Paychex TrueShift User Guide
# Paychex TrueShift User Guide

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# 1 Getting Familiar with Your Time Clock

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Introduction

Everything you need to get your time clock up and running:

- Getting your time clock connected and logging into the software for the first time
- How to get help
- Navigating through the software

Welcome

Thank you for choosing Paychex, we appreciate your business.

Our mission is to provide our customers with ease-of-mind through our quality products and excellent customer service. All of us at Paychex thank you for placing your trust in our products. We pride ourselves on being innovators in the time and attendance industry by developing products that are quick to install, simple to operate, and reliable.

Use this guide to learn how to use the Paychex TrueShift Biometric system to perform essential tasks that make tracking employee time, and your payroll processes, more efficient.

The Paychex TrueShift Biometric system offers breakthrough web-enabled technology that brings the simplicity of embedded software to your time and attendance system, all without requiring Internet access.

System Requirements

For Network Access

- Any web browser on PC, Mac, tablet or smartphone.
- An available Ethernet port.
- Remote Internet access also requires Internet and port forwarding to port 9844.

For Direct Connection

- Any web browser on a PC or Mac.
- Available USB port on Windows PC or available Ethernet port on Windows PC or Mac.

Payroll Export Utilities

- Paychex Flex, SurePayroll, and Paychex Preview exports are compatible with all operating systems.
- Emailing Payroll reports to the branch or your Payroll Specialist requires an Ethernet connection as well as additional set up. Refer to Section 2 for instructions on setting up Outgoing Email Settings (SMTP Server).

Ethernet Connection Required

Ethernet connection is required for the following functionality:

- Emailing alerts, backups, or payroll reports.
- Connecting multiple time clocks together.
- Accessing the time clock from more than one computer.
Features

The TrueShift Biometric system is the perfect fit for a growing business that requires a time clock that can keep up with changing needs. This time clock is ideal for those companies looking for a feature-rich product that is fully supported by a nationwide network of experts.

- Capacity of 500 employees
- Fingerprint entry
- Punch photo verification in case of failed finger scan
- Web punch entry licenses included
- Proximity badge entry option (badges sold separately)
- Email supervisor alerts upon failed finger scan, high/low hours worked, or approaching overtime
- Benefit Tracking and accruals
- Automatic backup of time clock data, via email
- Email employee timecard report to employees or another individual
- Labor distribution reports
- Configurable for remote Internet access
- SSL data encryption for secure data transfer over the Internet
- Paid break tracking
- Export to, Paychex Flex, Paychex Preview, SurePayroll, or CSV
- Send Payroll Reports directly to your Payroll Specialist
- Automatic lunch time deduction
- Timecard, attendance, and department-based reports
- Enter holiday and non-worked hours for one or more employees
- Track tips, job numbers, or piece counts with employee entry at the clock
- Department tracking with department transfers at the clock
- Individual supervisor logins with employee assignment
- Connect up to 32 clocks together, sharing one software (500 combined employee max)

Connection/Setup

Refer to section 11, Time Clock Terminal Supervisor Mode, or the TrueShift Quick Start Guide, for instructions on setting up your employee time clock’s connection and logging into your time clock for the first time.

You can find a copy of the TrueShift Quick Start Guide at:
www.trueshifttimeclock.com/qsg.
Logging In

To log in and view employee information and punch details, enter the time clock’s assigned Internet Protocol (IP) address into your Internet browser address field.

You must enter the address exactly as displayed below. For example, if the assigned address is 192.168.2.103, enter that text directly into the address field, and precede it with, http://.

![192.168.2.103]

**Note:** If you are logging in using USB, navigate to http://trueshift.timeclock, or enter http://172.20.20.1 as the IP address.

Support and Troubleshooting

This system includes telephone, email, and remote assistance support, as well as unlimited hardware warranty. Reach Support Monday through Friday from 8:00am to 8:00pm (EST) at (877) 234-1851, or by email at trueshift_support@paychex.com.

Integration with Payroll

**Built-In Exports**

Your time clock includes a Paychex Flex, Paychex Preview, and SurePayroll export formats built-in. It also includes a CSV Export option, used for viewing time clock data in Excel or importing into other third-party payroll programs.

Navigating the Time Clock Software

The time clock interface is designed to enable you to quickly and easily complete your tasks and run your reports. In this section, you learn how to navigate through your time clock application.
Getting Familiar with Paychex TrueShift

The time clock interface is designed to enable you to quickly and easily complete your tasks and run your reports. In this section you learn how to navigate through your time clock application.

Application navigation is done through five distinct menus: Home, Lists, Reports, Files, and Settings. Moving your mouse cursor over each icon displays the individual drop-down menu items.

Home Page

When you first log into your time clock application, the Home page displays automatically. The Home page provides a quick glance at the activity on your time clock, including notifications of custom alerts. The Home page also contains helpful links to configure your software.

Current Alerts

The Home page displays important system alerts or alerts you set up in the program, with the time and date they occur. For instructions on customizing your alert settings, refer to Section 2, Setting Your Alert Preferences.

When you no longer want to be notified of a particular task or alert, check the checkbox next to that item in the Ignore column, then click Submit. If you want to see past alerts, click Show All. To view the details of the alert, click the alert link in the ALERT/TASK list.

Lists Menu

Use the Lists menu for adding, modifying, or deleting employees, departments, supervisors, or enabling, or disabling additional time clocks connected to the system. Refer to Section 3, Setting Up Your Employees, for instructions on setting up employees, and Section 6, Departments and Supervisors, for instructions on configuring departments and additional time clock supervisors.
Reports Menu

Your time clock comes with four reports that make it quick and easy to get the information you need to complete your work and process payroll. Also, with the Create Report option, you can run custom filters for specific punch times, dates, employees, and departments. Use the Reports menu to access the reports. Refer to Section 7, Generating Reports, for additional information on generating and customizing reports.

Payroll Menu

The Payroll menu allows you to create exports of your time clock data to be imported to your payroll program for streamlining payroll day. In addition, within the Payroll menu, find options to email the timecards to individual employees or as one report, to a manager. Refer to Section 9, Alternate Employee Entry Options, for additional information on sending your time clock data to payroll.

Files Menu

Use the Files menu to back up data, schedule back-ups, restore data back-ups, delete unneeded punches, and update your employee time clock.

Settings Menu

Use the Settings menu to customize your payroll, overtime, punch, device, and alert preferences. Before running any reports, set your preferences as described in Section 3, Setting Your Time Clock Preference.

Help Page

The Help page gives you quick access to the Help Center, including the User Guide and troubleshooting links.

About Page

The About page gives you quick access important system information.
2 Setting Your Time Clock Preferences

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Setting Your Time Clock Preferences

Before accurate reports can be generated and employee punch details are calculated correctly, you must set your time clock rules and preferences.

- Set up your pay period and overtime rules
- Set up punch rounding and Employee Input options
- Customize the PIN length and Alert Preferences

Setting Your Pay Preferences

You can access your Pay Preferences in one of two ways:

- Click **Setup Your Pay Period** in the Alert/Task list.
- Select **Preferences** from the Settings Menu.

Follow the instructions below to set your Pay Preferences.

1. Select the applicable option from the **Pay Period Type** drop-down menu:
   - **Weekly** - Employees are paid once per week.
   - **Bi-weekly** - Employees are paid every two weeks.
   - **Semi-Monthly** - Employees are paid twice per month.
   - **Monthly** - Employees are paid once per month.

2. If you select the Semi-Monthly pay period, two additional date fields display that must be completed.
   - Type the first day of the month that your pay period begins in the **Start Semi-Monthly on** field.
   - Type the second day of the month that your pay period begins in the **and on** field.

3. Click in the **Last Pay Start** field to open the calendar and select the date that your previous pay period started.
   - **Tip:** Use << and >> to select the year. Use < and > to select the month.

4. Click in the **This Pay Start** field to open the calendar and select the date that your current pay period started.

5. Click in the **Next Pay Start** field to open the calendar and select the date that your next pay period starts.

6. Type the time of day that your workday begins in the **Day Start** field. You only need to modify this setting if your company has a 24-hour work schedule and needs to accommodate overnight shifts; it is recommended that this setting remain at 12:00 a.m.
7. Select the day of the week that your work week begins from the Week Start dropdown menu. The company's weekly overtime calculations are based on this setting.

**Setting Your Overtime Preferences**

Your Overtime Preference settings are on the Pay tab under Payroll Preferences. Paychex TrueShift comes standard with two levels of daily and weekly overtime and consecutive day overtime.

Follow the instructions below to set your Overtime Preferences.

1. To set daily overtime rules, type the number of hours an employee must work in one day before they receive overtime in the Day OT1 After and the Day OT2 After fields, as required. If your company does not pay daily overtime, type 99.

2. To set weekly overtime rules, type the number of hours an employee must work in one week before they receive overtime in the Week OT1 After and the Week OT2 After fields, as required. If your company does not pay weekly overtime, type 99.

3. To set consecutive day overtime rules, change the Consecutive Day OT drop-down menu to Yes. This option will pay OT1 and/or OT2 on the seventh consecutive day of work, regardless of hours worked during the work week. This rule is most commonly used by unions and in California. If your company does not pay consecutive overtime, change the Consecutive Day OT drop-down menu to No.

   **Note:** Consecutive Day overtime is used in California and is not very common elsewhere.

4. Click Submit to save your settings and return to the Home page.

   **Note:** Making a change to the overtime options prompts the time clock to restart. Doing so will make the time clock unavailable until the clock fully reboots.

**Setting Your Punch Preferences**

Select Settings | Preferences, then click the Punch tab. The Punch Preferences section displays.

**Note:** The rounding rule selected affects all punches system wide. The original punch time remains unchanged on the employee timecard. The punch hours round according to the rounding rules set.

Follow the instructions below to set your Punch Preferences.

1. Select the applicable rounding type from the Rounding Type drop-down menu.
• **None**: (No Rounding) Accumulates 100% of all time registered on the time clock.

• **15 Minute**: (7/8 Rounding) Rounds and calculates punches to the nearest quarter hour (15 minutes). The split occurs in the middle of each quarter hour.

  **To Illustrate**: An In punch of 7 minutes 59 seconds **rounds back**.
  An In punch of 8 minutes 00 seconds **rounds forward**.

  **Example**: A punch at 7:52 a.m. would calculate as 7:45 a.m.
  A punch at 7:53 a.m. would calculate as 8:00 a.m.

• **15 Minute Slant**: (10/5 In, 5/10 Out) Quarter hour rounding similar to above, except the break point occurs on the fifth minute or tenth minute, depending on whether it is an in punch or an out punch.

  **To Illustrate**: An in punch of 4 minutes 59 seconds **rounds back**.
  An in punch of 5 minutes 00 seconds **rounds forward**.

  An out punch of 9 minutes 59 seconds **rounds back**.
  An out punch of 10 minutes 00 seconds **rounds forward**.

  **Example**: An in punch at 7:49 a.m. calculates as 7:45 a.m.
  An in punch at 7:50 a.m. calculates as 8:00 a.m.

  An Out punch at 4:49 pm would calculate as 4:45 p.m.
  An Out punch at 4:50 pm would calculate as 5:00 p.m.

• **10th Hour**: Rather than rounding the punch hours, this selection calculates punches from the tenth hour point and advances each six minutes.

<table>
<thead>
<tr>
<th>Minutes 10th</th>
<th>Minutes 10th</th>
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<tr>
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<td>30-35 = .5</td>
</tr>
<tr>
<td>06-11 = .1</td>
<td>36-41 = .6</td>
</tr>
<tr>
<td>12-17 = .2</td>
<td>42-47 = .7</td>
</tr>
<tr>
<td>18-23 = .3</td>
<td>48-53 = .8</td>
</tr>
<tr>
<td>24-25 = .4</td>
<td>54-59 = .9</td>
</tr>
</tbody>
</table>

  **To Illustrate**: An in punch from :00 minutes after the hour to :05 after the hour rounds to the top of the hour (.0).

  An in punch from :30 minutes after the hour to :35 minutes after the hour rounds to .5.

  **Example**: An in punch at 7:35 a.m. would calculate at 7.5 a.m.
  An out punch at 4:05 p.m. would calculate at 4.0 p.m.

2. The **Automatic Punches become IN at** field automatically makes the next punch an in punch after a determined number of hours. This option is convenient if an employee forgets to punch out.

   This option is only used when an employee entry method is set to Automatic. Refer to Section 3, Setting Up Your Employees, for additional information.
3. Check the **Flag edits on reports** checkbox to flag manually edited punches on reports. If checked, all edited punches are marked with E.

4. Type the number of minutes in the **Reject Like Punches within** field. If an employee accidentally tries to enter the same type of punch at the time clock, within the minutes specified, the second punch is ignored.

5. Click **Submit** to save your settings and return to the Home page.

   **Note:** Making a change to the rounding options will prompt the time clock to restart. Doing so makes the time clock unavailable until the clock fully reboots.

### Setting Employee Input Preferences

Your time clock can allow an employee to enter data at the clock (Employee Inputs) on either an In or Out punch. Employee Inputs are used to track employee tips, piece counts, or job numbers. This optional data will be recorded on the Timecards and Timecards Dept. Report.

