

# Virtual TimeClock Frequently Asked Questions

## Installation & Setup of Virtual TimeClock Software

### How do I customize my employee time clock display?

You can adjust the program preferences to get just the look and functionality you want, including how worker names are listed, what columns are displayed in the main time clock window, and what menu items and toolbar buttons are available. Preferences are accessed from the Virtual TimeClock menu on Macintosh OS X computers, and from the Edit menu on Microsoft Windows computers.

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### Where do I enter worker leave awards?

Leave awards are given individually for each user and for each leave category as either an annual award (80 hours per year) or a calculated award (1 hour paid leave per 40 hours worked).

1. From the **Lists** menu, choose **Users**.
  2. Click the **Leave** tab to open the **Leave** panel for the selected user.
  3. You can now enter the award anniversary for each employee, new awards for the upcoming year as either annual awards or calculated awards, and any leave carryover hours from the prior benefit year.
  4. Run the **Accrued and Used Leave** report to verify your leave totals.
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### How do I setup a Display Group?

Display Groups give management a powerful and flexible way to view and manage Virtual TimeClock users by department or location when using networked time clocks. Display groups also allow you to assign what tasks, memos, and reports workers are allowed to use.

### Setting up display groups is a four-step process:

#### 1. Create a new display group:

1. From the **Lists** menu, choose **Display Groups**.
2. Click the + button beneath the list of display groups.
3. In the **Name** field, enter a unique display group name.
4. Click the **Save** button to add the new display group.

The Display Group list window provides a rapid means to add or remove users, tasks, memos, or reports from different display groups.

#### 2. Assign a manager to a display group:

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1. From the **Lists** menu, choose **Users**.
2. Select a user name from the list of users and click the **Access** tab.
3. Select a display group name and click the **Manager** checkbox.
4. Click the **Save** button to assign the user as a manager of the selected display group.

#### 3. Set management security and program access:

1. From the **Tools** menu, choose **Security**.
2. Click the **Actions** tab.
3. Set the management access for each desired program function by selecting **Allow Manager Access** from the **Other Group Members** drop-down list.
4. Click the **Reports** tab and set the management access for each report.
5. Click the **Save** button.

#### 4. Assign a display group to a time clock:

1. From the **Lists** menu of the Client TimeClock, choose **Display Groups**.
  2. From the **This TimeClock Uses** drop-down list, select what display is to be used by the time clock and click the **Save** button.
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#### How do I move Virtual TimeClock software to another computer?

Moving your employee time clock software from one computer to another can be performed quickly by using Virtual TimeClock's built-in backup and restore features.

#### Moving Virtual TimeClock Pro Desktop

1. From the **File** menu, choose **Backup**.
2. Select the **Manual** panel tab.
3. Click the **Choose** button to navigate to the location where you'd like to save the backup file.
4. Click the **Backup** button to perform a manual backup.
5. Install and launch Virtual TimeClock Pro Desktop on the new computer.
6. From the **File** menu, choose **Restore**.
7. Navigate to the location where you've saved the backup file and open it.
8. Once the success of your data transfer has been confirmed on the new computer, uninstall the Virtual TimeClock program from the old computer.
9. Register Virtual TimeClock Pro Desktop edition on the new computer according to the instructions included with your registration information from Redcort Software.
10. Setup a new scheduled backup.

#### Moving Virtual TimeClock Server

1. Launch Virtual TimeClock Server and click the **Backup** toolbar button.
2. Click the **Choose** button to navigate to the location where you'd like to save the backup file.
3. Click the **Backup Now** button.
4. Remove the Virtual TimeClock Server background daemon or service.
5. Install and launch Virtual TimeClock Server on the new computer.
6. Add the Virtual TimeClock Server background daemon or service.
7. Choose your new database folder location.
8. From the **File** menu, choose **Restore Database**.

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9. Navigate to the location where you've saved the backup file and open it.
10. Once the success of your data transfer has been confirmed on the new computer, uninstall the Virtual TimeClock Server program from the old computer.
11. Register Virtual TimeClock on the new computer according to the instructions included with your registration information from Redcort Software.
12. Setup a new scheduled backup.
13. Reconnect your client TimeClocks by choosing **Connect To TimeClock Server** from the **File** menu of each client TimeClock computer.

