

Support Staff Dashboard Guide

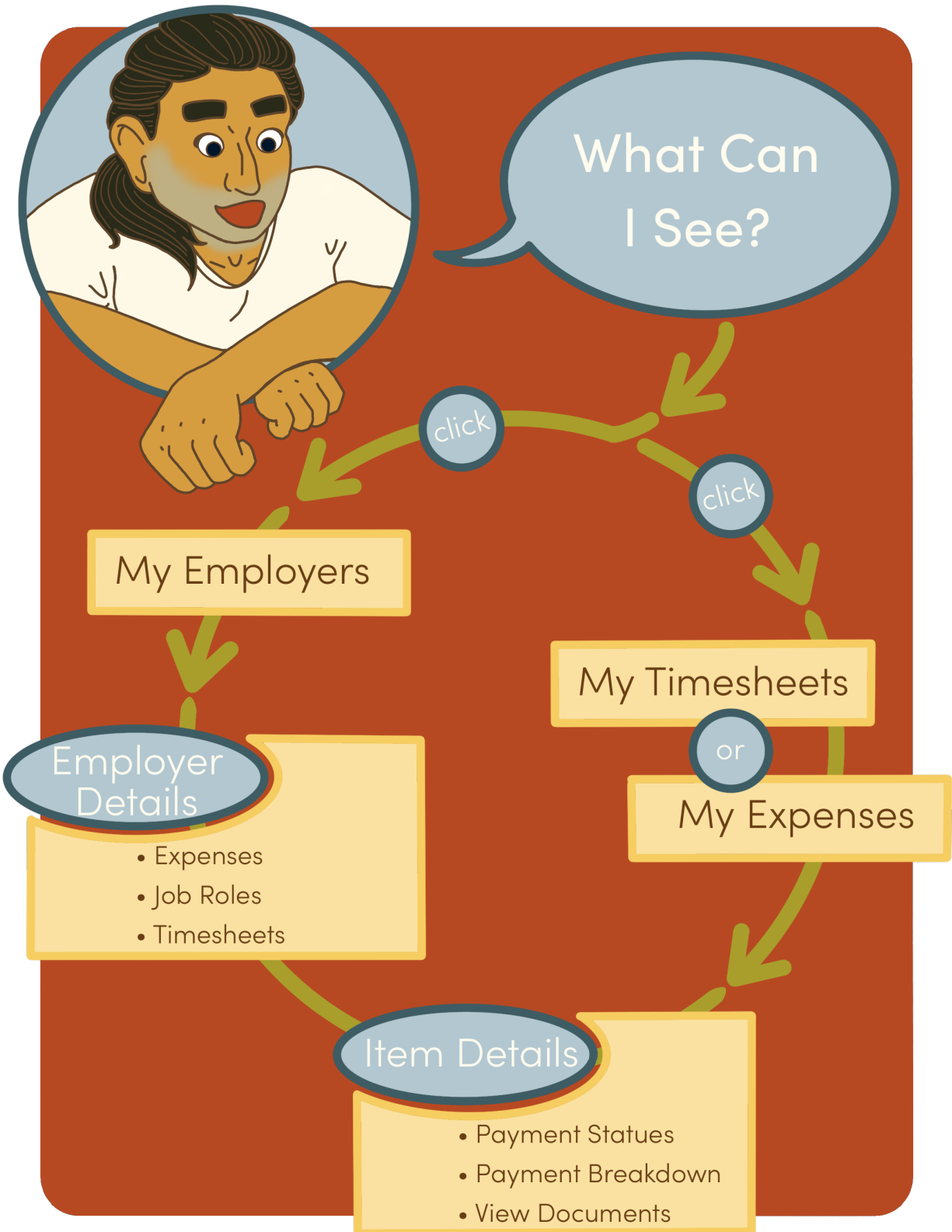
Table of Contents

Table of Contents	1
Finding Information	4
View Employer Details	4
View All Timesheets & Expenses	8
View Timesheet & Expense Detail	9
Other Information	10
FAQ	11

