
TRAINING GUIDE

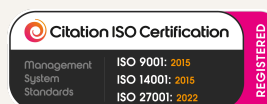
Level 1 Attendance Points/Devices

The clocking points and devices people use to clock in and out of timeware® HRMS, how employees clock with the app, and how to check that a clocking arrived.

PRODUCT	REFERENCE	VERSION
timeware® HRMS	t2-1050	v1.0

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Certificate No: IMS-491342025,
509932026



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What this covers

This guide is about attendance points: the places and devices where people clock in and out. In the product they are called **devices** and **clocking points**. By the end you will be able to:

- name the kinds of clocking point, from a fingerprint reader on the wall to an NFC puck or a site boundary on a map
- find a device and read its details and status
- check which devices need attention, using Device health
- see which devices are in a device group, and give an employee their device groups
- explain the three ways an employee clocks with the app
- check that a clocking arrived, and work through the usual checks when it did not.

Why it matters

Every timesheet starts with clockings. If a reader stops working, a puck is set up wrongly or an employee cannot clock with the app, the timesheet shows missing times and payroll can be wrong. "My clocking didn't go in" is one of the most common calls support takes.

Knowing what each kind of clocking point does, and where a clocking shows up afterwards, lets you find the cause quickly: the device, the employee's set-up, the app settings, or a clocking that arrived but did not match a shift.

Key terms

TERM	WHAT IT MEANS
Clocking	One record of someone clocking at a point in time, sometimes called a punch or a booking. Clockings feed the timesheet.
Device	Anything a clocking can come from. Most are real readers or pucks, but some are virtual, such as the one behind app clockings.
Clocking point	A place where employees clock: a reader, an NFC puck or a geo clocking point.
NFC puck	A small tag fixed to a wall or a vehicle. The employee taps it with their phone to clock. It needs no power or internet.
Geo clocking point	A virtual clocking point for a whole site. The employee clocks in the app while standing inside the site's ringfence.
Ringfence	A virtual boundary drawn around a site on the Sites page. The app uses the phone's location to check whether someone is inside it.
Offsite clocking	Clocking in the app away from any clocking point, for example at a customer's premises. The phone's location is recorded with it.
Device group	A named set of devices, such as "Warehouse doors". Giving an employee a device group lets them use the readers in it.
Credential	How someone proves who they are at a reader: a card, key fob, fingerprint, face, PIN code or number plate.
Reader direction	Whether a clocking at a device counts as in, out, or is decided by the employee's shift.
Device status	Whether a device is Online , Offline , Faulty , Suspended or Unknown .
Unallocated clocking	A clocking from a device that did not match any shift, so it is waiting for someone to sort it out.
Clocking needing review	An app clocking whose location or time could not be fully checked, for example taken outside the ringfence. It still counts on the timesheet.
ESS policy	The settings for what an employee can do in the timeware app (Employee Self-Service), including whether and how they can clock.
Application policy	A set of permissions given to web users. Each row has Create, Delete, List, Read and Update switches.

Table 1 — Key terms

What permissions are required

Web tasks depend on the user's application policy, under **Configuration > Advanced > Application policies**. What an employee can do in the app depends on their ESS policy, under **Configuration > People > ESS policies**.

TASK IN THE WEB VERSION	APPLICATION POLICIES ROW	SWITCH NEEDED
Look at devices, and open Device health	Time > Configuration > Devices	Read
Change a device, for example suspend it	Time > Configuration > Devices	Update (Create or Delete to add or delete one)
Look at device groups	Time > Configuration > Device groups	Read
Add or remove devices in a group	Time > Configuration > Device groups	Update
Give an employee their device groups	People > Person > Employment and compensation > Employment	Update
See an employee's credentials	People > Person > Employment and compensation > Credentials	Read
See clockings on timesheets, and the unallocated clockings list	Time > Timesheets	Read
Correct or delete an unallocated clocking	Time > Unallocated clockings	Update to correct, Delete to delete
See and accept clockings needing review	Not yet on an Application policies row [Check: which users can see and accept these today.]	n/a

Table 2 — Access needed in the web version

TASK IN THE APP	ESS POLICY BOX	SWITCH NEEDED
Clock in the app at all	Features › Shown in the app › Clocking	Ticked
Clock away from a clocking point	Clocking › Location › Allow offsite clocking	Ticked
Clock with no signal	Clocking › Options › Allow offline clocking	Ticked

Table 3 — ESS policy settings needed in the app

NOTE

After an administrator changes an application policy, the user should click **Log out** and sign back in so their menus and buttons pick up the change.

