Banner Employee Self-Service

Frequently Asked Questions

- I can’t get into my.cofc.edu … nothing happens!
  - It is my.cofc.edu…no www before it
- If I am unavailable to complete the approval, can someone else do it for me?
  - Yes…look at the Proxy Set-Up
- I’m not sure what this is all about
  - Please look at emails from Tom Casey, Director, Human Resources, that were sent on November 30 and December 1
  - Please read the note to all employees on the front page of my.cofc.edu and view the 9 minute introduction tutorial. After logging into MyCharleston, go to the Help and Training Tab and view any tutorials that apply to you
- I entered some time or leave and then read that I wasn’t supposed to do it until the 17th
  - Select the Restart button on the bottom of Timesheet or Leave Report to clear the report
- It doesn’t ask me for a strong password
  - It will …the next time you log in
- I don’t want to use a strong password!
  - The Banner System requires a strong password for security reasons
- I don’t know how to enter my time or leave
  - There are tutorials available on the help and training page
- When I look at my Timesheet, there is nothing there
  - Remember that Non-Exempt Employees report on hours worked on Timesheets and Exempt Employees record Leave on Leave Reports. Please view the Introduction Tutorial to understand the difference.
- I don’t seem to have the right department or supervisor or employees
  - Please contact Budgeting and Payroll (3-5737)
- I’m getting some type of error when I try to access Banner
  - Please contact Help Desk (3-3375). You are coded incorrectly in Banner, and we need to correct it
- I try to look at my leave record and nothing comes up
  - The leave channel is temporarily experiencing transitional difficulties, please look in Banner Self-Service

  1. On the self-service channel select Employee ➔ Leave Report
2. Toggle “Access my Leave Report” and click the select bottom.

3. You should then be able to see your leave record.