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Thank you for choosing TimeIPS! We look forward to helping you get your new system installed. With TimeIPS, your time and attendance tracking will be easier and better than ever.

This binder contains an overview of the implementation process you'll go through to get your TimeIPS system up and running in your business. It also includes some training resources to help you and your employees make the most of the system. In addition, please be sure to read the Installation Guides that are included with your equipment for specific instructions. Between this binder and the Installation Guides, you should have all the information you need to get started. If you need additional help, please visit our support website (details below) or call our Technical Support department.

For details and instructions beyond this binder and product manuals, you'll want to visit our support website. This support website is available at **<http://support.timeips.com>**. It contains articles on preparation, installation, configuration, reporting, payroll integration, job tracking, schedules, benefits and accruals, networking, barcodes, relay controls and much more.

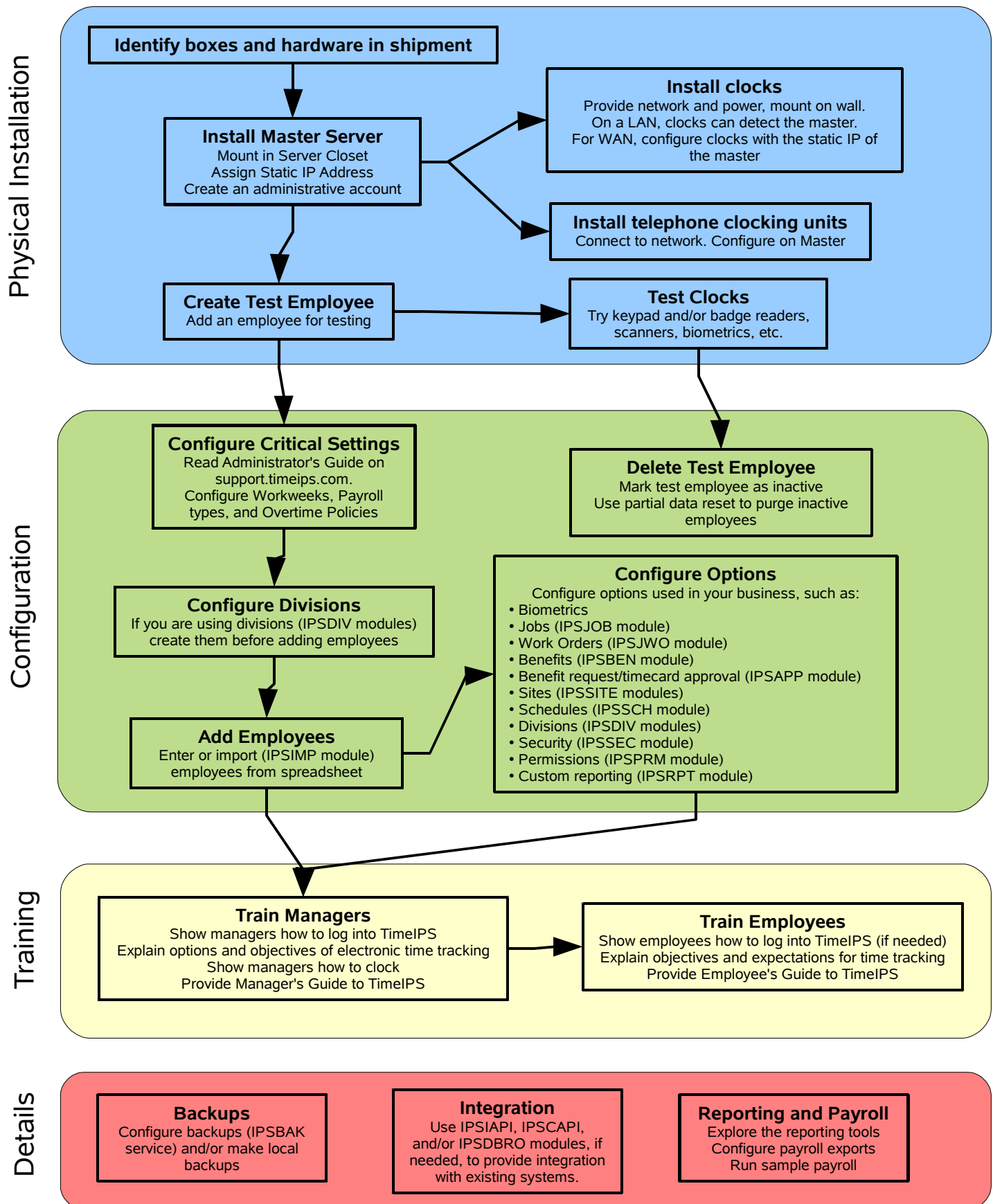
To make the most of the support website, we suggest you start by browsing the Table of Contents. Then, use the Knowledge Base Search function to find the exact information you need. Please note that the Table of Contents lists many, but by no means all, of the support articles. If you don't find what you're searching for please be sure to click "Try searching in other Tables of Contents" at the bottom of the search results page.

In the event that the Installation Guides and support website do not cover all your questions, please contact our Technical Support department for additional assistance.

Sincerely,

TimeIPS, Inc.

# TimeIPS Implementation Flow Chart



# TimeIPS Implementation Flow

## Physical Installation

The first step in installing TimeIPS is to unpack your shipment and find your server. A typical installation will consist of one server (big, heavy) and one or more clocks (small, light).

When you have your server unpacked, read the accompanying manual, and install the server as instructed. In most cases, you'll just need network and power connections (for initial setup, you'll need a monitor and keyboard as well). Then, you'll use a computer with a web browser to configure the master.

Although not absolutely necessary, it's a good idea to create a test employee in your master system to use for testing your clocks. When you're done testing, it's easy to delete this user and test data.

Once the master is configured and on the network, you're ready to install clocks. Read the clock's Installation Guide. If they're on the same network, clocks can scan for master. Otherwise, it's easy to set the master's IP address in the clock. If you're using badges or biometrics, test them now.

## Configuration

Once the physical installation is complete, it's time to begin configuring the TimeIPS master. There are several critical settings that should be set before adding employees. These are: Overtime Policies, Workweeks and Payroll Types. Details on these are in the first part of the Administrator's Guide.

If you plan to use divisions, you'll want to create them so employees belonging to each division can be added in the right place.

When the critical settings are made, it's time to create or import employees in TimeIPS. Each employee will be connected to a Payroll Type, will have Workweeks and an applicable Overtime Policy. Additional settings are easy to make and adjust later.

Depending on the needs of your business, and the modules you've purchased, you may have a number of additional settings to adjust and items to create. For example, there are jobs, work orders, benefits, sites, schedules, divisions, security options, permissions, etc.

## Training

With TimeIPS configured and ready, it's time to train your Managers. You'll want to show them how to log into the master, how to clock in and out, and explain the overall objectives you have for your new time tracking system. You should give managers a copy of the Manager's Guide to TimeIPS.

Typically, managers will train their employees. They'll show employees how to log-in (if necessary), how to clock, and what the expectations for clocking are (clock every time, don't forget!).

## Details

Lots of other details may remain. For example:

You'll need to configure backups and make sure you're getting them.

Most payroll exports need a bit of configuring, and you may want to do a few test runs.

If you plan to integrate with other systems, you can look into our integration modules.

There may be some additional settings and configuration for options you didn't have time to complete during the Configuration step.

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To view our complete support knowledge base and most current version of this article visit [support.timeips.com](http://support.timeips.com).

## Initial Configuration of Master (Server) System

### The Configuration Process

The configuration process includes reviewing and accepting the license agreement, entering basic company information and creating an "Administrative Employee." The configuration process usually just takes a few minutes. Once completed, you can add and edit all settings and employee records as needed.

#### The Administrative Employee

The employee created on the initial configuration screen will be an "Administrative Employee." This employee will initially have full administrative privileges and will have access to all parts of the system and system settings. This employee will be able to assign permissions to other employees, and with the optional IPSPRM Enterprise Permissions Module, can create and maintain permissions profiles.

### Software Configuration

Once TimeIPS has been connected to your network, you will need a PC or laptop with a web browser to navigate to the IP address shown on the TimeIPS LCD display. (After the boot process is completed, select "Configure Network" on the initial menu, then "Show Network Info" to view the current IP address.)

**Welcome to TimeIPS**  
Browse to <http://192.168.1.40>  
To configure

-Clock Not Set Up-  
Search for Master  
->Configure Network  
Clean Shutdown

->Show Network Info  
Sync to Master  
Revert to DHCP  
Set IP Address

TimeIPS® by Stratitec - Microsoft Internet Explorer  
File Edit View Favorites Tools Help  
Back Forward Stop Reload Search Favorites  
Address <http://192.168.1.40>

Enter the IP address from the LCD display in the address bar of your web browser.

### Initial Configuration

1. After entering the IP address for your TimeIPS system, the **Welcome to TimeIPS** screen will appear.

Welcome to TimeIPS

This TimeIPS system is ready to configure as a Master or Clock:

**To configure as a TimeIPS Master:**

- If this is your first or only system, configure it as a TimeIPS Master.
- Read the agreement and click the "Configure as Master" button below.

**To configure as a TimeIPS Clock:**

- Use this system as a TimeIPS clock if you already have a configured TimeIPS master on your network.
- If you already have a TimeIPS Master on your network, clock configuration is automatic and no configuration is needed in most cases. If you don't need to make advanced settings changes you can close this window now.
- Advanced users can verify and adjust settings on the [Clock Configuration page](#).
- Additional clock configuration options are set in the Master system under System Administration -> Clock Configuration.

**To restore from a backup:**

- To restore from a backup, click the "Restore from Backup" button below.

For additional help, call our Technical Support department at (877) 846-3256.

You must read and agree to the terms of the TimeIPS License Agreement to continue.  
Please check the "I accept these Terms and Conditions" box at the bottom of the agreement.

[Printable Version](#)

**END USER TimeIPS SOFTWARE LICENSE AGREEMENT, TimeIPS HARDWARE LIMITED WARRANTY AGREEMENT AND SERVICE AGREEMENT**

**NOTICE TO ALL USERS:** BEFORE YOU CLICK ON THE CONTINUE BUTTON AT THE END OF THIS AGREEMENT, CAREFULLY READ THE FOLLOWING LEGAL AGREEMENT ("AGREEMENT") WHICH SETS FORTH THE TERMS FOR THE USE OF THE TimeIPS SOFTWARE LICENSE AND THE TimeIPS HARDWARE LIMITED WARRANTY PROVIDED TO

By clicking either button below, you indicate agreement to the Terms and Conditions.

I agree, Configure as Master

I agree, Restore from Backup

2. Accept the License Agreement and click on the **Configure as Master** button.

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**NOTE:** In some versions of TimeIPS, you will need to scroll to the bottom of the License Agreement and check the box at the bottom in order to activate the "Configure as Master" or "Restore from Backup" buttons.

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3. The **Company Information** screen will appear. Enter your company information, administrator details, date and time, network settings and system email settings.



Enter your company name, contact phone number, website (if available) and mailing address. This information will be used for the company directory and for automatic registration.

Enter the name and login information for the Administrative Employee. The Administrative Employee has full access to all parts of the system and can make additional administrators after the system is configured.

Enter the current Date and Time. If your region observes Daylight Saving Time or Summer Time during the summer, select the appropriate time zone labeled (DST).

Advanced network settings can be made after setup is finished.

Enter system email settings.

Registration helps us provide better support and improves our understanding of your needs. A TimelPS relationship manager may contact you to assist with the setup and configuration of your system.

Company Information		
Company Name: *	Phone Number: *	Address: *
<input type="text"/>	<input type="text"/>	<input type="text"/>
Website: *		<input type="text"/>
* Required Field		
Administrator		
First Name: *	Last Name: *	Badge Number: *
<input type="text"/>	<input type="text"/>	<input type="text" value="1000"/>
Username: *	Password: *	E-mail Address: *
<input type="text"/>	<input type="password"/>	<input type="text"/>
Pay Type: *	Status: *	Start Date: *
<input type="text" value="Hourly"/>	<input type="text" value="Full Time"/>	<input type="text" value="06-23-2007"/>
Date and time		
Current Time:	<input type="text" value="12"/> : <input type="text" value="20"/> PM	
Current Date:	<input type="text" value="June"/> , <input type="text" value="23"/> , <input type="text" value="2007"/>	
Time Zone:	<input type="text" value="UTC-0600 - Central Time (Automatic DST)"/>	
Network Settings		
<input checked="" type="checkbox"/> Make permanent (static)	IP Address:	<input type="text" value="192.168.1.40"/> *
	Subnet Mask:	<input type="text" value="255.255.255.0"/> *
	Default Gateway:	<input type="text" value="192.168.1.1"/> *
	DNS Server:	<input type="text" value="192.168.1.1"/> *
System Mail Settings		
<input type="radio"/> Use internal email server (not recommended)		
<input checked="" type="radio"/> Use an external email server (recommended)		
Mail Server: *	<input type="text"/>	
<small>The outgoing SMTP server you would like the TimelPS® System to send mail through. Note: This will affect how the Master TimelPS® Station and all its clients send mail.</small>		
Mail Username:	<input type="text"/>	
<small>The username to log into the SMTP server above. Contact your System Administrator or ISP for this information if needed.</small>		
Mail Password:	<input type="password"/>	
<small>Password required to log into the SMTP server.</small>		
Registration		
This TimelPS station has been automatically registered. Your registration number is 14431-22218. This number will be printed in the footer of the web interface for your reference.		
<input type="checkbox"/> I have Internet access and I would like a TimelPS Customer Relationship Manager to call me during normal business hours to help with configuration and setup. Or, call us at (877) 846-3256 for immediate help.		
<input type="button" value="Start TimelPS"/>		

- Once you have completed adding your details to the **Company Information** screen (above), click on the **Start TimelPS** button.
- You will see the message "**System Setup Complete**" with the TimelPS Initial Configuration information at the bottom of the screen. We recommend you print this page and keep the hard copy in a safe location.



**System Setup Complete!**

Congratulations! Your TimeIPS® master station is now configured.

**Please print this page for your records and store it in a secure location.** Have it available if you find the need to contact us.

Wait a few moments while the master station activates your changes. If you have an LCD display attached to your TimeIPS® master station, it will inform you when the station is ready. The status line below will also link you to the configuration page when the station is available.

Your station is ready. Click here to configure: <http://192.168.1.40>

If the master station is not yet ready, you will receive a time-out message from your web browser. If you still receive a time-out message after 15 minutes and the LCD display does not show a configuration address, please call our Customer Relationship Department at 888.336.4418.

**Important:** Once you reach the "Welcome to TimeIPS" main page, log in as the system administrator, click "Administration" and then click "Updates." On the Updates page, click the "Update Now" button to receive the latest performance enhancements for your TimeIPS system.