Support Staff Dashboard Guide



Support Staff Dashboard Guide



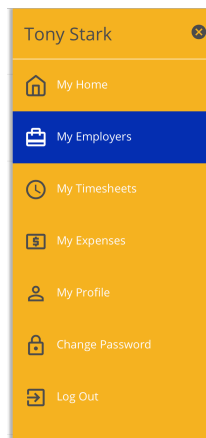
Support Staff Dashboard Guide

Finding Information

VIEW EMPLOYER DETAILS

To view details for an employer:

- (1) Click **My Employers** from the navigation menu.



- (2) Select an employer.

Note: An employer displays under the Inactive Employers section when no active jobs exist with you and that employer.

My Employers

<p>Peter Parker</p> <p>Active Roles: 2 Last Worked: 11/10/2019 Location: Garden City, NY County: NASSAU</p>	<p>Steven Rogers</p> <p>Active Roles: 1 Last Worked: 11/24/2018 Location: Rockville Centre, NY County: NASSAU</p>
--	--

Inactive Employers

James Bond	Past Roles: 1 Date End: 09/30/2019 Location: N/A County: NASSAU
Indiana Jones	Past Roles: 1 Date End: 09/30/2019 Location: New Hyde Park, NY County: NASSAU
Han Solo	Past Roles: 1 Date End: 09/30/2019 Location: Baldwin, NY County: NASSAU
Bruce Banner	Past Roles: 1 Date End: 09/30/2019 Location: N/A County: ONONDAGA
Luke Skywalker	Past Roles: 1 Date End: 09/30/2019 Location: N/A County: NASSAU

Support Staff Dashboard Guide

There are three main sections on the Employer Detail page:

- Summary Information
- Expenses
- Job Roles

Summary Information

This section contains basic status and contact information for the employer.

EMPLOYERS

Peter Parker



Status Active	Email pparker@example.com	Address 123 Example Ave Garden City, NY 12345
	Phone (555) 123-4567	County NASSAU

Expenses for Peter Parker

ID	DATES	TYPE	DATE PAID	TOTAL
2171296	09/04/2019 - 09/26/2019	Mileage	11/06/2019	\$116.58 »
2169972	08/07/2019 - 08/30/2019	Mileage	11/04/2019	\$144.37 »

Support Staff Dashboard Guide

Expenses

This section shows a list of your most recent expenses for the employer.

- Select an expense to view its details.
- Click **View All »** to view all of your expenses for the employer.
- If you do not have any expenses for this employer, the Expenses section will not display.

Expenses for Peter Parker

ID	DATES	TYPE	DATE PAID	TOTAL	
2171296	09/04/2019 - 09/26/2019	Mileage	11/06/2019	\$116.58	»
2169972	08/07/2019 - 08/30/2019	Mileage	11/04/2019	\$144.37	»
2143644	06/01/2019 - 06/27/2019	Mileage	07/24/2019	\$92.46	»
2137604	05/02/2019 - 05/30/2019	Mileage	07/01/2019	\$116.63	»
2119421	03/03/2019 - 03/26/2019	Mileage	04/16/2019	\$74.47	»
2109998	02/05/2019 - 02/28/2019	Mileage	03/15/2019	\$121.22	»
2103087	01/03/2019 - 01/31/2019	Mileage	02/20/2019	\$123.89	»
2090761	12/04/2018 - 12/19/2018	Mileage	01/23/2019	\$92.48	»
2090758	11/02/2018 - 11/30/2018	Mileage	01/23/2019	\$173.85	»
2081905	10/02/2018 - 10/30/2018	Mileage	01/23/2019	\$228.57	»

[VIEW ALL »](#)

Support Staff Dashboard Guide

Job Roles

The Job Roles section shows your active and recently inactive job roles for the employer.

- Select the tab for a job role to view its information and related timesheets.
- Click **Archived Roles** to view your archived roles for the employer.

