Mini Manual: Getting Started with TimeClick

TimeClick LE, LE SP1 and LE 12

Manual v. 1.0 - Last updated July 2015

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What to Expect With This Manual

This manual takes you through the basic setup of TimeClick, from installation to fully functioning for employees and running reports. It is structured to be quick and painless with only the setup specific items being discussed. For assistance with more advanced features there are other resources available.

Resources Found on Website and Blog

You can find additional documentation such as the FAQs page and Video Tutorials on our website beneath our "Resources" tab in the navigation menu.

The blog is another great resource for tips with the software and documentation on using advanced features.

TimeClick Blog Features: http://www.timeclick.com/blog/category/timeclick-features/

TimeClick Blog Technical Support: http://www.timeclick.com/blog/category/technical-support/

Contact Customer Support Team

Our support team is happy to assist. Contact them by emailing support@timeclick.com or calling (435) 753-4102. Live chat is available through our website at timeclick.com.

First Step: Installing TimeClick (~5 minutes)

How TimeClick Works

Local Network Software

TimeClick is a local, network based software. This means that you have full control of the management of your data.

Server vs Client

TimeClick has two installations. The server/database install and the client/workstation install which can be installed on any Windows computer. The key thing to understand is that the server should only be installed on one computer, whereas the client can be installed on as many computers as your license allows.

Note: Trial users have no limitations as to the number of computers running the TimeClick client.

Grey icon: This is the main application of TimeClick. It houses the TimeClick database.

Blue icon: This is the client, or workstation, install. It will connect to the server/database install.

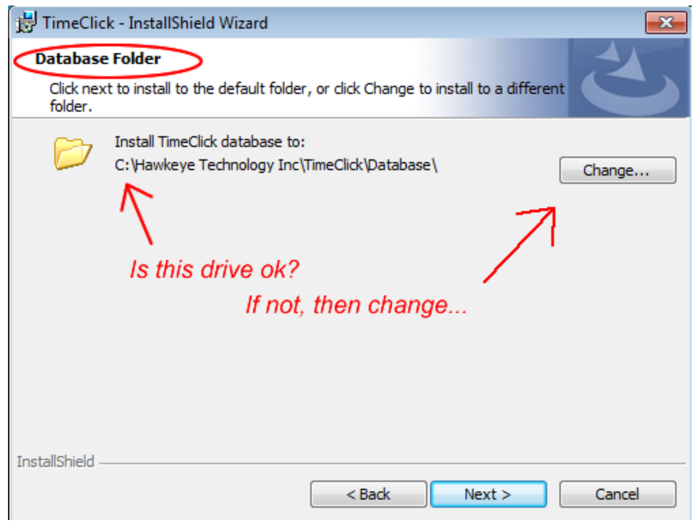
Install files

The install files were made available when you signed up for the trial or purchased the software. You should have received an email with a link to the download page. Contact the support team if you need a link to the install files.

Database Install

Step 1: Run the TimeClick installer and watch for the default database folder location.

When you get to this window, you need to double-check that the drive is acceptable for the database.



Acceptable Drive:

- Local, internal drive
    - Example – C:
- Local, internal data drive

Unacceptable Drive:

- Network drive
- Flash drive
- Removable drive

Once you have selected the proper drive for the database then proceed with the install.

Step 2: Restart the computer if you are prompted to do so. Then open TimeClick.

At this point TimeClick is ready to be set-up for use or to connect workstation computers. If you are ready to configure preferences and add employees then skip to configuring preferences. If you want to add multiple computers then keep reading.

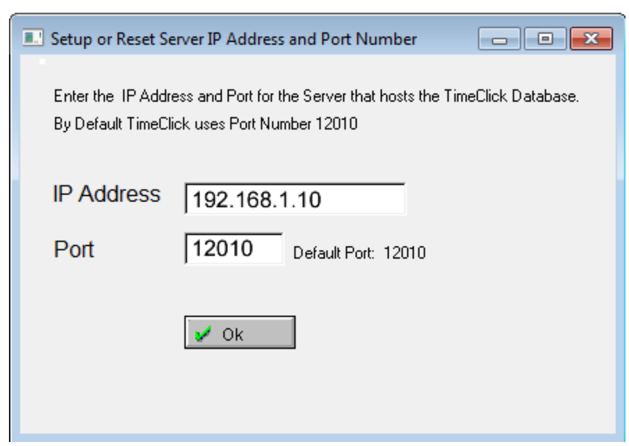
Workstation Install

Note: This is for running TimeClick on multiple computers. It is best practice to install the database first.

