Frequently Asked Questions

I charge to the same projects each week. Can I have my timesheet automatically include the same projects that I charged to the previous week?
Yes. The timesheet auto-fill feature can be enabled by individual users to facilitate this project list pre-population. Learn more about Auto-fill which can be enabled via the *User* >> *Preferences*.

Is there a convenient way to print a large number of timesheets (at once)?
The Timesheet Status Report has been designed to include a hidden form feed character between each user's timesheet (when run with the *Details* option). The output of this report can then be printed, providing an easy way to mass print large numbers of timesheets.

I'm assigned to a project and I can see it on the *My Projects* screen, but it doesn't appear on my timesheet. Why?
One reason this can happen is related to the Project, Task or Assignment dates. Your project may have been set up with begin and end dates that are enforced, these projects would not show up on a timesheet that was outside the project or task date range.

Likewise, if you have been assigned to a project or task that includes begin and end dates, this project will no longer show up on your timesheet beyond that date range (unless the project is setup to allow User Self Sign Up -- in which case dates are ignored).

One other possibility is that the user may have removed the project from their Time > My Projects screen, making it an *available* rather than *selected* project.

What's the difference between LOCKED and EXTRACTED?
When timesheets are approved by the final approver, the status is set to COMPLETED. If your system is configured with the auto-lock feature enabled, those COMPLETED timesheets will immediately be changed to the LOCKED status.   Timesheets in the COMPLETED status can be pulled back and further manipulated, where timesheets in the LOCKED cannot. Thus, customer choosing to freeze their timesheets once they are approved can use the auto-lock feature. Other customers rely on the extract process; with will mark the timesheets as EXTRACTED (which is also a status that will allow no further manipulation). See the status help page for additional information.

Will client side "pop-up killers" affect my Unanet system usage?
Possibly. The Unanet product suite does utilize popup windows in a few select locations. If you are using popup blocking software, you will want to configure it to allow popups from your Unanet site.

I'm getting a message that says "The hours entered for the daily time in/out entries do not match the cell entries for * MM/DD/YY (x hours entered for daily time in/out, but only 0 hours on timesheet.) – when I submit. What do I do to get my timesheet to submit?
When a user creates a daily time in / out entry, the number of hours entered on that entry are validated against the number of hours supplied in the various timesheet cells for that day (validation occurs at the point of timesheet submittal). You'll need to make sure that these amounts match (by either making timesheet cell entries or adjusting the number of hours in the daily time in / out window).

Approval Process FAQs

Automated approval E-mails do not seem to be reaching users outside of the domain. Why?
The most common reason this takes place is relaying is not allowed to the target domain. While setting your e-mail server to act as an open relay is NOT a secure practice, our suggestion is to configure relaying from the Unanet webserver only. Checking your e-mail server's logs (such as Event Viewer) may help to determine occurring problems, such as dropped e-mails.

I have a timesheet report that has been submitted and approved by the project manager – but it has not yet gone to COMPLETED.   Where is it?
Administrators and Managers can run the Timesheet Status Report to see who a particular timesheet or expense report is awaiting approval from.