

# Hours at Work

## Approver Manual

Reviewing, signing, and rejecting timesheets

Version: v2.100.0 docs · 2026-07-02

## Table of contents

1. Introduction
2. Getting started
  - First sign-in from an invite email
  - First sign-in from a bulk-import temp password
  - Meet the Approvals queue
  - How you and the fallback queue interact
3. Daily workflow
  - Open Approvals and pick a row
  - Read the week
  - Approve and sign
  - Reject and send back
  - Log your own hours
4. Periodic tasks
  - End of pay period — clear the queue
  - Before going on leave — set a Delegation
  - After leave — review what your delegate signed
  - Monthly — review the Rejected tab
5. Reports and outputs
  - The Approved tab
  - LOCKED status and Signed PDFs
  - The Rejected tab
  - Your own Signed PDFs (if you log hours)
  - A note on dates in the UI vs. exports
6. Troubleshooting
  - "My queue is empty but I know staff submitted"
  - "I rejected a timesheet but the staff member can't edit it"
  - "I'm covering a colleague's queue"
  - "I want to approve in bulk"
  - "I made a mistake — I approved something I shouldn't have"
  - "A staff member says they don't have an approver"

## Introduction

You lead a team. Your people log their hours, and at the end of each week you certify those hours are real — so the grants that fund your work can stand up to an audit. This manual walks you through the queue, the signature step, the rejection path when something looks off, and the delegation routine that keeps the queue moving while you're out.

This manual assumes your base role is Approver. If you also log your own hours, the Timesheet tab works exactly the way it does for Staff — see the Staff Manual.

Version 2.100.0 introduces two things worth flagging up front. First, the **fallback queue** — a workspace-level safety net that catches timesheets submitted by staff who don't yet have an active Approver assignment. As a pure Approver, you won't act on the fallback queue, but understanding what it is prevents confusion when a staff member says they submitted and you don't see their row. Second, dates throughout the app now render in **medium format** — "Jun 28, 2026" instead of "2026-06-28". CSVs and Signed PDFs stay in ISO YYYY-MM-DD because payroll and audit systems depend on that exact shape. Both changes are covered in more depth where they matter.

# Getting started

## First sign-in from an invite email

When your Admin invites you with the Approver role one-off, you'll get an email with a link to your workspace. Click the link, set a password on the invite-accept page, and sign in at your workspace URL — usually `your-org.hoursatwork.com`.

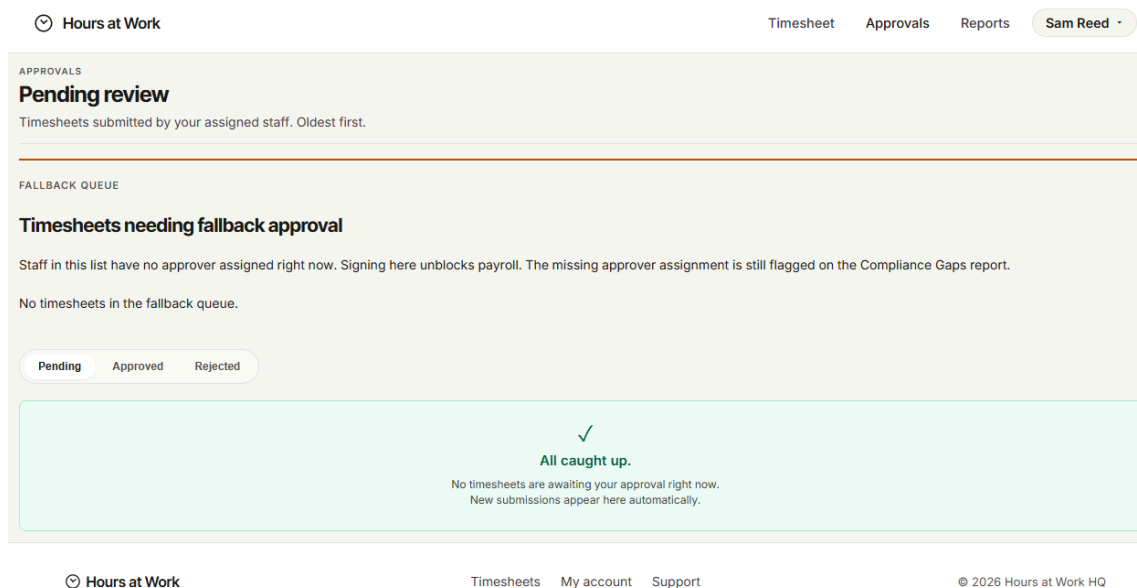
## First sign-in from a bulk-import temp password

