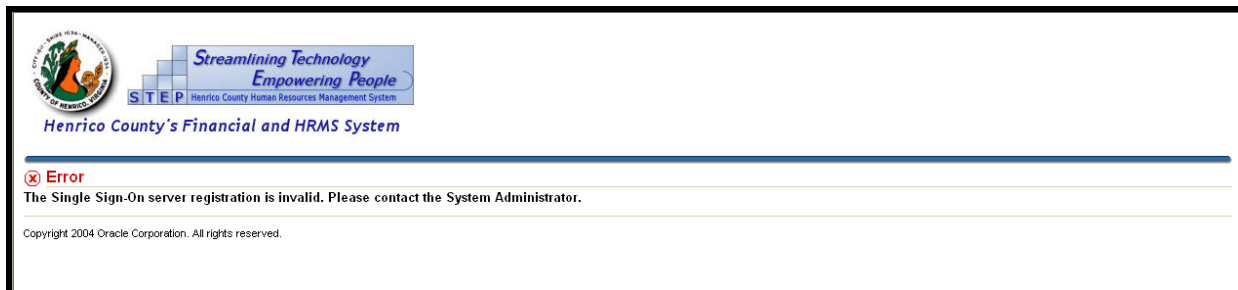


Common Errors in the STEP/HRMS System

Login Errors

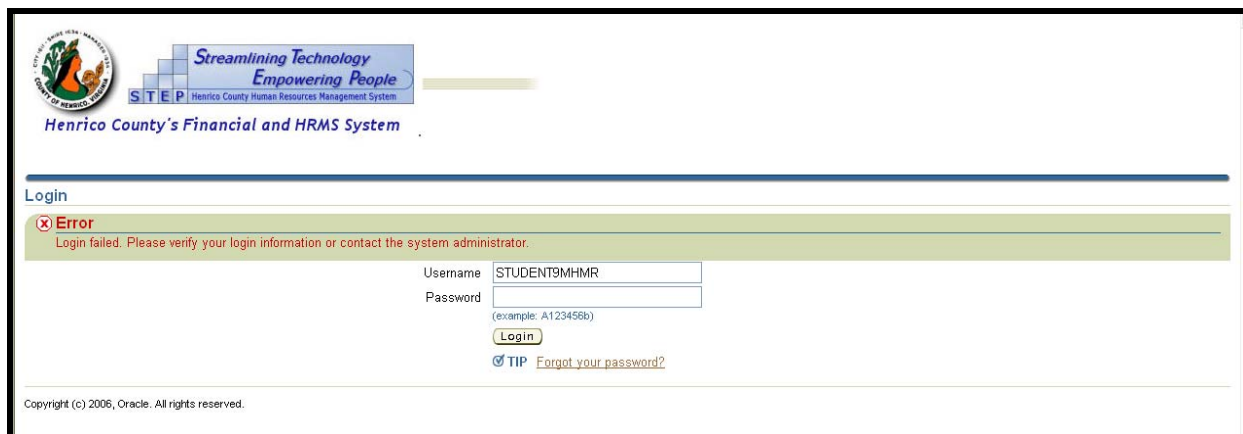
Error: Single Sign-on Error appears after you logout, when you try to log back in.

Solution: Close the browser window and re-open the browser window. The login window should appear.



Error: Login failed error message occurs when you try to enter your password.

Solution: Ensure your username is correct. Retype your password slowly. Click the login button once and allow the system to “think.” If error message occurs three times in a row, you have locked yourself out. If you have a County e-mail account, use the “Forgot Your Password” tip just below the Login button to receive a new password. If you do not have a County e-mail account, contact 501-STEP for password re-set help.



Error: You attempt to change your password as the system prompts but you receive one of the two errors below.

Solution: Retype your current and new password slowly in the correct field. If error persists, contact 501-STEP for password re-set assistance.

