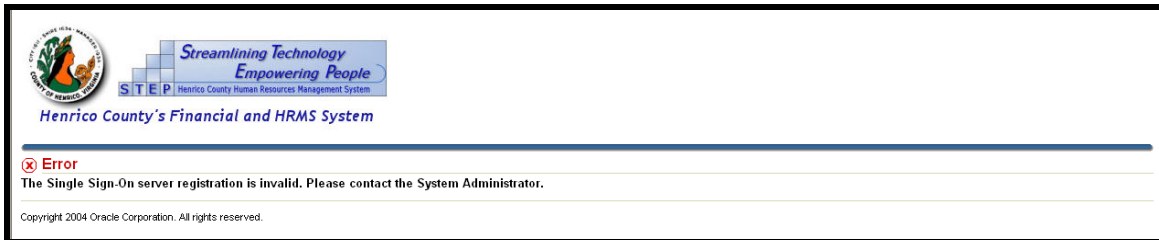


# Common Errors in the STEP/HRMS System

## Login Errors

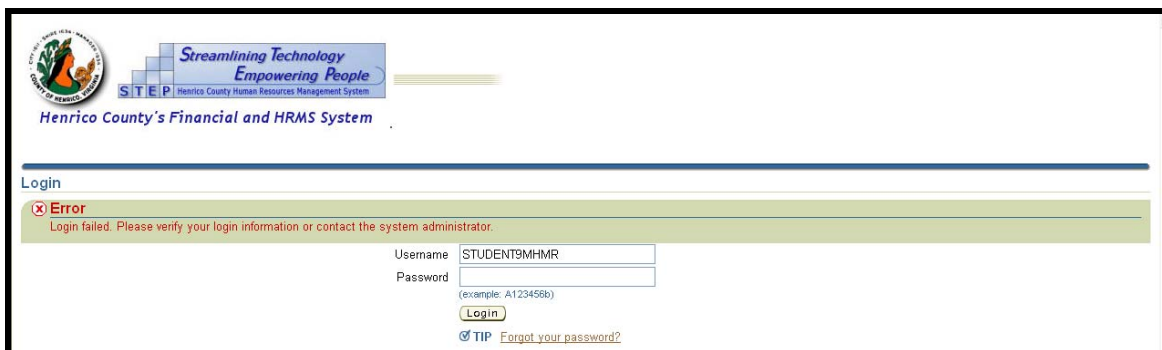
**Error:** Single Sign-on Error appears after you logout, when you try to log back in.

**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, call 501-4628 for General Government employees/applicants and 652-3664 for Schools employees/applicants.



**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. Please call 501-4628 for General Government employees/applicants and 652-3664 for Schools employees/applicants if you need further assistance.

The screenshot shows the 'Change Password' form in the Henrico County's Financial and HRMS System. At the top, there is a logo for Henrico County and a banner that reads 'Streamlining Technology Empowering People' and 'STEP Henrico County Human Resources Management System'. Below this is the text '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', each with a password mask. A tip below the fields states: 'TIP Password must be at least 5 characters long.' At the bottom right, there are 'Cancel' and 'Apply' buttons.

The screenshot shows the 'Change Password' form in the Henrico County's Financial and HRMS System. At the top, there is a logo for Henrico County and a banner that reads 'Streamlining Technology Empowering People' and 'STEP Henrico County Human Resources Management System'. Below this is the text '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', each with a password mask. A tip below the fields states: 'TIP Password must be at least 5 characters long.' At the bottom right, there are 'Cancel' and 'Apply' buttons.