If your Admin brought a group of new users into the workspace at once — a common pattern when your organization first adopts Hours at Work — you were added through a bulk import. In that case, your first email carries a **temporary password** rather than a magic invite link. Sign in with the temp password, and Hours at Work drops you on the password-setup page at `/staff/timesheets/account/reset-password/` before letting you do anything else. Set a permanent password (12-character minimum), and you're through.

Temporary passwords expire after seven days. If yours has lapsed, ask your Admin to reissue one; there's no way to recover the original.

## Meet the Approvals queue

The first thing you'll see after signing in is your **Approvals** queue. That's intentional: an approver's home page is the work waiting for them, not their own timesheet.



Three sub-tabs:

- **Pending** — staff-weeks waiting for your signature.
- **Approved** — your full sign-off history.
- **Rejected** — timesheets you've sent back, waiting for the staff member to fix and resubmit.

The top navigation has three items:

- **Timesheet** — your own week, if you log hours.

- **Approvals** — your queue.
- **Reports** — visible only if your Admin has granted you a Fiscal Analyst or HR Analyst Access add-on; otherwise hidden.

**Why this matters.** Funders rely on your signature to certify that the hours billed to their grant are accurate. Your turnaround time on the queue is the rate-limiter on the whole back office.

**Confirm who reports to you.** If a staff member you expect to see is missing, ask your Admin to check Settings → Approver assignments — that page is the source of truth.

**Hours at Work** Timesheet Approvals Reports **Sam Reed**

**TIME & MONEY**  
 Overview  
 Workspace  
 Charge codes  
 Pay periods  
 Pay categories

**PEOPLE**  
 People  
 Departments  
 User profiles  
 Approver assignments

**OPERATIONS**  
 Period locking  
 Billing

**SETTINGS**  
**Approver assignments**  
 Map each staff member to one approver, with effective dates. Reassignment closes the prior row and inserts a new one — history is preserved.

**Assign approver**  
 Staff member \* Approver \* Effective from \*  
 Type a name or email... Type a name or email... mm/dd/yyyy  
 Start typing a name or email. Start typing a name or email.  
 Assign

**Current assignments**

STAFF	APPROVER	EFFECTIVE FROM	EFFECTIVE TO
Marcus Reverify	Sam Reed	Jun 15, 2026	—

**Delegations**  
 Cover an approver's queue for a date range — useful for vacations. The delegate gains approval rights for the originator's assignees while the window is active.

From (approver going out) \* To (delegate) \* Starts \* Ends \*  
 Sam Reed (test1+sam-reed-i) Type a name or email... mm/dd/yyyy mm/dd/yyyy  
 Defaults to you. Admins can pick anyone. Whoever covers the queue.

Reason (optional)  
 PTO Aug 5-15  
 Delegate queue

**Queues you delegated**  
 You haven't delegated any queues.

**Queues delegated to you**  
 No one has delegated their queue to you.

**Hours at Work** Timesheets My account Support © 2026 Hours at Work HQ

## How you and the fallback queue interact

When a staff member submits a week without an active Approver assignment — usually a brand-new hire, or someone whose previous assignment lapsed — their timesheet no longer stalls. It routes to the workspace's **fallback queue**, where an Admin (or an HR Analyst, or a Fiscal Analyst if your workspace opted in) signs it.

As a pure Approver, you don't see fallback-queue timesheets in your Pending tab. That's by design: the fallback queue exists precisely for staff who don't route to a specific approver yet. If a staff member on your team ever

appears to have gone silent, one possibility is that their assignment lapsed and their week went into the fallback queue for an Admin to handle. Ask your Admin to check.

If you also hold Admin, HR Analyst, or Fiscal Analyst rights, the fallback queue shows up on the same Approvals page — you'll see a separate section for it and can claim rows directly.

