

Mobile App User Guide for iOS

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| **Webster, Texas 77598** Published: June 2019[**www.goclockwise.com**](http://www.goclockwise.com) | **Clockwise by GHG Corporation**  **960 Clear Lake City Blvd** Document By: Joe Driscoll |

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# Introduction

Clockwise strives to provide the easiest to use time and attendance system for both management and employees. This user guide will explore our mobile app on Apple products. This new app will allow employees to use many of the features of the Clockwise website, from the convenience of their iPhone. You will be able to clock in, clock out, add hours, and submit their timesheet. You will also be able to request leave, and view their schedule.

# Requirements

The following is required to use the Clockwise iOS app:

* Requires iOS 11.0 or later
* Site version 7.5.3.12 or higher
* Device ID assigned to the user
* Internet Access
* Must allow outside access (for self-hosted only)
* 10.6 MB Size

# Login Process

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| When you first open the app, the first thing you will see is the login screen. |  |
| The first item to type in will be the URL for your company’s Clockwise site. | C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\2.png |
| Once you’ve typed in the URL, you will need to enter your username. | C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\3.png |
| Once your username is entered, type your password. | C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\4.png |
| Alternately, instead of typing your password, if your iPhone has Touch ID, you can login with your finger print. You will still need to type your password the first time you use the app. | C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\5.png |
| If the you are not automatically prompted to use the Touch ID, you can tap the thumb print next to “Remember Me.”  NOTE: This feature is only available on iPhone 5S and later. | C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\3.png |
| Selecting “Remember Me” will save the URL and the username. You will still need to enter their password or use their touch ID every time you log into the app. | C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\6.png |
| Once all of the information is entered, select the Clockwise Logo at the bottom to log in. | C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\6.png |
| Once logged into the app, you will see the home screen. It will show their name, as well as their most recent punch. From here, you can tap ‘Clock In’ or ‘Clock Out’ to record an in or out punch respectively. You can also sign out from the top right corner. | C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\7.png |
| **Process Complete** | |

# Timesheet

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| When you first open the **Timesheet** page, you will see the current timesheet. You can use the arrows to the left and right of where it says **Timesheet End Date** to scroll through past or future timesheets. It also shows the In/Out Totals and Hours Worked for each day during that timesheet. Tapping on that date will bring you to a more detailed breakdown of the selected day. | C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\14.png |
| Once you tap the day, you can see the specific details for that day. This includes all In and Out punches, and which groups, pay types, charge codes, and tasks have been assigned.  This page also shows the In/Out and Hours Worked Totals. Tapping the **Plus Sign (+)** in the top left corner will allow the employee to Add In/Out punches, or hours worked. | C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\15.png |

# In/Out Punches

## Adding Punches

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| To manually add an In or Out punch, tap the plus sign in the top right corner of the screen, then tap **Add In/Out**. | C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\67.png |
| Once you tap the **Add In/Out** option, it will bring you to the page that will allow you to manually enter punches. Once you tap the **In Punch** or **Out Punch** field, use the time picker to enter the time, and select **Done** when finished. | C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\17.png C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\18.png |
| Once the time for the punches have been entered, the employee will also have the option to add a Charge Code and/or Task to this specific set of punches. | C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\19.png C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\66.png |
| Once finished entering your punches, tap **Add** in the top right corner. | C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\21.png |
| After adding the punches, you will be brought back to the details for that day. If you need to edit the punches after adding them, tap on the **IN/OUT LIST** box. | C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\68.png |
| **Process Complete** | |

## Editing Punches

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| In order to edit punches, you have made, first, tap the set of punches from the detail page for that day. |  |
| Once you tap the set of punches you would like to edit, tap the specific punch you need to change. |  |
| Use the picker to change it to the correct time. Tap **Done** above the picker, and then **Add** in the top right corner of the screen. |  |
| After you have made the changes, you will be brought out to the details for the day that you made changes for, with the corrected information showing. Be sure to tap **Back** and then **Save** on the Timesheet page to ensure the changes are saved. |  |
| **Process Complete** | |

## Removing Punches

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| In order to delete a set of punches, swipe the in/out set you wish to delete. |  |
| After you have swiped the punches, Tap the delete button that appears. |  |
| Once you have deleted the punches, you will disappear from the screen. |  |
| **Process Complete** | |

