CalTime Process: DELEGATION – REMOVE

Delegation is initiated when the Supervisor is unable to provide timely approval and correction of their employees’ timecards in the CalTime system. Delegation is only provided to someone with sufficient knowledge of the department employee attendance.

1. Contact Help Desk
   - Email: caltime@berkeley.edu
   - Phone Number: 510-643-9000
   - Phone Time: press 1 for HR, press 2 for Application Support, press 3 for CalTime

2. Open help desk ticket

3. Assign to CalTime System Administrator

4. Receive ticket

5. Check Employee’s previous status

6. Was employee set up in CalTime with Supervisor privileges?
   - Yes: Move to next step
   - No: Assign to IST System Administrator

7. Open Kronos Help Desk ticket

8. Assign to IST System Administrator

9. Receive ticket

10. Remove Employee from Manager Lookup Table

11. Remove DELEGATION privileges

12. Receive “Pending” notification

13. Set ticket to “Resolved” status

14. Delegation privileges removed

15. Notify Requesting Supervisor and DELEGATION Employee

16. Close help desk ticket

17. Final notification to Supervisor

18. Receive notification

End