Asure TC Elite Time Clock

User Guide

January 2022

Document Version 2.3

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Statement on COVID-19

Asure Software is closely monitoring the developments related to COVID-19, commonly referred to as Coronavirus. The health and safety of our employees, customers and suppliers is our primary concern. We are taking measures to ensure we get through this situation safely while continuing to deliver our products and services effectively.

In any serious event like this communication is key. Since news of COVID-19 first broke we have been communicating regularly with our clock vendor, allowing us to evaluate our stock inventory position constantly, ensuring any potential threat of disruption is minimized.

As it stands, our vendor's factories are fully operational and making deliveries without disruptions of any kind. Although it is obviously extremely difficult to predict outcomes if the situation worsens, we do not anticipate any disruption or delays in delivery for the foreseeable future.

Asure is clearly not an authority on viruses or the control of them, but should you wish to clean your clocks more frequently due to the pandemic you might like to follow the advice below:

Cleaning terminals/clocks

- To clean your terminal, we recommend using a soft, micro-fiber cloth dampened with 70% isopropyl alcohol, non-toxic, non-bleach disinfectant safe cleaning fluid. Please take care to avoid run-off and do not allow any liquid to enter the plastic casing.
- CAUTION: Care should be taken when cleaning the display as the use of excessive pressure or cleaning liquids can lead to the failure of the screen.
- For a smear-free finish, polish with a dry, clean, lint-free cloth.
- DO NOT use any other janitorial products, acids, solvents, polishes or abrasives.

Cleaning the Sensor

- Dampen a lint-free cloth or cotton swab with isopropyl alcohol, or an alcohol-based cleaning fluid which doesn't leave any residue, e.g. DVD/CD head cleaning fluid – do not use Acetone or any other product likely to damage plastic.
- Gently rub the cloth across the sensor surface in a left and right direction.

- Move slowly down the sensor to cover the entire surface area.
- Repeat this process 2 or 3 times.
- Check that no residual solution remains on the sensor.
- Caution: Take care not to scratch the surface of the sensor and do not use abrasive materials/ cleaners to remove residue from the sensor. Do not apply water to the sensor.

Asure remains committed to supporting our customers and we will continue to communicate and provide additional details as are necessary. Should you have any questions, please speak to your account manager.

Overview

The Asure TC Elite time clock has a wide range of features and modules to help you enter worked time in your work place. The clock uses touch-screen technology to make it easier to complete your tasks at the clock.
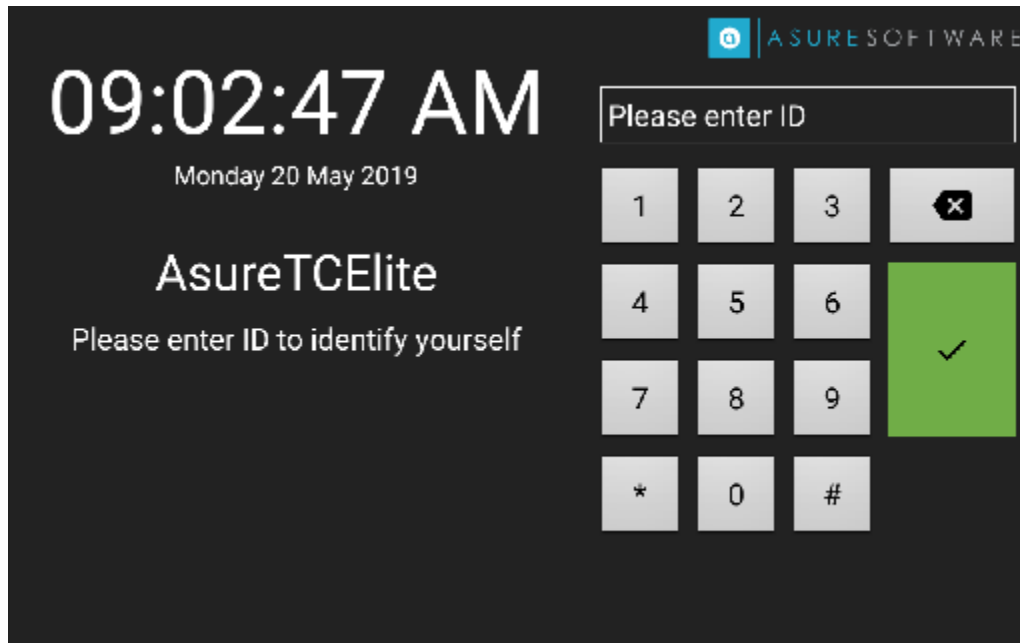
Your company may not use all the available clock features, but all features are covered in this document.

The document covers the following topics:

- Wifi Connection
- Configuring and Provisioning
- Authentication Methods
- Standard Clock Functions
- Self-Service Functions
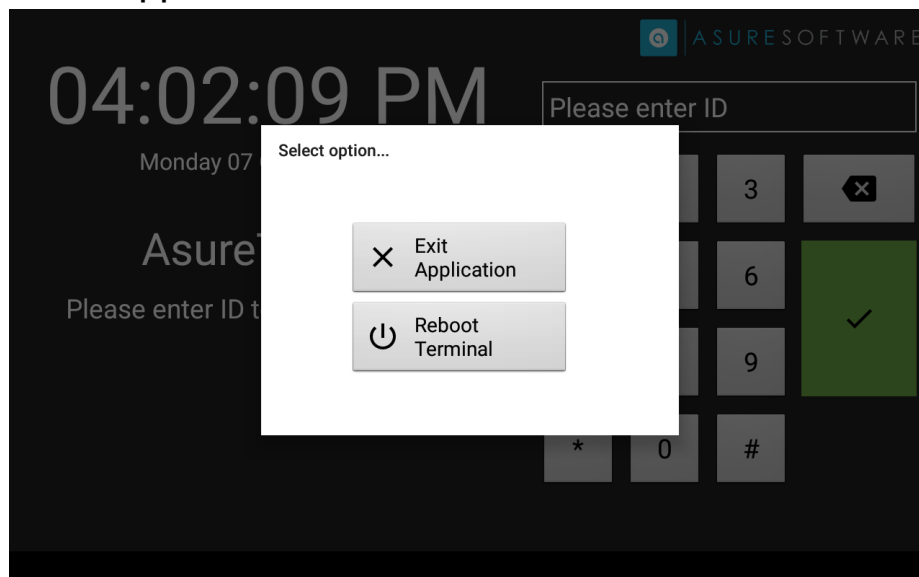
Connecting to WiFi

To connect the clock to your local Wi-Fi, you need Admin credentials that you can get from your Asure Time & Attendance representative. Follow these steps:
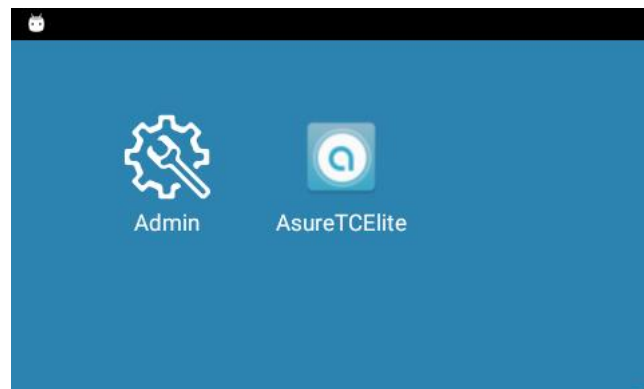
1. At the idle screen, enter your Admin credentials and touch the green checkmark button.
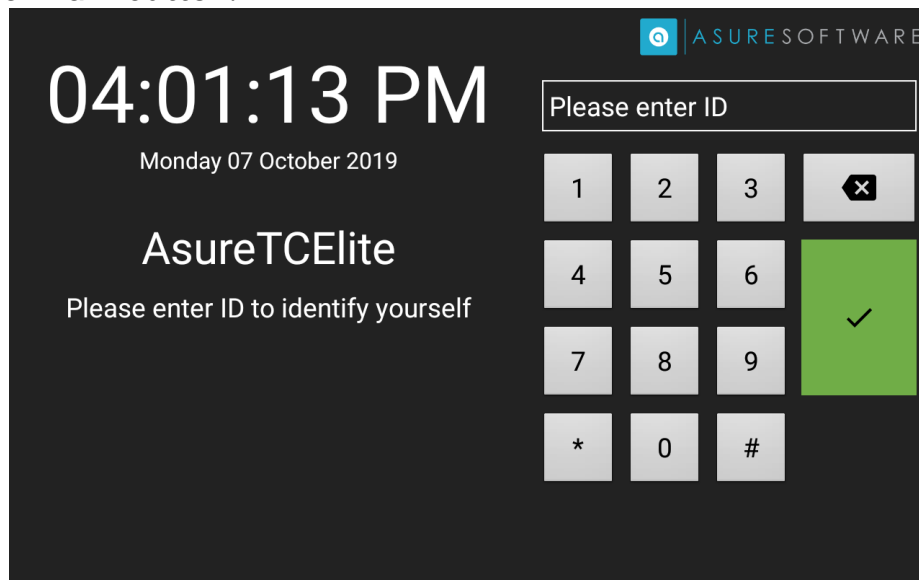
2. Touch Exit Application.

3. Touch the Admin icon.

4. Re-enter your credentials.
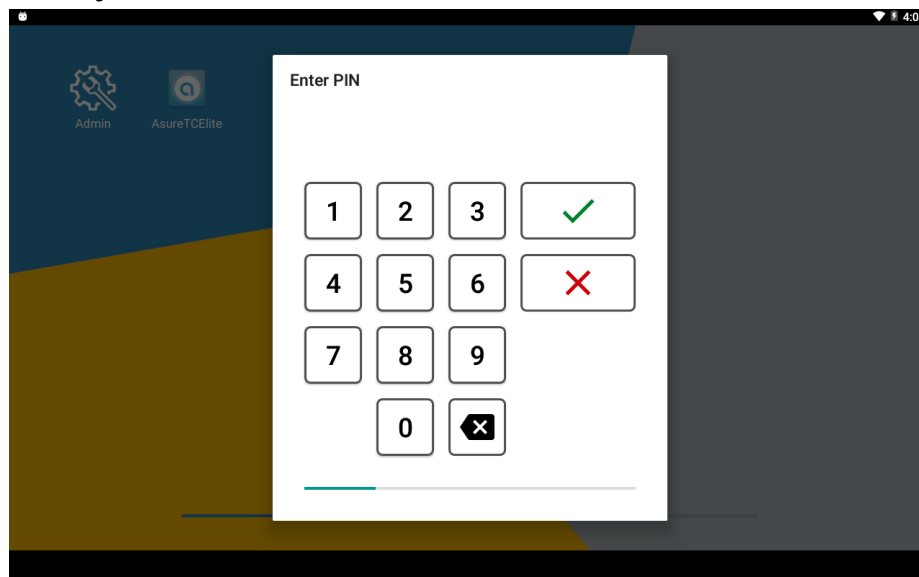
5. Touch the Settings icon.
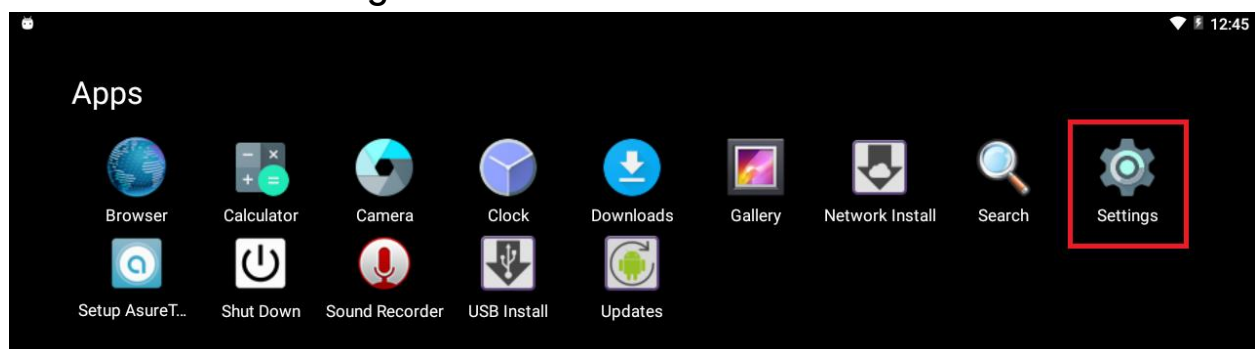
6. In the Wireless & Networks section, touch Wifi.
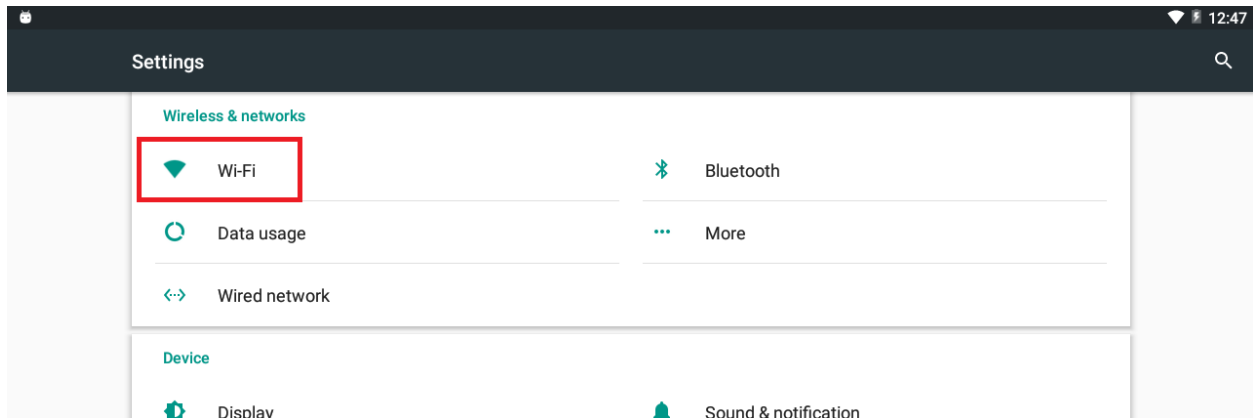
7. On the Wifi screen, make sure the On switch is active. You see a list of the networks the clock has found. Touch the network you want to use.
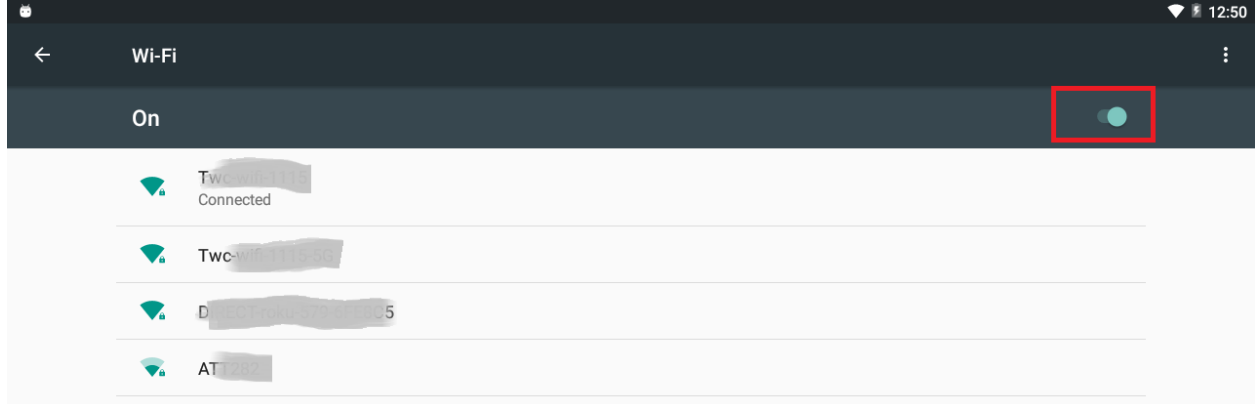
8. At the popup window, enter the password and touch Connect. You should see confirmation that the clock is connected to this network.
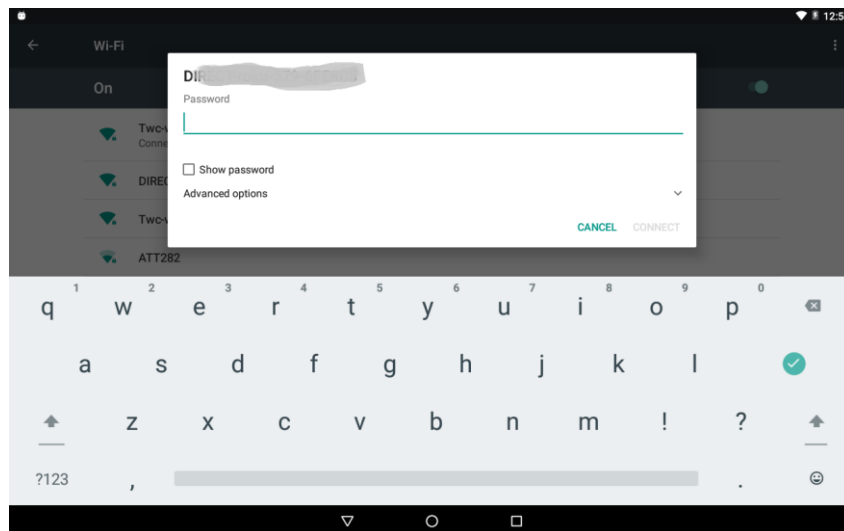
9. Touch the circle at the bottom of the screen. After a moment, the idle screen reappears.
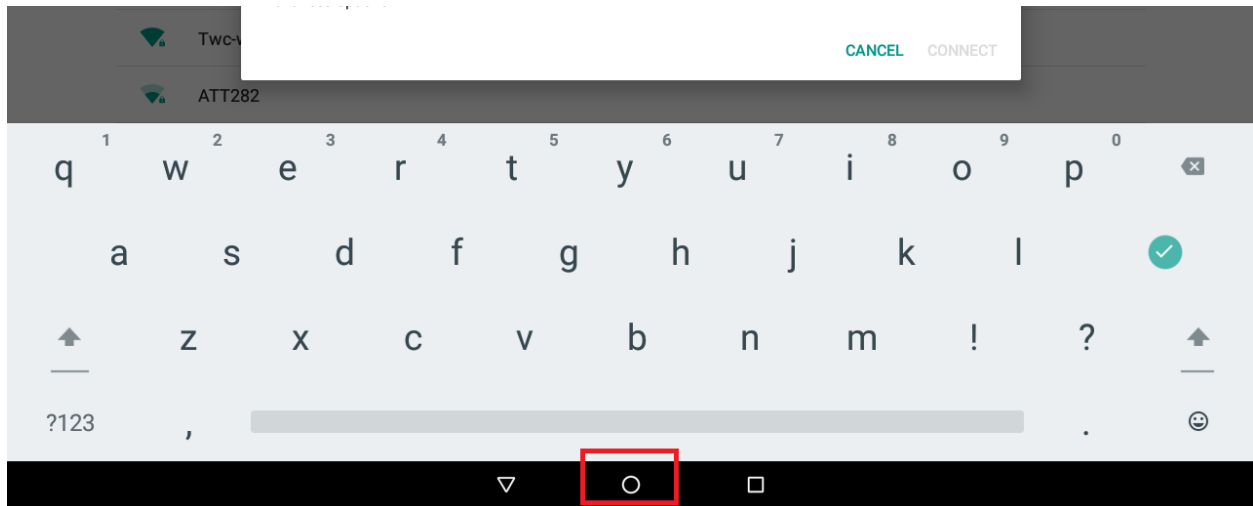
Provisioning and Configuring