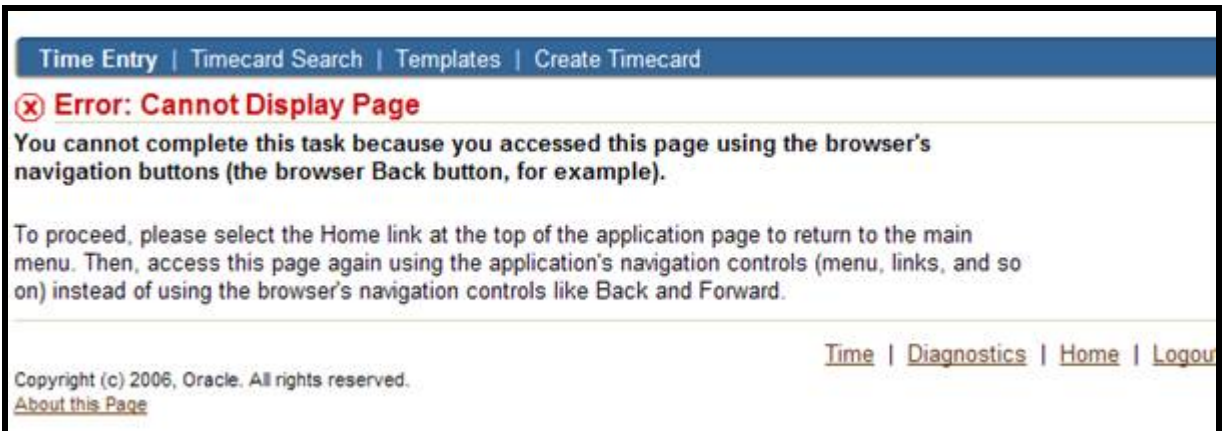
The screenshot shows the 'Change Password' form in the Henrico County's Financial and HRMS System E-Business Suite. At the top, there is a logo for 'STEP Henrico County Human Resources Management System' with the tagline 'Streamlining Technology Empowering People'. Below the logo, the text reads 'Henrico County's Financial and HRMS System' and 'E-Business Suite'. The form title is 'Change Password'. A red error message is displayed: 'Error : java.sql.SQLException: ORA-01017: invalid username/password; logon denied'. The form contains three input fields: 'Current Password', 'New Password', and 'Re-enter New Password', all masked with dots. A tip below the fields states: 'TIP Password must be at least 5 characters long.' There are 'Cancel' and 'Apply' buttons at the bottom right.

The screenshot shows the 'Change Password' form in the Henrico County's Financial and HRMS System E-Business Suite. At the top, there is a logo for 'STEP Henrico County Human Resources Management System' with the tagline 'Streamlining Technology Empowering People'. Below the logo, the text reads 'Henrico County's Financial and HRMS System' and 'E-Business Suite'. The form title is 'Change Password'. A red error message is displayed: 'Error : You must enter your current password correctly in order to change your password. Password change cancelled.' The form contains three input fields: 'Current Password', 'New Password', and 'Re-enter New Password', all masked with dots. A tip below the fields states: 'TIP Password must be at least 5 characters long.' There are 'Cancel' and 'Apply' buttons at the bottom right.

Navigation Errors

Error: You have tried to go back to a previous screen using the back button on the Web browser or you have tried to move through the system using one of the internal buttons and the Cannot Display Page Error appears.

Solution: Click on the “Home” link, return to the home page and then select the function you were working in. Continue working in the system.



Time Entry | Timecard Search | Templates | Create Timecard

⊗ Error: Cannot Display Page

You cannot complete this task because you accessed this page using the browser's navigation buttons (the browser Back button, for example).

To proceed, please select the Home link at the top of the application page to return to the main menu. Then, access this page again using the application's navigation controls (menu, links, and so on) instead of using the browser's navigation controls like Back and Forward.

Time | [Diagnostics](#) | [Home](#) | [Logout](#)

Copyright (c) 2006, Oracle. All rights reserved.
[About this Page](#)

Timecard Errors

Error: When you click on the save or continue button, an “Hours Type” error appears.

Solution: You have entered time but not chosen an “Hours Type” (i.e. Regular Hours, Annual Leave, etc.). Select an “Hours Type” from the dropdown box, then save or continue.