Step 1: Run the TimeClick workstation install. Restart computer if necessary.

Connecting Workstation to Server/Database

Step 2: Open TimeClick. You will be prompted to enter an IP address and port number. The IP address is found on the same computer that you installed the TimeClick database on (Grey icon).



Note: Enter IP exactly as found, including the periods.

Default port number: **12010**

How to find your IP address

Go to the database computer (grey TimeClick icon)

Windows XP or 7

1. Click on the *Start Button*
2. Choose *All Programs >> Accessories*
3. Click *Command Prompt*
4. Type **ipconfig**
5. Look for IPv4 Address (ie 192.168.1.123)

Windows 8

1. Right click on Windows Start key
2. Click on the *Command Prompt*
3. Type **ipconfig**
4. Look for IPv4 Address (ie 192.168.1.123)

Step 3: Click *Connect* and open TimeClick.

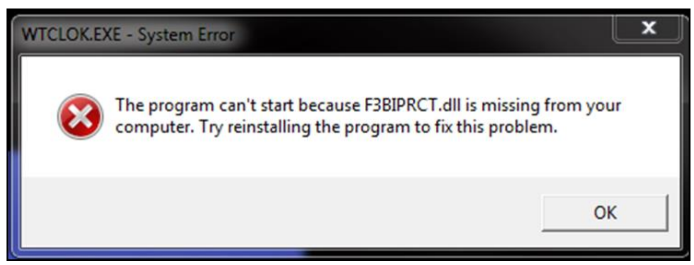
Your TimeClick workstation should now be connected to your database.

Common Install Errors

Occasionally TimeClick will throw an error when first installing and setting up.

The following are examples of common errors and solutions.

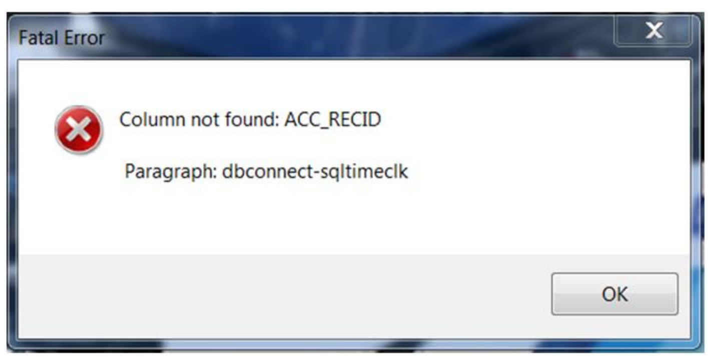
F3BIPRCT.dll is missing from your computer



Error reads – **"**The program can't start because F3BIPRCT.dll is missing from your computer. Try reinstalling the program to fix this problem."

Solution – Restart the computer.

ACC_RECID Error



Error reads – "Column not found: ACC_RECID

Paragraph: dbconnect-sqltimeclk"

Solution

1. If on the workstation and this error occurs then you need to reenter the IP address and port. Open the Client Config and try again.

Start Menu >> All Programs >> TimeClick >> Client Config

2. If the correct IP address and port aren't working then you can make exceptions in your firewall on the database computer for port 12010.

If following the two solutions above doesn't fix the error, you may contact our support team for assistance.

Second Step: Configuring Admin Preferences (~5 minutes)