## Daily workflow

Most weeks, you'll spend ten or fifteen minutes in Approvals — five minutes Monday or Tuesday, ten minutes later in the week as more submissions land. The flow is the same every time.

### Open Approvals and pick a row

Approvals → Pending. Each row is one staff member's one week, with a PENDING badge on the right. Click the row to open the timesheet.

You'll land on the review view. The header shows the week range — now rendered in medium format, e.g. **Jun 22 – Jun 28, 2026** — the staff member's name, the total hours, and when they submitted. Below that, a table lays out every line of the week — Date, Charge code, Category, Hours — followed by the staff member's own signature (the UI labels this block **Employee signature**), and finally the **Decision** panel where you act.

Hours at Work Timesheet Approvals Reports Sam Reed

APPROVALS - MARCUS REVERIFY -- Queue

**Week of Jun 21 – Jun 27**

Review the hours and either sign off or reject with a reason.

✓ APPROVED

**How approvals work:** review the hours below and use the decision panel to Approve & sign or Reject. Approving opens a signature pad — your signature certifies the hours and adds the timesheet to your signed history. x

STAFF: **Marcus Reverify** WEEK OF: **Jun 21 – Jun 27** TOTAL HOURS: **4.0** SUBMITTED: **Jul 2, 2026 · 2:34 PM**

DATE	CHARGE CODE	CATEGORY	HOURS
2026-06-22	HRSA 330 - Federal Health Grant	REG	4.00
<b>Total</b>			<b>4.00</b>

**Employee signature**  
Marcus Reverify  
Signed at Jul 02, 2026, 02:34 PM.

**Decision**  
This timesheet is approved. No further approver action is available.

**Signed PDF available**  
This timesheet has been signed and recorded. The PDF carries the signature, timestamp, and audit hash.

[Download signed PDF](#)

Dates on every screen — the review header, the queue, the Approved and Rejected tabs — now read in medium format. Signed PDFs and CSV downloads still use ISO YYYY-MM-DD. See the Glossary's entry on dates for the full rule.

### Read the week

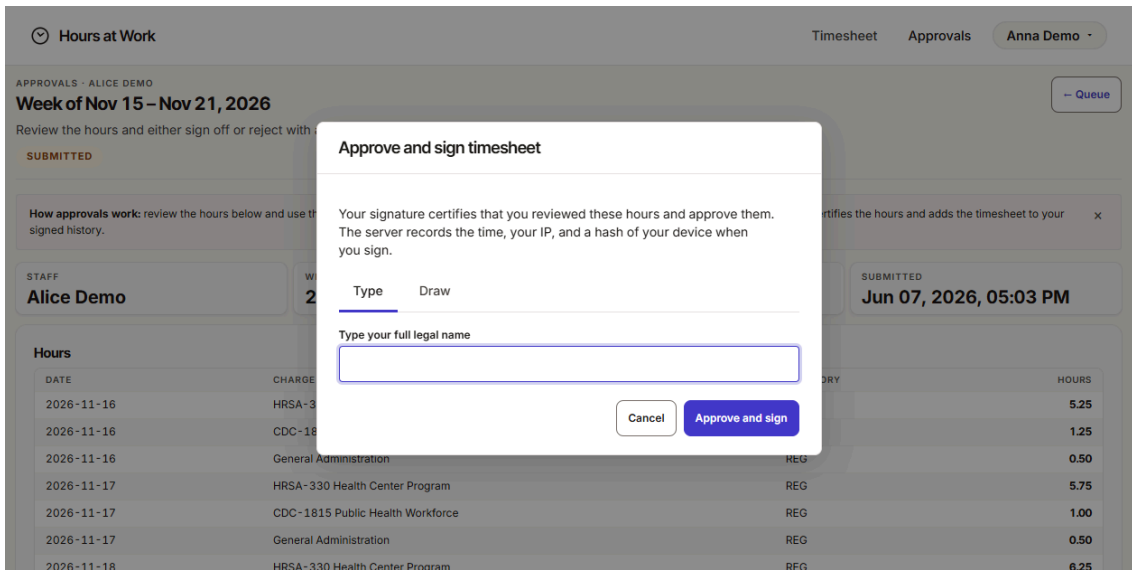
Three quick checks before you sign:

- **Total hours** — does the week's total match what you'd expect for this person? A full-time staff member usually hits 36 to 40.
- **Charge-code split** — are the hours allocated to charge codes that match the work you saw them do?
- **Leave hours** — if they were out, is the Leave-kind charge code (Holiday, PTO, Sick) on the right day?

