Welcome!

Thank you for choosing **Gradience TimeClock!** This application replaces mechanical time clocks, eliminating hand correcting and tallying of timecards, and dramatically reducing payroll preparation time.

Gradience TimeClock features include:

- Easy clocking in/out using keyboard, swipe card and fingerprint reader.
- TC Remote software provides access to remote terminals swipe and punch entries.
- Detailed time and date stamping of all entries, including employee and supervisor changes.
- Instant knowledge of employee status through a virtual in/out board.
- Fully customizable work schedules, rounding rules, overtime settings and more.
- Data export function to major payroll provider software.
- Direct transfer of timecard runs into employee time sheets in **QuickBooks® Pro** and **Premier Editions 2003 and higher.**
- Flexible security access for employee and managers alike.
- Integration with other Gradience programs simplifies data entry.

When combined with Gradience Attendance, this powerful tool provides a comprehensive time and attendance tracking system for your business.

Gradience TimeClock — New Features

Gradience TimeClock has many new features designed to improve your productivity and improve timekeeping. We've added the following features to help you become more efficient, and hope TimeClock will help streamline your timekeeping operations!

New features in TimeClock include:

Features Shared with other Gradience Titles:

- Redesign of Automatic Update Feature to improve its performance. (Can get updates through an automatic process or download update to a shared file before deploying – great option for IT departments.)
- Improved installation process with database connection test to check id the database is connected correctly.
- Improved usability for reporting features – moved checkboxes to be shown only when running reports.
- Removed Edit mode from Guest Users, Global Preferences and Locations and Departments
- Reduced save times
- Added ability to sort by EmployeeID on Custom Reports.
- Added ability to create Locations and Departments from the Employee Detail screen.
- Moved Checklist from under View menu to Help menu.

Gradience Time Clock Professional and Enterprise:

- Intranet based web client for clock in/out – added browser based Time Station that allows remote clock in/out from a PC with Internet connection (Requires IIS to be installed).
- Improved usability for work schedule input screens
- Added feature to prevent double punching
- Terminated and Inactive employees are now added to a TimeCard Run if they have paid hours during that date range.

****Note**: Updates versus Upgrades — Updates (also called minor updates) are new releases where the first version number has not changed. For example, if you purchase a Gradience product with version 10.x.x., you can update to any other version 10.x.x free of charge. Upgrades (also called major upgrades) are indicated by a change in the first version number. For example, when Gradience improves to the next higher first version number (from 10.x.x to 11.x.x), this is called a major upgrade. Major upgrades usually have a significant amount of new features and software improvements which warrant an additional charge. Upgrades require an upgrade fee. When Gradience performs an AutoUpdate, the fixes applied are minor updates, and are available free of charge. Contact Gradience sales for more information on how to purchase major upgrades.

Unlocking the Demo

You can unlock your demo copy after a new installation, or after you already have installed the program.

New Installation

You can unlock your installation immediately, or run any Gradience application in Demo mode. Here's how:

- During the installation of any Gradience application, you will be prompted to enter your license key in the Product Key window.
- Enter the key in the Key field, or click **Next** to continue installing the application to run Gradience in Demo mode.
- After running the applications in Demo mode, you will be reminded periodically of the Demo trial period remaining and have the option to purchase Gradience Attendance, Records or TimeClock.

Previous Installation

If you already have installed the demo of TimeClock, you can unlock it in one of two ways:

1. Open Gradience TimeClock and click **Enter Product Code** to enter the product key.
2. When the **Enter Product Key** window opens, enter your product key. It is not case-sensitive.
3. Click **OK**. A pop-up will indicate whether the key is valid or not.

or

1. Open Gradience TimeClock and click **Continue in Demo Mode**, enter the login and password.
2. From within the program, click **Help**. On the drop-down menu, click **Alter Current Product License**.
3. When the pop-up window opens, click on **Edit Key**.
4. When the **Enter Product Key** window opens, enter your product key. It is not case-sensitive.
5. Click **OK**. A pop-up will indicate whether the key is valid or not.

Note: There is a different product key for each Gradience product.

System Requirements

- Windows XP Professional (SP2), Windows 2000 Professional, Windows 2003 Server or Windows Vista
- Pentium IV or Higher Processor
- 512 MB available RAM (Random Access Memory)
- 60 MB available hard disk space CD-ROM drive
- SVGA monitor with 1024 x 768, High Color or higher
- Windows-compatible, graphics-quality printer

Network Requirements

- **Windows-based Server or PC** – The included database is not compatible with a non-Windows-based operating system, such as Novell. However, you may run the database on a Windows-based server or PC connected to a non-Windows based network.
- **A static (persistent) IP address** so the database will always be connected to the client application.
- **Proper user license** – The database will only allow the purchased number of users to be connected at any one time to the database. **Wide-Area Networks** (WAN) require an Enterprise license. The Product Key is affixed to the inside cover of the **QuickStart Guide.**
- **CD-ROM drive** or access to our software download area on www.gradiencesupport.com.

Citrix and Terminal Services:

Although some of our customers have reported running the Gradience with Citrix we have not tested our software in such an environment. Also, the Gradience technical assistance is only for the applications themselves and not for troubleshooting network issues. We therefore cannot offer help with installation on your Citrix network. We also cannot guarantee that standard approaches to issue resolution offered by our Technical Support team will work in this environment.

You may use the link below to access a PDF that may help.

Citrix support

Below is the only information that we can offer regarding Terminal Services.

Standard Client/Server install on a Terminal Server
Install the gradience product on the Terminal Services Server using the Add/Remove programs in the Control Panel.

On the Server where gradience is installed, go to **Start**, **Run** and enter: **hrware.ini**. This will bring up Notepad with the following info:
[HRWARE]
Server=Localhost
Path=C:\Program Files\GNeil Software\Data\HRWare.gdb

Change the Server information from:
SERVER=LOCALHOST to SERVER=127.0.0.1.
Even though Localhost is the same as the IP Address of 127.0.0.1, we have found that in many cases you will need to enter the IP Address instead of the name.

We also found that the User would need to be logged on to the Terminal Service with Administrative rights. Without administrative rights, our database engine (Firebird 1.5) will not function, and the user will not be able to access the database file.

This suggests that an Admin user has privileges to system files/DLL's that a standard user would not.

We welcome your sharing with us any insights that you gain from deploying our software on Citrix

License Options

Gradience products have similar licensing schemes. The options currently available are:

- **Professional** – Up to five users can run the program at the same time when connected to a single, common database.
- **Enterprise – Site License** – Any number of users can run the program at the same time when connected to a single, common database from a single site (location).
- **Wide-Area Network (WAN) –** licenses for multiple locations are also available. Please call for more information.

Installing from the CD Menu

To begin installing Gradience, follow these steps:

1. Close ALL running programs.
2. Insert the Gradience CD-ROM into the appropriate drive of your computer.
3. The menu will appear. Select which product you want to install. (If the installation menu does not appear, click **Start**, **Run**. The Run dialog will appear. In the dialog box, type **D:\setup.exe** where **D:** is the letter of your CD-ROM drive. Click **OK** or press **Enter**.)
4. Once the installation procedure begins, follow the on-screen instructions to install the software. See **Setup Types** below for more information. It is recommended that you accept the default setting for each step of the install process. If you are installing the software in a network environment (Client-Server Installation), you should consult your network administrator before installation. You must have proper network rights in Windows 2000 and XP to install Gradience software.
5. When installation is complete, the Gradience program group will be added to your Start menu, and a Gradience TimeClock icon will be on your desktop.

Setup Types

- **STANDALONE**: Use this option if you are installing to a standalone computer. This will install the application files (TimeClock Admin and TimeStation) and database files to your local drive.
- **SERVER**: This is the first of two steps in the Client-Server Installation, either for true client-server configurations or a peer-to-peer network that may be using a workstation PC for the database. Choose this option to install the database and application files (TimeClock Admin and TimeStation) on the Server and before installing the Client application to PC workstations.
- **CLIENT**: This is the second step in the Client-Server installation. This will install the application files (TimeClock Admin and TimeStation) and ask for the Server Name and Database Path.

After clicking on a Setup Type, you will have the following options:

- **EXPRESS**: We recommended that you select this option if you are installing or upgrading Gradience for the first time. This will take you through the installation process with minimum user intervention.
- **CUSTOM**: This option is for Advanced Users who have specific installation needs, such as installing just the Time Station program on a client.

NOTE: A Client-Server Installation is recommended. The database is more secure than if you install it on a Standalone computer, especially when installing Gradience TimeClock. When running Gradience TimeClock on a Standalone computer, you run the risk of someone changing the clock settings and creating false timecard entries. With a Client-Server Installation, the database and time are pulled from the server, not from the client workstation.

Installing Gradience TimeClock

This section explains how to install Gradience TimeClock to a Network or Standalone computer, and answers frequently asked questions about installing.

Gradience TimeClock can be installed on a single standalone workstation or a network for database sharing among several users, depending on your needs.

Regardless of which license you purchased, you may install the database to a network folder for the purpose of backup. Please consult your network administrator before installing to a network folder.

Network Installation – (Client-Server)

Installing a Client-Server setup is a two-step process. You will need to install to the Server first and then to the Workstation(s).

To install to a network requires these items:

- **Windows-Based Server PC** – The included database is not compatible with a non-Windows-based operating system, such as Novell. However, you may run the database on a Windows-based server or PC connected to a non-Windows-based network.
- **A static (persistent) IP address** so the database will always be connected to the client application.
- **Proper user license** – The database will allow only the purchased number of users to be connected at any one time to the database. Wide-Area Networks (WAN) require an Enterprise license. The Product Key is affixed to the inside cover of the CD sleeve.
- **CD-ROM drive** or access to our software product download area on www.gradiencesupport.com.

NOTE: Gradience cannot provide technical assistance with setting up or maintaining your computer network. Please consult your computer manufacturer or network administrator before contacting Gradience Tech Support.

Installing Gradience

1. You may install from a CD or from a download.

- **From a CD:**
  Insert the gradience CD, select Install gradience software and double-click on the program to be installed.
- **From a Download:**
  After following the instructions on downloading Gradience to your desktop, double-click on the file to install.

  Note: *To download, go to www.gradiencesupport.com, click on* **Download latest versions**. *Select the program that you need, click* **Download** *and then click* **Save**. *When the* **Save as** *window opens, put* **Desktop** *in the* **Save in field** *and then, click* **Save**.

2. You may install as a **Server**, a **Client** or a **Stand Alone**.

- **Server Installation:**
  If installing several gradience programs on your network, only one program needs to be installed at the server.

  When prompted for the type of installation select **Sever**. When prompted for **Custom** or **Express** we recommend **Express**. If you select **Custom** you will be given the chance to "deselect" certain components. We recommend that you leave all components checked. The next prompt will allow you indicate where you want the database to reside. Please indicate a folder on physical drive rather than on the drive directly. An example of a custom path would be…

  j:\gradience\hrware.gdb

  Continue to follow the prompts. You will see a screen that shows where the database is located. Jot this location down or print this screen as prompted. You will use it at the client to verify that it is "pointed" properly to the database.
- **Client Installation:**
  DO NOT map a drive from the client to the server. Our software uses TCP/IP to connect to the database via port 3050. Also DO NOT use UNC (\\) in either the name of the server or the path to the database.