In Asure Time & Attendance, the Tools tab includes a Manage Clocks option. This option allows you to perform configuration tasks for Asure TC Elite clocks.

Import
Manage Import of Data.

Export
Manage Export of Data.

Manage Clocks
Add and Configure Clocks.

Manage Templates

When you click Manage Clocks, the system presents a data grid that includes all the Elite clocks in the system.

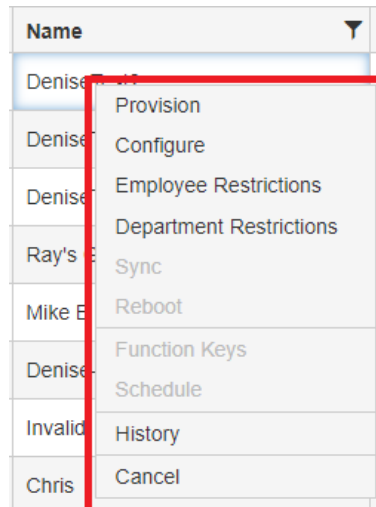| ID	Name	Device Manufacturer	Enabled	
DeniseTest2	DeniseTest2	AsureTCElite	true	✕ Delete
DeniseTest3	DeniseTest3	AsureTCElite	true	✕ Delete
DeniseTest4	DeniseTest4	AsureTCElite	true	✕ Delete
FP-GT10~000515	Ray's GT10	AsureTCElite	true	✕ Delete
FP-GT10~000527	Mike E Taunton	AsureTCElite	true	✕ Delete
FP-GT10~000694	Denise-clock2	AsureTCElite	true	✕ Delete
FP-GT10~000694xx	Invalid	AsureTCElite	true	✕ Delete
FP-GT10~001021	Chris	AsureTCElite	true	✕ Delete

Right click any field in a on the data grid, and the system presents a menu with configuration options for the clock in the selected row.

Add or Edit a Record

To add a clock to the data grid,

1. Click Add New Record. A new row appears in the data grid.

2. Enter the serial number for the clock in the Clock Serial Number field. This field is case-sensitive.
3. Enter your own identifier for the clock in the Name field.
4. In the Device Manufacturer field, select the type of clock - Asure TC Elite.
5. Click the Enabled field and click the checkbox to set the clock as Enabled.
6. Click Save Changes to store the new record. You can create more than one record and save them all in a single click.
   a. Click Cancel All Changes to remove any records before you save them.

To edit an existing record, click in the field you want to change in any row and make your changes. You can edit more than one field or record at a time. Click Save Changes to store your edits.
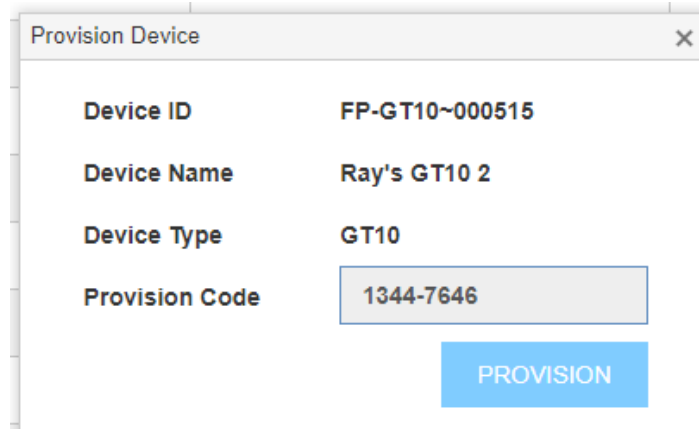
To delete a record from the data grid, click Delete and click OK at the confirmation prompt.

Provision

Provisioning is the process of establishing a clock as part of the AsureTime & Attendance system. The Manage Clocks page allows you to provision a clock directly through the system.

To provision an Elite clock,

1. Right click on the record for the Elite clock you want to provision. On the configuration menu, select Provision. A popup window appears with information about the clock and a provisioning code.
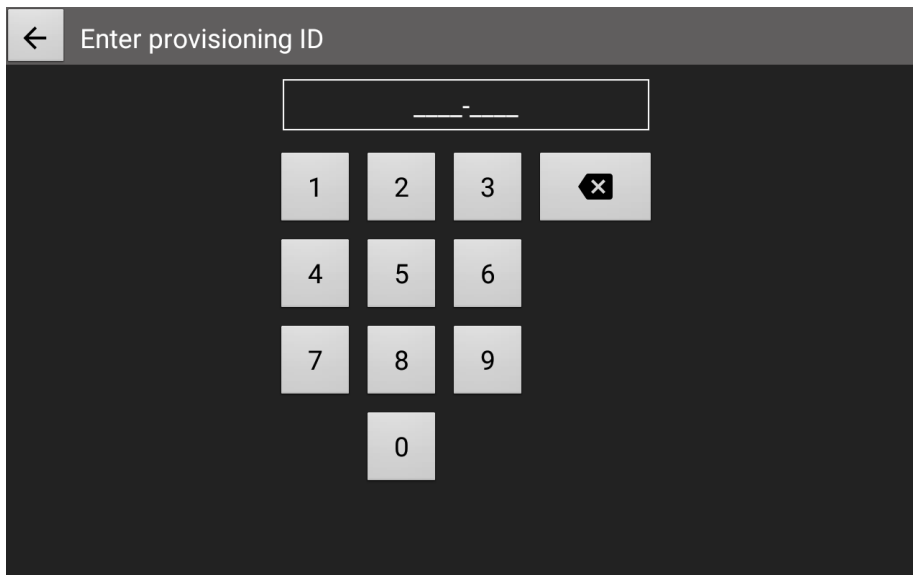
2. Click Provision. A confirmation prompt appears.
3. On the clock, at the Enter Provisioning ID screen, enter the Provision Code from Time & Attendance and touch the checkmark button that appears when you type the last number.
   a. The Provisioning Code is a one-time use code. It expires after 30 minutes.
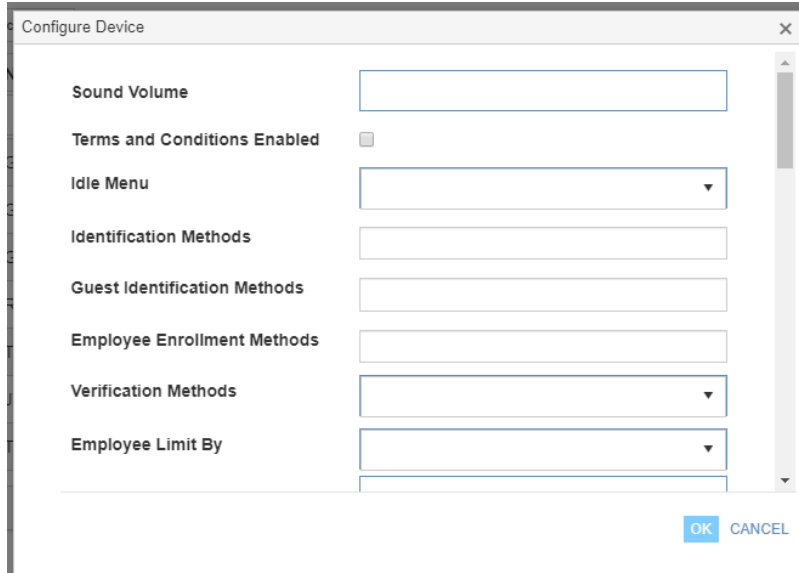
The clock presents a confirmation message, then presents a button to restart the Time & Attendance application.
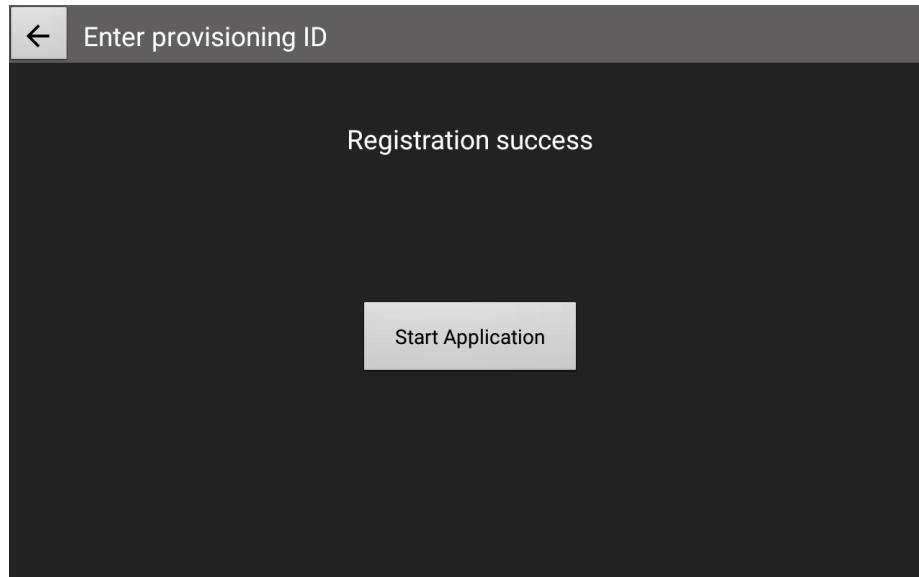
4. In Time & Attendance, close the confirmation prompt.

Configure

The Configure option allows you to tailor clock functionality to meet a client's requirements.

The Configure Device window includes the following options.