Select **Settings | Preferences**, then click the **Punch** tab. The Punch Preferences screen displays.

Follow the instructions below to set your Employee Input Preferences.

1. Enable employee inputs by selecting **Enabled** from the **Track Employee Inputs** drop-down menu. Additional Employee Input options display.

2. Enter a custom name for the employee input. Common names may be Tips, Job #, or Piece Counts.

3. Select the applicable collection type from the **Collection Type** drop-down menu.
   - **Currency**: Used for collecting tips or other currency related data.
   - **Number**: Used for collecting any non-currency related numerical data. For example, piece counts or job numbers.

4. To determine if the employee enters the data on the In punch or Out punch, select the applicable collect on value from the **Collect On** drop-down menu.

5. If you want to total the data on the timecard report, check the **Show Totals** checkbox.

   **Note:** Employee Inputs must also be enabled for each individual employee. Refer to Assigning/Changing Departments in Section 6, for instructions.
Setting Your Device Preferences

Select Settings | Preferences, then click the Device tab to go to the Device Preferences screen. Important information, such as your database version, software version, and time clock serial number display at the top of this section.

Follow the instructions below to set your Device Preferences.

1. Select the desired calculated time format to display minutes on your reports in decimal or hh:mm (minutes) format from the Calculated Time Format drop-down menu.

2. Select the length of the custom employee PIN (ID number) from the PIN Number Length drop-down menu. Customize employee PINs (ID numbers) in the Edit an Employee screen. Refer to Section 3, Setting up Your Employees, for additional information.

3. Check the Hide Employee PIN checkbox to hide employee PINs (ID numbers) at the time clock terminal, preventing coworkers from viewing another employee’s PIN.

4. Use the System Prompt 1, 2, and 3 fields to set up to three custom prompts at the employee time clock terminal. The default system prompt on the time clock display is Scan Finger, Enter PIN.

Companies often use this feature for employees that speak languages other than English and to send global messages to employees.

Examples:
- Marque Su Numero
- Work Safely
- Closed Tomorrow

5. Type a unique six-digit security code in the Supervisor Code field to secure the employee time clock.

**Important:** You need this code to access Supervisor Mode on the employee time clock. The default supervisor code is 00 00 00.

6. Check the Lock Keypad checkbox to lock the keypad and prevent keypad entry of employee ID numbers (PIN) at the employee time clock. Use this option if you purchased proximity badges and you do not want employees using the keypad.

7. Check the Use Daylight Savings checkbox if you want the time clock to automatically adjust time for daylight savings.

8. Select the default time frame to view the Attendance Report screen from the Default Attendance Report To drop-down menu.

9. Select the default time frame to view the Timecards Report screen from the Default Timecard Report To drop-down menu.
10. Type the number of minutes to refresh the alerts on the Home page in the **Refresh Home Page Every** field. If your system runs slow, type a larger number for the refresh time.

11. SSL data encryption ensures that all data passed between the time clock and web browser remains private. Check the **Use SSL Server** to enable this option.

   **Note:** You cannot enable SSL with a direct USB connection to the computer. The time clock must be connected to the network.


   - **Yes** – Have a separate pop-up window display when editing a punch in a report screen.

   - **Yes with Batch Edits** – Uses the pop-up window described above. The report will not refresh with each change submitted. You must refresh the page to see the reports with the edited punches.

   - **No** – Makes edits live on the screen, without a pop-up window.

13. Check the **Show total hours at the clock** checkbox to display the employee’s total daily hours after the employee punches out.

14. Click **Submit** to save your settings and return to the Home page.

   - **Multi-clock Preferences:** Multi-clock refers to set up that includes multiple time clocks connected together to share one software. For additional information on setting up multi-clock preferences, refer to Section 6, Additional Functionality.

   - **Web Punch Preferences:** Set the Web Punch Preferences settings when web punching is allowed. For additional information on setting up your Web Punch Preferences, refer to Section 6, Additional Functionality.

---

**Email/Backup Preferences**

The TrueShift application allows payroll reports and system alerts to be automatically emailed to one or more supervisors. The system will send email alerts if an employee has a photo punch that needs verification, as employees come and go, before they accumulate overtime, if they leave early, and more.

**Note:** A Network connection is required to use email functionality in the clock.

In addition, backups of your time clock data can be automatically emailed to one or more recipients, daily, weekly, or monthly.

**Important:** To send emails, you must have a SMTP server available. Contact your network administrator to find out if your company has a SMTP server. We recommend using Google’s free Gmail account for companies that don’t have an available SMTP server. To use this service, you must have a Gmail account.

**What is an SMTP Server?** An SMTP server works like a postal assistant, handling the sending of emails from an email client to an email server. It receives outgoing mail messages from users and routes them to the intended mail recipients.
Outgoing Email Settings (SMTP Server)

To assign your SMTP server settings, go to Device Preferences by clicking Settings | Preferences | Device and find Email/SMTP Preferences.

1. Type your complete SMTP email server address in the **SMTP Server Address** field. If you do not have this information, contact your network administrator or your service provider.

2. If you enable SSL, you may need to specify the mail server port by entering a colon and then the port number after the server address.

   **Example:** smtp.gmail.com:587 connects to smtp.gmail.com and uses port 587. If a port number is not defined, default port number 25 is used.

3. Check the **Use SSL** checkbox to use data encryption when sending emails. Using SSL may be a requirement for some SMTP server providers and may require that you define the SMTP port.

4. Check the **Use STARTTLS** checkbox if you are using SSL and your SMTP service provider requires that you first connect to the server using a secure connection.

5. Check the **Use Authentication** checkbox if your SMTP server requires a username and password to send emails.

6. Enter the **Username** or **Email Address** used to access your SMTP service (email account).

7. If you checked **Use Authentication**, enter the **password** of your SMTP service.

8. Type the email address you want to display in the **From** field in your email in the **From Email Address** field. The default setting is Your_Time_Clock.

9. Type the email address where you would like a copy of your backups automatically sent to in the **Email Backups To** field.

10. Under **Send Backups**, select how often you would like those backups emailed; never, daily, weekly, or monthly. Emails are sent at 2:30 am.

11. Refer to Setting up Scheduled Automatic Backups in Section 9 to complete the automatic backup setup.

12. Click **Submit** to save your settings.

For your convenience, configuration settings for the most common SMTP server providers are located in the following section.
Common SMTP Server Settings

Refer to the list below to find the most common SMTP servers and their configuration settings. If your Internet Service Provider (ISP) is not on the list below, contact your ISP or network administrator for configuration instructions.

**Hotmail/Live/Outlook**
- **SMTP Server Address:** smtp.live.com:587
- **Use SSL:** checked
- **Use STARTTLS:** checked
- **Use Authentication:** checked
- **Username/Email Address:** Account email address (user@hotmail.com)
- **Password:** account password
- **From Email Address:** account email address

**Gmail**
- **SMTP Server Address:** smtp.gmail.com:587
- **Use SSL:** checked
- **Use STARTTLS:** checked
- **Use Authentication:** checked
- **Username/Email Address:** Gmail account email address (user@gmail.com)
- **Password:** Gmail account password
- **From Email Address:** Gmail account email address

**Comcast**
- **SMTP Server Address:** smtp.comcast.net:465
- **Use SSL:** checked
- **Use STARTTLS:** unchecked
- **Use Authentication:** checked
- **Username/Email Address:** Comcast username
- **Password:** Comcast account password
- **From Email Address:** Comcast account email address

**Verizon**
- **SMTP Server Address:** outgoing.verizon.net:587
- **Use SSL:** unchecked
- **Use STARTTLS:** unchecked
- **Use Authentication:** checked
- **Username/Email Address:** Verizon username
- **Password:** Verizon account password
- **From Email Address:** Verizon account email address

**Apple MobileMe / iCloud**
- **SMTP Server Address:** smtp.mac.com:587
- **Use SSL:** user preference
- **Use STARTTLS:** if user selects to use SSL above
- **Use Authentication:** checked
- **Username/Email Address:** MobileMe/iCloud username
- **Password:** MobileMe/iCloud account password
- **From Email Address:** MobileMe/iCloud account email address
Setting Your Alert Preferences

1. Select **Settings | Preferences**, then click the **Alert** tab to set up the alert notices displayed on the Home page. The Home page updates based on your time setting for the *Check Alerts Every* field described below.

2. Type the least amount of hours an employee can work per shift in the **Alert Low Hours at** field. If an employee works fewer hours than is specified, an alert generates. To disable this alert, set the alert value to **0**.

3. Type the amount of hours an employee can work per punch in the **Alert High Hours at** field. If an employee works a shift more than the hours specified, an alert generates. To disable this alert, set the alert value to **99**.

4. Type the maximum number of hours an employee can work per shift in the **Maximum Punch Time at** field. If an employee works a shift more than the hours specified, an alert generates and the hours stop accumulating for that given shift. To disable this alert, set the alert value to **99**.

5. **Alert Day Overtime OT at** triggers an alert before employees reach daily overtime by using the daily overtime value that you set under Overtime Preferences.

   **Example:** If you have Day OT1 set to 8 hours and Alert Day Overtime OT set to 2 hours, an alert posts to the Home page when the employee reaches 6 hours worked for the day.

6. **Alert Week Overtime OT at** field triggers an alert before employees reach weekly overtime by using the weekly overtime value you set under Overtime Preferences.

   **Example:** If you have Week OT1 set to 40 hours and Alert Week Overtime OT set to 8 hours, an alert posts to the Home page when the employee reaches 32 hours worked for the week.

7. Type the number of minutes to check alerts in the **Check Alerts Every** field. New alerts are checked and posted to the Home page based on the time entered here. To maximize system speed and performance, we recommend setting this value to 10 minutes or more.

8. Click **Submit** to save your settings and return to the Home page.

For additional Alert configuration, select **Settings | Alert Setup**.
Alert Setup

Using the Alert Preferences set earlier, select **Settings | Alerts Setup**, then follow the instructions below to set up Home page and email alerts.

- **Enabling/Disabling Alerts**: To disable an alert, deselect the checkbox in the far left column. This prevents the alert from posting on the Home page or emailed.

- **Lifetime**: Use the drop-down menus under the **Lifetime** column to select the amount of time the alert remains on the Home page. After that time, the alert is automatically removed.

- **E-mail**: Select how often you want an email alert sent.

- **Repeat**: Select how often you want an email alert to be resent using this drop-down menu.

- **Recipient**: Type the alert recipient’s email address. For multiple addresses, add a space or comma in between each email address.

**Tip**: We recommend disabling any unused alerts to minimize the resources used by your time clock and optimize system performance.

Creating Custom Fields

TrueShift offers 10 additional fields for tracking static information in Custom Fields.

In addition, timecard reports can be filtered based on the Custom Field values assigned to an employee with Labor Distribution Reports.

**Examples:**

- Location
- Account
- Part Time/Full Time Status

Custom fields can be added to the following locations:

**System**: These fields display on the bottom of the Custom Fields page.

**Employee**: These fields display on the bottom of each employee’s Edit Employee page.
Department: These fields display on the Departments page.

Follow the instructions below to set your custom fields.

1. Type the title for the custom information in the Title for Field X field (X being the field number).

2. Select where this custom field should display from the Assign Field X to drop-down menu (X being the field number).

3. Click Submit to save your settings and return to the Home page.

4. Go to the new custom field on the page specified and enter information as needed.

For additional information on generating reports based on the custom field value to assign to an employee, refer to Section 7, Generating Reports.
## 3 Setting Up Your Employees

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Setting Up Your Employees

After setting up your pay period and other preferences, set up the employees in the system.

- Set up your pay period and overtime rules
- Set up punch rounding and Employee Input options
- Customize the PIN length and Alert Preferences

Paychex TrueShift comes with a 500 employee limit.

Employee List

A list of your employees and their ID numbers (PINs) are in the Lists Menu under Employees. Click the column header to sort by that particular column.

Make Employees Inactive

Making an employee inactive removes them from the Employee List and hides the employee data from the reports; their punch data remains stored in the time clock.

- To make an employee inactive, uncheck the checkbox in the far left column, then click Submit.
- To select all employees and make them active, click Select All.
- To make all employees inactive, click Select None.
- To display inactive employees, click Show Inactive.

Customizing the Columns

- Click Columns to hide or show columns on the Employee List.
- Click on the applicable column header to sort by a particular column.
Time Remaining Before Overtime

- The **Daily** column displays the number of hours remaining in the day before the employee starts earning daily overtime.

- The **Weekly** column displays the number of hours remaining in the week before the employee starts earning weekly overtime.

- The **Consecutive Days** column displays the number of days remaining in the work week before the employee starts earning consecutive day overtime.

To edit employee information, click the employee ID number in the **Display ID** column. The Edit an Employee screen displays.

Adding Employees

There are two options for adding employees to the time clock:

1. Importing a list of Employee’s from a CSV file.

2. Adding each employee individually.
   - To add your employees individually, select an employee or one of the available employee slots. Follow the instructions below to set up an employee.

Employee Information

- **Payroll ID**: (optional) Enter the employee’s payroll ID number provided by the payroll company. This payroll ID is used when generating payroll exports.

