

Administrator Quick Reference

Virtual TimeClock® Network

Your time clock program runs in either User or Administration mode. User mode is where workers clock in and out and view their timecard. Administration mode is where program administrators and managers edit and print timecards, close payroll, and configure the time clock options. This quick reference guide covers the Administrative mode of Virtual TimeClock.

Turning Administration On

To enter Administration mode, select **Turn Administration On** from the *File* menu. If security is enabled, you will be required to enter your administrator or manager password to turn on Administration.

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Administrative Actions

The administration window consists of an administrative toolbar and an in & out list of users showing their current status. Each administrative action is discussed below.

Virtual TimeClock Pro Administration • 1:01 PM

Entry Editor Add Entry Add Leave Reports Export Approval Messaging Backup Configure

In	Name	Status	Date	Time	Elapsed	Msgs
	Allerton, Mary	Out for the Day	Yesterday	1:39 PM		
	Browne, Peter	Binding	Today	8:15 AM	4:46	
	Doty, Edward	Graphics	Today	8:00 AM	5:01	1
	English, Thomas	Paid Break	Today	11:56 AM	1:05	
	Howland, John	Printing	Today	8:00 AM	5:01	3
	Rigsdale, Alice	Lunch	Today	12:58 PM	0:03	2
	Standish, Rose	Out	Thu, Nov 30	5:02 PM		
	Story, Elias	Front Counter	Today	8:00 AM	5:01	2
	Wilder, Roger	Graphics	Today	8:15 AM	4:46	1

Administration Mode John Howland (Administrator) Sample Data

Editing & Deleting Entries

Entries can be selected by worker for any date range. Once the selected entries have been displayed, you can modify or delete them. Click **Entry Editor**.

Entry Editor

Select Entries Edit Entry Add Entries Add Leave Insert Break Insert Lunch Delete

Name	Start Date	Start Time	Stop Date	Stop Time	Activity	Hours
Browne, Peter	Tue 12/5/23	8:15 AM			Binding	
Doty, Edward	Tue 12/5/23	8:00 AM			Graphics	
English, Thomas	Tue 12/5/23	8:30 AM	Tue 12/5/23	11:56 AM	Front Counter	3.50
English, Thomas	Tue 12/5/23	11:56 AM			Paid Break	
Howland, John	Tue 12/5/23	8:00 AM			Printing	
Rigsdale, Alice	Tue 12/5/23	8:01 AM	Tue 12/5/23	12:58 PM	Front Counter	5.00
Rigsdale, Alice	Tue 12/5/23	12:58 PM			Lunch	
Story, Elias	Tue 12/5/23	8:00 AM			Front Counter	
Wilder, Roger	Tue 12/5/23	8:15 AM			Graphics	



Double-click an entry to edit the punch time.



Modified entries are flagged with an 'M' on timecard reports.



Timecards can also be edited from the toolbar of the report window.

Clearing Entry Errors

Virtual TimeClock will automatically prompt users returning to work when they have missed a prior clock out. The entry is flagged and marked with an error on their timecard. A time clock manager or administrator uses the Entry Editor (see below) to enter the correct stop time and uncheck “Stop Error” checkbox for a missed clock out. Click to learn more about the [missed stop feature](#).

The screenshot shows the 'Entry Editor' window. On the left, a list of users includes 'Doty, Edward' which is highlighted. The main form contains the following fields: Name (Edward Doty), Activity (Graphics), Shift (Unassigned), Date (12/04/23), Start (8:00 AM), Stop (8:00 AM), and a checked 'Stop Error' checkbox. A note field contains 'User estimated stop: 5 Actual Stop: 1:11 PM 12/5/23.' At the bottom are 'Cancel' and 'Save' buttons. In the background, a timecard report is visible, showing an 'Error' for the 'Graphics' activity on 12/5/23.

Adding Manual Entries

Sometimes you'll need to record timecard entries manually, like to give a worker credit for time worked offsite or when they forget to clock in. Click **Add Entry**.

The screenshot shows the 'Add Manual Entries' window. On the left, a list of users has 'English, Thomas' selected. The main form includes: Start (7:55 AM, 12/11/23), Stop (4:50 PM, 12/11/23) with a checked checkbox, Lunch (11:30 PM to 12:40 PM) with a checked checkbox, Activity (Binding), Shift (Unassigned), and a Note field. 'Cancel' and 'Create' buttons are at the bottom.



Manual entries are flagged with an 'A' on timecard reports.

Adding leave entries

You can add leave entries for holidays, personal time, sick leave, vacation, or any leave category you've created. Click **Add Leave**. Click to learn how to [assign leave awards to users](#).

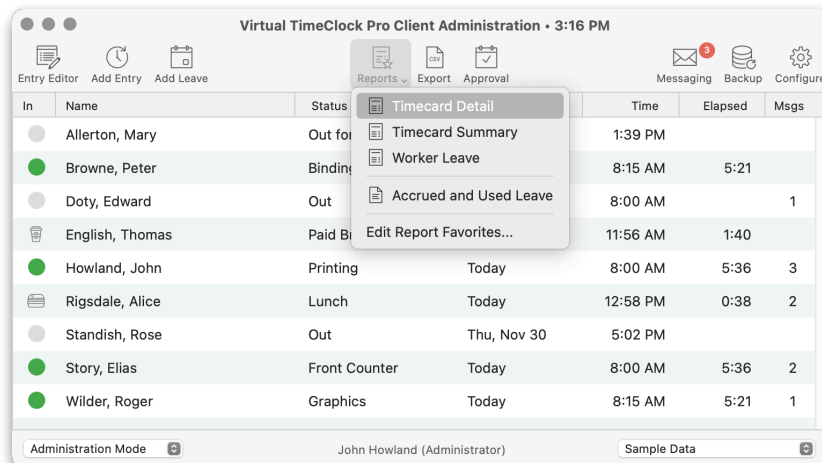
The screenshot shows the 'Add Leave Entry' window. On the left, a list of users has 'Standish, Rose' selected. The main form includes: Leave type (Vacation), Time Per Day (8 Hours), How many Days (1), Start Date (12/25/23), End Date (Monday, December 25, 2023), Shift (Unassigned), and a Note field. 'Cancel' and 'Create' buttons are at the bottom.



