

VEGA Frequently Asked Questions

What if I can't remember my username and password?

Your username will remain the same. It is your employee number followed by the first three letters of your last name, as in 123ABC. Your default password will be provided at set up, and we suggest that you change it immediately. It is your responsibility to remember the password you have set; if you cannot remember please send an email to payroll@dovercourt.org.

How do I change my password?

After logging in to VEGA, click on the "Profile" option at the top of the screen. On the new page, you can clear the password field and re-enter your new password.

What if my emails to payroll@dovercourt.org are not returned?

Please be aware that it is not always possible to return emails and phone messages the same day; please allow 2 business days for response before following up. For this reason, be sure to send inquiries or inform us of issues on or before the end of the day on the last Thursday of the pay period. Emails and phone calls are not guaranteed to be returned on payroll processing days (the Monday following the end of the pay period).

Why are my hours not saving in the time card?

Any hours entered outside of the current pay period will not be saved. Please be sure to enter hours only for the current pay period.

What if I have hours that are not in the current pay period for which I have not been paid?

It is your responsibility to enter all hours before the Sunday midnight deadline. As failure to do so results in administrative errors and inefficiencies, it is considered a breach of job duties. For this reason, you will be required to pick up an Employee Late Submission Report from your manager, which will then be signed off by both parties and provided to the administration office. Hours included on the Late Submission Report will be processed on the first payroll date after it has been received. The report will then be added to your employee file.

Are there exceptions to having to enter hours in the current pay period?

Exceptions will be made only in the case of family or medical emergencies, or other extenuating circumstances beyond your control.

Why can't a manager or coworker enter hours on my behalf?

We are required by audit to provide "employee acknowledgement of hours". This means that every employee must provide a statement of the hours they have worked to the organization. In the old days, this was done by signing in and out on paper; other organizations have punch cards or numeric cash register log ins; our statement of hours is made possible by providing each employee with what amounts to an "electronic signature" (that being your own individual log in and password). Therefore, it is a requirement that the hours be entered by the employee only, and will work to your advantage if there is ever a discrepancy regarding pay.

Why is my time card showing overtime hours or more hours than I worked that day?

Vega uses a 24 hour clock, so be sure you haven't entered your hours incorrectly (i.e. 9 a.m. – 5 a.m. the following day rather than 9:00 to 17:00)

What if I did not get paid for all the hours I entered?

Your hours may have been adjusted to match your schedule; particularly if you have entered additional time without including an explanation in the "memo" field. You can check which hours have been approved or not approved by logging in and selecting "Time Sheet" from the report menu at the top of the screen. If your hours have been approved but not paid to your bank account, please email payroll@dovercourt.org

What if the pay rate I see is not what I believe it should be?

Please email payroll@dovercourt.org for confirmation of any change of rate that is not yet reflected on your time card.