CLOCKING POINTS

How it works: clocking points and devices

Every clocking comes from a device. Some devices are real: a fingerprint or card reader on the wall, or an NFC puck. Others are virtual: a geo clocking point that covers a whole site, and the one device behind every clocking made in the app. All of them are listed on one page, **Devices**, in the **Time** part of Configuration.

When a clocking arrives, the product tries to match it to one of the employee's shifts. If it matches, it appears on their timesheet. If it does not, it waits as an unallocated clocking until someone sorts it out.

The kinds of device

Each device has a **Device Type**. The type decides how its clockings are used. On the **Devices** page the type list shows the names written as one word, for example **NfcPuckAttendance**. Timesheets show the same types in plain words, for example **NFC puck attendance**.

TYPE ON THE DEVICES PAGE	WHAT IT IS	FEEDS TIMESHEETS?
Attendance	A time and attendance reader that people clock in and out on.	Yes
NfcPuckAttendance	An NFC puck that employees tap with their phone to clock.	Yes
GeoClockingPoint	A virtual point covering a site. Employees clock in the app from inside the site's ringfence.	Yes
EmployeeSelfService	The single virtual device behind clockings made in the app. It is created for you and its type cannot be changed.	Yes
Access	A door, barrier or turnstile reader. Its clockings are kept and used by roll call, but never go on a timesheet.	No
AssemblyPoint	A reader at a fire assembly point. A tap there checks someone in during an evacuation.	No
NfcPuckAssemblyPoint	An NFC puck at a fire assembly point, tapped with the app during an evacuation.	No
FireAlarmMonitor	A device linked to the fire alarm panel that starts an evacuation.	No
Enrolment	A reader used to register people's cards, fingerprints or faces.	No
NotSet	No type chosen yet. Its clockings are treated like an attendance reader's.	Yes

Table 4 — Device types

Walkthrough: find a device and read its details

1 Open Configuration

Open the main menu and click **Configuration** in the row of links along the bottom.

You see: the Configuration page, with a sidebar of categories: **People**, **Leave**, **Time**, **Advanced** and the support category.

2 Open Devices

Under **Time**, click **Devices**. Or type "devices" in the **Filter...** box at the top of the sidebar.

You see: **View device**, showing the device you last looked at. If the company has none yet, the page says **No devices yet**.

3 Find the device you want

Type part of its name in the **Search...** box at the top and pick it from the list. Or use the arrows beside the search box to step through the devices one by one.

You see: the device's name at the top, with a list of sections down the side: **Essential**, **Clocking**, **Network / Hardware**, **Device health**, **Under The Bonnet** and **Comments**.

4 Read the essentials

Stay on **Essential**.

You see: **Source** (where the device is managed), **Device Type**, **Site**, **Areas served** and **Roll Call Enabled**. For an NFC puck or geo clocking point, a note under the site says whether the site is ring-fenced.

5 Check how its clockings are read

Click **Clocking**.

You see: **Reader Direction** (**In**, **Out**, **Internal** or **ShiftBased**) and, for most devices, a **Cost centre** switch that books its clockings to one cost centre.

6 Check its health

Click **Device health**.

You see: **Status**, and for a networked reader **Last Successful Poll** and **Last Failed Poll**: the last times it did and did not report in.

