1. Accessing the system

The web address for the Cynergie Timesheet system is http://www.cynergie.co.uk/timesheets.html   - Click on this link or enter it into your URL, this will take you to the Cynergie website landing page, where there is a link to the timesheet logon screen. (Hint - save it in your 'favourites')

2. Web Browser Compatibility (Important)

Sometimes websites you're visiting dont look right, and this is a general issue each time Microsoft bring out new versions of Internet Explorer (IE). They can show up as a jumble of out-of-place menus, images, and text boxes. Mostly this is because the site might have been designed for an earlier version of IE (as is the case with our timesheet system). The online timesheet solution has been designed to work with Internet Explorer (IE) version 9 (or below), so please note the instructions below. A common symptom you may find is that the pull-down lists, e.g. for Task, don't work in which case see below.

The Cynergie timesheet is compatible only with :

- Internet Explorer versions upto v.9
- Internet Explorer version 10, provided the 'compatibility mode' setting is enabled (see below)
- Google Chrome
- Firefox

To check your version of Internet Explorer (IE), you need to open IE and choose the 'About Internet Explorer' option in the settings menu, which will be in the menu bar at the top right of your screen.

The system will work with Internet Explorer v.11, provided the 'compatibility view' settings are enabled for this website, but there are some minor compatibility issues in using some of the pull-down lists, so it is not recommended to use IE v11

If you are using IE 10 or 11 then **you must** follow the instructions in the **Appendix** for setting the Compatibility View

3. Logging in

You will be sent an email, to the email address we have on our database for you, which will provide you with your username and password. If you ever forget your password then the login screen has a link which can request the system to email you your password. If you have any problems logging in with this then please email us at resourcingteam@cynergie.co.uk
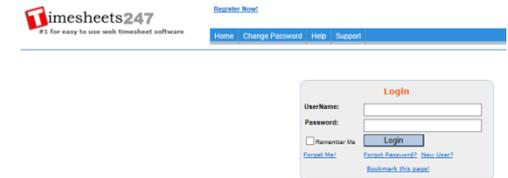
4. Accessing Timesheets for Approval

Once logged in, at the top of the screen you will see a traffic light which indicates if there are any timesheet requests for you to authorise.

You will need to access the option for '**My Teams Timesheets'**, to see the timesheets. You will see a list of timesheets requiring approval and icons/buttons enabling you to view them each prior to authorisation. Note, you have the option to approve them here without viewing the full timesheet, but its **recommended to first click on 'show comments' first and then view the sheet .**
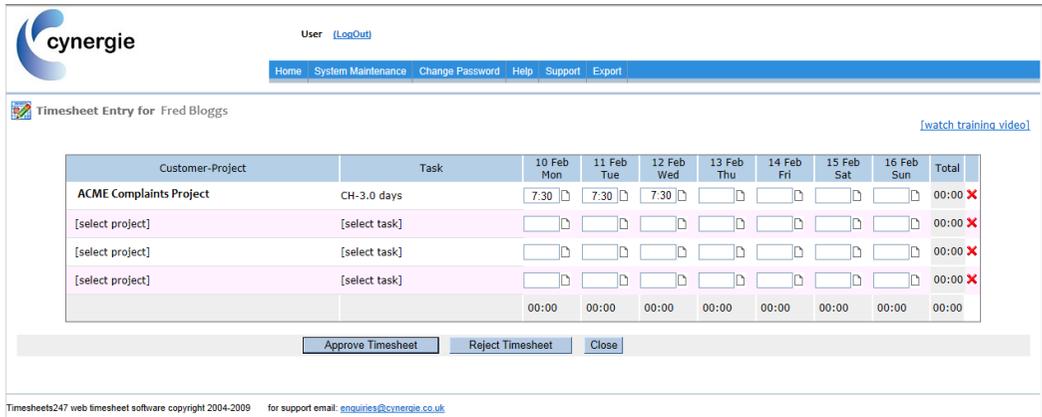
Note : We are asking staff to enter their actual worked days (calendar days) on line 1 and any bonus, incentive or 'overtime' days on a separate line on the timesheet. This is because it then makes it (a) easier to distinguish which is which, (b) to check a timesheet where the days claimed appear different from the hours worked (c) to improve the clarity of reporting and invoicing actual days worked versus additional approved days on top.
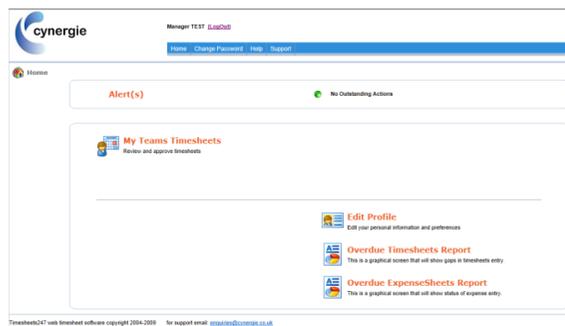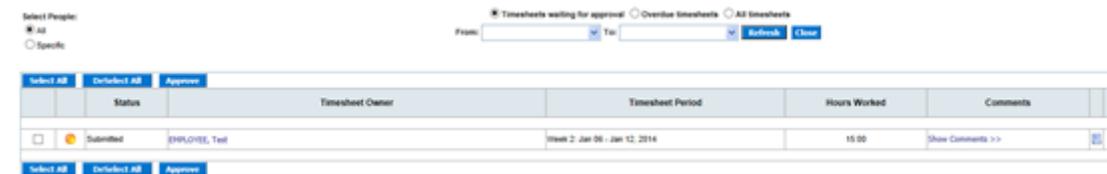
How to review/approve – key points :
   a) You should click on the '**Show Comments'** for each timesheet (above) , so you can see what comment was provided by the submitter for each one, as these may be important for authorisation
   b) You should then click on the 'view timesheet' icon at the far right of each timesheet (above), next to the comments box, in turn to review and then approve or reject each one, checking that they have selected the right project and tasks.

