



For any queries, contact the uAttend Support Team
01761 410084 opt. 1

Monday – Friday 9:00 – 17:00
(excluding public holidays)

support@uAttend.co.uk

<https://help-portal.uAttend.co.uk>

Contents

INTRODUCTION	3
DASHBOARD.....	4
PAY PERIODS	5
CLOCKING MANAGEMENT	6
DEPARTMENTS	7
ROUNDING & GRACE	8
AUTOMATIC BREAKS	8
OVERTIME	9
ADVANCED	9
PEOPLE	10
TIMECARDS	11
ADDING & EDITING.....	12
REPORTS.....	13
NOTES.....	14



INTRODUCTION

Thank you for purchasing your new uAttend account!

This training manual will go over all of the core content covered in your tutorial. You can also use this manual to write down any notes that may help you understand the system.

Don't forget to also take advantage of these free uAttend tools to help you moving forward...



uAttend Help Portal

The uAttend Help Portal is your one-stop-shop for all things uAttend.

Need to know how to do something? Want a refresher on your training? Or need to see screenshots to confirm you're doing it right...

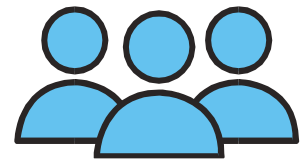
The help portal has it all!



Your Support Recording

When you open your uAttend account, you will be offered support training. This remote support will use your live account and will be tailored to your needs.

A recording will be sent after the session for you to keep and rewatch when needed.



The uAttend Support Team

Our friendly UK-based team are here for you 9-5 Monday to Friday (except public holidays).

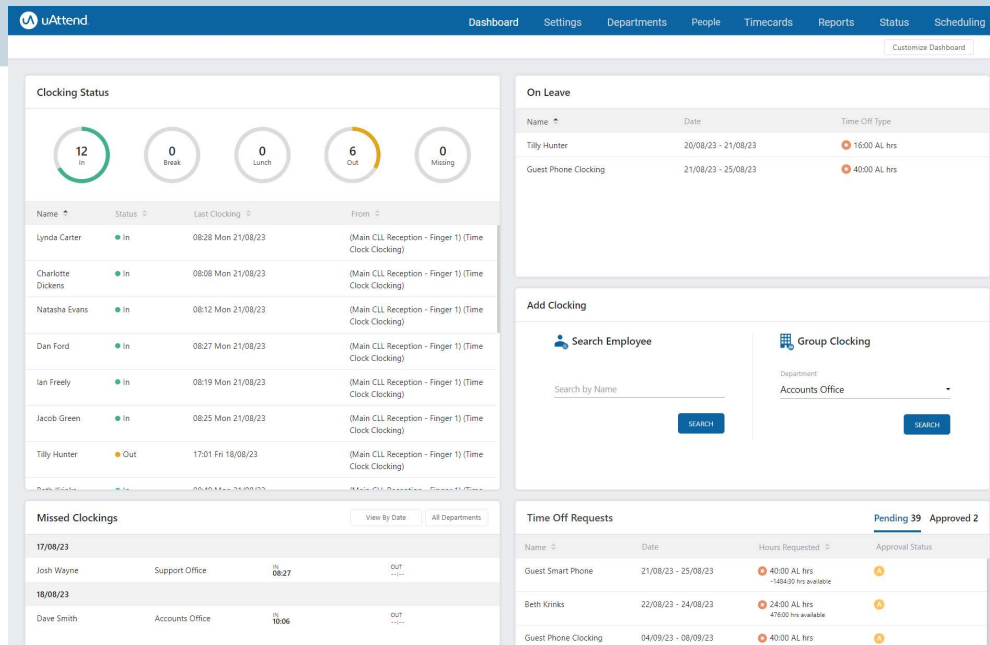
You can give us a call, drop us an email, or head to your uAttend Account and click 'Contact Support'.

DASHBOARD

The “Dashboard” acts as a central hub for uAttend system users.

