

## Horizon Connect Troubleshooting Guide

### Entry Grid Issues

**Q: When I want to enter the Job Class, I click on the drop-down list, and I see that it's not available or the list says "None" in the field. What is my next step?**

**A:** Your next step is make sure you submit all the information including the Job Class using the prescribed Excel file import template instead of using the entry grid.

**Q: When I'm working in the entry grid, and I see that it didn't populate agreement and job class, how do I resolve this?**

**A:** You can resolve this by submitting all the information, including agreements and job classes using the prescribed Excel file import template.

**Q: While I'm in the entry grid, I noticed the system isn't currently recognizing values with a decimal point. What should I do?**

There are two solutions, you can either copy and paste the value with decimal point from Notepad or Word to the Horizon Connect field. The other solution is you can submit using the prescribed Excel file import template.

**Q: When I'm using the entry grid I'm unable to successfully edit a member record, and sometimes I see the following error message "the row is locked by another process". What step should I take to resolve this?**

**A:** You can submit the member record edits using the prescribed Excel file import template.

**Q: When I'm trying to add a new employee, it's not recognized by the system, a pop-up window displays with no easily visible option to close it. How can I resolve this?**

**A:** You can hover your mouse towards the right-hand corner of the pop-up screen and click on 'X' to close the pop-up screen.

**Q: When I'm entering an employee's SIN, it doesn't populate the member record in the applicable row, what should I do next?**

**A:** This usually means that employee doesn't exist in the system yet. You will have input all relevant fields in the entry grid for that employee.

**Q: What should I do if the SIN I'm entering isn't matching the member's name?**

**A:** You will need to confirm with TEIBAS Employer Services the member's information to verify the correct name. An example could be that in the Horizon Connect system there is a middle name listed for the member, but the input on the grid doesn't have it listed.

**Q: What should I do if I have file upload issues or file import errors?**

**A:** Here are some common items to check to resolve the issue:

- Check for any dashes in the SIN, only report the 9 digits with no additional characters.
- Check for leading and trailing spaces (i.e., space/s before or after the value in the cell).
- Check that the file import matches template format (e.g., missing columns, additional column, columns moved or duplicate columns).
- Check to see if the first name or the last name doesn't exceed 21 characters.
- Check to see if it's the right file format – the format should be .xlsx not .xls.
- Check to see if the StatusCode column has any numbers as it shouldn't contain any.

**Q: How do I resolve the issue, when I see a warning message "hours entered for Owner Operator (OO job class) but the member is not "OO" when validating?**

**A:** Please reach out to Employer Services so that they can make the correction.

**Q: What should I do if Horizon Connect is excluding Overtime Hours from Earned Hours for agreements with rate types of per hour worked?**

**A:** Please reach out to Employer Services so that they can make the correction.

**Q: How do I fix the screen if the page is not fully loaded, or the page view is distorted?**

You can do any of the following:

- You can refresh the page.
- You can log off and then log back on.
- You can clear the browser cache.

## Batch Issues

**Q: When I see that a batch is displaying zero hours when hours are expected for an agreement that we, as an Employer, are signatory to, what should I do next?**

**A:** Please reach out to Employers Services so they can make the correction. An update to employer information is required.

**Q: What is the next step when the summary page is 'blank' even after file was validated?**

**A:** You can re-upload the file and revalidate the batch by clicking on the 'Validate Import' event.

**Q: How do I resolve the issue when the system remains in 'Batches Progress' after running 'Validate Import'.**

**A:** This is a known system delay, which will be resolved soon. Until it's resolved you can click on the 'View All Errors' event to see the results of the validation. Then you can confirm if the hours and amounts shown in the 'Summary' page match the amounts submitted.

**Q: What do I do if I'm unable to see a deletion batch in 'Open' status?**

**A:** This is a known system delay, which will be resolved soon. No action is required. Horizon Connect deletes the batch but there is a delay in displaying the deletion in Horizon Connect. If the batch is still there the next time you log in, please reach out to Employer Services to correct.

***Important: As an employer, you cannot delete submitted or confirmed batches. Only TEIBAS staff can do this – please contact TEIBAS for assistance.***

## Confirmation Statements

### Q: What should I do if I'm unable to view the Confirmation Statement?

A: You will need to confirm if the batch is submitted, as the batch has to be confirmed in order to generate the Confirmation Statement.

### Q: What do I do if I'm unable to retrieve a Confirmation Statement for a specific batch?

A: You can check to see if the correct Batch ID is selected and if the batch is confirmed.

### Q: What do I do if hours are duplicated in the Confirmation Statement?

A: It could be a display issue. You can confirm the value of the hours using the 'Summary', this will show you the correct amount of hours that is stored in Horizon Connect.

## Password Changes

### Q: How do I update my password?

A: You can update your password on the Oracle cloud login in page, by clicking on 'Forgot Password?'.  