TimeIPS Initial Configuration	
Date:	Apr 13, 2007
Serial Number:	A03029PS1400420
Administrator Username:	admin
Administrator Password:	timeips
IP Address:	192.168.1.40
Subnet Mask:	255.255.255.0
Default Gateway:	192.168.1.1

6. Click on the IP address link next to **"Your station is ready. Click here to configure"** to begin adding employees to TimeIPS.
7. The **Welcome to TimeIPS** screen will appear.

4/13/2007 04:15:34 PM CDT

INTELLIGENT PERSONNEL SYSTEM™
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*Run your business. We'll watch the clock.™*

## Welcome to TimeIPS®

**Main Menu:**

- My TimeIPS®
- Directory
- Administration
- Help
- Login

**My TimeIPS®**

- My Work History
- My Messages
- My Settings

Main Menu:

**My TimeIPS®**

*View details, reports and make changes to the currently logged in user.*

**Directory**

*Access to the online directory of employees with the ability to sort by various details. Does not require login.*

**Help**

*Help and How-to Guide complete with table of contents to make TimeIPS® easier to use. Does not require login.*

**Login**

*The first step to using your TimeIPS® system is to login with a valid account.*

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## Prepare Your System for Employees

It is essential that you begin by creating OverTime Policies and Workweek Groups for your employees to belong to when you add them. Please read [Understanding Overtime Policies and Workweek Groups](#) and be sure that when adding employees, you assign them to an appropriate Workweek group.

## Prepare Your Employee Data

You can manually enter your employees into TimeIPS (see instructions below) or you can import the employee data from a spreadsheet. (See [Importing/Updating Employee, Department, or Site Information](#).)

An employee's first and last name and a unique identifier (such as an employee number or badge number) are all that are initially required to set up an employee record. However, TimeIPS has the ability to maintain a vast array of employee details. Additional employee information can be added or edited at any time after the employee record has been created.

For initial setup, we recommend you prepare a list of your employees by first and last name and a unique identifier, such as an employee number or badge number.

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**NOTE:** TimeIPS uses the badge number field to store the unique identifier for each employee. TimeIPS will automatically generate badge numbers for your employees if you do not assign them.

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## Manually Add Employees to TimeIPS


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**NOTE:** See the [Tabbed Employee Administration View](#) for more information about the different employee tabs.

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Using the left pane Main Menu, click on: Administration » Employee Management » Employees

  
Add New Employee

  
Print All Badges

  
Classic Summary

☐ Don't show popup help

+

Display Options

+

Search Options

	Full Name	ID/Badge	Payroll Type	Department	Manager	Permissions
+	Alpha, Alan	1000	Direct	Administration	Empty	Mgr Sys Emp Pay

Add New Employee

1. The Employee Administrator (Alan Alpha, in the above example) will be the first employee record in your TimeIPS system.
2. Click on the **Add New Employee** icon or button to begin adding employees to TimeIPS.



Add New Employee			
First Name:	<input type="text"/>	Last Name:	<input type="text"/>
ID / Badge:	<input type="text" value="801"/>	Start Date:	<input type="text" value="01/23/2007"/>
Payroll Type:	<input type="text" value="Direct"/>	Department:	<input type="text" value="Employees"/>
Pay Type:	<input type="text" value="Hourly"/>	Status:	<input type="text" value="Full Time"/>
Employed:	<input type="text" value="Yes"/>	Accruals Begin:	<input type="text" value="01/23/2007"/>
<input type="button" value="Create Employee"/>			

3. Add the employee's first and last name, modify the badge number if needed, and click on **Create Employee**. Repeat this step until all employees have been added.

***Once your employees are entered into TimeIPS, your TimeIPS system is ready for employees to begin clocking!***

**See Also:**

[What's Next?](#)

[Overview of TimeIPS Reports](#)

[TimeIPS Access Levels](#)

[What's New in TimeIPS?](#)

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 TimeIPS is protected by one or more patents. Patent No. US 7,114,684 B2. Other patents pending.

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# Understanding Overtime Policies and Workweek Groups

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**In TimeIPS, an Overtime Policy is a set of rules that allow the payroll engine to calculate overtime. If you have non-exempt employees, this is the most important payroll configuration item in TimeIPS. Workweek groups connect employees to Overtime Policies, and set the legal workweek for weekly overtime rules.**

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## What is an Overtime Policy?

In TimeIPS, an Overtime Policy is a set of rules that allow the payroll engine to calculate overtime.

These rules include such things as:

- The number of hours worked in a day before overtime and/or doubletime starts
- The number of hours worked in a week before overtime and/or doubletime starts
- Treatment of hours worked on holidays

## What is a workweek?

A workweek is a 168 hour period consisting of seven 24-hour days. In many areas, labor laws dictate that after a certain number of hours in a workweek, additional work must be paid as overtime. The seven 24-hour days within the workweek are called workdays, and in some areas, labor laws dictate that after a certain number of hours in a workday, additional work must be paid as overtime. Most businesses will have workweeks and workdays aligned with calendar days, but this is not required. When employees follow workweeks that start in the middle of the calendar day, most reports and exports will follow the workweeks and workdays, rather than calendar days.

## What is a Workweek Group?

Workweek Groups provide:

- A way to connect employees to Overtime Policies
- A way to set the starting day and time of workweeks for employees
- A way to change the effective Overtime Policy over time

## What is the purpose of having an “Overtime Policy?” Isn't overtime just time over 40 hours in a week?

In some locations, with some kinds of employees, working a single shift, with a steady schedule, overtime might be that simple. But, in many cases it's not.

Overtime policies allow TimeIPS to accurately calculate overtime for employees:

- Working night shifts
- Working changing schedules
- In locations where labor laws have special rules or limits on work each day
- In locations where overtime can trigger on consecutive days

- In locations or with company/union policies that dictate overtime on holidays
- When labor laws or union contracts change over time

### **How does TimeIPS use Overtime Policies?**

Different groups of employees, doing different kinds of work, in different areas, in different years, may all need different overtime rules. TimeIPS allows you to create Overtime Policies for all such situations. Then, TimeIPS allows you to use Workweek Groups to connect Overtime Policies to groups of employees. The connections can change and are tracked by date. Each time an employee works, TimeIPS looks at the Workweek Group the employee belongs to, at that very moment, finds the Overtime Policy in use at that time, and calculates the resulting overtime.

### **How will I know what overtime rules apply?**

It is essential that you know the labor laws that apply to your work force and configure an Overtime Policy to match. This will allow TimeIPS to calculate overtime accurately and will help you comply with labor laws. If you have employees in multiple states, or doing multiple types of work, you may have different labor laws and rules that cover them. TimeIPS will allow you to create an overtime policy for each such group. If you're not sure what laws apply to you:

- We suggest you seek advice from an attorney that specializes in labor law.
- You may also benefit from state websites such as: [State Labor Offices](#)
- Read the [Fair Labor Standards Act](#) to find out which employees are eligible to declare overtime and which ones are exempt from such regulations. The Fair Labor Standards Act also specifies how much you should pay for overtime (usually one-and-a-half times the normal hourly rate), what happens with overtime hours worked during holidays or weekends and who has the right to approve the overtime.

### **More suggestions:**

- We suggest you create a written policy outlining everything related to overtime and provide this to your employees and managers. This will help reduce questions about overtime calculations performed by TimeIPS.
- If you have questions about how to enter your Overtime Policies into TimeIPS, you can reference the [Overtime Policies](#) article in this Knowledge Base. Referencing your written overtime policy will make this procedure very quick and uncomplicated.
- We suggest naming the policy for the area and year of the policy. For example, California 2008. This will make it easy to differentiate future policies you'll make when labor laws change.

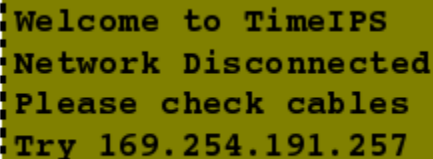
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## Troubleshooting: Unable to Access TimeIPS

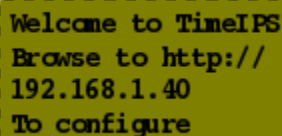
*The TimeIPS server or master system is generally located in your administrative offices. If you are unable to access the administrative sections of your TimeIPS system, the following instructions walk you through troubleshooting possible causes.*

- Make sure system is powered on. If not, follow the troubleshooting steps for [TimeIPS will not power on](#).
- Check the physical network connection. If no network connection is detected, TimeIPS may display the following message:

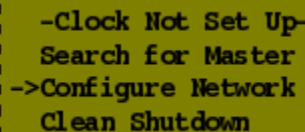


Welcome to TimeIPS  
Network Disconnected  
Please check cables  
Try 169.254.191.257

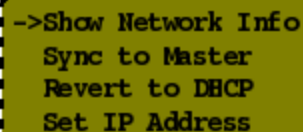
1. Unplug the network cable from the back of the TimeIPS system and then plug it back in.
  2. Unplug the network cable from the source (ex: router, hub, personal computer etc...) and plug back in to the source.
  3. Make sure you are using the correct cable for your configuration (crossover cable if connecting directly to a standalone computer, patch cable if connecting to network).
- Verify that the IP address you are trying to use has not been changed (the addressing method may be set to dynamic and the IP address has changed).
    1. Obtain the IP address by watching for the address during boot up, or after the boot process is completed, select "Configure Network" on the initial menu, then "Show Network Info" to view the current IP address.)



Welcome to TimeIPS  
Browse to <http://192.168.1.40>  
To configure



-Clock Not Set Up-  
Search for Master  
->Configure Network  
Clean Shutdown



->Show Network Info  
Sync to Master  
Revert to DHCP  
Set IP Address

2. If needed, reset to DHCP by selecting "Revert to DHCP" and then "Apply Settings" in the network menu.

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**TIP: If you do not have a keypad and/or small LCD display, attach a regular monitor and keyboard to the back of TimelPS. You do not need to shutdown TimelPS to install the keyboard and/or monitor.**

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**TIP: Press Enter and Backspace at the same time to enter the System menu on a configured system. If using a full size keyboard, press the number pad's Enter key and Backspace at the same time. Use the number pad to navigate the menus (not the keyboard arrow keys.)**

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3. The LCD (or monitor) will display the version number, IP address, default gateway (GW) and the master station (MST).
  4. Attempt to access TimelPS through your web browser by entering your TimelPS system's IP address in the address bar then pressing [ENTER] (ex: *http://192.168.1.40*).
- Verify that the IP address for your workstation is compatible with the TimelPS system.
    1. If you are using Windows, go to the **Start menu** and select the **Run** option. Type *cmd* (Win. XP) or *command* (pre- XP) and click on the **OK** button. At the terminal prompt, type: *ipconfig* then press [Enter].
    2. Under Ethernet adapter Local Area Connection verify that an IP address is listed and make note of it. Using a basic local area connection, the first three groups of numbers should be the same. (Ex. TimelPS IP address 192.168.1.40 and workstation IP address 192.168.1.32)

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**Note: You do not want the fourth group of numbers to be the same as that would cause an IP address conflict.**

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3. If the IP addresses are not compatible, temporarily change your workstation's IP address to be compatible.
  - For Windows XP, go to the **Start menu - Control Panel - Network Connections** . Right Click on the **Local Area Connections** icon and select the **Properties** option. Highlight the **Internet Protocol(TCP/IP)** option and click on the **Properties** button. In the **General** tab select **Use the following IP address** radio button.

---

**EXAMPLE: If TimelPS's IP address is 169.254.123.45, change your workstation's IP address to be a compatible number such as 169.254.123.95.**

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- Make sure there is not an IP address conflict.
  1. Ping the unit by opening a terminal (**Start menu** and select the **Run** option. Type *cmd* (Win. XP) or *command* (pre- XP) and click on the **OK** button.) and type: *ping* [IP address] and then press [Enter].

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**EXAMPLE: If TimelPS has the IP address of 169.254.123.45, type *ping 169.254.123.45***

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2. If you receive 4 replies, go to your web browser and the IP address for TimelPS in the address bar and press [Enter]. If you receive a message that the server could not be found or a web page other than TimelPS:
    - a. Unplug the Ethernet cable from the back of the TimelPS System. The Ethernet cable looks similar to a phone cord connection but is larger.
    - b. Back in the terminal window, try to ping the IP address again. If you still receive 4 replies, you have another network device using the same IP address.
    - c. Contact your network administrator and provide him/her with the IP address for TimelPS.
- Make sure the firewall is not blocking your access to TimelPS through the LAN connection.
  - In Windows, go to the **Start menu - Settings** option - **Control Panel** option. Double-click on the **Network Connections** icon. Right click on the **Local Area Connection** option and select **Properties**. Select the **Advanced** tab. Click on **Settings** under Windows Firewall and select **Turn off**.

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**NOTE: Once you are able to connect to TimeIPS, you may turn the firewall back on. If this again prevents you from accessing TimeIPS, contact your network administrator for assistance in configuring the firewall to allow access to TimeIPS.**

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- If you are using AOL's web browser, try connecting with a different web browser such as FireFox or Internet Explorer.

**See Also:**

TimeIPS Will Not Power On

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## Clock In and Out from the TimeIPS Station

*Once employees have been entered into TimeIPS with an Employee ID/Badge Number, they can begin clocking in and out. Various employee identification devices are available. Any of the following employee identification devices can be used with any TimeIPS system, although not all are included with every system*

### Clocking Modes

TimeIPS clocks offer three operating modes:

- **Smart Clocking Only**

If you are only using automatic input devices, such as barcode scanners or proximity card readers, you may wish to use "Smart Clocking Only" in order to disable the explicit "Clock In" and "Clock Out" functions, which are designed to be used with a keypad. Older versions of TimeIPS (Prior to Version 1.6) only supported Smart Clocking mode.

- **Explicit Clocking Only**

If you have a keypad, you may wish to use "Explicit Clocking Only" to require employees to specify whether they are clocking in or clocking out. This behavior is recommended to help identify missed clocks and simplify those corrections.

- **Both Methods**

By default, both methods are accepted. This allows automatic input devices to work, and allows employees to specify the intent of their clock.

Configure clocking modes under Administration -> System Administration -> Clock Configuration.

The clocking mode can be set per clock, so that clocks with automatic input devices can behave differently than clocks with keypads, if desired.

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## Numeric Keypad Overview



NUMERIC KEYPAD

*The keypad is the most common and most versatile clocking device. It allows employees to clock in, clock out, change jobs, check status and enter notes.*

## Clock Events Using Keypad in "Smart Clocking" Mode

Key Label	Key Name	Description
/ [Info]	Information Code	Retrieves clock-in/out status and hourly time information for an employee
* [ID]	Time Entry Code	Denotes that the following ID number is for time entry
ENTER	Enter Key	Submits job code and/or ID number combinations to the system
Num Lock	Key pad Lock	Locks and unlocks the keypad
0-9	Number Keys	Used to enter ID numbers and job codes
BS	Backspace	Used to remove last typed character in case of incorrect entry

- A successful clock IN or OUT will generate the "In" or "Out" voice confirmation and the LCD will indicate the current date, time, employee name and time IN or OUT.
- If you mistype when entering any number, use the "BS" (Backspace) key on the keypad to clear incorrectly typed numbers.
- The NumLock key must be active for proper keypad function.