  When prompted for the type of installation select **Client**. When prompted for **Custom** or **Express** we recommend Express. This workstation will look across the network and "self-point" to the data up on the server. A prompt will indicate where this client is "pointed". The client MUST be pointed to the exact drive letter on the server where the database is located, <u>not a mapped drive</u>. Be sure that the path to the database does NOT have double back-slashes (UNC) in the path.
- **Stand Alone Installation:**
  When prompted for the type of installation select **Stand Alone**. When prompted for **Custom** or **Express** we recommend **Express**. If you select **Custom** you will be given the chance to "deselect" certain components. We recommend that you leave all components checked. The next prompt will allow you indicate where you want the database to reside. The database must reside on a physical drive and in a folder on that drive rather than on the drive directly. An example of a custom path would be…

  j:\gradience\hrware.gdb

Possible Launch Error:

If after installation, you attempt to open gradience software from a remote location you may encounter an error message. Some remote-access software cannot resolve **Localhost** or the **"name"** of the server that can be found in the **hrware.ini** file of the server, client or stand alone workstation respectively.

Resolution:

1. 1. Remote to the desktop of the PC where you are attempting to open the program. (Server, Client or Stand Alone PC)
2. 2. Click on **Start > Run** and enter **hrware.ini** into the field and click **OK**.
3. 3. Second line from the top, change the "Server Name" or "Localhost" to the IP Address of the computer where the database is located.
4. 4. **Save** and close the NotePad. Re-launch the program. If this fails, "physically" go to that computer to launch it.

IMPORTANT NOTE FOR VERSION 6 AND EARLIER USERS

Gradience does not share the same database with Version 6 or earlier. You will need the Gradience Version of each program to share the database among the three separate programs. For this reason, you also should upgrade each program to the Gradience Version at the same time as ; otherwise, you may create multiple non-synchronized databases.

Quick Note About Peer-to-Peer Installations

A peer-to-peer connection allows you to share information between two computers without the need of a formal client-server connection. **The peer-to-peer connection must be in place before following these instructions**. See your Network Administrator for more details on setting up such a connection.

On the host computer (the one on which you wish the database to reside), follow the instructions for a Server installation. Write down the Server Name and Database Path when prompted.

Note: The Server installation will install both the software application and database files to the host computer. Then install the application as a Client on the other computer that will be sharing the information, entering the Server Name and Database Path when prompted.

Upgrading from Optima or MyBiz to Gradience

Version 7 and early editions of Version 8 utilized InterBase 6 open edition as a database engine. Nearly all PCs now come with hyper threading as a standard feature. Because of this, we no longer employ InterBase 6 because it doesn't work well in a multi-processor or a hyper-threaded environment.

We now use Firebird 1.5 as our database engine. It works with multi-processor environments and we know of no issues with any brand of hyper threading available. When upgrading to Gradience, Firebird will NOT automatically replace InterBase. You will have to uninstall InterBase first as well as deleting the gds32.dll file. Then, install Gradience so that Firebird will install as your database engine.

If you're upgrading from Optima or MyBiz to Gradience follow these steps:

1. Back up your current data first.
2. From your Control Panel click **Add**/**Remove Programs**. Look for **InterBase 6** and uninstall it if you are not using it for another application. If you do not have InterBase 6, you may already have Firebird. If so, disregard Steps 3 and 4 below.
3. After uninstalling InterBase 6 close out of Add/Remove Programs and return to the desktop.
4. Do a search of your C: drive for **gds32.dll**. If you have this file, delete it.
5. Now install Gradience. No data needs to be imported. Gradience will read the database you already have and upgrade it to a Gradience database.

Note: *DO NOT continue to use Optima or MyBiz. These programs will still be able to access the data. Using the older version to access the Gradience database may result in a loss of data.*

Updating from versions older than Version 6

IMPORTANT! If you have been using Version 6 or below of Attendance Controller first make sure that your Benefit Labels are as follows:
Vacation
Sick
Personal

If your Benefit Labels are different, the database will not convert properly for Gradience to read it.

The database in Version 6 and below is dramatically different from what has been used since Version 7. If you're upgrading from a version below 6, you will need to upgrade to Version 6 first and then to Gradience 2007 (Version 9). Version 6 is on the Gradience CD under the **BIN**/**Legacy** folder. For assistance, please contact Tech Support at 888-925-7740 or go to www.gradiencesupport.com and click on **Ask a Question**.

Updating from Version 6

IMPORTANT! If you have been using Version 6 or below of Attendance Controller first make sure that your Benefit Labels are as follows:
Vacation
Sick
Personal

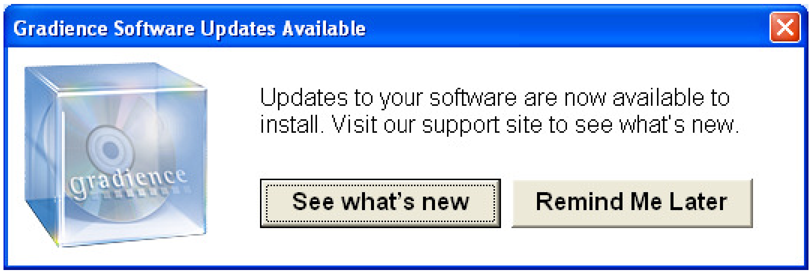
If your Benefit Labels are different, that database will not convert properly for Gradience to read it.

To upgrade from Version 6, follow these steps:

1. Install Gradience 2007 (Version 9). For assistance, call Tech Support at **888-925-7740** or go to www.gradiencesupport.com and click **Ask a Question**.
2. From the desktop click on **Programs** (or **All Programs**) > **Gradience** > **Maintenance** > **DB Monitor**.
3. Login with **ADMIN, ADMIN**
4. After the DB Monitor opens, click **File** and **Exit** and then, click **Yes** to shut it down.
5. Now, install Gradience 2008 (Version 10).

Auto Update Notification for Gradience TimeClock (Pro/Enterprise)

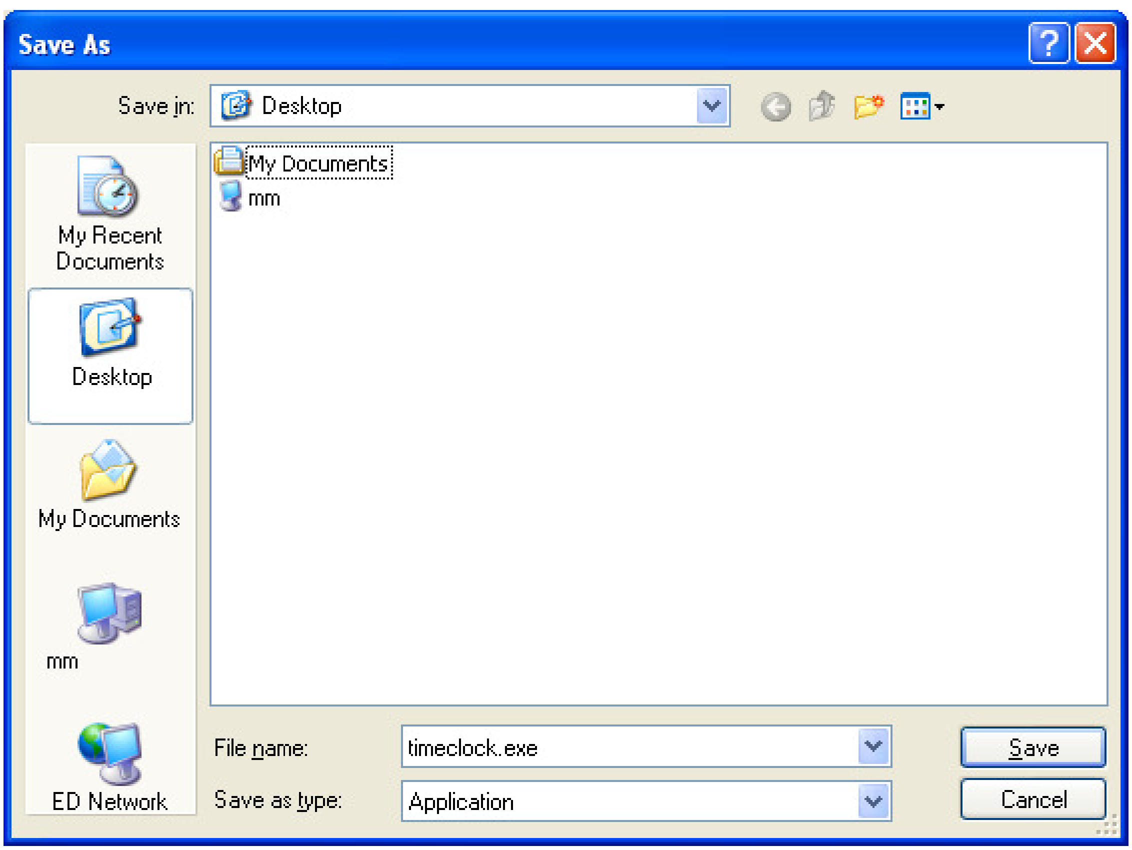
Periodically, FREE updates may become available for this version of Gradience TimeClock.



When opening the program; if an update is available, the pop-up shown above will appear.

Accepting the update:

1. Click **See what's new** to be directed to the Web page that contains the download link for the program that you need to update.
2. When the pop up window opens; click **Save**. If you click **Run** the software will not install.
3. A Save as window will open. In the **Save** in field enter **Desktop** and click Save to download the update.



4. Once the download is complete; an installation icon like the one shown here will appear on your desktop.

timeclock.exe

Installing the update:

1. Double click the installation icon to begin installing the update. You may also refer to the section on installation in the Help file within your program for more details.

   • **Server Installation:**
   Install the update on the server or on a workstation that is "behaving" as a server for our program first before installing the update on individual "client" workstations. Ensure that your current version is not open. Double-click on the downloaded installation icon. When a prompt gives a choice between Server, Client and Standalone, select **Server**. When a prompt gives a choice between Custom and Express, select **Express**. This is true even is you had done a Custom installation originally. This is because you already have an established ini file **[hrware.ini]** that will properly direct the program to the data.

   • **Client Installation:**
   Now move the installation icon to the desktop of a client. When a prompt gives a choice between Server, Client and Standalone, select **Client**. When a prompt gives a choice between Custom and Express, select **Express**. Repeat at any additional client workstations running this software.

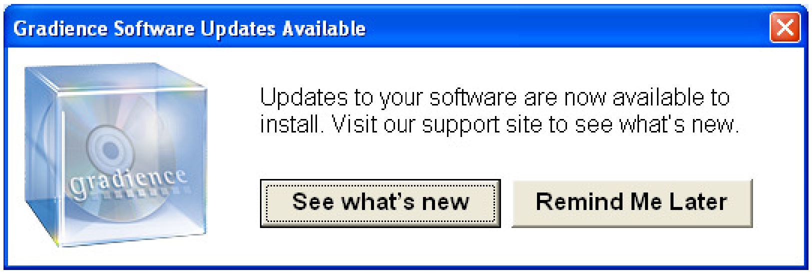
   • **Stand Alone Installation:**
   If you only have the program on one computer and the data is also on that same computer, double-click on the downloaded installation icon. When a prompt gives a choice between Server, Client and Standalone, select **Standalone**. When a prompt gives a choice between Custom and Express, select **Express**.

