

TIMECLOCK PLUS FREQUENTLY ASKED QUESTIONS

1. HOW DO I APPROVE AN EMPLOYEE'S TIMESHEET THAT SHOWS NO HOURS? THEY DON'T SHOW UP IN MY GROUP HOURS TAB.

Employees do not show up in the **Group Hours** tab until they have time recorded for the week. You must use the **Individual Hours** tab to record time for an employee or to approve their timesheet if they are not already in the **Group Hours** tab.

2. WHY DOES MY ACCOUNT LET ME ACCESS THE SYSTEM AS AN EMPLOYEE BUT NOT AS A MANAGER?

There are two separate links to the two online portals: the employee portal and the manager portal.

To enter, edit and approve your own time, use the following link to log in to the online employee portal:

<https://278349.tcplusondemand.com/app/webclock/#/EmployeeLogOn>

To manage your employees' time, use the following link to log in to the online manager portal: <https://278349.tcplusondemand.com/app/manager/#/ManagerLogOn/278349>

Note: at the bottom of the log in page of the online manager portal, there is a small icon of a person with a clock under "WebClock" that, when selected, will also take you to the online employee portal to manage your own time.

3. AS A MANAGER, HOW DO I ENTER MY OWN TIME?

Select the icon of a person with a clock under "WebClock" at the bottom of the log in page of the online manager portal to access your personal time entry or use the following link:

<https://278349.tcplusondemand.com/app/webclock/#/EmployeeLogOn>

4. CAN AN EMPLOYEE WHO USUALLY CLOCKS IN AND OUT USING A KIOSK, CLOCK IN AND OUT ON A WEB BROWSER?

Yes, unless their permissions have been restricted per manager request.

5. MY EMPLOYEE SAYS THEY CLOCKED IN – WHY CAN'T I SEE THEIR PUNCHES?

The employee likely did not follow through with the entire clock in procedure, which includes:

- Log in by entering their employee ID
- Selecting the CLOCK IN button
- Selecting Continue
- Selecting a Project Code
- Selecting a PLC
- Selecting Continue again

After completing the clock in process, a message will appear that confirms the clock operation is successful. Employees should be trained to continue until they see this message to ensure correct recording of hours worked.