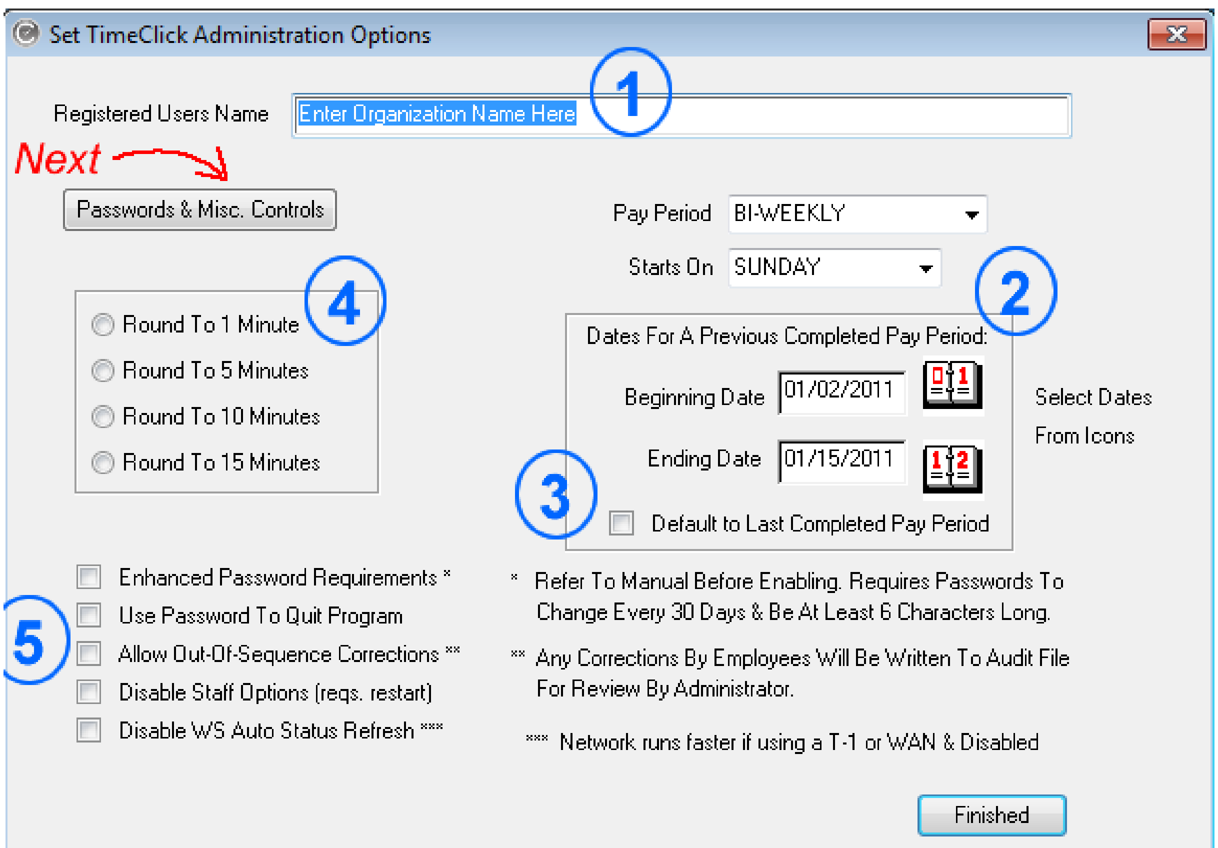
To get started we need to edit some settings. To do this we will sign into admin mode.

Sign in to Admin Mode

1. Select *Administration* >> *Enter Admin mode*
2. Enter default password: **system**
3. Select the top option *Preferences*