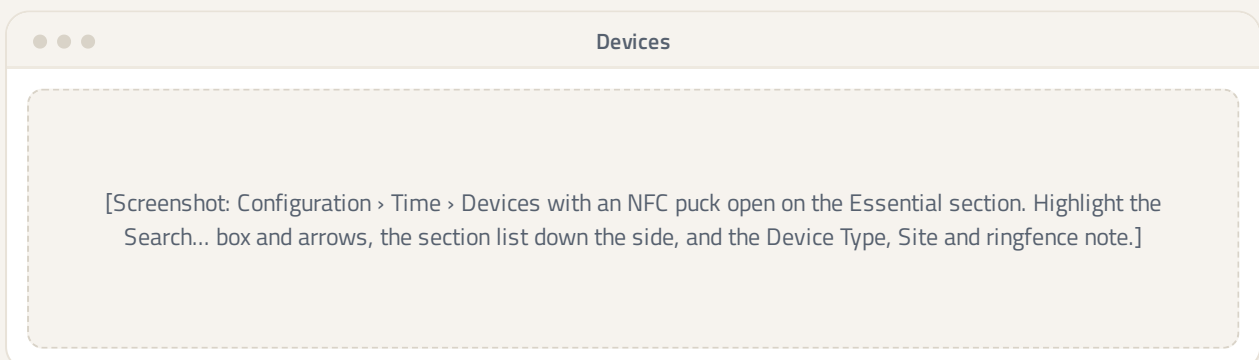


Figure 1 — A device on the Devices page

NOTE

Source shows **Reach** for a device managed in timeware HRMS, **Biostar** for one brought across from BioStar 2, or **Suprema** for a Suprema reader connected directly. Setting devices up and connecting readers is done by timeware support, so this guide does not cover it.

Walkthrough: check which devices need attention

Device health lists the clocking devices that are offline, faulty, or have gone quiet. A device counts as quiet (silent) when it used to send clockings but has sent none for a while, 24 hours unless the company has changed it.

1 Open Device health

Open the main menu and type "device health" in the **Search pages, people and actions** box, then click **Device health**. Or, if the Workforce dashboard shows the **Device health** row, click its **Review** button.

You see: a window titled **Device health**, with columns **Device**, **Type**, **Site**, **Status**, **Last clocking** and **Silent for**. Devices that are down come first. If all is well it says **No devices need attention**.

2 Open a device from the list

Click **Open device** on its row.

You see: the device's details in a window on top, the same as on the Devices page.

3 Decide what to do

If the device should be working, pass it to whoever looks after the company's readers. If it is no longer used, suspend it (see the next walkthrough) and it leaves the list.

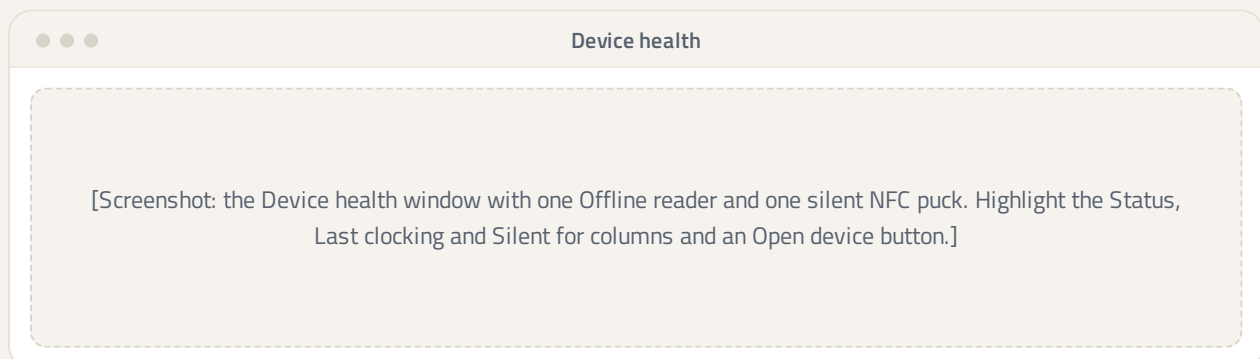


Figure 2 — Device health

Walkthrough: suspend a device that is no longer used

1 Open the device

Find it on the **Devices** page, or open it from Device health.

2 Start editing

Click **Edit**.

You see: the heading changes to **Update device** and the fields can be changed.

3 Change the status

Click **Device health**, open the **Status** list and choose **Suspended**.

4 Save

Click **Update**.

You see: **Device has been updated successfully.** The device no longer appears in Device health.

ATTENTION

Only NFC pucks and geo clocking points whose status is **Online** are offered in the app. Suspending one, or leaving a new one on **Unknown**, means employees can no longer clock at it with their phone.

