TROUBLESHOOTING IN
NOVATIME

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Goals of this Guide:
- Get into the system
- View Employee Help
- View Supervisor/ Administrator Help

NOVAtime
This guide will explain where to go for troubleshooting information when you are having issues with either the NOVAtime biometric clock or the NOVAtime web services system.

ISSUES WITH THE CLOCK?

If the clock is not behaving as expected, for example, there is an unfamiliar screen showing, it is not accepting the standard number of digits in a Banner ID number, or will not power on please perform the following steps:

1. Speak first to the department timekeeper for your location, they may have a solution or may have encountered the issue before.
2. After contacting the department timekeeper, if the issue persists, contact Andrews Technology by calling the support line at 1-888-357-7299.
3. If you see this screen, a clock reboot is needed.
4. Disconnect the power cord and/or ethernet cord and reconnnect.
5. You can also gently insert an extended paper clip into the "Reset" button until the clock begins the reboot process (dark display), then remove the paper clip.

NEED TO BE ENROLLED IN THE CLOCK?

If you need to be enrolled in the clock contact your supervisor or department timekeeper. Administrators can enroll supervisors or other administrators in the clock. Supervisors once enrolled can enroll their employees in the clock.

NEED TO ACCESS SUPERVISOR WEB SERVICES OR EMPLOYEE WEB SERVICES?

If you need to access the Supervisor Web Services for NOVAtime, through a modern browser, or the Employee Web Services, the links to these sites are located on Payroll's website, under the NOVAtime menu.

WHEN DO I CONTACT PAYROLL?

If you need to add a new Supervisor to the system, you are not seeing employees you supervise, or you need schedule templates added to the system, please contact Payroll. The email address for Payroll is payrollservices@rowan.edu and should be used for these types of requests.

NEED TRAINING?

If you need to access training for a new supervisor, direct them to the NOVAtime Manual, located on Payroll's website, under the NOVAtime menu. New Supervisors can also watch a recorded class given by a NOVAtime trainer, which is linked on Payroll's website, under the NOVAtime menu. If you need a guide on how to enroll employees on the time clock, you can find a guide on the support page by searching NOVAtime or at https://support.rowan.edu/sp?id=kb_article_view&sysparm_article=KB0013322 along with other guides and training materials. In addition, help for how the entire NOVAtime system works is included inside the NOVAtime Supervisor site and also in Employee Web Services. You will find a guide to using NOVAtime's internal help in the support article link above.

TRAINING MATERIAL NEEDS CHANGES?

If you encounter changes that need to be made to the instructional guide please contact the training team at training@rowan.edu and include the page number where the change should occur. The training department can only make changes to the training materials and not to the way the system functions. Screen shots are also helpful when emailing changes.

PAYROLL CONCERNS?

Please contact at payrollservices@rowan.edu with the following concerns:
1. The system is not set up for the pay codes your department needs
2. There are union rules the system is not able to handle.
3. An employee does not have access to the web system.
4. You have other system configuration concerns.