**Why this matters.** Every line on a Grant-kind charge code becomes a number on a funder report. Sixty seconds of review here saves an hour of correction later.

### Approve and sign

If the week looks right, click **Approve and sign**. A signature dialog opens with two tabs — **Type** (just type your full legal name) or **Draw** (use a mouse or touchscreen). Either is legally binding.



Type your name, click **Approve and sign**, and the dialog closes. The status flips to **APPROVED**, the Decision panel collapses, and a **Download signed PDF** button appears in its place. The Signed PDF carries the hours table, both signatures (the staff member's and yours), the timestamp, your IP, and a device hash — everything an auditor needs.

APPROVALS - ALICE DEMO

Week of Nov 15 – Nov 21, 2026

Queue

Review the hours and either sign off or reject with a reason.

APPROVED

How approvals work: review the hours below and use the decision panel to Approve & sign or Reject. Approving opens a signature pad — your signature certifies the hours and adds the timesheet to your signed history.

STAFF Alice Demo

WEEK OF 2026-11-16

TOTAL HOURS 36.1

SUBMITTED Jun 07, 2026, 05:03 PM

Hours

DATE	CHARGE CODE	CATEGORY	HOURS
2026-11-16	HRS-330 Health Center Program	REG	5.25
2026-11-16	CDC-1815 Public Health Workforce	REG	1.25
2026-11-16	General Administration	REG	0.50
2026-11-17	HRS-330 Health Center Program	REG	5.75
2026-11-17	CDC-1815 Public Health Workforce	REG	1.00
2026-11-17	General Administration	REG	0.50
2026-11-18	HRS-330 Health Center Program	REG	6.25
2026-11-18	CDC-1815 Public Health Workforce	REG	1.00
2026-11-19	HRS-330 Health Center Program	REG	4.75
2026-11-19	CDC-1815 Public Health Workforce	REG	1.75
2026-11-19	General Administration	REG	0.50
2026-11-20	HRS-330 Health Center Program	REG	3.50
2026-11-20	CDC-1815 Public Health Workforce	REG	2.75
2026-11-20	General Administration	REG	1.00
<b>Total</b>			<b>36.10</b>

Employee signature

Alice Demo

Signed at Jun 07, 2026, 05:03 PM.

Decision

This timesheet is approved. No further approver action is available.

Signed PDF available

This timesheet has been signed and recorded. The PDF carries the signature, timestamp, and audit hash.

Download signed PDF

You'll only see timesheets from staff you're currently assigned to. Timesheets from staff without an assigned approver route to the fallback queue and are signed by an Admin or an eligible analyst — not you.

**Why this matters.** That Signed PDF is the audit-ready artifact. If a funder ever asks for proof that a specific staff member worked a specific week on their grant, this is the document your Fiscal Analyst pulls. It only exists after you sign.

## Reject and send back

If something's wrong — totals don't add up, the charge-code split looks suspicious, a Leave day is missing — click **Reject** instead. The **Note** field above the Reject button is required, and the note is what the staff member sees in their dashboard. Be specific.

A good reject note tells the staff member exactly what to fix:

*Total is 41.5 hours — please confirm Wednesday's SAMHSA hours or remove the extra 1.5 before resubmitting.*

A bad reject note makes them guess:

*Doesn't look right.*

Hours at Work Timesheet Approvals Anna Demo

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APPROVALS - HELEN DEMO -- Queue

**Week of Nov 8 – Nov 14, 2026**

Review the hours and either sign off or reject with a reason.