#### Moving Virtual TimeClock Pro Client

1. Virtual TimeClock remembers all client TimeClocks that have ever connected to the TimeClock Server, so you'll need to delete the client that you'll no longer be using.
  2. Quit the Virtual TimeClock program on the old client TimeClock computer.
  3. Launch Virtual TimeClock Server and click the **Licenses** toolbar button.
  4. Select the registered client you wish to delete and click the **Remove Client** button.
  5. Install and launch Virtual TimeClock Pro Client on the new computer.
  6. From the **File** menu, choose **Connect to TimeClock Server**.
  7. Once you have successfully connected from the new client TimeClock computer, uninstall the Virtual TimeClock program from the old computer.
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#### Does Virtual TimeClock work with biometric devices or bar code readers?

No. Virtual TimeClock does not interface with biometric devices or bar code readers.

As a software only solution, Virtual TimeClock is a cost effective time and attendance system without the need to buy or support proprietary hardware devices.

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#### Will Virtual TimeClock run in a Terminal Services environment?

The Network Edition runs well on a Terminal Server. The stand alone (Basic and Pro) Editions of Virtual TimeClock do not run in a Terminal Services environment.

Please note:

We recommend loading the Virtual TimeClock client application on the Terminal Server, pointing to the Virtual TimeClock server application on another server or computer.

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#### What are the system requirements for Virtual TimeClock?

[The system requirements for Virtual TimeClock are on our web site](http://redcort.com/download/time-clock-software-requirements.html) at <http://redcort.com/download/time-clock-software-requirements.html>.

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## Upgrading Virtual TimeClock Software

#### What does is cost to upgrade to the latest Virtual TimeClock release?

Upgrades are always free of charge for users enrolled in our optional [Software Maintenance & Support program](#). Upgrade rebates are available for registered users of

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prior versions of Virtual TimeClock.

Please [contact Redcort Software](#) for upgrade pricing or Maintenance & Support enrollment eligibility.

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### **How do I upgrade to the latest Virtual TimeClock software release?**

Detailed upgrade instructions are available on our [upgrade page here](#).

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## **Networking Virtual TimeClock**

### **Why can't my TimeClock Client connect to the Virtual TimeClock Server?**

If you can't connect to the Virtual TimeClock Server, it's likely due to one or more of the following issues:

1. The Virtual TimeClock Server is not installed or not running. Launch Virtual TimeClock Server and check the Status window to ensure all server functions are running and online.
  2. The firewall on the server has not been set to allow Virtual TimeClock to accept network connections. Virtual TimeClock uses TCP port 56777 and UDP port 56778 by default for network communications.
  3. Antivirus software is blocking port communications between the TimeClock Server and client TimeClock.
  4. The server and client computers are not on the same local network. In this case, the client TimeClock needs access to the TimeClock Server from outside the network (see the next question for instructions on setting up Remote Connections).
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### **Can I use Virtual TimeClock connecting from more than one location over the Internet?**

Yes. Virtual TimeClock Network Edition can be configured to allow a Virtual TimeClock client to connect to a TimeClock Server at a remote location over the Internet.

See the following guide for setup details: [Using Virtual TimeClock Over the Internet \(pdf\)](#)

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### **How do I set my Windows Firewall to allow the TimeClock Server service to communicate on my network?**

You'll need to add an exception to your Windows Firewall for the Virtual TimeClock Service.

#### **Windows XP**

1. From the Control Panel, open **Windows Firewall**.
2. Click the **Exceptions** tab and then click **Add Program**.
3. Click the **Browse** button and navigate to C:\Program Files\Virtual TimeClock Server '10\TimeClock Server\Virtual TimeClock Service and click the **Open** button.
4. Virtual TimeClock Service will now be added to your list of programs so you can

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- select it and click the **OK** button.
- Click the **OK** button to close Windows Firewall.

#### Windows Vista

- From the Control Panel, open **Windows Firewall**.
- Click **Allow a program through Windows Firewall**.
- Click the **Add Program** button.
- Click the **Browse** button and navigate to C:\Program Files\Virtual TimeClock Server '10\TimeClock Server\Virtual TimeClock Service and click the **Open** button.
- Virtual TimeClock Service will now be added to your list of programs so you can select it and click the **OK** button.
- Click the **OK** button to close Windows Firewall.

