DHSS eSTAR FAQ

Link to: **DHSS eSTAR Website**

1. **How do I access eSTAR?**
   Employees and managers will access eSTAR through: id.delaware.gov or my.delaware.gov

   Auditors, Advance Schedulers and View Only users have access through an assigned role in the system and go through the ERP Portal:
   https://portal.erp.state.de.us/

2. **What if I forgot my password?**
   Employees and managers, rest your password using "**Need help signing in**" from the website.

   Auditors, Advance Schedulers and View Only users, reset your password using the "**Forgot your Password**?" from the website.

   If you are locked out, password you can call **1-866-751-7833** or send an email to epay_security@state.de.us with the information below.

   If leaving a message, please include the following information:
   - **Full Name**
   - **Employee ID Number**
   - **Telephone Number**
   - **State Email Address**
   - **Last four digits of your social security number**

   For **Auditors, Advance Schedulers and View Only** users, please contact the **PHRST Technical Helpdesk at (302) 739-8066, Option 4**.

3. **Can I access eSTAR from home?**
   Yes, employees and managers can access eStar Standard via: id.delaware.gov or my.delaware.gov . Auditors, Advance Schedulers and View only users can access the ERP portal from home if using the state network.

4. **What is the approval window for timesheets?**
   The timesheet *approval schedule* is on the DHSS eSTAR website; managers will need to approve timesheets by **Monday at noon** following a pay period.

Updated: 03/22/2024

5. **When I try to submit my time off request, I get a message that my timesheet was already approved, what do I do?**
This means the manager has already approved the timesheet. If it is prior to the approval deadline the manager can un-approve the timesheet so a time off request can be submitted and approved to flow to the timesheet. Once the time off request is approved, the manager still needs to approve the timesheet by the deadline. If it is past the approval timeline the employee will need to wait until Thursday of that week to submit the time off request. Once the time off request is approved, it will amend the timesheet and the amended timesheet must be approved by the manager.

   Managers and auditors can also manually add the leave paycode to a timesheet prior to approving the timesheet.

6. **There is a red level exception on my timesheet that states "For annual leave bank, amount of requested time off exceeds bank balance" why does this happen?**
For future time off requests, eSTAR will not allow you to submit leave greater than the amount that you have accrued at that time. If you submit your future leave, eStar will allow you to submit a time off request for today if you have enough hours in your leave bank. EStar does not want to put you in a leave without pay status since your future plans can change. The future date leave will generate a red level exception and will not pay since you do not have the sufficient amount of leave.

7. **What is the difference between a manager and auditor role?**
Managers are the only ones that can approve/deny/cancel time off request and timesheets. Auditors can update timesheets/exceptions, ensure timesheets are submitted on time and run reports.   There is a role and pay code chart on the DHSS eSTAR website under the Roles and Tools Section. Managers and auditors should work together to ensure timesheets are accurate and submitted on time.

8. **Who is managing FMLA?**
ACT is the Absence Compliance Tracker module built into eSTAR. The **ACT Case Manager** under human resources manages FMLA, Workers' Comp, short-term disability, and long-term disability, etc.   All FMLA information will be kept confidential.

9. **How do casual seasonal employees get paid?**
If the Casual Seasonal employee is clocking, there will be a schedule entered in the system and calculate hours by the in/out times.

   If the Casual Seasonal employee is not clocking, there will not be a schedule in eSTAR to populate hours. The employee will have to follow the [Non-Clocking-Casual Seasonal Hours Worked Job Aid#6](#) and enter hours on the timesheet.

10. **Who approves my timesheet and time off requests?**

The "reports to" manager can approve a timesheet and time off request. eSTAR is driven by reporting relationships in PHRST (the State's Human Resource Information System).

11. **What if my employee does not appear in my group as a manager or auditor?**
A manager may not see an employee if there was an organizational change. PHRST would need to be updated to show the reporting relationship. If a reporting change was made the employee may not appear until after the pay period has processed, the Thursday after payday. This is so the previous manager still has access to the record to complete the prior pay period processing.

An auditor may not see the employee because of an incorrect organizational code or assigned access. Contact Human Resources to determine what change is needed.

12. **What if my "reports to" manager is unexpectedly out?**
If the manager can access a computer, the manager can add a delegation. Only a manager can delegate to another manager. If the manager is not able to make the change and a delegation is not set up contact Human Resources for assistance.

13. **How do I get access as an auditor?**
Auditor access is set up for an individual. To set up auditor access, send an email to Betsy Chaney with a CC to your supervisor and eSTAR coordinator. Auditor access is assigned by Organizational Code.

14. **What system generated emails exist?**
The last Thursday of the pay period eSTAR sends a message to every employee:
Reminder – Please review your time sheet and submit time off requests if needed.

These are sent with time off requests:

MESSAGE SUBJECT	DAY AND TIME TO SEND EMAIL	RECIPIENT(S)	MESSAGE
Time Off Request – Pending	Submission of time off request	Manager and Delegates	"*Employee Name*" has requested time off for "date". Please review.
Time Off Request – Approved	Approval of time off request	Employee	Your time off request on "date" has been approved.
Time Off Request – Rejected	Rejection of time off request	Employee	Your time off request on "date" has been rejected.
Time Off Request – Cancelled by Employee	Submission of time off request BEFORE TOR is approved	Manager and Delegates	"*Employee Name*" has cancelled his or her request for time off.
Time Off Request – Cancelled by Manager	Rejection of approved time off request	Employee **These are currently sent to the manager- working on a resolution	"Manager Name" has cancelled your request

15. Are accruals automatic in eSTAR?

Yes, eSTAR adds the accrual based off the benefit service date. Accruals for the month are given on the first of the following. For example, April accruals are added May 1. When an employee reaches sufficient service time to receive a higher accrual rate for annual leave; employees begin accruing this higher level of leave on the first day following the month in which the service requirement is met. For example, an employee hired on 8/15/82 would have 10 years State service on 8/14/92. Accrual at the rate of 11.25 hours per month would begin on 9/1/92 and be credited to the leave record on 10/01/92. An employee hired on 8/1/82 would have their higher accrual rate begin on 8/1/92 and be credited to their leave record on 09/01/92.

16. What if I have additional questions that are not addressed on here?

There are additional resources on the DHSS eSTAR website:
http://dhss.delaware.gov/dhss/dms/hrm/estar/estar.html

HR Office	Phone
Kent Regional Office	302- 735-6310
Sussex Regional Office	302-933-3233
HR Benefits Email	DHSS_HR_Inbox@delaware.gov