

# Time Entry

1. On the Menu Panel, click on **Help Desk**.

2. Click on **Time Entry** under Activities.

3. **Agent** default value is agent logged in. **Period** default is the period where today's date is. **Required hours** is the number of required hours the agent should be logged in within the period.

- To change agent, select from agent combo box.
- To change Period, select from Period combo box.

4. To add new Hours Worked, go to the next available row on the grid.

Date	Customer	Project	Ticket	Subject	Hours	Item	Billable	Billable Rate	Amount	Description	Jira Link	Estimated Hours

1. Select **Date**
2. Type in the **Customer** or select from the customer combo box. (Not a required field)
3. Type in the **Project** or select from the project combo box. (Not a required field)
4. Type in the **Ticket** or select from the ticket combo box. (Required field)
5. Type in the **Subject** or select from the Subject combo box.
6. Input **Hours**
7. Select **Item** from item combo box
8. Tick if **billable or non-billable**
9. Double check **Billable Rate**
10. The **amount** will be displayed. Formula: HoursxBillable rate
11. Add **Description** and **JIRA link** if needed/available.
12. Add **Estimated Hours** if available
13. Click **Save**

Once saved, the read only info pane on the bottom part of the screen will auto populate with the:

- Summary of the logged hours by the agent,
- Their Targets
- Their Actual utilization as of date based on logged hours

5. Agent can also edit existing hours worked (if not yet imported to invoice) by selecting the existing hours worked in the grid.

1. Select Date
2. Type in the customer or select from the ticket combo box. (Not a required field)
3. Type in the customer or select from the ticket combo box. (Not a required field)
4. Type in the ticket or select from the ticket combo box. (Required field)
5. Input Hours
6. Select item from item combo box
7. Mark if billable or non-billable
8. Add Description and JIRA link if needed/available.
9. Click Save

6. In the event that the agent was on a vacation/sick/ personal leave, they should file a time off request in the **Payroll** Menu with the number of hours they were on leave. (This is to still be able to complete the required hours for the period)

7. If there is a holiday within the period, the agent should add a time entry for Holiday and select the **Holiday** item in the Item combo box.

8. Once the required hours have been completed for the period, the agent should click **Submit for Approval** so that the time entries will now be routed for approval and when approved, billable hours can be invoiced.

**Time Entry**

Save Submit for Approval Undo Close

Details Comments Approval Audit Log

Agent  Period 2022 - Week 31 Period Start 08/01/2022 Period End 08/07/2022 Date This Period Required Hours 40

Time Entry Time Off Notification Recipients

X Remove Export View Filter (F3)

Date	Customer	Project	Ticket	Hours	Item	Billable	Description	Jira Link
8/1/2022	Test Company 1		HDTH-156510	8.00	AHE	<input checked="" type="checkbox"/>		
8/2/2022	Test Company 1		HDTH-156507	8.00	Bug-Admin	<input type="checkbox"/>		
8/3/2022				8.00	Holiday	<input type="checkbox"/>		
8/4/2022	iRely LLC		HDTH-273943	8.00	AHE	<input checked="" type="checkbox"/>		
8/5/2022				8.00		<input type="checkbox"/>	VL (Vacation Leave)	

40.00

Summary		Target		Actual	
Total Hours	40.00	Utilization Yearly %	0.00	Utilization Yearly %	0.79
Billable Hours	16.00	Utilization Weekly %	0.00	Utilization Weekly %	66.67
Non Billable Hours	8.00	Utilization Monthly %	0.00	Utilization Monthly %	9.52
Vacation/Holiday/Sick	16.00	Weekly Budget (FN)	0.00	Weekly Budget (FN)	4,000.00
		Annual Budget (FN)	0.00	Annual Budget (FN)	4,000.00
		Annual Hurdle (FN)	0.00		

Waiting for Submit Refresh

9. To be able to check the status of the time entry approval, the agent may check the bottom left part of the screen or click on the **Approval** Tab

**Time Entry**

Save Undo Close

Details Comments Approval Audit Log

Date / Time	User	Group	Status	Rejected Reason / Remarks
8/3/2022			Waiting for Submit	
8/3/2022			Submitted	
8/3/2022	ireljadmin		Waiting for Approval	
Today at 4:53 PM			Edited Transaction	
Today at 4:53 PM	ireljadmin		Waiting for Submit	
Today at 4:57 PM			Resubmitted	
Today at 4:57 PM	ireljadmin		Waiting for Approval	

Waiting for Approval Refresh

To add estimated hours for an agent, see [Adding Estimated Hours](#)

To add Coworker goals for an agent, see [Setting coworker goals](#)