### To Clock-In/Clock-Out Using the Numeric Keypad

- Type an Employee ID/Badge Number and press [Enter].  
Example: 112233 [Enter]

### To Check Clocked In/Out Status and Hours Remaining

- Type forward slash on keypad followed by an Employee ID/Badge Number and press [Enter].  
Example: /112233 [Enter]

---

NOTE: Hours remaining only display for hourly employees.

---

## If your system includes Job Tracking

### Clock-In to a Job/Change to a New Job

- Type the Job Code \* and an Employee ID/Badge Number and press [Enter].  
Example: 4567\*112233 [Enter]

### "Smart Clocking" Keypad Command Examples

Employee Enters at Keypad/Keyboard: *	WORK STATUS		
	OUT	IN	IN JOB
ID/BADGE# or * ID/BADGE#	Clocks employee IN	Clocks employee OUT	Clocks employee OUT of current job
[JOB CODE] * ID/BADGE#	Clocks employee IN to the specified job	Clocks employee OUT of the default job, then IN to the specified job	Clocks employee OUT of current job
[CURRENT JOB CODE] * ID/BADGE#			Clocks employee OUT of the current job, then IN to the default job **
[CLOCK NOTE] + + ID/BADGE#	Clocks employee IN and adds a Clock-In Note to the clock event in TimeIPS	Clocks employee OUT and adds a Clock-Out Note to the clock event in TimeIPS	Clocks employee OUT of current job and adds a Clock-Out Note to the clock event in TimeIPS
[CLOCK NOTE] + + [JOB CODE] * ID/BADGE#	Clocks employee IN to the specified job and adds a Clock-In Note to the clock event in TimeIPS	Clocks employee OUT of the default job, then IN to the specified job and adds a Clock-In Note to the clock event in TimeIPS	Clocks employee OUT of the current job, then IN to the specified job and adds a Clock-In Note to the clock event in TimeIPS
[CLOCK NOTE] - + [CURRENT JOB CODE] * ID/BADGE#			Clocks employee OUT of current job, then back IN to same job (without flagging as clock error) with a new Clock-In Note

\* The above commands are followed by pressing [ENTER] on the keypad/keyboard

\*\* Requires special module

---

## Clock Events Using Keypad in "Explicit Clocking" Mode

Key Label	Key Name	Description
/ [Info]	Information Code	Retrieves clock-in/out status and hourly time information for an employee
* [ID]	Change Job	Denotes that the employee wants to change jobs
+ [Next]	Clock In	Denotes that the employee wants to clock in
- [Prev]	Clock Out	Denotes that the employee wants to clock out
ENTER	Enter Key	Submits job code and/or ID number combinations to the system
Num Lock	Key pad Lock	Locks and unlocks the keypad
0-9	Number Keys	Used to enter ID numbers and job codes
BS	Backspace	Used to remove last typed character in case of incorrect entry

- A successful clock IN or OUT will generate the "In" or "Out" voice confirmation and the LCD will indicate the current date, time, employee name and time IN or OUT.
- If you mistype when entering any number, use the "BS" (Backspace) key on the keypad to clear incorrectly typed numbers.
- The NumLock key must be active for proper keypad function.

### To Clock-In/Clock-Out Using the Numeric Keypad

- Type either + or -, then an Employee ID/Badge Number and press [Enter].  
*Example: +112233 [Enter]*

### To Check Clocked In/Out Status and Hours Remaining

- Type forward slash on keypad followed by an Employee ID/Badge Number and press [Enter].  
*Example: /112233 [Enter]*

---

**NOTE: Hours remaining only display for hourly employees.**

---

## If your system includes Job Tracking

### Clock-In to a Job

- Type + and an Employee ID/Badge Number and press [Enter]. Then, enter a job code and press [Enter].  
*Example: +112233 [Enter]*  
*Example: 4567 [Enter]*

### Change to a New Job

- Type \* and an Employee ID/Badge Number and press [Enter]. Then, enter a job code and press [Enter].  
*Example: \*112233 [Enter]*  
*Example: 4567 [Enter]*

## If your system includes 💡 Work Orders

### Clock-In to a Work Order and Job

- Type + and an Employee ID/Badge Number and press [Enter]. Enter a Work Order code and press [Enter]. Then, enter a job code and press [Enter].

Example: +112233 [Enter]

Example: 2000 [Enter]

Example: 4567 [Enter]

### Change to a new Work Order and Job

- Type \* and an employee ID/badge number and press [Enter]. Enter a Work Order code and press [Enter]. Then, enter a job code and press [Enter].

Example: \*112233 [Enter]

Example: 2000 [Enter]

Example: 4567 [Enter]

## "Explicit Clocking" Keypad Command Examples

Employee Enters at Keypad/Keyboard: *	WORK STATUS		
	OUT	IN	IN JOB
+ ID/BADGE#	Clocks employee IN	Clocks employee OUT, then back IN	Clocks employee OUT, then back IN
- ID/BADGE#	Clocks employee IN, then back OUT	Clocks employee OUT	Clocks employee OUT
* ID/BADGE#, JOB#	Clocks employee IN to the specified job	Clocks employee OUT of the default job, then IN to the specified job	Clocks employee OUT of current job and IN to the specified job

\* The above commands are followed by pressing [ENTER] on the keypad/keyboard

## Biometric Reader Overview



BIOMETRIC

---

*TimeIPS can validate employee identification using biometric fingerprint/thumbprint authentication. Employees clock in and out of TimeIPS and are asked to present their thumb for validation.*

---

TimeIPS offers multiple types of biometric readers, suited to the needs of different businesses. Please review the enrollment and training instructions that are included in the manual that accompanied your biometric device.

Configuration for biometrics are under Administration -> Clocking -> Biometric Validation

See the article on [Biometric Validation](#) (key word "bio") for details.

## Magnetic Swipe Badge Reader Overview



MAGNETIC SWIPE BADGE

---

*The magnetic swipe badge reader is an optional employee identification device for use with employee magnetic swipe badges.*


---

### Swiping a Magnetic Swipe Badge

When preparing to swipe a badge, be sure that the front of the badge is facing away from the indicator light and the badge's magnetic strip is facing toward the light. Insert the badge starting at either end of the reader slot and swipe completely through it, exiting the other side. If swiped correctly, the reader will beep to indicate success. If there is no beep, you may have the card backward. Turn the badge so that the magnetic strip is facing the indicator light and try again.



If the clock event is successful, an audible tone will be heard for "In" or "Out" and the LCD display will indicate the current date and time, employee name and the time IN or OUT.

INDICATOR	EVENT	DESCRIPTION	
Green Light	Ready to swipe	The reader is ready to read or has successfully read your badge	
Audible Beep	Successful swipe	The reader has successfully read your badge	
Red Light	Incomplete Swipe	Swipe the badge again with a full swipe	
Does not blink or beep	Badge is backward	Reorient the badge so that the back is facing the indicator light and the magnetic strip is fully inserted into the reader	

### Setting Up Employee Badges

For information on how to set up employee badges, see the article on [Setting Up Employee ID and Badge Numbers for Swipe Badge Systems](#) (key word "badge").

## Barcode Reader Overview



BARCODE SCAN

---

*The barcode badge reader is an optional employee identification device for entering employee time and Job Tracking information.*

---

Typically, barcode readers are used in "Smart Clocking" mode. A Job or Work Order barcode is scanned first, then a badge with a barcode for the employee's ID.

## Proximity Card Reader Overview



PROXIMITY CARD

---

*The proximity badge reader is an optional employee identification device for use with employee proximity badges that offers higher-security employee identification.*

---

Proximity readers make it fast and easy for employees to clock IN and OUT. In addition, there's no chance of entering an incorrect badge number, reducing errors and saving time for managers.



## Web Browser Overview



WEB BROWSER

---

*The Remote Clocking module allows employees to clock in/out, change jobs and check their status using a computer terminal and web browser.*

---

See the article on [Remote Clocking](#) (key word "remote") for details.

## Telephone Clocking Overview



TELEPHONE DIAL-IN

---

*Employees can clock in/out, record a clock note, check current status, and listen to messages.*

---

See the article on [Telephone Clocking](#) (key word "phone") for details.

## Wireless Device Overview



WIRELESS WEB DEVICE




---

*Wireless devices such as PDA's and web-enabled phones can be used to clock in/out and check status remotely.*

---

See the article on [Remote Clocking](#) (key word "remote") for details.

## General Clocking Overview

Identification Devices		Job/Clock Notes	Jobs	Clock In/Out	Validate Employee's Identity
	<b>Keypad/Keyboard</b> 	Type Job/Clock Notes Press <+> key twice	Type Job Code	Press <ID> key, Type ID Number, Press <ENTER> key	
	<b>Magnetic Swipe Badge Reader</b> 			Swipe Employee ID Badge	
	<b>Barcode Scanner</b> 		Scan Job Code Label	Scan Employee ID Badge	
	<b>Proximity Card</b> 			Touch Employee Badge to reader	
	<b>Biometric Reader</b> 				Present Thumb
	<b>VOIP (Voice Over IP)</b> 	Select option and Record Voice note	Select option and Enter Job Code	Select Option	Enter PIN number AND/OR Record Name when prompted

### See Also:

[TimeIPS Store](#)

[Adjust Employee's Badge Number](#)

[Getting Started with TimeIPS](#)

[Clock In and Out from the TimeIPS Station](#)

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TimeIPS is protected by one or more patents. Patent No. US 7,114,684 B2. Other patents pending.

**IMPORTANT:**  
**PLEASE DO NOT USE THIS DOCUMENT WITHOUT READING THIS PAGE**

This document is designed to be a template for a document given to Managers who will be using TimeIPS in your business or organization. Where possible, we've written it in the context of you (the business or organization) giving information, guidance and training to your Managers.

In some places, we include lists of reasons, locations and options. These lists are examples and are intended to provide ideas or options you might use or modify. Many of these will NOT be suitable to your needs at all and should be removed. We suggest you add your own text to replace ours wherever needed.

You will NEED TO DELETE sections of this document that don't apply to your business.

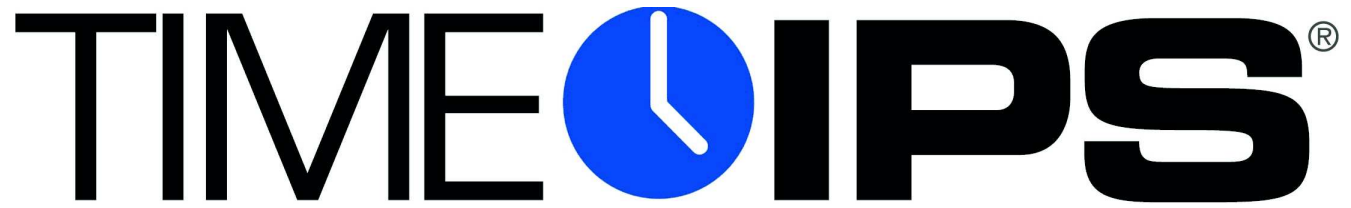
You will NEED TO DELETE sections of this document referring to hardware you have not purchased for your TimeIPS system. There is a separate page for each type of clocking method that is available from TimeIPS. You may have purchased more than one option for clocking methods, so you will simply delete the clocking methods that do not apply to your business.

You will NEED TO DELETE sections of this document referring to software modules you have not purchased for your TimeIPS system. If a module is required for a particular feature it will be indicated by the following identifiers. You will need to delete any component that has not been purchased with your TimeIPS system to eliminate any confusion. This will give you the ability to search for the identifier throughout the document and quickly delete all components associated with the module that does not pertain to your organization.

<b><u>Module</u></b>	<b><u>Identifier</u></b>	<b><u>Explanation</u></b>
IPSIPS	<IPSIPS>	Allows defined schedules and attendance tracking per employee
IPSAPP	<IPSAPP>	Online requests and approvals of Benefits and Timecards
IPSJOB	<IPSJOB>	Job tracking
IPSVOIP	<IPSVOIP>	Phone clocking
IPSREM	<IPSREM>	PC based clocking
IPSJWO	<IPSJWO>	Work Orders for tracking jobs within jobs
IPSIMP	<IPSIMP>	Import and Export of information to and from TimeIPS

*Note: For your convenience, the current version of this document is available for download from <http://support.timeips.com> on the Downloads page in the Training category.*





# **Manager's Guide to TimeIPS**

A training and reference guide for Managers using the TimeIPS time and attendance system. For more information, please contact your TimeIPS administrator.

## **Overview:**

After extensive consideration and research, we've decided to implement an electronic time tracking system in our business. There will be a number of benefits for you:

- Ability to more efficiently manage your employees through automation
- View your employees' status from your own computer
- Edit clocking errors from your computer
- <IPSIPS> Create schedules for your employees
- Running attendance and tardy reports for your employees
- Create Employee Report Cards for help with performance reviews
- Track incidents with full detail
- <IPSAPP> Approve benefit usage automatically, while viewing all other previously approved benefits
- <IPSAPP> Review and approve time cards and sign digitally to reduce paper consumption

## **TimeIPS Implementation:**

So that you can be ready for implementation of the new TimeIPS time and attendance for our organization, please:

- Review the Employee's Guide to TimeIPS in its entirety.
- Review this guide for further managerial functions you will need to become familiar with inside of TimeIPS.
- View additional training videos online at: <http://www.timeips.com/videos/index.php> The one that is highly recommended is the Manager Introduction Video.
- Finally you can access a full online Manager's Guide to TimeIPS at: <http://support.timeips.com/index.php?module=HeadSup&func=display&articleid=345>

## **Time frame:**

We've completed the physical installation of the new electronic time clocks. We'll begin using the system next week.

## **Training meetings:**

You will need to hold a training meeting to review the essential parts of the new time and attendance system with your direct reports next week.

## **Clocks:**

We have installed TimeIPS clocks at the following locations:

- Front door
- Back door
- Warehouse
- Break room
- Assembly area



## Viewing Your Employees:

### Currently In:

The “Currently In Employees” page displays all employees who are currently clocked in. This page lists the employees by the department they are associated with, what job they are working on and how many hours they have worked for the day. This view can be used to determine if an employee is present at any given time and to ensure all employees clock out at the end of the shift.