[Home](#) [Logout](#) [Preferences](#)

[Time](#)

[Time Entry](#) | [Timecard Search](#) | [Templates](#) | [Create Timecard](#)

✘ Error
Hrs - Please enter an Hours Type.

Time Entry: Sample, Katie, 20048448

[Cancel](#) [Save](#) [Continue](#)

[Show Accrual Balances](#)

Period: Comments:

Template: Overwrite

Position	Hours Type	Add'l Info	Sat, Jun 07	Sun, Jun 08	Mon, Jun 09	Tue, Jun 10
G.0601.00105.001.Equipment Ope			Start <input type="text"/> Stop <input type="text"/> Hrs <input type="text"/>	Start <input type="text"/> Stop <input type="text"/> Hrs <input type="text"/>	Start <input type="text"/> Stop <input type="text"/> Hrs <input type="text"/> Ⓜ Please enter an Hours Type.	Start <input type="text"/> Stop <input type="text"/> Hrs <input type="text"/>
<input type="button" value="Add Another Row"/> <input type="button" value="Recalculate"/>			0	0	0	0

Template Name:

[Cancel](#) [Save](#) [Continue](#)

[Time](#) | [Home](#) | [Logout](#) | [Preferences](#)

Copyright (c) 2006, Oracle. All rights reserved. [Privacy Statement](#)

Error: When you click on the save or continue button, you receive an “Hours not entered” error.

Solution: There was previous time in that box which you removed. You must replace with either new hours or a “0” if you are removing those hours completely. Then you may save or continue your timecard.

The screenshot shows the 'Time Entry' page for user 'Sample, Maurice, 20002976'. At the top, there is a navigation bar with 'Time Entry', 'Timecard Search', 'Templates', and 'Create Timecard'. A red error message states: 'Error: Hrs - You must enter hours. Use zero to enter no hours.' Below this, the user's name and ID are displayed, along with 'Cancel', 'Save', and 'Continue' buttons. A section for 'Conversion of Hours into Military Time' includes a disclaimer and a 'Show Accrual Balances' link. The main area contains a form with 'Period' (Sat, Oct 25 - Fri, Nov 07), 'Template' (Work Schedule), and 'Overwrite' checkbox. Below is a table for entering hours:

Position	Hours Type	Add'l Info	Sat, Oct 25	Sun, Oct 26	Mon, Oct 27	Tue, Oct 28
G.0601.00151.001.Custodian I	* Regular Hours Worked		Start: <input type="text"/> Stop: <input type="text"/> Hrs: <input type="text"/>	Start: <input type="text"/> Stop: <input type="text"/> Hrs: <input type="text"/>	Start: <input type="text"/> Stop: <input type="text"/> Hrs: <input type="text"/> Ⓢ You must enter hours. Use zero to enter no hours.	Start: <input type="text"/> Stop: <input type="text"/> Hrs: <input type="text"/> 8
<input type="button" value="Add Another Row"/> <input type="button" value="Recalculate"/>			0	0	8	8

At the bottom, there is a 'Template Name' field with a 'Save As A Template' button and another set of 'Cancel', 'Save', and 'Continue' buttons.

Error: You select your position and an hours type and try to save your timecard but you receive an error that says you have entered information without entering time for that information.

Solution: You must enter at least one day of hours for each hours type before saving or continuing. Fill in the hours for the hours types chosen, then save or continue.

The screenshot shows the 'Time Entry' interface for 'Sample, Maurice, 20002976'. At the top, there is a navigation bar with 'Time Entry | Timecard Search | Templates | Create Timecard' and a 'Time' tab. A red error message states: 'You have entered some time information without associating any time with that information. Enter some time for this information, or remove it.' Below the error, there are 'Cancel', 'Save', and 'Continue' buttons. The interface includes a 'Conversion of Hours into Military Time' section with a disclaimer. A 'Show Accrual Balances' section is also present. The main area features a table for entering hours for different dates and positions. The table has columns for dates from Saturday, Oct 25 to Wednesday, Oct 28. The first row is for position 'G.0601.00151.001.Custodian I' and hours type '* Regular Hours Worked'. The 'Hrs' column for each date shows '0'. Below the table are buttons for 'Add Another Row', 'Recalculate', and 'Save As A Template'. At the bottom, there are 'Cancel', 'Save', and 'Continue' buttons, along with a copyright notice and a privacy statement link.

