

Nevada State Funded Program

Online Timesheet Instruction Guide

Timesheets

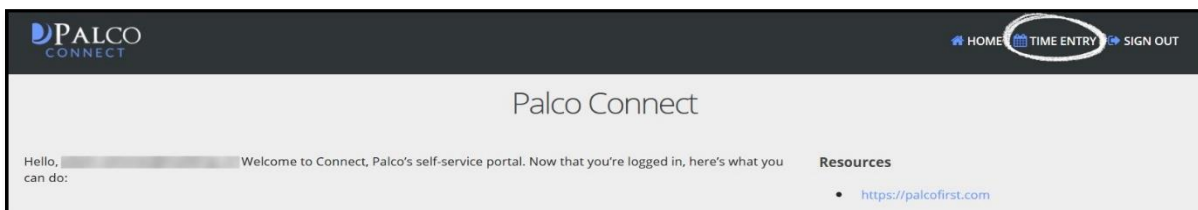
Timesheets are completed with Time In/Time Out. Before being paid, validations are done on each timesheet to ensure enough funds remain in the budget to cover the expenses. All timesheets are recorded in 15-minute increments, and services should begin and end at 00, 15, 30, and 45 minutes after the hour. Rounding to the nearest 15 minutes is allowed by the Department of Labor¹. You can round down employee time from 1-7 minutes, but you must round up employee time from 8-14 minutes and count it as a quarter hour of work.

Submitting timesheets through the Connect Portal is the most effective way to log your time. When a timesheet is submitted, validations occur within seconds and you receive immediate confirmation of timesheet receipt and notification of errors preventing submission. To register, click the registration link below and enter your Palco ID and the last 4 of your Social Security Number. The information entered must match what Palco has on file, if you experience issues, contact Palco customer support.

Connect Registration Link: https://connect.palcofirst.com/#/registration/data_verification

Online Timesheet Portal- Connect

1. Login to the Connect portal, <https://connect.palcofirst.com/>, with your username and password.
2. From the home screen, select Time Entry at the top right of the screen.



3. If you are the Employer (Employer of Record – EOR) and have more than one worker, or if you are the worker for more than one participant, select the worker or participant for whom services were provided.



4. Select the pay period from either the center of the page or the dropdown at the top of this screen.

5. On the next screen, click New Timesheet button:

6. Locate the date on which you would like to enter time. Select add time button and choose the rate of pay from the "Select authorization" drop down.

7. In the Start Time area, enter the time the shift started by selecting AM or PM, the hour, and the minutes of the shift.

8. In the End Time area, enter the time the shift ended by selecting AM or PM, the hour, and the minutes of the shift.

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Total hours for pay period: 0

Total hours for work week: 0

TIME ENTRY FOR: WEDNESDAY 2021-SEP-01

BTM BEHAVIORAL TRAINING

START TIME

AM PM 12 : 00

END TIME

AM PM 5 : 00

ADD CANCEL

9. Once all fields are completed and you are ready to submit time, select add time button:



10. A summary page will appear. From here, you can perform a variety of actions.

09/16/2021 Thursday						+ ADD TIME
SERVICE	START	END	STATUS	EXCEPTION REASON	ACTION	
SOCIAL RECREATION	08:00 AM	05:00 PM	Open		Edit Delete	
09/17/2021 Friday						+ ADD TIME
09/18/2021 Saturday						+ ADD TIME

- If a change/correction is needed, select **edit** and follow the instructions above to correct your entry.
- If the entry was made in error, select **delete**.
- To add another shift to the day, select **+ ADD TIME** and follow the instructions above to submit a new entry for the day.

11. Once you are ready to submit your time for approval by your EMPLOYER or WORKER, select Submit for Approval **SUBMIT FOR APPROVAL** **CANCEL** at the bottom of the page.