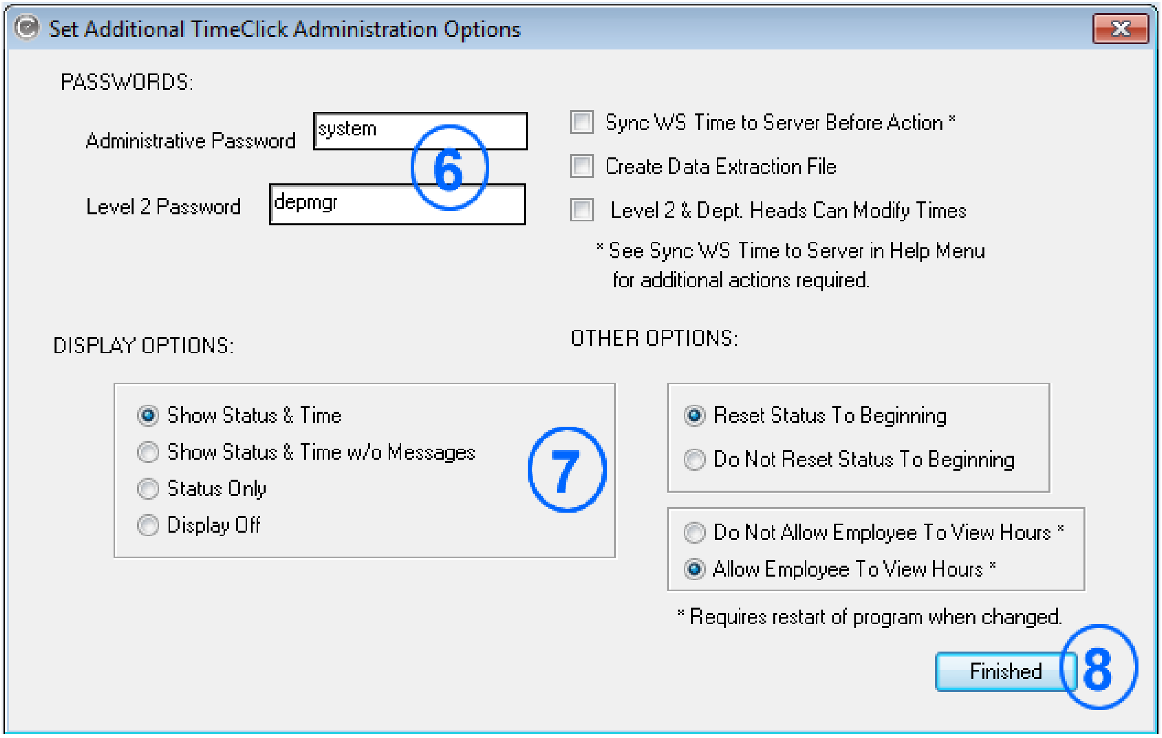
Preferences (~3 minutes)

1. Enter organization name.
2. Input your pay period. TimeClick uses this to generate report dates and to calculate overtime. The *Starts On* option is the day that your week begins on.
3. *Default to Last Completed Pay Period* will pre-populate the date range of your reports to match your pay period.
4. Select a rounding option. Most people round to 1 minute.
5. Don't worry about these now. You can always come back and play with them later.



Next Click on *Passwords & Misc Controls.*

6. You may review and change the default passwords.
7. All other options here can be reviewed again later and aren't necessary for setup.
8. When done select *Finish* and then *Finish* again to get back to Administrative Options.



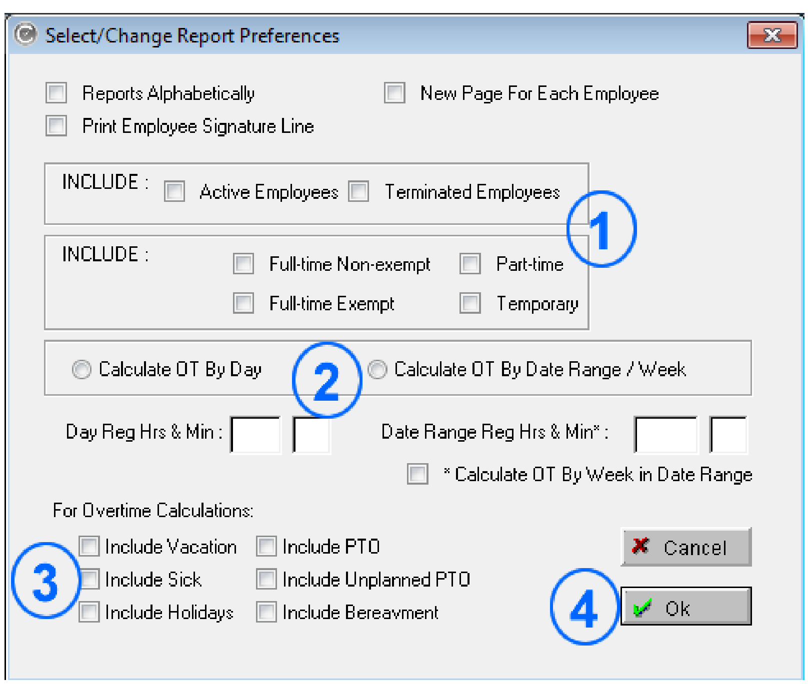
Report Preferences (~1 minute)

At this point, you are almost finished with the initial setup. From the Administrative Options window select *Report Preferences*.

1. In the Include fields, select *Active Employees, Full-time Non-exempt, Full-time Exempt, Part-time, and Temporary.*
2. Overtime: Choose between calculating OT by day or by Week. Then add the appropriate minimums.