Position	Hours Type	Add'l Info	Sat, Oct 25	Sun, Oct 26	Mon, Oct 27	Tue, Oct 28	Wed
G.0601.00151.001.Custodian I	* Regular Hours Worked		Start: <input type="text"/> Stop: <input type="text"/> Hrs: <input type="text"/>	Start: <input type="text"/> Stop: <input type="text"/> Hrs: <input type="text"/>	Start: <input type="text"/> Stop: <input type="text"/> Hrs: <input type="text"/>	Start: <input type="text"/> Stop: <input type="text"/> Hrs: <input type="text"/>	Start: <input type="text"/> Stop: <input type="text"/> Hrs: <input type="text"/>
			0	0	0	0	0

Error: You select an “Hours type” and additional detail for one row and click on save or continue. You receive a Quickcode Lookup error.

Solution: The additional information you have chosen does not belong with the “Hours Type” you have chosen. Either chose a different “Hours Type”, a different Add’l Info reason or no Add’l Info reason. Then click on save or continue.

Streamlining Technology Empowering People
 Henrico County Human Resources Management System
 Employee Direct Access

Home Logout Preferences

Time Entry | Timecard Search | Templates | Create Timecard

Error
 Hrs - The QuickCode is invalid for &LOOKUP_TYPE

Time Entry: Sample, Maurice, 20002976

Conversion of Hours into Military Time
 MyHenrico

I understand that " Falsification of personnel records, time records or any other County and employee record or report " is grounds for dismissal from County employment. Personnel Rules and Regulation Section 14.3-E, 9. Omission of entries is considered falsification.

Show Accrual Balances

Period: Sat, Oct 25 - Fri, Nov 07~
 Template: [dropdown] Overwrite Comments: [text area]

Position	Hours Type	Add'l Info	Sat, Oct 25	Sun, Oct 26	Mon, Oct 27	Tue, Oct 28	W
G.0601.00151.001.Custodian I	* Regular Hours Worked	[dropdown]	Start [input] Stop [input] Hrs [input]	Start [input] Stop [input] Hrs [input]	Start [input] Stop [input] Hrs 8	Start [input] Stop [input] Hrs [input]	Sta
G.0601.00151.001.Custodian I	Annual Leave Taken	Mgr Declared - TS Hanna	Start [input] Stop [input] Hrs [input]	Start [input] Stop [input] Hrs [input]	Start [input] Stop [input] Hrs [input]	Start [input] Stop [input] Hrs 8 The QuickCode is invalid for &LOOKUP_TYPE	Sta
Add Another Row Recalculate			0	0	8	0	

Template Name [input]

Cancel Save Continue

Time | Home | Logout | Preferences

Error: You attempt to use leave (in this example: Extended Leave Pool Taken) for which you have a 0 balance and you try to save or continue your timecard.

Solution: Choose a type of leave from the "Hours Type" list for which you have a balance. Then save or continue your timecard.

The screenshot shows the 'Time Entry' interface for 'Sample, Maurice, 20002976'. At the top, there is a navigation bar with 'Time Entry | Timecard Search | Templates | Create Timecard'. A red error message states: 'The following time entry rule has been violated (COH G BW Extended Leave Pool Bal Validation on Save)'. Below the error, the user's name and ID are displayed, along with 'Cancel', 'Save', and 'Continue' buttons. A disclaimer section is present, followed by 'Hide Accrual Balances' and a TIP about accrual balances as of October 25, 2008. The TIP lists: Administrative Leave (0), Annual Leave (379), Compensatory Leave (0), Extended Leave Pool (0), FMLA Approved Hours (0), Floating Holiday (16), and Sick Leave (392). The user has selected the period 'Sat, Oct 25 - Fri, Nov 07~'. The timecard grid below shows two rows for 'G.0601.00151.001.Custodian I'. The first row is for '* Regular Hours Worked' with 8 hours on Oct 28. The second row is for 'Extended Leave Pool Leave Taken' with 8 hours on Oct 27. The total hours for the period are 0 on Oct 25, 0 on Oct 26, 8 on Oct 27, and 0 on Oct 28. At the bottom, there is a 'Template Name' field and a 'Save As A Template' button.

