

TCP FAQ

Employee

- 1) What if I forget to clock IN for the day?

Answer: Clock OUT at your normal time at the end of your shift. The system will ask you about your missed punch and you can manually enter it in.

Time Entry (Missed Clock In)

Date in	<input type="text" value="4/21/2021"/>		<input type="text" value="04:32 PM"/>	
Date out	<input type="text" value="4/21/2021"/>		<input type="text" value="04:32 PM"/>	
Note	<input type="text"/>			

- 2) What if I forget to clock OUT for the day?

Answer: When you clock IN the next shift then you will be prompted to enter the missed time. You will manually enter that time.

Time Entry (Missed Clock Out)

Date in	<input type="text" value="4/22/2021"/>		<input type="text" value="11:55 AM"/>	
Date out	<input type="text" value="4/22/2021"/>		<input type="text" value="11:55 AM"/>	
Note	<input type="text"/>			

- 3) What if I get an error when clicking on the TCP Emp icon and the page does not load? Please contact Payroll at payroll@tntech.edu for further assistance. It may be that you are not setup by HR yet.
- 4) What do I do if I'm not able to clock in through the computer?
Answer: Look into downloading our mobile app. The ease of use for it makes it a win-win. See below section for mobile app FAQ on how to setup.

Supervisor

- 1) Are there any training guides or tools to help me as a supervisor?

Answer: Yes! Go to <https://www.tntech.edu/businessoffice/payroll/tcp.php> at the bottom of the page.

Training Guides

- [Setting Up Mobile Clock](#)
- [How to Review and Approve Exceptions \(e.g. Missed Punches\)](#)
- [How to Approve Individual Hours](#)
- [How to Approve Group Hours](#)
- [TCP Hosted Webinars for Supervisors](#)
- [TCP FAQ](#)

- 2) How do I see my employees?

Answer: Once logged into TCP manager, click on Individual hours under the “Hours” section at the top of the page. You should see a list down the left side of all of your employees.

The screenshot displays the TCP Manager interface for viewing individual hours. At the top, there is a search bar and a navigation menu with tabs for Home, HOURS, SCHEDULES, EMPLOYEE, REPORTS, TOOLS, CONFIGURATION, and COMPANY. Under the HOURS tab, there are sub-tabs for Individual Hours, Group Hours, Mass Hours, Period Export, and Time Sheets. The 'INDIVIDUAL HOURS' section is active, showing a list of employees on the left and a search/filter area on the right. The employee list includes Michael Lambert (ID 1012), Earle Bledsoe (1124), Diana Lalani (1228), Kevin Edwards (1230), James Baker (1245), Precious Edmonds (1246), James Dillon (1261), Loretta Bussell (1286), and James Dale (1295). The search area shows 'Michael Lambert' entered, with date filters for 3/29/2021 to 4/25/2021 and 'Open Weeks' selected. Below the search area, there are buttons for '+ Add', 'Manage', and 'Exceptions'. A table header is visible with columns: Time In, Time Out, Hours, Shift Total, Day Total, and Week Tot. The table currently shows 'No records found'.

- 3) How can I get some further assistance with training in TCP manager?

Answer: Contact payroll@tntech.edu to receive one-on-one training.

Mobile Clock

- 1) Where can I find the mobile app at?

Answer: Go to the Google play or Apple store on your mobile device. Type in "TCP Mobileclock" and look for the following below.



- 2) Where can I find instructions on how setup TCP Mobile clock?

Answer: On the HR portal there is a link to a PDF showing step-by-step instructions.
<https://www.tntech.edu/private/businessoffice/pdf/SettingUpMobileApp.pdf>

- 3) What should I do if I am having issues downloading the app after going through the instructions?

Answer: Please contact Payroll at payroll@tntech.edu for further assistance.

- 4) I am trying to log in to the app with my ID/Badge number and it is not finding me. What do I do?

Answer: Ensure you have left off the T and any leading zeros. Example: 123456, not T00123456.

- 5) What should I do if I am having an error and the system still cannot locate my profile? Please contact Payroll at payroll@tntech.edu for further assistance. It may be that you are not setup by HR yet.