Feature	Options	Control	Hover Tips
Sound Volume	n/a	Numeric selection	Loudness of beeps and voice cues
Terms and Conditions Enabled	n/a	Checkbox	Employees must agree to biometric data collection
Punch on Idle	n/a	Checkbox	Employees are able to enter a punch with the screen in Idle Mode
Idle Menu	Keypad Input Keypad/Badge/Bio	Drop down	Use Keypad entry only or badge/biometric verification at the Idle screen
Identification Methods	Badge Keypad Biometric (Finger)	Drop down	Clock can use badge, and/or fingerprint, and/or PIN

Feature	Options	Control	Hover Tips
Guest Identification Methods	Badge Keypad	Drop down	Non-employees can use badge and/or PIN to authenticate. Employee Limit By must be set to None.
Employee Enrollment Methods	Biometric	Drop down	Configure clock to accept employee biometric templates
Verification Methods	Always PASS [none] BIOMETRIC if possible otherwise pass [bio,none] BIOMETRIC, PIN if possible otherwise pass [bio,pin,none] PIN if possible otherwise pass if employee has no pin [pin,none] No verification if identified by badge [noneIfBadge,pin,none] No verification if identified by biometric [noneIfBio,pin,none] Always DENY verification [denied]	Drop down	Configure basic for successful identification
Employee Limit By	None / Table	Drop down	If set to Table, the employee can only clock if they have a profile in the system. When set to None, non-employees can clock at the system if there is a badge ID or PIN available for non-employees.
Badge Length		Numeric selection	Configure number of digits

Feature	Options	Control	Hover Tips
Max Badge Length		Numeric selection	Badge length may be up to the specified length.
Pad Badge Length		Numeric selection	Add zeros to fill Badge Number field
Strip Badge Data		Alphanumeric	Tells system how to strip badge code data. Format is N:N to indicate the beginning or end of the data value. For example, 2:-1 strips the first two characters and the last character.
Retry Time in Seconds		Numeric selection	How often the system checks clock connection.
Changes Period in Seconds		Numeric selection	How often changes in the system are sent to the clock.
UI Timeout		Numeric selection	How long before inactivity returns clock to idle screen.
Local Supervisor ID		Alphanumeric	Specify supervisor ID for this clock.
Time Zone	Worldwide time zones	Drop down	Time zone the clock resides in
Time Format	12-hour / 24-hour	Drop down	Hours/minutes vs "military" time
Clock Admin PIN		Alphanumeric	PIN for user with Admin rights for this clock
Clock Admin Timeout		Numeric selection	Time in seconds before
Allow Dept Transfer		Checkbox	Enable Department Transfers for this clock.
Allow Job Transfer		Checkbox	Enable Job Transfers for this clock.

Feature	Options	Control	Hover Tips
Allow Dept/Job Transfer		Checkbox	Enable combined Department/Job Transfers for this clock.
Allow Approve Time Card		Checkbox	Enable Employee and Supervisor time card approvals
Self Service Accruals		Checkbox	View Employee accrual balances
Self Service Leave Request		Checkbox	Create Employee Leave Requests
Self Service Misc Pay		Checkbox	Create Miscellaneous Pay entry
Self Service Schedule		Checkbox	View Employee Schedule
Self Service Time Card		Checkbox	View Employee Time Card
Rename Department Transfer		Alphanumeric	Change label of Department Transfer option
Rename Job Transfer		Alphanumeric	Change label of Job Transfer option
Rename Dept/Job Transfer		Alphanumeric	Change label of combined Department/Job Transfer option
Rename Create Leave Request		Alphanumeric	Change label of Create Leave Request option
Rename Misc Pay		Alphanumeric	Change label of MiscPay option
Rename View Leave Request		Alphanumeric	Change label of View Leave Request option
Enable Default Level		Checkbox	Toggle Default Level option for clock transactions

| Feature	Options	Control	Hover Tips
Default Level		Pop up selection	Select default hierarchy code.
Interval Check		Numeric selection	Time in seconds required between valid punches.

Authentication Methods

The clock supports several authentication methods. Some of these methods require installation of a hardware module to support how the employee interacts with the clock. All of the methods – except PIN entry – require setup within the system to enable the method. Methods can also be combined to support two-factor authentication.

PIN Entry

All employees are issued a numeric code – usually four digits, but not always – to use to access the clock. Type your PIN at the keypad and touch the green checkmark to access clock functionality.

If the employee is issued a barcoded badge and an associated badge number, that number can also be entered on the keypad to authenticate to the clock.
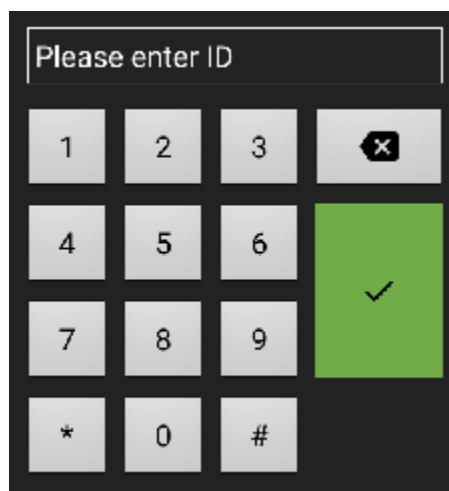
Bar Code Badge Reader

An optional module for the Elite clock is a bar code reader. Employees may be issued a badge with a bar code and number on the badge. The employee can

either swipe the badge through the reader on the clock or enter the bar code number on the keypad and touch the green checkmark on the screen.

Biometric (Fingerprint) Reader

Another optional module is a fingerprint reader. When prompted, employees can place a finger on the reader and authenticate themselves to the clock.

IMPORTANT: If your company uses more than one type of Asure time clock – for example, a 400 clock and a TC Basic and/or TC Elite clock – employees must enroll fingerprints on EACH clock type to be able to enter time transactions at each clock type. Employees can enroll at any one of the group of clock types, but fingerprint templates are only shared across clocks of the same type.

Enrollment

This method requires enrollment to provide a baseline for comparison when the employee is authenticated using a fingerprint. Any Elite clock on the system can be used for enrollment, and the employee can use any other clock for authentication – subject to clock location restrictions.

1. Start enrollment by having the employee enter their PIN on the keypad.
2. Since this is the first time the employee is accessing the clock, it prompts the employee to accept the system's Terms and Conditions. The text includes requiring the employee to agree to allow the use of fingerprints or other biometric methods to authenticate to the clock. The clock presents options for the user to view and either accept or decline the Asure Privacy Policy. You can view the Terms and Conditions in English or Spanish.
   The options include:
   - Accept – The user agrees to the Privacy Policy and the clock continues with the enrollment process or a clock transaction – depending on the type of clock and its configuration.
   - View Details in English – The clock displays the entire Privacy Policy in English. Users can accept or decline the Policy.
   - View Details in Spanish - The clock displays the entire Privacy Policy in Spanish. Users can accept or decline the Policy.
   - Cancel – The clock returns to the idle screen. Since the user did not accept the Policy, they cannot use any clock to enter time.
3. If the employee accepts the Terms and Conditions, the process continues. The prompt does not reappear.
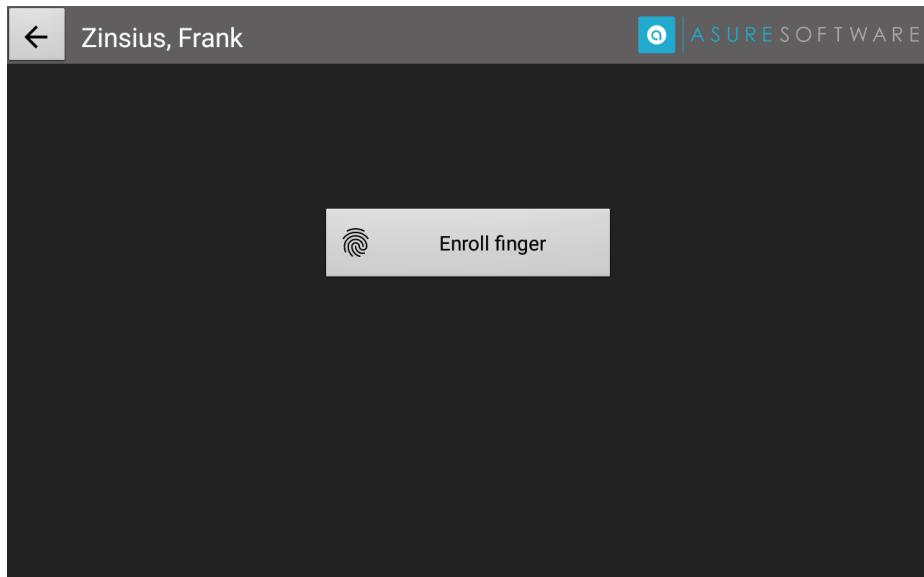
4. If the employee does not accept the Terms and Conditions, the clock returns to the idle screen. The prompt reappears each time the employee tries to use the clock until they accept.
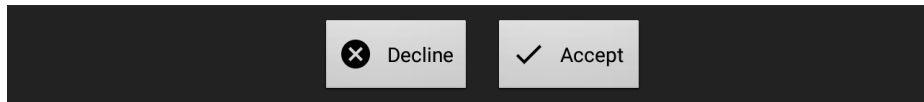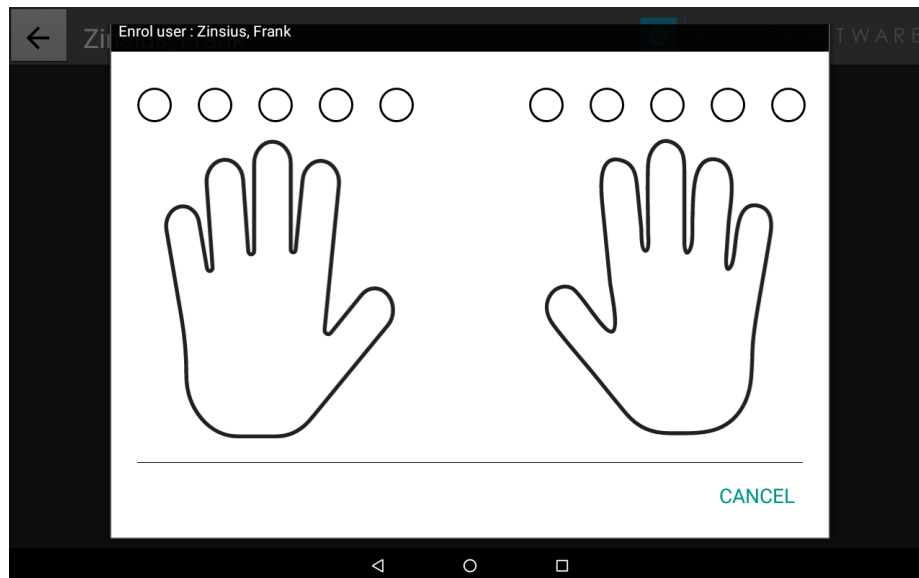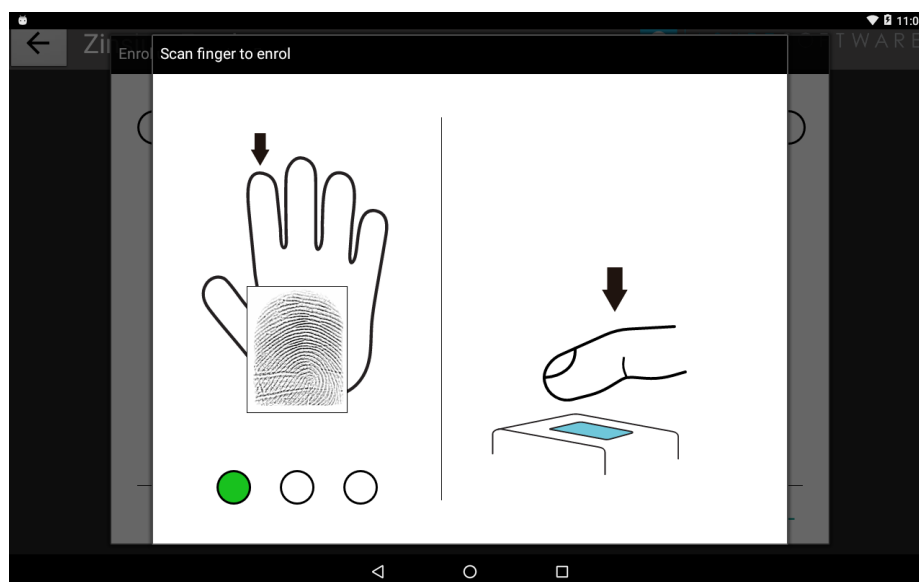