Leave awards and categories can be added in the **Configure** window.

Printing Timecards

Virtual TimeClock comes with built-in reports that allow you to print employee timecards by activity, department, leave category, shift, or person. You can also print summary reports for management, accounting, or payroll entry. Click the **Reports** menu to print or save timecards as a PDF.



Timecard Detail is the default worker timecard.



Timecard reports can be customized by clicking **Report Writer** in the **Configure** window.

Program reports

User contact lists, telephone lists, late arrival, user status and profile reports can also be printed from the **Reports** menu.

Editing report favorites

Reports that you run often can be added to the toolbar so they're easy to find and print. Click **My Reports**.

Exporting Reports

Timecard reports can be exported to a text file for analysis or imported into your payroll program by clicking **Export**. Click the **Setup** button in the Export window to choose the file format and select what fields to export. Click to learn more about [exporting report data in Virtual TimeClock](#).

Payroll Approval

Payroll approval is what you do when you're ready to review timecards, generate a payroll report, export the hours to a payroll program, and close the payroll period. The Payroll Approval dashboard will automatically calculate all regular, overtime, and paid leave hours for the current payroll period. Click to learn more about [payroll approval in Virtual TimeClock](#).

Name	Regular	Overtime	Leave	Total	Salaried	Manager	Sign Off
Allerton, Mary	88.00			88.00			✓
Browne, Peter	88.25			88.25			✓
Doty, Edward	88.25	0.25		88.50			✓
English, Thomas			0.00	0.00	Yes		✓
Howland, John	88.00			88.00			✓
Rigsdale, Alice			0.00	0.00	Yes		✓

Refresh Messaging... All Timecards

- 1 Review & Approve Hours ✓ Manager Approve All Remove Sign Off ?
- 2 Run a Payroll Hours Report View Report...
- 3 Create a Payroll Integration File Save File...
- 4 Close Your Payroll Period Close Period...



Electronic timecard approval can be enabled by going to **Configure Payroll Settings**.



You can still view timecards and payroll reports from prior periods by clicking the calendar icon.



Timecard errors will have to be corrected before you can perform payroll approval and close the period. See **Clearing entry errors** in Administrative actions for details.

Review & Approve Hours

Click **All Timecards** to quickly review the hours worked for each employee in more detail, including the individual punch times. You can click **Sign off All** to approve all hours at once, or sign off timecards individually by clicking on an employee's name. Signing off indicates that the hours are accurate and ready for payroll processing.

Payroll Hours Report

The Payroll Summary report provides a permanent record of all hours worked for the payroll period grouped by hourly workers, salaried workers, workers with no hours for the payroll period, and workers with timecards that have not been signed off.

Payroll Integration File

You can export a specially formatted file of employee hours that can be imported into several popular payroll programs. If you're not set up for payroll integration, you can still print the Payroll Report for a listing of employee hours that can be manually entered into your payroll system or called in to your payroll processor.

Close Period

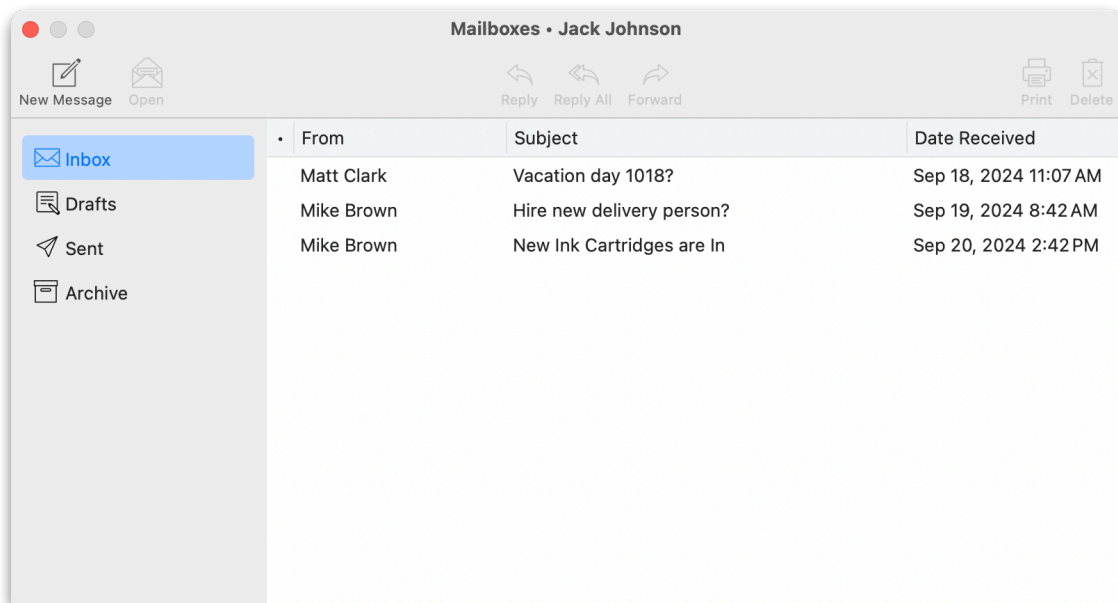
Once all hours for a payroll period have been reviewed, the Payroll Summary report printed, and employee hours exported, the payroll period should be closed. Hours for all workers must be signed off before closing the payroll period. Closing the payroll period will automatically advance the current period starting and ending dates to the next payroll period based on your payroll settings.