- **First Name**: Enter the employee’s first name.

- **Middle Initial**: Enter the first initial of the employee’s middle name.

- **Last Name**: Enter the employee’s last name.

- **Display Name**: Enter the name that the employee will see at the clock and on reports.
  
  **Note**: Timecard reports are sorted by display name.

- **Address**: Type the employee’s address (optional).
Employee Settings

- **Employee ID:** Type the assigned company employee ID number or payroll ID number, or PIN number. The Employee ID is the number that displays on timecard reports.

- **PIN/Badges:** The employee PIN number is used to clock in or out at the time clock. Type the custom PIN you want to assign to the employee. The default PIN length is set to four digits; you can customize the PIN length up to nine digits under Device Preferences.

- **Departments:** Select departments to assign to the employee. If you are tracking paid breaks, set the first department to Break.

- Specify a wage the employee is paid for working in the assigned department.

- Enable **Employee Inputs** are enabled under Punch Preferences; you see an additional checkbox option in the departments table to track employee input.

If you are assigning more than one department, specify the order the departments display at the clock when the employee is clocking in.

**Note:** If tracking breaks, the Break department is always listed first.

For additional information on setting up departments, refer to Section 6, Departments and Supervisors.

- **Active:** All employees default to an active status. Uncheck this checkbox to make the employee inactive and to hide their name from reports.

- **Entry Method:** This option determines the procedure for punching in and out by the employee at the employee time clock. Select the desired method from the drop-down menu.

  Review the description of the time clock entry methods below, and select your entry method carefully.

- **Validated:** The employee is required to either punch in or out at the employee time clock. The correct option blinks on the time clock display. The employee is required to press the correct key at that time.

  **Example:** If an employee forgets to punch out the day before, they are required to punch out first before they can punch in for their current shift. The punch information can be edited in the software so the proper punch out time and date is recorded on the reports.
• **Non Validated**: In and out displays under the employee’s name at the employee time clock. The employee is required to press the correct key at that time, either In or Out. Either entry is accepted by the employee time clock.

• **Automatic**: This is also known as “Swipe and Go”. After the employee enters their PIN/badge number, the time clock displays the employee name and the message, “Entry Recorded”. The employee is not allowed to make any other selections at the employee time clock. This provides a simple and quick method to punch at the employee time clock. You cannot make lunch overrides or hours adjustments to these types of punches. Refer to Adding a Punch in Section 7, for additional information.

### Lunch Time Deduction

- Enable **Automatic Lunch Deduction** to automatically deduct the employee lunch time for the day or the punch pair.

- In the **Lunch At** field, enter the number of hours the employee is required to work before the lunch period automatically deducts from the employee’s shift.

- Enter the amount of time in minutes to deduct for lunch (typically 30 to 60 minutes) in the **Lunch Length** field.

**Deduct**

- When **Per Punch** is selected, the time worked from the last In punch is used to determine whether the Lunch At threshold has been met. If an employee goes to break or punches out before the lunch time is deducted, the Lunch At calculation will start again after the employee clocked in. Selecting this option will allow lunch time to be deducted multiple times per day.

- When **Per Day** is selected, the total amount of the employee’s hours for the day adds up to determine if the Lunch At threshold was met. The lunch deduction will occur after the threshold is met.

**Note**: Only one lunch deduction will occur per day when Deduct is set to Per Day. Manually entering a lunch deduction prevents an automatic lunch deduction from occurring that day.

### Web Punch Time Clock Settings

The TrueShift application allows employees to clock In or Out at the clock, or if designated, through the Web browser. For additional information on this option, refer to Section 9, Alternate Employee Entry Options.
**Biometric Settings**

Employees are assigned to biometric entry by default and have biometric entry enabled.

- **Select** **Disabled** to disable the biometric entry option for an individual employee.

- After biometric entry is disabled, the fingerprint template for this employee is deleted.

- If an employee is having issues with a fingerprint scanning, this will allow you to re-enroll the employee’s finger again with a new scan.

- **Select** **Enabled** to require that employee to clock in with a finger scan.

- If the employee is not enrolled at the clock(s), they will be prompted to enroll after entering their custom PIN.

- **Enable Photo Verification** to have the time clock automatically take the employee’s picture if the fingerprint scan is rejected after a number of times. The employee’s photo is taken, the supervisor(s) will receive an alert of the activity, and the punch is flagged on the report for supervisor approval. The employee will not be notified of the failed finger scan.

- **After Number of Attempts** allows you to customize at which point the photo should be taken, after 1, 2, or 3 failed biometric finger scans.

- **Use Global Rule** applies the setting selected under **Settings | Biometric Preferences** to that employee.

Disabling this option will prevent the employee from punching in without having their fingerprint verified by the time clock.

**Note:** When the photo is taken on a failed finger scan, the employee is able to punch in/out. They are not notified of the failed finger scan or of their photo being taken.

Refer to Section4, Using Biometric Fingerprint Entry, for instructions on setting up and using biometric fingerprint entry for your employees.
Accrual Settings

Benefit Accruals allow you to track and manage Vacation, Sick, and Personal Time benefits. Benefit Tracking and Accruals allow you to automate maximum accrual amounts, yearly carryover, and borrowing of benefits.

Customizing Benefit Accrual Rules

Benefit Tracking and Accruals allow you to automate maximum accrual amounts, yearly carryover, and borrowing benefits. Benefit balances are available for each day of an employee’s employment, letting you deliver real-time balances to managers and employees. Accrual rates and tracking are customized for each employee, which allows for the maximum in flexibility.

To customize an employee’s Benefit Accrual Rules, go to the Edit an Employee screen by selecting the employee name from the Employee List.

- **Accrual Start Date** allows you to set the date when the employee is eligible to begin accruing the benefit.
- If your benefits renew/reset each year, enter the date when this happens in the **Accrual Reset Date** field.
- If this is your first time setting up accrues and your employee currently has **Hours Available** or a benefit time balance, enter that balance here.
- Additional hours will be automatically accrued each day according to the value set under **Yearly Hours**. As the employee uses the accrued benefit, the hours are automatically subtracted.
- The total hours that the employee has used since the Accrue Reset date can be found in **Hours Used**.
- **Last Calculation** displays the date when the benefit accrual balance was last calculated.
- **Yearly Hours** should be set to the total benefit hours the employee accrues in one year.
- **Yearly Max** is the maximum number of benefit hours allowed to accumulate for the benefit. If you allow vacation hours to carry over from one year into the next, post the annual earned amount plus the amount allowed to carry over (the cap). If your company employs a "use it or lose it" policy, you should post the annual amount.

**Note:** This field should not be set to zero unless your benefits do not accrue. Setting this value to zero will reset the Yearly Hours to zero each day.
• The **Reset Amount** is the quantity of hours that an employee is to receive at the beginning of each new accrual year. Most companies would leave this field set to zero.

• If your company allows the employee to borrow benefit hours that they have not yet accrued, check the **Allow Negative** box.

Refer to Section 7 for details on adding benefit time to the employee Timecard Reports.

### Delete Employee’s Punches

**Delete All Punches for this Employee**: This is typically used when an employee leaves the company and you want to reuse the employee ID (PIN).

1. To delete the employee’s punches, click **Delete all punches for this employee**.

2. Click **OK**.

**Note**: Before purging employee punches, we recommend you save a backup of your data. This allows you to view that employee’s data at a later date.
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4 Using Biometric Fingerprint Entry

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Using Biometric Fingerprint Entry

Prevent buddy punching and enroll employees to punch in and out using their fingerprint.

- Get an overview of the time clock functions
- Enroll employee fingerprints using self-enroll
- Enabling and disabling punch photo verification

Overview

Time Clock Functions

- **Clear** - Returns user to the previous menu option.
- **Up / Down** - Used to scroll up or down through menu options.
- **Enter** - Selects and saves menu options.
- **Supervisor Mode** - Allows supervisor to access advanced time clock terminal options.
- **Info** - Displays daily and weekly hourly totals for the employee.
- **Break/Dept. Transfer** - Used by the employee to transfer into a Department or Paid Break.
- **In/Out** - Used by the employee to punch in or out.
- **Fingerprint Reader** - Used by the employee to punch in or out with biometric verification.
- **Camera** - Used for Photo Verify, when enabled, takes a picture of the employee and emails a notification to the supervisor(s) after three failed finger scans.
Enrolling Employees Fingerprint Using Self Enroll

Enrolling employees’ fingerprints for biometric entry is simple and fast with the TrueShift self-enroll option. Employees assigned to biometric entry must have their fingerprints enrolled in the system to begin clocking in and out.

A printable Employee Enrollment Guide is available for use. Post this guide next to the time clock to assist employees with initial fingerprint enrollment.

Follow the instructions below to enroll employees.

1. In the software application, open the Employee List. Provide each employee with their assigned PIN number.

   **Note:** Some TrueShift users print a copy of the Employee List and post it next to the time clock. Employees can refer to this list for their PIN when enrolling their fingerprint.

2. Enter the assigned PIN/badge number on the time clock terminal. The employee name displays on the time clock. The terminal prompts the employee to scan their finger.

3. Place the employee finger centered in the scanner. The scanner lights up. When prompted remove the finger from the scanner.

   - If the scan was successful, you are prompted to scan the finger two additional times.
   - If the scan fails and the clock is unable to get a good image of the fingerprint, a prompt to enter the assigned PIN/badge number again displays.

4. After the fingerprint reader has taken three good images of the employee fingerprints, the message Enrollment Successful displays. The employee is then able to clock in and out.

Biometric Settings

**Biometric Settings by Employee**

Enabling and disabling biometric entry requirements and customizing photo verification settings for an employee can be done on the Edit an Employee page. Refer to Biometric Settings later in this section, for instructions on how to do this.
System-wide Biometric Preferences

Customize the system-wide biometric preference by going to Settings | Biometric Preferences.

**Note:** Failed Biometric Punches are automatically approved by the system, and all associated photos are deleted one week after the pay period end date.

Finger Scan Preferences

For the system to take a picture of an employee, on failed fingerprint scan, the employee must enter their PIN before scanning their finger.

To require that the employee enter their PIN before scanning their finger, select Yes from the Require PIN Before Finger Scan drop-down menu.

Photo Verification Preferences

Even the most well-made biometric fingerprint systems have a difficult time scanning and verifying dirty, worn, or light fingerprints. Punch Photo Verification offers 100% verification, even in the event that the fingerprint cannot be read by the reader.

- **Enable Photo Verification** to have the time clock automatically take the employee’s picture, if the fingerprint scan is rejected after a select number of times. The employee’s photo is taken, the supervisor(s) receives an alert of the activity, and the punch is flagged on the report for supervisor approval. The employee is notified of the failed finger scan. Disabling this option prevents the employee from punching in without having their fingerprint verified by the time clock.

- **After Number of Attempts** allows you to customize at which point the photo should be taken, after 1, 2, or 3 failed biometric finger scans.

**Note:** When the photo is taken on a failed finger scan, the employee is able to punch in/out. They are not notified of the failed finger scan or of their photo being taken.
# 5 Clocking In and Out

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Clocking In and Out

This section describes employee functionality at the clock including:

- How to clock In and Out with a PIN, proximity badge, or through the web browser
- Transfer to break or another departments
- Entering Tips and Job numbers

Punching In and Out

The employee procedure to punch in and out at the time clock may vary depending on the entry method selected. Refer to Section 3, Setting Up Your Employees, for additional information.

Biometric Finger Scan Entry

Tips for Best Finger Scan Quality

- Employees with fine fingerprints (light ridges) may have a more difficult time with finger scan acceptance. Ensure that the finger is clean and dry.
- Very dry fingers may not have a high quality scan. Applying hand lotion makes the fingerprint ridges more visible and increases the quality of the fingerprint scan.
- Press down with gentle pressure when scanning the finger.
- If the finger scan is continually rejected, enroll the employee’s finger again. If the employee has fine fingerprints (light ridges), enroll the thumb or other finger that has the most visible ridges.

Identify Mode

Identify Mode allows the employee to scan their finger for clocking in/out without entering a PIN first.

1. Scan the enrolled employee finger. The employee name displays on the time clock. Under the display name, In or Out is flashing.

2. Press the corresponding In or Out key on the time clock. After the punch is accepted, a message displays stating they punched in or out.

3. After an employee punches out, the total hours worked for the shift displays on the time clock display. Additional hours information is viewed by pressing the Up or Down key on the time clock.

4. If the fingerprint scan is rejected, tips for improving the quality of the scan displays on the clock.
Verify Mode (with Photo Verify Option)

1. Enter the assigned PIN/badge number on the time clock terminal. The employee name displays on the time clock and the employee is prompted to scan their finger.

2. After the employee successfully scans their finger, In or Out is flashing.

3. Press the corresponding **In** or **Out** key on the time clock. After the punch is accepted, a message displays stating they punched in or out.

4. After an employee punches out, the total hours worked for the shift displays on the time clock display. Additional hour’s information is viewed by pressing the **Up** or **Down** key on the time clock.

Proximity Badge Entry

Refer to Section 9, Alternate Employee Entry Options, for instructions on assigning proximity badges.