# Hours Worked

## Adding Hours Worked

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| To add Hours Worked, tap the plus sign in the top right corner of the screen, then tap **Add Hours Worked**. | C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\69.png |
| After tapping **Add Hours Worked**, the app will take you to the Add Hours Worked Page. |  |
| You can use the **Plus (+)** and **Minus (-)** buttons to add or subtract in one-hour increments. | C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\70.png |
| If you tap the number, you can type a specific number in tenths of an hour. | C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\71.png |
| Once the hours are entered, tap the **Group** box to enter the Group associated with these hours. | C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\72.png |
| Once the Group is entered, tap the **Charge Code** box to enter the Charge Code associated with these hours. | C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\73.png |
| After choosing a Charge code, tap the **Pay Type** box and select the pay type needed. | C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\74.png |
| Another option is the **Use Previous Authorized Charge** button, which allows you to enter previously used charge codes. | C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\75.png |
| Finally, tap the **Task #** box, and select the appropriate task. | C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\28.png |
| Once you tap **Use Previous Charge Code**, it will bring up a list of the most recent charge codes you have used. Select the charge code you wish to use. After, it will automatically fill in the Group, Charge Code, Pay Type, Organization, and Task #. | C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\76.png |
| Once you have entered their hours worked, tap **Back** to bring you to the details for the day. Confirm the information is correct, and tap **Back** again, to bring you to the timesheet for the current period. | C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\30.pngC:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\52.png |
| Once on the timesheet, tap **Save** in the top right-hand corner of the page. This will save any changes made to your timesheet during this session. | C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\32.png |
| **Process Complete** | |

## Editing Hours Worked

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| In order to edit hours worked, first tap the hours from the detail page for that day. |  |
| After you have tapped the hours you would like to edit, tap the specific information you need to change. Tap **Add** in the top right hand corner when finished. |  |
| After you have made the changes, you will be brought out to the details for the day that you made changes for, with the corrected information showing. Be sure to tap **Back** and then **Save** on the Timesheet page to ensure the changes are saved. |  |
| **Process Complete** | |

## Removing Hours Worked

|  |  |
| --- | --- |
| In order to delete hours, swipe the hours you wish to delete. |  |
| After you have swiped the hours, Tap the delete button that appears. |  |
| Once you have deleted the hours, you will disappear from the screen. |  |
| **Process Complete** | |

# Timesheet Submission

## Submitting Timesheets

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| Once you are ready to submit your timesheet, you can tap the three dots in the top left corner from the Timesheet page. | C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\77.png |
| A menu will pop up with four options. Tap the **Submit** option. | C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\33.png |
| After tapping **Submit** a message will pop up asking “*Are you sure you want to submit your timesheet?****”*** Select Yes, | C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\35.png |
| After confirming, a message with a checkbox saying “*Timesheet Submitted*” will pop up briefly. |  |
| Once the timesheet is submitted, no changes can be made to it. If you attempt to make any changes after submission, you will get an error message stating “*It looks like your timesheet is submitted. To add hours, you will need to unsubmit it.*” |  |

## Unsubmitting Timesheets

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| To unsubmit a timesheet, you will need to tap the three dots in the top corner again, and the only options will be **Unsubmit** and **Cancel**. Select **Unsubmit** to unsubmit the timesheet. | C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\78.png |
| After unsubmitting, a message with a checkbox saying “Timesheet unsubmitted” will pop up briefly. At this point, the employee will be able to make any needed changes to their timesheet. |  |
| **Process Complete** | |

# Timesheet Comments

## Adding Comments

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| In order to leave a comment on the Timesheet, you will need to tap the three dots in the top right corner of the Timesheet page. Then, tap the **Add Comment** button to bring up the Comment box. | C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\36.png |
| Once the comment box is up, type the comment, and tap the **Add** button. | C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\37.png |
| Once the comment is added, a black message with words “*Comment Added*” will appear over the timesheet. |  |
| **Process Complete** | |

## Editing Comments

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| In order to edit a comment that was already made, press the three dots in the top right corner, and tap “**Update Comment.**” | C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\38.png |
| Once the Update Comment box shows up, make any changes needed to the existing comment, and tap **Update.** | C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\39.png |
| After the comment is updated, a black message with words “*Comment Updated*” will appear over the timesheet. |  |
| **Process Complete** | |

## Removing Comments

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| To remove a comment, simply go through the same process as updating a comment, and delete all of the text in the box, then tap Update. No confirmation message will appear. | C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\40.png |
| **Process Complete** | |

# Documents

# Adding Documents

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| To upload a document, the first step is to tap the three dots in the top corner of the Timesheet page, and tap **Upload Document**. | C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\41.png |
| Once **Upload Document** is tapped, your device will pull up a list of all of the documents saved on your device. Tap the document you wish to upload. | C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\79.png |
| Once you have selected the document you wish to upload, a confirmation message will appear. Tap **Upload** to upload the document to the Timesheet. | C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\80.png |
| Once the document is uploaded, a black message with words “*Upload Complete*” will appear over the timesheet. |  |

## Removing Documents

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| In order to remove a document, tap the three dots, and then tap **Document List**. | C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\42.png |
| Once you tap **Document List,** a list of all of the documents you have uploaded to this particular timesheet will populate. Next to the document that you wish to remove, tap the **minus (-)** in the red circle. | C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\43.png |
| Once the **(-)** is tapped, tap the button that appears on the right side of the document name. | C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\44.png |
| After the document is deleted, you will be brought back to the Timesheet Documents list, and the document will be gone from the list. |  |
| **Process Complete** | |

# Photos

## Adding Photos

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| To upload a photo, the first step is to tap the three dots in the top corner of the Timesheet page, and tap **Upload Photo**. | C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\45.png |
| Once you’ve tapped **Upload Photo**, tap the photo you want to attach. | C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\81.png |
| After the photo is uploaded, a black message with word “*Success!*” will appear over the timesheet. |  |
| **Process Complete** | |