From the **Main Menu**, click on **Directory** and then under **Information** select **Clocked-In**

Employees Currently In:						
Administration:						
Elliott, Heidi <i>Off-Site</i> 22 hours, 37 minutes	Henning, Kim <i>Machine 12</i> 6 hours, 48 minutes	Morgaine, Bryn <i>none</i> 0 hours, 2 minutes	Musel, Missy <i>none</i> 0 hours, 2 minutes	Pankoe, Ryan <i>EMT</i> 0 hours, 2 minutes	Reesing, Todd <i>none</i> 0 hours, 2 minutes	Shuckerow, Bret <i>MHI General</i> 0 hours, 2 minutes
Transport, Mona <i>none</i> 0 hours, 2 minutes						
Administration:						
No Employees Currently Clocked In						
Administration:						
No Employees Currently Clocked In						
Employees:						
Jones, Sam <i>none</i> 0 hours, 2 minutes	Lofton, Austin <i>Taking out the Trash</i> 0 hours, 2 minutes	O'Byrne, Emily <i>none</i> 0 hours, 2 minutes	Yorks, Leslie <i>none</i> 0 hours, 2 minutes			
Employees:						
No Employees Currently Clocked In						
Housekeeping:						
Housekeeper, Jane <i>none</i> 9 hours, 37 minutes	Linens, Sarah <i>none</i> 0 hours, 2 minutes	Sweeper, Jill <i>none</i> 0 hours, 2 minutes				
Human Resources:						
No Employees Currently Clocked In						
IT:						
Monroe, Jacob <i>none</i> 0 hours, 2 minutes	Ortiz, David <i>none</i> 0 hours, 2 minutes	Patrick, Jason <i>none</i> 0 hours, 2 minutes				
Training:						
Nolan, Andrea <i>none</i> 0 hours, 2 minutes	Peterson, Adrian <i>none</i> 0 hours, 2 minutes	Romo, Tony <i>none</i> 0 hours, 2 minutes				

## Employee Directory:

The Employee Directory displays the employees and the employees' information that you choose to list (E-mail, Phone Ext, Home Phone, Cell Phone, Address and Department). This can eliminate the constant new paper list of new extensions.

From the **Main Menu**, click on **Directory** and then under **Information** select **Department**

Name	E-mail	Phone Ext	Home Phone	Cell Phone	Address	Dept
Mary Duster						Housekeeping
Heidi Elliott						Administration
Joshua Henderson		6230	316.200.0000	316.440.0000		Training
 Kim Henning						Administration
Jane Housekeeper						Housekeeping
John Jones						Administration
Maria Jones						Employees
Sam Jones						Employees
Sarah Linens						Housekeeping
Austin Lofton						Employees
Jacob Monroe						IT
Bryn Morgaine						Administration

## Employee Status:

The Employee Status View is an electronic In/Out board for tracking an employee's status throughout the day. This shows where the employee clocked from, what job they are working on, their status and when their last clocking event was.

From the **Main Menu**, click on **Directory** and then under **Information** select **Employee Status**

Name	Location	In / Out	Job	Comments	Status	Last Clock
Duster, Mary		Out	None			
Elliott, Heidi	Master Station	In	Off-Site	<a href="#">Click to add a note.</a>		11-19-2008 10:12 AM
Henderson, Joshua		Out	Training :: Welding	<a href="#">Out to lunch</a>		Yesterday 05:00 PM
Henning, Kim		In	Machine 12	<a href="#">Working on a project</a>		Today 04:07 PM
Housekeeper, Jane		In	None	<a href="#">Click to add a note.</a>		Today 01:00 PM
Jones, John		Out	None			
Jones, Maria		Out	None			
Jones, Sam		In	None	<a href="#">Click to add a note.</a>		Today 04:34 PM

## Editing Time In/Out:

You can view and edit an employee's time through the Time Edit Report.

From the **Main Menu**, click on **Administration, Payroll and Reports** and then **Time Edit/Report**

Click on the time frame for which you wish to run the report from the icons at the top of the page and select "View Report".

The screenshot shows the 'Time Report' interface. At the top, there are navigation icons: Back, Day, Week, Previous Week, Month, Year, Custom Range, and Setup EEJR. The main section is titled 'Time Report' and contains a 'Week Containing:' field with the date '11/17/2008'. Below this, there is a link to 'help' and a 'How-to Guide'. The 'Range Type:' section explains that 'Previous' and 'Next' arrows move to the previous and next week, and provides a hint about creating a custom range with a Start Date of Sunday and an End Date of Saturday. The 'Select Report:' dropdown is set to 'Time Report'. The 'Site:' dropdown is set to 'All Employees' with a 'Filter' button. The 'Criteria:' dropdown is set to 'All Employees Managed By Me'. The 'Select Format:' dropdown is set to 'Web Page (HTML)'. A 'View Report' button is at the bottom.

Time Report

Week Containing: 11/17/2008

• For details on TimeIPS's report generating capabilities and guidance on running reports, please click [help](#) and view our How-to Guide

**Previous Week:**  
Same as Week, but defaults to Monday of the previous week (ie: 11/17/2008).

**Range Type:**  
Previous and Next arrows move to the previous and next week.  
(Hint: To have weeks starting with Sunday and ending on Saturday, create a custom range with a Start Date of Sunday and an End Date of Saturday.)

Select Report: Time Report

Site: All Employees Filter Click Filter to show only employees belonging to the selected site under Criteria.

Criteria: All Employees Managed By Me

Select Format: Web Page (HTML)

View Report

This will be all of your employees for the time frame you chose with all of their total hours. To make an edit, simply click on the employee's name and then select the clocking event you wish to edit.

Week of November 17, 2008				
All Employees Managed By Me				
Name	Employee Num	Type	Time Worked	
<a href="#">Henning, Kim</a>	06HENKI	Direct	35hrs, 16min	0 +
<a href="#">Lofton, Austin</a>		Direct	36hrs	0 +
<a href="#">Monroe, Jacob</a>		Direct	36hrs	0 +
<a href="#">Patrick, Jason</a>		Direct	4hrs	0 +
<a href="#">Peterson, Adrian</a>		Direct	36hrs	0 +
<a href="#">Romo, Tony</a>		Direct	36hrs	0 +
<a href="#">Transport, Mona</a>		Direct	6hrs, 17min	0 +
<a href="#">Henderson, Joshua</a>		Subs	36hrs	0 +

Click on the calendar to change the date and type the new time over the incorrect time. You can also add a note to your documentation in the “Change Note” field. When finished, click on the “Update” button. This will make the change and take you back to the employee's time card.

Edit Event for Henning, Kim

Time In:

11/17/2008 01:00:00 PM CST

Time Out:

11/17/2008 05:00:00 PM CST

<Nov>

2008

>

S

M

T

W

T

F

S

Ins

1

After

Location: Automatic Clocking

-- Select Location Type --

Insert BeforeDeleteInsert After

Work Order:

2345678

ne --

Current Job Co

9101112131415

%

Job:

16171819202122

Desk (956)

Clock Note (In)

23242526272829

30

Entered when clocked in by the employee. For example: jobnote++jobnum\*badgenum

Clock Note (Out)

Entered when clocking out.

Last Note:

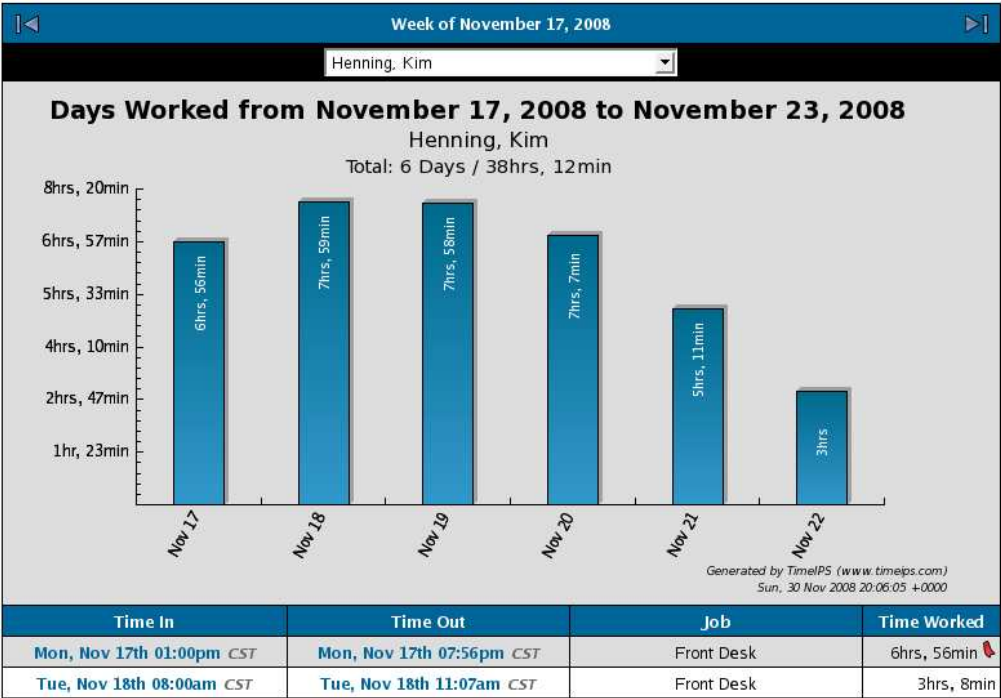
Change Note:

Tip: When editing an event while the employee is still clocked in, do not select anything for "Date/Time Out" to leave them clocked in. Otherwise, they will be clocked out at the time you select.

Tip: After selecting the date and time, click the "X" in the upper-right-hand corner of the popup calendar or click anywhere outside of the calendar.

UpdateCancelDelete

You will then see a red flag next to the Time Worked, which indicates there has been a manual change to the clocking event.



You can then click on the red flag to see the full audit trail of the exact change made to the clocking event. This audit trail will be forever associated with this clocking event.

#### Time Audited

[Print](#)

Date Modified	Editor	Action	From	To
Mon, Nov 17, 2008 01:00:00 PM CST	Automatic	Clocked in on Nov 17, 2008 at 01:00:00 PM CST to job Front Desk from Automatic Clocking		
Mon, Nov 17, 2008 05:00:00 PM CST	Automatic	Clocked out on Nov 17, 2008 at 05:00:00 PM CST from Automatic Clocking		
Sun, Nov 30, 2008 02:06:02 PM CST	Henning, Kim	Admin Note	Employee worked late on special project.	
		Changed Time Out	Mon, Nov 17, 2008 05:00:00 PM CST	Mon, Nov 17, 2008 07:56:00 PM CST

## Reporting:

### Tardiness Reporting:

<IPSIPS> You can run a Tardy Report by Schedule that will show you how prompt your employees are based on the schedule you have set for them within TimeIPS. This will allow you to give them a grace period of time to clock in after their scheduled clocking time, if you so desire. This report shows whether they were on time or tardy and if they were not scheduled to work at all. It also shows if the employee is using some type of benefit time.

From the **Main Menu**, click on **Administration**, **Special Reports** and **Tardy Report by Schedule**

Then choose the week for which you would like to see the report from the drop down menu and click on “Run Report”.

Prev Week	Period between Nov, 10 2008 and Nov, 16 2008						Next Week
Name	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Duster, Mary	Absent	Absent	Absent	Absent	Absent	no schedule	no schedule
Elliott, Heidi	Tardy	On Time	On Time	On Time	On Time	no schedule	no schedule
Henderson, Joshua	Tardy	On Time	Tardy	On Time	On Time	no schedule	no schedule
Henning, Kim	Tardy	Tardy	Tardy	On Time	On Time	no schedule	no schedule
Housekeeper, Jane	On Time	On Time	On Time	On Time	On Time	no schedule	no schedule
Jones, Maria	no schedule	no schedule	no schedule	no schedule	no schedule	no schedule	no schedule
Jones, Sam	no schedule	no schedule	no schedule	no schedule	no schedule	no schedule	no schedule
Linens, Sarah	no schedule	no schedule	no schedule	no schedule	no schedule	no schedule	no schedule
Lofton, Austin	On Time	On Time	Tardy	On Time	On Time	no schedule	no schedule
Monroe, Jacob	Tardy	On Time	Tardy	On Time	On Time	no schedule	no schedule
Morgaine, Bryn	Absent	Absent	Absent	Absent	Absent	no schedule	no schedule
Musel, Missy	On Time	On Time	Tardy	On Time	On Time	no schedule	no schedule
Nolan, Andrea	On Time	On Time	Tardy	On Time	On Time	no schedule	no schedule
O'Byrne, Emily	Absent	Absent	Absent	Absent	Absent	no schedule	no schedule
Ortiz, David	Tardy	On Time	Tardy	On Time	On Time	no schedule	no schedule
Pankoe, Ryan	no schedule	no schedule	no schedule	no schedule	no schedule	no schedule	no schedule
Patrick, Jason	Tardy	On Time	Tardy	On Time	On Time	no schedule	no schedule
Peterson, Adrian	On Time	On Time	Tardy	On Time	On Time	no schedule	no schedule
Reesing, Todd	Absent	Absent	Absent	Absent	Tardy	no schedule	no schedule
Romo, Tony	On Time	On Time	Tardy	no schedule	no schedule	no schedule	no schedule
Shuckerow, Bret	On Time	On Time	Tardy	On Time	On Time	no schedule	no schedule
Sweeper, Jill	no schedule	no schedule	no schedule	no schedule	no schedule	no schedule	no schedule
Transport, Mona	Absent	Absent	Absent	Absent	Absent	no schedule	no schedule
Yorks, Leslie	On Time	On Time	Tardy	On Time	On Time	no schedule	no schedule


## Employee Report Card:

This report will be a great starting point for performance reviews. There is a lot of information in this report that will be compiled for you automatically by TimeIPS. It will tell you time worked, benefit time used, average tardy time, types of pay and pay rate increase information.

From the **Main Menu**, click on **Administration**, **Special Reports** and then **Employee Report Card**

Choose the employee's name from the drop down list and then click on the “Run Report” button.

### Employee Report card

Employee Name					
Henning, Kim					
Start Date					
12/29/2007					
Employment Duration					
0 Years 11 Months 1 Days					
Last Review					
01/18/2008					
Last Pay Increase					
By : Henning, Kim Amount : Current: \$2500.0000 Salary Last: 22.5000 Hourly When : 2008-10-09 22:10:00					

Used Benefit Time					
Benefit Name	Month To Date	Last Month	Last Quarter	Year to Date	Last Year
Flex Time	-	8h	8h	32h	-
Personal	-	-	-	-	-
Sick	-	-	-	-	-
Training	-	4h	8h	12h	-
Unpaid Time Off	-	-	-	-	-
Vacation	-	-	-	-	-
Absences					
	Month To Date	Last Month	Last Quarter	Year to Date	Last Year
Total Absences	8	10	13	83	260
Tardies					
	Month To Date	Last Month	Last Quarter	Year to Date	Last Year
Total Tardies	-	-	33	10	-
Average Tardy Time	-	-	15m 45s	15h 11m 55s	-
Max Tardiness	-	-	1h 0m 0s	23h 5m 0s	-
Labor Hours					
Type	Month To Date	Last Month	Last Quarter	Year to Date	Last Year
Doubletime	-	-	5.5511h	18.7561h	-
Overtime	-	-	4.9247h	21.2464h	-
Standardtime	37.0403h	119.7719h	191.7722h	597.6997h	-
Unclassified	105.4083h	18.1264h	266.2372h	1089.4906h	-



## Incident Tracking:

The incident tracking feature will allow you to fully document any incident and be able to attach it permanently to an employee's record.