5. The clock presents an "Enroll finger" button.

6. Tap Enroll Finger. The clock prompts you to select the finger to enroll by tapping the circle above the finger.

7. The clock prompts the employee to place the selected finger on the reader three times.

a. If the finger scans are successful, the enrollment is complete. Tap Save to store the fingerprint template, or tap the trashcan icon then tap the circle for your selected finger to discard the template, or click Cancel to cancel the entire process.
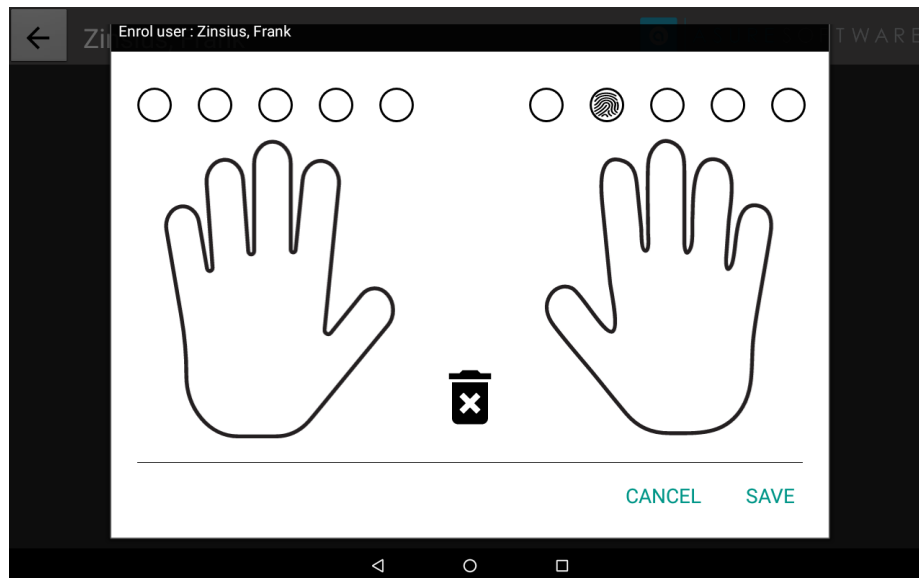
b. If the finger scans are not successful, the clock presents an "Enrollment Unsuccessful" message and restarts the process.
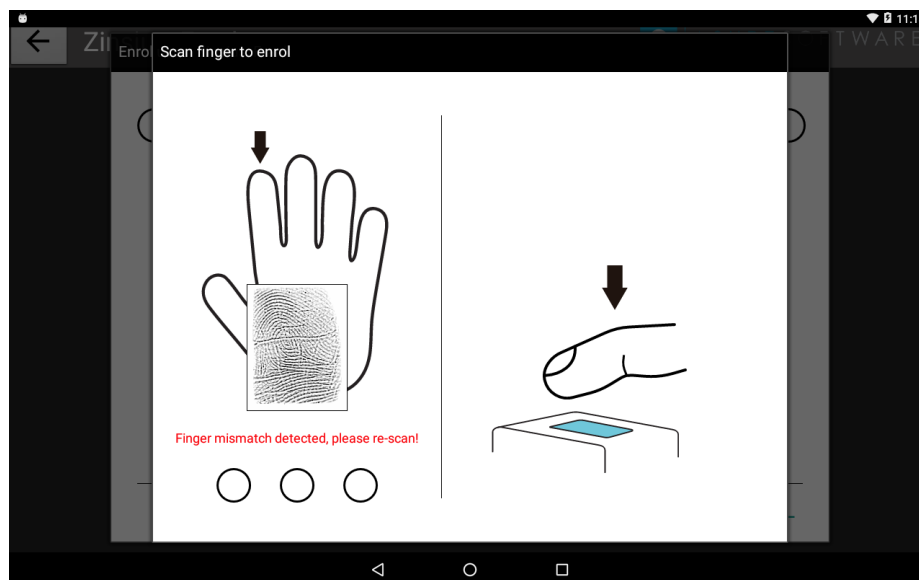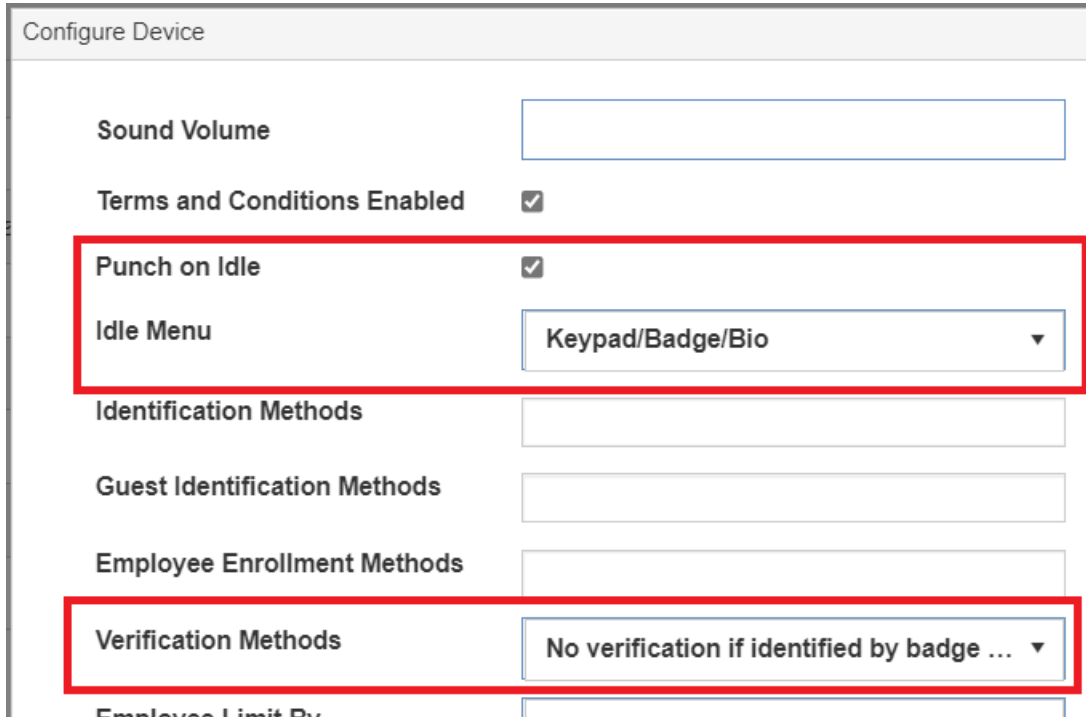
Proximity Badge

Another optional module for the Elite is a proximity badge reader. Hold the badge near the bottom of the clock to authenticate. This method does not require enrollment. There is no numeric entry option with proximity badges.

By default, the Elite clock requires the user to touch the Punch button on the screen in addition to presenting the proximity badge to enter an In/Out punch. The clock can be configured to allow employees to simply present the badge to enter an In/Out punch.

Under Tools > Manage Clocks > [select an Elite Clock] > Configure, use the following settings to configure a clock to accept punches from only proximity badge input:
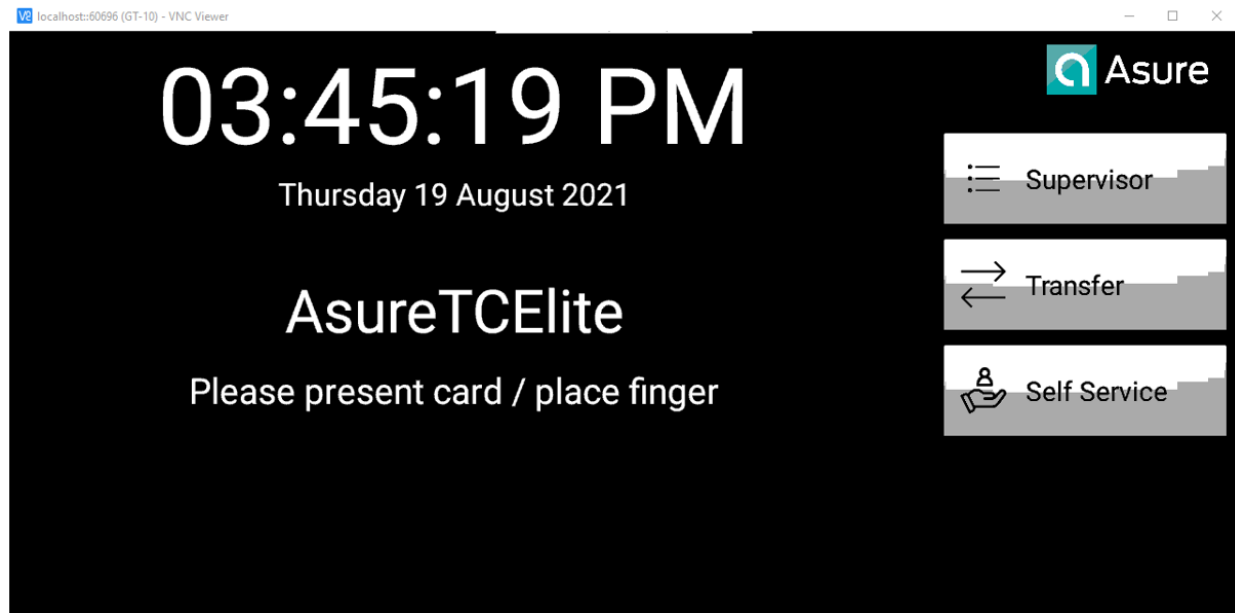
- Punch on Idle set to checked
- Idle Menu set to Keypad/Badge/Bio
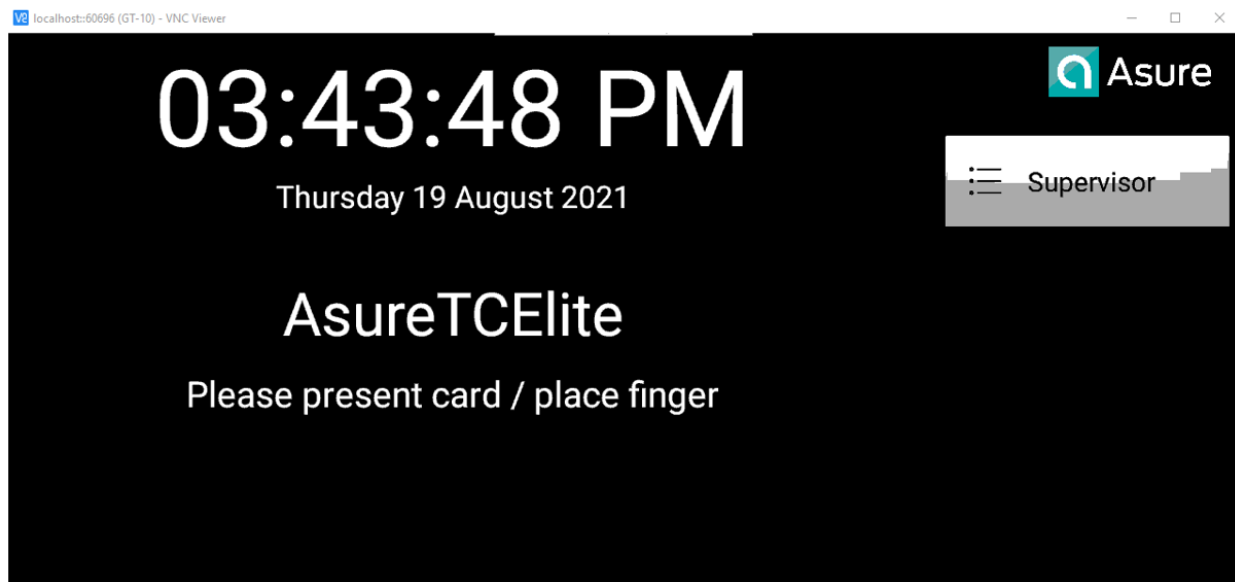- Verification Methods set to "No verification if identified by badge"

On the clock, buttons for Transfer or Self-Service allow users to access those features if they are enabled.

In all cases, the Supervisor button is available for Supervisors to access additional features.

Combinations of Authentication Methods

The following input methods are supported on the Elite clock:

- PIN entry only (includes entering barcode number on the keypad)
- Barcode only
- Proximity Badge only
- PIN followed by placing finger
- Proximity badge followed by fingerprint
- Barcode badge followed by fingerprint

Standard Clock Functions

These are the standard functions that most employees will use at the clock.

- Punch – A clock transaction that generates a date/time stamp for the beginning or end of a work period.
- Transfer – A clock transaction that generates a date/time stamp and applies hierarchy level information or Job to the work period. There are three types of transfers,
    - Department – A transfer to hierarchy levels different from the employee's default (or returning the employee to their default levels).
    - Job – A transfer that applies a job code to the work period. This option is only available for companies that use Job Codes.
    - Department and Job – Transfers to both a different hierarchy level and a Job code in a single transaction.

Punch

A typical punch is a clock transaction that sets the date and time of the start or end of a work period. This can be In and Out punches for worked time or Break Out/Break In or Meal Out/Meal In punches for non-worked time within your work period.

You do not have to specify what sort of punch you are entering at the clock. The system uses internal logic to interpret your punches for you and places the correct time on your time card.

If you forget to punch, or you are unable to punch for some reason, your supervisor can enter punches on your time card directly.

To enter a punch,

1. Enter your PIN (or use the available authentication methods for your clock.) The clock presents the employee menu.
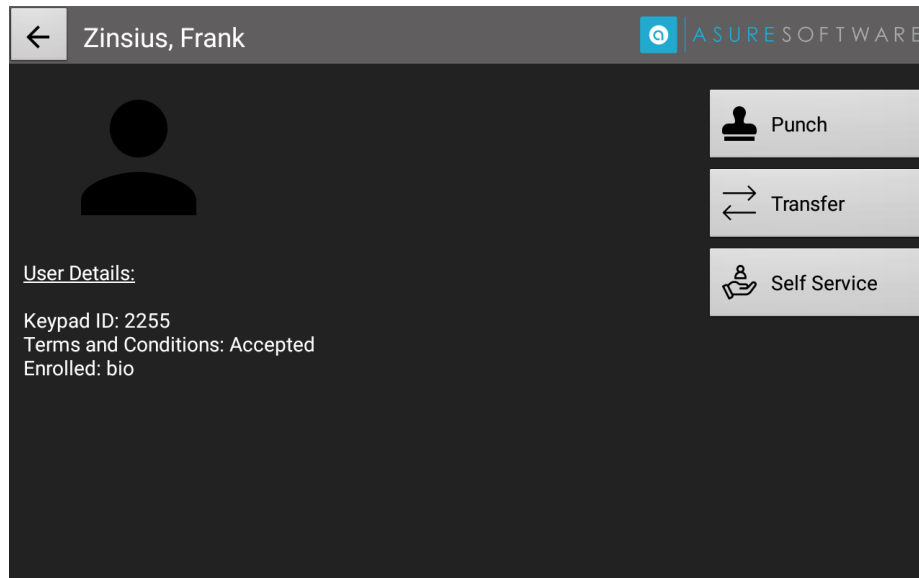
2. Tap Punch, and the clock presents a "Punch accepted" message. You can click OK to return to the idle screen, or the clock itself will return to the idle screen after a few seconds.
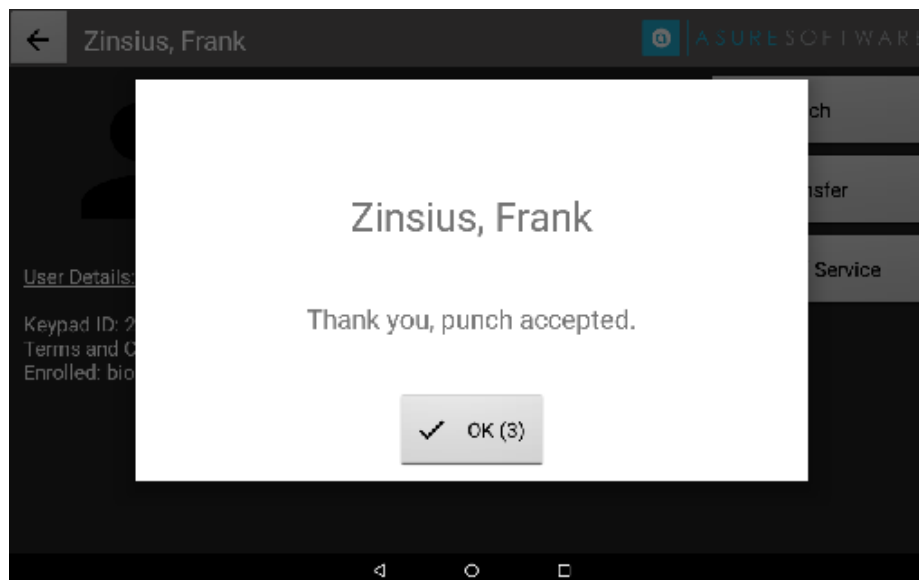
   a. If your PIN or Badge ID is not in the system, the clock returns a "Invalid keypad ID" message and returns you to the idle screen. Check with your supervisor.
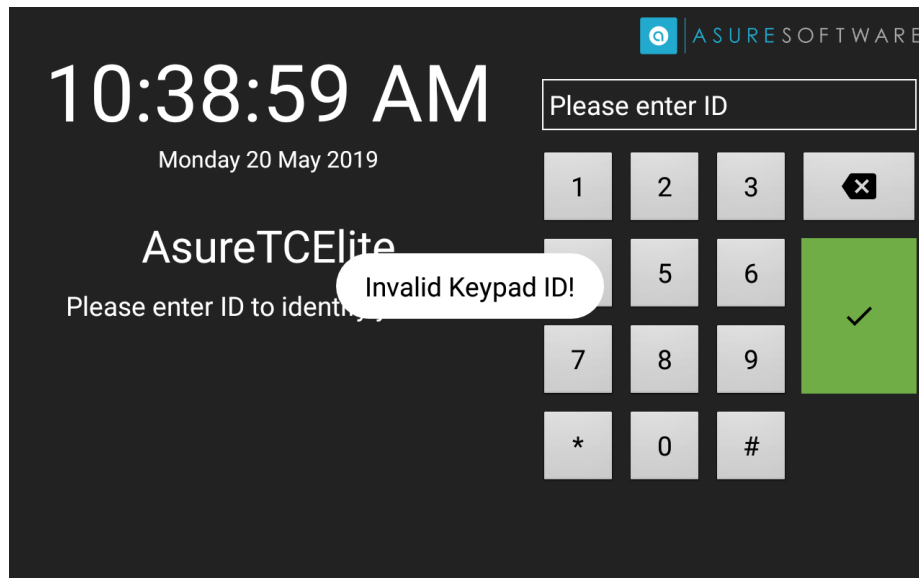
i. Location Restriction is a function that allows you to punch only at a clock or clocks in specific locations in your work place. Clocks for which you are not authorized will not accept your punches. The concept is that you are required to punch at locations near your work station, or only in the specific building in which you work.

