



THE UNIVERSITY
OF QUEENSLAND
AUSTRALIA



Distributed to:

School Managers
School Administrators

Payroll

Issue notification: Unable to access CAHP Timesheets

Dear Colleagues,

Please be aware that there is an unexpected outage on the CAHP timesheets. The timesheets went live yesterday at 5pm as per the schedule and a number of timesheets were successfully submitted, but this morning the timesheets cannot be accessed.

The CAHP Project team is investigating the issue with the highest priority. Once resolved, the timesheets will remain available for Casual Academics until 5pm on Monday 7 January, and for Supervisors and Administrators until 3pm on Wednesday 9 January.

In the event that the timesheets do not become available before these deadlines, the CAHP Project team and Payroll team will manually process any changes next week to ensure that our colleagues get paid correctly and on time. In this case, the CAHP Project team will be in touch with you and any Casual Academics who have reached out to the Project team to collect the timesheet changes.

We will provide an update when more information becomes available.

Other information

Thank you for your ongoing support to the development of CAHP. If you have any questions about the timesheets please contact us:

- Email: CAHP_Support@uq.edu.au
- Phone: (336) 54967

The CAHP Project Team

Please feel welcome to share this information with other staff.