2. When the installation is complete, click the original program icon to open the program.
3. From within the program, click **Help > About** to view the updated, multi digit version number.
4. Make a record of this full, multi digit version number. When contacting Tech Support, indicate this number.

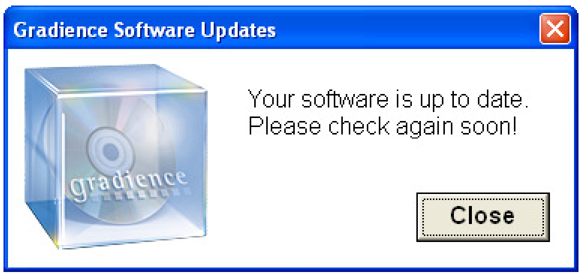
Choosing not to update at this time:

1. Click **Remind me later**.

Note: At any time while using the software, you may click on Help at the top. From the drop-down menu click **Check for Updates**. If one is available you will see the pop-up shown here.



If no update is available, the pop-up shown below will appear.



Configuring and Using Time Station

At this point, you already should have installed Time Station. If you have not yet done so, you can learn how to install Time Station here.

Configuring Time Station is a three-step process that includes **Configuring and Connecting Time Station, Reconfiguring Time Station**, **Configuring Time Station for use with TimeClock**.

Configuring and Connecting Time Station

Follow the steps below to complete the initial Time Station configuration:

1. Before you do anything else, make sure you have installed and launched TimeClock.
2. Once you have verified that TimeClock is running and you have clicked Launch Time Station on the last window of the Time Station installer, you will see the initial configuration window
3. Type in the **IP Address** of the TimeClock computer (click here to learn how to find it).[1]
4. If you do not know or cannot find the IP Address of the TimeClock computer, then you need to know the network name (Computer Name) of the TimeClock computer. You can find all the computers on your network by clicking **Browse**. Time Station will return a list of computers on your network. Note that not all of the computers in the list will be running TimeClock, so make sure you have found the name of the TimeClock machine ***first*** so you can recognize it when the list appears.
5. Once you have completed either the **IP Address** or **Computer Name** field, click **Save**.

   If you have successfully connected to the TimeClock computer, you will see the following message:
   "IP Address and Computer Name updated successfully"

6. After the correct information is received and any issues are resolved, the Time Station employee login window will appear and the setup is complete.

   Note: the **Status** field appears inside the left side of the interface when Time Station has connected successfully with TimeClock. The two status indicators are **Connected** or **Disconnected**.

[1] You need to have the IP Address of the computer running TimeClock in order to correctly configure Time Station. You can find this information by navigating to TimeClock | Preferences tab | Time Station Configuration container. Look for the field labeled TimeClock IP Address. Write down or memorize the address.

Installing Time Station

Time Station is free software that, when installed and connected properly to TimeClock, runs on a remote machine in your office and allows employees to clock in and out. Before you can use Time Station, you will need to install it on a remote computer, which typically is NOT the same computer as the one running TimeClock.

Follow these steps to install Time Station:

1. Make sure you have TimeClock installed first. Then, navigate to the **TimeClock**|**Preferences** tab and find the field in the Time Station Configuration window labeled **TimeClock IP Address**. Memorize or copy this number down - you will need it later when you learn how to configure Time Station.
2. Go to the computer onto which you want to install Time Station. Using the CD or the download setup package, double-click **Setup** to run the installer.
3. Install Time Station, taking all the default prompts. You will need to accept the Gradience License Agreement to install and use the application.
4. You will be given the option to test your connection to the database. Enter your server information and click "Test Connection."
5. Once you are finished , there is a Launch Time Station check box. Put a check in the box, then click **Finish**.
6. The Time Station installation is complete. Visit the topics below to configure Time Station to work with TimeClock.

Why should I avoid running Time Station on the same computer as TimeClock?

As an HR Administrator or support person, you are probably busy using your machine for other purposes. Employees need to clock in and clock out at various times of the day, Time Station keeps this activity from disrupting your daily work flow by allowing them to use another computer connected via your network to your machine (the TimeClock machine). Additionally, because Time Station has remote capabilities such as the Change Employee Password feature, it's easy to make those adjustments at the remote machine, just as you could at your TimeClock computer. This flexibility lets you perform this and other procedures remotely should the need arise. If, however, you need to test your connectivity with Time Station and your magnetic swipe reader and cards, you can follow the Technical Note below to set up your TimeClock machine to perform some tests.

Technical Note

Want to connect TimeClock to your Time Station on the same machine for testing purposes? Just put 127.0.0.1. inside the IP Address field on the first Time Station configuration screen. You now are connected to your own machine with minimal configuration. Next you can use TimeClock and your USB (or serial) card reader to swipe magnetic stripe card data into your ID Card Number fields for each of your employees.

Once finished with this process, you now can test your TimeClock /Time Station connectivity and features by starting Time Station and swiping a magnetic stripe card through the reader.

Intranet Installation

Follow these steps to install the intranet function on Time Station on your system.

Windows Vista Install:

1. Install the TimeClock application
2. Install IIS
3. Go to **Start**>**Control Panel**> **Program Feature**> Turn Windows features on/off Check/Select **IIS**>**Web management tool**>**IIS management compatibility**>Check all options underneath>select -**World Wide Web services**>**Application Development Features**> .**Net extensibility**>**asp.net**
4. Restart Computer
5. Install the Web Time Station file by using the Set up file. When prompted during installation browse to the Program Files area to identify where the database was installed. Copy and paste the path into the field. The next install screen is the site configuration screen local host will be populated by default in the site field and Time Station will be populated by default on the virtual directory
6. Upon completing the installation open a web browser and enter:
   http://localhost/timestation
   If the time station graphic is displayed the installation was a success.

   Note: When it is first initiated on a machine it will take a few seconds to connect after that initial connection delay, no further delays are experienced.

XP Install

Follow these steps before installing:

1. Install IIS
2. Then install .Net 2.0 framework
3. Install the TimeClock application and then install the Web Time Station feature

   Note: If .Net is installed before IIS go to Add/remove programs and select change/remove the .Net 2.0 framework. Select "Repair." This should fix the way you see the data in the browser.

Across the network

1. Install the Web Time Station file on another computer and during the configuration screen enter in the name or IP address of the computer that TimeClock or Time Station is installed on
2. Site name and virtual directory should stay the same

Troubleshooting Time Station

The connection is established between TimeClock and Time Station when Time Station "finds" the TimeClock computer on the network. Some common reasons the Time Station might not be able to connect include the following:

1. UAC or Security Access issues with Windows Vista (we recommend clicking Allow for TimeClock/TimeStation if prompted to resolve this issue).
2. Windows Firewall with Windows XP SP2 (we recommend clicking Allow or setting the IP address or name of the Time Station machine to pass through the firewall).
3. Other popular firewall applications (such as Zone Alarm) or packet sifting and filtering applications might also prevent connectivity, so check those and allow both machines connectivity through the LAN before attempting to reconnect.
4. Under some circumstances, you might see the error message below:
   "Unable to find Gradience web service on the IP Address 192.168.1.139. Please select a different IP Address."

   This error message can appear when one of several problems has occurred:

   • Ensure TimeClock is running (remember, Time Station is trying to establish a connection via your local network with TimeClock).
   • Check the IP Address of the TimeClock machine and make sure it is correct.
   • Check the Computer Name and verify the name is correct.
   • Ensure your machine is configured with the same IP Address range and subnet as the TimeClock computer.
   • Make sure you have network connectivity (can you browse for and see other machines on your network?).

   If these troubleshooting steps fail, please contact Gradience Technical Support.

Auto Update

Single PC without IT support

- **PC needs Internet and FTP access**
- User must have PC and Network Administration privileges to complete these tasks.

Turn on Auto-Update (Client PC)

1. From within any Gradience application
2. Go To ***Settings > Global Preferences > General Settings*** – Select "Enable Auto Update"
3. From Help Menu – Select "Check for Updates"

Multiple PCs without IT support

- User must have PC and Network Administration privileges to complete these tasks.

Option A

1. Follow the same steps as used for a single PC environment.

Option B

- Gradience Version 10.0.712.13 or higher
- One of the PCs must have Internet and FTP access
- Must set up ***Network Shared Folder*** for GNSiteMirror application to write to it and for other PCs to read from it. The GNSiteMirror application replicates the FTP Update site to a local PC or Server.

Install GNSiteMirror application

- See below.

PC with IT support

- An IT Administrator must perform these tasks

Option A

1. Follow the same steps as used for a single PC environment.

Option B

- Gradience Version 10.0.712.13 or higher
- One of the PCs must have Internet and FTP access
- Must set up ***Network Shared Folder*** for GNSiteMirror application to write to it and for other PCs to read from it. The GNSiteMirror application replicates the FTP Update site to a local PC or Server.

Install GNSiteMirror application

- See below.

Turn on Auto-Update (Client PC)

1. From within any Gradience application
2. Go To ***Settings > Global Preferences > General Settings*** "Enable Auto Update"
3. From Help Menu – Select "Check for Updates"

Turn Off Auto-Update (Client PC)

1. From within any Gradience application
2. Go To ***Settings > Global Preferences > General Settings*** – Deselect "Enable Auto Update"
3. Use the management tool of your preference to perform the software installation.

GNSiteMirror Installation:

1. **Installing the gnsitemirror.msi download application**
- Installing from Gradience CD:
Navigate to the ***Gradience CD > BIN > Gradience > Site Mirror*** folder and double click on the ***Gradience Site Mirror.msi*** file.
- If you don't have a Gradience CD, you can download the file from our Website at:
http://downloads.gneiltechsupport.com/downloads/Gradience Site Mirror.msi
After downloading, double-click on the file to start the installation process.

2. **Point the gnsitemirror application to a shared folder**

a. Start the gnsitemirror application. You can find the shortcut at ***Start > Programs > Gradience > Gradience Site Mirror***. This will place an icon in the System Tray (near the clock in the bottom right).
b. Right-click on Gradience Site Mirror select Settings.
c. In the Select Download Folder box, enter the shared path down to the folder where you want the clients to pull the updates from. The path will be created if it doesn't already exist. This folder will need to be shared so others can map to it.
d. Select the options:
Days between updates (minimum of 7 days) – this is how often this computer will check for updates from the FTP site.
Update Time (computer must be turned on to check updates) – this is when you want this computer to check for updates.
Start Gradience Site Mirror each time Windows starts – (Recommended) – allows the program to start automatically each time the computer is restarted.
e. Click OK.
f. Right-click on the icon in the System Tray and select Update Now. This will download any available updates for the current version.

3. **Set the Auto Update Settings for each Client Computer**

a. From each client computer, open the Gradience program.
b. Go to ***Settings > Global Preferences > General Settings*** Tab and enable the option for Automatic Updates. Close out of the Global Preferences.
c. Go to ***Help > Auto Updater Settings*** and set the path to the shared folder.