Position	Hours Type	Add'l Info	Sat, Oct 25	Sun, Oct 26	Mon, Oct 27	Tue, Oct 28	Wed, Oct 29
G.0601.00151.001.Custodian I	* Regular Hours Worked		Start: [], Stop: [], Hrs: []	Start: [], Stop: [], Hrs: []	Start: [], Stop: [], Hrs: [0]	Start: [], Stop: [], Hrs: [8]	Start: [], Stop: [], Hrs: []
G.0601.00151.001.Custodian I	Extended Leave Pool Leave Taken		Start: [], Stop: [], Hrs: []	Start: [], Stop: [], Hrs: []	Start: [], Stop: [], Hrs: [8]	Start: [], Stop: [], Hrs: []	Start: [], Stop: [], Hrs: []
			0	0	8	0	

Error: You enter leave without adjusting regular hours and you receive an “Overlap of Hours” Error.

Solution: Review the timecard looking at the days where you worked regular hours and took some type of leave. Adjust your hours so that the total between leave and regular hours does not exceed your daily total. This is a “soft warning” and does not prevent successful save of the timecard.

Confirmation

- Time Entry Rule Violation has occurred overlap of hours entered for same day please verify before proceeding!
- The timecard has been saved successfully.

Time Entry: Sample, Maurice, 20002976

Conversion of Hours into Military Time (MyHenrico)
I understand that " Falsification of personnel records, time records or any other County and employee record or report " is grounds for dismissal from County employment. Personnel Rules and Regulation Section 14.3-E, 9. Omission of entries is considered falsification.

Show Accrual Balances
Period: Sat, Oct 25 - Fri, Nov 07~
Template: [] Overwrite [Go]

Position	Hours Type	Add'l Info	Sat, Oct 25	Sun, Oct 26	Mon, Oct 27	Tue, Oct 28	We
G.0601.00151.001.Custodian I	* Regular Hours Worked		Start [] Stop [] Hrs []	Start [] Stop [] Hrs []	Start [] Stop [] Hrs [8]	Start [] Stop [] Hrs []	Start [] Stop [] Hrs []
G.0601.00151.001.Custodian I	Annual Leave Taken		Start [] Stop [] Hrs []	Start [] Stop [] Hrs []	Start [] Stop [] Hrs [8]	Start [] Stop [] Hrs []	Start [] Stop [] Hrs []
Add Another Row Recalculate			0	0	16	0	

Template Name [] Save As A Template

Confirmation

The timecard has been saved successfully.

Time Entry: Sample, Maurice, 20002976

Conversion of Hours into Military Time (MyHenrico)
I understand that " Falsification of personnel records, time records or any other County and employee record or report " is grounds for dismissal from County employment. Personnel Rules and Regulation Section 14.3-E, 9. Omission of entries is considered falsification.

Show Accrual Balances
Period: Sat, Oct 25 - Fri, Nov 07~
Template: [] Overwrite [Go]

Position	Hours Type	Add'l Info	Sat, Oct 25	Sun, Oct 26	Mon, Oct 27	Tue, Oct 28	We
G.0601.00151.001.Custodian I	* Regular Hours Worked		Start [] Stop [] Hrs []	Start [] Stop [] Hrs []	Start [] Stop [] Hrs [0]	Start [] Stop [] Hrs []	Start [] Stop [] Hrs []
G.0601.00151.001.Custodian I	Annual Leave Taken		Start [] Stop [] Hrs []	Start [] Stop [] Hrs []	Start [] Stop [] Hrs [8]	Start [] Stop [] Hrs []	Start [] Stop [] Hrs []
Add Another Row Recalculate			0	0	8	0	

Template Name [] Save As A Template