Why closing payroll periods is important

Virtual TimeClock will use the stored totals from a closed payroll period when running timecards rather than recalculating the totals again based on the current settings for each employee. This is important since wages, overtime, and time deduction rules may have changed. Click to learn more about [closing periods in Virtual TimeClock](#).

Messaging

Messaging functions like a simple, self-contained email system. Workers can use messaging to notify managers of a missed punch time or request a day off. Managers can communicate directly with workers or broadcast notices of meetings or other company information. Click **Messaging** to open your mailbox. Click to learn more about the [messaging feature of Virtual TimeClock](#).



Configuration Overview

The Configure window is where you set up and customize your time clock. You can open the Configure window from the administrative toolbar. Configuration settings are grouped in the categories shown below.

People

Use these settings to create and edit time clock users, create shifts & schedules, assign leave awards, create and assign departments, configure and assign overtime rules, and create and assign auto time deductions.

Groups

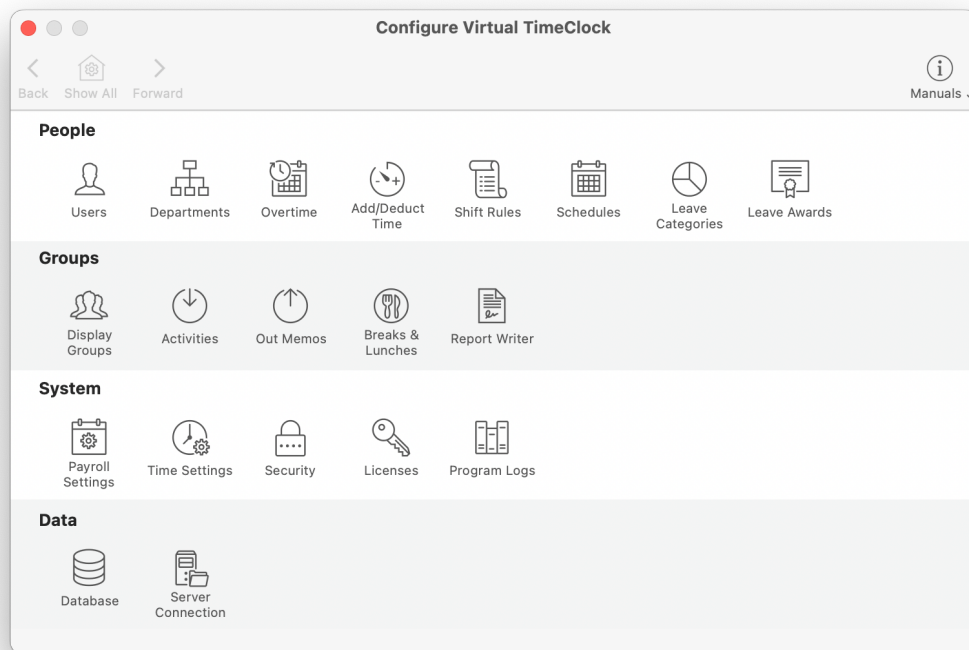
Use these settings to create and edit display groups, create activities, create out memos, configure breaks & lunches, and customize report options.

System

Use these settings to define your payroll period, set time & rounding rules, configure global security settings, view your company registration information, and review program logs.

Data

Use these settings to troubleshoot your database and schedule database backups.



Users

Virtual TimeClock users include employees who use the time clock to punch in and out, [managers](#) who need to monitor their worker's activities, and time clock [administrators](#) who have unlimited access to all time clock functions. Users can be added manually or imported.

The screenshot shows the 'Configure Users' window. On the left is a list of users: Everyone, Brown, Mike, Clark, Matt, Garcia, Ashley, Johnson, Jack, Jones, Emily, Lee, Jessica, Miller, Sarah, Taylor, Chris, Williams, Jenny. 'Brown, Mike' is selected. The main area shows details for Mike Brown: Name: Mike Brown, Address: 336 Mayflower Avenue * Woodward Park, CA 93720, Home Email, Work Email: mbrown@mycompany.com, Home Phone: (559) 456-9812, Mobile Phone, Emergencies: (408) 707-9825, Contact: Susan, Birth Date, SSN: XX-XX-XXXX. There are tabs for Access, Employment, and Notes. The Notes tab is active, showing a table with columns: Display Group Member, Sample Data, Passcode Interface. At the bottom are buttons: New User, Delete, Print User Profile, Revert, and Apply.



Each user must have a first and last name. All other information is optional and can be added anytime.



Click the **Notes** tab to record things like safety training, wage history, and employee reviews.



Use the **Show** button at the bottom of the User list to filter which users are displayed.

Importing users

Users can be imported from a CSV or QuickBooks IIF file. Click **Add**, then **Import Users** and follow the instructions for creating the import file.

Groups

Users must be assigned to at least one display group in order to clock in and out. Managers can be assigned to multiple display groups as both a display group user and a display group manager. Administrators only need to be assigned to a display group if they'll be keeping track of their time.

Password

When using the In & Out Board display group interface, new users will be prompted to create a password the first time they select their name. When using the PIN or Passcode interfaces, the user's first password will have to be created for them.

Making users inactive

Making a user inactive will remove the employee from all display groups, but you'll still be able to view their timecard history. Deleting the user will also delete their entire timecard history. Click to learn more about [inactivating time clock users](#).

Departments

Departments allow users to be grouped by role, shift, or location so you can run reports for labor costing and productivity analysis. The department assigned to the user receives credit for all activities performed by that user.

Configure Departments

Back Show All Forward Manuals

Admin

Production

Sales

Department Name

Admin Edit

Department Members

Browne, Peter
English, Thomas

Important Note:
Users may be assigned to only one department.
Assigning a user to a department removes them from any prior department assignment.

New Department Delete Edit



If your employees perform work for multiple departments, you may want to use activities to track their time instead.