Here you can get a quick heads-up view of details like:

- Who’s In
- Who’s Out
- Missed Clocks
- Time-Off Requests
- Upcoming Public Holidays



If you are in a rush, or just want to check your employee’s clocking status, this is the first port of call for all administrators & supervisors on your account.

The “Clocking Status” feature will allow you to chase up employees who have not clocked in or out and check the location they clocked from.

You can also check for new time-off requests and quickly complete employee timecards with the missed clocking feature.

PAY PERIODS

After covering the dashboard, the next section will cover your pay period; some companies pay weekly, some monthly, there is a setting for each of these depending on which suits your company best.

The screenshot shows the uAttend Settings page with the 'Settings' tab selected. The 'PAY PERIOD' section is expanded, showing a dropdown menu with options: WEEKLY, BI-WEEKLY, SEMI-MONTHLY, and MONTHLY. The 'WEEKLY' option is currently selected. The 'CANCEL' and 'SAVE' buttons are visible to the right of the dropdown.

GENERAL		
HOUR FORMAT	Military (0-23)	EDIT
MINUTE FORMAT	Standard (-01--59)	EDIT
DAYLIGHT SAVINGS TIME	ON FROM : 26/03/2023 02:00 - TO : 29/10/2023 03:00	EDIT
ACCRUAL ROUNDING	Hundredths (000.00)	EDIT
PAY PERIOD		
PAY PERIOD	WEEKLY	CANCEL SAVE
WORKWEEK STARTS ON		EDIT

These can be changed at any time using this setting; however, you must recalculate any timecard data to ensure that the hours displayed are correct.

You can also set the days in which your pay period begins, for instance, businesses and companies that pay their staff on a monthly basis can clarify which day of the month they are paid, starting a new pay period.

You can also set when a new work week commences, this is typically Sunday or Monday for most businesses but any day of the week can be chosen.

The screenshot shows the uAttend Settings page with the 'PAY PERIOD' section expanded. A tooltip is visible over the 'WEEKLY' option, stating: 'WEEKLY Pay period changes will recalculate the timecards'. The 'EDIT' button is visible to the right of the tooltip.

GENERAL		
HOUR FORMAT	Military (0-23)	EDIT
MINUTE FORMAT	Standard (-01--59)	EDIT
DAYLIGHT SAVINGS TIME	ON FROM : 26/03/2023 02:00 - TO : 29/10/2023 03:00	EDIT
ACCRUAL ROUNDING	Hundredths (000.00)	EDIT
PAY PERIOD		
PAY PERIOD	WEEKLY Pay period changes will recalculate the timecards	EDIT
WORKWEEK STARTS ON	Friday of each week	EDIT

CLOCKING MANAGEMENT

You can amend settings here if you have purchased uAttend Timeclocks or intend to limit web clocking, telephone clocking or app clocking locations for your employees.

For web clocking you will need the external IP address, for phone clocking you will need the site landline number and for app clocking, you will need the site address as well as the postcode.

uAttend
Dashboard **Settings** Departments People Timecards Reports Status Scheduling

General **Clocking Management** Public Holidays Export Communications Employee Services Job Tracking Shifts

TIMECLOCKES ADD TIMECLOCK

DEVICE ID	NAME/LOCATION	TIMEZONE	STATUS	FEATURE	
JR2000-90498091	2nd CLL Reception - Finger	(GHT)	ONLINE		EDIT [x]
JR2000-40742736	Main CLL Reception - Finger 1	(GHT)	ONLINE		EDIT [x]
DR2500-87960042	Support Office - Face Scanner	(GHT)	OFFLINE		EDIT [x]
DR2500-88892185	Support Test - Face	(GHT)	OFFLINE		EDIT [x]
LOGO IMAGE	Image files must be 320 x 156 in size Logo unavailable on certain models				EDIT
TEMPERATURE READER SETTINGS ⊙					EDIT
TEMPERATURE UNIT	Celsius (°C)				
TEMPERATURE LOCKOUT THRESHOLD	37.5				
TEMPERATURE REPORTING	Actual Temperatures				
TEMPERATURE LOCKOUT MESSAGE	Please call your Supervisor and do not enter the building.				
APPLY DEFAULT SETTINGS	2/2 Time Clocks				
OFFLINE MODE	DISABLED				EDIT

