

MCFRS MCTime End-User Guide for Civilian Call-Takers



(Revised August 2015)

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Introduction

Mctime is Montgomery County's electronic timecard system.

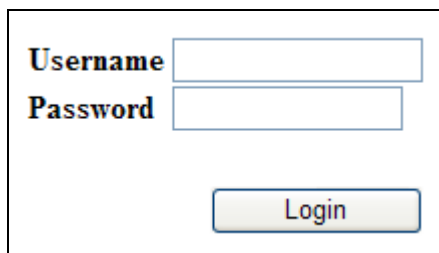
For uniformed personnel, Mctime accepts data from Telestaff and so it is imperative that you remember to schedule all leave through Telestaff. Most civilians simply approve and/or modify their preset schedules in Mctime as needed. ECC civilian call-takers are a hybrid group; while call-takers are civilians by employment, their schedules are imported from Telestaff and there are several other little details as well.

The document serves as a guide for the basics in ensuring that your timecard doesn't have any common errors. If you have any questions, please contact the ECC training coordinator, Deb Shaw (FRS HR) or Jeff Feiertag (FRS IT Training).

If you would like personal training in Mctime within your own timecard, please contact Jeff Feiertag, IT Training Coordinator, via e-mail (jeff.feiertag@montgomerycountymd.gov) or by phone (240.777.2460).

Accessing and Logging onto Mctime

- Start Internet Explorer and access Quicklinks.
- Click the **Mctime** menu and select the link for employees (HTML). The logon screen will load.
- Input the same username and password you use to access Windows or Outlook (also called your Single Sign-On or SSO).



A screenshot of the Mctime login interface. It features two text input fields: the top one is labeled 'Username' and the bottom one is labeled 'Password'. Below these fields is a rectangular button with the text 'Login' centered on it.

- Click the **Login** button and wait for Mctime to load.

Note that you will only have two options, as shown in the picture below:



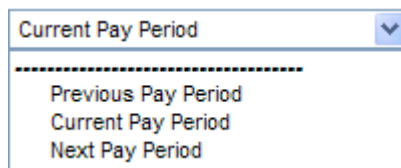
A screenshot of a menu titled 'My Information' in a blue header bar. Below the header, there are two menu items, each preceded by a blue right-pointing arrow: 'My Timecard' and 'My Reports'.

- Click **My Timecard** to enter time or **My Reports** to see your leave balances (and any other information which may be added after this document was created). The item you will choose more often is **My Timecard**.

Note: When using Mctime, you may click the **Home** link (located at the top-right of the screen) to return to this menu.

Verifying Your Time

- Check your timecard every shift and update it for previous shifts as needed. Do not wait until the end of a pay period to input all of the information you need. (Note: Since all leave imports from Telestaff at 0800 hours on the following calendar day, though, do not change preset/purple numbers for the current shift.)
- Determine if you are in the correct time period before reviewing your time. The Time Period is a drop-down box at the top of the timecard. By default, Mctime will always load the current pay period when you start the program. If necessary, click the drop-down arrow to choose another pay period or range of dates.



- Note that your schedule should be pre-loaded for you, with default hours appearing in purple:

		Save	Approve	Comments →	Primary Account	Totals Summary	Refresh	Select an Action						
Add Row	Pay Code	Transfer	Sun 2/24	Mon 2/25	Tue 2/26	Wed 2/27	Thu 2/28	Fri 3/01	Sat 3/02	Total				
<input type="text"/>	Hours Worked	:FRS ECCMCGEO 44 Hr		8.0	12.0			12.0	12.0	44.0				
<input type="text"/>	SD3 - ECC Shift Diff 4p-1059p				3.0			3.0	3.0	9.0				
			0.0	8.0	15.0	0.0	0.0	15.0	15.0	53.0				

- Review the hours and, if everything is correct, click the **Save** button (located above and below the time rows). Proceed to the **Submitting Your Time** section of this document. If you have finished working with your timecard for the day, click the **Log Off** link at the top-right corner of the screen.

Reviewing Leave

Leave is tracked in Telestaff, which will import automatically into Mctime at 0800 hours on the following calendar day. In the event that an employee claims more leave than is available in his/her balance, Mctime will pull from selected other leave types and assign any remaining hours to AWOL status.

Annual Leave and Sick Leave are earned at the end of each pay period. Mctime provides the leave balance earned on the Monday before pay-day-Friday. The employee may use that accrued leave on any day of the pay period. If you do not have enough leave to cover time taken in the first week, you may find you can add it in the second week (depending upon how much you have requested and how much you earn per pay period). It is the employee’s responsibility to request that his/her manager update the leave taken so as to avoid being in AWOL status.