   Note: For California overtime rules, you will need to alternate between OT by day and by week for running OT reports. Then award the higher of the two.
3. Select hours to include in OT calculations.
4. When finished select *OK.*

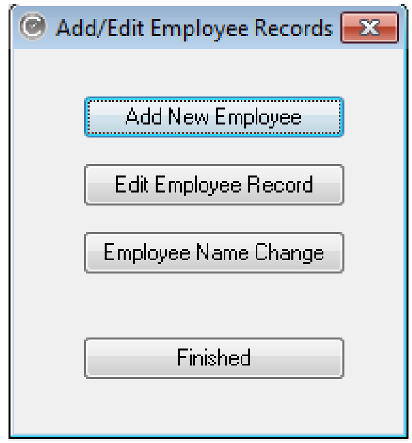
And that is all! You are finished and ready to being adding employees.



Accruals

Accruals setup (for automatically tracking PTO, Vacation, and Sick) is not covered in this manual. For additional assistance there are a few great resources on our website. The videos page has a [quick 3.5 minute accruals video](). Alternatively, our blog has some [articles about accruals]().

Adding Employees



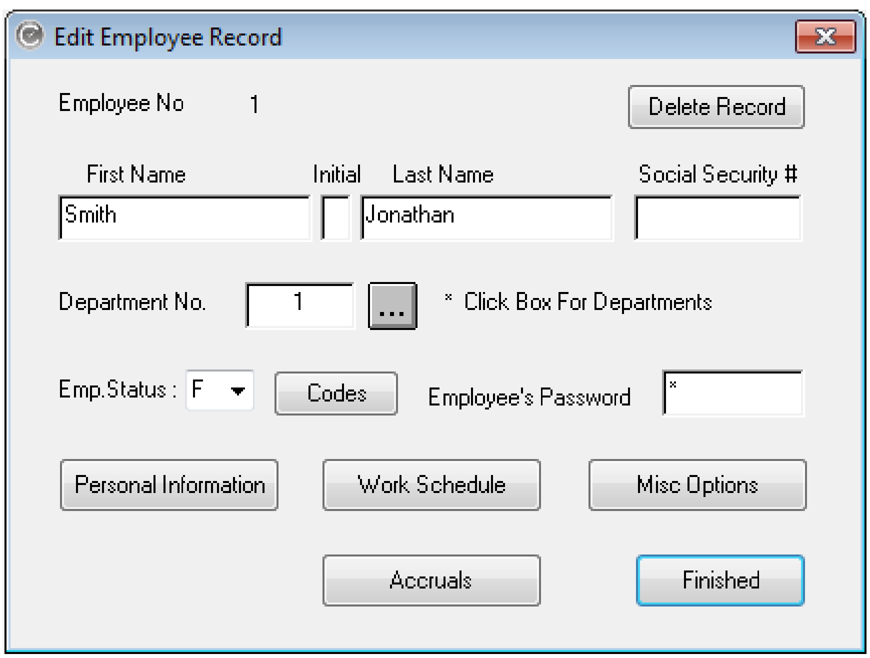
From the Administrative Options window, select *Employees*.

To Add Employees

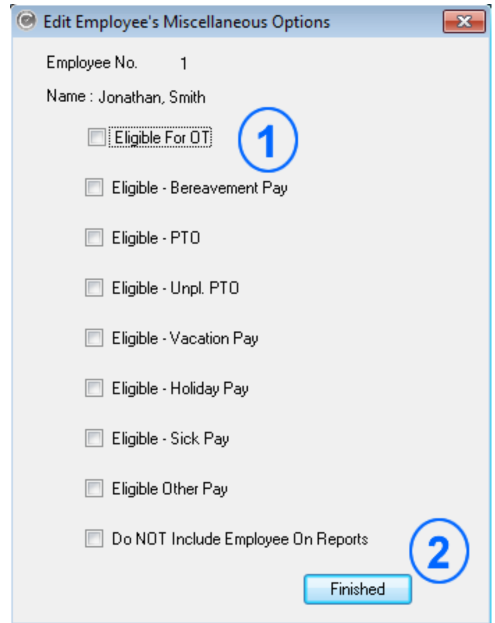
1. Select *Add New Employee.*
2. Enter the name of employee and select *Ok.*
3. Enter a password to give to the employee for clocking in.
   Note: The employee will be able to change this later.
4. Select *Continue*.
5. You are now looking at the *Employee Record.*

The Employee Record

The employee record is where you go to edit employee information and preferences. You can also change the employee's password, assign a department, change their status (i.e. full-time or part-time), manually edit their accruals bank, toggle eligibility for tracking specific hours, set up their work schedule for individual rounding, and terminate or delete the employee.