Web Punch Time Clock Entry

For instructions on assigning Web Punch Time Clock licenses, refer to Section 9, Alternate Employee Entry Options.

Tracking Paid Breaks

The TrueShift system allows better management of employee paid breaks. Tracking paid breaks allows you to better manage the time your employees are taking during their paid break periods.

**Note:** This option must be activated for each individual employee, as discussed in Section 3, Setting Up Your Employees.

To track time that an employee spends on their paid break, the employee must be assigned to the break department, and must transfer into the break department.

To transfer into the break department, follow the instructions below. The employee must already be punched into the employee time clock.

1. Enter the assigned PIN/badge number on the time clock terminal, or wave the proximity badge in front of the number pad.

2. Instead of pressing Out, press the **Break/Department Transfer** key on the time clock.

3. A message stating “Going To... Break” displays on the time clock. To clock into break, press **Enter**. This punches the employee out of the work department and into the break department.
To transfer out of the break department and back to work:

1. Enter your PIN/badge number at the time clock terminal, or wave the proximity badge in front of the number pad.

2. Instead of pressing In or Out, press the Break/Department Transfer key on the time clock.

3. A message stating Going To... Break displays on the time clock. Press Up or Down to select the work department. To punch out of break and into work, press Enter. This punches the employee out of the break department and into the work department.

Department Change (Punch In and Transfer)

The TrueShift application tracks time spent by an employee in a particular department. Employees can be assigned to multiple departments and will be prompted to select their department when punching in.

After the employee is assigned to their departments, follow the instructions below for transferring to the department.

1. Enter the assigned PIN/badge number at the time clock or wave the proximity badge in front of the number pad, then press In.

2. Use the Up or Down key to select the applicable department.

3. Press Enter.

By pressing the Break/Department Transfer key, the employee has the ability to quickly transfer from one department to another.

1. If an employee needs to punch out of one department and into another department, enter the assigned PIN/badge number at the time clock or wave the proximity badge in front of the keypad, then press the Break/Department Transfer key.

2. Use the Up or Down keys to select the desired department. Press Enter to punch into that department. The employee is automatically punched out of the previous department.

Entering Tips, Job Numbers or Piece Counts

The TrueShift allows an employee to enter additional data at the clock (employee inputs) on either an in or out punch. Employee inputs are used to track employee tips, piece counts, or job numbers. This optional data is recorded on the Timecard Report.

Follow the instructions below to collect employee input data on the In punch.

Note: This option must be activated under Setting Your Punch Preferences and for each individual employee, as discussed in Section 3, Setting Up Your Employees.
Collecting Employee Inputs on an In Punch

1. Enter the assigned PIN/badge number at the time clock or wave the proximity badge in front of the number pad, then press In.

2. If multiple departments are assigned, use the Up or Down key to select the applicable department.

3. Press Enter.

4. When prompted, enter the employee input value.

5. Press Enter.

Collecting Employee Inputs on an Out Punch

1. Enter the assigned PIN/badge number at the time clock or wave the proximity badge in front of the number pad, then press Out.

2. Press Enter.

3. When prompted, enter the employee input value.

4. Press Enter.
# Departments and Supervisors

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Departments and Supervisors

✔ Track employees' time by department
✔ Assign an employee to a supervisor with custom supervisor permissions

Departments

The TrueShift system has the ability to track and report labor on a departmental level. Hours worked and labor costs are included in these reports. Overall the system supports up to 99 different departments, and each employee can be assigned to one, multiple, or all 100 departments.

Customize Your Departments

To view the departments list, select Lists | Departments. Click an available department in the Department column to open the Edit A Department screen.

1. Type a name for the department in the Department Name field.

2. All departments default to Active status. Uncheck the Active checkbox to make them inactive.

3. Enter any notes to be associated with this department in the Note field.

4. If exporting department hours to a payroll program, enter the Department Code provided by your payroll provider.

5. Optionally, set your Revision Zones. Revision Zones round punch hours to the start and end times of a specific shift.
   a. In the In Revision Start Time field, enter a time in hh:mm:a/p format. For example, 7:30a.
   b. In the In Revision End Time field, enter a time in hh:mm:a/p format. For example, 8:00a.
      Example: In the example above, if an employee clocks In between 7:30 a.m. and 8:00 a.m., the shift start time rounds to 8:00 a.m.
   c. In the Out Revision Start Time field, enter a time in hh:mm:a/p format. For example, 4:30p.
   d. In the Out Revision End Time field, enter a time in hh:mm:a/p format. For example, 5:00p.
      Example: If an employee clocks Out between the Out Revision Start and End Time, the shift end time rounds to the Out Revision Start Time, which is 4:30 p.m.

   Note: Making a change to the revision zones will prompt the time clock to restart. This will make the time clock unavailable until the clock fully reboots.

6. Click Submit.
Assigning/Changing Departments

Each employee is automatically assigned to the first department in the list and must be assigned to at least one department. Follow the instructions below to assign a department(s) to an employee.

1. Select Lists | Employee.
2. Select an employee. On the Edit an Employee screen, locate the Departments table.
3. Select the department to assign to the employee, from the drop-down menu.
4. If you are assigning more than one department, enter the order that the departments display at the time clock when the employee punches in.
5. If tracking Employee Inputs for an employee, in one or more departments, click the check-box enabling Employee Input tracking.
6. The Add Department option automatically populates with additional departments.
7. Click Submit at the bottom of the screen to save your changes.

Note: If employees punch for break, the break department is at the top of the list and does not have an order number.

Removing a Department

To remove a department, select Remove Department from the drop-down menu in place of an existing department.

Note: Employees who are assigned the Automatic Entry Method in the program are not able to select departments at the employee time clock terminal.

Supervisors

The TrueShift application allows for each supervisor to have their own separate time clock software login. Supervisors can be assigned unique permissions settings to access different areas of the system and specific employees.
Setting Supervisor Permissions

Follow these instructions to set up your supervisors.

1. Select Lists | Supervisors.

2. Click Add Supervisor.

3. Type the supervisor’s Username, Supervisor’s First and Last Name, and Password in the applicable fields.

4. Designate the access Permission Level and Permission Type using the radio buttons.
   - Click No Access to make the area off limits for the supervisor.
   - Click Full Access to give the supervisor permission to create, edit, and view transactions in that area.
   - Click Read Only to allow the user to only view the data in that area. Edits are not allowed.

5. Once complete, click Submit to save user settings.

After setting up a new supervisor account, you can assign employees to the supervisor. If you chose not to customize the supervisors assigned employees, they will have access to all employees by default.

**Note:** Employees who are assigned the Automatic Entry Method in the program are not able to select departments at the employee time clock terminal.
Assigning Employees to a Supervisor

Supervisors can be given restricted access to view and edit data for only those employees assigned directly to them. They will also receive Home page and email alerts for only their assigned employees.

1. Select Lists | Supervisors.

2. Select the appropriate supervisor from the list.

3. From the Edit a Supervisor page, select Assigned Employees.

4. Select one of the available options:
   - Select All Employees to assign all employees to the supervisor.
   - Select Selected Employees to assign specific employees to the supervisor. Selecting this will display additional options allowing you to assign individual employees to the supervisor.

5. The Unassigned Employees column displays a list of available employees that are not currently assigned to the supervisor.

6. The Assigned Employees column displays a list of employees that have been assigned to the supervisor.

7. Select an employee(s) in the Unassigned Employees column, click > to move them to the Assigned Employees column.

8. Select an employee(s) in the Assigned Employees column, click < to move them to the Unassigned Employees column.

9. Click Select All to select all employees in the column.

10. Click Select None to deselect the employees in a column.

11. Use the Filter by Department drop-down menu to filter the Unassigned Employees column by department assignment.

12. Select View All Assigned Employees to generate a report of employees that have been assigned to the supervisor.

13. Click Submit to save your settings.

Supervisor Login

To login to the time clock application as a new user, at the employee time clock Login page, have the new user enter username and password in the applicable fields. Click Submit to log in to the time clock software. If a supervisor attempts to access an unauthorized page or tries to edit a page with Read Only access, an Access Denied error message displays.
## Generating Reports

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Generating Reports

- Overview of the reporting options
- Adding and editing punches
- Entering holiday and non-work time

Reports in your application are designed to be intuitive to read and edit: this creates ease and simplicity when generating your reports on payroll day.

Reports Overview

TrueShift comes with the following standard reports:

- **Attendance Report** displays all employee punch data sorted by date.
- **Timecards Report** displays punches and hours sorted by employee.
- **Individual Employee Timecard** displays one individual employee timecard at a time.
- **Department Report** shows punches and hours sorted by department.
- **Timecards by Dept.** lists employee punches and hours sorted first by employee, then by department.
- **Punch Verification** report shows punches associated with a failed biometric fingerprint scan, where the employee’s picture was captured, and the punch is pending supervisor approval.
- **Create Report** allows you to customize the report based on employee, date, time, departments, and custom field values assigned to an employee.
- **Payroll Report** compiles employee data to transmit to your payroll provider for processing at the end of the pay period.

Adding a Punch

From a report screen, click **Add Punch**.
Perform the following when adding a punch:

1. Select the employee(s) from the **Select Employees** list.
2. Select the punch type to add from the Type drop-down menu.
   - Automatic allows the time clock to select the appropriate punch type.
   - When adding or editing an Automatic punch in the TIME OUT column, change the punch type from Automatic to Out, to add a lunch or hours adjustment.
3. Click in the **Date** field to use the calendar to select the punch date.
4. Type the time for the punch in the **Time** field. The application assumes a.m. unless otherwise specified.
5. For **In** punches, select the department from the Department drop-down menu.
6. For **Out** punches, you have the option to enter an additional lunch deduction. Type the number of minutes for the employee lunch deduction in the **Lunch** field.
7. For an **Out** punch, you have the option to enter an additional time adjustment. Type positive or negative values to adjust time for the shift in the Adjust field.
8. Type any applicable notes in the **Note** field. You have an additional option to print notes that coincide with each particular punch. This feature is often used to track an event that happened with that punch. A plus sign (+) accompanies that punch.
9. Click **Submit** to save your changes.

**Adding Non-Work Hours (Holiday, Vacation, Sick, Personal and Non-Worked)**

From a report click **Add Non-Work** at the top of the report to add a non-work punch. A non-work punch is a punch where the employee was not actually working, but was using benefit time. For example: holiday, vacation, or sick time.
Non-work hours can be assigned to one or more employees across one or more days. When importing hours to Paychex Flex, the benefit time automatically deducts from the accrued time if you signed up for Time Off Accruals. Perform the following when adding a non-work punch:

1. Select **Add Non-Work** from the Timecard report.
2. Select the employee(s) from the Select Employees list.
3. Select the applicable punch type that you want to add from the Type drop-down menu. The available punch types are:
   - Non-Worked – used for employees working off site or other benefit time.
   - Holiday
   - Vacation
   - Sick
   - Personal
4. In the Start Date field, click the calendar to select the date when the non-work hours should begin.
5. Type the number of days to assign to the employee(s) in the Number of Days field.
6. Type the number of hours to assign to the selected employee(s), for each day, in the Hours Per Day field.
7. If you have selected only one employee, select the department to assign the non-work hours in the Department drop-down menu. If you have selected more than one employee, the Department field will auto-populate and hours will be assigned to each employee’s default department.
8. Type any applicable notes in the Note field. You have an additional option to print notes that coincide with each particular punch. You can use a Note to describe the type of non-worked benefit hours used. A plus sign (+) accompanies that punch. Click (+) to make the note visible.
9. Click **Submit**. The Add Non-Work Hours Confirmation page displays. If the employee does not have enough accrued time, an error page displays.
10. Review the information on the Add Non-Work Hours Confirmation page for accuracy.
   - Click **Submit** to save your changes.
   - Click **Cancel** to cancel the transaction.
   - Click **Back** to go back to the Add Non-Work page and revise the data.
Editing a Punch

Modifying or editing a punch on the reports is simple.

1. Click the In or Out time you want to edit. Each punch entry on the report is a link that takes you to the Edit a Punch window.
2. Follow the instructions in the Adding a Punch section to edit your punch data.

Note: All edited and manually entered punches will be flagged on the report with an 'E' next to the punch. Refer to Setting Your Punch Preferences for instructions on disabling this option.

Using Batch Edits

Batch edits is an option selected in Setting Your Device Preferences in Section 2. To use Batch Edits with pop-up windows, follow these instructions.

1. Before editing punches, print the report for the pay period. Review which punches you need to edit.
2. In the Report screen, click the applicable punch you want to edit or add.
3. The Edit a Punch screen displays in a separate pop-up window.
4. Make the desired punch edit, then click Submit.
5. After editing all of the punches, click Refresh in the upper right of the report screen. The edited data displays on the report.

Viewing Additional Reporting Details

Customizing your reports and viewing additional details on a report is uncomplicated.

The blue links in the reports are web links that allow you to customize or view details of your data. Some reports have additional detail options.
• **Edit Employee Info**: Click the employee’s name in the Employee column of the report to edit an employee's details.