IP ADDRESSES ADD IP ADDRESS

IP ADDRESS	NAME	
90.215.X.X	OFFICE	[x]
81.136.X.X	Support Network	[x]

CALLER IDs ADD CALLER ID

CALLER ID	NAME	
01761410084	Main Office	[x]
01761410015	Sales Office	[x]
01761250741	Bethovink	[x]
01761250740	Natasha Romanoff	[x]
01761250743	Clark Kent	[x]
01761250744	Charlotte Dickens	[x]
01761250745	James O'Brian	[x]

A CALLER ID is the phone number from where employees call out to dock by phone.
The NAME is what you would like to call it.
Examples: (555-555-5555, Office Phone)

GEO-LOCATIONS ADD GEO-LOCATIONS

NICKNAME	LOCATIONS	COORDINATES	CLOCKING RADIUS	
1 Chronologic Ltd	Unit 20-24, Fourth Avenue, Budestock, SCHE BA3 4XE	51.280503900000000, -2.466892900000000	Within 1/2 mile of this address	[+] EDIT [x]
2 Wembley Stadium	Wembley London, LOND HA9 0WS	51.556084200000000, -0.279070500000000	Within 1/2 mile of this address	[+] EDIT [x]
3 O2 Arena	Peninsula Square Greenwich, LOND SE10 0DX	51.500940500000000, 0.005362600000000	Within 1/2 mile of this address	[+] EDIT [x]
4 NEC	North Ave Birmingham, WARW B40 1NT	52.454615000000000, -1.716284000000000	Within 1/2 mile of this address	[+] EDIT [x]

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DEPARTMENTS

Departments are cost centres, such as a shift, a site, a job number or type of worker.

All employees have a home department where they will be based. However, if required they are able to clock into other departments using the department transfer feature.

uAttend Dashboard Settings Departments People Timecards Reports Status Scheduling

Departments + Add Department

AO Accounts Office Code: ACCOUNTS OFF... ID: 111943	AO Administration Office Code: ADMINISTRATIO... ID: 111944	CO CLL Office Code: CLL OFFICE ID: 111945	HD Home Department Code: Home ID: 111431	MO Management Office Code: MANAGEMENT ... ID: 111946
MO Marketing Office Code: MARKETING OF... ID: 111947	OO Out of Office Code: OUT OF OFFICE ID: 111948	RW Remote Working Code: REMOTE WORKI... ID: 111445	SO Sales Office Code: SALES OFFICE ID: 111949	SO Support Office Code: SUPPORT OFFICE ID: 111432

uAttend Dashboard Settings Departments People Timecards Reports Status Scheduling

DEPARTMENTS < 10 of 10 > SUPPORT OFFICE

General Overtime Schedule Lockout Advanced Shifts

GENERAL	
DEPARTMENT	111432
CODE	SUPPORT OFFICE
DEPARTMENT NAME	Support Office
PRE-SHIFT	0 Minutes 0 Grace
SHIFT START	15 Minutes 0 Grace
DURING SHIFT (Clock In)	0 Minutes 0 Grace
DURING SHIFT (Clock Out)	15 Minutes 0 Grace
POST-SHIFT	0 Minutes 0 Grace
OTHER DEDUCTION/DURATION	After 6 hours worked - Deduct 60 minutes
DEDUCTION WINDOW	
PAID BREAK / DURATION	
STATUS	ACTIVE
LUNCH CLOCKS	
ADD UP TO	
DEDUCT LUNCH CLOCKS FROM THE TIME CARD	
LUNCH LOCKOUT	
BREAK CLOCKS	
ADD UP TO	
BREAK LOCKOUT	

ROUNDING & GRACE

A feature within uAttend is the ability to automatically round your employee's clockings to an interval of your choosing.