Before You Begin

You should have the following information available:

1. Location and Department names
2. User Information (managers, supervisors, administrative assistants and others who will have access to the data)
3. Employee Data (Employee Name, Hire Date, Work Status (full- or part-time), Active Status (Active, Inactive or Terminated), Location and Department, Day Work Hours and Week Hours). You will need additional information about employee schedules, overtime and rounding rules, payroll categories and codes, etc., to fully set up Gradience TimeClock.

Navigating the Management Windows

Gradience TimeClock is now easier to navigate than ever before. The main parts of the Gradience user interface are the Menu Bar, Program Bar, Feature Column, Employee Select Column, Selected Feature Pane and the Recent Features Pane.

Menu Bar

The menu bar includes the following options:

Menu	Description
File	**Maintenance** - **Backup Database** – Backs up the Gradience database.
	Export TimeClock Data –
	Import Data – Imports basic data into the database.
	Export Data – Exports basic data from the database.
	Delete – Deletes current employee record.
	Exit – Closes program.
	[**Employee Name(s)**] – The last seven employees who have been entered or edited will show here for quick navigation back to their record.
View	**Filter Page** – This option allows you to filter by Active, Inactive, Terminated, Full- and Part-Time Status.
	Open Reminders – Shows open reminders that have not been resolved and whose date has not passed.
	Checklist – Shows the Checklist for getting started.
	Welcome – Shows the Welcome Screen.
Settings	**User Security** – This screen allows you to set up user access.
	Global Preferences – This feature allows you to set up settings that affect features within the program.
	Guest Users – This option is for users who want to set up access to the database using a third party tool, su Crystal Reports.
	Reason Codes – This allows you to set specific reasons when entering paid time for an employee.
	Locations and Departments – This feature allows you to create your locations and departments.
	Messages – These messages will be seen when employees clock in and out.
	Work Schedules – This allows you to set rounding rules (grace period) for employees clocking in/out.
	Time Difference – If you have multiple sites in different time zones, this option will allow you to set the differe time for each computer connected to the database.
Reports	There are 12 different reports from basic employee information to viewing timecards and tracking deleted tim entries (see Using Reports). You also may customize a report to fit most needs through Custom Reports.

Menu	Description
Help	**Contents –** This brings up the Help File for Gradience TimeClock. Note: Internet Explorer 4.x and above needs installed for this option to work.
	System Information – This gives you information about your computer, database path, and other information th needed when speaking to our Technical Support team.
	About – This shows the version number, type of license (Single-User, five-user, 10-user or Unlimited), and User Name. A link to the Tech Support site is also here.
	Alter Current Product License – This allows you to enter a new Product Key Code.

Feature Column

The Feature Column includes the following options:
Employee Detail allows you to add new employees and edit employee information. This screen is shared between Gradience Attendance, Confidential Employee Record and TimeClock.
In/Out Board allows you to view the clock in/out status of employees at a glance.
Reminders allow you to view, edit and create reminders.
TimeClock Access allows you to set up employee access to clock in/out. You may give employee access to create, edit and/or delete their own time entries.
TimeClock Entries allow you to maintain employee time entries. You may view, add, delete and edit time entries as needed.
Time Card Runs allow you to view, print or export timecards

Toolbar

The Toolbar contains buttons that allow navigation between feature records and allows editing of employee information.

Starting Gradience TimeClock

Gradience TimeClock consists of two applications: the main application - **Gradience TimeClock Admin** – where administrative work is done, such as setting up logins, editing timecards and printing timecard runs; and a separate application called the **Gradience TimeStation**, where your employees clock in and out.

To start the TimeStation, click **Start > Programs > Gradience > TimeStation** or double-click the program icon on the computer where your employees will clock in/out.

The TimeStation is where your employees will clock in and out. Employees may clock in and out using the keyboard or swipe card with magnetic stripe reader or TC Remote Terminal.

Opening the Management Screen

The Management Screen allows you to view and edit employee time entries, run reports and set program options. If you have the Gradience TimeClock (full program) installed on the same computer where user can clock in/out, you will have the option to log into the management screen by clicking **Management > Management Login**. Or you may get to it by clicking **Start** > **Programs** > **Gradience** > **TimeClock**.

NOTE: A Management (Administrator) Login is different from an Employee Login. A Management Login allows access to set up screens, timecard entries and reports; Employee Login only allows employees to clock in/out and manage their individual time entries.

Logging into the Management Screen

A user login is different from an employee login. An **employee login** (set under TimeClock Acess) will only have access to the **My TimeClock** feature and to clock in and out. A **user login** (set under User Security) will allow managers, supervisors, and other administrators access to set up and maintain Gradience TimeClock.

Login and Password

If you’re logging in for the first time, the default user login is **Admin**, and the default password is **Admin**. For security purposes, we highly recommend changing this password after you log into the Management screen.

Gradience TimeClock Checklist

For first-time users, the Gradience TimeClock Checklist will appear. If you do not want this window to appear at startup, click **I am finished with the checklist**. To show this window from within Gradience TimeClock, choose **View > Checklist**.

The Checklist shows in order the sections you should complete to get up and running quickly.

- Change the Admin password by going to Settings > User Security. We highly recommend changing the Admin password even if there aren't other users. If needed, set up access for others who will need to help you set up the program. If you need to give access to specific locations and departments, or individual employees, set these up first and then come back to User Security and complete security access. (See Setting Security Rights.)
- Create Locations and Departments (Creating Locations & Departments.)
- Set up Global Preferences. (Setting Up Global Preferences .)
- Set up preferences (Setting Up TimeClock Preferences.)
- Set up Reason Codes (Setting Up Reason Codes.)
- Create Work Schedules (Creating and Editing Work Schedules.)
- Add Employees (Adding a New Employee.)
- Assign TimeClock Access (Assigning TimeClock Access.)
- (Optional) Setting Up Gradience for Time Zone Differences (Dealing with Time Zone Differences)

Changing the Admin Password

Option One: Setup rights from scratch.
Option Two: Duplicate the rights of another user.

See ***Note*** at the bottom of these instructions.

Option One: Setup rights from scratch.

1. From any screen, click **Settings > User Security**.
2. Click the **New** and enter new **log-in** and **Full Name**.
3. Enter new **Password** and enter password again in the **Verify Password** field.

   Feature Access- By default, the **Detail** button (not Employee Detail) will be depressed. A feature list associated with the **Detail** button will appear at the lower right,

1. Click on each item in the **Access Rights** column one at a time. When you do, the item will highlight and a down arrow will appear. Click on the down arrow and a drop-down menu will appear.
2. Click on the selection that provides the appropriate level of access. Repeat this for each item on the list of features. You will have an additional button on your screen for each Gradience program installed:

- **Gradience Attendance**
- **Gradience Records**
- **Gradience TimeClock**
- **Gradience COBRA**

Click each of these buttons respectively and repeat steps **1**, **2** & **3** directly above. This will inform the database as to the level of access this person will have for each program loaded. Do this only once.

Now click the **Location**/**Department** button and ensure that the appropriate Locations and Departments are checked. If you wish to have access to selected features for all locations and departments, you will need to check them all.

Option Two: Duplicate the rights of another user.

1. Click **Settings > User Security** and highlight the user who's rights are to be duplicated. To have your "new" administrative password "automatically" have the same, full rights as the default administrator login; highlight **ADMIN** on the list on the left. See first "Note" at the bottom of these instructions.
2. Click the double-green checkmarks (**Save as**) button at the top. A pop-up window will open.
3. Enter the new login, enter the name of the new user, enter the new password and enter the password again.
4. Click **Save**.

Notes:

1. To deactivate **ADMIN**, Click on **ADMIN** on the list on the left and then, under **Is User Active**, click **No**.
2. To "nearly" duplicate another user's rights, follow the steps in Option Two but before saving, "change" the access rights to those features that need to be restricted or enhanced. Then, click **Save**.

Creating Locations and Departments

Locations and Departments are required and must be assigned to each of your Employees (See **Adding New Employees** to assign Location/Department to employees).

Note: When setting up Locations and Departments for the first time, a Location must be set up first, and then you may assign a Department to that Location.

Setting up Locations and Departments

Setting up Locations and Departments is a critical task and must be performed before you can proceed with other data entry steps. During the process, you will create Locations first, and then Departments afterward. Departments then can be assigned to Locations. Follow these steps:

1. Click on **Settings > Locations**/**Departments**.
2. With **Locations** already selected, click **New**, enter the name of the new location and click **Save**. All of the departments that have been created thus far will be made available to the new location. Simply check those departments that are appropriate to the new location and **<u>leave unchecked</u>** any departments that do not apply to the new location.
3. To create a new department, click **Departments** and then click **New**.
4. Enter the name of the new department and click **Save**. It will be available to all locations. Assign as needed by checking the new department for each location for which it is valid. **<u>Leave it unchecked</u>** for those locations for which it is not valid.

   Note: After creating new Locations or Departments, you need to refresh the Employee Detain screen for them to be available. To do so, look to the upper right. Just under the Gradience logo click the black **X** in the white box.

NOTE: As you add more locations and departments, you will see that each location has ALL of the departments you have created. However, only those departments you assign to a location will show up when assigning them on other screens. You may not remove a Department from a Location if an Employee is still assigned to that Location/Department combination. After adding and editing locations and departments, they may not immediately be available on the drop-down menu on the Employee Detail Screen. While on the Employee Detail Screen, click the "X" below the Gradience logo in the upper-right corner. Then, return to the Employee Detail Screen and the new location/department should be available.

Setting up Global Preferences

Global Preferences allow you to control your default program settings, such as Company Info, Report Options and specific program options.

See below for detailed information on each tab.

Company Info Tab

The Company Information screen allows you to enter your company name, address and logo. We recommend entering the company name and logo because these will print out on Reports.

Feature	Description
Company Name	(Recommended) This will display on the report heading.
Address, City, State, ZIP and County	(Optional)
Remove Current Logo	This allows you to unselect the current logo.
Assign New Logo	This allows you to select a new logo. This logo will display on the top left of reports.
Save Logo to disk	This allows you to save the current logo to disk or to your hard drive.

Editing Company Info

Follow these instructions to edit the company info:

1. Click **Settings, Global Preferences**. Enter information as needed.
2. Click **Save**.

Adding a Company Logo

If you have your company logo available in a bitmap (. bmp) or jpeg (.jpg) file format, you can have this logo appear on reports. Gradience supports .bmp and .jpg file formats not to exceed 200 x 200 pixels in size. The logo will appear in the top left when you print a report.

To add a company logo, follow these steps:

1. Click **Assign New Logo**.
2. Navigate to the directory where the company logo is stored. It can be in a .bmp or .jpg format no bigger than 200 x 200 pixels in size.
3. Click on the logo and then click on Open to select it.
4. Click the **Save** button.

Saving Logo to Disk

You may save the logo to a directory on a disk or hard drive. When you add a logo within Gradience, the logo is actually saved within the database file.

General Settings Tab

The General Settings screen allows you to enter the default hours in a day that employees will be assigned, and allows use of the Forgotten Password Utility. This screen also allows settings for Forced Writes to Firebird and prompting to backup on exit.