Any leave that comes from Telestaff will be seen in the timecard a second time with a pay code, preceded by a **T**, as shown in the example below:

T-Comp Leave Used			4.0
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These rows are not editable (used only for reference) and will not count toward the daily total of hours a second time. They serve as a note for both the employee and the manager as to what the employee requested from Scheduling.

If a 12-hour ECC civilian call-taker takes leave and is gone for a whole shift on his/her eight-hour day, the day is recorded as 12 hours of leave from Telestaff. The supervisor must change the 12 hours to eight.

Personal Days

Personal days, unlike annual and sick leave, expire at the end of the calendar year and do not roll over into the following year. They must be taken in whole-shift increments (e.g., 12 hours used) even though the leave balance may point to a different number (e.g., 1 day remaining). Like other leave types, the employee should contact Scheduling once the leave has been approved so that it follows the Telestaff import process.

Specifying Types of Sick Leave

As noted above, leave is tracked in Telestaff and imports automatically into Mctime at 0800 the next day. This covers all leave with the exception of how you may choose to record FMLA and/or Parental Leave. FMLA defaults to **Sick Leave – FMLA** and you may change that (as long as it ends in **– FMLA**) by requesting a Pay Code Move from your supervisor. Parental leave defaults to **Sick Leave – Parental** and you may change it to another type of leave (as long as it ends in **– Parental**) also by requesting that your supervisor make the change for you.

Claiming Overtime

To record overtime (OT) you will add another row with the Pay Code **Hours Worked** and Mctime will calculate the proper amount of overtime, based upon your Pay Rule. This Pay Rule is based upon your assignment and several other related factors. You need only to check the total number of hours to ensure you have the right number of hours worked listed. Mctime will automatically calculate your overtime.

- Click the Add Row button to the left of the entries for the proper week. If you don't add a row, you will produce an error which affects the whole timecard.



- Find the appropriate day and type the number of hours (e.g., 12). Your new entry will appear in black instead of purple.
- Click the lookup button (which resembles a magnifying glass) to left of the weekdays for the time you just entered. The **Transfer Selection** window will open once you have clicked the lookup button.




- Skip the Cost Center and Expenditure codes.

- Click the drop-down arrow in the **Reason** field and select the appropriate code for your activity. Your site/project supervisor should provide this information. Virtually all FRS Reason Codes begin with *FRS*, but not every one does. Clarify this as needed.
- Click the **OK** button to input the new Reason code into your timecard. Note the changes that have occurred to your timecard with the new data:
 - The word TIMECARD in the upper left hand corner turns orange noting there are changes that need to be saved.
 - The Transfer field contains the new Cost Center and Reason codes (as well as a series of slashes, as place holders for other possible changes you could have made).
 - The Total header has a red flag because you have made changes and not yet saved them.
- Click the **Save** button.

Nearly all ECC overtime as a civilian call-taker will employ the following reason codes: **FRS059UO** (reason code for unscheduled overtime) or **FRS059OT** (reason code for the required four-hour block). As noted later in this document, a civilian call-taker must also choose a specific pay rule that corresponds with the week in which the overtime is worked.

Note: You will see a red box around the first item on any date for which there is an unexpected change in the schedule. For most personnel, that means overtime. The red box will not change color or disappear when the OT has been approved; the two have nothing to do with one another.

- Remember to save your changes.
- Once you have saved your changes you will see the message below in the top left hand corner:

 Timecard successfully saved on: 10/25/2012 4:10PM

Using Previously Saved Transfer Codes

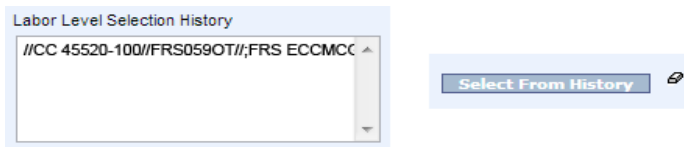
Mctime lists the last five of your most recent Transfer code entries.

- Add a new row if needed and make any adjustments to the times listed.

- Click the lookup button (which resembles a magnifying glass) in the row for which you would like to change the transfer codes. The **Transfer Selection** window will open once you have clicked the lookup button.



- Click to select the appropriate codes from the **Labor Level Selection History List** and then click the **Select from History** button. Thereafter, you will return automatically to the timecard.



Click the **Save** button to save your changes.

Converting Comp Time to Overtime

If you would like to have the comp time changed to overtime, please see the ECC training coordinator and (s)he will make the change for you. It must be done within the current time period, so please do not submit your requests once the timecard has been approved and submitted.

Using Comp Leave

If an employee determines (s)he would like to use comp leave, (s)he only needs to call Scheduling and the leave data will import into MCTime on the day after the leave is used. If you neglect to do this ahead of time and decide after the fact that your Annual Leave should have been Comp Leave, inform the ECC training coordinator via e-mail during the same pay period and (s)he will make the change in MCTime, providing you have accrued enough comp leave to use.

