FrogTime Manager Training Manual

Student & Biweekly Temporary Employees
Manager Training Package
Goal: To accurately and efficiently manage employees’ time

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Section I- Manage Time
Pre-Payroll Processing Checklist

Managers and Timekeepers will need to review and approve employee hours and outstanding exceptions before payroll processing can begin.

All employee time records must be approved **EVERY Monday at 10:00 AM.**

- Reviewing pay period time segments for errors
  - Reviewing Time Segments
- Managing Time/Making Corrections to Employee Time Segments
  - Adding segments
  - Editing segments
  - Deleting segments~ *(email HRpayroll@tcu.edu)*
- Managing Exceptions
  - Manager Approval
  - Missed Punches
  - Overtime
  - Conflicting Shifts
- Managing Missed Punches
  - Edit and Verify Missed Punches
- Approving Exceptions/Approve Hours
  - Manager Approval
  - Missed Punches
  - Overtime
  - Conflicting Shifts
The purpose of reviewing time is to identify any errors in employees' worked hours during the period.

**Viewing Employee Time**
1. Browse to **Hours > Group Hours**
2. Set your Date Range to the **“This Period”** and click **Update**.
3. You can set your default date selection to your pay period by clicking on the **Options** button.
4. Review employee time for any errors or missed punches
5. Make corrections to employee time segments (See ‘Manage Time’, pg. 4)
The purpose of managing time is to correct any errors in employees' worked hours during the period.

Adding Employee Time

1. Browse to Hours > Individual Hours.
2. Select the Employee to add time.
3. Click on the + Add button.
4. Enter the date and time next to Time in and Time out. You can use the calendar to select a date and the clock icon to enter a time, or manually enter the date and time.
5. To enter in a Timesheet click on the + Add . Check Time sheet entry. This will enable the Hours field and allow you to enter in a segment length. The Date and Time In can be entered and you can select the proper Job Code from the drop down.
6. If you are clocking an employee in, check Individual is clocked in and click Save, this will allow the employees to clock out at the end of their shifts.
7. To specify the job code worked for this shift click the Job Code drop-down.
8. If the segment was the result of a missed punch, you can indicate this by selecting Missed in punch and/or Missed out punch.

NOTE: Job code—activity the employee is doing in your department
Editing Employee Time

1. Browse to **Hours > Individual Hours**.
2. Select the Employee to edit time.
3. Click on the segment to highlight it, then click **Manage**, then **Edit** to access the **Edit Segment** window. You can also double-click on the segment.
4. The **Time In** and **Time Out** fields can be edited.
5. If the employee is currently clocked in, enable **Individual is clocked in**.
6. If you want to make the segment a time sheet entry, check **Time sheet entry**. This will enable the **Hours** field and allow you to enter in a segment length. The **Date** and **Time in** will remain as the anchor point of the shift.
7. To change the job code worked for this shift, click the **Job Code** drop-down.
8. Click **Save**
Deleting Employee Time

This option is not available for FrogTime Managers at this time

Email TCU payroll for deletes - hrpayroll@tcu.edu
Managing Exceptions:

1. To approve your employees’ exceptions go to **Hours > Group Hours**.
2. Click the **Exception Filter** button and check each exception you want to manage and click **Filter**.

The **Exception Filter** allows you to filter segments based on the exceptions flagged on your Employees’ shifts. For example, if you are required to approve all missed punches before processing payroll, you can filter all the segments worked that week to see just those segments that have unapproved missed punches so you can focus on editing/approving only missed punches.

3. Next, set the date range to **Current Pay Period** and click **Update**. This will load all employees’ segments that have unapproved exceptions specific to the exceptions checked in the **Exception Filter**.
Three ways to determine which segments still have exceptions that require approval by looking at the exceptions column.

- If a segment is **blank** then all exceptions that require approval have been approved.
- If a segment is has a **blue dot**, then all exceptions that require approval have been approved.
- If a segment has a **red dot**, then there is an exception that still requires approval.