Feature	Description
Epoch Setting	We strongly recommend keeping the default settings. This setting will allow the Gradience program to appropriately interpret any two-digit year entered that is between 1920 and 2019. For example, with the default Epoch setting of 1920: • If you enter a date (such as in the Hire Date field) of 03/05/01, the program will interpret this as 03/05/2001. ***Note:*** *If you need to enter a year before 1920 or after 2019 in a date field within the program, you may enter the year as a four-digit number.*
Default Hours in a Day	These are the default hours that will be assigned when creating a new employee. The Day Hours on the Employee Detail screen will be filled in automatically with these default hours when a new employee is created.
National ID Number Format /Label	Selecting one of these options will allow you to set the mask for the National ID Number Format. The default mask is set to the USA SSN format. With this selected, whenever you enter a new employee, the dashes automatically will come up in the xxx-xx-xxxx format. The label is the title that will appear on the Employee Detail screen.

Feature	Description
Allow use of Forgotten Password Utility	This option allows access to a utility that can be used, only with assistance from Tech Support, to gain access into the Gradience program. Call Tech Support if you have forgotten or lost your Gradience password.
Forced Writes for Interbase	• If running the Gradience database on a Standalone computer, this option will help to keep the database more stable. A Workstation is more prone to lock up or crash than a Server. If the Gradience database is installed on a Workstation and the program is open at the time the computer locks up or crashes, the database is prone to becoming corrupt and possibly irreparable. A computer lockup or crash can be attributed to several things, including having too many programs open at the same time than what your computer memory can handle. • If the database is installed on a Workstation or Standalone computer, we recommend keeping this option checked. The performance may lag a little, but unless you have more than 800 employees, you may not even notice it. We also recommend having a current backup, created within Gradience or DB Monitor, available. If the database is installed on a Server, normally a backup of the whole Server is created on a daily or regular basis. We still recommend setting up Scheduled backups within DB Monitor, but having this option checked is not as important on a Server.
Prompt for backup on Exit	This option allows you to turn on or off the message prompting for backup when you close out of the program. Backups are very important. We recommend that you turn this feature off only if you have scheduled backups within the DB Monitor.

Report Options Tab

The Report Options settings affect how reports will appear by default.

Feature	Description
Print Preview	Toggles (turns on and off) showing preview first before printing
Header Bold	Toggles bolding for Header Title
Header Line	Toggles putting a line under the Header Title
Header Shade	Toggles shading for Location or Department title row
Data Line	Toggles lines to separate data information
Print SSN	Toggles ability to show Social Security Numbers
Print Picture	Toggles ability to print Picture on printout
Print Totals	Toggles whether Totals show up on reports

Editing Report Options

To Edit Report Options, follow these steps:

1. Choose an option by clicking in the box.
2. Click**Save**.

Attendance Tab

The Attendance Tab will show only if Attendance is installed.

Setting Up TimeClock Preferences

The TimeClock Tab allows you to set global settings for Gradience TimeClock. This also will allow you to enable Attendance and TimeClock code sharing.

Feature	Description
Time Format	This allows you to set the time to display in military style or 12-hour style.
In/Out Board Settings	**a. Enabled**– This allows the user to view the In/Out Board from the main screen. **b. Display Time** – This will show the clock in/out time for the employee. **c. Require Login** – This causes the In/Out Board to require a login and password.
Time Display Rate	This causes the main clock to be viewed in seconds or minutes.
Attendance Code Sharing (See Setting Up Attendance Code Sharing for detailed information.)	If you have Gradience Attendance installed, the following options will be available: **a. Enable Code Sharing** - This will allow hours worked and paid time off codes to be shared between Gradience Attendance and TimeClock. For example, if a code "V" for Paid Vacation of eight hours is entered on the Calendar in Gradience Attendance, this time also will be entered into Gradience TimeClock as a manual time entry of eight hours.

Feature	Description
Attendance Code Sharing (Cont.)	**b. Enable Hours Worked Transactions Relation** - (**Enable Code Sharing** must be checked for this option to be available.) This allows the "W" code (Hours Worked) entry in Gradience Attendance to be entered as a manual time entry in Gradience TimeClock. **b. Reported Payroll Description Columns** - Reason Code = Payroll Code Description = Related Attendance Absence Code. **Note:** Reason Codes and Payroll Code Descriptions must be set up before assigning the Reported Payroll Description Columns. (See Setting Up Reason Codes.)
Sync with the server every 120 second(s)	This is how often the client will synchronize the main clock with the server.
User must login/punch within 30 second(s)	Once a user enters the first character into the login screen, a countdown timer starts. If a user doesn't finish entering his or her login and password within the allotted time, the screen will reset the main clock screen.
Enable Swipe Card Usage	This allows you to enable the use of swipe cards. (Swipe cards and swipe card reader required.)
Require Password when Swiping	Users will be required to enter a password when swiping in.
Enable "Auto Clocking"	This enables the "smart" clocking feature. When users clock in the first time, the program clocks them **in**. The next time the user will be clocked **out** and so on. If 13 or more hours pass between punches, this feature will be reset and will take the next punch as an In punch.
Require Password for manual Employee Login	Users will be required to enter a password when clocking in/out.

Require Password for access to My TimeClock	Users will be required to enter a password when going into the My TimeClock feature.
Request confirmation if user is double clocking	Double clocking is defined as two In punches or two Out punches in a row. If a user tries to clock in/out twice in a row (within a 13-hour period), a message box will pop up asking for confirmation.

Setting up Reason Codes

You may get to Reason codes by going to **Settings > Reason Codes**.

When you make a change to a punch entry, you are required to enter a reason for the change. All changes, such as deleting or editing a punch entry, are tracked and recorded. Reason Codes allow you to create these reasons customized for your company. There are different kinds of reasons:

Feature	Description
Use for Punch Changes	Reasons you would use when **making a change** to a punch. For example, yo time for an employee because he or she forgot to punch in. (The reason woul
Use For Deleted Entries	Reasons you would use when **deleting** a punch or time entry. For example, y punch or time entry because someone punched in twice. (The reason would b
Use For Time Entries (Manual Time Entries)	Reasons you would use when **entering** a manual time entry. For example, yo hours of Paid Vacation for an employee. (The reason would be Paid Vacation associated to Gradience Attendance, if code sharing is checked.

Typical reason codes could be Forgot a Punch, User Error or Computer Down. For example, if the new employee, Josh, came in at 8:30 AM and forgot to clock in, Josh's supervisor would need to create a punch entry for 8:30 AM so Josh gets credit for that time.

Feature	Description
Reason Code	This is the name of the reason (PTO, Sick, Personal, User Error, etc).
Enabled	When checked, this allows the reason code to show up when editing time on t screen.
Use for Punch Changes	These are Reason Codes you want to see when you're doing a manual punch change. A punch change changes or adds a specific punch in/out time entry. T giving a full or partial day (see **Use for Time Entries** below).
Use for Deleted Changes	Whenever you delete an entry, you'll need to enter a reason. These are the R want to show up when DELETING an entry.
Use for Time Entries	These are reasons you only want to see when entering a manual time entry, s Personal, Sick, etc. A manual time entry is normally entered to give a full or pa you might enter four or eight hours of time for an employee that is on Vacation different from giving a single entry for punching in or out for a specific time (se **Changes** above).
Count Towards Overtime Calculations	When checked, this setting tells TimeClock to count time under this Reason C
Payroll Code Description	(Optional) Enter a Payroll Code Description. This description will show up on t report. If a Payroll Code Description is not entered, time will be shown in the " reports.
Payroll Code Number	(Optional) Enter your company's Payroll Code Number. This payroll code num exporting time card runs.
Related Attendance Absence Code - This option will only be available if the Enable Code Sharing is checked (under **Global Preferences > TimeClock** Tab).	This allows an Absence Code from Gradience Attendance to be directly relate Gradience TimeClock. When an absence or time worked code is entered on th Calendar, this entry will be entered in TimeClock according to the related Rea when you create a manual entry with a Reason Code in TimeClock, an Absen the Attendance calendar screen.

Creating a New Reason Code

To create a new reason, follow these steps:

1. Go to **Settings > Reason Codes**.
2. Click **New**.
3. Enter a reason for the following:
    1. Reasons you would use when making a change to a punch.
    2. Reasons you would use when deleting a punch or time entry.
    3. Reasons you would use when entering a manual time entry.
       NOTE: You can select multiple uses for a reason code. For example, when using the reason code “Off Site,” you may want to be able to select this when entering a punch change or when entering a full or partial amount of time.
4. Select **Enabled**. This will allow the reason to be selected when making changes.
5. Click **Save**.

Work Schedules

You may get to Work Schedules by going to **Settings** > **Work Schedules**.

There are some things in life that nobody has control over that may make an employee late for work. Many companies give a grace period to employees when punching in or out to cover these occasional events. Setting up a Work Schedule allows you to give a grace period from 2 to 60 minutes. You may run an Exceptions report to show if employees are abusing this right.

Schedule is not set up or assigned; employees will be clocked in/out with no rounding or overtime rules. You will also not be able to run the Punch Exceptions Report.

Under Work Schedules, you also may set up overtime and punch schedules and rules that govern how to handle shifts that go past midnight into another day. You will need to set up your rounding rule (Work Schedule) and assign that rule to each employee. The most common rounding rules of 6, 10 and 15 minutes already have been set up for you.

To set up your rounding rules, go to the Settings menu, then Work Schedules. (See Create and Edit Work Schedules for detailed instructions on setting up Work Schedules.)

To assign a Work Schedule to an employee, go to the TimeClock Access Feature, then Current Work Schedule. (See Assigning TimeClock Access.)

Printing Work Schedules

You may print all current Work Schedules by going to **Settings > Work Schedules** and clicking on the Printer icon.

Printing Employee Assigned Worked Schedules

To print the work schedules that are assigned to employees, go to **Reports > Work Schedule Assignments**.

Adding Employees

You may get to the Employee Detail Feature by selecting Employee Detail under the Feature Column.

All employees are entered through the Employee Detail screen. From here, you can enter their names, Social Security Numbers (optional), Hire Dates, Job Titles, and other pertinent information. This information is shared among Gradience Attendance, Records and TimeClock. This means that when you enter this information in one program, you'll be able to see it in the other Gradience programs.

Required Fields

The following fields are required: **First Name**, **Last Name**, **Hire Date**, **Work Status**, **Employment Status**, **Location**, **Department** and **Day Hours**. **SSN** is not required in Gradience, but may be required when exporting Timecard Runs for certain payroll programs.

To add a new employee, click **New**. (See Required Fields.) Click **Save** after entering employee information.

Note: Locations and departments must be set up before entering new employees. (See **Locations**/**Departments** to set these up.)

Assigning TimeClock Access

To allow employees to clock in and out, **Enable Employee TimeClock Access** will need to be checked under **TimeClock Access**. You also may give employees access to create, edit and/or delete their own time entries.

To assign access to an employee, follow these steps:

1. Select the employee you want to allow to clock in/out by clicking on his or her name in the browse window.
2. Select the **TimeClock Access** button.
3. Enter a login name. The employee will use this to log in to clock in/out and to gain access to the **My TimeClock** feature. **My TimeClock** allows employees to see their time entries.
4. Enter a password, and enter it again in the Verify Password block.

