

Compatibility Issues Troubleshooting

Due to periodic software upgrades on computers, functionality issues sometimes occur.

If the program is not allowing you to select an item, it is most likely a compatibility and trusted sites issue. Recently, we have fielded inquiries related to employees unable to add the TELEWORK Reason Code. Likewise, occasionally it manifests when an employee is unable to utilize the drop-down features of MCTime.



A Job Aid [Technical Issues - Compatibility Checks](#) is available to provide guidance to troubleshoot issues, or the employee may call the IT Help Desk for assistance.

See also: [Telework Job Aid](#)

Questions? Contact: MCTime@montgomerycountymd.gov

For additional information, Managers and Supervisors of MCGEO and Unrepresented employees may enroll in the mandatory training: **ENSURING ACCOUNTABILITY IN TIMEKEEPING: MANAGERS AND SUPERVISORS CLASS.**

(Classes for Managers and Supervisors of IAFF and FOP represented employees are in development!)

ENROLLMENT INSTRUCTIONS:

- MCG employees **with** a MCG Computer Network Login: [AccessMCG ePortal](#)
- Enrollment Instructions - click here, and select the appropriate button: [Enroll in a Class \(for Employees\)](#) **Tip: Search on the word: Timekeeping**

QUESTIONS: Enrollment Instructions please contact OHR Training at 7-5116.