Job Roles for Peter Parker

Archived Roles

Please note that all employee job codes were updated on 10/1/2019. If you're looking for a timesheet prior to that date, please select the corresponding inactive job role.

COMHAB

PAID NEIGHBOR

JOB DEVELOPER (INACTIVE)

Job Code: **PARKEPR00000CH**
Rate: **\$20.00/hour**
Last Worked: **11/10/2019**

Submit Timesheet

TIMESHEETS

ID	UPLOAD	DATES	STATUS	HOURS	TOTAL	
-	7558	Submitted: 01/29/2020	Pending	-	-	»
-	7557	Submitted: 01/28/2020	Rejected	-	-	»
-	7556	Submitted: 01/28/2020	Approved	-	-	»
486198	-	10/28/2019 - 11/10/2019	Paid	51.00	\$1,020.00	»
480098	-	10/15/2019 - 10/27/2019	Paid	42.75	\$855.00	»
478003	-	09/17/2019 - 09/26/2019	Paid	16.00	\$320.00	»
477879	-	10/03/2019 - 10/13/2019	Paid	26.00	\$520.00	»

Archived Job Roles

When a job role ends, it will display as Inactive for 90 days. After 90 days, it will be moved to the Archived Roles section.

EMPLOYERS » PETER PARKER

Archived Roles



PAID NEIGHBOR

End Date: 09/30/2019

COMHAB

End Date: 09/30/2019

OVERNIGHT

End Date: 09/30/2019

JOB COACH

End Date: 09/30/2019

Support Staff Dashboard Guide

Timesheets

Under each job role is a list of your most recent timesheets for the employer.

- Click on a timesheet to view its details.
- Click **View All** » to view all of your timesheets for the employer.

VIEW ALL TIMESHEETS & EXPENSES

To view a list of all of your timesheets or expenses for all employers:

- (1) Select **My Timesheets** or **My Expenses** in the navigation menu.
- (2) Use the filter dropdowns as necessary.
- (3) Click on a timesheet or expense to view its detail.

View All Add -

Timesheets
Expenses

Participant: Participant Filter

ID	UPLOAD	DATES	PARTICIPANT	STATUS	HOURS	TOTAL	
-	7558	Submitted: 01/29/2020	Parker, P	Pending	-	-	»
-	7557	Submitted: 01/28/2020	Parker, P	Rejected	-	-	»
-	7556	Submitted: 01/28/2020	Parker, P	Approved	-	-	»
486198	-	10/28/2019 - 11/10/2019	Parker, P	Paid	51.00	\$1,020.00	»
480098	-	10/15/2019 - 10/27/2019	Parker, P	Paid	42.75	\$855.00	»
478003	-	09/17/2019 - 09/26/2019	Parker, P	Paid	16.00	\$320.00	»
477879	-	10/03/2019 - 10/13/2019	Parker, P	Paid	26.00	\$520.00	»
473018	-	10/01/2019 - 10/01/2019	Parker, P	Paid	N/A	\$300.00	»
468883	-	08/21/2019 - 08/30/2019	Parker, P	Paid	25.75	\$515.00	»
468882	-	09/04/2019 - 09/14/2019	Parker, P	Paid	30.00	\$600.00	»

1 of 33 » 327 items

Support Staff Dashboard Guide

VIEW TIMESHEET & EXPENSE DETAIL

View the detail of a timesheet or expense by selecting it from the Employer Detail page or the View All Timesheets & Expenses page.

