GO-LIVE SUPPORT

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Agenda

- February 9 – 21 Timeline

- Go-Live Expectations

- Post Go-Live Support Structure

Meeting Protocol

- Limit questions to the content being presented

- Questions should be submitted via chat
  - For questions that can be answered via the chat, LoboTime Team members will respond

- Do not unmute to ask a question during the presentation

- Tuesday Drop-in Session will address questions during training session

- Weekly Recap will summarize training content and questions

- Meetings will be recorded and posted on https://time.unm.edu/

Preparing for Go-Live

Phase 1 Implementation
- November: Current LoboTime departments went live
- Approximately 2500 employees currently using LoboTime
- Complex departments: Pediatrics, Facilities, Enrollment Management

Phase 2 Implementation
- Policy Application
- System Use (Employee Experience, Supervisor Experience, Org Manager Experience)
- Online Training Modules
- Job Aids and Department Resources

Direct Support for Complex Departments (OMI, Poison Control, Police)

February 9 – 21 Timeline

February 9	February 10	February 11	February 13	February 16	February 20	February 21
Migrate Org Manager information from test to production environment Outreach to Org Managers who have employees with multiple jobs	Drop In Session: Org Manager Review-Exempt Employees	University communication to campus community Org Managers access production Org Managers/HR Agents to communicate go-live expectations to employees	Weekly Training Session: Org Manager Review-Non-Exempt Employees	University communication to campus community Org Managers/HR Agents to communicate to reinforce go-live expectations to employees	Absence Management team to provide job aids for employees on approved FMLA, CAT leave and Paid Parental leave	GO-LIVE! Post go-live support begins

LoboTime Access (Production)

Desktop App
- My.unm.edu (LoboTime tile or business application menu)
- https://lobotime.unm.edu/

Mobile Application
- **UKG Pro**
- Use link to production site (see above)
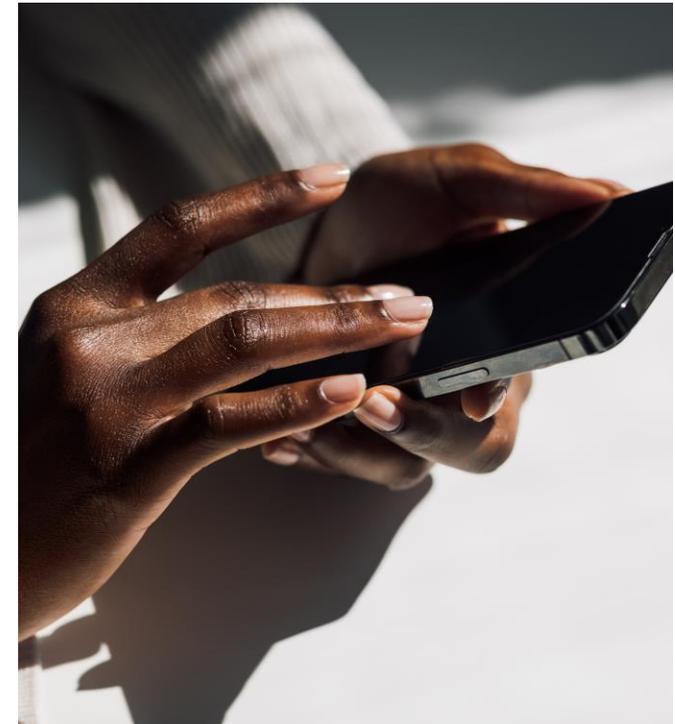
Reviewing Information in Production

Effective **February 11th**!

- Login to LoboTime (try mobile app!)

- Review Employee by Organization Report
  - Review all employees are listed in report (reminder…faculty are not in LoboTime)
  - Review supervisor assignments

Note: To correct supervisor assignments, utilize the "Update Supervisor" HR Report (for detailed instructions, see Update Supervisors (HR Reports)) or submit a Supervisor Change ePAF.

- Report access or technical issues to time@unm.edu.

- *Note: If using schedules, establish schedules in LoboTime prior to February 21st.*

Employee Expectations

Non-Exempt Employees
- Start punching in/out via department approved method (desktop application, mobile app, timeclock)
- Submit leave requests for leave taken on/after 2/21/26
  - First pay cycle will need leave requests from 2/21-3/6
- Comp Time Balances will transfer (if applicable)
  - Will hold a new 90-day count in LoboTime
- Approve first time sheet by 3/6/26

Exempt Employees
- Submit leave requests for leave taken on/after 2/1/26
- Approve **February** timesheet by 3/12/26

Supervisor Expectations

For Non-Exempt Employees
- Periodically review timesheets to ensure accuracy
- Approve punch modifications submitted by employees
- Approve leave requests submitted by employees
- Process other paid leave or employee specific payroll needs (if applicable)
- Approve first timesheets by 3/6/26

For Exempt Employees
- Approve leave requests submitted by employees
- Input other paid leave (if applicable)
- Approve first timesheets by 3/12/26

Org Manager Expectations

Communicate Go-Live Expectations to Employees

For Non-Exempt Employees
- Periodically review timesheets to ensure supervisors:
  - Approve punch modifications submitted by employees
  - Approve leave requests submitted by employees
  - Process other paid leave or employee specific payroll needs (if applicable)
 - Approve timesheets
- Sign Off on first timesheets by 3/6/26