## Removing Photos

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| In order to remove a photo, tap the three dots, and then tap **Document List**. | C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\46.png |
| Once you tap **Document List** a list of all of the documents and photos you have uploaded to this particular timesheet will populate. Next to the photo that you wish to remove, tap the minus (-) in the red circle. | C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\47.png |
| Once the (-) is tapped, tap the button that appears on the right side of the photo name. | C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\48.png |
| Once the photo is deleted, you will be brought back to the Timesheet Documents list, and the photo will be gone from the list. |  |
| **Process Complete** | |

# Schedule Tab

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| When you first tap the **Schedule** tab, it will show you information for the current week, as how many hours you’re scheduled to be working each day. You can use the left and right arrows to look at past and future schedules. Tapping **Today** in the top left corner will bring you back to the current schedule. | C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\49.png |
| In order to view a certain day with more details, tap on the day you want to view. | C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\50.png |
| Once you have selected the day you wish to view, you will be brought to the screen for the specific day. The top box will show you your scheduled in/out times. The bottom box will show your Total Hours, amount of Break time, and any comments. |  |
| **Process Complete** | |

# Leave Tab

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| Once you tap the **Leave** tab in the bottom left corner, the first thing that is displayed is the list of all leaves available to you, and your current balance for all of these leaves. |  |
| To request leave, the first step is to tap **Request** in the top left-hand corner, which will bring you to the Leave Request page. | C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\53.png |
| Once on the Leave Request page, you will need to enter the Start Date, End Date, Leave Type, and Hours per day. Today’s date will be the default Start and End Date. |  |
| Next, Tap the **Start Date**, and use the date picker to scroll for the date you wish to start the leave. Once your start date is picked, go through the same process with the **End Date.** | C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\54.png C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\55.png |
| Next, tap **Leave**, and select the type of leave you wish to request. | C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\56.png |
| The next step is to tap the **Hours per day** box, and type the number of hours of the leave that you are requesting to take per day, for that time period. | C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\57.png |
| Finally, tap the **Submit** button to submit your request. | C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\58.png |
| Once your request is submitted, a message will pop up stating “***Success*** *Your request for [XX.X]* *hours of leave has been submitted”* |  |
| After you tap **OK** on the confirmation message, it will automatically bring you back to the **Leave Balance** page.  NOTE: The Leave balances will still be the same after the request, and will not change until the leave is actually taken. |  |
| **Process Complete** | |

# Settings Tab

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| The Settings tab allows you show or hide code descriptions, enable and disable Touch ID, and allow the app permission to use your location. It will also show you a complete history of transactions made on the app, and show you the license information. |  |
| For the **Show Code Descriptions** option, toggle the switch on if you want to show the descriptions in all of the codes in the app. Toggle it off if to show just the names. | C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\60.png |
| The **Enable Touch ID** option allows youtoggle the switch on if you would like to use Touch ID to login. Toggle it off if you only want to be able to use your password to login. | C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\61.png |
| **Location Permissions** allows you to enable or disable location services for the app. | C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\62.png |
| Once you tap **Location Services** it will bring you outside the app, and to the Clockwise app settings page on your phone. To toggle this, tap **Location.**  This page will also let you choose whether to allow the app to use cellular data. If toggled off, the app will only transfer data over a Wi-Fi connection. |  |
| Once you tap **Location**, it will bring you two options. **Never**, which completely restricts the app from using your location. The other option **While Using the App** allows the app to use your location only while in the app. Specifically, tagging your location from where you make a punch. |  |
| The **Transaction Log** shows a complete list of all the user generated activity in the app. | C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\63.png |
| Once in the transaction log, it will show a full list of all transactions made from the app.  **NOTE:** This will show ALL activities performed by ALL uses that have made transactions from this device. | C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\59.png |
| The **Licenses** tab will show you all of the different licensing used in the app. | C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\64.png |
| Once on the **Licenses** page, it will show a list of all of the companies we have licensed to use the app. Tap the name of a specific company for more details. | C:\Users\joseph.driscoll\Desktop\Mobile iPhone Screenshots\65.png |
| Once you tap a company name, a box with all of the information for the licensing will pop up. |  |

# FAQ

**Does the Clockwise Mobile app work on iPads?**

Although our product is designed to work for the iPhone, it may work on the iPad, but with some known issues. We don’t guarantee that it will work, but if you have issues with our app on the iPad, call our support team, and they will do everything they can to get it to work.

**Why has my leave balance not changed after I requested leave?**

The Leave balances will still be the same after the request, and will not change until the leave is actually taken.

**Why does my phone not show the Touch ID option?**

This feature is only available on iPhone 5S and later.

**Will this user guide help with using the Android version of the app?**

This guide will walk users through the main processes and features of the iOS app. While similar, there are a few minor differences between the iOS and Android apps, and we do have a guide specifically for Android users as well.

**Why do exempt employees still have the options to clock in and out?**

The In/Out are a built-in feature of the mobile app, but should not be used by any user who does not have In/Outs visible on their timesheet. The remaining features are still accessible.