Exceptions can be displayed by hovering over a blue or red dot next to each segment. Those that require approval will be listed under the 'Requires Approval' section.

Anything listed under ‘Exceptions’ is informational only and does not require approval, but notifies you that a particular exception did occur during your employees' shift.
Frog Time Approver Managing Missed Punches:

Missed punches occur when an employee fails to perform a clock operation, either for clocking in or out for a shift or break.

Entering in a Blank Missed Punch

**Record a blank time in/out and flag as a missed punch:** These options create a blank time for the missed punch and allow the employee to perform the clock operation. The time of the missed punch must be entered before the week can be closed.

If the option to **record a blank time in/out and flag as a missed punch** is selected, then a User (Manager) will need to enter the missed punch time on behalf of the employee.

When you browse to either Individual Hours or Group Hours, you'll see segments like the ones below:

![Image of segment editor](image.png)

To enter a missed punch time in place of the **<< Missed >>** segment:

1. Right-click on the segment with the **<< Missed >>** punch and select **Edit**.
2. Next to the segment that is missing, enter in the time that the missed punch occurred.
3. Click **Save**.

Upon saving the corrected segment, the missed punch will be automatically marked as Approved.

**PAYROLL TIP: Approve time daily**
Correcting an Entered Missed Punch

If the missed punch time that has been entered (either by the Frog Time Approver or the employee), as pictured below, is inaccurate, you can correct it using the following steps:

1. Right-click on the segment with the inaccurate punch and select Edit.
2. Next to the segment that needs to be changed, enter the time that the missed punch occurred.
3. Click Save.

Upon saving the corrected segment, the missed punch will be automatically marked as Approved.

Approving an Entered Missed Punch

* Record the scheduled time in/out (if available) and flag as a missed punch: If the employee is working on a schedule, this option records the time they were supposed to clock in or out, and allows the employee to perform his/her clock operation.

*Disclaimer: Phase #1 training for basic and advance scheduler is NOT available

Allow the employee to enter the time in/out and flag it as a missed punch: This option allows the employee to enter the time that they were supposed to clock in or out and flags it as a missed punch.
When you browse to Individual Hours or Group Hours, you will see segments like the ones below.

If the missed punch time that has been entered (either by the Frog Time approver or employee) is correct, approve the segment as follows:

1. Highlight the segment by checking the box to the far left.
2. Click on Manage Exceptions and set Missed Punches to Approve.
3. Click Apply.

**PAYROLL TIP**: In the “note” section give a reason why there was a missed punch or an edit.
Approving Exceptions

1. Browse to Hours > Group Hours.
2. Set your Date Range to “This Period” and click Update.
3. Click the Resolve Period button and select the radial under the Approve column next to the exception you want to approve and click Apply.

Note: Resolve Period will approve or unapprove ALL exceptions, not just the ones visible on the current page you are viewing.
Section II- Manage Tools
Running a Report

1. Select the report you’d like to run from the Period Reports screen (Reports > Period Reports).
2. By default, the report that you run will include all employees. To limit which individuals will appear on the report, set an Employee or Job Code filter.

3. Enter in the date range for the report or select a pre-defined date range from the drop-down.

4. After selecting one of the report categories, select the report you’d like to run.
5. Click on the **Download** button to choose which output format you would like to download:
   - HTML: The output is produced in an .html file that can be opened by a web browser.
   - PDF: The output is produced in a .pdf file that can be opened in Adobe Reader or another program designed to read .pdf files. As the .pdf report is more difficult to edit than the other formats, many companies use this for producing reports to send out.
   - Open XML: The report is produced in an .xml file that can be opened in Microsoft Excel or OpenOffice.

6. Click on **Settings** to change individual items on the report. These settings are unique to each report.

7. Click **Preview** to quickly see the report and make sure that it includes all of your criteria.

8. Click **Print** to send the report directly to your printer for physical copies.
1. In the Period Reports window, select the report for which the saved report will be created.
2. Click the Create Saved Report button.