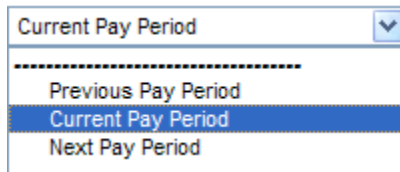
Approving Your Time

Once you have added in all of your time at the end of the pay period, you need to approve it through MCTime before your supervisor approves it.

Once the screen reloads, you will find that it is in read-only mode and you are unable to make any changes. If you would like to make changes before your supervisor has a chance to approve the timecard, click the **Remove Approval** button at the top (or bottom) of the screen. Assuming you leave it in the approved state, you will see a note in blue at the top of the screen that identifies that you have approved the time card for the specific pay period. Additionally, an employee cannot remove his/her approval if his/her manager has approved the timecard.

You are advised to approve your timecard at the end of the last shift of the pay period. Any data from Telestaff will still pass through the approval. If a manager changes your timecard after you approve it, you will receive a generic e-mail message which indicates that it has been changed.

- Click the **Time Period** drop-down arrow and select the appropriate pay period by date.

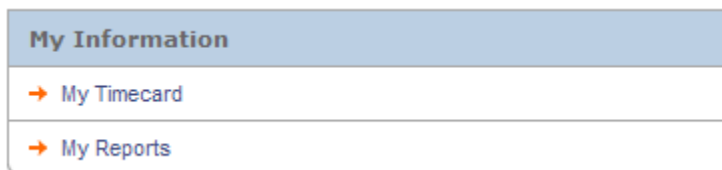


- Click the **Approve** button, located near the *Save* button.

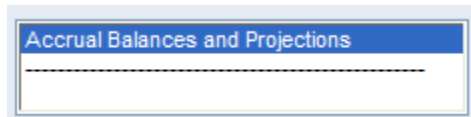
Checking Leave Balances

Mctime enables you to check your leave balance at any time, rather than having to wait to see your next pay stub.

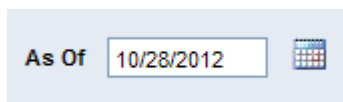
- Click the **Home** link at the top-right corner of the screen.
- Find and click **My Reports**.



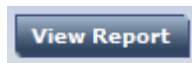
- Select **Accrual Balances and Projections** on the left side of the screen.



- Click in the **As Of** text box and type in the current date (using the MM/DD/YYYY format) to see your leave balances up to that point.



- Click the **View Report** button on the top left.



- Review your leave balances as needed. Below is a partial list from Mctime’s screen:

Accrual Code	Accrual Type	Period Ending Balance	Furthest Projected Taking Date	Projected Takings	Projected Credits	Projected Balance	Balance w/o Proj. Credits
ANNUAL LEAVE	Hour	359.37	11/03/2012	0.0	0.0	359.37	359.37
COMP LEAVE	Hour	99.0	11/03/2012	0.0	0.0	99.0	99.0

Note: Some of the rows and columns in this report are not used by FRS and/or Montgomery County Government. Please ignore the **Projected** columns, for example, as they are not used by Montgomery County Government. Additionally, note that Personal Leave expires at the end of the calendar year and does not roll over to the following year.

Logging Off of Mctime

- Remember to save any recent changes.
- Find and click the **Log Off** link at the top-right corner of the screen. Wait for the screen that identifies you have successfully logged out of Mctime and then you may close your browser.

What Makes ECC Civilian Timecards Unique?

As noted earlier, the civilian call-taker position is a unique setup within Mctime. There are two types of schedules for call-takers:

- 12-hour employee
- 8-hour employee

For the twelve-hour employee, there are a variety of details to consider for the base timecard and then a number of extra details to consider for various scenarios. Compared to both uniformed and other civilian timecards, schedules are different, a uniformed individual oversees the employee, employees may have 12-hour shifts, they have mandatory overtime, they don’t have a 40-hour work rule and they receive unique shift differentials.

For the eight-hour employee, the timecard is fairly straight-forward and easy to maintain. It generally matches up well with most other civilian timecards in the department and reference takes little space in this document.

Based upon the operational needs of ECC, a call-taker may need to switch schedules.

12-Hour Employee: Basics

The pay period for a 12-hour employee is broken into one long week (44 hours) and one short week (36 hours). During the long week, the employee has a mandatory four (4) hour of overtime on a regular scheduled day (paid at 1.5).

There is an extra four hours (paid at 0.5) in the long week in the Totals Summary, calculated in the schedule because the employee is technically working more than 40 hours in the week. This is behind-the-scenes programming and is not reflected in the timecard.