#### Windows 7

- From the Control Panel, open **Windows Firewall**.
  - Click **Allow a program or feature through Windows Firewall**.
  - Click the **Add another program** button.
  - Click the **Browse** button and navigate to C:\Program Files\Virtual TimeClock Server '10\TimeClock Server\Virtual TimeClock Service and click the **Open** button.
  - Virtual TimeClock Service will now be added to your list of programs so you can select it and click the **Add** button.
  - Click the **OK** button and close Windows Firewall.
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## Licensing Virtual TimeClock

### When my free time clock software evaluation ends and I purchase a license key, will I lose my existing time clock data?

No. Entering your new license key will only remove the evaluation restrictions. All of the data you entered during the evaluation period will remain intact.

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### What do I do if my license key activation fails?

Your company name and address information must be entered into Virtual TimeClock exactly as it appears on your software license from us.

Capitalization and punctuation must match. An easy way to guarantee accurate entry is to copy and paste the company name, address, and license key text from the license email into the appropriate registration window fields in Virtual TimeClock.

If you are unable to get your product properly registered, contact us with your company name and the product registration information you are using.

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### Why am I getting an 'Out of licenses' error on a client TimeClock?

Virtual TimeClock remembers all client TimeClocks that have ever successfully connected to the TimeClock Server. To connect new client TimeClock computers, you'll need to delete clients no longer using Virtual TimeClock.

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1. Launch Virtual TimeClock Server and click the **Licenses** toolbar button.
  2. Select the registered client you wish to delete and click the **Remove Client** button.
  3. Click the **Continue** button to confirm removing the old registered client.
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#### **What if I've lost or misplaced my software license keys?**

[Contact us](#) with your company name and the product registered and we'll be happy to provide you a copy of your software licenses.

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#### **Why does Virtual TimeClock tell me that my Maintenance & Support has expired or I am not enrolled when I attempt to upgrade?**

This indicates the Virtual TimeClock license you are currently using is not valid for use with the upgrade you are installing.

If you have renewed your Maintenance & Support, you probably have not yet entered your new license keys. Detailed instructions for entering your new license keys are included with your renewal license from us.

Contact us if you need a copy of your renewal license keys, want to enroll your licenses in Maintenance & Support, or purchase an upgrade.

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## **Virtual TimeClock Program Behavior**

#### **What do I need to do at the end of a payroll period?**

We've prepared a short guide that explains the considerations and things you'll want to do at the conclusion of each employee payroll period:

[Virtual TimeClock End of Period Procedures Guide \(pdf\)](#)

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#### **Can a timecard entry be modified after the payroll period has already been closed?**

Yes. In order to modify a timecard entry in a previously closed period, you must first reopen the closed payroll period.

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#### **What is the difference between a task and an out status memo?**

Tasks are activities you pay an employee to do, it's time 'on the clock'. Out status memos are notes left when employees are 'off the clock' and not being paid. Unlike tasks, out status memos are not stored after the next timecard entry.

Confusing these two may cause you to count 'off the clock' time as 'on the clock', and vice-versa.

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#### **Can overtime settings be different for each employee?**

Yes. A different overtime rule can be assigned to each individual worker. This makes it easy to place your employees on alternative work schedules.

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**What if I don't remember my Administrator level password?**

Please [contact us](#) with your name, company, and the version of Virtual TimeClock you are using.

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**Can Virtual TimeClock automatically deduct a lunch break so workers do not have to clock out?**

Yes, you can setup as many different automatic time deduction rules as you want and assign a different rule to each worker.

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**Can Virtual TimeClock export timecard data to my payroll software?**

Maybe. Virtual TimeClock supports an easy to use interface that exports your timecard totals directly into CheckMark Payroll.

You can also export timecard data to a tab or comma separated text file. Export files can be opened and edited in any common text editor or spreadsheet software (such as Microsoft Excel), formatting the data for import into any standard accounting/payroll software that allows text file importing.

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**Can Virtual TimeClock keep track of time spent on different jobs?**

Yes. You can use tasks to track different accounts, activities, or jobs.

Workers can use the 'Change Task' toolbar icon in the main TimeClock window to quickly switch from one task to another without actually stopping work. Tasks allow you to track all time 'on the clock' and generate reports based on those different tasks.

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**How do I backup my timecard data?**

Virtual TimeClock has a built-in backup utility that allows you to easily and quickly schedule automated backups.

**Virtual TimeClock Pro Desktop (Stand Alone) Backups**

1. From the **File** menu, choose **Backup**.
2. Select the **Schedule** tab.
3. Click the **Choose** button to navigate to the location where you'd like to save the backup file.
4. In the **Schedule** section, select the appropriate radio button to schedule a backup to occur Every Day, Weekdays, Weekends, or a specific day of the week.
5. Select the time you want the backup to occur from the drop-down list.
6. Click the **Save** button to schedule your backup.