Walkthrough: see which devices are in a device group

1 Open Device groups

In Configuration, under **Time**, click **Device groups**.

You see: **View device group**, with the group's **Name** and two sections: **Devices** and **Comments**.

2 Find the group

Use the **Search...** box or the arrows, as on the Devices page.

3 Read the devices

Stay on **Devices**.

You see: the name of each device in the group, or **None**.

4 Optional: add or remove a device

Click **Edit**. To add, choose a device in the list under the table and click **Add**. To remove, click the bin beside it. Then click **Update**.

You see: Device group has been updated successfully.

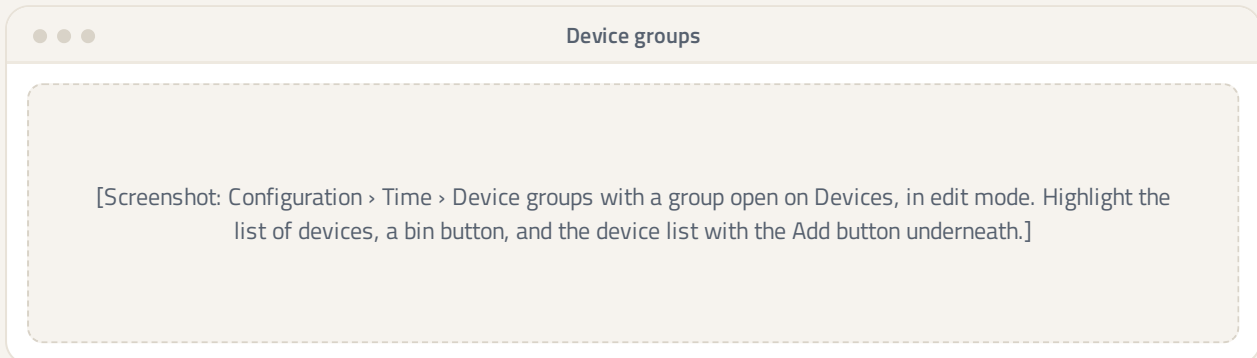


Figure 3 — The devices in a device group

Walkthrough: give an employee their device groups

An employee can only use a reader once they are in a device group that contains it. Device groups are part of the employee's employment.

1 Open the person

Open the main menu, click **Person** under **People**, and find the employee.

2 Open Employment

Click **Employment** under **Employment and compensation**.

You see: a card for each employment.

3 Edit the current employment

Click **Edit** on the current card, then click **Policies and clocking devices**.

You see: the policies, and below them a box headed **Clocking devices: The groups of clocking devices they can use to clock in and out**.

4 Choose the groups

Click in **Device groups (Choose their device groups)** and pick one or more.

5 Save

Click **Update**.

You see: Employment saved. The readers in those groups are updated in the background.

[Check: how long it usually takes before the employee can use a newly added reader.]

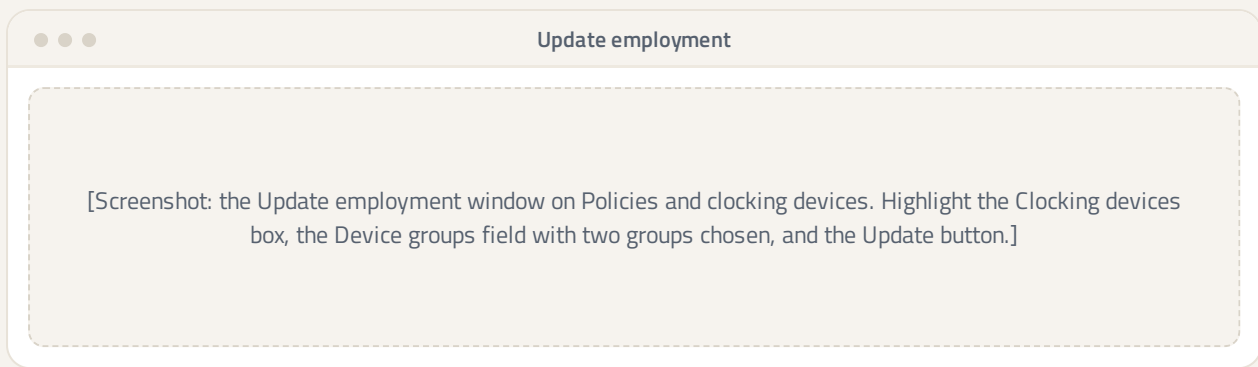


Figure 4 — Device groups on an employment

CLOCKING WITH THE APP

How employees clock with the app

In the timeware app, Home shows a card called **Clock in or out (Takes a couple of seconds)**. It has up to three buttons, and only shows the ones the company has set up:

- **Tap a point:** clock at an NFC puck. Shown when the company has pucks.
- **On site:** clock at a geo clocking point, from inside the site's ringfence. Shown when the company has geo clocking points.
- **Offsite:** clock from anywhere. Shown when the employee's ESS policy allows offsite clocking.

The employee does not choose "in" or "out". They simply clock, and the product works out which it is from the device's reader direction and their shift.

Walkthrough: clock at an NFC puck

1 Tap a point

On Home, tap **Tap a point**.

You see: **Ready to Scan** and **Hold your phone near the NFC clocking point**.

2 Hold the phone to the puck

Hold the back of the phone against the puck until it reads.

You see: **Clocking at** and the puck's name, then **Recording clocking....** If the company lets employees choose a cost centre, a **Cost centre** list appears first, set to **Use my usual cost centre**.

3 Check it worked

You see: **Success!** and **Clocked at** the puck's name. Home then shows a pill such as **Clocked in · 08:02**.

On Home, the employee can also just hold the phone to a puck without tapping the button first.

[Check: whether this works the same on iPhone and Android.]

Walkthrough: clock on site

1 Tap On site

You see: **Clock at a site**, with **Finding your location...** and then **Choose the site you are clocking at**.

2 Choose the site

Pick the site from the list.

You see: a line such as **You are at this site** or **About 120 m outside the site**, with a warning if the clocking may be rejected or marked for review. **Refresh location** tries again.

3 Add the clocking

Tap **Add clocking**.

You see: **Clocking recorded successfully**.

Walkthrough: clock offsite

1 Tap Offsite

You see: **Offsite Clocking**, a **Comment** box marked **(optional)** or **(required)**, and **Your current location will be recorded with this clocking**.

2 Add a comment if needed

Type why they are clocking offsite, for example "At the Leeds customer site".

3 Add the clocking

Tap **Add clocking**.

You see: **Clocking recorded successfully**, or, with no signal, **Clocking saved - it will sync when you are back online**.

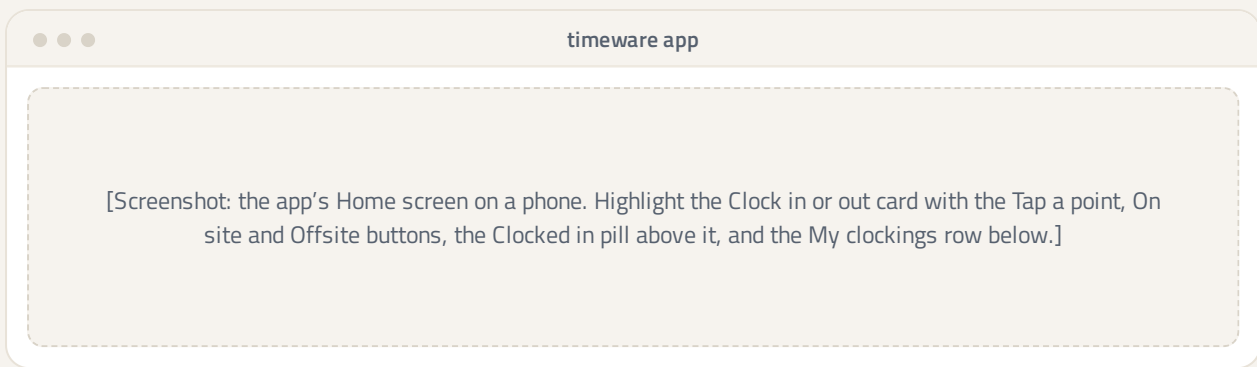


Figure 5 — The Clock in or out card in the app

Walkthrough: check a clocking in the app

1 Open My clockings

On Home, tap **My clockings**. The line under it says **Everything synced** or, for example, **2 waiting to sync**.