Overtime

You can set the rate and threshold that overtime hours are calculated at. If no overtime rule is assigned to a worker, then all daily and weekly hours are calculated as regular hours worked. Click to learn more about [tracking overtime in Virtual TimeClock](#).

Overtime Rule

Rule Name: Daily & Weekly

Rate 1

Rate 1.5 times base pay

☒ Weekly 40

Daily

☒ Monday 8

☒ Tuesday 8

☒ Wednesday 8

☒ Thursday 8

☒ Friday 8

☒ Saturday 8

☒ Sunday 8

Consecutive Workweek Days

☐ 6th Day

☐ 7th Day

Rate 2

Rate times base pay

☐ Weekly

Daily

☐ Monday

☐ Tuesday

☐ Wednesday

☐ Thursday

☐ Friday

☐ Saturday

☐ Sunday

Consecutive Workweek Days

☐ 6th Day

☐ 7th Day

Cancel Save



Since you can assign a different overtime rule to each user, it's easy to place employees on alternative work schedules.

Auto Time Additions & Deductions

Auto time additions and deductions allow you to automatically add or deduct time from employee timecards without those employees interacting with the TimeClock.

Configure Automatic Time Additions & Deductions

<

Show All

>

Manuals

30 Minutes Deduction

Type:Time DeductionType
Minutes:30
Hours Worked:6.00

Rule Summary

30 minutes will be automatically deducted from each shift where the employee works for 6.00 continuous hours without an unpaid break.

A user may only be assigned to one rule.
Therefore, assigning a user to a rule removes them from any prior assignment.

Assigned Users

Allerton, Mary
Browne, Peter
Doty, Edward
Edit

New RuleDeleteRevertApply




Example: Automatically deduct lunch breaks from your warehouse workers while still requiring other workers to clock in and out for lunch breaks.

Shifts

Shifts are clock in and clock out rules that help you control unnecessary overtime because you can set what happens when employees punch in or out outside of their scheduled work hours. Shifts can also be used to track employee tardiness and automatically clock out employees who forget to clock out on their own.

Clock In

Elly Gerry



Courtesy clock in before your shift starts?
I will start work when my shift begins at 8:00 AM.

Start Time: 8:00 AM

Activity:

Password:

Cancel

Start

Setting up shifts

Setting up shifts is a two-step process: First, create the new shift and define your restrictions. There are two types of clock-in and out restrictions. The first type of restriction allows employees to clock in early but records their actual start time as their shift start time. The second type of restriction prevents employees from clocking in before their shift starts within a defined grace period. Clock-out restrictions work the same way, except the rules are applied to employee stop times. Find more information in the [Shifts and Schedules article](#) on our website.

Configure Shifts

Back Show All Forward Schedules Groups Manuals

Days (8AM-5PM)

Shift Name

Days (8AM-5PM) Edit

Shift Start: 8:00 AM

Shift End: 5:00 PM

Lunch: 60 minutes

Differential: No Differential Pay

Clock In Rules Lunch Rules Clock Out Rules

☐ Courtesy early start acknowledging shift start time

☐ Prevent early shift start minutes before shift begins

☐ Prevent late start minutes after shift begins

☐ Prevent start if shift will exceed hours paid for the

New Shift Delete Revert Apply



All automatic clock outs record the stop time as the shift end time.



Clock in and out restrictions are not needed to track employee tardiness or use the auto clock out feature.

Schedules

The second step is to assign a shift to the user schedule for each day of the week.

Configure Schedules

Back Show All Forward Shifts Manuals

Allerton, Mary

Browne, Peter

Doty, Edward

English, Thomas

Howland, John

Rigsdale, Alice

Standish, Rose

Story, Elias

Wilder, Roger

Schedule for Mary Allerton

Assigned Shift

Monday: Days (8AM-5PM)

Tuesday: Days (8AM-5PM)

Wednesday: Days (8AM-5PM)

Thursday: Days (8AM-5PM)

Friday: Days (8AM-5PM)

Saturday: Unscheduled

Sunday: Unscheduled

Clear Schedule

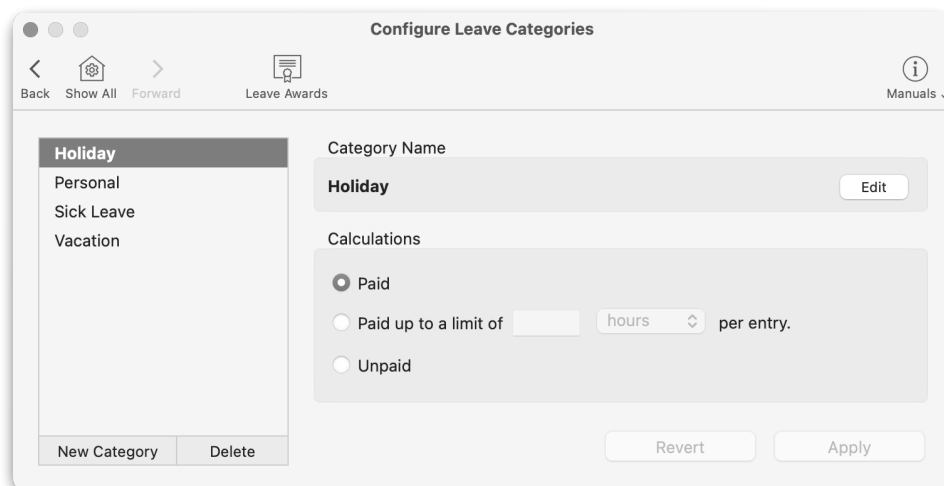
Revert Apply



“Unscheduled” will automatically be assigned to each day that’s left without an assigned shift.