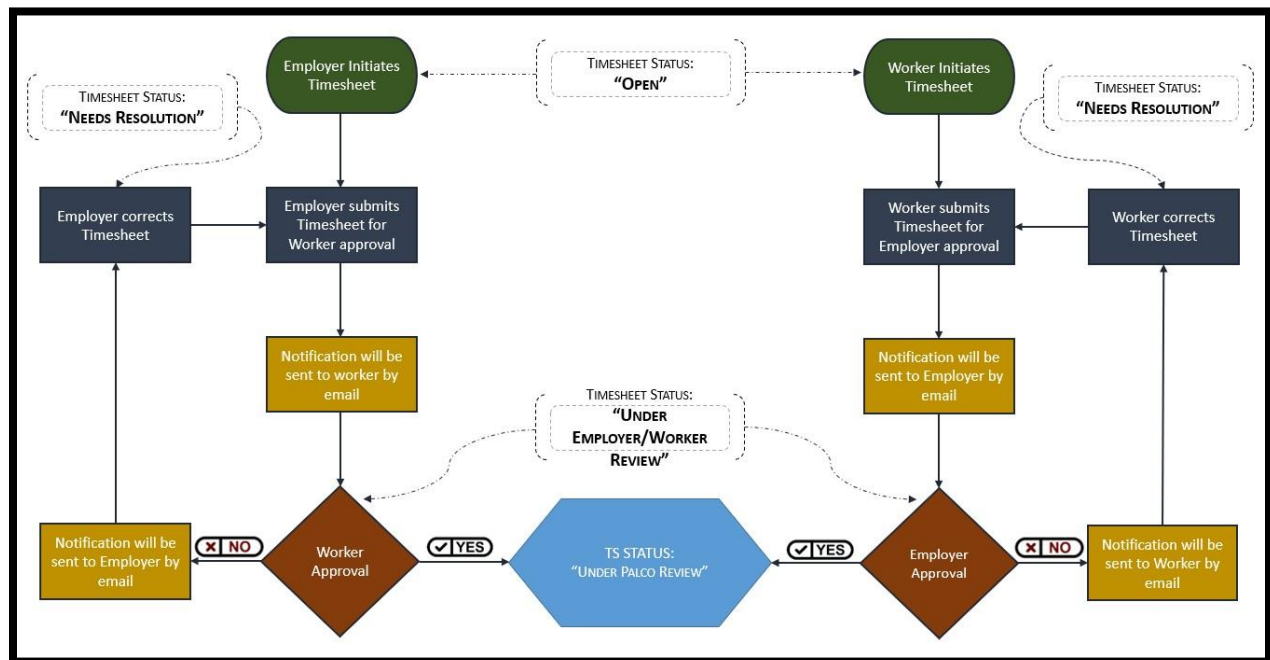
12. The following prompt will appear. If you are ready to proceed, select "Yes."



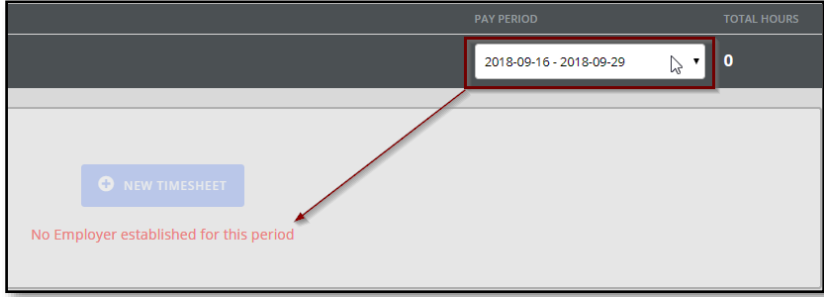
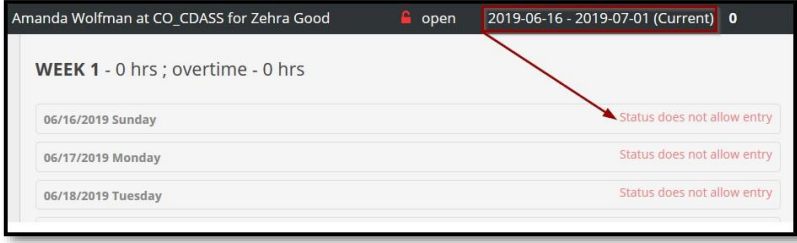
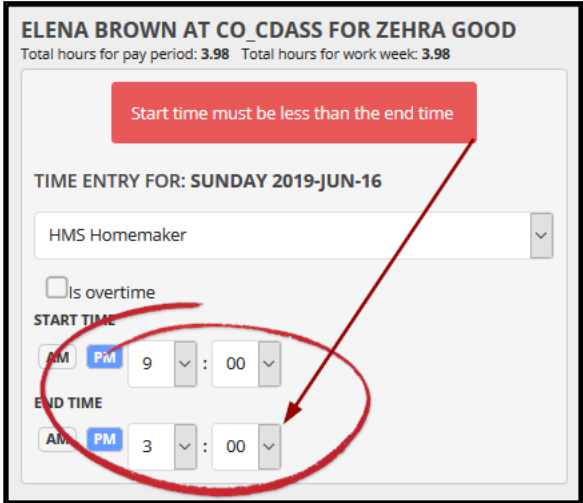
After submission, no changes or corrections can be made to the timesheet. The status for the time will show as Under Review, and an email is sent to the Employer/Worker to approve the time.