For instance, if you do not pay your staff by the minute, you can round it to an interval such as a quarter of an hour (15 minutes) half an hour (30 minutes) or, if you pay strictly by the hour, you can set it to 60 minutes.



PRE SHIFT	0 Minutes	0 Grace
SHIFT START	15 Minutes	3 Grace
DURING SHIFT (Clock In)	0 Minutes	0 Grace
DURING SHIFT (Clock Out)	15 Minutes	0 Grace
POST SHIFT	0 Minutes	0 Grace

If a member of your staff clocks in at the department at for instance 8:18 it will round it to the next interval you have set, if this was 15 minutes, it would be 8:30 rounding forward to the next interval set, all whilst displaying the original clocking data for your records.

For clocking out, instead of rounding forward uAttend rounds backwards to the previously specified interval.

Grace can be used to provide leniency to your employees clocking in late or leaving early, for instance, if your employee clocks in to their 8:00 shift 5 minutes late but you have a 5-minute grace period they are still paid from 8:00 rather than the next rounded interval.

The same applies if they clock out 5 minutes early with 5 minutes of grace applied.

AUTOMATIC BREAKS

uAttend can also deduct breaks automatically under the "Other Deduction/Duration" settings.

OVERTIME

If your company pays staff overtime, we offer the functionality to provide two rates of overtime and various settings such as minimum weekly hours worked, and daily overtime rates by hours worked or by the hour of the day.

If overtime rules are required, be sure to mention this during your call and have any specific rules to hand.

uAttend		Dashboard	Settings	Departments	People	Timecards	Reports	Status	Scheduling
				General	Overtime	Schedule	Lockout	Advanced	Shifts
DEPARTMENTS < 10 of 10 > SUPPORT OFFICE									
OVERTIME									
WEEKLY RULE									EDIT
DAILY OVERTIME									EDIT
DAILY OVERTIME (Over Flow)									
SUNDAY									
OT 1									EDIT
OT 2									EDIT
MONDAY									
OT 1									EDIT
OT 2									EDIT
TUESDAY									
OT 1									EDIT
OT 2									EDIT
WEDNESDAY									
OT 1									EDIT
OT 2									EDIT
THURSDAY									
OT 1									EDIT
OT 2									EDIT
FRIDAY									
OT 1									EDIT
OT 2									EDIT
SATURDAY									
OT 1									EDIT
OT 2									EDIT

ADVANCED

If your staff or some of your staff happen to work long shifts (over 14 hours) or work through the night into the following day, uAttend has the functionality to enable night shifts for particular departments.

uAttend		Dashboard	Settings	Departments	People	Timecards	Reports	Status	Scheduling
				General	Overtime	Schedule	Lockout	Advanced	Shifts
DEPARTMENTS < 10 of 10 > SUPPORT OFFICE									
ADVANCED									
DAY CHANGES AT									EDIT
MAXIMUM SHIFT									EDIT
NEW SHIFT STARTS									EDIT
NIGHT SHIFT?									EDIT

If your workday starts at a different specified time other than 00:00 (Midnight) we can amend this setting here too.

PEOPLE

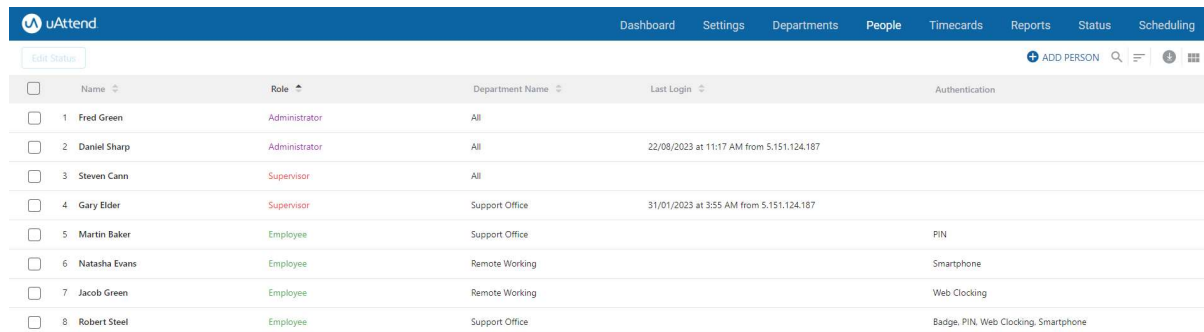
There are three levels of role within uAttend, Administrator, Supervisor & Employee.