From the **Main Menu**, click on **Administration**, **Employees**, the + next to the employee's name, **Employment** and then **Other**

Henning, Kim	23818	Direct	Administration	Empty	Mgr Sys Emp Pay
Required	Title/Position: <input type="text"/> Manager: <input type="text" value="-- None --"/>				
Personal	Payroll Type: <input type="text" value="Direct"/>				
Employment	Department: <input type="text" value="Administration"/>				
Contact	Default Job: <input type="text" value="Front Desk (956)"/>				
Emergency	ID / Badge: <input type="text" value="23818"/> Alternate Number: <input type="text" value="06HENK1"/>				
E-mail	Start Date: <input type="text" value="12/29/2007"/> Employed: <input type="text" value="Yes"/>				
Miscellaneous	Pay Type: <input type="text" value="Salary (Edit)"/> Pay Rate: <input type="text" value="2500.0000/ year (Edit)"/>				
Administrative	Status: <input type="text" value="Full Time"/> View/Add Changes: <a href="#">Title</a>   <a href="#">Employment</a>   <a href="#">Status</a>   <a href="#">Pay</a>   <a href="#">Other</a>				
Schedule	<input type="button" value="Print Badge"/> <input type="button" value="Suggest ID/Badge Number"/>				
Helper					

You can then add an event to the employee's file.

**Change Log for :** [View All Changes](#)  
**Henning, Kim**

**Add Change**

Date of Change:

Type of Occurrence:

Summary:

File Attachments:

Title	Date	Size	Action
No Documents			

Description:  ☐ Make Public

File:

## <IPSIPS> Scheduling:

You can create schedules within TimeIPS for your employees or you can create them in an Excel spreadsheet and import them into TimeIPS for adherence. Once you have created schedules you can receive an automatic email alert from TimeIPS if the schedule is violated in any way. You can also prohibit employees from clocking outside the limits of the schedule you have set for them.

From the **Main Menu**, click on **Administration**, **Employees**, the + next to the employee's name, and then **Schedule**

-	Henning, Kim	23818	Direct	Administration	Empty	Mgr Sys Emp Pay													
Required	Schedule Group: Service Techs																		
Personal	Week of Monday, Nov 24, 2008																		
Employment	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday												
Contact	Copy / Clear																		
Emergency	<table border="1"> <tr> <td>In</td> <td>Lunch Out</td> <td>Lunch In</td> <td>Out</td> </tr> <tr> <td>5</td> <td>5</td> <td>5</td> <td>5</td> </tr> <tr> <td>08:00 AM</td> <td>12:00 AM</td> <td>01:00 PM</td> <td>10:00 PM</td> </tr> </table>							In	Lunch Out	Lunch In	Out	5	5	5	5	08:00 AM	12:00 AM	01:00 PM	10:00 PM
In	Lunch Out	Lunch In	Out																
5	5	5	5																
08:00 AM	12:00 AM	01:00 PM	10:00 PM																
E-mail	<table border="1"> <tr> <td>Allowable Minutes Before</td> <td>Allowable Minutes After</td> <td>Deny Early Clock-In</td> <td>E-mail Schedule Violations</td> </tr> <tr> <td>5</td> <td>5</td> <td><input type="checkbox"/></td> <td><input checked="" type="checkbox"/></td> </tr> </table>							Allowable Minutes Before	Allowable Minutes After	Deny Early Clock-In	E-mail Schedule Violations	5	5	<input type="checkbox"/>	<input checked="" type="checkbox"/>				
Allowable Minutes Before	Allowable Minutes After	Deny Early Clock-In	E-mail Schedule Violations																
5	5	<input type="checkbox"/>	<input checked="" type="checkbox"/>																
Miscellaneous	<table border="1"> <tr> <td>Copy to Tuesday</td> </tr> </table>							Copy to Tuesday											
Copy to Tuesday																			
Administrative	Schedule Note																		
Schedule	For LCD or Large Display, Total work hours per week: 80 Begins on: Saturday at 6:00 PM in the employee's time zone.																		
Helper																			

To export a schedule of all of your employees from TimeIPS for editing and to import it back into TimeIPS:

<IPSIMP> From the **Main Menu**, click on **Administration**, **Schedules** and then **Import/Export**

You may then choose the start and end date for your export and click "Export Data". This will create a file, like the one below, that you can edit and import back into TimeIPS using the same screen, just use the "Import/Update" button.

	11/13/08				11/14/08			
Employee Name	Time In	Lunch Out	Lunch In	Time Out	Time In	Lunch Out	Lunch In	Time Out
Antonio, Bob	08:00:00 AM	12:00:00 PM	01:00:00 PM	05:00:00 PM	08:00:00 AM	12:00:00 PM	01:00:00 PM	05:00:00 PM
Baron, Debbie	08:00:00 AM	12:00:00 PM	01:00:00 PM	05:00:00 PM	08:00:00 AM	12:00:00 PM	01:00:00 PM	05:00:00 PM
Carter, Jim	08:00:00 AM	12:00:00 PM	01:00:00 PM	05:00:00 PM	08:00:00 AM	12:00:00 PM	01:00:00 PM	05:00:00 PM
Duster, Mary	08:00:00 AM	12:00:00 PM	01:00:00 PM	05:00:00 PM	08:00:00 AM	12:00:00 PM	01:00:00 PM	05:00:00 PM
Elliott, Heidi	08:00:00 AM	12:00:00 PM	01:00:00 PM	05:00:00 PM	08:00:00 AM	12:00:00 PM	01:00:00 PM	05:00:00 PM
Ennis, Richard	09:00:00 AM			02:00:00 PM	09:00:00 AM			02:00:00 PM
Guzman, Veronica	08:00:00 AM	12:00:00 PM	01:00:00 PM	05:00:00 PM	08:00:00 AM	12:00:00 PM	01:00:00 PM	05:00:00 PM

## <IPSAPP> Benefit Approvals:

This will allow you the ability to approve benefits for all of your employees from your desk. This can be done completely electronically.

From the **Main Menu**, click on **My TimeIPS** and then **My Benefit Approvals**



### Pending Requests:

Date	Employee	Type	Hours		
+ 11/10/2008 10:54 AM	Henning, Kim	Vacation	8.0000	✓	✗
+ 11/10/2008 03:26 PM	Henning, Kim	Vacation	8.0000	✓	✗
+ 11/11/2008 01:15 PM	Henning, Kim	Training	4.0000	✓	✗
+ 11/19/2008 10:19 AM	Henning, Kim	Sick	8.0000	✓	✗
Mark All Approved Mark All Denied Ignore All					

### Reviewed Requests [Full]:

Approved	Usage Date	Employee	Type	Hours	Reviewer	Review Date
+ ✗	11/24/2008 11:06 AM	Henning, Kim	Sick	8.0000	Henning, Kim	11/30/2008 03:01 PM
+ ✓	11/12/2008 02:13 PM	Henning, Kim	Vacation	8.0000	Henning, Kim	11/30/2008 03:01 PM
+ ✓	11/20/2008 11:08 AM	Henning, Kim	Vacation	8.0000	Henning, Kim	11/30/2008 03:01 PM

[A] Page: 1 2 3 4

Attach a note:

Submit

This will show you all of the Pending Requests you have from your employees and all of your previously Reviewed Requests. You can then view the requests individually and approve or deny them one at a time or all together. You may also click on the Benefits Calendar icon to see all of the previously approved requests, so that you ensure you do not have too many people off at any given time. This will make it very easy to stay within the corporate guidelines for approving time off.







November 01, 2008 - November 30, 2008						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						01 November
02 November	03 November	04 November	05 November	06 November	07 November 8 Vacation Henning, Kim	08 November
09 November	10 November 8 Vacation Henning, Kim 8 Vacation Henning, Kim	11 November 4 Training Henning, Kim	12 November 8 Vacation Henning, Kim	13 November	14 November	15 November
16 November	17 November	18 November	19 November 8 Sick Henning, Kim	20 November 8 Vacation Henning, Kim	21 November	22 November
23 November	24 November	25 November	26 November	27 November 8.0000 Thanksgiving	28 November 8.0000 Day After Thanksgiving	29 November
30 November						
























## <IPSAPP> Time Sheet Approvals:

This will give you the ability to approve all of your employees' time sheets from your computer. You can review each employee's time individually and approve it. You can also approve them all together once they have been reviewed. This provides you the ability to control all of the time worked by your employees with minimal manipulation of time sheets.

From the **Main Menu**, click on **My TimeIPS** and then **Timesheet Approvals**

Then click on the “Continue” button.

Legend				
	Requires employee AND manager approval		Requires employee's approval	
	Requires a manager's approval		No approval required	
	Work week boundaries [disable]		Pay period boundaries [disable]	

Name	Manager	Worked	Benefit	Total
11/09/2008 01:00:00 AM - 11/23/2008 01:00:00 AM				
<input type="checkbox"/>  Duster, Mary		0.0000	0.0000	0.0000
<input type="checkbox"/>  Elliott, Heidi	Ortiz, David	95.9072	0.0000	95.9072
<input type="checkbox"/>  Henning, Kim		67.5247	16.0000	83.5247
<input type="checkbox"/>  Housekeeper, Jane	Linens, Sarah	143.0000	0.0000	143.0000
<input type="checkbox"/>  Jones, Maria		3.9044	0.0000	3.9044
<input type="checkbox"/>  Jones, Sam		0.0000	0.0000	0.0000
<input type="checkbox"/>  Linens, Sarah		0.0000	0.0000	0.0000
<input type="checkbox"/>  Lofton, Austin	Henning, Kim	71.6667	0.0000	71.6667
<input type="checkbox"/>  Monroe, Jacob	Henning, Kim	72.0000	0.0000	72.0000
<input type="checkbox"/>  Morgaine, Bryn	Ortiz, David	0.0000	0.0000	0.0000
<input type="checkbox"/>  Musel, Missy	Ortiz, David	72.0000	0.0000	72.0000
<input type="checkbox"/>  Nolan, Andrea	Ortiz, David	72.0000	0.0000	72.0000
<input type="checkbox"/>  O'Byrne, Emily	Ortiz, David	0.0000	0.0000	0.0000
<input type="checkbox"/>  Ortiz, David	Ortiz, David	69.0369	0.0000	69.0369
<input type="checkbox"/>  Pankoe, Ryan		0.0000	0.0000	0.0000
<input type="checkbox"/>  Patrick, Jason	Ortiz, David	72.0000	0.0000	72.0000
<input type="checkbox"/>  Peterson, Adrian	Lofton, Austin	72.8386	0.0000	72.8386
<input type="checkbox"/>  Reesing, Todd	Ortiz, David	9.5389	0.0000	9.5389
<input type="checkbox"/>  Romo, Tony	Henning, Kim	72.0000	0.0000	72.0000
<input type="checkbox"/>  Shuckerow, Bret	Ortiz, David	68.0408	0.0000	68.0408
<input type="checkbox"/>  Sweeper, Jill		0.0000	0.0000	0.0000
<input type="checkbox"/>  Transport, Mona		12.2903	0.0000	12.2903
<input type="checkbox"/>  Yorks, Leslie	Ortiz, David	68.4739	0.0000	68.4739

You can click on an employee's name to see the details about that employee's time sheet:

### Timecard for Henning, Kim

Generated on November 30, 2008 at 03:13:24 PM

November 09, 2008 – November 23, 2008

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
09 November 2.4503 Standardtime 0.0850 Standardtime 0.0153	10 November 2.0333 Standardtime 4.0000 Standardtime 0.1844	11 November 1.3692 Standardtime 1.1697 Standardtime 0.7500	12 November 7.2500 Vacation 4.0000 Standardtime 1.9667	13 November 2.0333 Standardtime 4.0000 Standardtime 0.1072	14 November 2.0333 Standardtime	15 November
16 November 1.9667 Standardtime	17 November 4.9667 Standardtime 3.1275 Standardtime 0.8600	18 November 2.0333 Standardtime 2.2319 Standardtime 1.7400	19 November 2.0333 Standardtime 3.0794 Standardtime 0.0453	20 November 4.1667 Vacation 2.0333 Standardtime 4.0000	21 November 0.0361 Standardtime 0.0081 Standardtime 0.0158	22 November 0.0100 Standardtime 0.0031 Standardtime 2.9775
23 November						

Worked Time		Benefit Time		Total Time	
Type	Amount	Type	Amount	Type	Amount
Holiday	0.0000	Sick	0.0000	Worked Time	67.5247
Overtime	0.0000	Vacation	16.0000	Benefit Time	16.0000
Doubletime	0.0000	Flex Time	0.0000	<b>TOTAL</b>	<b>83.5247</b>
Standardtime	67.5247	Training	0.0000		
Deferred Holiday	0.0000	Unpaid Time Off	0.0000		
Premium Time	0.0000	Personal	0.0000		
<b>TOTAL</b>	<b>67.5247</b>	<b>TOTAL</b>	<b>16.0000</b>		

☐ Confirm timecard for Henning, Kim

By clicking here, you are providing your digital signature to confirm that the times shown are a complete and accurate representation of the time worked during these periods.

Confirm

The time sheet will show you every clocking event for this employee. The time card will total the time worked by the appropriate type of pay. It will also differentiate actual time worked from any benefit time taken. Then you can click the box that says, “Confirm time card for ....” and click “Confirm” and your digital signature will be attached to the time card.

Thank you for your dedication to our organization and to the successful launch of this new time and attendance system. Your attention to learning this new system is truly appreciated. Please contact your Supervisor if you have any other questions about TimeIPS.

**IMPORTANT:**  
**PLEASE DO NOT USE THIS DOCUMENT WITHOUT READING THIS PAGE**

This document is designed to be a template for a document you can provide to your employees who will be using TimeIPS in your business or organization. Where possible, we've written it in the context of you (the business or organization) giving information, guidance and training to your employees.

In some places, we include lists of reasons, locations and options. These lists are examples and are intended to provide ideas or options you might use or modify. Many of these will NOT be suitable to your needs at all and should be removed. We suggest you add your own text to replace ours wherever needed.

You will NEED TO DELETE sections of this document that don't apply to your business.