• **Select a Report Time Period**: To change the report timeframe, click the date link at the top upper left of the Report screen.
  
  o Click the appropriate predefined timeframe link or use the **From** and **Thru** date fields to enter a custom timeframe to run the report.
  
  o Click **Submit** after entering custom dates.

• **Daily**: This option displays the total hours worked for each day in a report. This is convenient if the employee clocks in and out multiple times during the day.

  **Note**: You can also click the date in the Employee column of the report to view daily totals for a specific day. Click the date again to hide the information.

  o Select Columns to customize which columns display on the report. This option displays the calculated labor cost (pay), entered in the wage field in the Edit an Employee screen.

• **Exceptions**: Click this link to view punches that may require the attention of the payroll manager. Exception types and settings are found under Setting Your Alert Preferences. Descriptions of the exception flags are listed below.

<table>
<thead>
<tr>
<th>Flag</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>H</td>
<td>Punch pair reached the Alert High Hours</td>
</tr>
<tr>
<td>L</td>
<td>Punch pair is below the Alert Low Hours</td>
</tr>
</tbody>
</table>

• **Refresh**: Click this link to update the report with all recent punch changes.

## Punches from Failed Biometric Punch Verification

Even the most well-made biometric fingerprint systems have a difficult time scanning and verifying dirty, warn, or light fingerprints. Managing this can be cumbersome and time consuming for the time clock manager. Punch Photo Verification offers 100% verification, even in the event that the fingerprint cannot be read by the reader. In the event that the fingerprint scan fails, the camera will take the employee photo and the punch will be flagged with a camera icon on the reports.

Refer to System-Wide Biometric Preferences in Section 4 for instructions on customizing Punch Verification settings.

**Note**: Failed Biometric Punches will be automatically approved by the system and all associated photos will be deleted 1 week after the pay period end date.
Using the Attendance Report

To view the Attendance Report, go to Reports | Attendance. The Attendance Report is designed to give you a quick at-a-glance view of your employee’s daily attendance. Most companies use this report to view who has clocked In or Out for the day.

Click on the date link in the upper left corner to choose the time period for the report. From the resulting page, you can perform edits.

Using the Timecard Report

This report includes reporting options not available on the Attendance Report. The Timecard Report allows you to run a report for one specific employee, or all employees. To view the Timecard, go to Reports | Timecards.

- To filter by employee or date, click the date link at the top left of the report.
- Click Summary at the top of the Timecard Report to display a summary of total hours without the punch detail.
- Click Page Break at the top of the Timecard Report to create a page break between employee timecards. This also displays an employee signature line when you print timecards. This option is often used by companies that keep a printed record of employee time and to show employee timecard approval.
- Click Export at the top right of the report to download the report in comma-delimited (CSV) format. The CSV export comes in two formats.
  - CSV format includes relevant punch information for importing into payroll applications or editing in Microsoft Excel.
  - CSV (Extended) format includes additional/internal punch information used for integration with third party applications.
Using the Individual Timecard Report

The Individual Employee Timecard Report is used for reviewing and editing employee punches, one employee at a time. To view the Individual Employee Timecard Report, go to Reports | Individual Empl Timecards.

- To select an individual employee’s timecard, select the employee through the drop-down menu.
- Skip forward, and backward by selecting the arrows on either side of the employee name.

Using the Department Report

To view the Department report, hover your cursor over Reports, and then click Department. The Department report is designed to give you a report with a summary of hours worked per department.

Using the Timecards by Department Report

To view the Timecards by Department report, hover your cursor over Reports, and then click Timecards by Department. This report is designed to give you a report of each employee’s timecard, with hours grouped and totaled by department.

<table>
<thead>
<tr>
<th>ACCRUAL SUMMARY</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ADAME IE</strong></td>
</tr>
<tr>
<td>Accrual Name</td>
</tr>
<tr>
<td>Vacation</td>
</tr>
<tr>
<td>Sick</td>
</tr>
<tr>
<td>Personal</td>
</tr>
</tbody>
</table>
Using the Accrual Summary Report

To generate the Accrual Summary Report, go to the Reports icon and select Accrual Summary from the drop-down menu.

This report lists the total benefit accrual hours available and the hours used in real time, for each employee.

<table>
<thead>
<tr>
<th>Accrual Category</th>
<th>Hours Available</th>
<th>Hours Used</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vacation</td>
<td>20.00</td>
<td>12.00</td>
</tr>
<tr>
<td>Sick</td>
<td>8.00</td>
<td>8.00</td>
</tr>
<tr>
<td>Personal</td>
<td>8.00</td>
<td>0.00</td>
</tr>
</tbody>
</table>

Creating Custom Reports

The application offers advanced report functionality, allowing you to filter reports by employees, dates, or by departments.

From the Navigation menu, hover your cursor over Reports, and click Create Report from the drop-down menu.

To create a report:

1. Select the type of report to run from the Report Type drop-down menu.
2. Select the time frame for the report from the Time Frame drop-down menu.
3. Under the Select drop-down menu you are given three options.
   - **All Punches** is the default selection and displays all punches for the selected time frame.
   - **By Time Range** allows you filter the report to show only those punches that fall between the selected time-range. This option is most often used when running reports for tardy arrival or early departures.
   - **Only Non-Work** allows you to select only non-work or benefit time. In addition, you are given the option to select Holiday or non-worked to display on the report.
4. Select the employee(s) to view on the report from the Select Employees list, or click Select All to run a report for all employees.
5. Select the department(s) to view on the report from the Select Departments list, or click Select All to run a report for all departments.

**Note:** Press Ctrl to select more than one employee or department. After defining the parameters of your report, click Submit.
Generating Reports on Custom Field Values – Labor Distribution

You can generate Timecard and Timecard by Department reports based on the custom field values assigned to an employee; this is often used for Labor Distribution reporting. Common uses:

- Employee’s assigned location
- Billing account
- Part Time / Full Time Status

You can track a maximum of 10 custom fields can be tracked.

Follow the instructions below to set up the custom fields. To demonstrate the proper setup, we’ll use the following example:

We would like to run a Timecard Report based on the employee’s assigned work status.
We have the following 3 work statuses: Full Time, Part-Time, Contract

**Step 1: Set Up the Custom Field Title and Assignment**

Create a title for the custom field. Do this under **Settings | Preferences | Custom** fields. Be sure to assign the field to the Employee page.

In our example, we will title the field **Status**.

![CUSTOM FIELD PREFERENCES](image)

**Step 2: Assign the Custom Field Value to the Employee**

Next, assign the custom field value to each employee. Go to **Lists | Employees** and find the employee(s) for which you would like to assign the custom field value. You will find the title of the custom field value under Employee Settings. Assign the custom field value for the employee, and press **Submit**. Do this for each employee.

In our example, we’ll assign one of the following values to our employee: Full Time, Part Time, or Contract.

![EMPLOYEE SETTINGS](image)

**Note**: Custom Field Values are case sensitive and must match for each employee, for running reports.
Step 3: Generate the Custom Report Using Create Report

To generate reports based the assigned custom values go to Reports | Create Report. Select either the Timecard or Timecard by Department reports. When selecting one of these reports, Additional Report Options display.

- Select the Custom Field title. The unique custom values assigned to your employees display.
- If you would like to filter the report results to one or more unique custom value, select those values and then press Submit.

Note: To select two or more values, hold down the Ctrl key as you make your selection.
8 Sending Hours to Payroll

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Sending Hours to Payroll

TrueShift offers a few options for streamlining your payroll process

- Creating an export file
- Emailing timecard reports
- Sending individual timecards

At the end of the pay period, compile employee data and transmit to payroll for processing.

The Payroll report option creates a payroll export file for the following platforms:

- Paychex Flex
- Sure Payroll
- Paychex Preview

The Payroll page allows you to download an export file to your PC or to email a copy of the Timecard report and the export file to one or more recipients or to email individual timecards to employees.

**Note:** Email functionality requires that the clock is connected to the Network and that the SMTP preferences be set.

Creating the Payroll Export File

To create the export file, go to Payroll | Export Payroll:

1. Ensure that each of your employees has an assigned Payroll ID. Employees without a Payroll ID will not be included in the payroll export file.
2. Select [Click here](#) for a List of Employees without IDs.
3. Customize the Payroll ID for each of the listed employees.
4. Select [Create An Export](#) from the option What Do You Want to Do?
5. Select the timeframe from the drop-down menu.
6. Select your payroll provider in the [Select your Export Format](#) field.
7. Press Submit.

**Note:** You are notified if any employees do not have an assigned Payroll ID. The message and the option to view a list of these employees’ displays at the bottom of the Payroll report screen.
Emailing the Timecard Report and Export File

Note: In order to email reports, the Email Settings/SMTP Preferences must be customized. Refer to Section 2 for instructions on customizing Email Settings/SMTP Preferences.

To email the Timecard Report go to Payroll | Export Payroll:

1. Ensure that each of your employees has an assigned Payroll ID. Employees without a Payroll ID will not be included in the payroll export file.

2. Select Click here for a List of Employees without IDs.

3. Customize the Payroll ID for each of the listed employees.

4. Select Email Timecard from the option What Do You Want to Do?

5. Select time Type of Report that you want emailed.

6. Select the timeframe from the drop-down menu.

7. Select your payroll provider in the Include a Payroll Export field.

8. Add the email address(s) you will send the report to.

9. To send a copy directly to the Payroll Branch inbox, select the Send to Branch checkbox and select the branch location in the drop-down.

10. Add a custom message.

11. Press Submit.

Note: You are notified if any employees do not have an assigned Payroll ID. The message and the option to view a list of these employees’ displays at the bottom of the Payroll report screen.
Email Individual Timecards to Employees

**Note:** In order to email reports, the Email Settings/SMTP Preferences must be customized. Refer to Section 2 for instructions on customizing Email Settings/SMTP Preferences.

To email the Timecard Report go to Payroll | Export Payroll:

1. Ensure that each of your employees has an assigned Payroll ID. Employees without a Payroll ID will not be included in the payroll export file.
2. Select **Click here** for a List of Employees without IDs.
3. Customize the **Payroll ID** for each of the listed employees.
4. Select **Email Individual Timecards to Employees** from the option What Do You Want to Do?
5. Select the timeframe from the drop-down menu.
6. Select the employees you want to send the report to.
7. Add a custom message to send to the employees.
8. Press **Submit**.
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9 Alternate Employee Entry Options

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Alternate Employee Entry Options

TrueShift offers various methods for employee punching

- Keypad with Custom PIN
- Proximity badge
- Web browser entry
- Fingerprint Biometric with camera verification

Web Punch Employee Entry

The Web Punch Time Clock allows you to capture your employees’ time from anywhere, at any time, using a web browser from a device on the network (LAN, WAN) or Internet.

For employees or supervisors to access the time clock application remotely over the Internet, additional set up is required. Refer to Section 13, Configure the Time Clock for Remote Access, for more details.

The Web Punch Time Clock also offers advanced functionality like IP location restrictions and GPS tracking to help better manage your employees’ punches.

Setting Up Your Employees - Web Punch Time Clock

To assign an employee to the Web Punch Time Clock:

1. Select Lists | Employees.
2. Select an employee. The Edit an Employee screen displays.
3. Check the Assign to Web Punch checkbox to enable Web Punch for this employee.
4. Type a password for the employee to use when punching In/Out on the Web browser in the Web Punch Password field.
5. Type the IP address that this employee may punch from in the Authorized IP Address(es) field. Leave this field blank to allow the employee to punch from any IP address.
6. Check the Allow Punch from Unauthorized IP checkbox to allow the employee to punch from an unauthorized IP address, but have those punches flagged on the reports for review.
7. Check the Use Global Authorized IP Address check-box to allow an authorized IP address for all employees.
8. Click Submit to save your settings. Repeat the steps above to assign additional employees to Web Punch entry.

If you exceed your Web punch license limit, an error message displays stating you do not have enough Web Punch Licenses available.
Punching In/Out Using Web Punch Entry

Employees assigned to the Web Punch Entry can punch In/Out anytime, anywhere, using a web browser interface.

Follow the instructions below to punch in or out using the Web Punch Time Clock.

1. Open the employee time clock **Login** page, the same login page that is used to log in as a supervisor.

2. Type the assigned PIN/badge number in the **Username/PIN** field.

3. Type the employee’s assigned Web Punch password in the **Password** field.

4. Click **Submit**. The employee Web Punch screen displays.
   - Select the appropriate option (**Punch In**, **Punch Out**, or **Department Change**) to complete your punch. If the employee has the ability to change departments, select the department.
   - The employee may enter a custom note for their supervisor to see on the timecard report.

5. Click **Confirm**. After punching In or Out, the Web Punch screen lists the employee punch information.
   - **Week Hrs**: Lists the total hours the employee worked for the week.
   - **Day Hrs**: Lists the total hours the employee worked for the day.
   - **Punch Hrs**: Lists the total hours the employee worked for that punch pair.

Clocking In/Out from GPS Enabled Smart Phone – Location Tracking

If an employee clocks In/Out using a web browser, additional punch information is available.

**Note**: A punch that includes GPS location information is flagged with a "G" on the reports. By clicking that punch, you can view additional information provided by the phone’s GPS.

**GPS Location**

By using Google Maps integration and clicking on the GPS link, you can view the location of the employee at the time of the punch.