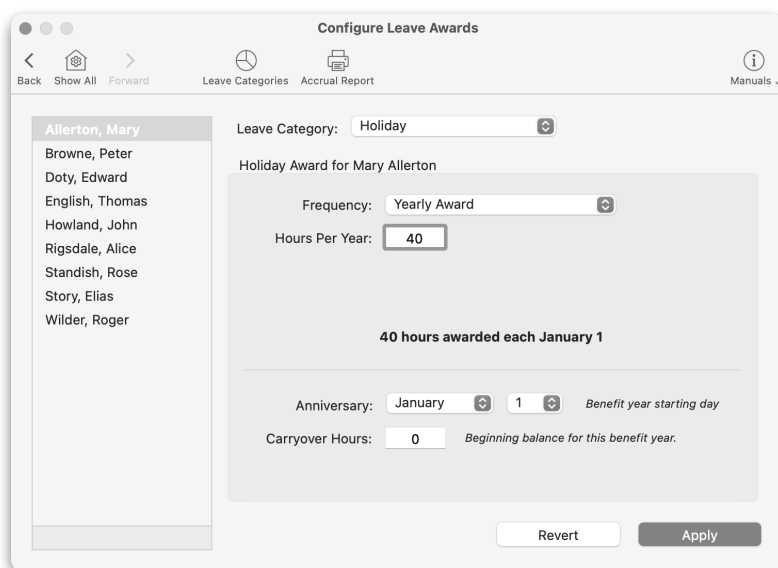
Leave Categories

Virtual TimeClock includes several common leave categories. These are holiday, personal, sick leave, and vacation. You can add as many additional leave categories as you want and designate how they are paid. Click to learn how to [create additional leave categories](#).



Leave Awards

Leave benefits can be accrued daily, monthly, given as a yearly allotment, or calculated based on hours worked. There are several built-in leave reports available from the **Reports** menu.



Run the **Accrual Report** to find out how much leave each user has remaining at the end of their benefit year.

Adding leave awards

Select a leave category to assign an award frequency, number of hours awarded, and anniversary day. Click to learn more about [adding leave entries in Virtual TimeClock](#).

Leave carryover

Leave balances can be carried over from a previous benefit year and entered into the **Carryover Hours** field for each leave category. Click to learn how to [carryover hours in Virtual TimeClock](#).

Groups Configuration

Display Groups

[Display groups](#) allow you to set what program rules are in use for your time clock, including what interface employees will use to open their user status window.

Benefits of display groups

Use display groups to:

- Assign workers to only use specific time clocks
- Limit what activities and out memos workers can select when recording time
- Control [user](#) and [manager access](#) to program features
- [Assign shifts and shift rules](#) to groups of users
- Choose what reports users and managers can view and print
- Set the default activity, out memo, and worker timecard for the group
- [Change the time clock interface](#) from an In/Out Board list to PIN, Passcode or Individual

Configure Display Groups

Back Show All Forward Users Shifts Manuals

Individual
TimeClock Users

Group Name: TimeClock Users Edit...

Settings Users Managers Activities Memos Reports

Interface: In/Out Board Options...

Security: ☒ Password required to login to group
Create Group Password

TimeClock Use

☐ Password is required to use the timeclock

☒ Show 'Break' button and menu

☒ Show 'Lunch' button and menu

☒ Show 'Entry Note' field when clocking in and out

☒ Show 'Entry Note' option in user menus Users & Managers

☒ 'Missed Stop' error when elapsed time exceeds 12 hours

Shift Rules

First Shift: Hourly (8AM-5:00PM) ?

Second Shift: No Rule

Third Shift: No Rule

New Group Delete Revert Apply



A user can be assigned to more than one display group.



TimeClock Users is the default program display group.

Group password

Although a group password is not required for a client login, it's a good idea to set one up if you're looking for additional security. With an individual interface, a user password is always required to login.

Changing Display Groups

Change the display group by selecting **Logout of Display Group** from the *File* menu.

Activities

All time clock entries are recorded with an activity, which allows employees to assign time to specific tasks, jobs, projects, functions, or locations. To learn more about activities, review the [Overview of Activity Tracking Knowledge Base article](#) on our website.



The ability to create new activities on-the-fly when starting work is a user action that needs to be enabled for the display group.



Only paid activities are included in the total hours worked for each employee.

Activity status

The activity status determines when an activity can be selected. Most activities should be available when clocking in but some activities should only be available when adding manual entries, like when giving a worker credit for travel time or offsite training.

Out Memos

Out memos are temporary notes that are left when an employee stops working and are not included on employee timecards.



Users can create a one-time custom memo when stopping work, like “Back by 3 PM”



The ability to create custom memos is a user action that needs to be enabled for the display group.

Breaks & Lunches

Going on break or taking a lunch automatically records a stop time for the existing activity. Employees can choose a new activity or continue an existing one when returning.

The 'Configure Breaks & Lunches' window is divided into two main sections: 'Break Button' and 'Lunch Button'. Each section has a 'Report Label' text field and four radio button options: 'Paid', 'Paid with a limit of [input] minutes per break.', 'Paid with a limit of [input] minutes per shift.', and 'Unpaid'. The 'Break Button' section has 'Paid' selected, while the 'Lunch Button' section has 'Unpaid' selected. At the bottom right, there are 'Revert' and 'Apply' buttons. The window includes standard macOS window controls and navigation buttons (Back, Show All, Forward) at the top left, and an 'Manuals' link at the top right.

Setting break limits

Since only paid breaks and lunches are included in the total hours worked for each employee, you can limit paid breaks and lunches until a maximum time threshold is reached.

Report Writer

The built-in Report Writer allows you to create, copy, and customize timecard reports.

