



**Overview:** This document provides an overview on how to review and resolve exceptions to reported work hours. An exception is generated when the time entry does not comply with the time reporting rules. All exceptions should be reviewed and resolved in order to ensure accurate payment.

**Log In**

1. Navigate to [MyCSUEB](https://www.csueastbay.edu/mycsueeb/) (https://www.csueastbay.edu/mycsueeb/)

2. Enter your **NetID, Password** and Click **SIGN IN**

3. Select the **Manager/Timekeeper** tab

**Review Exceptions**

4. Click the **View and Resolve Exceptions** link located under the *Time and Information* header  
*The Manage Exceptions page displays*

5. Enter the **Group ID** (PS dept. ID) and Click **Get Employees**

Description	Value
Group ID	13800
Empl ID	
Empl Rcd Nbr	
Last Name	
First Name	
Business Unit	
Job Code	
Job Description	

*Search results display*

**Exceptions vary in severity: High, Medium and Low. High severity exceptions require a correction to the employee’s reported work hours and will result in inaccurate pay warrants if left unresolved. Please refer to the [Exception Reference Guide](#) for details regarding the appropriate action in resolved time reporting exceptions.**

6. Populate the **Allow** checkbox or Click **Select All** to resolve all exceptions in list

*Additional filter options are available to assist timekeepers with troubleshooting a particular exception. Select the Details tab to obtain additional details regarding the exception and view employee ID and record #.*

7. Click **Save**  
*The Save Confirmation page displays*

8. Click **OK** to proceed with resolving the exception

**Whom to Contact for Help?**

For additional help or to report problems with this functionality, please refer to Knowledge Base or log a ticket via the [Service Desk](#).