3. Double-click the ‘Category’ drop-down to choose an existing report category, or create a new category by typing it into the box. This represents the section that the report will be filed under when viewing your saved reports.
4. To choose specific employees to include in the report, place a check next to Save employee filter, and click Employee Filter.
5. To choose specific job codes to include in the report, place a check next to Save job code filter, and click Job Code Filter.
6. To adjust any report-specific settings, click on the Settings button at the bottom of the window.
7. Select Save
Automating a Report

Once you’ve created a Saved Report, you can also automate that report. This will allow TimeClock Plus to run a report on your behalf, without the need to log into the software, and have that report e-mailed to yourself or any desired recipients.

1. From the Saved Report window, click the Add button under Report Automation.

2. Use the ‘Description’ field to enter a name for the report automation.

3. Select a User to run automation. This is the user whose information will be used to send out any e-mails that are sent with the automation. This user must have an e-mail defined under their User Profile (Configuration > User Profiles).

4. Beneath that, select the period of time that you want to include in the report

5. Click Next
6. On the **Output Options** screen, select the **Report Format** in which the report will be run.

7. Click **Next**.

8. In the **Message Recipients** window, enter the e-mail address of each individual who will be receiving this report and click **Add**.
9. Click Next.
10. On the Email Content tab, enter what you would like to appear in the body of the email with the report when it is sent out.

11. Click Next.
12. On the Task Scheduling tab, you'll get to choose when this report gets sent out. By default, this report will be configured to send out daily at the time you created it. To edit that setting, click the Edit icon.
Next to **Execute**, select the frequency with which this report will be sent.

13. Select the date you want this report to begin sending and an expiration date (if necessary).
14. Enter the time of day to send the report.

15. Click **Save** on the Schedule Task Rule window.
16. Click **Finish** in the Report Automation window.
17. Click **Save** on the Saved Report screen.
The Employee Status screen allows managers to monitor employees in real time. From this screen, you can see which employees are clocked in, what job code they are working in, and how long the employee has been clocked in.

Employee Status Tabs

Browse to **Tools> Employee Status:**

- The **All** tab allows the user to view every employee they have access to, their status, and (if clocked in) their job code, time in, and location.
- The **Clocked In** tab only shows the clocked-in employees, as well as the job code that employees clocked in to, the time they clocked in, and the location of the clock operation.
- The **Auto Out** tab only shows employees that are clocked into an auto-out job code, the job code that employees is clocked into, the time they clocked in, and the location of the clock operation.
- The **Not In** tab only shows employees that are not currently clocked in.
- The **Last Punch** tab shows employees, their status, their last clock in, and their last clock out.
- The **Hours** tab shows employees, their hire date, the amount of hours worked today, the amount of hours worked this week, the employees' status, and the last time that employee clocked out.
**Audit Log**

The Audit Log allows you to examine changes that have been made to employees’ hours, and profiles as well as situations where employees have not completed a clock operation.

**Hours Audit Log**

1. Browse to **Tools > Other Tools > Audit Log**.
2. Next to **Select Feature**, select **Hours Audit Log**.
3. By default, this feature will load all of the changes that have been made to the present day. To only view certain changes, use one of the following filters:
   - **Employee Filter** to select which employees will appear.
   - **Job Code Filter** to select which job code hours will appear.
   - **User Filter** to see changes made by a particular user.
   - **Advanced Filter** to see particular types of clock operations or changes made using a specific software tool.
4. To view changes made to hours during a particular timeframe, change the date range boxes.
5. Once necessary changes have been made, click **Update** to view audits based on the specified criteria.
6. Click the icon next to the date to see the details of any changes made to the employees’ hours including what changes were made, when they were made, and who made them.
1. Browse to **Tools > Other Tools > Audit Log**.
2. Next to **Select Feature**, select **Incomplete Clock Operation Audit Log**.
3. By default, this feature will load all of the incomplete operations that have been made on the present day. To only view certain changes, use one of the following filters:
   - **Employee Filter** to select which employees will appear.
   - **Advanced Filter** to see incomplete operations from all features, or specific features.
4. To view incomplete operations during a particular timeframe, change the date range boxes.
5. When any changes needed have been made, click **Update** to view all incomplete operations accordingly.
Section III - Employee Clock Operations
To sign into WebClock dashboard