You see: the employee's clockings, grouped under **Today**, **Yesterday** and earlier dates.

2 Read the labels on a clocking

You see: **Synced**, **Waiting to sync** or **Failed · Retry**. Offsite clockings are labelled **Offsite**, with a **Map** link. A clocking that needs a check shows **Pending review**, and later **Accepted**.

3 Send anything waiting

If clockings are waiting or failed, tap **Sync** (with the number waiting) at the top, or **Retry** on a failed clocking.

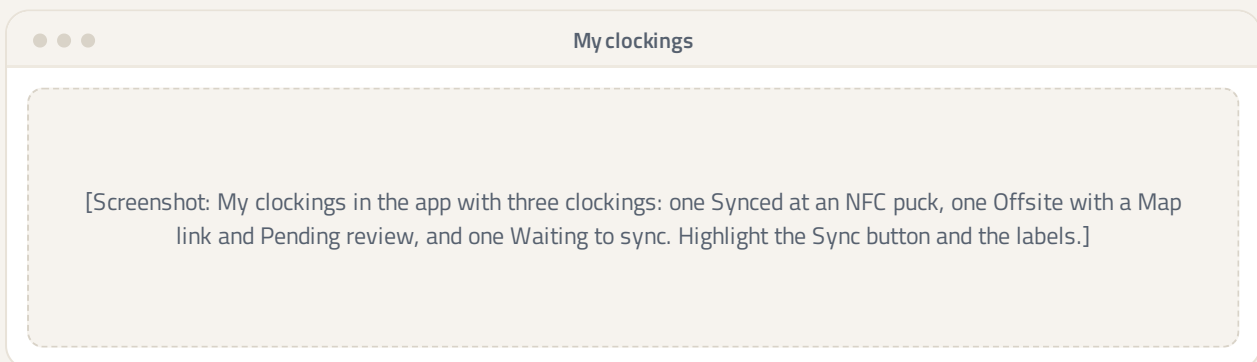


Figure 6 — My clockings in the app

Seeing clockings in the **web version**

WHERE	WHAT IT SHOWS
Timesheet, on the shift	The shift's Clockings column. Open the shift and click Device bookings to see every clocking for it, with When, Type, Device and Status . A warning icon marks an app clocking that needed a check.
Timesheet, Unallocated clockings button	That employee's clockings that did not match a shift. The button shows how many there are.
Unallocated clockings window	Everyone's unallocated clockings, one row per employee, with Clockings, Oldest and Devices . Open it from the menu search or the dashboard row.
Clockings needing review window	App clockings with weak location or time evidence, with Why it needs a look . Opened from the dashboard row of the same name.

Table 5 — Where clockings show up

Walkthrough: sort out an unallocated clocking

1 Open Unallocated clockings

In the main menu search, type "unallocated" and click **Unallocated clockings**.

You see: These clockings from a device didn't match a shift, usually because the time is outside the hours the shift allows. and one row per employee.

2 Review one employee

Click **Review** on their row.

You see: each clocking with its **Device, Time** and **Status**.

3 Correct the time, or delete the clocking

Change the time if it was wrong, or click the bin to mark a clocking that is not needed for deletion.

4

Save

Click **Update** (it shows the number of changes).

You see: **Clocking updated.** or **Clocking deleted.** If the new time still does not fit a shift:

Clocking time saved, but it still doesn't match a shift. Check the time, or the shifts on that day.