If your company is using Location Restriction, and you try to punch on a clock you are not authorized to use, the clock presents an "Employee <Employee Name> cannot punch on this clock" message. Check with your supervisor.

ii. Employee Restriction is a function that allows you to punch only at a specific clock or clocks based on your employee profile. There can be a maximum number of employees that a clock can support, and Employee Restriction allows the system to parcel out employees to specific clocks to use each clock more efficiently.

If your company is using Employee Restriction, and you try to punch on a clock you are not authorized to use, the clock presents an "Employee <Employee Name> cannot punch on this clock" message. Check with your supervisor.

iii. Interval Checking is a function that requires you to wait a specified amount of time after a punch before you can punch again. Uses for this include preventing you from punching In too soon from a break or meal.

If your company is using Interval Checking, and you try to punch In too soon following your Out punch, the clock returns an "Already clocked within the last n seconds" message. Wait until your lunch or break is over before trying to punch.

The configured value for Interval Checking is in seconds.
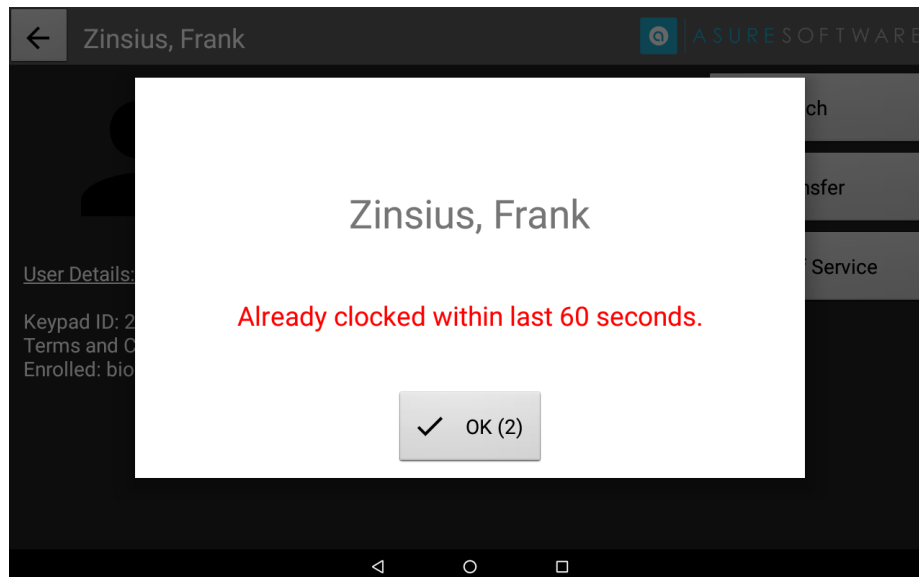
iv. Allow New Badge is a function that allows a new hire or visitor to use a badge or PIN without being in the system. The Badge ID or PIN number are stored in the system, and punches are recorded against the ID or PIN.

If you have an unassigned badge when you punch, the clock returns a "Punch for ID # for <date/time> is successful" message, rather than displaying your name.

Transfer

A transfer is a transaction that generates a date/time stamp and applies hierarchy and/or Job information to the work period. When you enter a transfer on the clock, the system generates an Out punch for your ongoing work period and an In punch for the new work period with the new hierarchy or job. A second transfer would create additional In and Out punches. Enter a regular Out punch to end your work period. When you punch In for your next work period, you will be under your default hierarchy or job (if you have one).

You can transfer directly to a different hierarchy and/or job at the start of your work day. The transfer counts as your In punch. You can do the same thing when you punch back In from a break or meal.

Department Transfer

Asure Time & Attendance supports up to five hierarchy levels, usually called Company, Location, Division, Department, and Position. Your company can use any of all of those levels. The clock will prompt you for the levels your company uses.
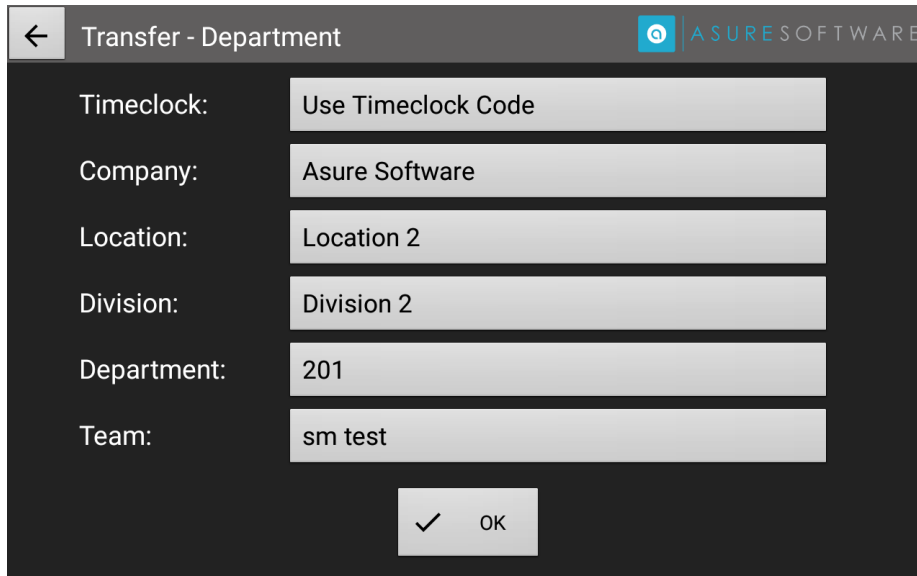
You will typically have a default hierarchy level on your employee profile. In addition, the clock itself may have a default hierarchy level it attaches to any clock transaction, based on where the clock itself is located. If your employee profile default is different from the clock default, the clock default is applied to the transaction.

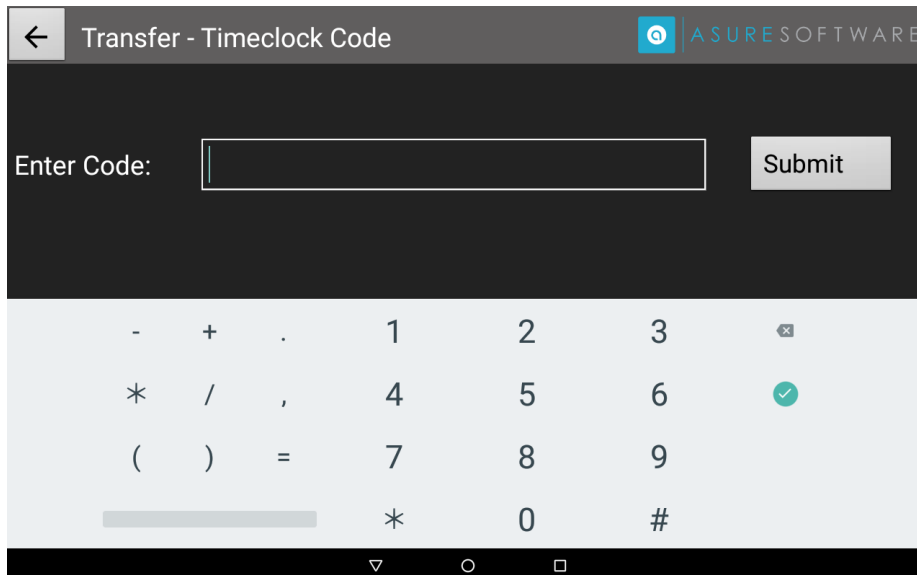To enter a Department transfer,

1. At the employee menu, touch Transfer. Use the authentication method(s) your company provides to let your access the clock. A Transfer menu appears. The menu includes these options.
   a. Department
   b. Job
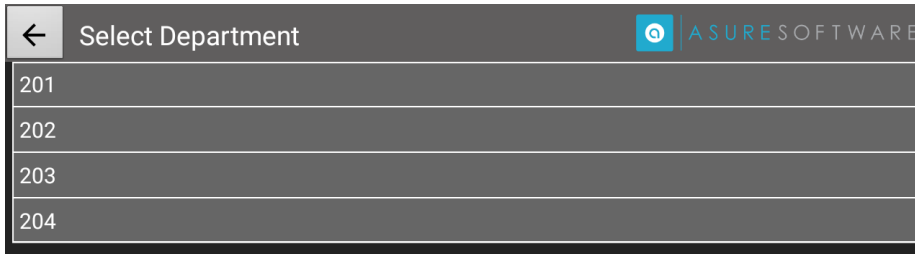   c. Department and Job

2. Select Department. The system uses the term Department for any transfers for hierarchy levels.

3. The clock displays tools to let you select your hierarchy level codes.
   a. Touch Use Time Clock Code and the clock presents a field to enter the number associated with the Position you are transferring into. There may be a list of Position numbers near the clock, or you can search for the Department. See below. If you type an incorrect Time Clock Number, the clock presents an "Invalid Time Clock Code, try again" message.
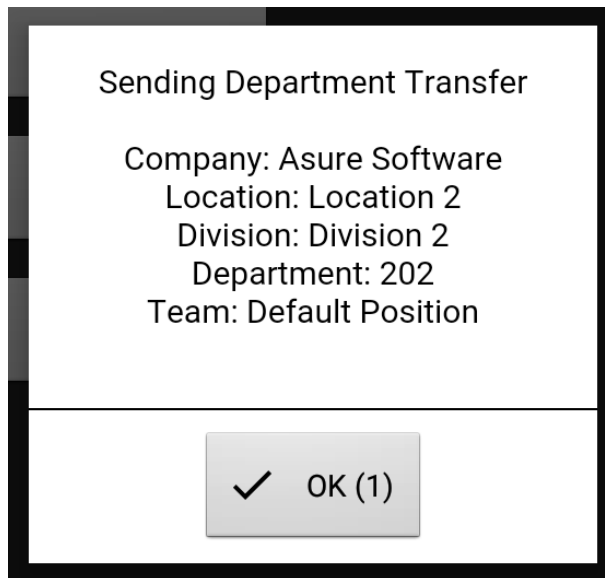

   b. If your company uses several hierarchy levels for transfers, a menu with those levels also appears. The default level names are Company, Location, Division, Department, and Position, but your company may use different names. Your company may not use all the available levels.

←	Select Department		ⓐ	A S U R E S O F T W A R E
201				
202				
203				
204				

c. If you start with a level above Position, the codes on the next lower level may depend on the choice you made on the previous level. That is, when you select a code on the higher level, the codes on the next level down may be limited to the ones that are dependent on the higher code. For example, if you start by selecting a Location level code, the Division codes the clock presents may be limited to the ones that belong to the selected Location.

The system must be configured with hierarchy level dependencies for this functionality to occur.

4. Once you select your hierarchy level codes, the clock returns a confirmation message that includes the date and time of the transfer and your selected codes.

> Sending Department Transfer
>
> Company: Asure Software
> Location: Location 2
> Division: Division 2
> Department: 202
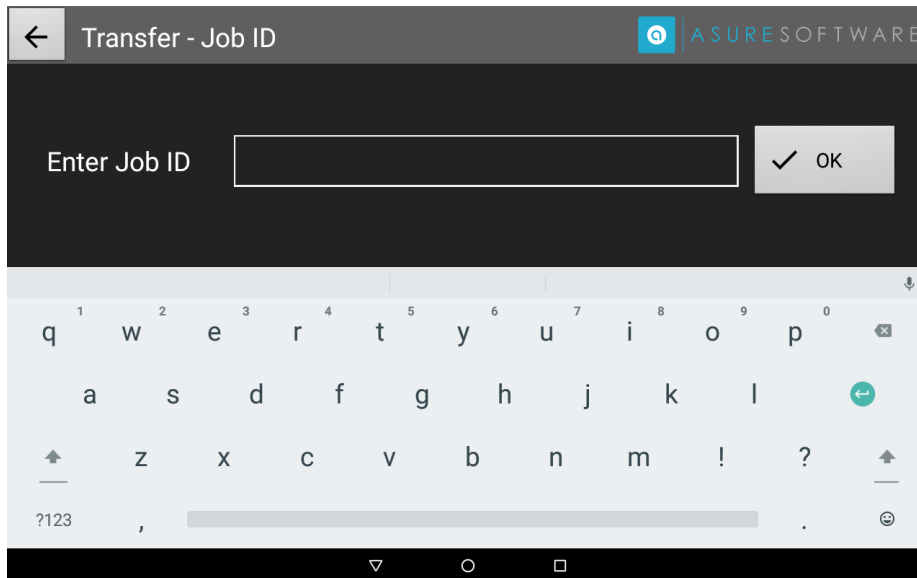> Team: Default Position
>
> ✓ OK (1)

Job Transfer

Job codes are different from Hierarchy codes. They typically describe individual tasks that can be thought of as a sub-category of a Position. For example, if you have a Position code of Retail, Jobs under that Position could include Cashier, Stocking, Working the Floor, or others. You have a default Job

that indicates the task you typically perform. Employers that use Jobs require workers to indicate which task they work during their work period. They do this through Job transfers.