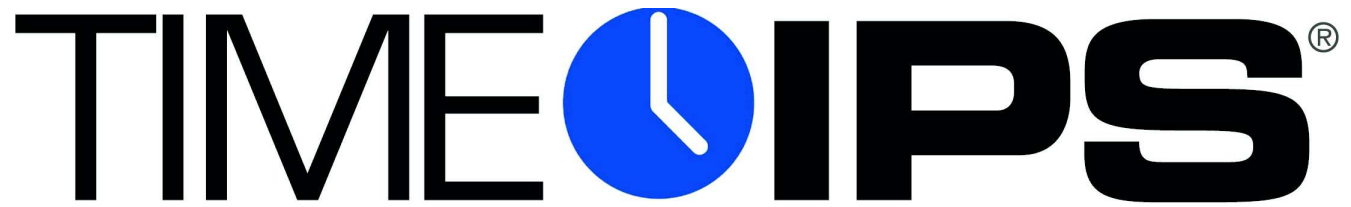
You will NEED TO DELETE sections of this document referring to hardware you have not purchased for your TimeIPS system. There is a separate page for each type of clocking method that is available from TimeIPS. You may have purchased more than one option for clocking methods, so you will simply delete the clocking methods that do not apply to your business.

You will NEED TO DELETE sections of this document referring to software modules you have not purchased for your TimeIPS system. If a module is required for a particular feature it will be indicated by the following identifiers. You will need to delete any component that has not been purchased with your TimeIPS system to eliminate any confusion. This will give you the ability to search for the identifier throughout the document and quickly delete all components associated with the module that does not pertain to your organization.

<b><u>Module</u></b>	<b><u>Identifier</u></b>	<b><u>Explanation</u></b>
IPSIPS	<IPSIPS>	Allows defined schedules and attendance tracking per employee
IPSAPP	<IPSAPP>	Online requests and approvals of Benefits and Timecards
IPSJOB	<IPSJOB>	Job tracking
IPSVOIP	<IPSVOIP>	Phone clocking
IPSREM	<IPSREM>	PC based clocking
IPSJWO	<IPSJWO>	Work Orders for tracking jobs within jobs

Additional instructions to help you assemble and prepare this guide will be written like this:  
<Instructions and help: Helpful text will be here...>

*Note: For your convenience, the current version of this document is available for download from <http://support.timeips.com> on the Downloads page in the Training category.*



# **Employee's Guide to TimeIPS**

A training and reference guide for employees using the TimeIPS time and attendance system. For more information, please contact your TimeIPS administrator.

**<Instructions and help:** In many situations, employees adjust better to changes and new processes in your business or organization if they understand the reasons and benefits of the change.>

## **Overview:**

After extensive consideration and research, we've decided to implement an electronic time tracking system in our business.

The critical business factors we considered for implementing this system are:

- Estimated savings of \$1,000.00 per employee every year through automation of time collection and a reduction of hours spent preparing and processing payroll.
- Ability to track attendance and prompt clocking for employees automatically reducing hundreds of manual calculation hours for employee bonus and raise calculations.
- Labor law compliance will be met through the automation of time tracking and Overtime Policies.
- <IPSJOB> Accurate tracking of time worked on various funding sources will ensure the source will be confident knowing all of the time billed to the project was actual time spent
- Real-time visibility to all employees, even employees who are not on-site, which will enable us to more closely track labor hours.
- <IPSJOB> Job Tracking will help us more accurately pay employees for the work they actually do
- Customer Billing will enable us to bill our customers for all of the work you do for them
- <IPSAPP> Benefit Requests will be automated for you which will reduce the amount of paper we produce, which will help the environment and will be a cost savings.
- <IPSJOB> Work flow improvements through the reduction of redundancies by tracking the time spent on each component of our process.

In addition to the benefits to the company, there are a number of benefits for you:

- Reduced time spent writing down times or handling punch cards
- Easy for you to see how many hours you've worked as the week progresses
- <IPSAPP> Easier and faster requests for time off, right from your PC
- Added assurance the amount of time you work is equal to the time you will be paid for through the automation of time collection. This will be a significant reduction in time spent calculating hours worked.
- <IPSIPS> Ability to view your schedule from a PC, with an email sent to you automatically if there is a change.



<**Instructions and help:** Installation and training usually takes a few days to a few weeks, depending on the size of your installation.>

**Time frame:**

We've completed the physical installation of the new electronic time clocks. You'll begin using the system next week.

**Training meetings:**

Your Manager will be holding a training meeting to review the essential parts of the new time and attendance system next week.

**Clock Locations:**

We have installed TimeIPS clocks at the following locations:

- Front door
- Back door
- Warehouse
- Break room
- Assembly area

**<Instructions and help:** If you have walk-up clocks, employees will need to know how to use the clock, badges (if you use them) and biometrics (if you use them). Specific instructions for these are on the pages that follow. This page contains clocking instructions which apply to all clocks, in two modes (Smart clocking and Explicit clocking). We suggest you find the type of clocks you use and delete the rest, then read about the two clocking modes and choose the one that best fits your business needs.>

### **Clocking Instructions for Smart Clocking:**

The time clock will be using a smart clocking mode. This means the clock knows what you did last and the next time you clock, it will do the opposite. For example, if you clock in this morning, it will say “In.” When you clock out for lunch, it will do the opposite, so the clock will then say “Out.” The advantage of smart clocking is it is fast and you do not have to think about clocking, the clock will do it for you. The disadvantage is if you forget to clock out at the end of the day, when you clock the next morning, the clock will clock you out. It is always going to do the opposite of what it did last time. In this case, you would clock again to clock in for the day. Then you would notify your Manager about your clocking error and he or she would be able to fix your clock out time for the previous day.

### **Clocking Instructions for Explicit Clocking:**

The time clock will be using an explicit clocking mode. This means you will tell the clock when you are clocking in, out or changing jobs.

### **Clock Usage:**

- Clocking In
  - Press the + sign
  - Enter your employee ID
  - Press Enter
- Clocking Out
  - Press the – sign
  - Enter your employee ID
  - Press Enter
- <IPSJOB> Changing Jobs
  - Press the \* key
  - Enter your employee ID
  - Press Enter
  - Enter the job code
  - Press Enter

You should clock:

- When you arrive at work
- When you leave or return from lunch
- When you take a break of more than 5 minutes
- When you leave for any reason that is not related to work
- When you leave for the day
- <IPSJOB> When you change jobs

### **Status Check:**

To check your status at any time, you can press the / button and then enter your employee ID number. This will tell you whether or not you are clocked in and how many hours you have worked for the current week.

At each of these locations, you'll see a time clock that looks like this:

### Numeric Keypad



### Clock Usage:

You will enter your employee ID at the keypad and then press [Enter]:

- When you arrive at work
- When you leave or return from lunch
- When you take a break of more than 5 minutes
- When you leave for any reason that is not related to work
- When you leave for the day
- <IPSJOB> When you change jobs

At each of these locations, you'll see a time clock that looks like this:

### Magnetic Swipe Card



### Clock Usage:

You will swipe your badge with the front of the badge facing away from the indicator light. The magnetic strip will be facing the indicator light. Insert the badge at either end of the reader slot and swipe completely through it, exiting the other side. If swiped correctly, you will hear a beep and the clock will tell you whether you have clocked in or out. The clock knows what you did last and the next time you clock, it will do the opposite. For example, if I clock in this morning, it will say “In”. When I clock out for lunch, it will do the opposite, so the clock will say “Out”. If you forget to clock out at the end of the day, when you clock the next morning the clock will clock you out, because it is always going to do the opposite of what it did last time. In this case, you would clock again to clock in for the day. Then you would notify your Manager about your clocking error and he or she would be able to fix your clock out time for the previous day.

You should clock:

- When you arrive at work
- When you leave or return from lunch
- When you take a break of more than 5 minutes
- When you leave for any reason that is not related to work
- When you leave for the day
- <IPSJOB> When you change jobs

At each of these locations, you'll see a time clock that looks like this:

### Proximity Card



### Clock Usage:

You will put your badge in close proximity to the card reader, then you will see the red light on the reader turn to green and the clock will tell you whether you have clocked in or out. The clock knows what you did last and the next time you clock, it will do the opposite. For example, if I clock in this morning, it will say “In”. When I clock out for lunch, it will do the opposite, so the clock will say “Out”. If you forget to clock out at the end of the day, when you clock the next morning the clock will clock you out, because it is always going to do the opposite of what it did last time. In this case, you would clock again to clock in for the day. Then you would notify your Manager about your clocking error and he or she would be able to fix your clock out time for the previous day.

You should clock:

- When you arrive at work
- When you leave or return from lunch
- When you take a break of more than 5 minutes
- When you leave for any reason that is not related to work
- When you leave for the day
- <IPSJOB> When you change jobs

At each of these locations, you'll see a time clock that looks like this:

### **Touch Biometric Fingerprint**



### **Clock Usage:**

Our time clocks have a touch biometric sensor that will confirm your identity each time you clock in and out. Please see the next page for important Biometrics Enrollment and clocking instructions.

You should clock:

- When you arrive at work
- When you leave or return from lunch
- When you take a break of more than 5 minutes
- When you leave for any reason that is not related to work
- When you leave for the day
- <IPSJOB> When you change jobs

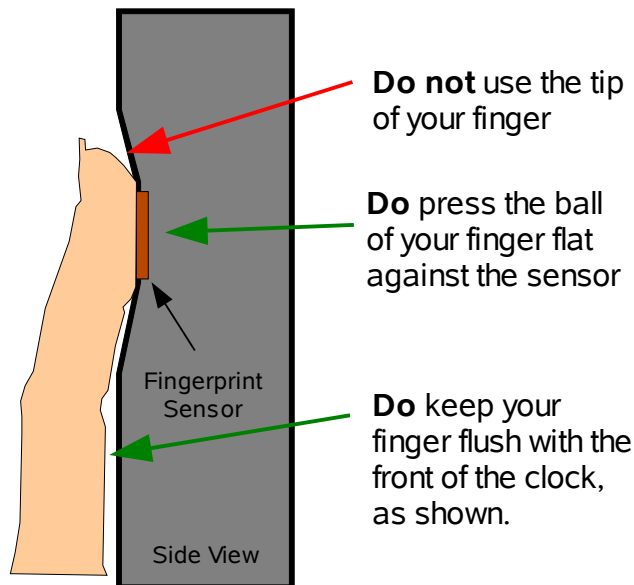
### **Biometrics Enrollment:**

The first time you go to the clock, you will enter your employee ID number on the keypad and then press [Enter] or swipe/present your badge. The time clock will tell you it's beginning enrollment and will tell you to touch the sensor multiple times.

Getting a good enrollment is very important. It will make future clock in/out attempts much easier and faster.

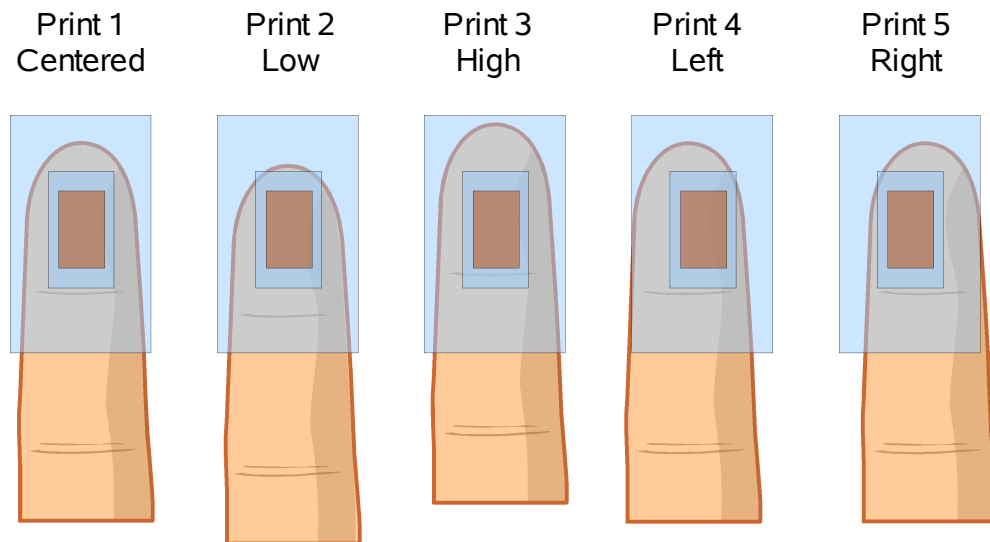
Here's what you need to do to get a good enrollment:

- 1) Pick a finger to use. Most people simply use their index finger, but if your index fingers are very smooth or are scarred, you may want to use a different finger, such as your pinkie or even your thumb.
- 2) You will enroll your selected finger on each hand. This is important because it means that either hand will work. You won't need to try to remember which hand you enrolled. Also, if you're holding something in either hand, your free hand will always let you clock.
- 3) The clock will ask you to present a finger up to 10 times. The first half of the enrollments, you'll present your selected finger on one hand. The second half, you'll present your selected finger on the other hand.
- 4) Watch the LCD screen for the print number you're on. The number will count up as successful enrollments are processed. You need to press the "ball" of your finger flat against the sensor for it to work. Like this, as seen from the side:



- 5) In some cases, the fingerprint reader will not get a good enough print to use for an enrollment. In this case, the LCD will say the finger could not be read and the enrollment counter will not increase. If this happens, simply remove your finger and try again. Then, try pressing a little more firmly and/or try rubbing your finger briskly across your clothing a few times to make sure it's clean and dry. If you still have repeated trouble getting enrollment prints, try a different finger, or your thumb instead. If you would like to restart the entire enrollment process, press the BS key at any time and then start again by entering your ID number or presenting/swiping your badge.

- 6) For each finger, you'll enroll up to 5 prints. For the best results, each enrollment should be in a slightly different position, like this:



After you're enrolled, the clock will clock you in for the first time. Each subsequent time you clock, you will just enter your employee ID number and press [Enter] and you will be prompted to present your finger.

If you have a good enrollment, and place your finger correctly, the clock should be fairly good at verifying your finger right away. Finger placement and pressure are critical, you'll need to touch the sensor with the same finger and in approximately the same position as one of your enrollments.

Don't worry, especially in the first few weeks, if the clock sometimes doesn't recognize your print right away. You may need to try several times, with your finger in a slightly different position, or use your other hand. Each time you use the clock, it learns your finger better by looking at your new print and comparing it to your enrollments. The clock will automatically make additional enrollments based on your prints, and over time, these become very good at matching your finger.

If you find that it's very difficult to get any matches in the first few weeks, you may want to re-enroll. Your Manager can clear your prints and let you start over with a different pair of fingers.

Notes:

- A finger that is too dry may not read correctly. Correct this by breathing a long, slow breath on the finger and trying again (do NOT wet with water).
- Fingers that are too wet or sweaty will not read correctly. Correct this by drying with a towel and trying again.



At each of these locations, you'll see a time clock that looks like this:

### Swipe Biometric Fingerprint



#### Clock Usage:

Our time clocks have a swipe biometric sensor that will validate your identity each time you clock in and out. The first time you go to clock, you will enter your employee ID number on the keypad and then press [Enter]. The time clock will tell you it's beginning enrollment and will tell you to swipe your finger across the sensor several times. After this is complete, you're enrolled and the clock will clock you in for the first time. Each subsequent time you clock, you will just enter your employee ID number and press [Enter] and you will be prompted to swipe your finger.