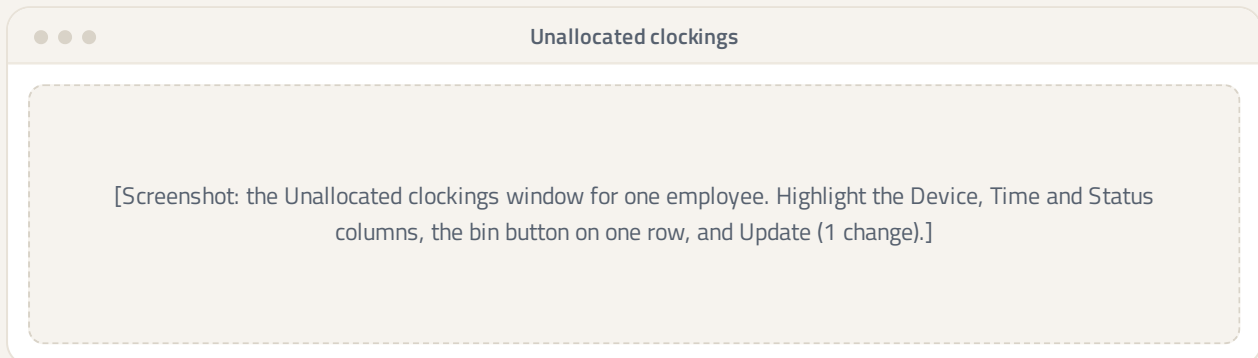


Figure 7 — Sorting out unallocated clockings

Walkthrough: accept clockings needing review

1

Open the list

On the Workforce dashboard, click **Review** on the **Clockings needing review** row.

You see: each clocking with the employee, when they clocked, the device, and **Why it needs a look**, for example **About 200 m outside the site**, **Automatic time turned off** or **Faked location**.

2

Check anything unusual

Click **Open timesheet** to see the clocking in context.

3

Accept the ones that are fine

Tick them and click **Accept**.

You see: a summary such as **5 accepted, 0 failed**. In the app the clockings now show **Accepted**.

When a clocking doesn't show

Work through these checks in order. Most calls are solved by the first four.

1 Is it in the app's list?

For an app clocking, ask the employee to open **My clockings**. **Waiting to sync** or **Failed · Retry** means it never reached the server: they should tap **Sync** once they have signal.

2 Is it unallocated?

Open the employee's timesheet and look at the **Unallocated clockings** button. A clocking outside the hours the shift allows lands here instead of on the shift.

3 Is it on a different shift?

Open the shift and click **Device bookings**. The clocking may have matched the day before or after.

4 Is the device working?

Open Device health. An **Offline**, **Faulty** or silent device may not be sending clockings.

5 For a puck: is it online?

On the Devices page, check the puck's **Status** is **Online**. The app only offers online pucks. If the app said **This NFC tag is not registered as a clocking point**, the status or the **NFC Unique ID** under **Network / Hardware** is the likely cause.

6 For a reader: can the employee use it?

Check the employee is in a device group that contains the reader, that their employment status allows attendance devices (candidates and leavers usually do not), and that they have a credential on the **Credentials** page.

7 For the app: are they allowed to clock?

Check their ESS policy: **Clocking** must be ticked, and to clock away from a clocking point **Allow offsite clocking** must be ticked too.

Limits at a glance

WHAT	LIMIT	NOTES
Time between two app clockings	1 minute	A second clocking within a minute shows Already clocked , as a double tap
Pucks and geo points offered in the app	Status Online only	A geo clocking point also needs its site's location and ringfence
When a device counts as silent	24 hours	The company can change this on the dashboard row. Suspended devices and devices that have never clocked are left out
Clockings needing review	Last 30 days	Older unreviewed clockings drop off the list. The row is overdue after 3 days
Unallocated clockings	Overdue after 7 days	The dashboard row turns overdue when the oldest has waited this long

Table 6 — Limits at a glance

How it connects to other features

- **Sites:** every device belongs to a site. The site's ringfence, set on the **Sites** page with **Is ring-fenced?**, is what geo clocking points use and what NFC puck clockings are checked against.
- **Timesheets:** clockings from attendance devices, pucks, geo points and the app are matched to shifts and appear on the timesheet. Access readers never do.
- **Roll call and evacuations:** the device's site, **Areas served** and reader direction decide where roll call shows someone. Assembly point devices check people in during an evacuation instead of clocking them.
- **Employment:** device groups sit on each employment. For a new starter they are chosen in the **Create New Employee** wizard, alongside their policies.
- **Credentials:** cards, fobs, fingerprints and faces enrolled on a reader appear on the employee's **Credentials** page by themselves.
- **ESS policies:** decide whether the app shows clocking, and whether offsite, offline and cost centre choices are allowed.