- **Latitude/Longitude**: The location of the employee when they created the punch.
- **Accuracy**: The accuracy of the coordinates given by the GPS.

**Example**: The accuracy of this punch is up to 372 feet. In other words, the employee was within a 372 foot radius of the coordinates given.

- **Speed**: States how fast the employee was traveling when they created the punch.
IP Address Restriction

Using IP Address Restriction, you can restrict employees from punching from unauthorized locations. This information can be flagged and tracked on your reports.

IP address restrictions are enforced by setting authorized IP addresses globally (company-wide) and/or by employee.

Setting Authorized IP Addresses Globally

Global Authorized IP address(es) assigns the IP address that all employees can use. To set this, follow the instructions below.

1. Select Settings | Preferences and click the Device tab.

2. In the Global Authorized IP Address(es) field, enter the IP address(es) of the computer (or other web-enabled device) the employees are authorized to punch in/out on.

3. The authorized IP address can be listed in the following ways.
   - Any IP Address: Leave the field blank to allow employees to punch in/out from any IP address.
   - Multiple IP Addresses: Put a comma between the authorized IP addresses to allow the employee to punch from any IP address listed.
     
     Example: 192.168.3.6, 192.168.3.78

   - Range of IP Addresses: The employee can punch at computers with an IP address that falls within the 30-45 range.
     
     Example: 192.168.3.30-45

4. Click Submit to save your changes.

Note: If an employee is not restricted to punch In/Out from the Global Authorized IP Address, uncheck the User Global Authorized IP Address option in the employee’s Edit an Employee screen.

Setting Authorized IP Addresses by Employee

The employee's Authorized IP Address(es) field assigns the IP address that a particular employee is authorized to punch in/out. To set the authorized IP address(es), perform the following instructions.

1. Go to the Employee List and select the employee.

2. In the Authorized IP Address(es) field, enter the IP Address(es) of the computer (or other web-enabled device) that the employee is authorized to punch In/Out.

3. You can list the authorized IP address(es) in the following ways.
   - Any IP Address: Leave the field blank to allow employees to punch in/out from any IP address.
   - Multiple IP Addresses: Put a comma between the authorized IP addresses to allow the employee to punch from any IP address listed.
Alternate Employee Entry Options

Example: 192.168.3.6, 192.168.3.78

- **Range of IP Addresses**: The employee can punch at computers with an IP address that falls within the 30-45 range.

  Example: 192.168.3.30-45

4. Check the **Allow Punches from Unauthorized IP** checkbox to allow employees to punch In/out from an unauthorized IP address. Punches from unauthorized IP addresses are flagged with an X on the reports.

5. Click **Submit** to save your changes.

Running Reports with the Web Punch Time Clock

On your reports, web punches are flagged with a W after the punch time. If a punch comes from an unauthorized IP address, it is flagged with an X.

By clicking on the punch, additional information about that punch displays.

- **Web Punch IP Address**: Lists the IP address of the computer/device the employee punched in/out from.
- **Web Punch Browser**: Lists the web browser the employee used while punching in/out.

Using Proximity Badges

To add Proximity Badge Entry to your TotalPass, simply purchase the badges as a separate add-on to your clock. Proximity badges use the latest in RFID proximity technology and allow employees to clock In/Out by simply waving the badge in front of the time clock keypad. There are many benefits to using proximity badges including; minimizing buddy punching, quicker clock In, no PIN to memorize, keeps dirty hands off the clock, and more.

Proximity Badges can be purchased in boxes of 10 or 25 badges. These badges also conveniently fit into your employee’s wallet or can be hung on a lanyard. Badges can be easily reassigned to a new employee if needed.

Assigning Proximity Badges to an Employee

Proximity Badges are assigned at the employee time clock terminal. Follow the instructions below to assign your proximity badge to an employee.

1. Enter into Supervisor Mode at your employee time clock terminal.
   - Press on the time clock.
   - Enter in your security code - the default security code is "00 00 00".

2. Scroll through the options using **Up** or **Down** until you find the option **Assign Badges** and press **Enter**.

3. The time clock display prompts to enter the ID number. Use the keypad to enter the ID number (PIN) of the employee and press **Enter**.
4. Wave the badge in front of the time clock keypad (the 6 key is the optimal location to wave the badge). The clock displays Assigned when the badge has been assigned to the employee.

5. The employee can now use the badge to punch In and Out. Repeat the steps above for each employee.

Note: To reassign a currently used badge, select the new employee in the Assign Badges menu, enter the PIN of the new employee, and wave the badge. A Badge Already Assigned message will appear. Press Enter to reassign the badge.

Locking the Time Clock Terminal Keypad

This feature prevents entering a PIN before clocking In or Out.

1. Select Settings | Preferences, then click the Device tab.

2. Under Device Preferences, check the Lock Keypad checkbox and click Submit. By checking this box, employees are no longer able to punch In or Out using their PIN number.

Punching In/Out Using Proximity Badges

Wave the badge next to the keypad of the time clock terminal to punch In or Out. Follow the punch procedure established in Punching In and Out.
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10 Maintaining Your Time Clock

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Maintaining Your Time Clock

Learn to maintain your time clock for optimal performance

- Setting up scheduled automatic backups
- Backing up and restoring data to your time clock
- Removing punches from your system
- Resetting the time clock passwords

Setting up Scheduled Automatic Backups

We can email backups of your time clock data to one or more recipients on a daily, weekly, or monthly basis. It's important to have automatic backups set up to create backups as routinely as possible. Use this backup to restore your data in case of any data loss.

To set up automatic backups, refer to Email/Backup Preference in Section 2.

Once that has been done, go to Files | Create Backup and try sending a test backup email by clicking Submit under Email Backup Now.

If the backup is successfully sent, a notification displays. If you receive an error message, make all necessary changes to your SMTP preferences to resolve the errors and try sending the backup again.

Creating a Data Backup

It is important to make a backup (copy) of your employee time clock data periodically. Use this backup to restore your data in case of any data loss. We recommend creating a backup of your time clock data each pay period and prior to performing any updates to your time clock.

Data Backup from the Software Interface

To create a backup of your time clock’s data:

1. Select Files | Create Backup.
2. Click Submit to create a backup in the Save to Backup File screen.
3. Click Save. A file name is automatically assigned for you, and includes the current date for easy reference.

   **Example:** A typical file name may be icon-2015-08-15.db.

4. If you prefer a different file name, enter the name in the File Name field.
5. Browse to the directory where you would like to save the file.
6. Click Save.
7. After the download is complete, click Close.
Data Backup to a USB Flash Drive

Creating a backup of your data can be simplified even further by saving your backup to a USB flash drive. A flash drive is a portable device that you can purchase at any computer store. Follow these directions to create a backup of your time clock data using a USB flash drive.

1. Plug the USB flash drive into the bottom of the time clock.
2. Enter into Supervisor Mode:
   - Press  on the time clock.
   - Enter your security code – the default security code is "00 00 00".
3. Press Up or Down until the DOWNLOAD BACKUP option displays.
4. Press ENTER. The clock displays Backing up data and then Backup complete.

Note: The backup file saved on the USB flash drive is called backup.db. This file can be renamed and transferred to a folder on your main computer.

Restore Time Clock Data Backup

On occasion you may need to restore historical data to your time clock.

Important: Restoring a backup file overwrites the current data on the clock. Create a current backup of your data before attempting to restore and view "historical" data.

Restore a Time Clock Data Backup from the Software Interface

1. To restore a backup file, select Files | Restore Backup.
2. Type your password in the Current Password field.
3. Click Browse and navigate to the location of your backup file.
4. Select the file in the Choose File window and click Open.
5. Click Submit in the Restore Backup File screen to restore the backup file. A warning message displays reminding you your current data is overwritten at the employee time clock.
6. Click OK to continue. It may take several minutes to restore a backup file. The employee time clock displays a Please Wait and then a Performing Restore message.
7. After the restore is complete, you'll need to log back into the time clock to view the backup information.

   Note: The backup is a proprietary file that cannot be used or opened using any other program.

Restore a Time Clock Data Backup from a USB Flash Drive

Restoring a backup of your data is easy using your USB flash drive. Be sure to save a current backup file before restoring another backup. Follow these directions to restore a backup from a USB drive.

1. Copy the backup file data to the root of the memory stick.
2. Rename the file to backup.db, and ensure the name is all in lower case letters.
3. Connect the storage device to the bottom of the employee time clock.
4. Enter Supervisor Mode on the employee time clock.
   - Press on the time clock.
   - Enter in your security code – the default security code is "00 00 00".
5. Press Up or Down until RESTORE BACKUP displays and press ENTER.
6. If the file is found, Restoring Data, then Performing Restore displays. The time clock reboots.
7. After the time clock reboots, log back into the employee time clock software to view your historical data.

Removing Data from Your Time Clock

Before removing punch data from your clock, be sure to save a backup of your existing data.

1. Go to Files | Delete Old Punches.
2. Select a date using the calendar in the Delete Punches Prior to field.
3. Click Submit to remove all punches up to the date specified.
   
   **Note:** When selecting a date, any data prior to that date is no longer be available as part of your active database.

4. Click Cancel to go back to the time clock Home page.

Updating Your Time Clock

Occasionally, Paychex releases new updates for your employee time clock. These updates are provided for free and often include new features and improvements.

**Note:** Before performing updates to your employee time clock, we recommend that you save a backup of your data. Refer to Creating a Backup of your Time Clock Data in Section 9, Maintaining Your Time Clock, for additional information.

**Automatic Update Service**

The TrueShift time clock performs automatic software/firmware updates when a new update is available. The update service runs from 1:00 a.m. to 4:00 a.m. local time and checks for updates daily. During the update process, the time clock is unavailable.

If the TrueShift time clock is unable to connect to the Paychex update service, the following message displays:

```
⚠️ Unable to check for updates. Please contact Paychex Support at 1-877-234-1851. Close
```

**Note:** The automatic update service is only available to clients using a network connection. If you are using the USB connection, refer to the Manual Update Process below.
Maintaining Your Time Clock

Manual Update Process

Important: If you are using a Macintosh computer to manage your time clock software, you must update using the USB flash drive. Refer to Updating Your Time Clock Using a USB Flash Drive in this section for additional information.

Follow the instructions below to update your Paychex TrueShift time clock.

1. Download the time clock update you receive from your Paychex support representative.
2. From the Navigation menu, hover your cursor over Files, then click System Update.
3. In the System Update screen, type your time clock password in the Current Password field.
4. Click Browse to locate and select the update.bin file in the File Upload screen. This is located on your desktop.
5. Click Open in the File Upload screen.
6. Click Submit in the System Update screen.
7. A pop-up window displays for you to save a backup of your data. If you already created a backup of your data, disregard this message by clicking OK. Your time clock starts the update process, then automatically reboots. Wait for this process to complete. This process may take up to 15 minutes.
8. When rebooting is complete, click Home to log back into your time clock.

Updating Your Time Clock from the Software Interface

Important: If you are using an Apple Macintosh (Mac) computer, you must update using the USB flash drive. Refer to Updating Your Time Clock Using a USB Flash Drive in this section.

Follow the instructions below to update your Universal Employee Time Clock.

1. Download the time clock update file from our website (http://www.trueshifttimeclock.com/update) to your desktop.
2. From the Navigation menu, go to Files | System Update.
3. In the System Update screen, type your time clock password in the Current Password field.
4. Click Browse to locate and select the update.bin file in the File Upload screen.
5. Click Open in the File Upload screen.
6. Click Submit in the System Update screen.
7. A “backup your data” pop-up window displays. If you already created a backup of your data, disregard this message by clicking OK. Your time clock starts the update process, then automatically reboots. Wait for this process to complete. This process may take up to 15 minutes.
8. When rebooting is complete, click Home to log back into your time clock.
Updating Your Time Clock Using a USB Flash Drive

Updating your time clock is even faster if you use a USB flash drive.

**Important:** If you are using a Mac to manage your time clock software, you must update using the USB flash drive.

1. Download the time clock update file from our website (http://www.trueshifttimeclock.com/update) to the root directory on your storage device.
2. Connect the storage device to the bottom of the employee time clock. Your time clock begins the update process and automatically reboots. Wait for this process to complete.
3. When the reboot is complete, log back into your time clock.

Resetting Your Time Clock Passwords

**Changing Your Time Clock Software Interface Password**

You can change the password by selecting **Change Password** from the Settings menu.

1. Enter your current password in the **Current Password** field.
2. Type your new password in the **New Password** field.
3. Type your new password again in the **Confirm New Password** field.
4. Click **Submit**.

**Resetting the Software Interface Password**

1. Enter into Supervisor Mode:
   - Press 🗝️ on the time clock terminal.
   - Enter in your security code – the default security code is 00 00 00.
2. Scroll through the options using Up or Down until you find the option **Reset Password** and press Enter.
3. Press In to reset the password or Out to cancel.
4. Once the password is reset, you'll receive the message **Password Set Successfully** on the time clock display.
5. At the time clock Login page enter the default login information, and click **Submit**.
   - Default Username: admin
   - Default Password: admin
6. Change your password.
   - Type the default administrator password.
   - Type your new password, then confirm your new password.
Resetting the Supervisor Mode Security Code

The Supervisor Mode security code is set from the software interface. The default supervisor code is 00 00 00. We recommend that you change the default code to a new code using these steps:

1. Select Settings | Preferences from the Navigation menu.

2. Click the Device tab.

3. Type the supervisor code in the Supervisor Code field. This is required to access Supervisor Mode on the employee time clock terminal.