Finger placement and swipe method are critical. Your finger needs to start at the top of the sensor, and with gentle downward pressure, make a smooth straight swipe down the sensor. Please enter <http://timeips.com/videos> in your web browser and click on the "Fingerprint Swipe Training Video" to see how to swipe properly.

You should clock:

- When you arrive at work
- When you leave or return from lunch
- When you take a break of more than 5 minutes
- When you leave for any reason that is not related to work
- When you leave for the day
- <IPSJOB> When you change jobs

At each of these locations, you'll see a time clock that looks like this:

### Bar Code Scanner



### Clock Usage:

You will either swipe your bar code badge with the bar code swipe badge reader, or you will put your badge close to the bar code scanner and press the trigger on the scanner. The clock will tell you whether you have clocked in or out. The clock knows what you did last and the next time you clock, it will do the opposite. For example, if I clock in this morning, it will say “In”. When I clock out for lunch, it will do the opposite, so the clock will say “Out”. If you forget to clock out at the end of the day, when you clock the next morning the clock will clock you out, because it is always going to do the opposite of what it did last time. In this case, you would clock again to clock in for the day. Then you would notify your Manager about your clocking error and he or she would be able to fix your clock out time for the previous day.

You should clock:

- When you arrive at work
- When you leave or return from lunch
- When you take a break of more than 5 minutes
- When you leave for any reason that is not related to work
- When you leave for the day
- <IPSJOB> When you change jobs

## Troubleshooting

### What to do if the clock is powered down or unavailable:

If you approach the clock and it is powered down or unavailable, please contact your Manager to make them aware of your inability to clock. If your Manager is unavailable, then please contact a member of the Human Resources department. Let the person you reach know the clock is inoperable and they will need to manually clock you in or out, whichever you were trying to do at the clock.

### What to do:

If your badge does not read when you present it to the clock

- make sure it is properly oriented
- if you have a keypad, then try typing your badge number into the keypad and press [Enter]
- check with your Manager

If your fingerprint will not scan successfully

- make sure you are using the finger you enrolled into the system
- clean your finger
- breathe on your finger to ensure proper moisture content
- use the same pressure and positioning as your enrollment
- ask your Manager to clear your enrolled fingerprints and enroll again

If you have forgotten your badge or employee ID number

- if you have a keypad, then try typing your badge number into the keypad and press [Enter]
- contact your Manager with your actual clocking time

<IPSV OIP> If the phone line is busy

- try again in a few minutes
- write down your actual clocking time
- contact your Manager with your actual clocking time

If the clock is in Offline mode

- clock as you normally would
- clocking events will be processed as soon as the network is available
- clocking events will all be stored at the clock
- do not clock more than once

If the clock does not make any sound

- adjust the volume control on the bottom of the LCD display to ensure it is turned up loud enough to hear

If the LCD display cannot be viewed

- adjust the contrast control on the bottom of the LCD display

## **<IPSVoice> Clocking with the telephone:**

Our TimeIPS system allows you to clock in and out using a telephone. You'll call our time clock number (555-555-5555) and enter your employee ID. Set a PIN on your first call to prevent others from clocking you in/out in the future. Enter 1 to clock in or 2 to clock out and you will be able to record your first and last name for verification of identity. You can also change jobs with the phone clocking system. Finally, you can leave a voice mail note for your Manager, if so needed. Use the following codes for phone clocking.

### **Clock Usage:**

You will call in and use the following codes to clock:

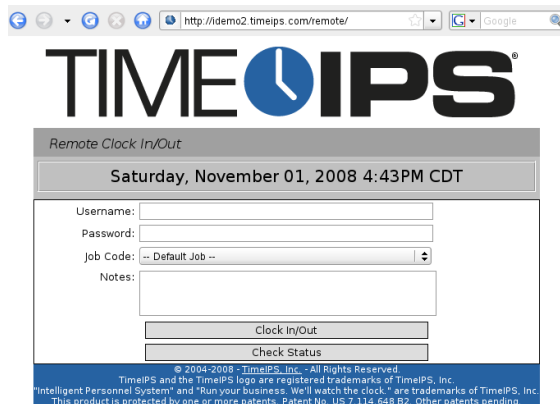
- 1 – Clock In
- 2 – Clock Out
- 3 – <IPSJOb> Change Jobs
- 4 – Check Status
- 6 – Change your Pin Number
- 9 – Exit the Menu and return to the Main menu

You should clock:

- When you arrive at work
- When you leave or return from lunch
- When you take a break of more than 5 minutes
- When you leave for any reason that is not related to work
- When you leave for the day
- <IPSJOb> When you change jobs

## <IPSREM> Clocking from your computer:

You will see a screen similar to this:



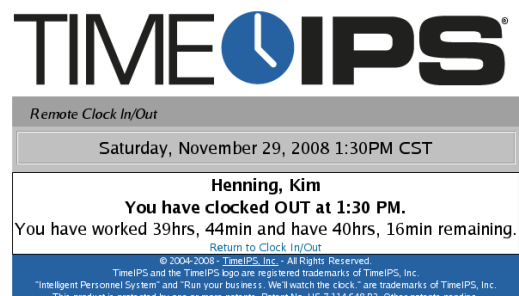
The screenshot shows a web browser window with the address bar displaying `http://demo2.timeips.com/remote/`. The page features the TimeIPS logo at the top. Below the logo, the title "Remote Clock In/Out" is displayed. The date and time are shown as "Saturday, November 01, 2008 4:43PM CDT". The form includes fields for "Username:", "Password:", "Job Code:" (with a dropdown menu showing "-- Default Job --"), and "Notes:". At the bottom of the form are two buttons: "Clock In/Out" and "Check Status". A footer contains copyright information: "© 2004-2008 - TimeIPS, Inc. - All Rights Reserved. TimeIPS and the TimeIPS logo are registered trademarks of TimeIPS, Inc. 'Intelligent Personnel System' and 'Run your business. We'll watch the clock.' are trademarks of TimeIPS, Inc. This product is protected by one or more patents. Patent No. US 7,114,648 B2. Other patents pending."

Our TimeIPS system allows you to clock in and out right from your PC. You'll enter the following in your web browser's address bar: `http://<IP_of_your_TimeIPS_system>/remote`. You can then save this as a Favorite, or as an icon on your desktop, for easy access in the future.

Your Manager will issue you a username and password to use for clocking in and out. You can also click "Check Status" to see if you're currently clocked in or out and the number of hours you've worked. You can choose a job from the "Job Code" drop down list, so the time you work on a job can be adequately tracked and billed.

### Clock Usage:

You will enter your username and password and then click on the "Clock In/Out" button and the clock will tell you whether you have clocked in or out. The clock knows what you did last and the next time you clock, it will do the opposite. For example, if I clock in this morning, it will print "You have clocked IN at 8:00 AM. You have worked 30hrs, 2min and have 9hrs 58min remaining". When I clock out for lunch, it will do the opposite. If you forget to clock out at the end of the day, when you clock the next morning the clock will clock you out, because it is always going to do the opposite of what it did last time. In this case, you would clock again to clock in for the day. Then you would notify your Manager about your clocking error and he or she would be able to fix your clock out time for the previous day. This is what the clocking page looks like after you have clocked.



The screenshot shows the TimeIPS logo at the top. Below the logo, the title "Remote Clock In/Out" is displayed. The date and time are shown as "Saturday, November 29, 2008 1:30PM CST". The user's name "Henning, Kim" is displayed. The status message reads: "You have clocked OUT at 1:30 PM. You have worked 39hrs, 44min and have 40hrs, 16min remaining." Below this message is a link "Return to Clock In/Out". A footer contains copyright information: "© 2004-2008 - TimeIPS, Inc. - All Rights Reserved. TimeIPS and the TimeIPS logo are registered trademarks of TimeIPS, Inc. 'Intelligent Personnel System' and 'Run your business. We'll watch the clock.' are trademarks of TimeIPS, Inc. This product is protected by one or more patents. Patent No. US 7,114,648 B2. Other patents pending."

You should clock:

- When you arrive at work
- When you leave or return from lunch
- When you take a break of more than 5 minutes
- When you leave for any reason that is not related to work
- When you leave for the day
- <IPSJOB> When you change jobs

### **<IPSJOB> Tracking Jobs with Smart Clocking:**

One of the important parts of our new time tracking system is the ability to track jobs. Each time you clock into a job, you will do one of the following:

- scan the job bar code then scan your employee badge.
- enter the job code and swipe your badge.
- enter the job code then \* and enter your employee ID number.
- enter the job code and get your badge close to the proximity card reader.
- choose the job from the drop down menu.
- call the phone clocking system, press 3 to change jobs and enter the job code.

### **<IPSJOB> Tracking Jobs with Explicit Clocking:**

One of the important parts of our new time tracking system is the ability to track jobs. Each time you clock into a job, you will do one of the following:

- scan your employee badge and scan the job bar code.
- swipe your badge then enter your job code when prompted.
- enter your employee ID number and enter your job code when prompted.
- get your badge close to the proximity card reader then enter your job code when prompted.
- choose the job from the drop down menu.
- call the phone clocking system, press 3 to change jobs and enter the job code.

### **<IPSJWO> Tracking Work Orders with Smart Clocking:**

In addition to jobs, our new time tracking system also keeps track of work orders. Work orders are a group of one or more jobs that all need to be completed together. Each time you're working on a work order, you'll do one of the following:

- scan the work order bar code, the job bar code and then your employee badge.
- enter the work order number and \*, then the job code and \*, then your employee ID number.
- enter the work order number and \*, then the job code and \*, then get your badge close to the proximity card reader.
- choose the work order number with the appropriate job code from the drop down menu.
- call the phone clocking system, press 3 to change jobs, enter the work order number and \*, then the job code and press the # key.

### **<IPSJWO> Tracking Work Orders with Explicit Clocking:**

In addition to jobs, our new time tracking system also keeps track of work orders. Work orders are a group of one or more jobs that all need to be completed together. Each time you're working on a work order, you will do one of the following:

- scan your employee badge, the bar code for the work order and bar code for the job code.
- enter your employee ID, the work order number when prompted, the job code when prompted and press [Enter].
- place your badge close to the proximity card reader, enter the work order number when prompted, enter the job code when prompted and press [Enter].
- choose the work order number with the appropriate job code from the drop down menu.
- call the phone clocking system, press 3 to change jobs, enter the work order number and \*, the job code and press the # key.

## Logging in to see your hours:

You can log into the new time tracking system to view your hours and current status. To do this, open a web browser on your computer and enter: `http://<IP_of_your_TimeIPS_system>` in the address bar and press [Enter].

Click on **My TimeIPS** and then **My Work History**. You should see a screen similar to this, with a record of your work history for your review. If you're prompted to login, see your Manager for a username and password. You can use the back arrow button to see prior weeks. All of your time worked will be stored within TimeIPS indefinitely for your review.

**My Work History**

**Main Menu:**

- My TimeIPS®
- Directory
- Administration
- Company Documents
- Help
- Logout
- My TimeIPS®**
  - My Work History
  - My Schedule
  - My Messages
  - My Settings
  - My Benefit Requests
  - My Timesheet
  - My Job Log:**
    - Add Job Entry

**My Work History for the Week**  
Oct 25, 2008-Nov 1, 2008

Day	Clock In Time	Clock Out Time	Job	Time Worked
Wednesday	Wed, Oct 29th 01:00pm CDT	Wed, Oct 29th 05:00pm CDT	Front Desk	4hrs
Thursday	Thu, Oct 30th 08:00am CDT	Thu, Oct 30th 10:06am CDT	Front Desk	2hrs, 7min
Thursday	Thu, Oct 30th 10:07am CDT	Thu, Oct 30th 10:07am CDT	Front Desk	0hrs, 1min
Thursday	Thu, Oct 30th 01:00pm CDT	Thu, Oct 30th 05:00pm CDT	Front Desk	4hrs
Friday	Fri, Oct 31st 08:00am CDT	Fri, Oct 31st 12:00pm CDT	Front Desk	4hrs
Friday	Fri, Oct 31st 01:00pm CDT	Fri, Oct 31st 05:00pm CDT	Front Desk	4hrs
Clock errors are marked in red. If you would like to leave your manager a note, explaining your clock error, click on a day in blue. After adding a note, a day will turn black and will be locked.				<b>Total Time: 18hrs, 8min</b>

## <IPSAPP> Requesting Benefits (Sick/Vacation):

Our new time tracking system includes the option to request benefit time off right from your PC. You will be able to request time off for all types of benefits available to you: sick, vacation, etc. To do this, open a web browser on your computer and enter: `http://<IP_of_your_TimeIPS_system>` in the address bar and press [Enter].

You will click on **My TimeIPS** and then **My Benefit Requests**. If you're prompted to login, see your Manager for a username and password.

You'll see a summary of the benefits you currently have available to you and requests you have made which have been reviewed or are still pending.

**Request Benefits**

**Main Menu:**

- My TimeIPS®
- Directory
- Administration
- Company Documents
- Help
- Logout
- My TimeIPS®**
  - My Work History
  - My Schedule
  - My Messages
  - My Settings
  - My Benefit Requests
  - My Timesheet
  - My Job Log:**
    - Add Job Entry
    - View Open Jobs
    - View Job History

**Benefit Availability**

Type	Current Balance	Less Approved Use	Less Approved/Pending Use
Sick	-8.2400	-8.2400	-8.2400
You currently accrue 0 hours semimonthly.			
Vacation	45.6400	45.6400	45.6400
You do not accrue hours for this type.			
Flex Time	-8.0000	-8.0000	-8.0000
You currently accrue 0 hours never.			
Training	4.0000	4.0000	4.0000
You currently accrue 0 hours never.			
Unpaid Time Off	0.0000	0.0000	0.0000
You do not accrue hours for this type.			
Personal	0.0000	0.0000	0.0000
You do not accrue hours for this type.			

**New / Edit Requests**

Date	Type	Hours	Request Note
New			

**Pending Requests:**

You have no pending benefit requests.

**Reviewed Requests [Full]:**

Usage Date	Type	Hours	Reviewer	Review Date
10/30/2008 03:22 PM	Vacation	40.0000	Henning, Kim	10/24/2008 03:23 PM

[All] Page: 1 2 3



You can request additional benefit use by clicking on “New” within the My Benefits screen, which will open this screen:

New / Edit Requests			
Date	Type	Hours	Request Note
11/29/2008 02:25 PM	Vacation	8	Going to the beach!!
<input type="button" value="New"/>			<input type="button" value="Save"/>

Then your Manager will receive an automatic email that you have requested the time off and will be able to approve or deny this request. You will be able to review this at any time and could also receive an automatic email, once the request has been reviewed by your Manager, for an update on the status of the request.

To see when other employees are scheduled to be out of the office, click the “Benefits Calendar” icon. This will allow you the opportunity to plan for time off appropriately based on co-workers already scheduled time off. The green check mark next to the time off means the time has been approved, while the red minus sign means the time has not been reviewed.