The 'Report Writer' window features a sidebar on the left with a list of report types: Activity Detail, Activity Summary, Departmental Detail, Departmental Summary, Leave Detail, Leave Summary, Shift Detail, Shift Summary, Timecard Daily, Timecard Detail (highlighted), Timecard Summary, and Worker Leave. The main area is titled 'Report Name' and 'Timecard Detail' with an 'Edit' button. It contains several configuration options: 'Report Type' (radio buttons for Detail and Summary), 'Time Totals' (a dropdown menu showing 'Decimal Hours (8.25)'), 'Include Who' (a button labeled 'Selection & Sort...'), 'Display' (a button labeled 'Report Options...'), 'Format' (a button labeled 'Font & Layout...'), and 'Date Range' (a dropdown menu showing 'Current period'). On the right side, there are two sections for 'Display Groups (Users)' and 'Display Groups (Managers)', each with a list of groups: Warehouse and TimeClock Users. At the bottom, there are 'New', 'Delete', and 'Restore' buttons on the left, and 'Revert' and 'Apply' buttons on the right. The window includes standard macOS window controls and navigation buttons (Back, Show All, Forward, Preview Report) at the top left, and an 'Manuals' link at the top right.



If you have a default report that you've customized and wish to keep, change the report name before restoring default reports.

Time Totals

Total hours on reports can either be displayed as decimal hours (8.25) or hours and minutes (8:15).

Include Who

Click the **Selection & Sort** button to choose what timecard entries are to be selected, and how they are to be grouped and sorted for each timecard report.

Display

Click the **Report Options** button to include subtotals, gross wages, leave and activity summaries, employee identification numbers, social security numbers, timecard notes, optional report columns, and signature lines.

Report Options

Report Totals

- ☒ Subtotal Daily Hours
- ☒ Subtotal Weekly Hours
- ☒ Subtotal Group Hours
- ☒ Total Unpaid Hours
- ☒ Total Salaried Worker Hours
- ☐ Total Gross Wages
 - ☐ Show Hourly Wage/Salary

Include

- ☒ Activities
 - ☒ Breaks & Lunches
- ☐ Employee ID
- ☒ Leave In Separate Column
- ☒ Page Break Between Groups
- ☐ Social Security Number
- ☒ Timecard Entry Notes
- ☐ Workers With No Hours

Summary Totals

- ☒ Activity Summary
- ☒ Leave Summary
- ☐ Shift Summary

Signatures

- ☐ Supervisor Signature
- ☐ Worker Signature
-

Some report options may be disabled because of Selection & Sort settings.



You can customize your worker signature line by clicking the **Signature Text** button.

Format

Click the **Font & Layout** button to change the page layout for each timecard report, including margins, font size, line spacing, font, and the orientation of the report.

Date Range

You can set the default date range for the report. In most cases, this will be the current period.

Restoring default reports

Click the **Tools** button to restore the original settings of the default reports if they are lost through customization or accidentally deleted.

System Configuration

Payroll Settings

The payroll period settings define your payroll period frequency (how often you get paid), allow you to set your current payroll period, and enable electronic timecard approval. For more information about payroll periods, [review this article](#).

Configure Payroll Settings

Back Show All Forward Manuals

Payroll Frequency

Semi-Monthly

1st Period Start: 1st 16th

Electronic Timecard Approval

☒ Hourly worker timecard approval

☐ Salaried worker leave approval

☒ Manager timecard approval

Current Payroll Period

Start Date: 11 / 01 / 23

End Date: 11 / 15 / 23

Reopen Prior Period

Payroll Export

None Setup ?

Revert Apply

Reopening a closed payroll period

If a payroll period is closed early, any new entries for the closed period are recorded but not totaled when timecards are printed. You also can't edit entries until the period is reopened. Select **Reopen Prior Period** to edit entries in a past payroll period.

Note: If you reopen a prior period, current time clock settings will apply to the entries.

Electronic Timecard Approval

When electronic timecard approval is enabled for hourly workers, the default user timecard report will contain an approval header that allows users to electronically approve their timecard. Salaried workers will have the option to approve their paid leave time for the payroll period. When electronic timecard approval is enabled for managers, the Payroll Approval dashboard will contain the option for managers to approve timecards for workers within their group. Approval is simply a way to document that the timecard has been reviewed.

Timecard Detail Report (Page 1 of 2)

Report Dates Refresh Save Print

My electronic timecard accurately reflects all hours worked. I was provided with all meal and rest periods, except as noted on my timecard. Approve Timecard

Timecard Detail Report

Nathan's Company - Free Evaluation License (176 entries remain)
Contact Redcort Software at (559) 434-8544 or support@redcort.com for assistance.

11/16/23 - 11/30/23

Allerton, Mary

Day	Date	Start	Stop	Activity	Unpaid	Leave	Regular	Weekly OT	Total Paid
Thu	11/16	8:01 AM	12:04 PM	Binding			4.00		
		12:04 PM	1:03 PM	Lunch	1.00				
		1:03 PM	5:02 PM	Delivery			4.00		8.00

Time Settings

These settings control where the time clock gets its time stamp, when the workweek starts, and [how start and stop times are rounded](#) on timecards.



Start and stop times can be rounded to the nearest tenth (6 minute intervals) or quarter hour (15 minute intervals).

Security

Password-protecting administrative features will prevent employees from editing their own timecards, overriding shift restrictions, and buddy punching. You can also set what password rules are in use for your time clock.



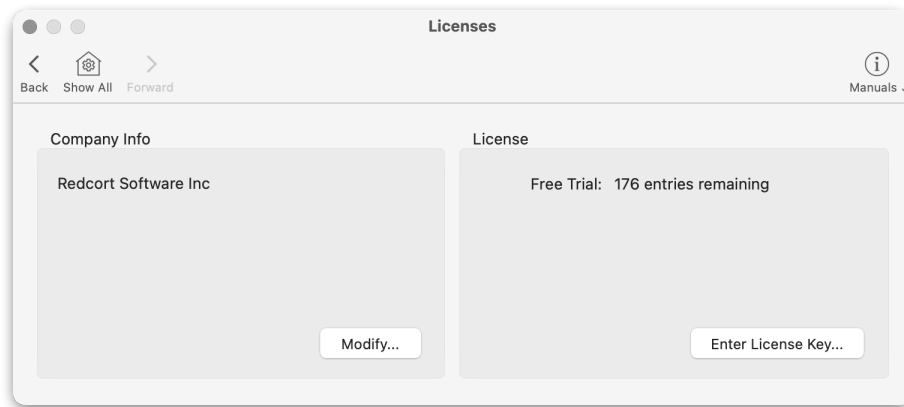
PIN interface users are only affected by the minimum password length rule.