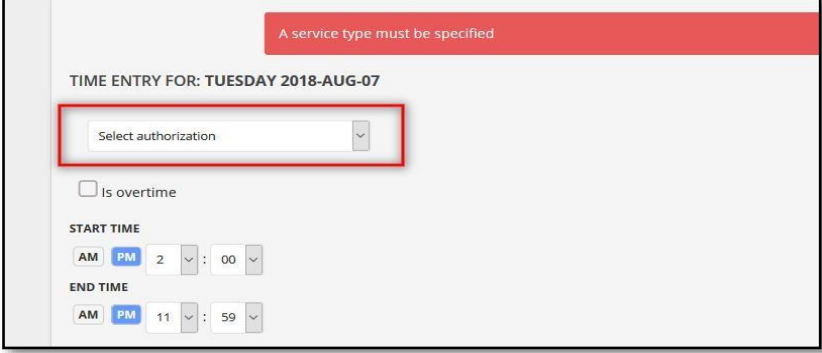
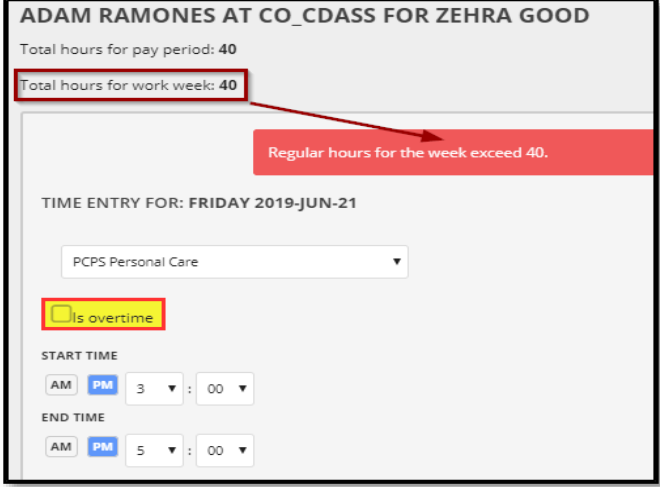
Once approved, Palco conducts a series of checks to ensure that the timesheet is valid for payment based on the program policy. **Approvals do not mean the timesheet will be paid.** If a timesheet is not approved by the deadline, payment will be delayed.

Online Timesheet Submission Workflow



Notifications and Errors for submitting online time

SYSTEM NOTIFICATION	DESCRIPTION
<p>NO EMPLOYER ESTABLISHED FOR THIS PERIOD</p>	<p>THE EMPLOYER must have an "Active" status on that specific day or pay period to allow entry.</p> 
<p>STATUS DOES NOT ALLOW ENTRY</p>	<p>THE PARTICIPANT and WORKER must have an "Active" status on that specific day or pay period to allow entry.</p> 
<p>START TIME MUST BE LESS THAN THE END TIME</p>	<p>For the same day/date, the shift start time must occur earlier than end time:</p> <ul style="list-style-type: none"> 2018-09-30 Sunday: 3:00PM – 9:00PM ← Correct · 2018-09-30 Sunday: 9:00PM – 3:00PM ← Incorrect · 2018-10-01 Monday: 12:00AM – 12:00PM ← Correct · 2018-10-01 Monday: 12:00AM – 12:00AM ← Incorrect · 

