



INDITION COMMERCE

Time Clock

FAQ — quick answers for owners, managers and staff.

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Getting started

Do we need special hardware?

No. Any tablet or computer with a modern web browser can be a station. Mount a tablet by the door or use a spare computer in the back office.

How do we add a station?

On the device, open your site's address followed by `/timeclock/`, tap **Set up this device**, sign in as a manager, name the station and choose its location. The Getting Started panel on **Time Clock → Settings** shows the exact address.

We installed the module but nothing happens. Why?

Installing does not switch it on. Open **Time Clock → Settings** and set **Time Clock Enabled** to **YES**, then save.

Who can clock in?

Everyone on staff, once they have a PIN. Admins are not listed; they do not clock in.

PINs

How do people get a PIN?

Either they tap **First time? Set up your PIN** on a station and sign in once with their admin username and password, or a manager sets one on **Time Clock → Employees**.

Someone forgot their PIN.

On **Time Clock → Employees**, click **Edit** next to them and either **Set a new PIN** or **Clear their PIN so they set up a new one**.

Can a PIN start with 0?

Yes. PINs are kept exactly as typed.

Someone's PIN stopped working.

After too many wrong PINs their PIN is paused for a while or locked until a manager unlocks it, depending on your settings. Click **Unlock** next to them on the Employees screen.

Stations

A station says "This station is locked". What now?

Too many failed tries were made on it in a short time. Someone allowed to unlock stations can tap **Unlock this station** and sign in, or click **Unlock** on **Time Clock → Stations. History** on the Stations screen shows when and why it locked.

Can people clock in at any station?

By default, yes. Turn on **Only Clock In at Assigned Locations** in Settings to hold people to the stations at their locations.

What if the tablet's clock is wrong?

It does not matter. Every punch uses the server's time in your store's time zone, and the station shows that time.

Breaks

Do people clock out for lunch?

No. They tap **Start meal break**, then **End my break** when they are back.

Can someone take two lunches?

Not by default: meal breaks are limited to one a workday. You can change the number, or turn the limit off, in Settings → Breaks. Rest breaks are not limited unless you turn their limit on.

Are breaks paid?

Out of the box, meal breaks are unpaid and rest breaks are paid. Change either in Settings → Breaks. A change never rewrites breaks already taken.

Hours and payroll

How is overtime worked out?

From your settings: weekly overtime past the weekly limit, and optionally daily overtime and double time past daily limits. Hours already counted as daily overtime are not counted again toward the weekly limit.

Someone forgot to clock out.

If automatic clock-out is on, they are clocked out at the limit (14 hours by default) and the shift is flagged. Put in the real time on **Timesheets** with **Edit**.

Can a manager change a shift?

Yes, on **Timesheets**. Every change needs a reason, and the shift's **History** keeps every punch and every change with before and after.

How do we get hours into payroll?

On **Payroll Hours**, choose the pay period and download Excel, CSV or PDF, or the ready-to-import file for ADP, Gusto, Paychex or QuickBooks Desktop if you chose one in Settings.

Can hours go straight into QuickBooks Online?

Yes, if your store uses QuickBooks Online through **Orders → QuickBooks**. Turn on **Send Hours to QuickBooks Online** in Time Clock → Settings. Each closed pay period is sent as time entries, one per person per day, and sending again replaces what was sent before.

Which payroll services are supported directly?

ADP, Gusto, Paychex and QuickBooks Desktop. For any other service, use the Excel or CSV download.

Why do the payroll files have long names?

Every download is named with the moment it was made, so you never open or send an old copy by mistake.

Can hours change after payroll has run?

Not once you close the pay period on Payroll Hours. Reopen it if payroll needs correcting.

Point of Sale

Does signing in to the POS clock people in?

Only if **Signing In to the Register Clocks You In** is on. Signing out of the POS never clocks anyone out.

Do POS store assignments carry over?

Yes. The stores a person can sell at in POS are their locations in the time clock too. Changes made in the time clock carry over to POS while POS restricts cashiers to their stores.

Security

Is the PIN stored anywhere?

Only as a secure one-way hash. The failed sign-in log never stores what was typed.

How do I see failed attempts?

Time Clock → Failed Sign-ins shows every failure, and anything blocked right now, which you can clear.