

OnShift Time User FAQ



Q. Is there a help page with more information and guides within OnShift Time?

A. Yes! You can find the yellow help button at the bottom right of each page in OnShift Time.

Q. How can I get access to OnShift Time?

A. You can request higher level access via your Corporate Team.

Q. What if I cannot access OnShift Time?

A. If you know your user email is correct, you can reset your password by clicking “forgot password” on the main login page. If you are not sure what your user email is, please contact your Corporate Team.

Q. Why is nothing showing on my timecard screen?

A. Make sure you have the correct pay group selected (if applicable).

A. Make sure you have “Filter by Punch Hierarchy” toggled blue.

Q. How do I add a new employee to OnShift Time?

A. New employees will flow over via integration, from your HR system. If you do not have integration, please follow our ‘Adding Employee’ Guide (found by clicking help in OnShift Time).

Q. Why can't I see my employees in the employee tab?

A. Toggle the “Filter by Default Hierarchy” button.

Q. Why can't my employee punch-in?

A. Please make sure they are entering their correct clock pin. You may also try syncing the tablet via the side menu bar of the Time app.

Q. How do I add a position for employees to use while punching?

A. Employee’s primary position comes over from the HR system, if you have integration. Most of the time additional positions need to be added to the employee profile in Time. Please follow our ‘Add Position’ Guide (found by clicking help in OnShift Time).

Q. How do I change someone's position on their timecard

A. Click the ‘i’ to the left of the IN punch. Click the position dropdown and choose the desired position. Click OK. This will also update the OUT punch. Note: you can only change the position if the employee has multiple positions in their employee profile.

Q. What are face spaces?

A. Face spaces are photos taken during the facial recognition registration. Face spaces can be found in an employee's profile and can be deleted, if needed. They serve a few purposes:

- Help in the facial recognition process to generate exceptions
- Help users identify employees in OnShift Time
- Creates a profile picture for the employee



Q. Facial registration was conducted but the face spaces are not showing in OnShift Time?

A. This is due to a weak signal connection between your device and the network. OnShift Time is optimized to prioritize punch uploads over anything else, so you may notice that punches will be uploaded but face spaces may not be.

Q. How can I re-register an employee's facial recognition registration?

A. You can require an employee to redo the facial recognition registration by deleting all the face spaces in the employee's profile in OnShift Time. The next time the employee enters their clock pin, they will be prompted to retake their pictures.

Q. I do not think my punches are syncing from the tablet. How do I check?

A. The best place to check is on the tablet. Open the Time App, click the Menu in the upper left corner and select Punch History. If the clouds are green, they are syncing to the Time website. If the clouds are clear with a slash, they are not syncing. Please check that it is connected to WiFi. You can also check the Devices tab in the main menu to see the last time a tablet connected to the server.

Q. What is the timeout on the app?

A. The timeout is immediate if someone punches in or out. If someone is using the app for other tasks, the app will timeout in 30 seconds.

Q. Why won't my punches pair together?

A. Conflicting Positions or Pay Types.

A. Punch level (department/location) of the non-paired punches.

A. Punch sets that are greater than 17 hours with no break, will not pair together. You must add a mock punch-out, and another punch-in for the same minute, to pair them together.

Q. How do I pull hours from Time?

A. Navigate to timecards and select the report icon, located below the pay group. Choose the 'Punch Detail Report' and open in Excel. Reports will pull data for whichever level of the hierarchy you are filtered into.

Q. How do I register a new tablet?

A. If you have permissions, new tablets can be registered by you. Please follow our step-by-step 'Device Setup Guide' (found by clicking help in OnShift Time). Note: you may need to contact your Corporate Team or Administrator if you do not have permissions.