

Issue / Error Message	Solution
Submit button in not working.	<p>Check the following.</p> <ol style="list-style-type: none"> <li>1. Payroll has to be uploaded and the system has to indicate there were no errors.</li> <li>2. An expenditure report must be uploaded.</li> </ol>
Youth is showing up twice in the payroll template.	<p>Each youth will have an entry (or row) in the payroll template for each worksite placement. If they are not supposed to be placed with multiple worksite (and have multiple rows):</p> <ul style="list-style-type: none"> <li>• Short Term Solution: Delete the row.</li> <li>• Long Term Solution: Go to the placement tab and remove them from the worksite. This will remove the entry from the download template.</li> </ul>
Youth is not showing up in the payroll template.	<p>A youth must be in the Illinois workNet SYEP system and placed with a worksite. If they are not placed with a worksite, go to the placement tab and add them to a worksite.</p>
<p>Payroll Upload Error Message.</p> <hr/> <p><b>Payroll Has Errors:</b> <b>Error line 2: ,,,,,,,,,,</b></p> <hr/>	<p>Reason: A line in the .csv template is blank.</p> <p>Solution:</p> <ol style="list-style-type: none"> <li>1. If the information was accidentally deleted, re-download the template. Update template, save, and upload into the system. If the person did not work that pay period, you can enter 0 for the hours worked and wage.</li> <li>2. If the information is not needed. Delete the row.</li> </ol>
<p>Payroll Upload Error Message.</p> <p>Payroll Has Errors:  <b>Error parsing line 2: 19, Springfield Urban League,1, Telger Tools - Dirt Removal South,db9f80cb-eeed-4fcb-8bc6-4e02686b3891,Quinn,Quasi,478,6/1/2014,7/31/2014,0.00,0.00,</b>  <b>Error parsing line 2 19, Springfield Urban League 2, Telger Tools - Dirt Removal South,656133e-1c83-4f846c-6e3b6606b602,Janet,Jackson,7894,6/1/2014,7/31/2014,0.00,0.00</b></p> <hr/>	<p>Reason: Most likely an organization, worksite or youth ID has been modified and the system does not recognize the ID.</p> <p>Solution:</p> <ol style="list-style-type: none"> <li>1. Re-download the template.</li> <li>2. Look at the names in the error message and find them in the download template.</li> <li>3. Update the template with the correct information, save it, and upload into the system.</li> </ol>
I uploaded the wrong payroll document.	<p>You can simply browse to the correct .csv file and click upload. It will replace the file you uploaded previously.</p>
Cannot delete one of my expenditure files.	<p>In order to delete an expenditure file the payroll must have a status of Not Submitted. If the status is Not Reviewed or Approved, you will be unable to delete.</p>