**SUBMITTED**

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**How approvals work:** review the hours below and use the decision panel to Approve & sign or Reject. Approving opens a signature pad — your signature certifies the hours and adds the timesheet to your signed history. x

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STAFF: **Helen Demo**      WEEK OF: **2026-11-09**      TOTAL HOURS: **41.5**      SUBMITTED: **Jun 07, 2026, 05:03 PM**

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**Hours**

DATE	CHARGE CODE	CATEGORY	HOURS
2026-11-09	SAMHSA Suicide Prevention	REG	6.25
2026-11-09	County Outreach Initiative	REG	1.50
2026-11-09	Fundraising	REG	0.50
2026-11-10	SAMHSA Suicide Prevention	REG	6.75
2026-11-10	County Outreach Initiative	REG	1.00
2026-11-10	Fundraising	REG	0.50
2026-11-11	Holiday	HOL	8.00
2026-11-12	SAMHSA Suicide Prevention	REG	5.75
2026-11-12	County Outreach Initiative	REG	2.00
2026-11-12	Fundraising	REG	0.50
2026-11-13	SAMHSA Suicide Prevention	REG	4.25
2026-11-13	County Outreach Initiative	REG	3.25
2026-11-13	Fundraising	REG	1.00
<b>Total</b>			<b>41.50</b>

---

**Employee signature**  
Helen Demo  
Signed at Jun 07, 2026, 05:03 PM.

---

**Decision**  
**Note**  
required if rejecting

Total is 41.5 hours. Please confirm Wednesday's SAMHSA hours or remove the extra 1.5 before resubmitting.

Reject Approve and sign

Click **Reject**. The status flips to **REJECTED** and the timesheet moves out of your Pending tab. The staff member is notified — they'll open the same week, edit it, and resubmit. When they do, it lands back in your Pending tab as a fresh row.

**Why this matters.** Email-based corrections — "hey, your timesheet looks off" — leak context and stall. A note attached to the rejection lives with the timesheet, the staff member sees it the moment they open the week, and the audit trail records that the conversation happened. Use the note field every single time.

### **Log your own hours**

If you're an Approver who also logs hours, click **Timesheet** in the top nav between approvals. Your own week works exactly the same as a Staff timesheet — see the Staff Manual for the full flow. When you submit your week, it routes to *your* approver — not to yourself — so your turnaround depends on whoever your Admin assigned to sign you off.

## Periodic tasks

### End of pay period — clear the queue

Your Admin closes the pay period a few business days after it ends. Once it's closed, the timesheets inside it lock — staff can't edit, and *you can't approve*. Clear your Pending tab before that happens.

A sensible cadence:

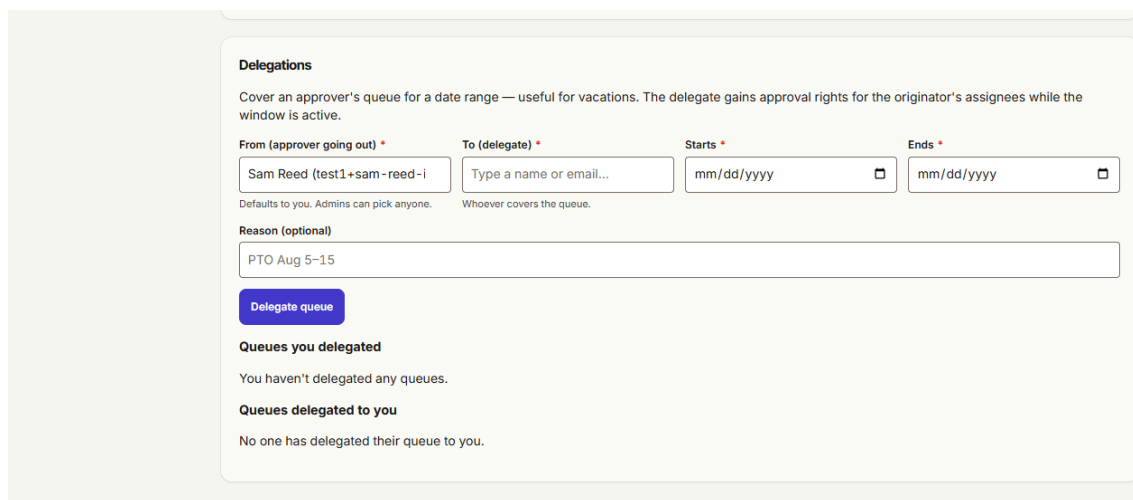
- **Period end day** — pass through the queue once, approve everything that's clean.
- **First business day after period end** — pass through again, chase anything still missing.
- **Submission deadline day** — final pass. After this, anything still pending is going to need an Admin to reopen the period if it slipped.

