Getting Started with ITAMS – FIRST TIME USERS:

- You must establish your VIP Employee PIN (i.e. password) through VIP to access ITAMS.
  - Go to VIP home page at https://VIP.SC.EDU
  - Go to tab marked “USC ID/PIN login & First Time Users”
  - Enter your SSN in Step 1; skip Step 2
  - Go to Step 3. Enter your birth month and day (MMDD) as the PIN. VIP will prompt you to change the password. Proceed to change the password. **Note: If you encounter “invalid pin” error messages while attempting to create your VIP Employee PIN, contact Human Resources to reset the default pin.**

- Once you establish your VIP Employee PIN, you must wait 24 hours before you can access ITAMS, as the system updates overnight.

- You must also have a valid employment position that has been loaded into the HR system. Access to ITAMS will be available on the day after the position is entered into the HR system.

Common Issues with ITAMS and how to address them:

- A common message that appears is “No Data Available. To add data, select time code from the drop-down box above and click the “ADDTIMECDE” button.” This simply means that you need to select the Time Codes that you wish you use and are eligible to use for the given time period. Time Codes are added by clicking the “ADDTIMECDE” button at the top right and choosing the specific codes you need to include with your time sheet. Once the code is added, then you can add the respective hours on that row for the days in which they apply.

- The hours and the time codes should be carefully reviewed each time a time sheet is submitted for approval. If the wrong code is accidentally used after the employee has already submitted the timesheet to the Supervisor (i.e. the employee charges hours to Holiday on a day that is not a qualified Holiday), then the timesheet can be “rejected” by the approver and sent back to the employee for corrections. It is imperative that the timesheets be reviewed for accuracy prior to approving the timesheets.

- Employees can verify if their timesheets have been approved or not by selecting the respective timesheet and reviewing the “STATUS” listed. Timesheets that have been submitted but not yet approved by the supervisor will display the message “Time Sheet Waiting for Approval”. If the message states “Timesheet Approved” then the supervisor has approved the timesheet and the timesheet is awaiting extraction into the Payroll system. If the message states “Timesheet Extracted for Payroll”, then the hours have been pulled into the Payroll System to be included in the upcoming payroll.
• An ITAMS Approver may be searching for an employee through the “People Search” function and not see all the employees they expect to see. Trying unchecking the “Active Position Only” and the “System Wide Search”. **Leaving both boxes empty will allow the system to pick up terminated employees.** Also it is important to note that ITAMS Approvers are assigned back on TIME DEPARTMENTS. This Time Department determines the timesheets that the ITAMS Approvers can access. If there are active employees in your department that cannot access timesheets in ITAMS, you may want to verify their assigned TIME DEPARTMENT is correct as marked on the HR Hiring paperwork.

• Supervisor changes are NOT handled through ITAMS. Supervisor changes should be handled through the web-based Supervisor Update Program in VIP or through completion of the paper-based “Authorization for Supervisory Update” form that is routed through Human Resources. The Web-based Supervisor Update Program can be used to effect changes overnight, whereas the paper form may take several days for a change to take effect.

**Terminated Employees:**

• Employees whose positions have ended will not be able to access ITAMS. Therefore, supervisors or ITAMS approvers must enter late timesheets for terminated employees.