4. Click Submit to save your settings.
# 11 Time Clock Terminal Supervisor Mode

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Time Clock Terminal Supervisor Mode

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Time Clock Terminal Supervisor Mode

Advanced Supervisor Mode Options
- Customize Network Settings
- Reset Software Admin Password

Log Into Supervisor Mode

1. Enter into Supervisor Mode at your employee time clock terminal.
   - Press on the time clock terminal.
   - Enter in your security code – the default security code is "00 00 00".
2. Scroll through the options using Up or Down.
3. Press Enter, when you find the option you would like to view.
4. To exit Supervisor Mode, press Clear.

Parent Clock Supervisor Mode Settings

View IP Address

Look up the IP address assigned to the clock.

Network Settings

LAN Settings

SetView IP Address
Look up the Ethernet IP address assigned to the clock. Also allows for assigning a static IP address, subnet mask, gateway, and DNS.

- To assign a static IP address, follow the instructions under Assign a Static IP Address to the Time Clock in Section 13.
- To erase all network settings and revert back to DHCP so that the router assigns the IP address, set the IP address to 000.000.000.000.

Wifi Settings

SetView IP Address
Look up the Wifi IP address assigned to the clock. Also allows for assigning a static IP address, subnet mask, gateway, and DNS.

- To assign a static IP address, follow the instructions under Assign a Static IP Address to the Time Clock in Section 13.
- To erase all network settings and revert back to DHCP so that the router assigns the IP address, set the IP address to 000.000.000.000.
Disable Wifi
Option to turn the Wifi connection off and use the Ethernet or USB connection option only.

View Networks
Allows you to view wireless networks in range, connect to a wireless network, or switch to a different wireless network. Refer to Section 11 for instructions on using wireless.

WPS Setup
Allows you to connect to a wireless network using WPS. Refer to Section 11 for instructions on using WPS connection.

Disable USB
Disables the option to use USB.

Assign Badges
This option is used when assigning a proximity badge to an employee. Refer to Assigning Proximity Badges to an Employee in Section 8.

Set Date/Time

1. From Supervisor Mode, scroll through the options using Up or Down until you find the option Set Date/Time and press Enter.

2. The Set Date option displays.
   • The Month field flashes. Use Up or Down to select the current month, and press Enter.
   • In the Day field, use Up or Down to select the current day of the month and press Enter.
   • In the Year field, use Up or Down to select the current year and press Enter.

3. The Set Time option displays.
   • The Hour field flashes. Use Up or Down to select the current hour and press Enter.
   • In the Minute field, use Up or Down to select the current minutes and press Enter.
   • In the AM/PM field, use Up or Down to select either A for a.m. or P for p.m. and press Enter.

4. Once the new time and date is set, Date/Time and Set Successfully displays on the time clock display. You are taken back to Supervisor Mode menu. Press Clear to exit Supervisor Mode.

View Serial #
Shows the unique serial number assigned to the individual time clock terminal. The serial number is used to look up important manufacturing information on your time clock.

View Version #
The version number refers to the software version currently installed on your time clock. Refer to Section 9 for instructions on Updating Your Time Clock and ensuring that your time clock is running the latest version.
Download Backup
This option is used to back up your time clock data. Refer to Data Backup to a USB Flash Drive in Section 9.

Restore Backup
This option is used to restore data into your time clock. Refer to Restore a Time Clock Data Backup from a USB Flash Drive in Section 9.

Reset Password
If you forget your login password, this option is used to reset your password to default. Refer to Resetting the Software Interface Password.

Changing Your Time Clock Software Interface Password
You can change the password by selecting Change Password from the Settings menu.

1. Enter your current password in the Current Password field.
2. Type your new password in the New Password field.
3. Type your new password again in the Confirm New Password field.
4. Click Submit.

Erase All Memory
Erasing all memory resets the clock back to factory default. Follow the instructions below to Erase All Memory.

1. From Supervisor Mode, scroll through the options using Up or Down until you find the option Erase All Memory and press Enter.
2. The time clock will display Erase All Memory IN=YES CLEAR=NO.
3. Press IN to confirm and erase all the data in the clock and return it to factory defaults.

Convert to Child
This option is used when setting up a multi-clock system. Refer to Section 12, Multi-clock Configuration, for more information on multi-clock systems.

Download Log
Download a log file and send to our support team, in instances where we must troubleshoot your system.

Reset Biometrics
This will erase all templates from the entire system, forcing all of your employees to enroll at the system again. This is used for troubleshooting purposes.

Reset Bio Stats
You can look up the ratio of successful finger scans versus unsuccessful finger scans on the About page in your time clock. The Reset Bio Stats option allows you to erase those stats and start from scratch.
Additional Child Clock Supervisor Mode Settings

**View Parent IP**
Displays the IP address of the Parent Clock.

**Force Connect**
Forces a connection between the Child Clock and Parent Clock. Once the connection is made, any changes on the Parent Clock are sent to the Child Clock.

**Force Full Sync**
Forces a connection and synchronization between the Child Clock and Parent Clock. The Child Clock downloads employee and preference data from the Parent Clock and transfers punch data to the Parent Clock.

**Show Sync Status**
Displays the synchronization status between the Child and Parent Clock.

**Convert to Parent**
Converts a Child Clock back to a Parent Clock.
## 12 Connect to the Clock

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Connection Options

Multiple connection options to access your time clock in no time:

- Easily connect to your wireless network over Wifi.
- For a faster more reliable connection, connect to your Network with Ethernet.
- For simply access from one computer, connect using Direct Connect Ethernet or USB.

Wifi Connection

TrueShift offers a few Wifi connection options, for your convenience:

- Using the Clock Interface
- Using the Software Interface
- Using WPS, for extra fast set up

Connecting Using the Clock Interface

The first time that you turn your time clock on, if it detects a wireless network in range, it will prompt you to connect your time clock to the wireless network. To return to this option, and connect to a wireless network, follow the instructions below.

1. Enter into Supervisor Mode at your employee time clock terminal.
   - Press on the time clock.
   - Enter your security code. The default security code is 00 00 00.
2. Use the up or down arrows to scroll until you find Network Settings.
3. Press Enter.
4. Find WiFi Settings.
5. Press Enter.
6. Use the up or down arrows to scroll until you find View Networks.
8. Use the up or down arrows to scroll until you find the appropriate network, then press Enter.
9. When prompted, enter the wireless network password using the up or down arrows to find the first character of the password, then press Enter.
   
   Note: The default mode for the password is alpha lower case. To change the mode, click the Department Transfer icon on the bottom right of the clock’s key pad.
   
   To erase a character, click Clear.
10. Repeat step 9 until all characters of the password have been entered.
11. Press Enter. When connected, a confirmation displays with the IP address.
12. Write down the IP address.
13. Open a Web browser on your PC. Type in the IP address in the Web browser URL bar, press **Enter**.

14. You should be directed to the time clock Login page.

### Connecting Using a WPS Button

1. Enter into Supervisor Mode at your employee time clock terminal.
   
   a. Press **糕** on the time clock.
   b. Enter your security code. The default security code is 00 00 00.

2. Use the up or down arrows to scroll until you find **Network Settings**.

3. Press **Enter**.

4. Use the up or down arrows to scroll until you find **WiFi Settings**.

5. Press **Enter**.

6. Use the up or down arrows to scroll until you find **WPS Setup**.

7. Press **Enter**.

8. Use the up or down arrows to scroll until you find **Push**.

9. Press **Enter**. Press the WPS key on your wireless router within 2 minutes.

10. When connected, a confirmation displays with the IP address.

11. Write down the IP address.

12. Open a Web browser on your PC. Type in the IP address in the Web browser URL bar, press **Enter**. You should be directed to the time clock Login page.

### Connecting Using a WPS with PIN

#### Enable WPS PIN Connection on the Clock

1. Find the WPS PIN on the label on the bottom of your router.

2. Enter into Supervisor Mode at your employee time clock terminal.
   
   a. Press **糕** on the time clock.
   b. Enter your security code. The default security code is 00 00 00.

3. Use the up or down arrows to scroll until you find **Network Settings**.

4. Press **Enter**.

5. Find **WiFi Settings**, press **Enter**.

6. Find **WPS Setup**, press **Enter**.

7. Find **PIN**, press **Enter**.
Connect to the Clock

Connect to the Network

1. Use the up or down arrows to scroll until you find View Networks, press Enter.
2. Find your Network in the list, using the up or down arrow, press Enter.
3. When prompted, enter the WPS PIN number using the key pad, press Enter.
4. When connected, a confirmation displays with the IP address.
5. Write down the IP address.
6. Open a Web browser on your PC. Type in the IP address in the Web browser URL bar, press Enter. You should be directed to the time clock Login page.

Connecting Using the Software Interface

1. In order to connect your time clock to the wireless network using the software interface, you must first have it connected to your network or computer using the Ethernet or USB cable.
2. Log into your time clock software interface.
4. Click the appropriate network.
5. Type the password in the available field, then click Connect.
6. The network selected appears at the top of the list, with an indication the time clock is "connected" to the wireless network.

Ethernet Connection

Connect your time clock directly to your network for a faster and more reliable connection than wireless can offer.

1. Plug one end of the Ethernet cable, provided in the package, to an available port on your router, DSL modem or switch.
2. Connect the other end to the Ethernet port on your time clock.
3. Plug the time clock into the power. Wait for the time clock to fully boot up, it will state Enter ID Number.

Note: If there is a wireless network in range, you’ll be prompted to connect to the wireless network. Press Clear to cancel and move to step 4.

4. Enter into Supervisor Mode at your employee time clock terminal.
   - Press on the time clock.
   - Enter your security code. The default security code is 00 00 00.
# 13 Multi-Clock Configuration

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Multi-Clock Configuration

Connect up to 33 time clocks together, accessed through one software interface, through your local area network or over the Internet.

- Connecting the Child Clock(s) to the Parent Clock
- Additional multi-clock settings
- Updating the multi-clock system
- Clocking In/Out when the Child Clock is unable to connect to the Parent Clock

In a multiple clock system, there are two types of clocks:

- **Parent Clock**: The Parent Clock hosts the time clock software, settings, and punch data. There is only one Parent Clock in a multi-clock configuration.

- **Child Clock**: A Child Clock sends punch information to the Parent Clock, over the Network or Internet, for calculation and storage. There can be a maximum of 32 Child Clocks on a multi-clock system.

**System Requirements**

- Each time clock must be connected via Ethernet to the network.
- Each clock must be running the same software version as the Parent Clock.

**Connecting Multiple Time Clocks**

**Set Up the Parent Clock**

Before setup begins, designate which clock will be the Parent Clock. Follow the instructions in the Quick Start Guide to connect your time clock to your Network.

Write down the serial number of the Parent Clock located on a label on the back of the time clock terminal.

**Note:** It is recommended that the Parent Clock be setup at the location of the person processing the timecards. For instructions on assigning a static IP address, refer to Assign a Static IP Address to the Time Clock in Section 13.
Multi-Clock Configuration

Set Up the Child Clock(s)

1. With the Child Clock connected to the Network, enter Supervisor Mode.
   - Press on the time clock.
   - Enter your security code. The default security code is 00 00 00.
2. Press Up or Down until the Convert to Child option displays.
3. Press Enter. The time clock displays. This removes all data, then erases all memory.
4. Press In to convert to a Child Clock.
5. Choose the method that your Child Clock uses to connect to the Parent Clock. Follow the instructions accordingly.

   a. Connect via Broadcast: The Child Clock connects to the Parent Clock by searching the network for a clock with the Parent Clock’s serial number. This is the preferred method if your multi-clock system connects on a simple local area network. The Child Clock remains connected to the Parent Clock, even if the Parent Clock’s IP address changes.

   b. Connect via IP Address: The Child Clock connects to the Parent Clock by searching the network for a clock with the Parent Clock’s assigned IP address. This is the preferred method if your multi-clock system connects over a wide area network or remotely over the Internet.

Connect Your Child Clock via Broadcast Method

1. The clock displays Locate Parent By by Broadcast? Press Enter.
2. The clock then displays Finding Clocks Please Wait as it scans the network for the Parent Clock.
3. Once the Child Clock locates the Parent Clock(s) on the network, the clock displays the serial number of the Parent Clock. Select the serial number of the Parent Clock, and then press Enter.
4. If there is more than one Parent Clock on the Network, press Up or Down to find the correct Parent Clock serial number, then press Enter.
5. Skip to the Continuing Multi-clock Setup section.

Connect Your Child Clock via IP Address

1. Press Down to select By IP Address, press Enter.
2. Enter the IP address of the Parent Clock, then press Enter.
   - If connecting over a LAN or WAN, enter the IP address used for accessing the software interface.