- **Cost centres:** a device can book its clockings to one cost centre, unless the employee chooses another in the app or it is changed on the timesheet.
- **Workforce dashboard:** the **Device health**, **Unallocated clockings**, **Clockings needing review** and **Clocking quality** rows, if the user's dashboard includes them.
- **Subscription:** the company's **Subscription** page shows a **Device Package** with how many of each kind of device are in use.

Things to be aware of

- **Device groups are for readers, not the app.** The app offers every online puck and geo clocking point in the company, whatever the employee's device groups.
- **A new puck starts as Unknown.** A device added on the Devices page has the status **Unknown** until it is changed. A puck or geo point only appears in the app once it is **Online**.
- **"Clocked in" on the app's Home pill.** The pill says **Clocked in** and the time for any clocking made today, even one that was a clock-out. The timesheet decides what each clocking counts as.
- **Clockings needing review already count.** Accepting one only records that someone has checked it. It does not add it to, or remove it from, the timesheet.
- **Outside the ringfence.** When offsite clocking is allowed, an on-site clocking from outside the ringfence is still recorded and marked for review. When it is not allowed, a clocking well outside is refused with a message such as **You are about 250m outside this location's boundary and offsite clocking is disabled for your policy.**
- **Without offsite clocking,** employees who cannot prove they are at a clocking point cannot clock at all. The ESS policy page warns about this.
- **Assembly point pucks don't clock.** Tapping one when no evacuation is running shows **No evacuation is running** and records nothing.
- **Access readers don't fill timesheets.** Their clockings are kept for roll call and for the timesheet's device list, but never become shift times.
- **Deleting a device group** is refused while employees are assigned to it: **Cannot delete this device group. Employees assigned to it: 3.** Groups that come from BioStar 2 cannot be changed or deleted here.
- **The app's own device (EmployeeSelfService)** cannot be deleted, have its type changed, or be put in a device group.
- **Deleting a device** is permanent. Suspend a device instead if it might be used again.
- **Biometric data.** Fingerprints, faces and other biometrics are special category data. The Credentials page reminds users to offer another way to clock, such as a card or PIN code, to anyone who does not want to use them.

Common support questions

“The app says ‘This NFC tag is not registered as a clocking point.’”

Find the puck on the Devices page. Check its **Status** is **Online** and that the **NFC Unique ID** under **Network / Hardware** is filled in. Then ask the employee to close and reopen the app so it picks up the change. **[Check: whether reopening the app is enough, or it needs a sign-out.]**

“There’s no Clock in or out card in the app.”

Their ESS policy does not have **Clocking** ticked under **Features**. The card only appears when it is.

“I can’t see the On site button.”

The company has no online geo clocking point whose site has a location. Check the Devices page for a **GeoClockingPoint** and its site’s ringfence.

“It says Already clocked.”

The employee clocked less than a minute ago, and the app treats the second tap as a double tap. The first clocking is kept. They can clock again after the minute.

“A new starter’s card doesn’t work on the reader.”

Check their employment has a device group that contains the reader, that their employment status allows attendance devices, and that the card is listed on their **Credentials** page.

“My clocking says Pending review. Will I get paid?”

Yes, it already counts on the timesheet. It is waiting for a manager to check the location or time, and will show **Accepted** once they have.

“My clocking is missing from my timesheet.”

Work through [When a clocking doesn’t show](#). The usual answer is that it is unallocated because it fell outside the hours the shift allows.

Try it yourself

Use a demo or training company, never a customer's.

1 Tour the devices

Open **Configuration > Time > Devices**. Step through the devices and note each one's type, site and status.

2 Check device health

Open Device health from the menu search. Open one device from the list and read its **Device health** section.

3 Look at a device group

Open **Configuration > Time > Device groups** and list the devices in one group.

4 Check an employee

Open a test employee's current employment and find their device groups under **Policies and clocking devices**. Then open their **Credentials** page.

5 Find a clocking

Open the same employee's timesheet, open a shift and click **Device bookings**. Note which device each clocking came from.

TIP

Check your understanding. A customer has just fitted a new NFC puck in the canteen and added it on the Devices page. Employees say the app tells them the tag is not registered. The NFC Unique ID is correct. What would you check next?

Answer: the puck's **Status** under **Device health**. A new device starts as **Unknown**, and the app only offers pucks that are **Online**.