

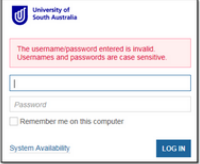
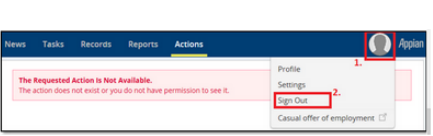


Troubleshooting

Issue	Solution	
<p>You cannot locate your welcome email</p>	<p>Example of the email sent to all new and recommencing casual staff at UniSA</p>  <p>Dear ####preferredFirstName####</p> <p>Welcome to the University of South Australia.</p> <p>We have received confirmation of your acceptance of the offer of employment and have attached a copy for your records.</p> <p>Your role is very important and we want you to have the best start possible. Please visit the Welcome to UniSA website for an introduction to life at your University. We hope this information makes your transition to UniSA a smooth one.</p> <div style="border: 1px solid red; padding: 5px;"> <p>To access your UniSA employee information and to lodge timesheets, you will require a UniSA Network Username and Password. Please allow 48 hours from the date of this notification and then contact the IT Helpdesk on 8302 5000 to obtain this login information.</p> </div> <p>For information on how to lodge your timesheets and to view payroll lodgement deadlines, please see the Online Casual Administration webpage.</p> <p>If you have any questions prior to your commencement, please do not hesitate to contact your local casual support team: ####contactName#### email: ####contactEmail#### phone: ####contactPhone####</p>  <p>CRICOS Provide Number 001212B Web Accessibility Privacy Disclaimer</p>	
<p>Cannot login or find the timesheet</p>	<p>Error message</p> <p>If you receive an error message 'The username/password entered is invalid' please ensure you have entered the correct login credentials – check you are using the new UniSA username and password that you received when you contacted IT Helpdesk. Also check you have not made an error, do not have additional spaces before or after the credentials and that you are using the correct case.</p> <p>If you can login but receive an error message 'The requested action is not available', try another browser (Chrome, Firefox, Edge, Internet Explorer) that has not 'remembered' a previous login e.g. student login or temporary account login that was provided to accept your contract. If you only have access to the one browser, 'sign out' of Appian via the 'profile' icon and sign in again with the correct login credentials – check you are using the new UniSA username and password that you received when you contacted IT Helpdesk so that you can access the online timesheet claim form.</p>	 
<p>You don't have enough hours left to claim</p>	<p>First check you have claimed the correct number of hours within the correct contract and within the correct date range. If these are correct and you are still short of hours or your work has since been extended beyond the contract dates, contact your local casual administrator or supervisor (as named in your contract).</p>	

Note: the quick guide and the key dates for the current fortnight are available within the online timesheet as well