November 01, 2008 – November 30, 2008						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						01 November
02 November	03 November	04 November	05 November	06 November	07 November 8 Vacation Henning, Kim	08 November
09 November	10 November 8 Vacation Henning, Kim 8 Vacation Henning, Kim	11 November 4 Training Henning, Kim	12 November 8 Vacation Henning, Kim	13 November	14 November	15 November
16 November	17 November	18 November	19 November 8 Sick Henning, Kim	20 November 8 Vacation Henning, Kim	21 November	22 November
23 November	24 November 8 Sick Henning, Kim	25 November	26 November	27 November 8,0000 Thanksgiving	28 November 8,0000 Day After Thanksgiving	29 November
30 November						

## <IPSAPP> Approving your Time Sheet:

Our new time tracking system allows you to review and digitally sign your time cards for each pay period. This helps to ensure the time in the system is accurate and helps us know we are paying you for the correct time.









To do this, open a web browser on your computer and enter: [http://<IP\\_of\\_your\\_TimeIPS\\_system>](http://<IP_of_your_TimeIPS_system>) in the address bar and press [Enter].

You'll then click on **My TimeIPS** and **My Timesheet**. If you're prompted to login, see your Manager for a username and password. You will see a summary of your Timecard. This will show you all of the hours worked by the day. It will also show any benefit time you have been given. You can confirm the Timecard so Payroll can prepare your paycheck. If there are any changes to be made, please contact your Manager before confirming, so the changes can be made prior to submission to the Payroll department.

### Main Menu:

-  My TimeIPS®
-  Directory
-  Administration
-  Company Documents
-  Help
-  Logout

### My TimeIPS®

-  My Work History
-  My Schedule
-  My Messages
-  My Settings
-  My Benefit Requests
-  My Timesheet
- My Job Log:**
  -  Add Job Entry
  -  View Open Jobs
  -  View Job History



Back

### Legend

 Requires employee AND manager approval	 Requires employee's approval
 Requires a manager's approval	 No approval required
 Work week boundaries [disable]	
 Pay period boundaries [disable]	

## Timecard for Henning, Kim

Generated on November 01, 2008 at 04:58:37 PM

October 26, 2008 – November 02, 2008						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
26 October	27 October	28 October	29 October	30 October	31 October	01 November
		1.9667 Standardtime	2.0333 Standardtime	2.0333 Standardtime	2.0333 Standardtime	
			2.1150 Standardtime	4.0000 Standardtime		
			0.0114	1.9667		
02 November						

Worked Time		Benefit Time		Total Time	
Type	Amount	Type	Amount	Type	Amount
Holiday	0.0000	Sick	0.0000	Worked Time	18.1264
Overtime	0.0000	Vacation	0.0000	Benefit Time	0.0000
Doubletime	0.0000	Flex Time	0.0000	<b>TOTAL</b>	<b>18.1264</b>
Standardtime	18.1264	Training	0.0000		
Deferred Holiday	0.0000	Unpaid Time Off	0.0000		
Premium Time	0.0000	Personal	0.0000		
<b>TOTAL</b>	<b>18.1264</b>	<b>TOTAL</b>	<b>0.0000</b>		

By clicking here, you are providing your digital signature to confirm that the times shown are a complete and accurate representation of the time you worked during this period.

Confirm

## <IPSIPS> Viewing your Schedule:

Our new time tracking system allows you to review your schedule from a computer. This will give you the opportunity to view your schedule for weeks in advance and more of an opportunity to plan based on your future work schedule.

To do this, open a web browser on your computer and enter: [http://<IP\\_of\\_your\\_TimeIPS\\_system>](http://<IP_of_your_TimeIPS_system>) in the address bar and press [Enter].

You'll then click on **My TimeIPS** and **My Schedule**. If you're prompted to login, see your Manager for a username and password. You will see a summary of your schedule for the current week. You can also choose weeks in the future from the drop down menu on the right. If there are any changes to be made, please contact your Manager as soon as possible for ultimate efficiency in scheduling. Every effort will be made to accommodate your request.

Week of Monday, Nov 24, 2008												This Week (11/24/2008) ▾
My TimeIPS Schedule												
Day	Allowable minutes before	Clock In	Allowable minutes after	Allowable minutes before	Lunch Out	Allowable minutes after	Allowable minutes before	Lunch In	Allowable minutes after	Allowable minutes before	Clock Out	Allowable minutes after
Monday	5	7:00 AM	5	5	12:00 AM	5	5	1:00 PM	5	5	10:00 PM	5
Tuesday	5	7:00 AM	5	5	12:00 AM	5	5	1:00 PM	5	5	5:00 PM	5
Wednesday	5	8:00 AM	5	5	12:00 PM	5	5	1:00 PM	5	5	5:00 PM	5
Thursday	5	8:00 AM	5	5	12:00 PM	5	5	1:00 PM	5	5	5:00 PM	5
Friday	5	8:00 AM	5	5	12:00 PM	5	5	1:00 PM	5	5	5:00 PM	5

Thank you for taking the time to familiarize yourself with our new clocking system. We appreciate your cooperation in making this a smooth transition in improving the efficiency of our time tracking and payroll systems. For any further information, please contact your Manager.

To view our complete support knowledge base and most current version of this article visit [support.timeips.com](http://support.timeips.com).

## Plan Your TimeIPS Service Strategies

*TimeIPS systems provide their best cost and time saving benefits when they're up-to-date, backed up and running smoothly. Your TimeIPS system includes optional services that can be renewed or extended based on your company's needs. Please review the following service information to ensure your needs are met. Feel free to contact your Sales Representative at 877.846.3256 to discuss these services and purchase extensions or renewals.*

### Off-site Backups



Backing up your TimeIPS data is critical. TimeIPS provides several backup options to ensure the safety of your TimeIPS data. TimeIPS servers include 6 months (IPS200 series) or 12 months (IPS300/400

series) of automatic off-site backups.

The optional off-site backup service provides a superior method of backing up the critical data on your TimeIPS system. Off-site backups can greatly reduce the hassle and cost of recovering from the unlikely event of system or facility failure.

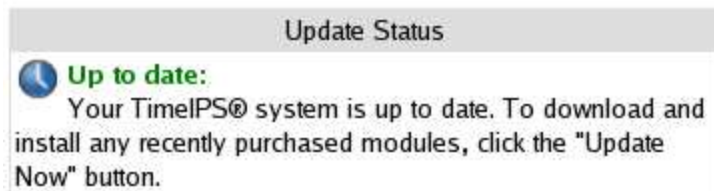
By extending your off-site backup account, you can minimize the costs and risks of manual recovery, including personnel time, stress, and clock-in/out mistakes that could occur while remedying the failure. Off-site backups provide an affordable, reliable and hassle-free way to ensure you have the data you need, when you need it.

The TimeIPS off-site backup service provides daily and automatic backups with specific file-size designation based on the amount of data stored in your TimeIPS master station.

For more information about other backup options, including creating on-demand backup files at any time, please see the article at [support.timeips.com](http://support.timeips.com) regarding [Backups](#).

### Software Maintenance

The TimeIPS update system downloads and installs regular system updates and any system enhancements or add-on modules you have purchased. The update service allows you to get the latest features, enhancements and service updates that make TimeIPS more effective in your business every day. Because system updates improve the quality and performance of TimeIPS, we recommend that all systems use the update service.



## Extended Warranty

Each TimeIPS system includes 12 months of limited hardware warranty coverage. The warranty service can be extended at any time during the initial warranty period. For more information about extending your warranties, and to review the terms and conditions of the warranty and replacement service, please login to your TimeIPS system and navigate to Administration - System Administration - Warranty/Services.

## Technical Support



877-846-3256

answered.

Each TimeIPS system includes technical support time to ensure your system is properly configured and your questions regarding the use of the system's features are

The TimeIPS Technical Support department provides professional, efficient and friendly customer service and technical assistance over the phone and via e-mail. As well, our online Knowledge Base with comprehensive information regarding each of the TimeIPS features, including step-by-step instructions for using each, is available, free of charge, 24 hours a day, 7 days a week, at <http://support.timeips.com>.

While support is in effect, our TimeIPS Technical Support department will provide telephone and e-mail based assistance with setup and configuration of your TimeIPS system. This includes basic network configuration for TimeIPS and guidance on using the system. TimeIPS support does not include support for your existing network, advanced network configuration, router configuration or complex network consulting.

After the initial support period has expired, customers who prefer the convenience of speaking with our professional Technical Support department, rather than reading through the available instructions, can purchase additional assistance. For more information regarding technical support or to purchase additional technical assistance, please contact your Sales Representative at 877.846.3256.

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TimeIPS is protected by one or more patents. Patent No. US 7,114,684 B2. Other patents pending.

Date printed: 01-02-2009 Last updated: 11-01-2008

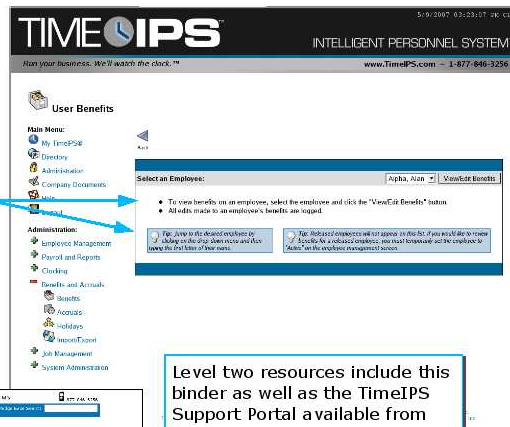
To view our complete support knowledge base and most current version of this article visit [support.timeips.com](http://support.timeips.com).

## General Help

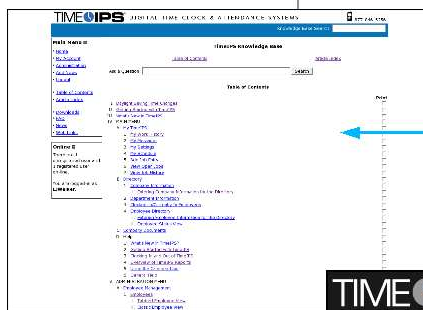
### The TimeIPS Help System

When navigating the TimeIPS administration screens, you will find an array of resources to help you with each function. There are three basic types of help resources available:

Level one includes **contextual or inline help**. Inline help is located near each of the functions. You will also find useful **tips** throughout the TimeIPS system, identified by a blue background and lightbulb icon. This information will help you navigate with ease and clarity.



Level two resources include this binder as well as the TimeIPS Support Portal available from the Help menu. You can also navigate directly to the Support Portal by browsing to <http://support.timeips.com>. The TimeIPS Support Portal includes a comprehensive and searchable knowledge base with articles on the many features of TimeIPS, along with step-by-step instructions.

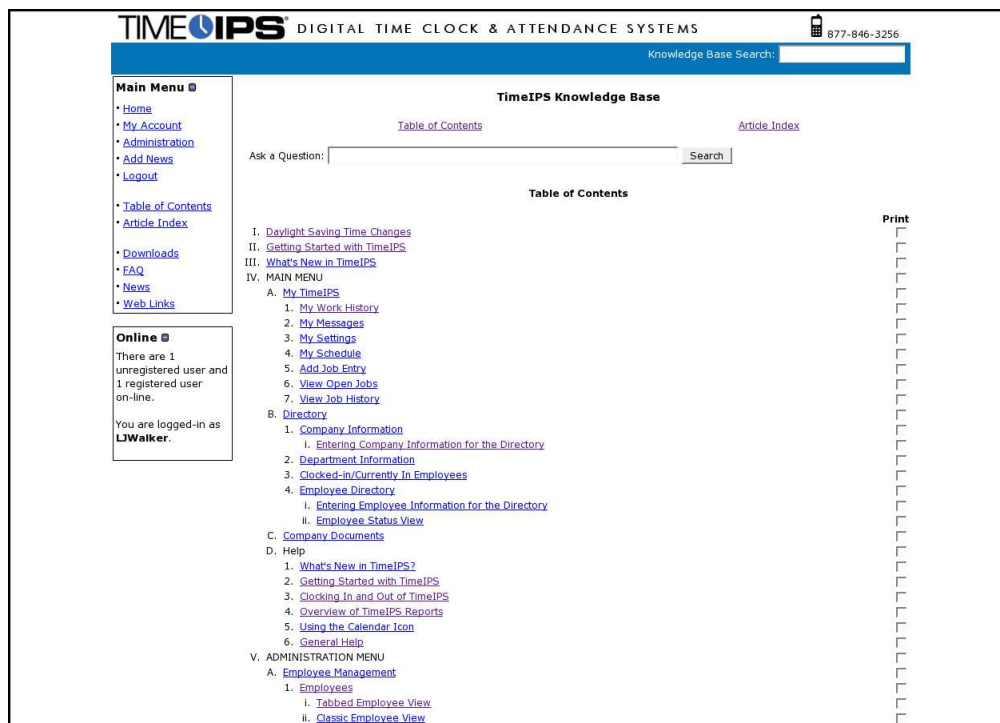


Level three resources include technical support provided by our highly trained and professional TimeIPS Customer Relationship Managers. Our specialists can assist you in setting up your TimeIPS system and answer questions regarding any of the incredible tools and features of your TimeIPS system.



## Level two: support.timeips.com

The TimeIPS Support Portal is an on-line support and information center.



<http://support.timeips.com>

The TimeIPS Support Portal includes the following helpful tools:

- The [Getting Started](#) article provides information and links to step-by-step instructions regarding setting up and using your TimeIPS system.
- The [What's New](#) article includes information about the many new features and enhancements to recent TimeIPS releases.
- Use the Knowledge Base Search at the top right and the Knowledge Base will return a listing of the most relevant articles.

**In addition, the following navigation tools are provided under the *Main Menu* at the top left to assist you in finding the information you need:**

- The [Table of Contents](#) provides a list of articles organized in the same manner as the TimeIPS Main Menu.
- The [Article Index](#) provides a list of articles by article title.
- The [Downloads](#) section contains programs, tools and examples that we recommend for use with your TimeIPS system.
- The [FAQ](#) section includes general questions and answers regarding the Support Portal and getting help with TimeIPS.
- The [News](#) section includes news articles regarding coming features and products and news relevant to TimeIPS customers.



- The Web Links section contains links to other sites that may be helpful to TimeIPS users.

### **Tips on Searching**

Search for help by entering keywords related to your issue. For example, if you want more information on running payroll, try typing "How do I run payroll?"

## **Level Three: TimeIPS Technical Support**



The TimeIPS Technical Support department is available Monday - Friday, from 8:00 AM - 5:00 PM CT at 877.846.3256 option 2 and by email at [support@timeips.com](mailto:support@timeips.com).

The support number is also listed in your TimeIPS system's administrative pages. The automated phone system will prompt you to enter either your Registration or your Serial Number. Both can be found in the page footer of your TimeIPS administrative pages. Enter the \* key in place of the dash or any letters.

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