Making Employees Eligible



For initial setup, the only thing you want to do in the Employee Record is toggle eligibility. You can do this by clicking on *Misc Option*.

1. Select all hours you wish to track for this employee.
2. Select *Finished* when done.

If you are uncertain, you can always add eligibility later. Just remember that you will need to make an employee eligible for something before it will be tracked in TimeClick.

When you are done entering employees, click through to the main screen and hit the *Refresh* button in the bottom right corner.

Modifying Time

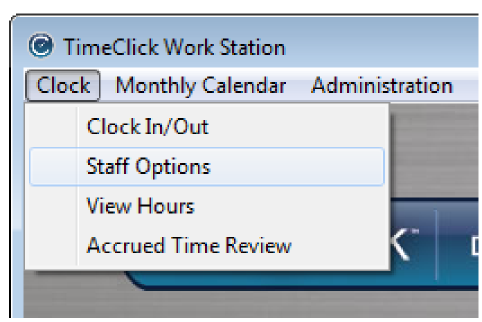
At this point, you may want to add employee time for this pay period that is not yet in the system. In TimeClick, all of the manual entries are done in the *Modify Times* section. This can be found under the Administrative Options when signed into administration mode.

Modifying Times Video: http://www.timeclick.com/tc/support-videos.php then select *Modifying Times*.

Employee Training

The quickest way for an employee to clock in and out is to find their name on the main screen, double-click on it, and enter their password. The options for clock actions include the following:

- Clock In
- Clock Out
- End Shift – Out *-If shift began before midnight and ends after midnight*
- Begin Break *-For tracking paid breaks*
- Finish Break
- Message *-Employees can leave a message for the admin*

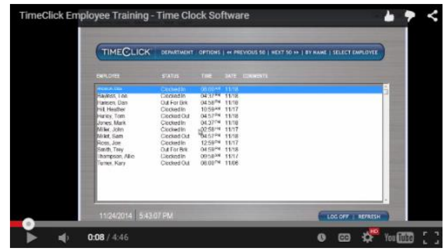


There are three additional ways that employees can interact with TimeClick. Each is found beneath the *Clock* tab at the top of the main screen. Their password will be required.

Staff Options – Employees can change their password and manually add PTO, sick, vacation, etc
View Hours – Employees can run a personal hours report
Accrued Time Review – Employees can run a personal accrual hours report

Note: Staff Options and View Hours can be disabled in Preferences when signed in to admin mode.

Video (4:46)

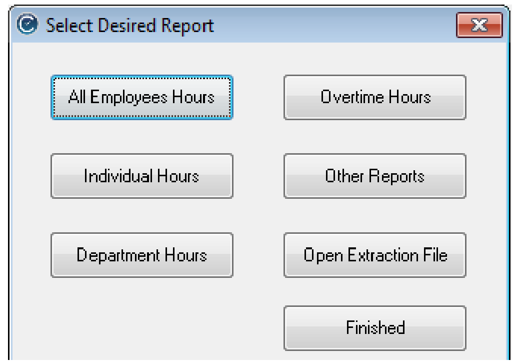


This video is for training employees on how to use TimeClick.

1) Click on http://www.timeclick.com/tc/support-videos.php
2) Select *Employee Training*

Reports

Once the system has been tracking time, you can run an hours report to review it. If you haven't set up report preferences then click here to go over it.



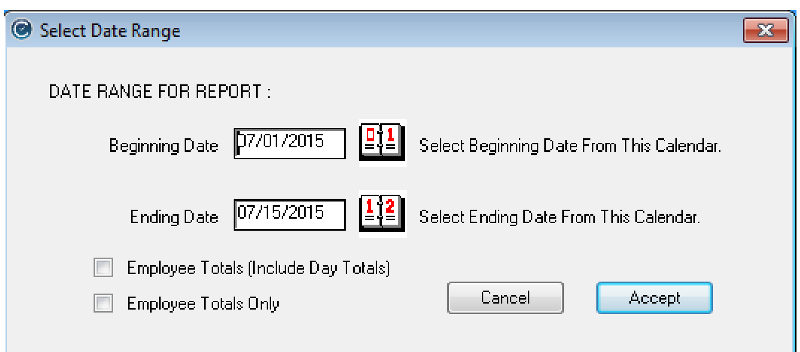
The most basic hours report is the *All Employee Hours* report.