**Virtual TimeClock Server Backups**

1. Launch Virtual TimeClock Server and click the **Backup** toolbar button.
2. Click the **Choose** button to navigate to the location where you'd like to save the backup file.
3. In the **Schedule** section, select the appropriate radio button to schedule a backup

- to occur Every Day, Weekdays, Weekends, or a specific day of the week.
4. Select the time you want the backup to occur from the drop-down list.
  5. Click the **Save** button to schedule your backup.
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#### **How do I reopen a closed payroll period?**

It's easy to reopen a closed payroll period.

1. From the **Tools** menu, choose **Payroll Period**.
  2. In the **Current Period** section, set the start and end dates for the payroll period you want to open.
  3. Click the **Save** button to reopen the period.
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#### **How do I keep employees from buddy punching?**

You'll want to enable password protection.

1. From the **Tools** menu, choose **Security**.
  2. Select the **Enable Password Protection** checkbox.
  3. Click the **Save** button to enable password protection.
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## **Virtual TimeClock Reports**

#### **Why does weekly overtime seem incorrect when the worker used paid leave time during the same week?**

Virtual TimeClock does not include leave hours in weekly overtime calculations. The prevailing rule among the different States is that weekly overtime is calculated on hours worked only.

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#### **Why doesn't my timecard report seem to total hours correctly after turning on quarter hour rounding?**

Quarter hour rounding is performed on the actual start and stop times, NOT on the total hours worked.

This is an industry standard. Quarter hour rounding is widely used to consistently pay workers for a 40-hour week. By rounding the start and stop times to the nearest quarter hour, a worker will always get paid for 8 hours per day and 40 hours per week despite the fact they may come in 'about' 8 AM and leave 'about' 5 PM with 'about' a one hour lunch.

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#### **Why do employee timecards keep showing an old payroll period and not the current one?**

Select 'Close Payroll Period' under the Tools Menu to advance to the next period. Closing the payroll period automatically advances the current period starting and ending dates to the next payroll period based on your payroll settings.

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#### **Why do my YTD leave totals appear incorrect on the Accrued and Used Leave report?**

All Year-To-Date totals are calculated from the award anniversary date of each employee, and that may not necessarily be January 1. It's easy to change a worker's award anniversary date if you need to.

1. From the **Lists** menu, choose **Users**.
2. Select a user name from the list of users and click the **Leave** tab.

3. Set the award anniversary month and day from the drop-down lists.
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### **Why are totals missing from my timecard report?**

When timecards are missing some or all of the daily totals, it's almost always due to the payroll period being closed before all of the entries have been made for the period. When a period is closed, the program calculates and saves the totals based on the current payroll settings so any additional entries are then left untotaled.

Fortunately, it's easy to reopen a closed payroll period:

1. From the **Tools** menu, choose **Payroll Period**.
  2. In the **Current Period** section, set the start and end dates for the payroll period you want to open.
  3. Click the **Save** button.
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## **Other Questions About Virtual TimeClock**

### **Does Virtual TimeClock calculate payroll taxes and Social Security deductions?**

No. These calculations are a function of payroll.

Virtual TimeClock is time and attendance software. It performs the necessary steps prior to payroll, including the capture and accurate calculation of employee hours and overtime worked.

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### **How do I request a new feature?**

To request a new feature, simply contact us by telephone or email.

Describe generally or specifically what you would like added or changed in the program. It is very helpful if you explain how you would use the feature and why it is important to you. As part of our bi-annual engineering review, we evaluate all feature requests using a matrix based on three criteria:

- o How well does the feature request fit logically with our existing feature set?
- o How much engineering time and effort will be required to implement the feature?
- o How many customers have requested this feature?

While we don't promise new features or forecast release dates for software in development, we will let you know if your feature request has been implemented in a new software release.

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### **How do seasonal time changes impact my Virtual TimeClock software?**

For most users, there's no impact at all.

Virtual TimeClock records all time stamps from the computer hardware running the TimeClock database. In other words, Virtual TimeClock records the time as reported by your computer. As long as your computer handles the time change automatically, Virtual TimeClock will always automatically record the correct time for you. If you have worker shifts that cross the time change, you do need to manually add or subtract an hour for

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that shift, depending on the time of year.

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