



Monday March 2

Announcements

Common Issues

Not Seeing Punches?

Your App may be connected to UAT instead of Production. Delete and reinstall the app to connect to the live production [site](#)

New Employee Not Appearing in Lobotime?

Employees must have an active [NetID](#) to load to LoboTime. For more information on NetIDs, click [here](#).

Supervisors Seeing Only "Pause" Buttons on Timesheet

The "Pause" icon indicates pending employee changes that require supervisory approval.

Seeing someone who does not report to you?

LoboTime permissions are structured around supervisory hierarchies, which can sometimes result in individuals appearing in your view who are not part of your immediate area. To narrow your view, we recommend using one of the pre-made [HyperFinds](#), such as **Reports to Me**, **Non-Exempt Active**, or **Exempt Active**.

Leave Requests and Balances

Reminder - when entering a leave request that spans multiple days, enter the daily duration (8 hours, 4 hours) rather than total requested hours. We recommend continuing to use the Employee Dashboard to view leave balances to ensure the most accurate information. Balances show in LoboTime are refreshed each pay period.

Support Flow

As we transition to the new Implementation system, we want to take a moment to review the support model in place.

If employees have questions, they should start by reaching out to their manager. Managers can then connect with their Org Manager if they need additional support.

For any broader issues that need to be addressed, managers can reach out to the Time Team for assistance at time@unm.edu.

Upcoming Meetings

2R5 Support: Drop in Sessions

We will be hosting Drop In-Sessions on Tuesday and Fridays with smaller groups that you can attend as needed.

Tuesday: 11 a.m. to noon

- Group A: Arts & Sciences, Fine Arts, Provost Admin Units, University College
- Group B: Anderson, Education, University Libraries, Continuing Education, Honors, Architecture, Engineering, Law School, Student Affairs.

Friday: 11 a.m. to noon

- Group C: Financial Services, Finance and Administration Units, IT, Athletics, President Units, VP Research, DICE, ISS, Gallup, Taos, Valencia, Los Alamos
- Group D: School of Medicine, Nursing, Pharmacy, HSLIC, HSC Research, HSC Administration, HSC West Campus

Upcoming Meetings

Tuesday March 3: GROUP A Go-Live Drop-in Support

11 a.m. | [Zoom](#) | Meeting ID: 950 3587 6507 | Password: lobotime

Tuesday March 3: GROUP B Go-Live Drop-in Support

11 a.m. | [Zoom](#) | Meeting ID: 962 5446 4049 | Password: lobotime

Friday March 6: GROUP C Go-Live Drop-in Support

11 a.m. | [Zoom](#) | Meeting ID: 950 3587 6507 | Password: lobotime

Friday March 6: GROUP D Go-Live Drop-in Support

11 a.m. | [Zoom](#) | Meeting ID: 962 5446 4049 | Password: lobotime

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