If the employee chooses to work overtime in the short week, the extra four hours (paid at 0.5) decreases to continue to balance out the schedule so as not to pay the employee too much. The employee must include the following in logging the extra hours:

- Reason Code
- Pay Rule

Both are listed in the **Transfer** column, such as the following:
//CC 45520-100//FRS059UO//;FRS ECCMCGEO 36 Hr US O

12-Hour Employee: Pay Rule

All FRS pay rules for civilian call-takers begin with **FRS ECC MCGEO**. If you choose a pay rule that begins with anything else (and the most common related error is a pay rule beginning with **47 ECC MCGEO**, which belongs to the police department), it is incorrect.

Here is a chart of the pay rules which you may see:

Pay Rule	Notes
FRS ECC MCGEO 36 Hr MLA O	Short Week, Multilingual Advanced
FRS ECC MCGEO 36 Hr MLB O	Short Week, Multilingual Basic
FRS ECC MCGEO 36 Hr O	Short Week, No Multilingual
FRS ECC MCGEO 36 Hr US MLA O	Short Week, Multilingual Advanced, Unscheduled OT
FRS ECC MCGEO 36 Hr US MLB O	Short Week, Multilingual Basic, Unscheduled OT
FRS ECC MCGEO 36 Hr US O	Short Week, No Multilingual, Unscheduled OT
FRS ECC MCGEO HP2 36 HR US O	Short Week, Holiday, OT
FRS ECC MCGEO 44 Hr MLA O	Long Week, Multilingual Advanced
FRS ECC MCGEO 44 Hr MLB O	Long Week, Multilingual Basic
FRS ECC MCGEO 44 Hr O	Long Week, No Multilingual
FRS ECC MCGEO 44 Hr US MLA O	Long Week, Multilingual Advanced, Unscheduled OT
FRS ECC MCGEO 44 Hr US MLB O	Long Week, Multilingual Basic, Unscheduled OT
FRS ECC MCGEO 44 Hr US O	Long Week, No Multilingual, Unscheduled OT
FRS ECC MCGEO HP2 44 HR US O	Long Week, Holiday, OT

12-Hour Employee: Differentials

Differentials are pre-populated and don't need to be added by the employee. Shift differentials are added when an employee works outside of the 0600-1600 timeframe. The chart below explains when each is added:

Shift Differential	Notes
SD3 – ECC Shift Diff 4p-1059p	Normal shift between 1600 and 2259 hours
SD4 – ECC Shift Diff 11p-6a	Normal shift between 2300 and 0600 hours
SO3 – ECC Shift Diff OT 4p-1059p	Overtime hours between 1600 and 2259 hours
SO4 – ECC Shift Diff OT 11p-6a	Overtime hours between 2300 and 0600 hours

You should not add any transfer codes for the SD3 and SD4 differentials, but you must add them for the SO3 and SO4 pay codes. As they are earned from overtime, they must also match the overtime codes for that day. Additionally, an employee should only record the number of hours of overtime worked during the differential timeframe.

For example, as shown below, the employee worked 12 hours of overtime but only three of those hours fell into the differential's timeframe (1600-2259 hours).

Add Row	Pay Code	Transfer	Fri 2/01	Sat 2/02	Total
	Hours Worked	//CC 45520-100//FRS05	12.0		12.0
	SO3 - ECC Shift Diff OT 4p-1059p	//CC 45520-100//FRS05	3.0		3.0

Another type of differential is the multilingual differential, given to those who have formally passed testing through OHR. (Please consult OHR if you have such a skill set and are interested in testing for this differential.) The employee does not input these codes; they should come in automatically from the system and are viewable only through the **Totals Summary** page, not on the main timecard. The related pay codes are **ML1** (normal hours) and **MO1** (overtime hours). The MO1 code will not come in automatically and the employee will need to add it on his/her own.

Multilingual Differential	Notes
ML1	Multilingual hours on shift
MO1	Multilingual hours on overtime

Yet another differential is **FT2**, reserved for field trainers. A select number of personnel at ECC are deemed trainers and may also be eligible for this differential. No transfer codes are necessary with the differential.

12-Hour Employee: Holidays

If the employee is scheduled to work on a county-approved holiday and does work that day, Mctime calculates the additional pay automatically.

If the employee is not scheduled to work that day, please follow the guidelines on the Mctime website. They are also accessible from **My Links** on the Mctime menu.

If the employee works unscheduled overtime on a holiday, there is a special work rule to use:

- FRS ECC MCGEO HP2 36 HR US O (if in the short week)
- FRS ECC MCGEO HP2 44 HR US O (if in the long week)

The employee (working unscheduled overtime on a holiday) should also add a row in the timecard and use the pay rule **HDP** (holiday pay) for the number of hours worked.

8-Hour Employee: Basics

The eight-hour employee has little to do on his/her timecard. There are no shift differential codes (e.g., SD1) to add and no ECC pay rules to select. (S)he will only add them if (s)he works overtime during differential hours.