## 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.

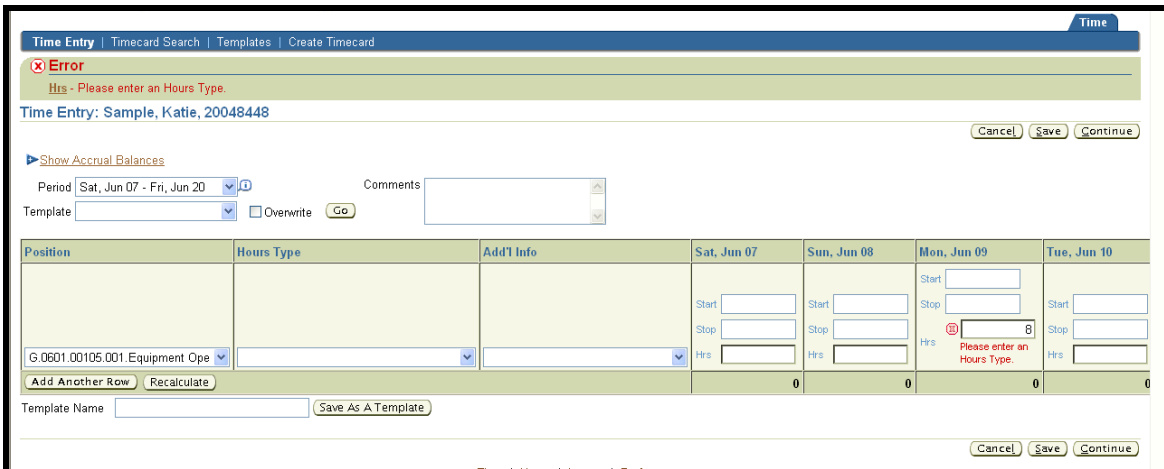
**Solution:** Click on the “Home” link, return to the home page and then select the function you were working in. Continue working in the system.



## 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.



**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 a web-based time entry interface. At the top, there is a navigation bar with 'Time Entry | Timecard Search | Templates | Create Timecard' and a 'Time' tab. Below this is a red error banner that reads: 'Error: Hrs - You must enter hours. Use zero to enter no hours.' The user's session information is 'Time Entry: Sample, Maurice, 20002976'. There are 'Cancel', 'Save', and 'Continue' buttons. A section titled 'Conversion of Hours into Military Time (MyHenrico)' contains a disclaimer. Below that is a 'Show Accrual Balances' section with a date range of 'Sat, Oct 25 - Fri, Nov 07' and a 'Comments' field. A table for entering hours is visible, with columns for dates: Sat, Oct 25, Sun, Oct 26, Mon, Oct 27, Tue, Oct 28. The first row is selected, showing 'G.0601.00151.001.Custodian I' and '\* Regular Hours Worked'. The 'Hrs' column for Mon, Oct 27 is empty, and a red error message is overlaid on it: 'You must enter hours. Use zero to enter no hours.' The total hours for each day are shown at the bottom of the table: 0 for Sat and Sun, 8 for Mon and Tue. There are 'Add Another Row', 'Recalculate', and 'Save As A Template' buttons. At the bottom right, there are '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 same time entry interface as above. The error message has changed to: 'Error: You have entered some time information without associating any time with that information. Enter some time for this information, or remove it.' The table below shows that the 'Hrs' column for Mon, Oct 27 is now filled with '0', and the error message is no longer present. The total hours for each day are now 0 for all days: Sat, Sun, Mon, Tue, and Wed. The 'Add Another Row', 'Recalculate', and 'Save As A Template' buttons are still present. At the bottom right, there are 'Cancel', 'Save', and 'Continue' buttons.

**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.

**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 [dropdown]

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 [input]	Start [input] Stop [input] Hrs [input]	Start [input] Stop [input] Hrs [input]
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 [input]	Start [input] Stop [input] Hrs [input]
			0	0	8	0	0

Add Another Row Recalculate

Template Name [input]

**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.

**Time Entry** | Timecard Search | Templates | Create Timecard

**Error**  
The following time entry rule has been violated (COH G BW Extended Leave Pool Bal Validation on Save)

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.

Hide Accrual Balances  
TIP The accrual balances are as of October, 25 2008.  
G Administrative Leave 0 G Annual Leave 379 G Compensatory Leave 0  
G Extended Leave Pool 0 G FMLA Approved Hours 0 G Floating Holiday 16  
G Sick Leave 392

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

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 [input]	Start [input] Stop [input] Hrs [input]	Start [input] Stop [input] Hrs [input]
G.0601.00151.001.Custodian I	Extended Leave Pool Leave Taken	[dropdown]	Start [input] Stop [input] Hrs [input]	Start [input] Stop [input] Hrs [input]	Start [input] Stop [input] Hrs [input]	Start [input] Stop [input] Hrs [input]	Start [input] Stop [input] Hrs [input]
			0	0	8	0	0

Add Another Row Recalculate

Template Name [input]

**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.

**Time Entry** | Timecard Search | Templates | Create 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

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: <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"/>
G.0601.00151.001.Custodian I	Annual Leave Taken		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	16	0	

Template Name:  Save As A Template

**Henrico County's Financial and HRIS System**

**Time Entry** | Timecard Search | Templates | Create Timecard

**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

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: <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"/>
G.0601.00151.001.Custodian I	Annual Leave Taken		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	8	0	

Template Name:  Save As A Template