TIMESHEETS

Timesheet: 123456

Participant:	Parker, Peter
Job Code:	PARKEPR00000CH
Rate:	\$20.00/hour

ENTRY DATA	
Upload ID:	N/A
Received:	10/18/2019
Period End:	10/13/2019
Date Paid:	10/25/2019
Check Number:	[XX123456]
Gross Earnings:	\$520.00

DATE	START	END	HOURS	PTO	EARNINGS	MEMO
Thu 10/03	5:00 PM	9:30 PM	4.50		\$90.00	
Tue 10/08	5:00 PM	9:30 PM	4.50		\$90.00	
Thu 10/10	5:00 PM	9:30 PM	4.50		\$90.00	
Fri 10/11	4:15 PM	11:15 PM	7.00		\$140.00	
Sun 10/13	12:30 PM	6:00 PM	5.50		\$110.00	
Totals			26.00		\$520.00	

[View Image](#)

Payment Breakdown

- In some cases, ISS may not pay 100% of a submitted expense. If this happens, click the memo icon next to a line to view the comment.
- If a timesheet upload is rejected, the reason for rejection will display on this page.

View and Download Documents

- To view the documents submitted for a timesheet or expense (scanned timesheet, expense report, receipts, etc.), click **View Document**.
- To download the images, click the **Download** button in the view window.

Request Documents

Due to the large number of documents associated with timesheets and expenses, some of them have not yet been moved to a location readily accessible to the portal. In this event, a **Request Documents** button will appear rather than the **View All Images** button. Clicking this button sends a request to the system for those specific documents to be retrieved and made available to the portal. The requested documents will be available in the portal no later than the next day.

Support Staff Dashboard Guide

OTHER INFORMATION

Paid Holidays

A list of upcoming ISS-approved paid holidays can be viewed on the home page in the Paid Holidays section. The list shows the upcoming few holidays.

Note: These paid holidays are only applicable to staff who work a minimum of 20 hours/week.

Welcome Tony Stark

<p>Timesheets</p> <p>Upload your latest timesheets for review and approval.</p> <p>Submit Now »</p>	<p>Paid Holidays ⓘ</p> <p>Memorial Day May 25</p> <p>Independence Day Jul 03</p> <p>Labor Day Sep 07</p> <p>Thanksgiving Day Nov 27</p>
--	--

Support Staff Dashboard Guide

FAQ

My Info is incorrect. How do I fix it?

If you need to change information in your profile, contact HR at ISS to make updates.

My employer's information is incorrect. How do I fix it?

If you believe the information displayed for one of your employers is incorrect, contact ISS to make those changes.

I have a question about a timesheet or expense.

For expenses, contact Accounts Payable at ISS. For timesheets, contact Payroll. Be sure to have the Expense/Timesheet number, and/or the Upload ID for a timesheet that was uploaded.

Something about my job role/employment data is incorrect.

Contact HR at ISS to resolve this issue.

I don't see one of my employers.

Contact HR at ISS to resolve this issue.

I see an employer I don't work for.

Contact HR at ISS to resolve this issue.

I don't see one of my job roles.

Contact HR at ISS to resolve this issue.

I see an extra job role.

Contact HR at ISS to resolve this issue.

Where did my job role go? I can't find it.

If your job role does not display on the Employer Detail page, check on the Archived Roles page by clicking **Archived Roles** in the Job Roles section of that employer. If the job role does not appear in the Archived Roles section either, contact HR at ISS.

Support Staff Dashboard Guide

Why is the Amount Submitted different from the Total Paid? (Reimbursement Expenses)

There are two main reasons why Amount Submitted and Total Paid for a Reimbursement Expense may not match.

- (1) All lines were paid. However, the sum that was submitted is different from the sum that ISS calculated.
- (2) Not all lines were paid. Certain lines may not be paid for various reasons. In these cases, click the memo button on the line to see a note about why the line was not paid.

Why is the Amount Submitted different from the Total Paid? (Mileage Expenses)

There are three main reasons why Amount Submitted and Total Paid for a Mileage Expense may not match.

- (1) The most common reason is a rounding issue. Lines of a mileage expense are calculated on a per-line basis (miles * rate). The totals of the lines are then summed. You may calculate a slightly different number if you multiply the rate by the sum of the miles.
- (2) The rate used on the submitted expense may have been the incorrect rate.
- (3) Certain lines may not be paid for various reasons. Click the memo button on the line to see a note about why the line was not paid.