- Payroll
- Compliance
- HR Related Links

Payroll has been updated with the new tax withholding tables. Please research information on the IRS web site.
Clock Operations

The following instructions for Clock Operations are demonstrated on the WebClock application, but these instructions apply to Frog Time Clocks and RDT 300/400 Series clocks as well.

Clock In/Out

1. From the Quick Start menu the employees will enter their TCU ID (in the Employee ID field).
2. At the beginning of a shift the employees will select CLOCK IN and will be guided through several screens where the employees may see messages sent to them by their manager and a list of job codes they are assigned. When the clock operation is complete the employees should receive a message “Clock Operation Successful”
3. At the end of the shift employees will enter their Employee ID and select CLOCK OUT.

For every clock operation the employee should receive the message “Clock operation successful”
Missed Punches

Occasionally employees will forget to clock in or out which will generate a missed punch during their next clock operation. The Missed Punches tool not only tracks missed clock operations, but also allows employees to continue with subsequent clock operations while doing so.

- If an employee has missed a punch in or out, upon performing the next clock operation, a screen will be displayed requesting confirmation that a missed punch has occurred.
- To verify this is correct, the employee will click Continue
- If the employee clicks Cancel, the entire clock operation will be canceled, a missed punch will not be created, and the employee will not be able to clock in/out

2. The next screen will verify that the missed punch was a missed out or missed in then specify the date and time of the last clock operation.
   - To verify this is correct, the employee will click Continue
   - If the employee clicks Cancel, the entire clock operation will be canceled, a missed punch will not be created, and the employee will not be able to clock in/out
3. The next screen will prompt the employee to enter the date and time in or date and time out for the clock operation that he/she missed.
   - To verify, the employee will click **Continue**
   - If the employee clicks Cancel, the entire clock operation will be canceled, a missed punch will not be created, and the employee will not be able to clock in/out
4. The next screen will provide a summary of the missed punch date in and time in or date out and time out.
   - To verify, the employee will click **Continue**
   - If the employee clicks Cancel, the entire clock operation will be canceled, a missed punch will not be created, and the employee will not be able to clock in/out
5. After this screen, the employee will select a job code for the current clock operation
   - To verify, the employee will click **Continue**
   - If the employee clicks Cancel, the entire clock operation will be canceled, a missed punch will not be created, and the employee will not be able to clock in/out

![Select Job Code (Clock In)](image)

6. If the clock operation was successful, the employee will receive a “**Clock operation successful**” message.
View/Approve Hours

1. From the Quick Start menu, the employee will enter his/her Employee ID number in the Employee ID field and click **LOG ON TO DASHBOARD**.

2. From the Dashboard, click **VIEW**, then **Hours**.

3. Under VIEW HOURS, the employee can see all shifts they have worked for the current week and use the navigation arrows in the top left to view previous weeks.

4. Employees can check the box under the **\(\checkmark\)** column to approve their hours. This is their electronic signature verifying their hours are correct.