For Exempt Employees
- Periodically review timesheets to ensure supervisors:
  - Approve leave requests submitted by employees
  - Process other paid leave or employee specific payroll needs (if applicable)
  - Approve timesheets
- **Sign Off** on first timesheets by 3/12/26

Communication Expectations

Information to Communicate:

- Reminder to utilize LoboTime for timesheets starting 2/21/26
- Confirm approved timekeeping method (desktop app, mobile app, timeclock)
- Reminder to submit leave requests for sick, annual or comp time (if applicable)
  - Non-exempt employees submit requests for leave taken on/after 2/21/26
  - Exempt employees submit requests for leave taken on/after 2/1/26
- Provide instructions for accessing LoboTime
- Expectations for supervisors to review and approve timesheets
- Provide links to job aids
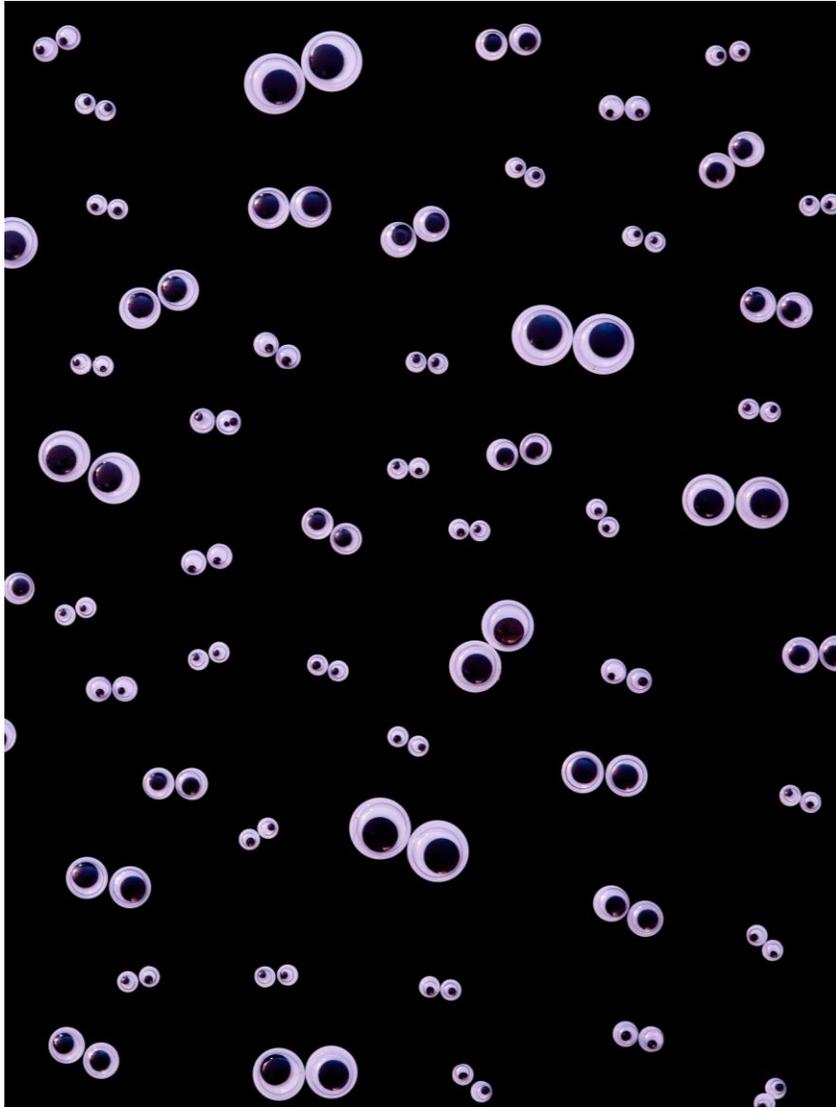
Post Go-Live Support

- Org Managers to monitor completion of timecards…you should be watching

- Weekly sessions to transition to interactive sessions to provide real-time support to resolve issues
  - Small group setting
  - Dates/times of meetings will change

- HR/Payroll to monitor completion of timecards, punch modification approval, leave approval, timesheet approval/signoff…we will be watching

- Report concerns to time@unm.edu

Support Resources

- LoboTime Website (https://time.unm.edu/)
  - Job Aids and Training Modules
  - Weekly Training Session Recordings
  - Department Resources

- Tuesday Drop-In Sessions from 11:00 – 12:00

- HR Agent/Org Managers

- Gather Questions and submit to time@unm.edu
  - Questions will be reviewed during Tuesday Drop In Sessions

Additional Support?

HR team can support demonstrations at department meetings. Contact your HR Consultant to request.

Future Work

February 10: Org Manager Review/Sign Off Process Exempt Employees

February 13: Org Manager Review/Sign Off Process Non-Exempt Employees

Week of Feb 24th: Transition to small group drop-in session

March: Focus on real time support through initial pay periods

Additional Questions?

CONTACT THE LOBOTIME IMPLEMENTATION TEAM AT TIME@UNM.EDU