Users can change their passwords from the **Actions** menu of their **User Status** window.

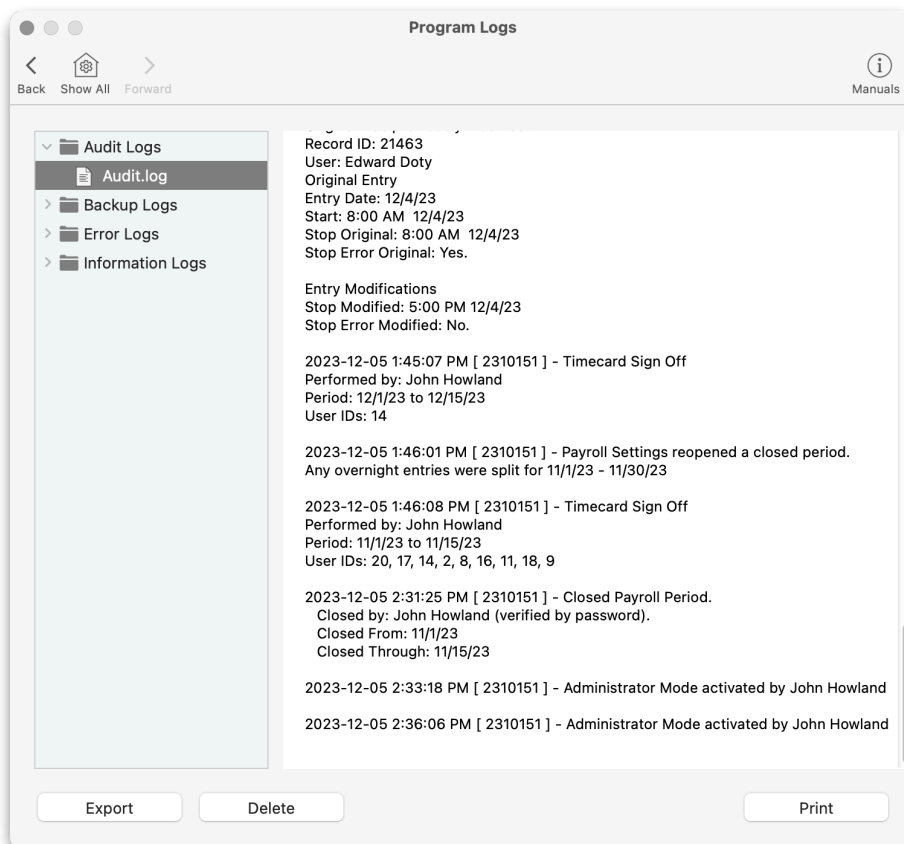
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Program Logs

Program Logs are a valuable resource when determining what system processes occurred, who initiated the process, and when.



Audit logs

Use the audit logs to view modifications to timecards, when manual entries are added, and when payroll periods are closed.

Backup logs

Use the backup logs to verify scheduled backups were successful.

Error logs

The error logs may help in determining the events surrounding an unexpected program termination or other uncharacteristic program behavior.

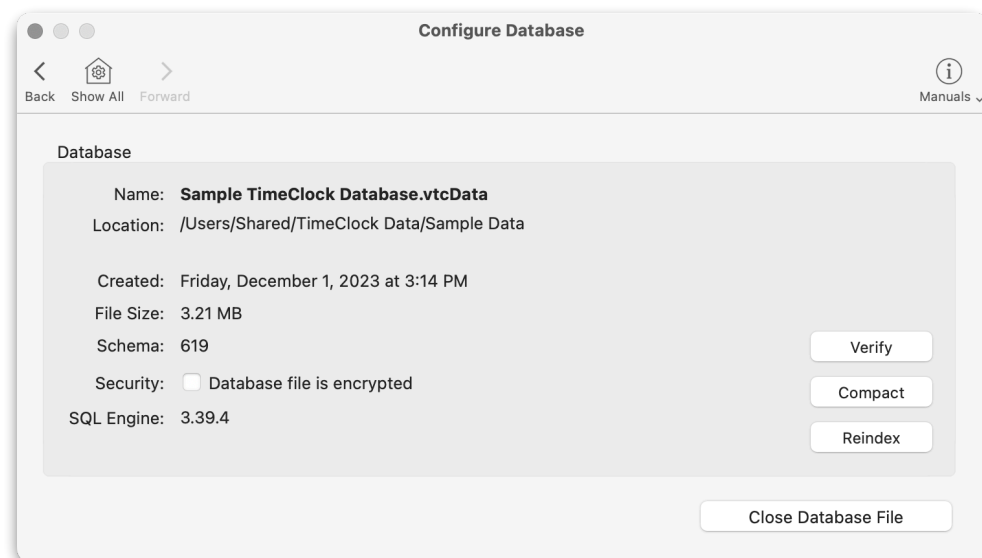
Information logs

The information logs record general program information.

Database

Virtual TimeClock uses an embedded SQL database engine that manages your company data file, which contains all user information, timecard entries, messages, and configuration settings.

You can create and use multiple company data files, but most companies will create a single data file that is used by all workers.