See Also:
Giving Employees Access (Managing Employee Records)
Setting up Employee Access (Fingerprint Setup)

Creating TimeClock Messages

To get to the TimeClock Messages screen, go to **Settings > Messages**.

This screen allows you to enter messages employees will see when they clock in or out. You may even set how long the message will stay on the screen.

To display a message, type your message in the message block for either Clock In or Clock Out Message, then click **Save**.

Note:The Clock In message will display whenever an employee clocks in, and the Clock Out message will display whenever an employee clocks out. For example, when an employee clocks in to begin the workday, the Clock In message will display. This same message will display when the employee clocks back in from lunch.

Reminders

The Reminders feature will show you all open (unresolved) reminders and allow you to create, delete and resolve reminders. If you have created a reminder, it will show up when you first open the program, starting on the reminder date. Reminders will continue to display until you click Resolved.

Reminders Tool Bar and Pane Layout

Tool Bar:
First — Prior — Next — Last arrows – Navigates through selected reminders
New – Creates a new reminder
Edit – Allows you to make changes to a reminder
Save – Saves reminder
Cancel – Cancels current changes
Delete – Deletes selected reminder
Print – Lets you print the Reminders report for selected employees
Help – Brings up help for this screen

Pane Layout:
Reminder Date – Date reminder should first display
Title – Heading of reminder
Resolved – Checkbox displays checked for resolved or unchecked for open (unresolved)
Employee Name – Displays name of employee that reminder is associated with
User – Displays name of user that reminder will display for
Description – The purpose of the reminder shows here

Filters:
User – Allows you to view reminders associated with specific users (must have access to Reminders, Assign Users under User Security)
Show Resolved – Displays Resolved reminders only
Show Unresolved – Displays Unresolved (open) reminders only

Creating a New Reminder

There are two types of reminders in Gradience:

- **One Time Reminders** – These are reminders that are meant only to remind you of a one-time event, such as:
  • Filing an Absence Report at the end of the year.
- **Recurring Reminders** – These remind you of the following recurring events:
  • Anniversaries (Gradience Attendance)
  • Birthdays, Performance Reviews, and I-9 Renewals (available if Gradience Records is also installed)

Setting a Reminder

One-Time Reminder:

1. Click on **Reminders** from the Features Column.
2. Click **New**.
3. Select (check) **One-Time Reminder**.
4. Enter a Title and Reminder Date

5. If you want the reminder to be associated with specific employees, select the checkbox, "Assign to all selected (checked) employees." This is optional and will create a separate reminder that is associated with each employee.
6. If you selected the checkbox in Step 5, you will need to select (check) any employees this reminder is about in the Employee Select Column. Otherwise, skip to the next step.
7. By default, the User's name will default to the login that was used to enter the program. Change this if you want the reminder to come up for another user, or you may select **Global,** which allows the reminder to come up for all users logging in.
   Note: You must have access to Reminders, Assign Users and Reminders, Assign Global under User Security to be able to change this option.
8. Enter a description of the reminder, if needed.
9. Click **Save**.

Recurring Reminder

1. To create a recurring reminder, follow these steps:
2. Select **Reminders** from the feature list.
3. Click **New**.
4. Select (check) **Recurring Reminder**.
5. Select the type of reminder: **Anniversary**, **Birthday**, **Performance Review** or **I-9 Renewal**.
6. Select a Through Date (when do you want to stop the reminder from occurring).
7. Select how many days you want to be reminded before the event.
8. By default, the User's name will default to the login that was used to enter the program. Change this if you want the reminder to come up for another user, or you may select **Global**, which allows the reminder to come up for all users logging in.
   Note: You must have access to Reminders, Assign Users and Reminders, Assign Global under User Security to be able to change this option.
9. Enter a description of the reminder, if needed.
10. Click **Save**.

Deleting Reminders

Reminders are deleted from the Main Reminders screen by clicking on the **Delete** icon.

Editing Reminders

There are two ways to edit reminders:

1. **Main Reminders screen -** From the main Reminders screen, you can edit the following columns just by clicking in the field: **Reminder Date**, **Title**, **Resolved** and **Description**.
2. **Edit Reminders screen -** Clicking on **Edit** from the main Reminders screen will bring up the Edit Reminder screen. You also may double-click on the title of a reminder. The Edit Reminders screen allows you to change the Title, Reminder Date, User and Description.

> **Note**: If you need to change the Employee Name this reminder is about, you'll need to delete the reminder and then recreate it.

Open Reminders

Open reminders will appear for the user they are assigned unless the Global option is checked. If a reminder is marked with Global, then it will show for all users. You may view open reminders by opening the program or selecting Reminders from the feature list.

Note: If you have security access to "Reminders, Assign Users" (see User Security), you may view reminders set up by other users. You also may resolve reminders from the Open Reminders screen.

Dealing with Time Zone Differences

If you have departments in different time zones that are connected to the same Gradience database, you can set up Gradience to account for the time differences. Without this feature, all punch times, whether in different time zones or not, will have the time of the Server where the database resides.

An example of using Time Difference: If the main server is in Florida, and someone clocks in from Utah (two hours behind), the punch time would be recorded at Utah's time, as it should.

To get to Time Difference, go to **Settings > Time Difference.**

To set up computer time differences, follow these steps:

1. Have each computer open Gradience TimeClock (and then exit) at least once before continuing. Each computer should be connected to the same database. They do not have to sign into the Manager's Section; just open Gradience TimeClock to the first screen with the clock.
2. Setting the time difference should be done from the main server where the database resides. From **Settings > Time Difference**, you should see the name of each computer.
3. Enter a Difference Reason for each computer. The reason could be the department name, state, or anything else to remind you where that computer is. Computer names will not always be descriptive.
4. Enter the time difference. Enter time zones behind you with a number to include the minus sign.
5. Click **Save**.

Any punches from the different time zones will be clocked in at their respective times.

Setting up Attendance Code Sharing

Gradience Attendance and TimeClock can be fully integrated. This means that absence codes (paid time off), such as Vacation that is entered into one program, will also be entered into the other automatically

Example: Linda takes a vacation day; her supervisor enters this time into TimeClock so that she is paid for the day. With integration set up, this time will also show on the calendar in Attendance as a "**V**" — Paid Vacation Day

Steps to follow:

1. Click **Settings > Global Preferences > TimeClock** Tab.
2. Under **Attendance Code Sharing** on the **TimeClock** tab, click **Enable Code Sharing**.

Note:
If you wish, you may also select **Enable Hours Worked Transactions Relation** if you are going to enter Hours Worked (**W** Code) on the calendar in Attendance. With this option selected, when a "**W**" is entered on the calendar, it will also be entered into TimeClock automatically.

You set the default hours in a normal workday in **Global Preferences**.

In the event that a "**W**" needs to have a value associated with it that is less than or greater than the default hours in a normal workday, you would need to:

1. Right-click that particular "**W**" and select **Absence Detail**.
2. Enter the amount of hours that should be associated with that "W" and then click **Save**.

Set up Reason Codes

(See Setting Up Reasons Codes for detailed information)
After turning on the Attendance Code Sharing, the next step is to set up Reason Codes. You may already have Reason Codes set up; if so, go to the next step of setting up payroll code descriptions. Reason Codes allow you to select specific reasons when entering a manual time entry. Some examples of Reason Codes are: Vacation, Sick, Personal, Computer Down, Corrected Time Entry, etc.

Example: Linda takes a vacation day, when the supervisor enters a manual entry in TimeClock to record the time off, the time is entered as eight hours and the reason code is Vacation.

Feature	**Description**
Reason Codes	Reason Codes are required reasons when changing a punch entry or entering a manual entry.
Payroll Codes	**Payroll Codes** are descriptions that will show on reports and are related to Reason Codes and Absence Codes.
Related Attendance Absence Codes	**Related Absence Codes** will allow absences that are entered on the Calendar screen to also be reported in TimeClock.

To set up Reason Codes, go to **Settings > Reason Codes**.

Whether correcting an entry or entering time for someone out on vacation, entering a manual punch requires a reason. The three types of reasons are: Punch Changes (making a change to a punch time entry), Manual time entries (entering a time entry for eight hours Vacation, etc.), and Deleted time entries.

The Reason Code window can be broken down into three parts: **Reason Code**, **Payroll Code Description**, and **Related Attendance Absence Code**.

Set up Payroll Code Descriptions and Numbers

(See Set Up Payroll Code Descriptions for detailed information.)
A Payroll Code Description is related to a Reason Code and Absence Code. The Payroll Code is the description that will show up on reports (such as the Timecard Runs report).

Example: A **Reason Code** of Vacation is set up. When someone takes a vacation day, a manual entry (from the TimeClock Entries screen) is created and given the Reason of Vacation. A **Payroll Code** Description of Paid Vacation is set up relating it to the **Reason Code** (Vacation). When a timecard report is run, it will show the Payroll Code Description of Paid Vacation (the Payroll Code is what will appear on reports). When that manual entry with the Vacation Reason Code is created, it also will create an entry on the Calendar in Gradience Attendance under the V- Paid Vacation absence code.

Set up Payroll Description Columns for Reports

When running a report, such as the Timecard Runs report, only two payroll descriptions will show, along with Regular Hours and Overtime hours, due to space constraints. If there are any other payroll code descriptions, they will show up in the Other Column. The Timecard Runs (Extended) report will show all payroll descriptions in a column format.

After setting up the Payroll Code Descriptions, you'll be able to set up which two payroll codes you'll want to see, in addition to Regular Hours and Overtime Hours; time for all other payroll codes will be combined into the Other Column.

To set up the two Payroll Description Columns, follow these steps:

1. Go to **Settings > Global Preferences > TimeClock** Tab**. Payroll Description Columns for Reports**, locate **First Column** and **Second Column**.
2. Click on the drop-down arrow for **First Column** and select which payroll code you'd like to show up on the Time Card Runs report.
3. Then click on the drop-down arrow for **Second Column** and select another payroll code.
4. Click **Save**.

Set up Attendance Absence Codes

Once the Attendance Integration is enabled, you'll be able to relate Reason Codes in TimeClock to Absence Codes in Attendance. When you enter an Absence Code onto the Calendar that is related to a Reason Code, this will create an entry in TimeClock.

Example: We have a **Reason Code** of Vacation = **Payroll Code Description** of Paid Vacation **= Related Attendance Absence Code** of V – Paid Vacation; when entering a **V** Code on the Calendar of eight hours, this time will automatically be entered in TimeClock as eight hours of **Vacation** (Reason Code). And this time will be shown on the Time Card Run report as eight hours of **Paid Vacation**(Payroll Code Description).

With code sharing set up, this is how it will work:

From the Calendar screen, we enter a **V** – **Paid Vacation** day (Related Absence Code) on June 5, 2007.

From the TimeClock Entries screen, we can see it reports the time as Paid Vacation (Payroll Code Description).

If we double-click on the Changed By Date at the bottom of the TimeClock Entries screen, we can see Vacation as the Reason for Change (Reason Code).

It shows our columns of Paid Vacation (First Column) and Paid Personal (Second Column) with 16 hours of Paid Vacation showing for Neil Adams.

And it will work the opposite way; if we enter a manual entry in TimeClock, it will display in Attendance.