   Example: 192.168.004.155

   - If connecting remotely over the Internet, enter the public IP address of the Parent Clock’s router, including leading zeros.

   Example: 074.168.004.155

For additional information on connecting your multi-clock system remotely over the Internet, with port-forwarding, refer to Section 13, Configure the Time Clock for Remote Access.
Continuing Multi-Clock Setup

1. Once connection is established with the Parent Clock, the Child Clock displays *Child Mode*, then Scan Finger.
2. The symbol '-' displays in the top right corner.
3. Once the connection is established, the symbol 'd' displays in the top right corner of the display. The 'd' indicates the Child Clock is connected to the Parent Clock, but the Child Clock is disabled and must be enabled through the software interface.
4. Log into the Parent Clock using the web browser.
5. Go to Lists | Child Clocks.
7. The Child Clock displays '#' in the top-right corner of the terminal display indicating the Child Clock is communicating with the Parent Clock.
8. After a few minutes this changes to '+' indicating that the Child Clock is active and ready to use.

Child Clock Connection Symbols

Refer to the chart below for the meaning of the symbols found on the Child Clock display.

<table>
<thead>
<tr>
<th>Symbol</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>-</td>
<td>Child Clock is Unable to establish a Connection to the Parent Clock.</td>
</tr>
<tr>
<td>d</td>
<td>Child Clock is Connected to the Parent Clock, but Disabled.</td>
</tr>
<tr>
<td>+</td>
<td>Child Clock is Active and Ready to Use</td>
</tr>
<tr>
<td>#</td>
<td>Child Clock is Actively Communicating with the Parent Clock</td>
</tr>
<tr>
<td>P</td>
<td>Child Clock has Lost Connection to Parent, But is Storing Punches</td>
</tr>
<tr>
<td>U</td>
<td>Child Clock is running an older software version than the Parent Clock and must be updated in order to communicate with the Parent Clock.</td>
</tr>
</tbody>
</table>

Multi-Clock Software Settings and Optional Configuration

Additional Multi-Clock configuration options are available in your time clock software. It is important to pay close attention to this section. Your time clock configuration can greatly affect the performance of your system.

Select Preferences | Settings, then click the Device tab.

- **Child realtime Time/Date sync** - Check this option to synchronize the time and date with the Parent Clock. If your Child Clock(s) is located in a different time zone than the Parent Clock, do **not** check this option.
• **Child realtime data sync** – When this option is checked, the Child Clock actively communicates with the Parent Clock when the employees clock In or Out, in real-time. With this option enabled, the employee is able to view punch In or Out, in real-time. With this option disabled, the Child Clock holds its punch data and sends it in batches to the Parent Clock. By disabling this option, employees are prompted to clock In or Out using non-validated punches. They need to select whether they are punching In or Out.

If punching In or Out takes longer than preferred, disable this option by unchecking the box. The Child Clock synchronizes data at set intervals, as described below.

• **Child Online sync delay** - This option allows you to set a time interval (in seconds) for how often the Child Clock checks with the Parent Clock for any changes to employee, template, settings or punch data. This option is set to a 300 second (5 minutes) interval as default.

• **Child Offline sync delay** - This option allows you to set a time interval (in seconds) to sync the Child Clock with the Parent Clock in the event that the Child Clock or the Parent Clock loses connection with the network. This option is set to a 60 second interval as default.

**Child Clock Connection Data**

You can find additional connection statistics on your multi-clock system at Lists | Clocks.

- In order for the Child Clock to communicate and synchronize with the Parent Clock, it must be first **Enabled** in the system.
- Customize a **Clock Name** to allow you to more easily distinguish one clock from another.
- The product **Serial Number** is a unique product identifier.
- Find the unique **MAC address** listed for each product.
- The **Connected** column tells the current connection status of the Child Clocks with the Parent Clock.
- **Last Sync** displays the data and time of when the Child Clock last sent punch data to the Parent Clock and received employee and setting data from the Parent Clock.
- **Scan Success Rate** provide the number of total fingerprint scans done on a particular clock and how many of those scans were successful. Having a lower success rate may indicate that the fingerprint reader needs to be cleaned or that the fingerprint reader is having a problem reading fingerprints. Reset the finger scan statistics to reset this value back to zero.
- **Reboot Clock** allows for the Parent Clock to be rebooted immediately and for the Child Clock(s) to reboot the next time it synchronizes with the Parent.
Updating the Multi-Clock System

To update your Multi-clock System, follow the instructions in Section 9 to update the Parent Clock. Once the Parent Clock is updated, the Child Clock(s) automatically downloads the update file and updates. It may take a few minutes for the Child Clock to detect that the Parent Clock has updated.

If the Child Clock detects that it is running an older version of the software than the Parent Clock, but is unable to update automatically, it displays a U in the top-left of the display. If this occurs, follow the instructions on Updating Your Time Clock Using a USB Flash Drive in Section 10.
14 Configure the Time Clock for Remote Access

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Configure the Time Clock for Remote Access

Configure the Time Clock for Remote Access

Connect to your time clock away from the office.

✓ Work from home
✓ Multiple locations
✓ Employee remote punch

Follow the instructions below to set your time clock up with remote access, using Port Forwarding.

System Requirements

- A Broadband Internet connection (Cable, DSL, T1, etc.) at the location of the clock.
- TrueShift connected to your network by an Ethernet cable (for example, CAT5).
- A router with “Port Forwarding” functionality.
- Static public/external IP address, although not required, is highly recommended.
  Contact your Internet Service Provider for a static public/external IP address.

If your business performs PCI Security Scanning for credit card processing, setup can be complicated and may be incompatible. Some customers choose to set up a separate network for their credit card processing system.

**Recommendation:** Paychex offers an optional service to assist in setting up port forwarding/remote connection to your time clocks.

Step 1: Set Up the TrueShift on the Local Network

Follow the instructions in the *TrueShift Quick Start Guide* to set up your time clock on the Local Network. Once you are able to access the TrueShift software Home page from a PC inside your internal/local network, you are ready to configure the system for remote access.

Step 2: Router Configuration

You can now configure your router for port-forwarding. Port forwarding allows computers and other network devices to connect to a specific computer or service within a private local area network (LAN), through the Internet.

These instructions include general guidelines for configuring a router for Port Forwarding. Actual steps required may vary with each router. For specific instructions on your particular router, please contact the router’s manufacturer.

**Recommendation:** For instructions on configuring your specific router, go to the website [www.portforward.com](http://www.portforward.com) and select your router brand and model.

Assign a Static IP Address to the Time Clock

In order for Port Forwarding to work correctly, assign a static IP address to the time clock along with the subnet mask, gateway address and DNS address. Your Network Administrator should be able to provide you with this information.

1. Determine an available IP address to be assigned to the time clock.
Configure the Time Clock for Remote Access

2. Enter into Supervisor Mode at your employee time clock terminal.
   - Press on the time clock.
   - Enter in your security code - the default security code is 00 00 00.
3. Scroll through the options until you find the option Network Settings. Press Enter.
4. If connected via Wifi, scroll through the options until you find the option Wifi Settings. Set IP Address. Press Enter.
5. If connected via Ethernet cable, scroll through the options until you find the option LAN Settings. Set IP Address. Press Enter.
6. The current IP address of the clock will appear. Press Enter again.
7. Enter the desired IP address including leading zeros. Press Enter.  
   Example: 192.168.004.155
8. Enter the Subnet Mask. Press Enter.  
   Example: 255.255.255.000
9. Enter the Gateway address. Press Enter.  
   Example: 192.168.004.001
   
   Note: If you an unsure of the gateway address, it is typically the same IP address as your router.
10. Enter the DNS address of your network. Press Enter.  
    Example: 192.168.004.001
11. Press Clear to exit out of Supervisor Mode.

Open a Web browser on a computer in the same local network. In the address bar, type in the IP address of the clock to verify you can log into the time clock.

Set Up Port Forwarding on the Router

These instructions are general guidelines for configuring a router for port-forwarding. Actual steps required may vary with each router. For instructions on configuring your specific router, go to the website www.portforward.com and select your router brand and model, or contact your router’s manufacturer.

If you are using both a router and a cable modem router/DSL modem router, port forwarding must be configured on both the router and cable modem router/DSL modem router. Alternatively, you may contact your ISP to disable the router function on your cable modem router/DSL modem router so that you only need to setup port forwarding on your main network router.

1. Open a web browser like Internet Explorer or Firefox. Enter the internal/local IP address of your router in the address bar.
   
   Examples: 192.168.1.1 and 192.168.0.1

   Note: If you do not know your routers internal/local IP address, refer to How To Find Your Routers IP Address guide (http://portforward.com/networking/routers_ip_address.htm).
Configure the Time Clock for Remote Access

2. Enter the router’s username and password. Below are some default router logins.

- Linksys Router – "admin" for both username and password
- Netgear Router – "admin" for username and "password" for password
- D-Link Router – "admin" for username and (leave blank) for the password
- 3Com Router – "admin" for both username and password
- Microsoft Broadband – "admin" for both username and password

3. Look for a tab with a name like, "Port Forwarding" or "Applications and Gaming". Each router is different, if you are unable to find these settings, refer to your router’s instruction guide.

4. Enter port 80 as the desired port. If port 80 is unavailable, you may enter port 9844 as an alternative.

   - If your router asks you whether to open ports for TCP or UDP select TCP or both.
   - Some routers offer port range option, such as; from port ___ to port ___. Enter the same number into both fields.

<table>
<thead>
<tr>
<th>Ext.Port</th>
<th>Protocol TCP</th>
<th>Protocol UDP</th>
<th>IP Address</th>
<th>Enable</th>
</tr>
</thead>
<tbody>
<tr>
<td>80</td>
<td>✔</td>
<td></td>
<td>192.168.1.100</td>
<td>✔</td>
</tr>
</tbody>
</table>

5. Enter the static IP address assigned to the clock.

6. If there is a checkbox to “enable” the port forwarding rule, be sure to check the box.

7. Make sure you click Save Settings, or your changes do not save.

   **Note:** You may need to reboot the router for changes to take effect.

**Step 3: Connect to Your TrueShift Over the Internet**

After your router is properly configured on port 80 or port 9844, follow the steps below to connect to the clock through the Internet.

1. Look up your external/public IP address in one of the following ways (skip to step 2 if you already know the external/public IP address provided by your ISP):

   - On a computer on the same network as your clock, go to www.ipchicken.com. Your external/public IP address displays on the page.
   - Go to [http://www.yougetsignal.com/tools/open-ports/](http://www.yougetsignal.com/tools/open-ports/) to verify if port 80 or port 9844 is open. If the port is not open, there is a setup issue on the clock or your router; remote access is not available:

2. From the remote location, type the external/public IP address into a browser’s address bar.

3. If you opened port 80, enter the external/public IP address into the address bar.
Configure the Time Clock for Remote Access

Example:  http:// 68.213.205.154

4. If you are forwarding to port 9844, log onto the time clock using your external/public IP address followed by :9844.

Example:  http://68.213.205.154:9844

Remote Connection Frequently Asked Questions

Q. I have multiple locations, not connected over a Network (LAN). How do I connect a Child Clock to the Parent Clock at my main office?

A. To connect the Child Clock to the Parent Clock remotely over the Internet, you must forward an additional port, Port 10923.

Q. What port do I forward if SSL Data Encryption is enabled?

A. To access the time clock application remotely, while using the SSL data encryption option, forward to Port 443. Do not use Port 80.

Q. My Internet Service Provider will not provide me with a Static external/public IP address. Are there other options?

A. If you are unable to get a static external/public IP address from your ISP, you have two options:

- Use the dynamic external/public IP address. If this IP address changes, you will need to use the new address in a remote web browser.
- Use a 3rd party dynamic DNS service provider.

Dynamic DNS allows you to use the same assigned name as a web link in your web browser without concern about the actual public IP address of the router.

List of Dynamic DNS Service Providers:

- dyn.com
- no-ip.com
- dnsdynamic.org
- changeIP.com
Troubleshooting Remote Connection Problems

If you are unable to connect to your time clock using the external/public IP address you will need to troubleshoot your connection and configuration.

- Restart your router.
- If you are using both a router and a cable modem router/DSL modem, ensure that port forwarding has been configured on both the router and cable modem router/DSL modem router.
- The cable modem router/DSL modem router must port forward to the local static IP address assigned to the secondary router.
- Alternatively you may contact your ISP to disable the router function on your cable modem router/DSL modem router.
- Ensure that a static internal IP address has been assigned to the clock along with the proper subnet mask, DNS address, and gateway address. Reboot the time clock to ensure any IP address changes take effect.
- Make sure port forwarding has been setup correctly in the router.
- Make sure that the correct external/public IP address is entered in the web browser.
- Make sure another device on the network is not using the same IP address as the time clock.
- Check the filter settings on the router to be sure that it is not interfering with the connection.
- Use an open port checker, like www.yougetsignal.com to check your external IP address and detect the correct open ports on your network.

For additional troubleshooting steps refer to www.portforward.com. Select your router by model name and number for specific port forwarding instructions.
Configure the Time Clock for Remote Access

Standard Remote Connection Setup Diagram

Connect Clocks Remotely with Multi-Clock Diagram