If your HR Analyst is running the **Pending Approvals** report, your queue is exactly what they're looking at when they decide whether payroll can close clean. The faster you sign, the easier their close.

### Before going on leave — set a Delegation

When you're going to be out for more than a day or two during a period when staff might submit, route your queue to a covering colleague. You can't set up your own Delegation from inside the app — the Delegations form lives on the Admin's Settings → Approver assignments page. Email your Admin with three pieces of information: who's covering you, the date range, and the reason (so the audit log carries it).

Your Admin sets the Delegation here:



The screenshot shows a web form titled "Delegations". Below the title is a descriptive paragraph: "Cover an approver's queue for a date range — useful for vacations. The delegate gains approval rights for the originator's assignees while the window is active." The form contains four input fields: "From (approver going out) \*" with the value "Sam Reed (test1+sam-reed-i)", "To (delegate) \*" with a placeholder "Type a name or email...", "Starts \*" with a date format "mm/dd/yyyy" and a calendar icon, and "Ends \*" with the same date format and icon. Below these fields are two lines of small text: "Defaults to you. Admins can pick anyone." and "Whoever covers the queue." There is a "Reason (optional)" text area containing "PTO Aug 5-15". A blue button labeled "Delegate queue" is positioned below the reason field. At the bottom of the form, there are two sections: "Queues you delegated" with the text "You haven't delegated any queues." and "Queues delegated to you" with the text "No one has delegated their queue to you."

While the delegation window is active, every new submission from your assigned staff appears in *your delegate's* Pending tab — alongside their own queue. The audit log records that the delegate signed on your behalf for that window.

**Delegations and the fallback queue.** A Delegation only covers your regular Approver queue — the timesheets belonging to staff who are actively assigned to you. It does **not** extend to the fallback queue. If, during your absence, one of your team members loses their assignment or a brand-new staff member submits without an approver, that timesheet routes to the fallback queue instead of to your delegate. If the delegate happens to have fallback-signing rights on their own (Admin, HR Analyst, or an opted-in Fiscal Analyst), they'll claim the fallback row **as themselves** — never on your behalf. This keeps the audit trail unambiguous: a signature always belongs to the person who actually made it.

**Why this matters.** A signed timesheet that doesn't make it back to payroll on time is a paycheck that doesn't go out on time. Delegations are how you keep your team paid while you're on PTO without compromising the audit trail.

### **After leave — review what your delegate signed**

Open Approvals → Approved. Scroll to the date range covered by the Delegation. Every row signed during that window was signed by your delegate, not by you. The Signed PDF on those rows carries their signature — your audit chain is intact.

If anything looks wrong (a row signed off that shouldn't have been), talk to your delegate first, then loop in your Admin. The Admin can reopen the specific timesheet if a correction is needed — see "I made a mistake" below.

### **Monthly — review the Rejected tab**

Open Approvals → Rejected. Anything sitting here is waiting for a staff member to fix and resubmit. People forget. A row that's been here for three weeks is usually a person who never got back to the rejection. Send them a short reminder. If the period has since closed, you and your Admin will need to decide whether to reopen the period or let the row stay rejected.

**Why this matters.** Rejected timesheets that never resubmit show up as gaps on the HR Analyst's Unfinished and Compliance Gaps reports, and as missing hours on the Fiscal Analyst's Funding Reconciliation. Two minutes of follow-up here prevents twenty minutes of cleanup downstream.

## Reports and outputs

You produce two things as an Approver: signatures (Signed PDFs) and decisions (the Approved / Rejected history). Both live in the Approvals tab.

### The Approved tab

Hours at Work Timesheet Approvals Reports Sam Reed

APPROVALS

### Pending review

Timesheets submitted by your assigned staff. Oldest first.

FALLBACK QUEUE

### Timesheets needing fallback approval

Staff in this list have no approver assigned right now. Signing here unblocks payroll. The missing approver assignment is still flagged on the Compliance Gaps report.

No timesheets in the fallback queue.

Pending Approved Rejected

APPROVED

# 1 timesheet

Oldest submitted today.