Security Options

Due to the confidential nature of information stored in TimeClock, security is always turned on. This will help prevent unauthorized persons from accessing critical employee data. The use of security is required, and setting up access to TimeClock and any other Gradience programs you have, should be the second thing you do. The first thing you should do (after changing the Administrator password) is set up Locations and Departments.To view the setup tasks you should perform, and the order in which they should be performed, click **Help > Checklist** from the main menu.

You may set up access for managers to view only their departments and/or view specific employees from other departments. You may also set up employees to have read-only access to their records.

Encrypt Data feature

Gradience Attendance contains a **Global Preference > General Settings** button called **Encrypt Data**. By clicking **Encrypt Data** and entering the secret key of your choice, sensitive information such as Social Security Numbers can be encrypted in the HRWARE database. This feature can help prevent the casual viewing of Social Security numbers by unauthorized persons.

To decrypt your data, simply navigate back to the **General Settings** and click **Decrypt Data**. Your data will no longer be encrypted.

User Security - Detail Tab

Features common to Gradience Records, Attendance, TimeClock and COBRA

- **Search For** – This allows you to search by User Name.
- **Save As** – This allows you to create additional users based on the access rights of another user.
- **Employee Record Access** – This allows access to view, add or delete employee records.
- **Employee Detail** – This grants access to the Employee Detail screen.
- **View SSN** – This allows access to view Social Security Numbers.
- **Run Reports** – This allows access to run reports.
- **Reminders** – This allows access to add and delete reminders.
- **Reminders, Assign Global** – This allows access to assign reminders as Global.
- **Reminders, Assign Users** – This allows access to assign reminders to other users.
- **User Security** – This allows access to add, edit, and delete users and user access.
- **Location/Department Maint** – This allows access to assign location /department access for users.
- **Global Preferences** – This allows access to edit global preferences.
- **Database Monitor** – This allows access to the DB Monitor.
- **Database Backup** – This allows access to Backup from the DB Monitor only.
- **Database Restore** – This allows access to Restore from the DB Monitor.
- **Alter Product License** – This allows access to enter a product key to change a license.
- **Product License. Conversion** – This allows access to run the Conversion Utility.
- **Custom Reports** – This allows access to create/modify Reports.
- **Import Data** – This allows access to import employee data into the database.
- **Export Data** – This allows access to export employee data.
- **Guest Users** – This allows access to connect to the database via a third-party ODBC driver.

Setting Access

Setting up access to common features (Detail Tab).

1. From the **User Security** screen, click **Detail>New**.
2. Enter a Log In and Password (letters and numbers only) and the user's Full Name.
3. Select options for **Displaying Reminder Alarms and Hints** for this login.
4. Select **Yes** to **"Is User Active"** to allow the user to begin logging in after giving access. Setting this option to No is a good security measure when users are out of the office for a number of days.
5. Select what type of **Feature Access** users will have by clicking in the **Access Rights** field.
6. Clicking on the arrow will allow you to select from the following:
   NO ACCESS – no access to selected feature
   READ ONLY – allows user to view only, cannot make any changes
   READ WRITE – allows user to view, add, and edit; no deleting allowed
   READ WRITE DELETE – allows user full editing rights to feature
   YES – allows access to feature
   NO – no access to feature
7. Click **Save**.

Program Specific Features:

TimeClock

- **TimeClock Entries** – This allows access to the TimeClock Entries screen.
- **TimeClock Access** – This allows access to the TimeClock Access screen.
- **Work Schedules** – This allows access to the Work Schedules screen. (See Setting up a Work Schedule.)
- **Time Card Runs** – This allows access to the Time Card Runs screen.
- **TimeClock Settings** – This allows access to the TimeClock Settings screen.
- **Messages** – This allows access to the TimeClock Messages screen.
- **Time Codes** – This allows access to the Time Codes screen.
- **In/Out Board** – This allows access to the In/Out Board.
- **Export Data** – This allows access to Export Data from the reports.

User Security - Locations and Departments

You should have already set up your Location and Department names (see Locations and Departments). Now you will want to set up users' access to the Locations and Departments by following these steps:

1. Click on **Location**/**Department** tab from **Settings > User Security > Detail**.
2. Click on the "+" (plus sign) next to **Locations**/**Departments** and next to the location and department name to expand the list.
3. Click in the check box next to the location and department name to select access to these areas or individual employees within these departments. This will put a checkmark in the box. Click in the box again to de-select (or clear) the item.
4. If you have already entered your employees in the program and assigned location and departments to them, when you expand a department, you will see all the employees assigned to that location/department combination. You may then select access to individual employees at this point by clicking in the box next to the employee.

   Note: If you have not yet entered your employees (through the **Employee Detail** feature or **Import Dat**a under the **File** Menu) into the program, you will still be able to assign access to a location/department combination, just not down to the employee level. You may later assign access down to the employee level after you enter your employees and assign a location/department to them.

5. Click **Save**.

Clocking In/Out

There are two ways to clock in and out of Gradience TimeClock, and both are described below. You can use a keyboard or a magnetic swipe card using a card reader. Gradience TimeClock may be installed on one or two central computers or on all of your employees' computers so they may clock in/out from their desks.

Note: Employees use the Gradience TimeStation to clock in/out. Managers and supervisors use the Gradience TimeClock Admin portion of the program to manage employee time.

We have made clocking in/out as easy as possible. Employees clock in and out from the Gradience TimeStation application. Employees may clock in using the keyboard or using a magnetic stripe card (swipe card) and card reader.

Using a swipe card and card reader allows for faster clocking in/out, but may not always be cost effective. You may install Gradience TimeStation on your employees' computers and allow them to clock in/out from their desks. (See the Software License Agreement at the front of the manual.)

Clocking In Using the Keyboard

Before being able to clock in and out, an employee must have TimeClock access. (See Assigning TimeClock Access.) To clock in using the keyboard, employees would enter their logins and passwords and click on Clock In (F5) or Clock Out (F8).

Employees with time clock access also have access to the My TimeClock feature. My TimeClock allows employees to see their own timecards. If given the proper rights, employees may also create, edit and delete their own time entries within My TimeClock.

Clocking In Using Swipe Card and Card Reader

If you have a magnetic stripe card reader and cards, purchased separately, it will log employees in/out and allow them to get into **My TimeClock** without having to enter a login and password.

As an added security feature, you may require that an employee enter a password, even while usi ng a swipe card. This may cut down on an employee's clocking in/out for another employee.

Remote Terminals

This section explains how our program works with remote terminals. A remote terminal is a data collection station that looks like a 10-key pad with a magnetic stripe card reader attached. The remote terminal is connected by a network cable that allows you to have a small data collection station in areas where you don't want or need to have a full computer and monitor setup.

A remote terminal collects the data (such as someone clocking in/out) and sends the information to the database where it processes the data through stored procedures. In other words, it does all the processing at the Server where the database resides. The remote terminal has a live connection to the Server, so if the Server goes down, employees will not be able to clock in or out until the Server connection is restored.

Setting up a Remote Terminal

To set up a remote terminal, you will need the following:

- One or more TimeClock Remote hardware clocking stations
- Gradience Remote Terminal Program
- Gradience TimeClock Program
- Static IP Address

The Remote Terminal Program allows you to enter an IP Address of the Remote Terminal.

You can set up the remote terminal anywhere you can set up a connection to the network.

Setting the IP Address on a remote terminal

1. Have your Network Administrator set up a static IP Address for each remote terminal you plan to implement. NOTE: Tech Support <u>cannot</u> assist in setting this up.
2. Connect the Remote Terminal to your network through an Ethernet cable.

TimeClock Ethernet Terminal

TimeClock Ethernet Terminals are small, low-cost-data collection devices that communicate with Gradience TimeClock over a TCP/IP network. The network interface supports both 10BaseT and 100BaseT Ethernet connections. The operator interface consists of an LCD display and membrane switch keypad with additional operator input options for barcode, mag-stripe, and auxiliary RS-232 serial port.

Theory of Operation

When the TimeClock Remote terminal is connected to an Ethernet network, it functions similarly to a “dumb” terminal. The host software can send commands and displayable messages to the terminal via the network. User input is entered at the keypad or mag-stripe reader and is sent to the host software. To minimize network traffic, the user input is transferred as complete strings instead of character by character. Strings are terminated by the “Enter” key and terminated with the ASCII <CR> & <LF> characters. The mag-stripe input automatically includes the “Enter” function.

Terminal Emulation

The ET214 terminal has two (2) emulation modes, the “Virtual Terminal Command” (VTC) mode and the “ANSI Emulation Mode." The VTC mode provides a unique but simple protocol that eliminates the need to know all the particulars of the lower-level ANSI protocol. The ANSI emulation mode is a subset of the standard ANSI terminal protocol that supports most of the standard display manipulation command set. For more information on these emulation modes, see the “Software Interface” section.

Network Interface

The TimeClock Remote terminal connects to a 10BaseT or 100BaseT hub via a standard RJ-45 Ethernet cable. From a network perspective, it occupies a single “socket” at a specified TCP/IP address and port number. The device must be configured with a unique IP address, net mask and port number BEFORE it is installed on the network (see “Network Configuration Mode”). The host software communicates with the terminal by establishing a connection with the terminal and then sending and receiving ASCII text command strings.

Operator Interface

The TimeClock Remote includes an LCD display and a numeric keypad as the primary operator console interface. In addition, the terminal may include optional barcode and/or mag-stripe input readers and an auxiliary RS-232 serial port for connection of a serial input device.

Display

The TimeClock Remote display is a two (2) line by twenty-four (24) column LCD character display. It can display the 96 standard ASCII characters and 96 nonstandard symbols in a 5 x 7 dot matrix font. The cursor position is identified by a blinking box and can be positioned under software control. A display back light is available as an option for low-light installations.

Keypad

The TimeClock Remote operator keyboard consists of a four (4) row by six (6) column membrane switch keypad. Two (2) shift keys **(“S1”** & **“S2**”) are provided to generate upper case alpha characters and several special characters. The keypad also includes “IN” and “OUT” keys for manually clocking in/out and “YES” and “NO” keys for answering program questions.

Default Alpha/Numeric Mode

The shift keys **("S1"** & **"S2"**) are used to expand the number of ASCII characters that can be generated by the keypad. Holding down a shift key and pressing one of the other 22 keys generates an alternate ASCII character. For example, holding down **"S2"** and pressing the **"7"** key generates the ASCII "B" code. In addition, holding down both shift keys and pressing a function key results in a special local terminal function. The following table shows the assigned local terminal functions.

Key Combination	Local Function
Pressing Bottom Row Character	Enters the bottom character. For example, pressing “7” enters the number “7” on the keypad.
S1 & [top left character]	Enters the top left character. For example, pressing “S1” & “A” enters the letter “A” on the keypad.
S2 & [top right character]	Enters the top left character. For example, pressing “S2” & “B” enters the letter “B” on the keypad.
S1 & S2 + IN	Enter Network Configuration Mode
S1 & S2 + OUT	Enter Configuration Mode
S1 & S2 + Cancel	Reboot Terminal – Reboot requires reconnecting through the TC Remote program

Setup and Configuration

It is strongly recommended that you read these instructions on setting up and configuring the TimeClock Remote terminal BEFORE attempting to install it.