c) The task field is whats used for day rate billing purposes, so **its very important to check the task role and number of days versus the corresponding days where hours have been entered**. For example, if they show 7:30 hrs/mins of Case Handler (CH) working on all 5 days of the week, then you would expect the task to show 'CH-5.0 days' for billing purposes**.**

d) Any bonus, incentive, or overtime days to be billed should be reflected within the total days booked on the timesheet task field – you should first check the comments on the timesheet to see if the user has explained these, otherwise you may not know if the user has incorrectly chosen the wrong task (days) corresponding to actual days as work.

e) Non-working weeks should have a task showing '0 days – not worked' but due to a constraint that a timesheet can't be submitted with zero time there will need to be the minimum of 1 minute of time recorded for that week

f) From within the timesheet screen, you can approve or reject the timesheet, and the system will email the contractor to notify them of the action.

5. Delegate your Authorisation (if you are going to be away)

Edit Profile
Edit your personal information and preferences

There is a facility on the system for you to temporarily delegate your timesheet authorisation role to another manager for specified dates – you can do this yourself on the system, within the option there is a "Delegate Authorisation" tick box.

Note : you also have an option here to change your password if you wish.

6. Instructions for Entering Timesheets (for reference)

Please read these instructions for users (timesheet submitters) so you know how they are being asked to enter timesheet data and hence so you know what to look for when authorising :

(1) Choose week

Either via the blue button arrows or the dropdown menu "Change Week"at the top left of the timesheet, you must first choose the correct week you want to enter.

(Note, you can navigate to earlier weeks or future weeks using the blue left and right arrows)

(2) Select Project (if not already pre-selected for you)

On the line of the timesheet, from the pull-down list, choose the project relevant to you. Note, if you can't access the pull down menus then this most likely because of the issue explained in section 2 above regarding 'compatibility view' settings, so please revisit these and add this site to the compatibility view list on IE.

(3) Select Task

Next choose a task related to :

      (a) the work you are doing; **CH** = Case Handler, **QA** = Quality Assurer, **TM** = Team Manager or Operations Manager (or any other role) ,…and

      (b) the number of days you want to bill for that week.

(4) Complete daily hours

On each day of the week, record your *actual* hours worked. Check back to the task you have chosen to ensure you have selected the correct number of days to correspond with the days worked. Note, you have an option to record a short comment on each day worked, if necessary - although note, when you submit the timesheet there is a box for you to record a general comment about the timesheet as a whole.

(5) Dual role

If you have completed time in 2 roles during the week e.g. QA and Case Handler, then record a separate line for the time spent on each role and choose the task relating to the role and respective days claimed.