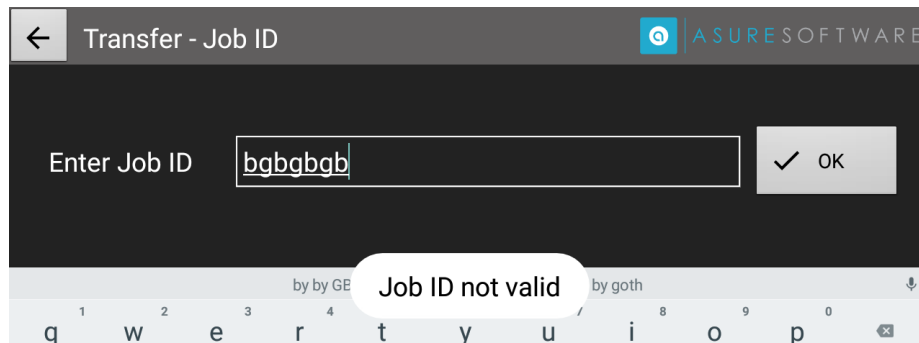Job Codes are an optional feature. Your company may or may not use Jobs.

To enter a Job transfer,

1. On the idle screen, touch Transfer. The Transfer menu appears. The menu includes these options.
    a. Department
    b. Job
    c. Department and Job
2. Select Job.

3. The Enter Job ID field allows you to enter the number associated with the Job you are transferring into. There may be a list of Job numbers near the clock, or you can search for the number. See below.

    If you type an incorrect Time Clock Number, the clock presents a "Job ID not valid" message.

4. Once you select your job code, the clock returns a confirmation message that includes the date and time of the transfer and your selected code.
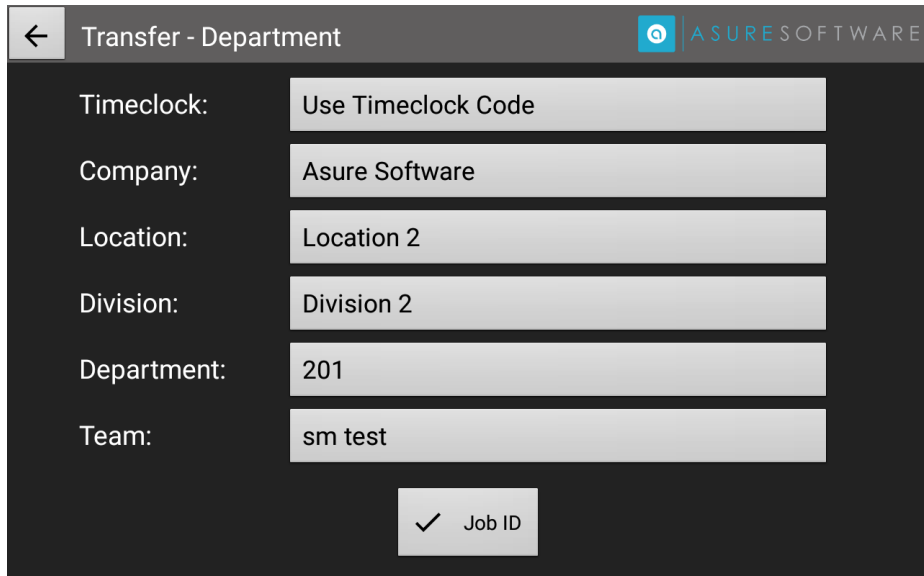

Department and Job Transfer

For companies that use both Department transfers and Job transfers, the clock provides an option to enter both transfers in the same operation.

To enter a Department and Job transfer at the clock,

1. On the idle screen, touch Transfer. The Transfer menu appears. The menu includes these options.
    a. Department
    b. Job
    c. Department and Job
2. Select Department and Job.

3. Follow the steps above to enter a Department transfer. The clock does not display the confirmation message for the Department transfer.
4. Touch Job ID and enter a valid Job ID number.
5. Touch OK, and the clock returns a confirmation message that includes your selected Department and Job codes.

Self-Service Functions

The Self Service menu on the clock allows employees to several time card-like functions at the clock, rather than on the web. The clock can be configured to display or not display any of these options.

To access Self-Service functions, touch Self Service on the Employee menu.
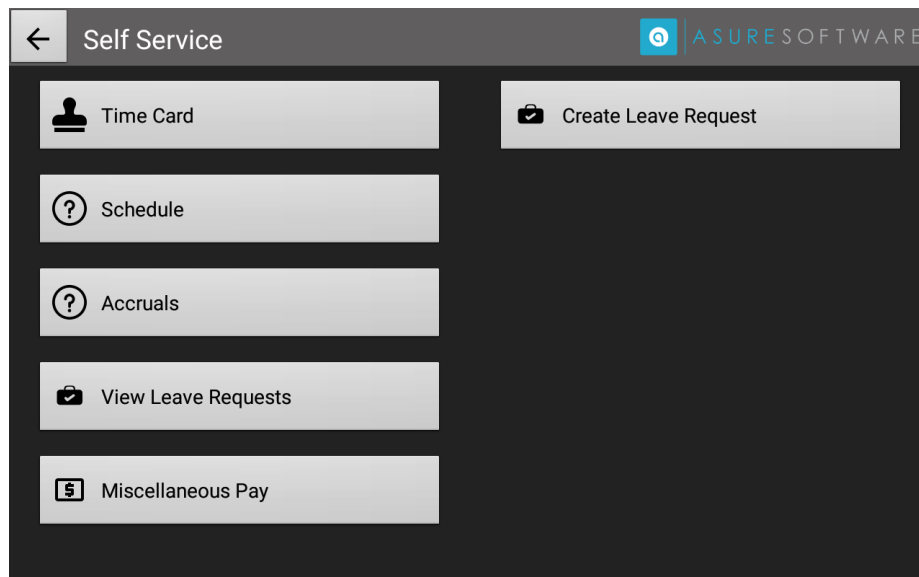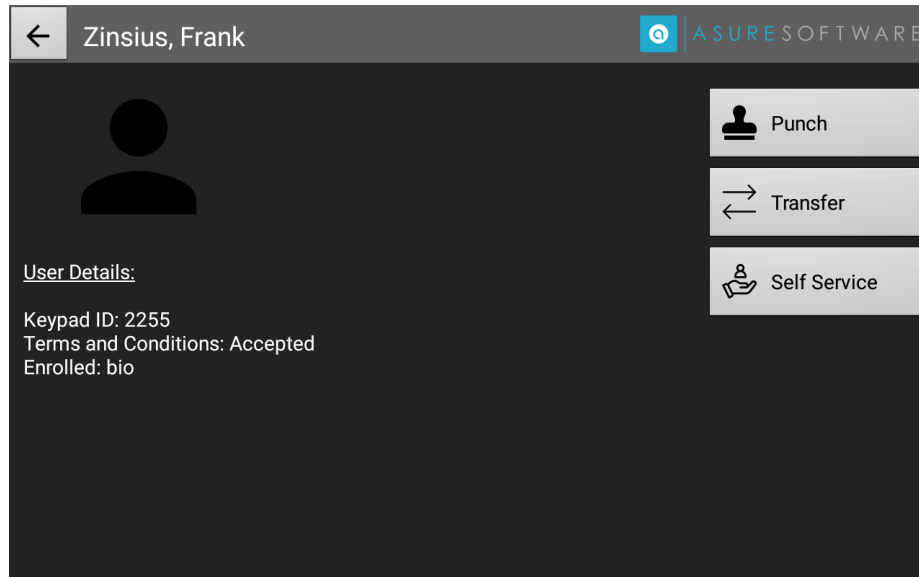
Time Card

The Time Card function allows you to see hours, pay types, and punches for the current or previous pay periods on the clock without having to go to the web. It also allows you to approve your time card.

To view your time card,

1. On the Self-Service menu, touch View Time Card. The clock prompts you to select the current or previous pay period.
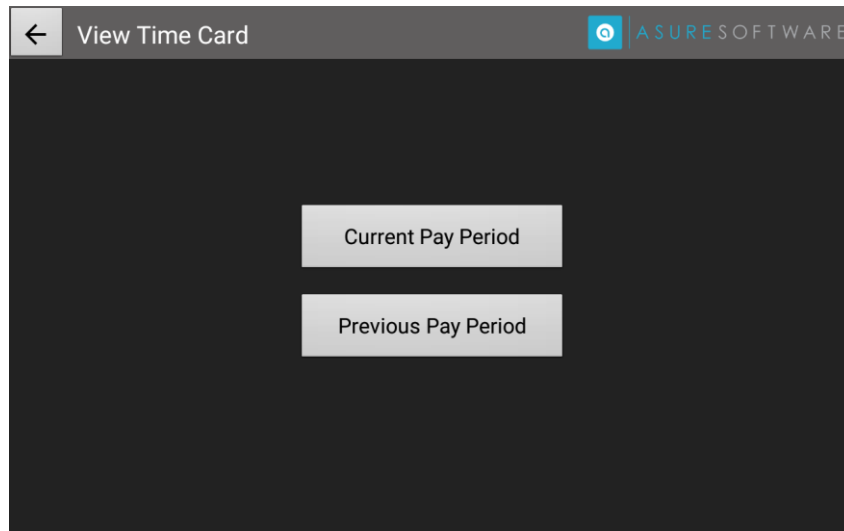
2. Select a pay period, and the clock displays the following information:
   a. Total Hours by Pay Type for the pay period.
   b. In and Out punches by date. If there are multiple In/Out punches for a day – breaks, meals, or transfers for example – each punch set has its own row.

3. You may also be able to Approve the current or previous pay period time card. An approval is your assertion that the information on the time card is complete and correct to the best of your knowledge, and that the time card can be sent to payroll.

Touch Approve to enter your approval of whichever time card is currently on display on the clock. The clock displays the message "You are about to approve your time card for [mm/dd/yyyy]". Touch OK to complete the approval.
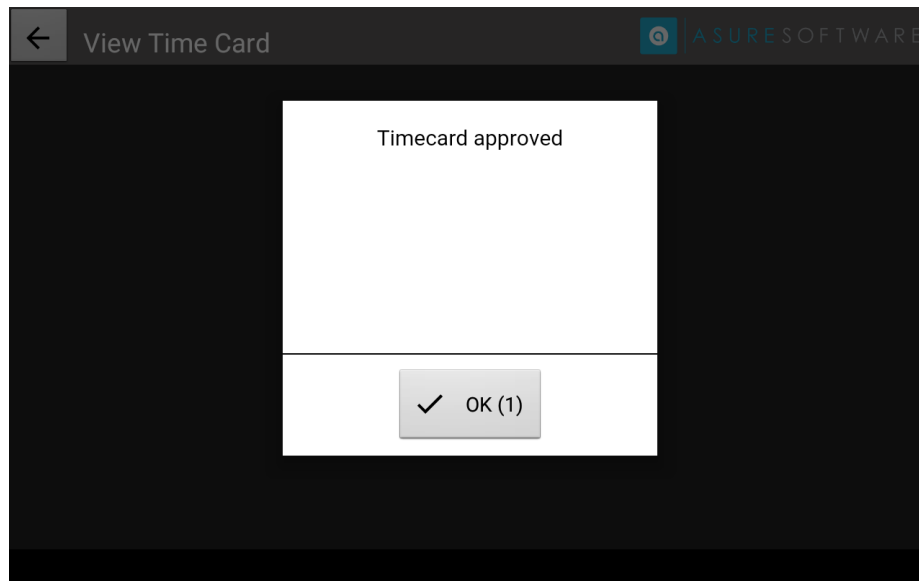
4. To exit the View Time Card screen, touch Exit.
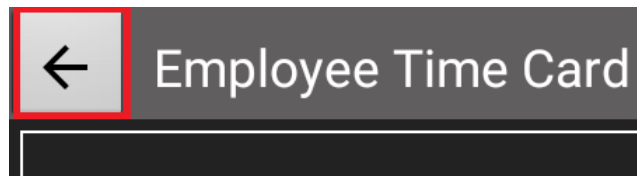
Schedule

The Schedule function allows you to see your schedule for the current or next pay periods on the clock without having to go to the web.

To view your schedule,

1. On the Self-Service menu, touch Schedule. The clock prompts you to select the current or next pay period.
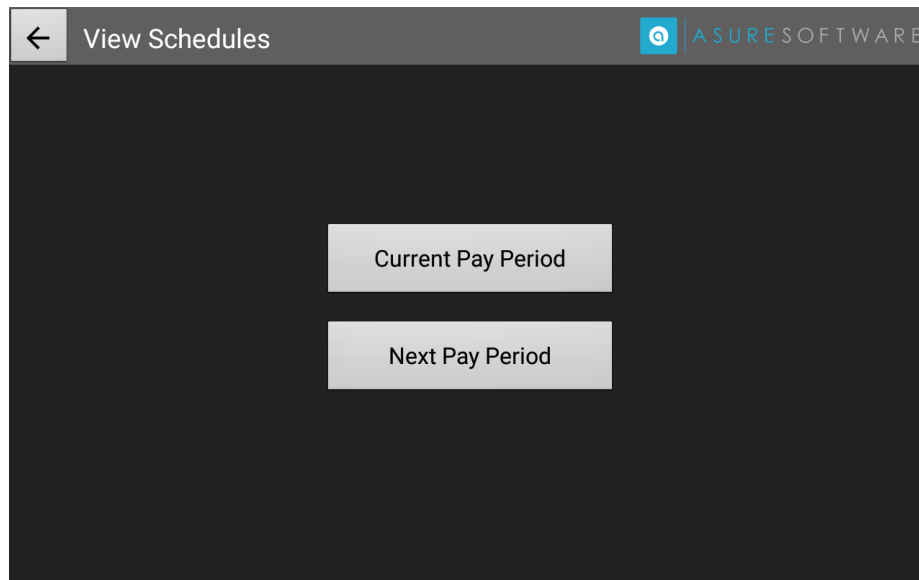
2. Select a pay period, and the clock displays the following information
   a. Date
   b. Schedule Start Time
   c. Schedule Stop Time

3. To exit the View Schedule screen, touch Exit.

Accruals

The Accruals function allows you to see your accrual balances on the clock. This can help you in planning for vacations or appointments. You may be able to jump directly to Create Leave Request to create a time-off request at the clock.