Marcus Reverify  
Week of Jun 21 - Jun 27 - submitted today

✓ APPROVED PDF

Hours at Work Timesheets My account Support © 2026 Hours at Work HQ

The Approved tab is the searchable record of every timesheet you've ever signed. Each row carries a green **APPROVED** badge and a **PDF** button on the right — click it to download that staff-week's Signed PDF. The Signed PDF includes:

- The hours table for that week.
- The staff member's signature, timestamp, and IP.
- Your signature, timestamp, and IP.
- A device hash that ties the signature to the device used.

This is what your Fiscal Analyst pulls into Bundle PDFs for funder reporting. You usually won't download these yourself — the analyst does that from the Reports tab — but you can pull any single PDF here if a staff member asks for their own copy.

### LOCKED status and Signed PDFs

Timesheets have five statuses: DRAFT, SUBMITTED, APPROVED, REJECTED, and **LOCKED**. LOCKED is read-only after your Admin applies a Period lock.

You may see rows in your Approved tab tagged LOCKED. Those are timesheets you signed before the period was locked. **The Signed PDF for a LOCKED-and-previously-approved row is still available** — same audit trail, same signatures. Funders and auditors treat it identically to a fresh APPROVED row.

A separate class of rows exists — **auto-locked without approval**. These are timesheets an Admin locked before an approver could sign them (usually because payroll ran and the period closed). They never produce a Signed PDF. In

fiscal reports they surface with an `unverifiable_reason = auto_locked_no_approval` tag until an Admin reopens the timesheet and you sign it retroactively. You won't see these in your Pending queue — they only reappear after an Admin explicitly reopens them.

### **The Rejected tab**

The Rejected tab is the list of timesheets you sent back that haven't been resubmitted yet. Treat it as a chase list, not a destination — every row here is unfinished business.

### **Your own Signed PDFs (if you log hours)**

If you also log hours, your own approved timesheets live on the **Timesheet** tab. After your approver signs your week, a **Download signed PDF** link appears next to the week navigation — same artifact, same audit trail.

Occasionally your own approver may be missing (they left the organization, or their assignment lapsed) when you submit. In that case your week routes to the fallback queue, and an Admin or eligible analyst signs it. Your Signed PDF still exists — it just carries a small **Signed via fallback queue** badge alongside the signer's name and role. Funders and auditors treat it exactly the same as a regular approver signature; the badge is a transparency touch, not a caveat.

### **A note on dates in the UI vs. exports**

Every screen in the app — the queue, the review header, the Approved and Rejected tabs — now renders dates in **medium format**: "Jun 28, 2026" instead of "2026-06-28", and "Jun 22 – Jun 28" for week ranges. Signed PDFs and any CSVs downloaded from the app stay in **ISO YYYY-MM-DD** because payroll parsers and funder reconciliation workbooks depend on that exact format. Both formats represent the same date; the distinction is deliberate.

## Troubleshooting

### "My queue is empty but I know staff submitted"

You're almost certainly not listed as their Approver — or you weren't listed for the week they submitted. Approver assignments are dated: the assignment has an **Effective from** date, and your queue only shows weeks that fall on or after that date. Ask your Admin to open Settings → Approver assignments and confirm each expected staff member's Effective from date is on or before the week start of the timesheet they submitted.

Check whether a Delegation is in effect — if someone delegated *your queue* to a colleague, the rows go to them, not to you, until the window ends.

And if the staff member never had an active assignment at all, their submission went to the workspace's fallback queue — an Admin or eligible analyst signs it there. Ask your Admin to create the correct assignment so future weeks route to you.