(6) Bonus or Incentive or Overtime days

If you are due any extra bonus/incentive/overtime/overproduction days that week, then please choose the task reflecting the total number of days to be claimed for that week and you *must* record a note for the authoriser when you submit the timesheet to say that the timesheet includes extra days on top of the calendar

days you were at work. Note there are tasks, beginning with XX, that can be used in the exceptional circumstances that you may need to book 10 or more days in one week, but please explain in your submission notes why you are using these.

(7) Holiday weeks or whole weeks of non-working

Note - YOU MUST ENTER YOUR TIMESHEET IN ADVANCE OF GOING AWAY FOR A HOLIDAY WEEK(S)

If you are not at work for the whole week then please select the **'0 Days – Not Worked'** task against your project. However, due to a constraint in the system it won't let you submit the timesheet if there is no time at all recorded in the timesheet, so if have this or receive this error message, then **you will have to just enter 1 minute of time on the line** in order to then be able to submit your timesheet. Please note also that you can enter holiday timesheets *in advance* using the forward blue arrow.

(8) Lines with no time booked

Please note that if you choose a task (days) but don't record any values, even zeros, in the time fields on that line then this task will be ignored by timesheet reports and billing i.e. you must *always* at least enter zero values on a task line

(9) Save or Submit
With the buttons at the bottom of the timesheet, you have the main options to either save the timesheet, so you can return to it again later, or submit it.

APPENDIX : Instructions for setting the 'Compatibility View' for Internet Explorer

For Internet Explorer 10

When a site is incompatible with Internet Explorer, you'll see the Compatibility View button in the Address bar. You can only turn on Compatibility View in Internet Explorer for the desktop.

To turn on Compatibility View

1. See if the **Compatibility View** button appears in the Address bar. (If you don't see the button, there's no need to turn on Compatibility View.)
2. Tap or click the **Compatibility View** button to display the site in Compatibility View.

Once you turn on Compatibility View, Internet Explorer will automatically show that site in Compatibility View each time you visit. You can turn it off by tapping or clicking the button again. Or, you can clear the entire list of sites using Compatibility View by deleting your browsing history.

For Internet Explorer 10 for Windows 7

When a site is incompatible with Internet Explorer, you'll see the Compatibility View button in the Address bar.

To turn on Compatibility View

1. See if the **Compatibility View** button appears in the Address bar. (If you don't see the button, there's no need to turn on Compatibility View.)
2. Click the **Compatibility View** button to display the site in Compatibility View. The button will turn blue when Compatibility View is turned on for a site.

Once you turn on Compatibility View, Internet Explorer will automatically show that site in Compatibility View each time you visit. You can turn it off by clicking the button again. Or, you can clear the entire list of sites using Compatibility View by deleting your browsing history.

For Internet Explorer 11

Sometimes, websites don't look like you expect them to – images might not appear, menus might be out of place and text could be jumbled together. This might be caused by a compatibility problem between Internet Explorer and the site you're on. Sometimes, this can be fixed by adding the site to your Compatibility View list.

To add a site to the Compatibility View list

1. Open the desktop, and then tap or click the Internet Explorer icon on the taskbar.

2. Tap or click the **Tools** button ⚙, then tap or click **Compatibility View settings**.

3. Under **Add this website**, enter the URL of the site you want to add to the list, then tap or click **Add**.

Note

- If you add a site to the Compatibility View list and the page looks worse, the problem might not be compatibility and you should remove the site from the list.

Once you've turned on Compatibility View, Internet Explorer will automatically show that site in Compatibility View each time you visit it. You can turn it off by removing it from your compatibility list.

For Internet Explorer 11 for Windows 7

When a site is incompatible with Internet Explorer, you'll see the Compatibility View button 🖼 in the address bar. By turning on Compatibility View, you can help fix display problems on sites.

To turn on Compatibility View

1. See if the **Compatibility View** button 🖼 appears in the address bar. (If you can't see the button, there's no need to turn on Compatibility View.)

2. Click the **Compatibility View** button 🖼 to display the site in Compatibility View.

Once you turn on Compatibility View, Internet Explorer will automatically show that site in Compatibility View each time you visit. You can turn it off by clicking the button 🖼 again. Or, you can clear the entire list of sites using Compatibility View by deleting your browsing history.