The first two are purely used for management purposes, they can edit manage view and approve where necessary.

Only Employees can clock on the uAttend system, if certain individuals are managers or senior figures that will need to manage the system as well as clock, they must be set up as both a Supervisor and an Employee.

uAttend supports a multitude of different clocking methods, you decide which is the best clocking method for you and your company, you can use as many as you wish. The clocking methods available within uAttend are:

- Fingerprint recognition (BN & JR Series Terminal)
- RFID clocking with Badges & Fobs (DR & JR Series Terminal)
- Facial recognition (DR Series Terminal)
- Telephone clocking | Mobile clocking
- Smartphone App clocking | Web clocking
- PIN clocking (Available on all uAttend terminals)



<input type="checkbox"/>	Name	Role	Department Name	Last Login	Authentication
<input type="checkbox"/>	1 Fred Green	Administrator	All		
<input type="checkbox"/>	2 Daniel Sharp	Administrator	All	22/08/2023 at 11:17 AM from 5.151.124.187	
<input type="checkbox"/>	3 Steven Cann	Supervisor	All		
<input type="checkbox"/>	4 Gary Elder	Supervisor	Support Office	31/01/2023 at 3:55 AM from 5.151.124.187	
<input type="checkbox"/>	5 Martin Baker	Employee	Support Office		PIN
<input type="checkbox"/>	6 Natasha Evans	Employee	Remote Working		Smartphone
<input type="checkbox"/>	7 Jacob Green	Employee	Remote Working		Web Clocking
<input type="checkbox"/>	8 Robert Steel	Employee	Support Office		Badge, PIN, Web Clocking, Smartphone

Setting up a new employee or other role is a simple process, if you are using a clocking terminal it is a two-stage process requiring interaction between both your terminal and your uAttend online account, your uAttend trainer can guide you through the enrolment procedure if requested.

There are a number of additional optional fields that you can fill in to retain as much information about your employee as possible, this can be information such as:

Date of Birth | Hourly Rate | Mobile Phone Number | Email | Payroll ID

If you are planning on using our incorporated payroll export feature

TIMECARDS

Timecards are specific to employees, it is a record of all the hours worked, in which department, on what date. Think of this as a paper timesheet but digital.

It also categorises these hours into the relevant column depending on the type of hours they are working, this can be helpful for payroll, and the hourly columns are:

- DED – Deductions taken from the hours worked, usually in the form of breaks
- REG – Regular hours, typically the most common form of hour recording
- OT1 – Overtime rate 1, the first rate of overtime if your company pays this
- OT2 – Overtime rate 2, the second rate of overtime, again if your company pays this
- AL – Annual Leave, hours accrued for time on holiday
- PH – Public Holiday, if your company pay for a public holiday the hours are displayed here
- SIC – Sick pay, if your company pay sick pay the hours are added here
- OTH – Any other type of absence

uAttend		Dashboard	Settings	Departments	People	Timecards	Reports	Status	Scheduling
Pay Period	< 08/18/23 - 08/24/23 >	All Departments							
Name	Department								
1 Martin Baker	SUPPORT OFFICE								
2 Natasha Evans	REMOTE WORKING								
3 Jacob Green	REMOTE WORKING								
4 Robert Steel 200599	SUPPORT OFFICE								

