Popular Questions

time-help.frontlineeducation.com/hc/en-us/articles/115005918767-Popular-Questions

How can we help?

I need a reminder about my login info!

You can request a username reminder by clicking **I forgot my ID or username** or a password reminder by clicking **I forgot my PIN or password** at the bottom of the log-in box. If you are still having difficulty logging in, please contact your district's time and attendance Administrator.

Where can I find a complete list of the employees?

When logged into your time and attendance system, click on the **My Users** icon to see a complete list of employees that fall under your system visibility.

In that same screen, you can check the box for Early clock-in allowance and enter the number of minutes the employees can clock in before their shift start.

How do I print out timesheets?

You can print out complete timesheets using the "Work Detail" report.

What is the difference between "Actual" and "Adjusted" time?

"Actual" is the time when an employee clocks in on a web clock. "Adjusted" is the time that pay will be calculated from. Adjusted time can be either manually entered on a timesheet, or the result of a rounding rule applied to the actual time.

Where can I find a list of missing clock-in and clock-out events?

First, go to the Clock Exceptions report. In the "Narrow by Exception" filter, uncheck the box beside "all Options" and then check only the boxes beside "Missed In" and "Missed Out" exceptions. You will notice both "Actual" and "Adjusted" options. "Missed Out - Adjusted" will only show those timesheets that still have missing punches and need correction. Lastly, click **Run Report**.

How do I approve timesheets before the pay period passes?

When you open the "Timesheet Review" report, select the "current" option in the drop-down menu under "Date Range." Then click **Search**. This will bring up all timesheets in the current pay period. To learn more about reviewing and approving timesheets, click here.

What do I do if an employee clocks into the wrong job?

If an employee clocks into the wrong job, you can move timesheet events from the current timesheet to the correct timesheet. This is done by clicking the **Actions** button on the timesheet, and then selecting **Move Timesheet Events** from the drop-down.

How do I see who made a specific change to a timesheet?

Within each timesheet, there is a "Change Log" that shows every detail of activity that took place during that date range.

Why can't I edit an employee's timesheet?

Check the status of the timesheet to make sure it is not approved. If it is approved, it's status will need to be reset to "pending" in Timesheet Review before it is able to be edited. If you are still unable to edit the timesheet, it is possible that it has been "locked" for payroll, or your permissions may not allow you to edit the timesheet. For more information, please contact your time and attendance Administrator.

Why can't I see an employee's timesheet in Timesheet Review?

While in Timesheet Review, first filter by "None" to make sure you are not unintentionally filtering out the employee you want to find. If you still cannot see the employee, you will need to contact your time and attendance Administrator to assist you in updating your visibility profile.

Why is an employee's absence not showing up on their timesheet?

There may be several reasons that an absence would not show on an employee’s timesheet. For more information on how to troubleshoot missing absences, check out Why Isn’t this Absence Showing up on the Timesheet? If an absence is showing on the timesheet, but with incorrect absence times, take a look at this article on Troubleshooting Incorrect Absence Times on an Employee’s Timesheet.

Is there an easy way to see all overtime events for my employees?

Yes - you can use the Payroll Review report for this. Simply choose the date-range, and then under "Wage Codes," choose "OT15" and others with "15" at the end. If you would like to review any and all time above schedule, you should include the GAP wage code as well.

How do I change an employee's work schedule or location?

The easiest way is to search for the person in the universal search and click on the User Settings icon. (If you already made the change in absence management, you can jump right to their time and attendance User Settings using the link at the top of their absence management General Information.)

Expected hours and location settings are added through the user’s Position Assignment. For more information on adding and editing position assignments, visit the article Managing Position Assignments for Individual Users. If you have questions about which employees require work schedules, check out this article on Determining If a Work Schedule Applies.