To run the report:

1) Enter administration mode
2) Select *Reports*
3) Select *All Employee Hours*

You will be prompted for the date range and given two checkbox options. To see all clock actions and timestamps, don't select either of the boxes.

4) If the date range is acceptable, click on *Accept*



5) The report will generate on the screen. You may now review the hours, print or close the report.

Printing Reports

To print a report, TimeClick uses your computer's default printer. If you have a PDF printer or Microsoft XPS printer, then you can set one of these as your default printer to save a report to a virtual document.

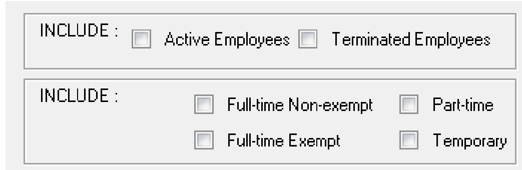
Alternatively, TimeClick can be configured to allow you the option to select a printer after running a report. To learn more, go to our video tutorials on our website (http://www.timeclick.com/tc/support-videos.php) and select *Reports and Accruals* and then select *Print Options*.

Common Issues

Most reports issues are caused by an incorrect setting in Report Preferences or settings in the individual employee record.

Employee Not Showing Up Reports

Check the Reports Preferences and choose the types of employees that you wish to show on reports.



Duplicate Entry Error

If you are receiving a duplicate entry error, then the report won't total the hours for the employee until it has been resolved.

Review the image to see what the error looks like. The red lines are for emphasis and will not be on your report.

Example

Individual Employee Hours Report
Hawkeye Technology LLC

Page 1
07.22.2015

Report Date Range 07/29/2015 to 07/30/2015

Valverde; Kevin **Department: Technical Support**

Date	Time		Action	Hrs & Min	Decimal
07/30	08:00	am	Clocked In		
07/30	12:00	pm	Clocked In		
07/30	12:00	pm	Duplicate Entry	*Duplicate Error (check for missing clock in/out entry)*	
07/30	01:00	pm	Clocked In		
07/30	01:00	pm	Duplicate Entry	*Duplicate Error (check for missing clock in/out entry)*	
07/30	05:00	pm	Clocked Out		
			Total Hrs & Mins: Thu 07/30	4:00	4.00

Duplicate Entry *Duplicate Error (check for missing clock in/out entry)*

Solution

To fix this error you need to identify where the **Clock Action** is the same back-to-back. In the above example, there are **two Clock Ins right next to each other**. The second Clock In should have been a Clock Out. Change this by modifying the employee's time and correcting the Clock-in to a Clock-out.

Note: Sometimes the duplicate error occurs across multiple days.

Eligibility Errors

This occurs when an employee has not been made eligible for certain hours that you wish to track. For example, if vacation hours are entered for an employee that is not eligible, then on the report you will get an error.

Example

Individual Employee Hours Report
Hawkeye Technology LLC

Page 1
07.22.2015

Report Date Range 07/23/2015 to 07/30/2015

Valverde; Kevin **Department: Technical Support**

Date	Time		Action	Hrs & Min	Decimal
07/24	08:00	T	**Holiday - Ineligible **	Pioneer Day!	
			Total Hrs & Mins: Fri 07/24	0:00	0.00

No Or Incomplete Entries Found For Given Range

Solution

Go into the employee record and toggle eligibility for whichever type of hours are wanting to be tracked. For instructions see Making Employees Eligible.

Additional Resources

Resources can be found on the internet at the following links:

Blog – http://www.timeclick.com/blog

FAQ – http://www.timeclick.com/tc/faq.php

Video Tutorials – http://www.timeclick.com/tc/video-tutorials.php

YouTube Channel – https://www.youtube.com/user/TimeClockSoftware

Custom Reports – http://www.timeclick.com/tc/custom-reports.php