

Oracle OTL Frequently Asked Questions



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How do I indicate on my Exempt OTL timecard that I am on an Alternate Work Schedule?

Change the hours on the **Scheduled Hours** row of your timesheet to indicate the hours you actually work. There is no AWS checkbox, like you were used to seeing in LATS.

I submitted incorrect information on my timecard. How do I change it?

If your timecard was not approved yet by your supervisor, you can re-open the timecard by going to the **Time Entry** page and clicking the **Update** icon for that particular timecard. Make the necessary changes and resubmit it to your supervisor.

If the timecard was already approved, you must contact your local OTL Administrator who will give you a form to fill out that indicates what needs to be changed and the reason why. Once complete, it will be submitted to Central Office. Central Office HR personnel will then determine if a change is warranted and will contact you with any further instructions.

When is my OTL timecard due?

Your timecard is due by the close of business on the Monday following the end of the timecard period.

I can access Self Service Time and/or RF OTL Supervisor Approvals from home. Why can't I access my other Oracle responsibilities from there?

The external web tier was specifically designed to allow access to your timecard responsibilities only. This portal was not designed to support the Oracle forms that are used in the other responsibilities. You will need to continue to connect to those responsibilities only from within your business office VPN (virtual private network).

How can I get a Balance Projection like I could get from LATS?

Your local OTL Administrator can provide you with a balance projection.

I forgot my OTL password. How can I get that reset?

From the OTL Login page, you can click on the [Forgot your password?](#) link to have a new one sent out to you. (This is the quickest way to reset your password.) If you need more assistance, contact Kim Grimaldi at (518) 408-2296 or kgrimaldi@rfmh.org

Does my Oracle password expire?

Your Oracle password will expire in 120 days. At that time, you will be prompted to set a new password. **Remember:** Oracle passwords must be at least 8 characters long.

I'm a supervisor, who is going on vacation. Can I set up Oracle to send the timecards that come in while I'm gone to someone else?

Refer to the Oracle Timecard Approval documentation for instruction on setting up a vacation delegate. The documentation can be found on the RFMH website (<http://corporate.rfmh.org/>). Place your cursor over the **Self Service** link on the top banner of the page and click on **Information Page**. Under **User Guides**, click on **Timecard Approval**. Then refer to the **Vacation Rules** section of the manual.

I think I have a problem with one of my accrual balances. Whom do I contact to help look into this?

If you require additional information concerning **Oracle Time and Labor (OTL)**, **Oracle Self Service** or have specific timecard or accrual balance issues, please utilize the following contacts:

For NYPI Employees / Supervisors:

Dennis Davis (212) 740-1119

davisde@rf.cpmc.columbia.edu

For NKI Employees / Supervisors:

Jill Lucchese (845) 398-5411

jlucchese@nki.rfmh.org

For IBR Employees / Supervisors:

Theresa Troiano (718) 494-5271

theresa.troiano@opwdd.ny.gov

For Central Office Employees / Supervisors:

Richard Rossi (518) 486-4216

RFMHOTL@rfmh.org

If your local **OTL Administrator** was not able to assist you, please send an email to:

RFMH OTL HelpDesk

RFMHOTL@rfmh.org