

## Timekeeping & Pay Support

| Health Timekeeping Services   | Health Human Resources  | UCPath Center  |
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| <p>Health Timekeeping Services is responsible for Health Ecotime and your timesheet.</p>  | <p>Health Human Resources is responsible for your hourly rate and Step.</p>   | <p>The UCPath Center is responsible for generating all UC-system paychecks, including taxes and deductions.</p>  |
| <ul style="list-style-type: none"> <li>• <a href="#">Update Timesheet</a>: Hours, pay codes, and cost center changes</li> <li>• <a href="#">Comp Time Request</a>: One-time payout requests, permanent election changes, and other comp time questions</li> <li>• <a href="#">Ecotime Access Issue</a></li> <li>• <a href="#">Ecotime Employee Profile Update</a>: Meal break changes and schedule changes</li> <li>• <a href="#">Ecotime Timekeeper Access Request</a></li> <li>• <a href="#">Lost/Missing Paycheck</a> (Be sure to check for an earnings statement on UCPath online; may require escalation to the UCPath Center)</li> <li>• <a href="#">Timekeeping Inquiry</a>: Timesheet questions, Ecotime functionality questions, Ecotime manager report requests, leave/accrual balance inquiries, and other questions</li> </ul> <p><b>Note:</b> Accrual balance inquiries related to sick or vacation may be referred or escalated to the UCPath Center, as they administer those balances.</p> <p>If you aren't sure how the hours on your timesheet translate to the hours on your paycheck, submit a <a href="#">Timekeeping Inquiry</a> and select the topic <b>Timesheet Questions</b>.</p> | <p><b>Compensation</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Pay policy question</a></li> <li>• Equity Increases</li> <li>• By Agreement Payments</li> <li>• Specialty Certification Pay</li> <li>• Stipends</li> </ul> <p><b>Benefits &amp; Open Enrollment</b></p> <ul style="list-style-type: none"> <li>• Assist employees in determining benefit eligibility</li> <li>• Provide guidance about health plans</li> <li>• Address general questions about benefits, including how a leave of absence may impact current enrollments</li> <li>• Escalate UCPath inquiries if case has not been resolved in a timely manner</li> </ul> <p><b>Leave of Absence</b></p> <ul style="list-style-type: none"> <li>• Advising an employee regarding a leave of absence for their own medical need or a family member's medical need</li> <li>• Helping to determine the types of leaves an employee may qualify for</li> </ul> <p><b>Workers' Compensation</b></p> <ul style="list-style-type: none"> <li>• Assisting employees who have injured themselves at work</li> </ul> | <p><b>Payroll</b></p> <ul style="list-style-type: none"> <li>• Direct Deposit</li> <li>• Paycheck (Distribution)</li> <li>• Tax Withholding Inquiry</li> <li>• Overpayment Recovery</li> </ul> <p><b>Benefits &amp; Open Enrollment</b></p> <ul style="list-style-type: none"> <li>• Investigate billing discrepancies</li> <li>• Address COBRA related inquiries</li> <li>• Provide assistance navigating UCPath</li> <li>• Process benefit enrollment/qualifying life event requests</li> <li>• Expediate benefits with insurance carriers</li> <li>• Process late enrollment requests</li> </ul> <p><b>Leave of Absence</b></p> <ul style="list-style-type: none"> <li>• Reinstate Benefits Upon Return from Leave</li> <li>• "Buy Back" Service Credit After an Unpaid Leave</li> </ul> <p><b>Note:</b> This is not an exhaustive list of the topics on which you can submit inquiries on UCPath online.</p> |
| <p>Contact HTS by submitting a Request Form on the <a href="https://hts.ucsd.edu">HTS Portal (hts.ucsd.edu)</a>.</p>  | <p>Contact Health HR by opening a case on the <a href="https://hhr.ucsd.edu">Health HR Portal (hhr.ucsd.edu)</a> or by calling (619) 543-3200.</p>  | <p>Contact the UCPath Center by opening a case (click Ask UCPath) on <a href="https://ucpath.universityofcalifornia.edu">UCPath online (ucpath.universityofcalifornia.edu)</a> or by calling (855) 982-7284.</p>   |