### "I rejected a timesheet but the staff member can't edit it"

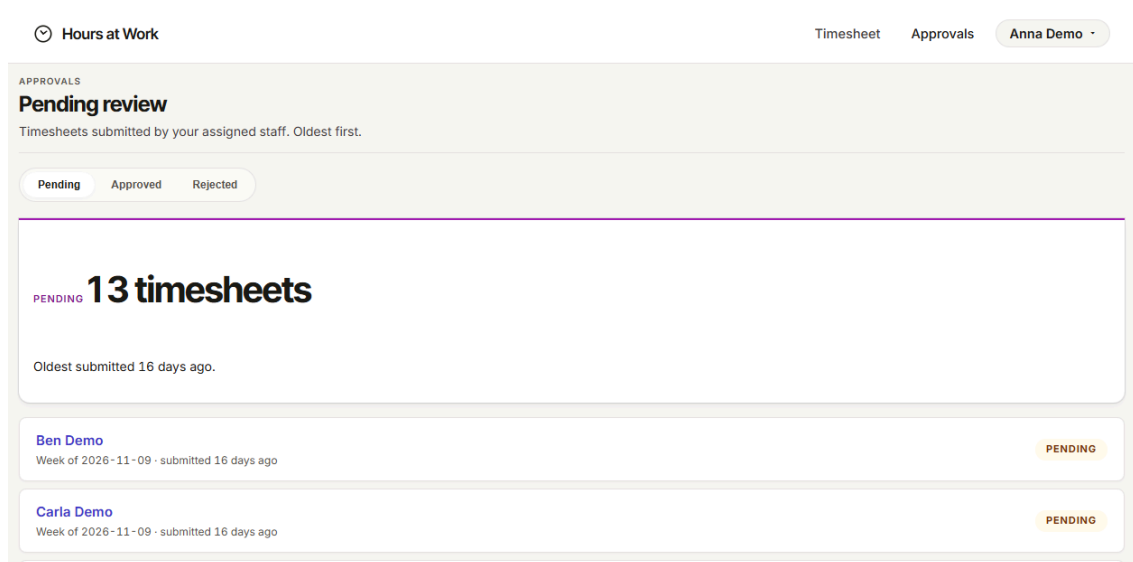
Two things to check, in order:

- **Pay period status** — if the period containing that week is CLOSED, your Admin needs to reopen it.
- **Period lock** — if a Lock through date covers the week, your Admin needs to reopen the specific timesheet.

If neither is the case, the staff member should open the same week, make their edit, and resubmit — the new submission will land back in your Pending tab as a fresh row.

### "I'm covering a colleague's queue"

While a Delegation is active, every new submission from the delegating approver's staff appears in *your* Pending tab. The rows blend in with your own — there's no separate inbox and no visual flag.



The screenshot shows the 'Hours at Work' interface. At the top, there are tabs for 'Timesheet', 'Approvals', and 'Anna Demo'. Below the tabs, the 'APPROVALS' section is titled 'Pending review' and indicates 'Timesheets submitted by your assigned staff. Oldest first.' There are three tabs: 'Pending', 'Approved', and 'Rejected'. A large box displays '13 timesheets' with 'PENDING' in a purple box. Below this, it says 'Oldest submitted 16 days ago.' Two rows are visible: 'Ben Demo' (Week of 2026-11-09 - submitted 16 days ago) and 'Carla Demo' (Week of 2026-11-09 - submitted 16 days ago), both with a 'PENDING' status.

Note that Delegations do not extend to the fallback queue. If, during your coverage window, a delegating approver's staff member loses their assignment or a brand-new staff member submits without an approver, that timesheet routes to the fallback queue instead of to you. If you also happen to hold Admin, HR Analyst, or Fiscal Analyst rights that let you sign the fallback queue, you'll see that row there and claim it as yourself.

### **"I want to approve in bulk"**

There's no Approve All button. Every signature is a per-week, per-staff certification — that's what the audit trail requires. Plan for ten to fifteen seconds per row.

### **"I made a mistake — I approved something I shouldn't have"**

Ask your Admin to reopen that specific timesheet (Settings → Period locking → Locked timesheets → Reopen). Once reopened, the status drops back to SUBMITTED and you can re-review. The audit log records the reopen event with your Admin's name on it.

### **"A staff member says they don't have an approver"**

If a staff member tells you their timesheet isn't reaching you, the most likely cause is a missing or lapsed Approver assignment. Since v2.89.0 their submission still succeeds — the timesheet routes to the workspace's fallback queue, and an Admin (or an HR Analyst, or an opted-in Fiscal Analyst) signs it there. Ask your Admin to open Settings → Approver assignments and create or renew the assignment so future weeks route to you. Their current week is still safe — check with your Admin to confirm the fallback queue has already handled it, or is about to.

End of Approver Manual.