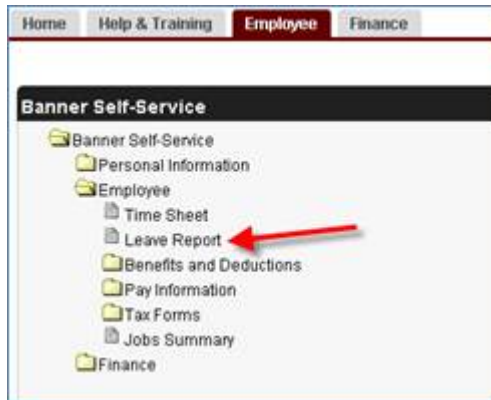


Banner Employee Self-Service

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.