To view accrual balances,

1. On the Self-Service menu, touch Accruals. The clock displays accrual types used by your company and your balances for each accrual type.

← Employee Accruals	Ⓐ ASURESOFTWARE
Accrual Type	**Balance**
Paid Time Off	40.00
Sick	0.00

   a. The accrual balances you see depend on when those balances are downloaded to the clock.
      i.   If your time system manages your accrual balances, the clock may be updated in real-time and display your balances as of today's date and time. The balance may include time-off hours already taken during the current pay period.
      ii. If your payroll system manages your accrual balances the clock may only be updated when payroll is generated at the end of each pay period. Accruals balances would then be as of the end of the last pay period. The balance would not include time-off hours take during the current pay period.
   b. The accrual balances you see will not take into account any future leave requests, for the current pay period or future pay periods. You may be able to see future leave requests under the View Leave Requests Self-Service option.
   c. The accrual types you see on the clock may not be all the accrual types attached to your employee profile. Your company has to option to determine which accrual type appear on the clock and can only be seen on the time card.
2. To exit the View Accruals screen, touch Exit.
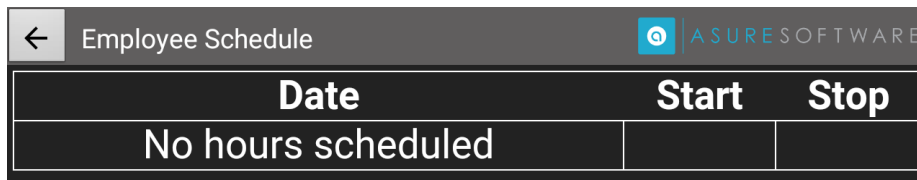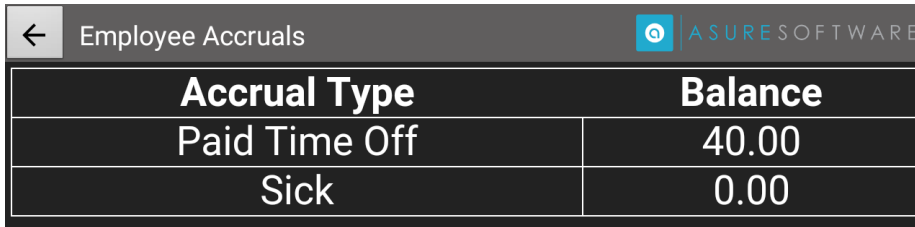
View Leave Requests

The View Leave Requests function allows you to see your leave requests for the current pay period, on the clock without having to go to the web.

To view your Leave Requests,

1. On the Self–Service menu, touch View Leave Requests. The clock displays the following information
   a. Date of the leave for the current pay period (by default)
   b. Hours applied to the Leave Type for the Leave Date
   c. The Leave Type for the Leave Date
   d. The Status of the leave.
      i. Pending
      ii. Approved
      iii. Denied

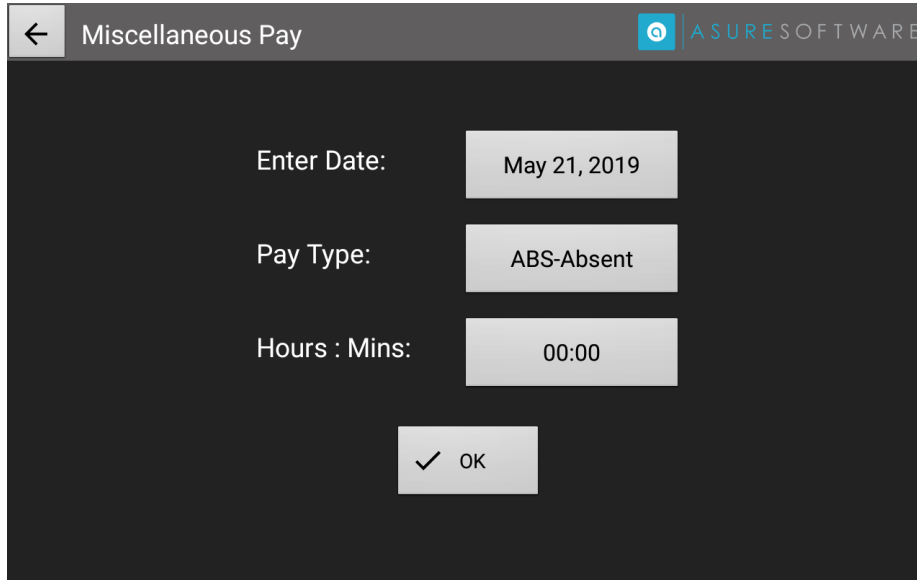| ← Employee Leave Requests			ASURESOFTWARE
Date	**Hours**	**Pay Type**	**Status**
No leave requests			

2. To exit the View Leave Request screen, touch Exit.

Miscellaneous Pay

The Miscellaneous Pay function allows you to add exception pay such as vacation, holiday, tips, or sick on the clock without having to go to the web.
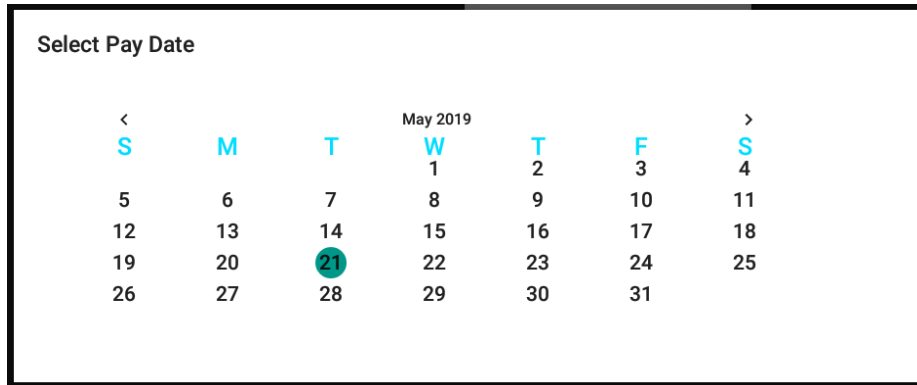
To add Miscellaneous Pay,

1. On the Self-Service menu, touch Miscellaneous Pay.

2. At the Enter Date prompt, either touch the field select a date using the Calendar tool.

3. At the Select Pay Type prompt, touch the field to select a Pay Type from the list. Touch the list and drag your finger to scroll through the list. The Pay Type is how you describe the Miscellaneous pay you are claiming. If the pay type is associated with an accrual, the hours you claim will be deducted from your accrual balance.
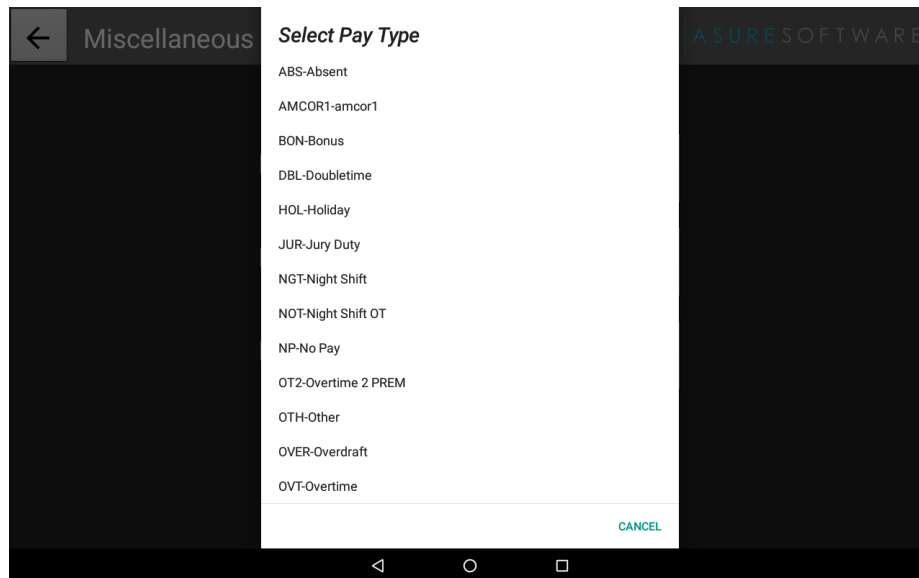
4. Touch the Hours:Minutes field and select the number of hours and minutes for your miscellaneous pay and touch OK. The value you enter is the amount of Miscellaneous pay you are claiming.
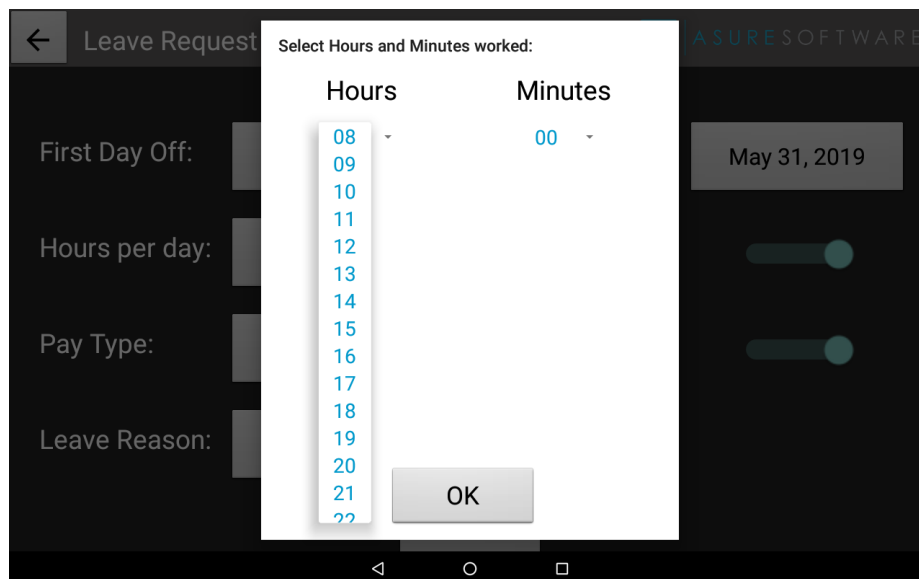
a. If you select a Pay Type that requires a dollar value, the value you select is dollars and cents.
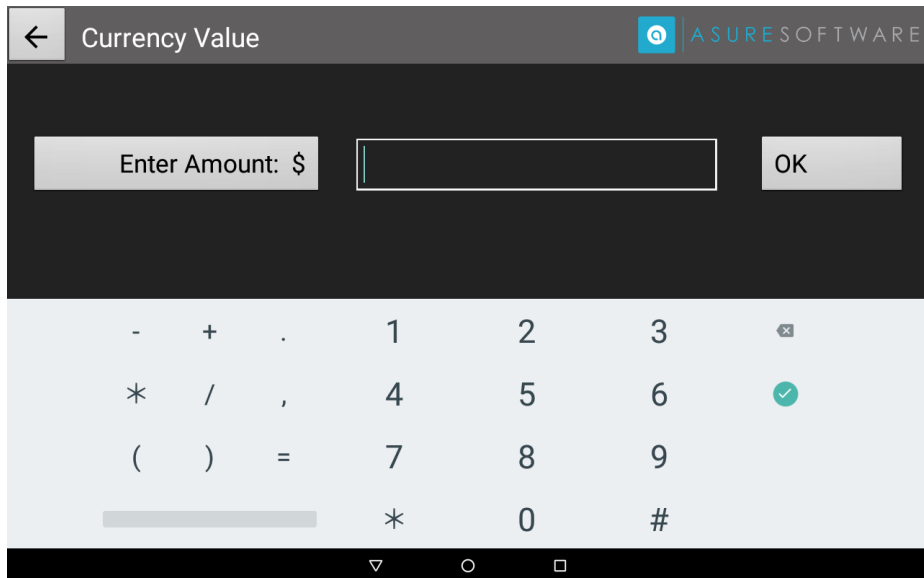
5. When your miscellaneous pay is entered, touch OK. The clock displays a confirmation message.

Misc. Pay submitted

✓ OK (1)
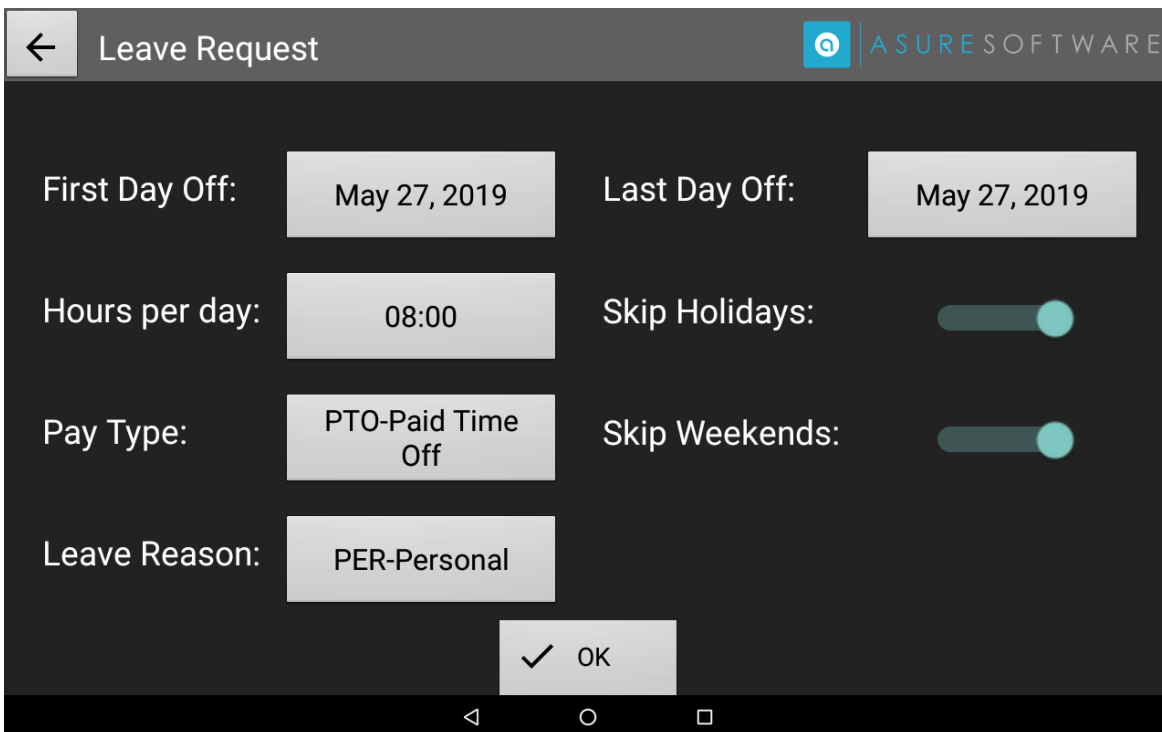
Create Leave Request

The Create Leave Requests function allows you to create leave requests on the clock without having to go to the web.