uAttend		Dashboard	Settings	Departments	People	Timecards	Reports	Status	Scheduling					
Time Cards	< 4 of 4 >	Robert Steel - 200599	Pay Period	< 18/08/23 - 24/08/23 >										
DATE	DEPT	IN	OUT	DED	REG	OT1	OT2	AL	SIC	PH	OTH	TOTAL	Show notes	
Fri 18/08/23	SUPPORT OFFICE	08:22	17:05		7:30							7:30		
			Lunch	-1:00										
Sat 19/08/23	SUPPORT OFFICE	08:17	17:03		7:45							7:45		
			Lunch	-1:00										
Sun 20/08/23														
Mon 21/08/23	SUPPORT OFFICE	08:29	17:12		7:00							7:00		
			Lunch	-1:00										
			DAILY OVERTIME			0:30								
Tue 22/08/23														
Wed 23/08/23														
Thu 24/08/23														
WEEK TOTAL					23:15	0:30						23:45		
													Hours Worked Week 1: 22:45	
				DED	REG	OT1	OT2	AL	SIC	PH	OTH	TOTAL		
				-8:00	22:15	1:30	0:00	0:00	0:00	0:00	0:00	23:45		
				Gross Pay	£222.30	£8.10	£3.00	£5.20	£0.00	£0.00	£0.00	£0.00	£238.20	

ADDING & EDITING

Any clock made by employees can be edited by an administrator or a supervisor with sufficient privileges, not only this but people who have forgotten to clock in can also have their clocking information added, along with a note explaining the added clocking.

Editing a clocking can be done by clicking the “pencil icon” on the clocking line you wish to edit, and then adjusting the information accordingly as shown:

To add a clocking click on the blue plus icon and then select what type of clocking you'd like to add. Sickness or Annual Leave additions can be found under the “Benefit” category.

Notes can be added to explain the reason you have added/edited the clocking when you return to it at a later date or other staff viewing the system will know why.

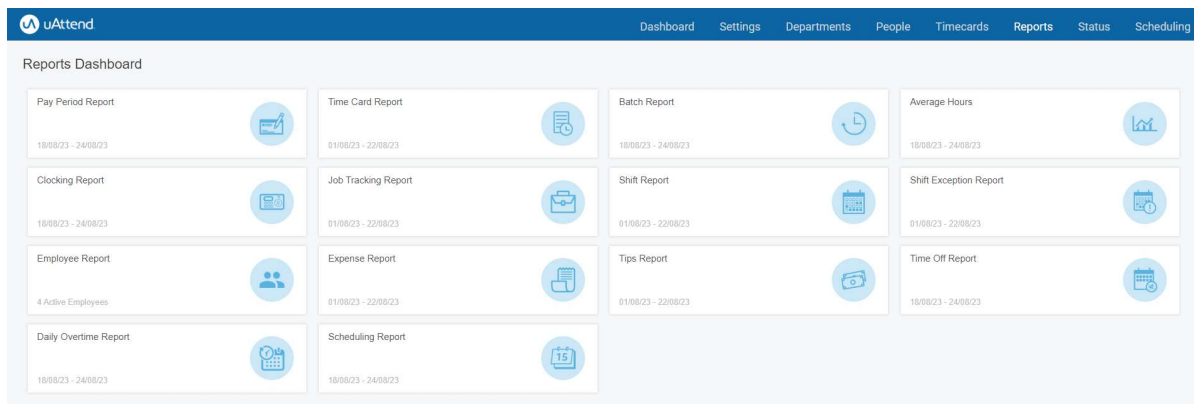


Deleting a clocking can be achieved by pressing the “bin” icon, please note when deleting a clocking these are irretrievable and there are no logs to identify past information that has since been deleted.

REPORTS

Reports are a handy tool for a number of different areas you are trying to report on within your business, and there are different reports which are best to achieve this, some of the popular reports we recommend are:

- The Pay Period report will provide you with a view of all hours worked for each employee by the home department for the pay period selected. This is useful if you wish to export uAttend hours to payroll.
- The Timecard report allows a date range selection and will show a breakdown of the hours worked for each employee by home/working department.
- The Clocking report will display the raw unrounded data for clocking's made, which can be filtered by date range, department, employee and clocking method.
- The Batch report allows you to export the detailed timecard data in batches of employees or departments by pay period.



If there is something, in particular, you are looking to report on with your uAttend system, please note this down and we can recommend the best reports within the system to use.