<p>A SERVICE TYPE MUST BE SPECIFIED</p>	<p>A service type indicating the corresponding rate of pay for the shift must be selected from the dropdown menu before submitting time.</p> 
<p>REGULAR HOURS FOR THE WEEK EXCEED 40</p>	<ul style="list-style-type: none"> - Must have regular hours less than or equal to 40. - Must have overtime beyond that.  <p>Overtime is not permitted in the Nevada State Funded program.</p>
<p>OVERLAPS WITH A (SERVICE TYPE DESCRIPTION) ENTRY OCCURRING BETWEEN (TIME DESCRIPTION)</p>	<p>Workers cannot overlap time and services with him/herself with another entry on the same day.</p>
<p>OVERLAPS ANOTHER WORKER WITH AN ENTRY OCCURRING BETWEEN (TIME DESCRIPTION)</p>	<p>Workers (Second Timesheet) cannot overlap with another timesheet with the same service type already stored in the system. The system does not allow 2nd entry due to overlapping hours for the same services.</p>

Timesheet Status or Stage

Statuses are available for your convenience to quickly see what stage it is in the payment process. You can view the status of your timesheet on the Connect application, Timesheet overview screen. Consult the chart below for status definitions.

Timesheet Status	Description
Open	<p>Time has been saved, but not submitted to the Employer or Worker for approval. Changes may be made to the time.</p> <p>Be aware that the creator of the timesheet is the only one who can delete it. If any party decides to open a timesheet just to explore the application, they've opened it in "lock mode" and they are the only one who can add time to that timesheet. If they didn't mean to, they need to delete it, otherwise the other party will not be able to create or enter time.</p> <p>Avoid to have multiple connections from your browser to the Connect application.</p>
Under Employer/Worker Review	Time has been submitted to the Employer or Worker for approval. The party who originally entered the time is unable to make changes.
Needs Resolution	The Employer or Worker rejects the time or otherwise sends it back to the other party for correction. Changes may be made to the time.
Under Palco Review	<p>Both the Employer and Worker have reviewed. Palco is currently doing a series of validations on the time, including ensuring that all parties are good-to-go, the participant is eligible for services, the hours are authorized in the Individualized Budget, etc.</p> <p>The Employer and Worker cannot make changes to the time. Your timesheet will remain on this stage until the Validation process has been performed.</p> <p>If your timesheet fails in any area of the validation process, your Employer will be notified and the status will be change to "Needs Resolution". From this point, you can log in to system and make the necessary correction and resubmit your timesheet to Palco.</p>
Approved for Payment	The timesheet has passed all Palco checks and validations and is going through billing process. No changes can be made to the time.
Paid	The timesheet is closed and paid.
Rejected	Palco rejected the timesheet for the reason listed in the portal. No changes may be made. To correct the time, a new timesheet must be started.

Frequently Asked Questions

How will I know that my timesheet is ready for approval?

The employer or worker will receive an email notifying them that they have a timesheet the needs to be reviewed and that they can approve your time. Make sure the approval happens by the timesheet deadline. See Payroll schedule for dates and time.

How will I know my employer/worker approved my time?

You will receive an email once your time has been approved. However, approval does not mean a timesheet will be paid. It must still pass all other checks per program policy. See "Under Palco Review" status, page No. 7 for more details.

My WORKER or EMPLOYER rejected my time. What do I do now?

Contact your employer/worker to discuss the matter. Once resolved, you can resubmit the appropriate time if needed. If the employer/worker refuses to accept the time, Palco cannot override that decision.

I submitted my time. Why have I not been paid?

There could be various reasons for not being paid like:

- Missing some important documents for payroll process (Rate of Pay, W4 Form, Direct Deposit Information, Etc.).
- Insufficient funds available in the Budget
- Eligibilities Issues
- Timesheet has been rejected by Employer

Please contact our customer support team for assistance.

My timesheet was approved and sent to Palco for review. I just realize a mistake that I want to correct it. What can I do?

You can call in, and Palco can reset your timesheet to a "Needs Resolution" status and make the necessary corrections.

Contact Palco

For more information about Palco, email us at customersupport@palcofirst.com or visit our website: <https://palcofirst.com/nevada/>

Our Customer Support team is ready to help and give you answers fast, contact us Monday – Friday 9:30am – 6:30pm CST at **1-866-710-0456**.