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GovTA FAQs

What is GovTA?

GovTA is the next iteration of the Department's time and attendance system (webTA). GovTA is a web-based system that is used to submit work time and leave information to the Department's payroll/personnel service provider, the National Finance Center (NFC), for salary payment.

This system allows employees to input their own biweekly time and leave data and provides them with the ability to submit electronic leave and premium pay requests and validate their T&As online. Managers certify the T&As online and may also approve leave requests. The approved T&As are then transmitted to the NFC for salary processing.

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What are the major differences between GovTA and webTA?

The GovTA application has a new modernized interface that allows customization of home screens with the use of tiles, as well as a more mobile-friendly interface. More detail can be found here: [GovTA Project](#) [Back To Top](#)

How do I access GovTA?

GovTA is accessed via the World Wide Web using a Web Browser that is HTML5 compliant. The URL will be provided in Department Email Broadcasts prior to the go-live date. [Back To Top](#)

When can I access GovTA?

The go-live date will be provided in Department Email Broadcasts. Once GovTA is in production, the web site will be available 24 hours a day, 7 days a week. The system may be taken down for general maintenance, system upgrades, or unexpected outages. GovTA users will be notified when the system is unavailable. [Back To Top](#)

Can I continue to use webTA after we transition to GovTA?

No, once the migration occurs, webTA 4.2 will no longer be available for use. [Back To Top](#)

Do I have to use a Commerce computer at a Commerce site to access GovTA?

No, you may access GovTA from anywhere on any device if you use a Web Browser that is HTML5 compliant. Please check with your local PC support if you have any questions about this. [Back To Top](#)

Once GovTA is live, will I have the same user ID and password as in webTA?

Current WebTA 4.2 users will continue to use the **same** webTA 4.2 user ID in GovTA. GovTA will require that everyone create a **new password** upon first login per new security requirements. [Back To Top](#)

What are the requirements for a new password or changing my password?

When changing your password, it must:

- Be at least 16 characters in length
- Contain at least one lowercase, one uppercase, one numeric character and one special character
- Not reuse the last 24 passwords used
- Contain at least 5 new characters.

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These requirements will display when you attempt to change your password. How frequently can I change my password in a day if I forget it?

GovTA will only allow a password change once per day. For immediate assistance, please contact your timekeeper or local T&A liaison. [Back To Top](#)

How frequently must I change my password?

Passwords in GovTA will no longer expire because of the above requirements. [Back To Top](#)

How do I get a new user ID and password?

If you are not a current WebTA 4.2 user, your timekeeper will initially establish your GovTA record, including providing you with a user ID and password. If your timekeeper is unavailable to do so, your bureau T&A liaison will establish your account and provide you with the user ID and password. [Back To Top](#)

When I try to access GovTA, I get a message “Invalid User ID/Password”. What do I do?

This means that you have been locked out of GovTA. This happens when you have 2 unsuccessful attempts to log into the system. Your timekeeper can assign a new password for you, but you may not reuse the old password. If your timekeeper is not available, the time and attendance (T&A) liaison in your servicing human resources office (see attached list) can reset the password. [Back To Top](#)

When I try to log into GovTA I sometimes receive a message “This Page Cannot be Displayed”. What does this mean?

This message is usually displayed when the GovTA system is unavailable due to system maintenance, upgrade, or outage. Your bureau T&A Liaison or Help Desk staff usually notify GovTA users when the system is unavailable and when it will be up again. If you do not receive information about system availability, contact your T&A Liaison. [Back To Top](#)

I seem to be constantly locking myself out of GovTA. What am I doing wrong?

Make sure that you are using the correct user ID and password and remember that the **password** is case sensitive. [Back To Top](#)

Also make sure that when you log into GovTA, if you receive the following Windows message to respond with NO: **“The password you entered does not match the password stored in Windows for this username”**. Do you want to change the password stored in Windows to your new entry? If you continue to have problems, report them to your T&A Liaison. [Back To Top](#)

Will we receive training on GovTA?

Video training is available via the Commerce Learning Center (CLC) for each role holder (i.e., Employee, Supervisor, Timekeeper). Please refer to the main page on this project for further training for HR-Administrator users: [GovTA Project](#) [Back To Top](#)

Will we receive user guides for GovTA?

The vendor has discontinued the use of user guides and has incorporated help screens into each page of the application. Online help within GovTA is context sensitive, providing help based upon exactly where you are when you click on the help icon in the upper right corner of the screen. [Back To Top](#)

Is there anything I should do prior to transitioning to GovTA?