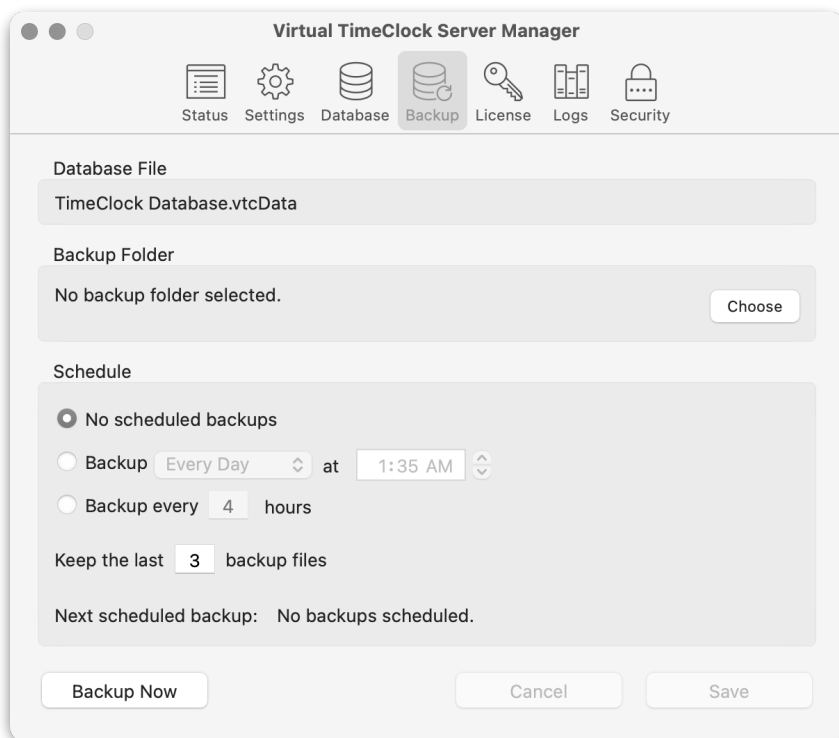
Troubleshooting

If Virtual TimeClock begins to produce unexpected results, the first thing to do is quit and restart the program. If that doesn't resolve the problem, shut down and restart the computer and then test the functionality of Virtual TimeClock again.

If the above steps don't help, you can **Verify** your database file is in good working order and **Reindex** the database tables.

Backup Schedule

The built-in backup utility allows you to easily and quickly perform a one-time manual backup or schedule daily or repeating backups. Backups are performed and scheduled from the Virtual TimeClock Server Manager. Click to learn [how to backup your time clock data](#).



The screenshot shows the 'Virtual TimeClock Server Manager' window with the 'Backup' tab selected. The window has a top navigation bar with icons for Status, Settings, Database, Backup, License, Logs, and Security. The main content area is divided into three sections: 'Database File' with a text field containing 'TimeClock Database.vtcData'; 'Backup Folder' with a text field saying 'No backup folder selected.' and a 'Choose' button; and 'Schedule' with radio buttons for 'No scheduled backups' (selected), 'Backup Every Day at 1:35 AM', and 'Backup every 4 hours'. Below the schedule options, it says 'Keep the last 3 backup files' and 'Next scheduled backup: No backups scheduled.' At the bottom are three buttons: 'Backup Now', 'Cancel', and 'Save'.



You should periodically check the program logs to verify your backup is successful.



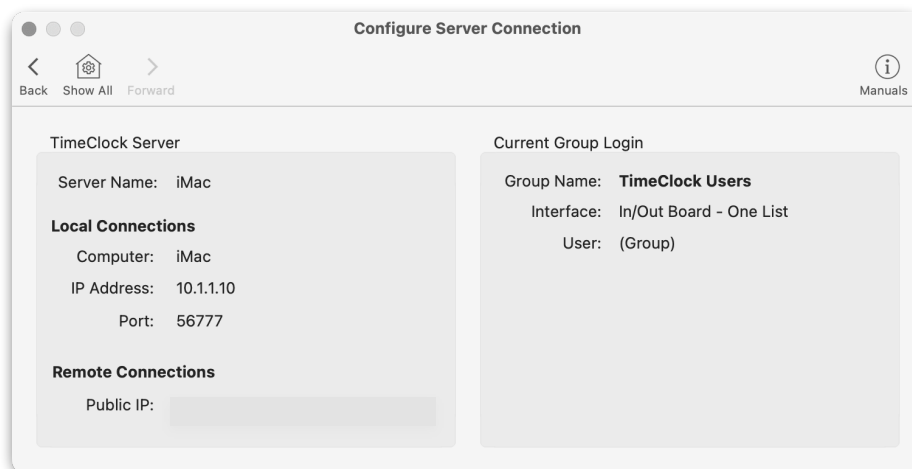
Don't store backup files on the same hard disk as your database, or a single disaster can wipe out all of your data.

Moving and restoring your time clock data

You may need to restore your database from a backup file for a variety of reasons. The two most common are hardware failure and needing to move Virtual TimeClock to another computer. Review the [Network Edition Server](#) and [Client moving guide](#) for more information.

Server Connection

This window displays current server and connection information, including the Public IP of your TimeClock Server computer that can be used for remote connectivity.



The screenshot shows the 'Configure Server Connection' window. It has a top navigation bar with 'Back', 'Show All', and 'Forward' buttons, and a 'Manuals' button with a dropdown arrow. The main content area is divided into two columns. The left column is titled 'TimeClock Server' and contains 'Server Name: iMac', 'Local Connections' (with 'Computer: iMac', 'IP Address: 10.1.1.10', and 'Port: 56777'), and 'Remote Connections' (with 'Public IP:'). The right column is titled 'Current Group Login' and contains 'Group Name: TimeClock Users', 'Interface: In/Out Board - One List', and 'User: (Group)'.

Assistance & Technical Support

See the **Help** menu for online support resources, blogs, and troubleshooting articles. We include 30 days of complimentary technical support with your new software license. Our optional annual Software Maintenance & Support program provides ongoing technical support and free software upgrades. If you are not enrolled in Maintenance and Support and need assistance, a technical support incident may be purchased at any time.