

**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 **MyHR** (<https://www.csueastbay.edu/myhr/>)

2. Click the **SIGN IN** button



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**

 A screenshot of the 'Manage Exceptions' page. The 'Employee Selection Criteria' form is visible, with the 'Group ID' field containing the value '13800'. Other fields include 'Empl ID', 'Email Dept Filter', 'First Name', 'Last Name', 'Job Code', and 'Job Description'. The 'Get Employees' button is highlighted with a red rectangle.

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