Take the GovTA Training. Pay attention to broadcast emails from the department and OHRM.

Know who your WebTA support contact is and contact them for GovTA support. These preparations will help you considerably. Any additional change management information will be provided prior to GovTA use. [Back To Top](#)

Once GovTA is live, will my leave and premium pay requests migrate to GovTA?

Yes, leave and premium pay requests will migrate into GovTA. [Back To Top](#)

Will employees be able to enter leave for future months?

Yes, employees can enter leave for future months. [Back To Top](#)

Can I delegate my timekeeper role to more than one timekeeper in GovTA?

Yes, you can have multiple timekeeper delegates in GovTA. [Back To Top](#)

As a timekeeper, how do I see the different timesheet statuses of my employees in GovTA?

Once you click select employees, select the filter option. Under “Timesheet Status” click the dropdown and select the status you would like to view, then click Apply. [Back To Top](#)

Can I delegate my supervisor role to more than one supervisor in GovTA?

Yes, you can have multiple supervisor delegates in GovTA. [Back To Top](#)

How do I see the employees that I am a delegate for in GovTA?

Once you click select employees, select the filter option. On the far right, click the dropdown under the “Delegate For” option and select “all” then click Apply. You will see your employees and those you are delegated to access. [Back To Top](#)

Are there any reports that I can access?

Yes. All employees that have access to GovTA can view and generate their own leave audit reports. Timekeepers and supervisors can also generate leave audits for their employees (and supervisors will be able to also generate leave audits for employees delegated to them). [Back To Top](#)

Are there any search capabilities in GovTA?

Yes. GovTA allows supervisors to search for their employees (or employees delegated to them by another certifying supervisor) by name, by certifying supervisor, the type of T&A (i.e., validated, uncertified, corrected, etc.), and by the pay period. [Back To Top](#)

Will DOC be using the bidirectional feed function under GovTA?

Not currently. This may be revisited after Go-Live. It is listed as a higher priority item. [Back To Top](#)

Will the Voluntary Leave Transfer Program (VLTP) module be available for use? As you know we have been exploring the use of the module under webTA.

The VLTP module will carry over from WebTA and has been in use. [Back To Top](#)

Will the VLTP module in GovTA allow for more than one donation per pay period per employee?

Yes, this is fixed in GovTA. [Back To Top](#)

Our bureau doesn't use Telework or the Continuation of Pay (COP) functions in WebTA. Why are these provided in the GovTA training? Must I use them now?

If your bureau did not use these modules before, you are not required to use them now. [Back To Top](#)

Once GovTA is live, will my accounting codes populate into GovTA?

Yes, accounting codes and their descriptions will migrate from webTA 4.2 into GovTA. [Back To Top](#)

For the new fiscal year account codes, is the agency required to add the new fiscal year account codes?

Until BAS accounting is in effect for your bureau, all agency accounts will automatically remain in effect in GovTA if no start and end dates are specified and the code remains active. If the agency needs to add new accounts that were not already established, then they may add the new accounts to the system. For mass updates of account codes, please consider contacting your support organization for assistance. [Back To Top](#)

Will I receive email notifications in GovTA?

Yes, email notifications will generate for many GovTA functions such as timesheet validations and certifications; approval and/or denial of leave and premium pay requests; and leave donation requests. GovTA will have the same email notifications as WebTA did. [Back To Top](#)

How does the internal messaging feature work in GovTA?

Messages sent using the internal messaging feature from the home screen will only transfer within GovTA in the internal GovTA inbox. Messages cannot be sent from within the internal GovTA messaging feature to a recipient's external work email. [Back To Top](#)

How do I report a problem with GovTA or suggest improvements?

All problems should be reported to your timekeeper. If your timekeeper is unable to resolve the problem, the timekeeper reports the problem to the bureau T&A Liaison who, in turn, reports it to the GovTA Program Manager. If your timekeeper is unresponsive to your needs, you may request that the Help Desk report the problem directly to your bureau T&A Liaison.

All suggestions for modification of GovTA should be directed to your T&A Liaison. However, users should be advised that not all suggestions will be incorporated into GovTA since it is a

Commercial Off-the Shelf product and modifications have an associated cost factor. [Back To Top](#)

Who should I contact if I have questions about GovTA?

In general, employees may contact either their Timekeeper, Administrative Officer, or submit a ticket via AskHR for assistance. For specific inquiries regarding coding or work schedule and leave policies, employees may submit a ticket or request to their supporting offices at Enterprise Services, NIST or Census, exactly as webTA requests were submitted in the past. [Back To Top](#)