To create a Leave Request,

1. On the Self-Service menu, touch Create Leave Request.

← Leave Request | ⓐ | A S U R E S O F T W A R E

First Day Off: May 27, 2019   Last Day Off: May 27, 2019

Hours per day: 08:00   Skip Holidays:

Pay Type: PTO-Paid Time Off   Skip Weekends:

Leave Reason: PER-Personal

✓ OK

2. Touch the date on the First Day Off field and select the date from the calendar tool.

Select first leave date:

‹			May 2019			›
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	
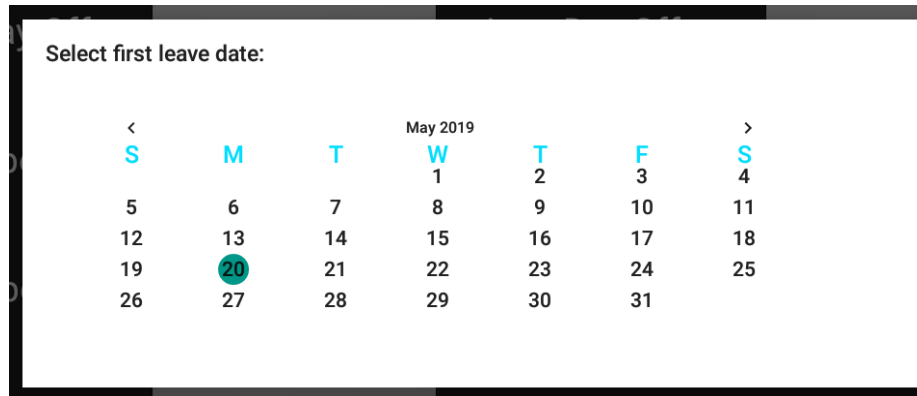
3. The date in the Last Day Off field defaults to the date of the First Date Off. Touch the Last Day Off field to change this date.
4. If the date range for your leave includes a company holiday, touch Skip Holidays so that leave accrual hours are not deducted for the holiday. For example, if your leave request is from Monday July 1 through Friday, July 5, touch Skip Holidays so that leave accrual hours are not deducted for July 4.
5. If the date range for your leave includes your regular days off, touch Skip Weekends so that accrual hours are not deducted for those days.

   For example, if your regular days off are Saturday and Sunday, and you request a leave from Monday April 22 through Friday, May 3, select Skip Weekends for the leave request – and the associated accrual hours – not to be deducted for Saturday and Sunday.

   Your regular days off do not have to be on the weekend. If your days off are Wednesday and Thursday, select Skip Weekends so that those days do not deduct from your leave accrual hours.
6. Touch the Hours Per Day to enter daily hours and minutes for the request. This is typically the regular hours that you work per day. These are the hours that will be deducted from the accrual type you select for the leave.
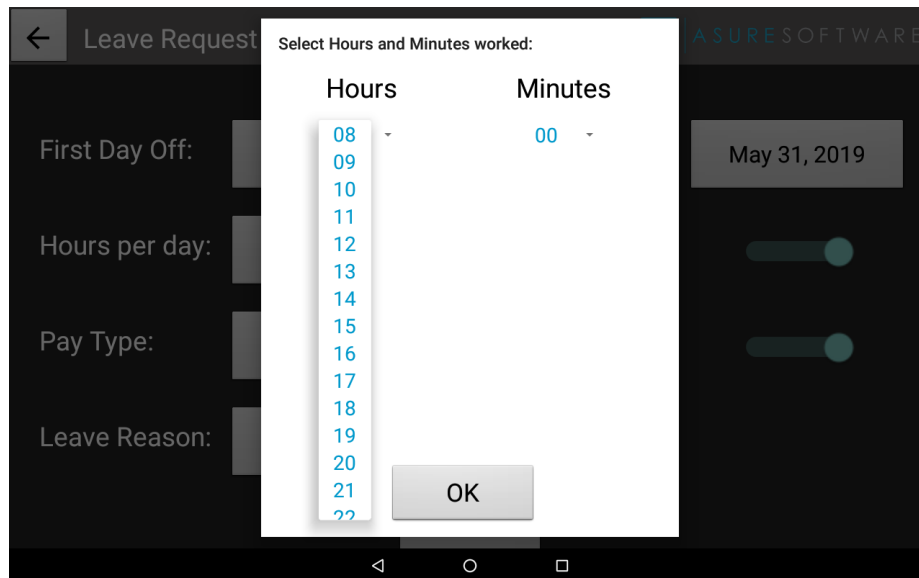
7. Touch Pay Type to select a pay type for the request. The Pay Type represents the accrual type your leave hours will deduct from. You can type the first few characters to search for the Pay Type or select the Pay Type from a list.
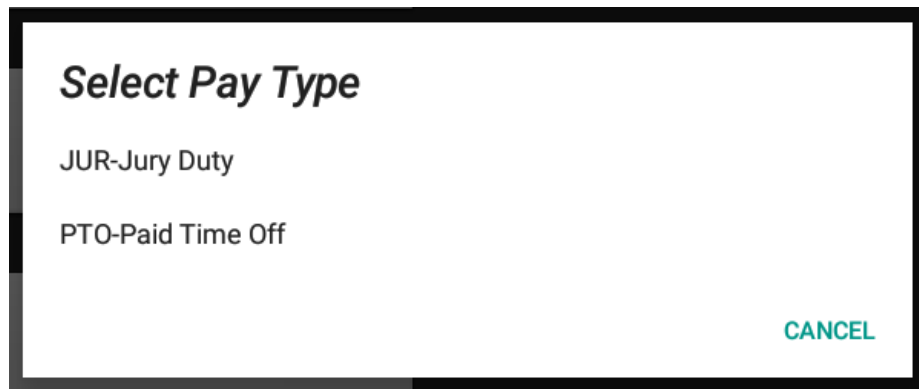
8. Touch Leave Reason to select the reason for the leave.

9. Touch OK. The clock presents a confirmation that the request has been submitted.

Leave request submitted

✓ OK (1)
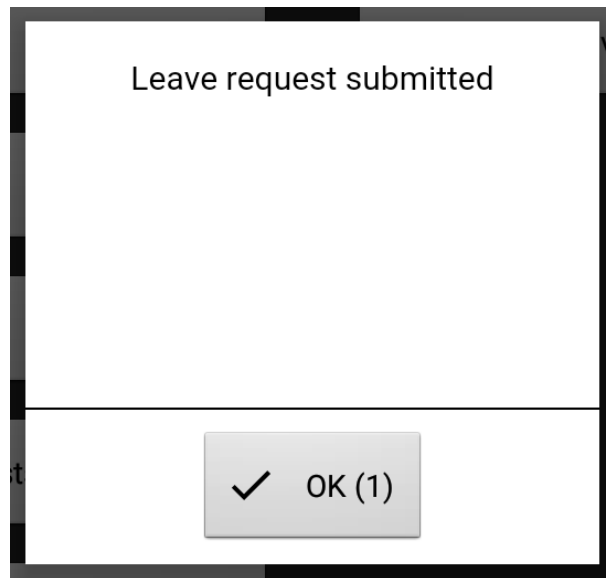
10. The system processes the request. If the system determines that you have enough hours in your leave accrual- or the system allows you to carry a negative balance the request receives a status of Pending. The next step is for your manager to approve the request. Once that happens, the request is set to Approved and appears on your time card.

If the pay period has been Approved, the leave request is not accepted.

If the pay period has been closed, the leave request is not accepted.

Troubleshooting

Connection Issues

Problem:

- Time & Attendance is not receiving punches from the clock.
- The clock is not receiving updates (employee data) from the Time & Attendance system.

Solutions:

- If the clock is using Power Over Ethernet, disconnect the Ethernet cable on both ends and reconnect. Make sure the connectors click in the socket.
- Unplug the power cable from the clock, wait 15 seconds, and plug it back in. (Or unplug the power pack from the A/C outlet.)
  - If the clock has a battery backup, you must also disconnect the battery to power down the clock.
- Check the Internet connection:
  - If you are using a wireless connection,
    - Check wireless settings.
    - Move the clock to another location in the work site.
  - If you are using a wired connection, make sure the Ethernet connections are tight on both ends. Remove the cable from its socket and reconnect, making sure the connector clicks into the socket.
  - Make sure other clocks are connecting with the system. If other clocks are not connecting to Time & Attendance, the problem is likely to be the system itself.
  - Try to log in to Time & Attendance directly. If you can't log in, the problem is likely to be the system itself.
  - Make sure there are not competing calls to Time & Attendance from the same IP address.
    i. Get the IP address for the clock from the Settings menu on the clock.
    ii. At the command line, PING the IP address.
       1. If you get a response, continue with step 3.
       2. If you don't get a response, try the other Solutions above.
    iii. Remove the Ethernet cable from either end to disconnect the clock from the system.

iv. PING the IP address again.
   1. If you don't get a response, there are no competing calls.
   2. If you get a response, there is another device using that IP address.
   3. If you know which device is competing with this clock, you can remove that device from the network to allow the clock to use that IP address.
   4. If you don't know what the competing device is, or if you want the other device to use that IP address, change the network configuration for your clock from DHCP to "static IP" and assign an unused IP address to the clock.

- Make sure outgoing ports 80 and 443 are open for network traffic. Consult IT.

Problem:

- The clock screen is blank.

Solutions:

- If the clock is using Power Over Ethernet, disconnect the Ethernet cable on both ends and reconnect. Make sure the connectors click in the socket.
- If the clock is connected to a wall socket,
  - Unplug the power cable from the clock, wait 15 seconds and plug it back in. (Or unplug the power pack from the A/C outlet.) Make sure the connection is tight at both ends.
  - If the clock has a battery backup, disconnect the backup to power down the clock.
- Try this clock at another outlet – one that you know is working. If the clock powers up, the problem is likely with the outlet.
- Try another clock (or other electronic device) at the same outlet. If the new clock doesn't power up either, the problem is likely the outlet.
- Try the power cable or Ethernet cable from another clock. If the clock powers up, the problem is likely with the cable.

Invalid date/time

Problem:

- The clock displays an incorrect date and time.

Solutions:

- Make sure the correct time zone has been selected in the time clock's Admin > Settings > Date and Time section.
- Power down the time clock by unplugging the power pack (if the clock has an operational battery, unplug battery connector from the back). Wait 15 seconds, then power up the clock. Verify the date/time is now correct on the time clock's display.

Barcode reader issues

Problem:

- The reader is not recognizing any barcode badges.

Solutions:

- If this is a new install, make sure the barcode badges being used are supported by the time clock by contacting the support department.
- If the badges were reading fine and now don't, power the time clock down by disconnecting the power cable or Power Over Ethernet (if time clock has operational battery then unplug battery connector from back of time clock). Wait 15 seconds, power back up and re-test.

Problem:

- Some badges fail after having worked for a while.
- Some badges work on a particular clock but others don't.
- A barcode reader works for a while and then stops accepting badges.

Solution:

- Examine any failed badges for scratches, cuts, or scrapes that may be causing the problem. If needed, issue new badges to those employees, update the system and re-test.
- Use a can of compressed air to remove any dirt or dust in the reader slot and re-test.

Proximity reader issues

Problem:

No response when the badge is presented to the proximity reader.

Solution:

- If this is a new install, then make sure proximity badges being used are supported by the time clock by contacting the support department.
- If the badges were reading fine and now don't, power the time clock down by unplugging the power pack or Power Over Ethernet (if time clock has operational battery then unplug battery connector from back of time clock). Wait 15 seconds, power back up and re-test.

Display problems

Problem:

- No display.

Solution:

- Verify the time clock's power pack is securely plugged into the A/C outlet and the other end is plugged into the power input port on the back of the time clock. Also verify the A/C outlet is ok and providing correct voltage.
- If the A/C outlet is working and power pack connections are fine, unplug the power pack from the A/C wall outlet (if the clock has an operational battery, unplug the battery connector from back of time clock), wait 15 seconds and plug back in. If there is still nothing on the display, the time clock may need to be repaired.

Broken display

Problem:

- The display is cracked or appears to have been damaged

Solution:

- The time clock needs repair. Call support.

Touchscreen issues

Problem:

- A single touch acts as multiple touches.

Solution:

- Unplug the power pack from the A/C outlet and wait 15 seconds. Re-insert plug making sure that no parts of your body are making contact with the screen.

Error Messages

Clock ID # not found

(Barcode and Proximity Badges)

- Make sure that the badge number displayed on the clock is the same number in the employee's profile. If it isn't, change it to the correct number, update the time clock and re-test.

Clock ID NaN not found

Barcode Badge

- Make sure the employee(s) are swiping the badge correctly through the barcode reader slot. The badge should keep contact with the back of the reader slot as a smooth consistent swiping motion is applied (not extremely fast or slow).

Proximity Badge

- If the badge was working ok, check that another proximity badge is still working.
  - o If the new badge works, the problem is a bad proximity badge.
  - o If the new badge doesn't work, the problem is in the proximity reader

Enrollment Unsuccessful (Fingerprint Enrollment)

- Make sure the employee positions their finger on the reader and does not move their finger during the process.

Invalid Keypad ID

- The clock does not have the PIN or Badge number in memory. Check with your supervisor.

Employee <Employee Name> cannot punch on this clock

- The employee is prevented from punching on this specific clock because
  - The employee is restricted by PIN or Badge Number from punching on this specific clock.
  - The employee is restricted from punching on clocks in a specific location.
  - All members of the employee's Department are restricted from punching on this specific clock.

Already clocked within the last n seconds

- The employee has punched out for a meal or break, then tried to punch in again before the scheduled interval for the meal or break. The employee must wait until the scheduled time has passed before they can punch in. There may be a grace period before and/or after the meal or break when punching is allowed.

Invalid Time Clock Code, try again

- The employee tried to transfer into a Department Code ID, but the code was either mistyped or does not exist on the clock's memory. If retying the code does not work, the employee should check with the supervisor or attempt to search for the correct code.

Job ID not valid

- The employee tried to transfer into a Job Code ID, but the code was either mistyped or does not exist on the clock's memory. If retying the code does not work, the employee should check with the supervisor or attempt to search for the correct code.