



Web Kiosk Frequently Asked Questions

Where do I get a CSU login?	Once your casual academic contract is received by Division of People & Culture (DPC) your CSU login will be generated and sent to your timesheet approver.
How do I login to the Web Kiosk to submit a timesheet?	You can login to the Web Kiosk once you have activated your CSU login . You should login using your CSU username and password.
What is DUO?	Web Kiosk uses multi-factor authentication (MFA) with Duo Security to better protect your personal information. To enrol, register and activate MFA, go to MFA for VPN Access Quick Start Guide.pdf
What does it mean if I don't have the link "Click here to add a new timesheet"?	This means that you do not have any current contracts in the DPC system. You should contact your Workload Planner/School Contact who will liaise with DPC.
When should I submit my timesheets?	<p>You should submit your timesheets on a regular basis, preferably fortnightly. Pay day is every second Thursday per the Pay Day Calendar.</p> <p>You should discuss with your timesheet approver the deadline to have your timesheet submitted to ensure it will be paid in the next available pay.</p>
Who is my timesheet approver?	<p>If you are employed:</p> <ul style="list-style-type: none">• in a school, it is the Faculty Operations Team:<ul style="list-style-type: none">➢ FOAE-Ops-Admin@csu.edu.au➢ FOBJS-Ops-Admin@csu.edu.au➢ FOSH-Ops-Admin@csu.edu.au• as part of the Indigenous Academic Success Program (IASP), it is the IASP Coordinator• in another part of the University, it will be noted on your contract.
What happens to my timesheet after I have submitted it?	The timesheet will be submitted to the timesheet approver who is responsible for checking the details of the timesheet against your contract. The timesheet may be approved for payment at this point or escalated to the Head of School (or nominee). Once the timesheet has been approved it will be paid in the next available pay.
How will I know if my timesheet has been approved or rejected?	Once the timesheet has been approved/rejected you will receive an automatic email notification to your nominated email address, or you can check in the Web Kiosk using the <i>My Timesheet History</i> report. This report can be run in Web Kiosk by selecting <i>Home > My Pay > Timesheets > My Timesheet History</i> , then View Report.
How do I know which pay code to use?	The pay code for each activity will be shown on your academic contract. You can either choose the appropriate pay code from the list or enter the code manually.
Can I make a change to my timesheet?	<p>Yes, but only if the timesheet has been:</p> <ul style="list-style-type: none">• submitted and not yet approved• rejected. <p>First you first must un-submit the appropriate timesheet entry.</p>



<p>How do I un-submit a timesheet?</p> <p><i>If your timesheet is for more than one academic session you need to create and submit a new timesheet for each session.</i></p>	<p>To un-submit the timesheet go to <i>Home > My Pay > Timesheets</i>. Select Academic Timesheet to locate the relevant timesheet. Select the timesheet record id and then tick the <i>un-submit box</i> next to the applicable entry. Click on the <i>un-submit</i> button. The timesheet will move back up to the <i>Unsubmitted</i> section of the summary page. You will then be able to edit the timesheet. Once edited you can submit the timesheet again.</p>
<p>How do I delete a timesheet entry?</p>	<p>To delete a timesheet go to Timesheets, open the <i>Submitted (Not Approved)</i> timesheets, tick the delete box next to the applicable entry, then click on the delete button. The timesheet will be deleted. To submit a replacement timesheet you will need to enter a new timesheet.</p>
<p>Can I delete my timesheet after it has been approved or paid?</p>	<p>No, you will need to submit a negative timesheet for the appropriate number of hours. After this has been approved you will then need to submit a new timesheet entry for the correct number of hours.</p>
<p>What should I do if my timesheet has been rejected?</p> <p><i>Please note: If your timesheet is for more than one academic session you need to create and submit a new timesheet for each session.</i></p>	<p>When you submit a timesheet the system checks that a valid:</p> <ul style="list-style-type: none">• sessional contract exists for the combination of your: <i>staff ID, job#, academic session, paycode & subject code</i>• the units claimed do not exceed the units contracted. <p>The rejection email will establish the reason for rejection. Verify your submission against the <i>My Sessional Contract Balances</i> report located in Web Kiosk under <i>Favourites</i> on the Home page.</p> <p>If you require further clarification on the rejected timesheet you should contact your timesheet approver. You can then un-submit the rejected timesheet, edit and re-submit if applicable.</p>
<p>Can I submit a timesheet after my contract has ended?</p>	<p>No. You will see the final date you can submit the contract in the Web Kiosk. If you need to claim after this time, you will need to contact your timesheet approver.</p>
<p>How can I check if my timesheet has been paid?</p>	<p>Go to <i>My Pay > Timesheets > My Timesheet History</i>. Select <i>View Report</i> and check the <i>Paid</i> column for the pay date. You can also view your payslip via the Payroll Details menu under <i>My Pay</i>.</p>
<p>Will I be able to submit a timesheet against a contract which has an end date prior to the date I am entering the timesheet for?</p>	<p>No, you will receive an error message after you have entered the timesheet and clicked on save and submit. You will need to contact your timesheet approver who will liaise with DPC.</p>



Contact details for further assistance

If you are having trouble with the Web Kiosk, AWM or have any pay enquiries, please contact the DPC Service Centre:

- Email: dpc@csu.edu.au
- Phone (internal): 84884
- Phone (external): 02 6338 4884

Otherwise, timesheet queries should be directed to your timesheet approver, the Faculty Operations or IASP team as follows:

Faculty of Arts and Education	FOAE-Ops-Admin@csu.edu.au
Faculty of Business, Justice and Behavioural Sciences	FOBJBSOps-Admin@csu.edu.au
Faculty of Science and Health	FOSH-Ops-Admin@csu.edu.au
IASP	IASP@csu.edu.au