![VIEW HOURS Table]

<table>
<thead>
<tr>
<th>Time In</th>
<th>Time Out</th>
<th>Hours</th>
<th>Shift Total</th>
<th>Week Total</th>
<th>Job Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/14/2016 08:00 AM</td>
<td>&lt;&lt; Time sheet &gt;&gt;</td>
<td>8:00</td>
<td>8:00</td>
<td></td>
<td>200 - Vacation</td>
</tr>
<tr>
<td>11/15/2016 09:00 AM</td>
<td>11/15/2016 05:00 PM</td>
<td>8:00</td>
<td>8:00</td>
<td></td>
<td>1 - Tech</td>
</tr>
<tr>
<td>11/16/2016 09:00 AM</td>
<td>11/16/2016 05:00 PM</td>
<td>8:00</td>
<td>8:00</td>
<td></td>
<td>1 - Tech</td>
</tr>
<tr>
<td>11/17/2016 09:00 AM</td>
<td>11/17/2016 05:00 PM</td>
<td>8:00</td>
<td>8:00</td>
<td></td>
<td>1 - Tech</td>
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<tr>
<td>11/18/2016 09:00 AM</td>
<td>11/18/2016 05:00 PM</td>
<td>8:00</td>
<td>8:00</td>
<td>40:00</td>
<td>1 - Tech</td>
</tr>
</tbody>
</table>
Purpose:
Department Managers can identify delegate(s), who in the absence of a direct supervisor of an employee can approve the time and leave of employees. This includes both my.tcu.edu leave approval, and FrogTime time approval.

Delegate Setup Page
A department manager automatically granted access to the delegate setup page. This page can be access through my.tcu.edu, Department/Budget Manager Tile, and Delegate Setup Tile.

Click the Search button to view the departments you have access to manage. Then select the department.

Identifying the Delegate

The budget manager can identify the delegate by first clicking the Add Delegate link – this creates a new page in the setup page. Enter the employee’s id number, or click on the magnify glass to search and then select the appropriate person. The employees included for the delegate include all exempt & nonexempt employees in the department & the roll up department.

An active delegate gains access to the setup page only when the department manager has identified them as a delegate
Delegate Setup

Tasks that can be delegated are:
- Leave Approval
- Time Sheet Delegate (FrogTime)
- Time Clock Scheduler Access

A delegate can also setup email notification for leave approval. Enter the effective date for the delegation. Select the task to be delegated by clicking the check mark box. Also, click the option “Is delegate Active.” This is used to terminate access, which is discussed later in this document. Click the save button.

Terminating Delegate Access

Delegate access can be removed entirely, or for selected systems. To do this, click the “Add Effective Date” link for the identified delegate. This creates a new effective dated page. Enter the date you want the access removed. To terminate all access – unclick “Is Delegate Active.” To terminate only certain system access, unclick only the system you want to remove access. Click the save button. To stop email notifications, unclick that option. Click the save button.
FIRST STEPS TO TROUBLESHOOT PROBLEMS
AT THE TIME CLOCK

1. Are green lights on?
   - NO
   - YES
     Swipe Card or Enter TCU ID Number
     - YES
       Able to Clock in?
       - NO
       - YES
         Job Code Correct?
         - NO
         - YES
           Clock In/Out
           Complete process
     - NO
       Go to Supervisor
       - NO
       Set up as employee?
       - NO
         Complete all paperwork and approvals
         - YES
           Call HR 7790

Call HRIS. 7790
M – F 8:00 – 5:00
WHAT IS THE CLOCK NUMBER?
After hours send email to:
HRFrogTime@tcu.edu
Payroll Tips!

- It is a must to hire all student employees thru the EPAF system before they begin working in the department.
- Do not wait until the last Friday of the pay period end date to hire students.
- If the student has worked hours in the current pay period, and the department needs to terminate the job, the termination effective date MUST be the start of the following pay period. Any EPAF action during the current pay period could prevent hours being paid.
- Please run the Department Manager’s Active Student Report often. This is the list of current student employees.

FrogTime Timeline

**Phase One FrogTime** - collection only (replacing student and temp employees paper pay sheets with clock swiping)

**Phase Two FrogTime** – basic scheduling following completion of phase one.

**Phase Three FrogTime** - TBD

As always, your support and patience are greatly appreciated.

Your FrogTime Payroll Team