HR Assist FAQ's

1. Can I access HR Assist when I am not at QC?
    Yes, HR Assist is available from anywhere that there is internet access.

2. When is the leave year?
    Leave year for full time staff is from September 1st through August 31st.

3. My current balance is in red, what does that mean?
    If your current balance is in red, you are over your maximum annual leave accrual cap. You must make sure to use your time before the end of the leave year, August 31st.

4. If I am in excess of my annual leave cap, what happens?
    If on August 31st you are in excess of your cap, you will either lose it or it will be carried over to your sick leave balance. It depends on your title.

5. Can I carry over my unscheduled holidays or do I lose them?
    No, unscheduled holidays must be used before the end of the leave year, August 31st. If you do not use them, you will lose them.

6. If I need to use bereavement leave, what do I do?
    Please select BL-Bereavement Leave under Other Leave Types on the timesheet.

    It is contractually provided for Classified Civil Service employees to be excused without charge for up to four (4) days when a death occurs in an employee's immediate family. Immediate family is defined as: spouse, natural/foster/step parent, mother-in-law, father-in-law, brother, sister, child, grandchild, or any relative residing in the same household. Supporting documentation must be submitted to the Office of Human Resources Compensation and Benefits Unit in Kiely Hall, Room 151.

    The PSC/CUNY Agreement does not provide leave for bereavement. However employees may apply for a "Presidential Grant" of up to four (4) days for death in the immediate family. (See definition of immediate family above.) The employee may write a letter addressed to the President, explaining the situation, and providing supporting documentation. The President will then notify OHR of his decision to approve/deny the leave.

7. How do I know if my accrual rate is correct?
    Please check the contract for your title.

8. How should my time be captured on the timesheet?
    Your time must be entered in military time. Add 12 to anything after 1pm. Ex. 1pm = 13:00.   Please do not use periods "." or semi colon ";". Time should be captured in intervals of 15 minutes (:15, 30. 45. 00).

9. If I am out for annual, sick or other type of leave, should I enter in and out times?
    No, in and out times are needed only when you are in the office.

10. When can I select "OL-Other Leave"?
    You may select "Other Leave" for days that the college is closed due to snow, or days you are not on campus such as trainings/conferences, etc.

11. How should I reflect my time when I select an Other Leave Type?
    When an Other Leave Type is selected you must add the corresponding hours for the leave to the right of the leave under "Hours". If you do not, you will receive an error message when you try to save your timesheet.

12. If I am unable to submit my timesheet, can my supervisor enter it?
    Yes, your supervisor has access to enter or change your timesheet before approving it.

13. If I think my balances are incorrect, what should I do?
    For any discrepancies, please email OHR.Payroll@qc.cuny.edu.

14. If I am coming from another College, does my accrual rate start from my original hire date?
    Yes. Your original hire date is the day you started with **CUNY**. This does not include Research Foundation.

15. What is a Posted Timesheet?
    Posted timesheets are those that are approved by the Office of Human Resources/Payroll.

16. Do I always need to fill out an annual leave request form?
    Yes, they are mandatory for 3 or more days. Please check with your department to see what their policy is for less than 3 days.

17. Do I have to log in to HRAssist to see my Time and Leave Balance?
    No, if you choose, you may click on "Individual Employee's Time and Leave Balance Inquiry" on the home page to enter your CUNYfirst Employee ID# and email. As long as the information matches our records, you will be emailed your time and leave balance.

18. Can I see my annual leave request without logging on to HRAssist?
    No, you need to log in to see whether your annual leave request was denied or approved.

19. What should I do if I cannot log into the system in HRAssist?
    Make sure your username and password is correct. If you are not sure, contact the Help Desk for help. If it is correct, you can contact Payroll and they will look into the issue.

20. Will an approved leave request form automatically update my timesheet for the period I am requesting leave?
No, we understand that plans change. You will have to enter your annual leave into your timesheet when the time becomes due.

21. Do I need to show a lunch break on my timesheet?
Meal breaks are required to be shown on the timesheet for all classified titles. Other titles such as HEO's and CLT's, do not need to include it on the timesheet.

22. Will the time sheet accommodate the summer hour selection that I chose?
Yes.

23. How will I fill in summer hours on my timesheet?
Summer hours will be completed as 8-3/4 hours a day. For the long summer schedule, classified titles will need to show a half hour meal break during these summer hours.

24. How do I submit supporting documentation to payroll (doctor note, bereavement, jury duty)?
All original supporting documentation must be sent to the Office of Human Resources, Compensation and Benefits unit in Kiely Hall, Room 151 as soon as possible. It can either be sent interoffice mail or hand delivered.

25. Where can I find the time and leave forms for submission?
Forms, such as comp time and overtime etc., can be found under the Information link on the left of the screen.

26. Where can I find the dates when my timesheet is due?
Submission dates are listed as a PDF file on the left of the screen under Submission Dates. You can also see the date the current timesheet must be approved by on the timesheet entry date.