be emailed to the School office who will update the system and submit to Payroll, once authorised by the Head Teacher.

4) **What do I do if I cannot log in to the RDP Sever to access the database?**
If you are unable to access the Remote Desktop Server, please raise a call with the IT Helpdesk

5) **How does a new member of staff get access to the RDP server?**
Any new members of staff need to raise a call with the IT Helpdesk and asked to be given access to the RDP Server.

6) **What do I do if I can't remember my password for the Supply Teacher Database?**
You can change your own password by clicking RESET PASSWORD on the log in screen.

7) **When resetting my password for the first time I do not receive an e-mail with my unique code?**
When you are setting your password for the database for the first time using the 'Reset Password' button on the log in screen, please ensure you username (first initial and surname) is entered in CAPITAL LETTERS otherwise the email with the code will not come through.

Contact your SSC/SSM if this still does not work to confirm the username they have set up for you.

8) What do I do if the teacher's name is not included on the dropdown list to select for timesheet submission?
Contact the School Planning and Improvement Team to have this added (Ask your SSC/SSM who to contact in this team if you are unsure)

9) Do all supply teachers need to be booked out on the database?
Yes, it is important that any supply teachers working in your school are booked out on the database to ensure the availability of staff remains up to date and stops other school trying to contact teachers showing as available on the system, but are already working in a school.

If you need a teacher to work longer in your school than first specified in the original requirement, make sure to update the database and book the teacher out for those extra days.

10) Can I see an overview of all the bookings I currently have on the system?
Yes, the **Teacher Usage Report** allows you to filter all bookings you have in the system. This can be accessed from the menu along the left hand side of the screen.

11) Does my Head Teacher need to authorise timesheets before a report is submitted to Payroll for processing?
Yes, as the budget holder, Head Teachers **must** authorise the timesheet report before this is submitted to Payroll. This is easy to arrange as the Head Teacher Summary report can be emailed to the Head Teacher and a return email confirming 'authorised' is sufficient. There is no need to submit individual timesheets for authorisation - Head Teachers only need to authorise the report which lists all Supply & permanent additional hours worked within the pay period.

12) Can I makes changes to a timesheet when the status is 'complete'?
No, once a timesheet status is COMPLETE, it cannot be edited or deleted by Schools. In the event that you need to make a change to a timesheet please contact your **School Support Co-ordinator or Manager.**

13) Can I book a supply teacher on the system for a long-term period?
Yes, within the calendar, use the ADD DAY PATTERN function and select date and number of weeks supply cover is required. Remember – timesheets need to be submitted for each pay period.

14) I have a teacher who works under different reason codes in the morning and afternoon on the same day, how do I enter this information in to the system?

If a teacher works in your school under one reason code in the morning and a different reason code in the afternoon, you should create two timesheets on the system for the teacher – one containing the morning hours with the correct reason code, and one containing the afternoon hours with the correct reason code.

15) Do the reason codes recorded against hours worked feed through to the School's budget?
No, there is no direct feed from the system to finance or budget records. Once Finance Team have completed the journaling processes, each School will be able to review their updated budget within the Detailed Oracle Report.

16) What do I do if a timesheet has been coded incorrectly?
If you notice a timesheet has been coded incorrectly after the Payroll Report has been sent to Payroll, please contact your SSC / SSM who will inform the Finance Team & seek advice regarding appropriate action. Any changes made can then be record in the '**Notes**' tab on the timesheet record with the error.

17) How do I search for Roman Catholic Certified Teachers on the booking system?
To find teachers that are RC Certified, first add a requirement to a booking. In the list of teachers that appears under 'All teachers', select click **Actions > Filter >** In the *Column* Field select **RC Approved >** In the *Operator* column select **= >** In the *Expression* field select **Y > Apply**. You will then be able to see RC approved teachers available to cover your requirement.

18) Can a text message be sent from the system to teachers asking if they are available to be booked?
No, the system does not have the ability to issue text messages.

19) When adding a new user, can I change the permissions?
No, for Admin and Clerical Assistants the permission should be set as Edit and this cannot be changed.

20) Is it possible to add a certain day pattern using the 'Add Bulk' feature in the timesheets? E.g. if you have a supply teacher working every Monday and Tuesday for 4 weeks
No, it is not possible to add in bulk the hours for a pattern that is less than 5 days. In this case, you will need to add hours manually to each day that the teacher works within the pay period.

21) How up-to-date is the list of supply and permanent teachers held in the system?
Teacher availability information held in the system is reliant on booking details input

by schools and updates provided from supply teachers. When a supply teacher's circumstances change which impacts their availability, please encourage them to provide details of dates not available to work. School offices should then e-mail The School Planning & Improvement team who will update the system. (Ask your SSC/SSM who to contact in this team if you are unsure).

22) When creating a timesheet can I set a start and end date to show only the days the teacher has worked?

When you create a timesheet and select a start date, you will be able to see 5 whole weeks after that start date, to reflect the potential 5 weeks a teacher could work in a pay period. You only need to enter hours against the days a teacher worked, all other dates in the 5 week period that the teacher worked should be left blank. **Only days that have hours against them will pull through on to the Head Teacher and Payroll Reports.**

23) How do I clear down records from the previous pay run in time for the next one? Is it done automatically by the system?

No, records from the current pay run are not cleared down automatically within the system before the next payrun

Once you have sent your Payroll Report to payroll and Finance Team have advised Schools this can be done, on the **Timesheet – Main List** page select all the records that are currently sitting at **Complete** using the tick boxes down the left hand side. Then from the options at the top right hand side of the screen, select **Sent to Payroll**. Confirm the date in the box that appears and then click **Ok**.

PLEASE NOTE* Once a record has been marked as 'Sent to Payroll' it <u>cannot be unlocked, changed to void or amended in any way</u>

24) When should the status of 'Complete' records be changed to 'Sent to Payroll'?

Once you have sent the Payroll report to Payroll for processing, records sitting at 'Complete' in the system for the current pay period should be **only** be changed to 'Sent to Payroll' **after Finance Team has been in touch to issue the finance journal for recharge for the current month's PYOL's.**

25) How do I update the date fields on a timesheet? (*Approved by Head Teacher, Processed by SSC/SSM/Admin)*

The date fields are linked to the buttons used to change the status of the timesheet, see below.

- Request Approval > populates *Processed by SSC/SSM/Admin*
- Complete > populated *Approved by Head Teacher*
- Sent to Payroll > populates *Sent to Payroll*

This means you do not have to add the dates manually:

26) An error has been identified on a timesheet after the Payroll report has been submitted for processing, what do I do?
Different action is required depending on the type of error and at what stage in the process the error is identified. Please refer to the **Timesheets - Guidance on Correcting Entries** document on the EDC Hub and your SSM / SSC for steps on what to do for specific errors.

27) Is it possible to e-mail out shortlisted teachers in bulk to check availability?
At the moment no, it is not possible to email shortlisted teachers in bulk to check if they would be available to work in your school.