

TMS Timesheet Management System FAQ

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Below is a list of frequently asked questions for TMS. If you have a question that is not answered below, please contact: POWSupport@plymouth.ac.uk

[Link to TMS support pages on POPPI](#)

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Accessing and launching timesheets on TMS

The “Click here to access TMS” button is not visible

- Please check you have opened your placement allocation in POW.
- Access to TMS will not be available until your placement starts. The button will not be visible prior to this.

“Click here to access TMS” does not launch anything on my browser

- Ensure you are using the latest version of your internet browser.
- Ensure all content/ ad blockers are disabled or allowed for the Placements on the Web (POW) website. Check your browser’s settings to adjust this.
- We recommend using the following browsers for Microsoft Windows: Google Chrome, Mozilla Firefox or Microsoft Edge. Avoid using Internet Explorer 11.
- For Apple macOS (Macbook) users you can use your default Safari browser.
- TMS may not load if you are using a mobile/ tablet device but this can be changed via your device’s settings.

When I “Click here to access TMS” button I am taken to a login screen and my logon details do not work.

- When you launch your TMS button, as the page loads, the site is logging you in. If this requests times out, you will see a login page. Students will not be able to login with this page.
- Please close this login screen and launch your TMS access button from POW again.
- Check the strength of your internet connection is not causing these timeouts.
- If the problem persists please email powsupport@plymouth.ac.uk with details such as the internet browser you are using and device.

There is no timesheet available for my placement dates

- The timesheets will not be available until the start date of your placement.
- If your placement has commenced and the correct weeks are not displayed please contact your placement administration team at the University.
- If your placement has been delayed or extended, please contact your placement administration team at the University.

My placement has changed before starting and POW/ TMS are showing my previous placement.

- Do not record any timesheet data if your placement has not been updated to your new host.
- Contact your programme administration team to request your placement host is updated as soon as possible.
- Contact powsupport@plymouth.ac.uk if your record has not been updated, leaving you unable to record your hours.

Using TMS, recording hours & submitting timesheets

Should I record theory or any other University based activity on the weekly electronic timesheets?

- No. Please only record the shift/ hours completed on your placement host with your mentor/ supervisor/ assessor.
- Functionality for adding University based activities that accrue practice hours electronically will be available in the near future through POW. In the meantime please keep a note of the date, type of activity and hours. Also ensure you are recorded on any registers for the activity.

Do I record breaks?

- Please record breaks that do not count as practice hours, e.g. lunch breaks.
- Record the cumulative total of your breaks i.e two 15 minute breaks in one shift totals to a 30 minute break.
- You must record a break for any shift longer than 6 hours.

My shift is not displayed for me to select.

- Please use the “Custom” option in the drop down list which will allow you to record your specific start and end time.
- The shifts are maintained by the placement host on their PEP (Practice Environment Profile) site. If it is a commonly used shift please email the person listed as the student contact which can be found on POW when you have selected the appropriate allocation.

I cannot record a split shift.

- Please use the “Custom” option in the drop down list and record the overall start and end time for that day. Use the breaks column to record any break that does not count as practice hours and any hours not worked between the two shifts.
- Please check the worked hours column’s total agrees with the total hours worked for the split shifts.

How do I detail placement absence on TMS?

- The electronic timesheet system records actual absence.

- Please always record the shift you were due to work and then either the hours you were absent, if absent for part of the shift, or tick the Absent (Whole Shift) check box if you were absent for the entire shift.
- Select the appropriate absence reason. Seek clarification from your programme admin team to ensure you select the correct reason.
- The absent figure does not impact on your actual worked hours.
- Please continue to contact your placement team at the University to inform them of any absence both during placement or any other dates/activities.

What is the difference between selecting Day Off or leaving the day as zero hours in all the columns?

- Both methods will result in zero worked hours being recorded in the placement system for that day, however recording a day off is much clearer for your mentor when they are approving your timesheet.
- A day off can be used to identify days not on placement, such as University days.

How often should I submit my timesheets?

- The electronic timesheets are weekly and it would be advisable to submit each week as soon as you have completed the hours for that week. However, it might be advisable to wait until the end of the week to submit.
- You cannot submit a timesheet if it contains hours for a future date.
- For students claiming expenses, submitting your timesheets regularly will support the processing of your claim.

My timesheet has been submitted but my hours haven't been approved yet.

- Speak to the mentor you submitted your timesheet to clarify when they will approve your hours.
- If you manually added your mentor to your timesheet, check you have recorded their email address correctly. If the mentor's email address is incorrect, your timesheet approval request will be unsuccessful in sending.

My timesheet is showing as expired.

- If your mentor does not approve your timesheet in a timely fashion, your timesheet may expire.
- Students will need to submit the timesheet week to their mentor again for approval. This can be completed by selecting Submit Electronically for that timesheet week.
- Students can also edit and amend expired timesheets before resubmitting.

Can I record made-up time?

- Made up time must be agreed with your personal tutor and your placement area.
- Made up time can only be recorded for days outside of your placement's timesheets week.
- You cannot record made up time for a future date.

Mentor queries for TMS

I need to change the mentor on my timesheet

- If you have not submitted the timesheet, simply edit it and use the Change Mentor link which can be found below the Mentor details.
- Select a different Mentor from the drop down list or select the “New” option from the list to enter the details.
- Please also refer to the [student user guide](#).

How do I record that I worked with different mentors on TMS?

- The mentor attached to your timesheet will be the sole person responsible for approving and confirming your hours.
- For days where you worked with different people, record this information (name & contact information) in the Day Supervisor column for your timesheet day.
- Students are also able record a comment to inform their approving mentor of their activity on this day.

Can I use the same mentor on TMS and eOAR?

- For TMS you can record the mentor you worked with on your placement shift. It is the student’s responsibility to ensure they have selected the correct mentor.
- For eOAR your mentor will need to satisfy NMC requirements. This means the mentor approving your timesheet may not be the same mentor signing and completing your OAR.

How does my mentor access my timesheet?

- Your mentor does not require a username or password to access your timesheet.
- Once your timesheet is submitted, your mentor is emailed a unique link to access your timesheet. With this link your mentor can review your timesheet for approval.

Help and Support

Email contact

For help and support with TMS, please contact the POW Support team on powsupport@plymouth.ac.uk.

If you experience any technical or system issues accessing and using TMS not answered in the above questions, please provide as much information as you are able and screenshots to the POW Support.

How to use TMS guides

For written and video guides on how to access and use TMS, view the TMS support pages on POPPI: <https://www.plymouth.ac.uk/student-life/your-studies/academic-services/placements-and-workbased-learning/poppi/poppi-health/tms>

Student support appointment

If you are having difficulty with any of our online systems, and you would like a support session with one of our team members please book an appointment. Please note we can only offer support for our current students using these support appointments. Times and venues are limited:

<https://gffifdxjlrskacfgnexba-free.10to8.com/>

Acronyms, abbreviations and frequent terms

Word	Definition
TMS	Timesheet Management System
POW	Placements on the Web website
PEP	Practice Environment Profile website
POPPI	Plymouth Online Practice Placement Information
eOAR	Electronic Ongoing Achievement Record