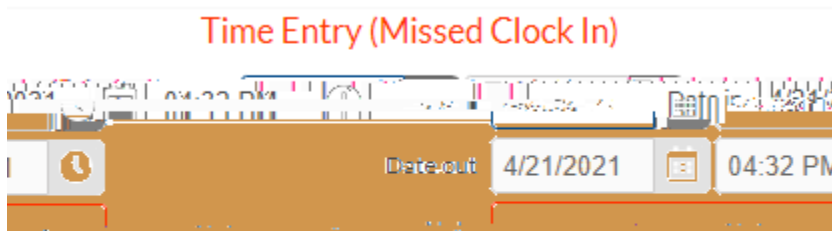


TCP FAQ

Employee

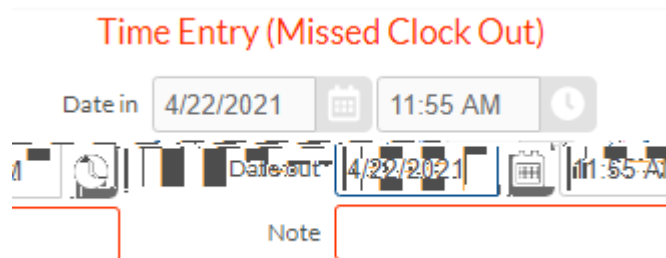
- 1) What if I forget to clock IN for the day?

Answer: Clock OUT at your normal time at the end of your shift. The system will ask you about your missed punch and you can manually enter it in.



- 2) What if I forget to clock OUT for the day?

Answer: When you clock IN the next shift then you will be prompted to enter the missed time. You will manually enter that time.



- 3) What if I get an error when clicking on the TCP Emp icon and the page does not load? Please contact Payroll at payroll@tntech.edu for further assistance. It may be that you are not setup by HR yet.
- 4) What do I do if I'm not able to clock in through the computer?
Answer: Look into downloading our mobile app. The ease of use for it makes it a win-win. See below section for mobile app FAQ on how to setup.

Supervisor

- 1) Are there any training guides or tools to help me as a supervisor?

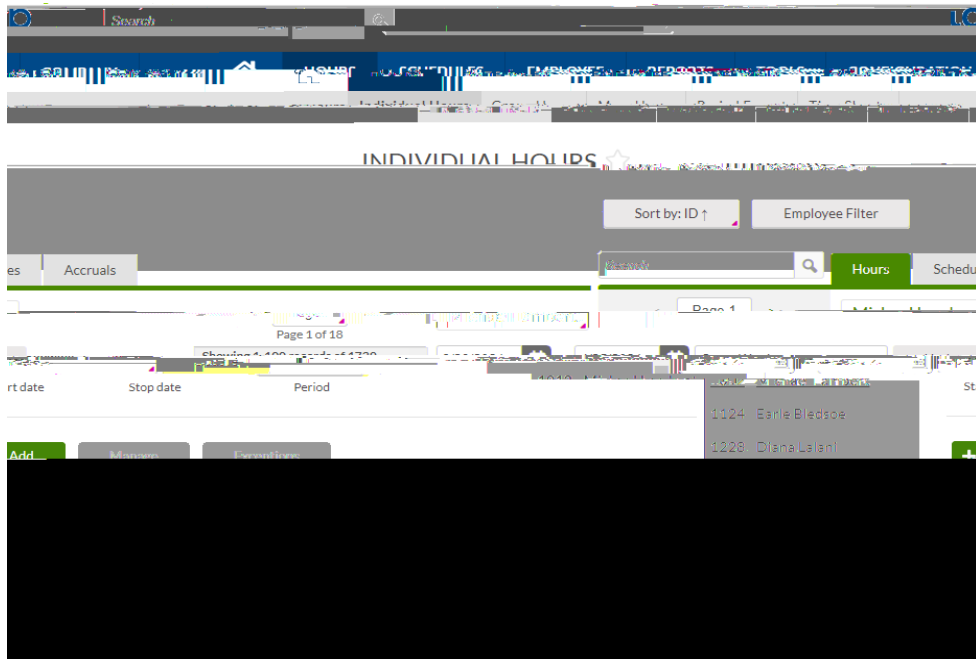
Answer: Yes! Go to <https://www.tntech.edu/businessoffice/payroll/tcp.php> at the bottom of the page.

Training Guides

- [Setting Up Mobile Clock](#)
- [How to Review and Approve Exceptions \(e.g. Missed Punches\)](#)
- [How to Review Individual Hours](#)
- [How to Review Group Hours](#)
- [Webinars for Supervisors](#)
- [How to Approve](#)
- [How to Approve](#)
- [TCP Hosted V](#)
- [TCP FAQ](#)

- 2) How do I see my employees?

Answer: Once logged into TCP manager, click on Individual hours under the “Hours” section at the top of the page. You should see a list down the left side of all of your employees.



- 3) How can I get some further assistance with training in TCP manager?

Answer: Contact payroll@tntech.edu to receive one-on-one training.