The TimeClock Remote terminal must be configured for Gradience TimeClock BEFORE it can be installed and used on the network. Configuration parameters can be modified through the operator console and are saved in nonvolatile memory. Network communication parameters are entered with the “Network Configuration Mode” and the console parameters are modified with the “Console Configuration Mode.”

Configuring the TimeClock Remote terminal is done in three steps:

1. Configuring the Network Configuration.
2. Configuring the Console Configuration.
3. Setting Up the TC Remote program.

Network Configuration Mode

The Network Configuration Mode is used to configure the TimeClock Remote communications parameters. These parameters must be set BEFORE the terminal is installed on the network. Holding down the “S1” & “S2” shift keys and pressing the “IN” key will start this mode. A menu will be displayed and pressing the “2” key will allow access to the network parameters. The display will present a series of configuration parameters and their current values. A value can be changed using the keypad and pressing the “Enter” key. After the last parameter is entered, the values are saved in memory and the menu is display again. Exit from the “Network Configuration Mode” is accomplished by pressing the “Enter” key at the menu.

The following table summarizes the “Network Configuration Mode” parameters and the VTC command names used to change them. **NOTE:** Only the MYIP, NETMASK and MODE parameters need to be configured to work with Gradience TimeClock.

Name	Default Value	Description
MYIP	192.168.168.50	Defines the unique network address of this terminal. This value must be set BEFORE installing t device on a network. The default value may NOT be appropriate, and a new address should be obtained from the network administrator.
NETMASK	255.255.255.0	Defines the network mask for the IP address. This value must be set BEFORE installing the dev on a network. The default value may NOT be appropriate, and a new value should be obtained from the network administrator.

Name	Default Value	Description
GATEWAY	0.0.0.0	Can be set to the address of a router or gateway if the network extends to multiple segmen value must be set BEFORE installing the device on a network. The default value may NOT appropriate, and a new address should be obtained from the network administrator.
TCPPORT	1070	Defines the primary TCP/IP port number used for this terminal. This value must be set BEF installing the device on a network. In most cases, the default value will be acceptable. How may NOT be appropriate, and a new port number should be obtained from the network adr It should be set to 23 for a “telnet terminal” application.
SERVER	0.0.0.0	Defines a TCP/IP address for a server application. This value must be set BEFORE ins device on a network. Normally, this value is set to 0.0.0.0 which causes the terminal op “server” and connects with a host computer running a “client” application. If this value is other IP address the terminal will operate as a “client” and will attempt to automatically co host computer “server” application.

AUXPORT	9600,0,8,1,1	Defines the communications format for the aux serial port. The parameter string consists of integer value fields and has the following format: Baud, parity, data bits, stop bits, xoff Where: Baud = standard baud rates in the range of 110 – 57600 Parity = 0 (none), 1 (even), 2 (odd) Data bits = 7 or 8 Stop bits = 1 or 2 Xoff = xon/xoff protocol (0=disable, 1=enable)
MODE	1	Defines terminal emulation mode. The two (2) valid emulation modes are as follows: 1 = VTC Mode (default) 2 = ANSI Mode (Gradience setting)
MYMAC	0050C216300 7	This command will return a 12-character hexadecimal string representing the Ethernet hard address. It is read only and can not be used to change the hardware address.

My TimeClock

My TimeClock allows employees to view their timecard history, and, if given rights, can create, edit and delete their timecard entries. An employee can log into **My TimeClock** by clicking on the **My TimeClock** button, or pressing the F9 key). The password for **My TimeClock** is the same one used when clocking in/out. (See**TimeClock Access** for setting up employee's login and password.)

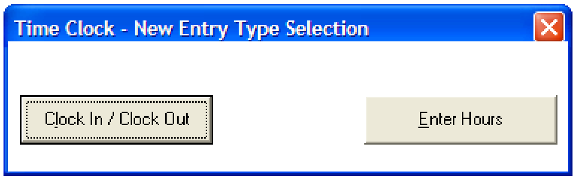
Tip: Employees may log into **My TimeClock** using their swipe cards at the **My TimeClock** login screen.

Employee Review/Edit Toolbar

If given the proper rights, an employee may have access to New, Edit and Delete. This will allow them to manage their own timecards. All changes and deletions are tracked, and managers may run reports against these changes.

Creating a New Time Entry

You must be given rights to this feature. Clicking New, from the TimeClock Entries screen, will give you the **New Entry** window with the following options:



After clicking on New, you'll be given the choice of **Clock In** / **Clock Out** or **Enter Hours**.

Selecting **Clock In/Clock Out** will allow you to enter a manual punch entry just as if an employee had clocked in or out. For example, you may enter a manual punch entry of 05:15 PM for a specific date.

Feature	**Description**
Reason for Change	A Reason is required for Creating a Manual TimeClock Entry or Entering Hours for a Date.
Date	This is the date of the punch entry.
Punched	This designates In or Out of the punch.
Time	This is the time of the punch entry.
Work Date	This is the Work Date the punch refers to.
Comments	Comments are not required but may be helpful when reading a reason at a later date.

Selecting **Enter Hours** will allow you to give a set amount of hours for a given date. For example, you may enter a manual time entry of eight hours Vacation.

Feature	**Description**
Reason for Change	A Reason is required for Creating a Manual TimeClock Entry or Entering Hours for a Date.
Feature	**Description**
Date	This is the date the employee will get credit for.
Work Date	This is the Work Date that the punch refers to.
Hours	This allows you to enter specific hours for a date, such as eight hours for a Vacation day. The Date, Hours and Reason for New Entry fields are required.
Count toward overtime calculations	Designates entry to count toward overtime.
Comments	Comments are not required but may be helpful when reading a reason at a later date.

Date Versus Work Date

When creating a new time entry, there are two date fields: Date and Work Date. The Work Date represents the date the entry is counted toward. Normally, you won't need to change the Work Date unless you have work shifts that go past midnight. For example, Josh starts work and clocks in at 8 PM on Monday night. He gets off work at 4 AM on Tuesday morning but forgets to clock out. A manual time entry is created for him, punching him out at 4 AM; the Work Date is of the previous date (the actual date Josh started work). The program knew that Josh had clocked in at 8 PM the previous day, and because he had not gone over 13 hours between punches, it counted the OUT punch to the previous date.

Editing a Time Entry

Edit allows you to change an existing entry. You must be given rights to have this feature. Remember that the **Reason for Change** block is required and tracked. Editing a time entry is similar to creating a new entry except you only have the choice to change a punch time entry.

Deleting a Time Entry

Delete will erase the selected time entry and record the deletion. All changes and deletions are recorded and tracked. To view deleted time entries, go to Reports > Deleted TimeClock Entries.

Printing an Employee Timecard

Print allows you to print an employee timecard for the selected date range.

Getting Help

Help allows you to bring up the help file for this screen.

Timecard Entries

The timecard entries have the following coding:

Feature	Description
Blue band	A blue band designates the selected entry.
White band	A white band designates an IN punch.
Teal band (bluish green)	A teal band designates an OUT punch.
Gray band	A gray band designates that a manual entry was given for a set amount of hours. For example, Josh took eight hours of Vacation on 3/15/2002, and a manual entry was entered for his time.
Plus (+) Sign	A plus (+) sign designates a punch was changed or manual entry was entered.
Asterisk (*)	An asterisk (*) designates that there is a double-punch; either two IN punches or two OUT punches together. Action should be taken on such an entry of either adding a new entry or correcting an existing entry. Hours cannot be calculated for a double-punch entry.

CAUTION: If you see an asterisk (*) next to a time entry, this means that some action should be taken, such as correcting a punch.

Tip: Right-clicking on an entry will show you the rounding rules (Work Schedule Rules) for that entry.

Managing Employee Records

This chapter will help you become acquainted with the program layout and how to enter employee information. Throughout this chapter, there are examples of different program screens. You may wish to view the sample database to get a better picture of how employee records look once entered.

Make sure you have gathered the following information for each employee before attempting to enter employee records:

- Social Security Number
- Name (First, Middle, Last)*
- Employee Identification Number
- Date of Hire*
- Job Title
- How many hours in a normal day the employee works*
- Location*
- Department*
- Full or Part Time*
- Active, Inactive or Terminated Status*
- Time-Off Plan (Vacation, Sick, Personal, etc.)*

**** Required fields***

The Program Bar

The **Program Button** in the upper-left corner allows you to select the Gradience program you wish to use and displays its features in the Feature Column.

The programs are color coded as follows:

Gradience Attendance 2008 –**Green**
GradienceRecords 2008 –**Red**
Gradience TimeClock 2008 –**Purple**

Employee and Manager Access Levels

There are two main levels of security to Gradience TimeClock: Employee Level and Manager (or Administrator Level).

Employee Level Access – This only allows access to Clock In/Out and access to the My TimeClock feature, which will allow individuals access to their timecard histories. This also will allow them to create new time entries, edit existing entries, and/or delete their existing entries. Access to the In/Out Board may also be given. (See **Employee's TimeClock Access**.) Setting up employee-level access consists of setting up access on the TimeClock Access screen.

Manager Level Access – This will allow managers access to selected employee timecard entries. They may create, edit and delete entries for these employees. They'll also have access to the In/Out Board. Managers at least may have access to everything or only a few Administration screens. Having one Manager Login that has access to everything is required. You may create other Manager Logins that have partial access to the Administration screens they need. For example, a payroll administrator may need only access to View/Edit Employee's Time Card Entries, Create & Edit Work Schedules and to Timecard Runs. The other screens would be set for No Access. (See User Security.)

The Feature Column

The**Feature Column** allows you to select which feature will be displayed in the Feature Pane on the right side. To make it easier, we also color-coded the features of each program. For example, if you select Gradience TimeClock, and select **Employee Detail** from the feature column, you will see a purple title bar.

The Employee Select Column

The Employee Select Column allows you to select or find employees quickly and easily, as well as select multiple employees for printing reports.

Browse mode allows you to perform an incremental search for an employee, move columns and sort quickly.

An incremental search allows you to enter the first couple of letters of the employees' last name and will go to the first employee which matches those letters; and as you enter more letters, the search will become more defined. For example, if you enter the letter "A" in the Search field, the employee list will select the first employee name which starts with the letter "A." If you enter the letter "d," so that now you have "Ad" it will bring up the first employee name which starts with Ad, such as Adams.

You may move columns according to your preferences. To move a column, click and drag the title to the left or right. Double arrows pointing inward will show you where you will drop the title if you release the mouse button.

Sorting fields is just as easy. Just click on the title of the column you want to sort. For example, if you wanted to sort by first name, you would click on the **First Name** title. You can also set multiple sorts by holding the **CTRL** key and clicking on fields - the sort priority will be displayed above the field names.

Tree View mode allows you to find or select employees by location and department. For example, if you were looking for employees who are under the Ft. Lauderdale location / Merchandising department, Tree View mode could show you at a glance.

Tip: In Tree View, by default all locations and departments are unchecked. A quick way to select just one department is to click on the name of the department. This will select all employees under that department. Likewise, in Browse mode, you can select or deselect all employees by clicking on the red checkmark at the top left.

Selected Feature Pane

The **Feature Pane** is where the selected feature of the program will be displayed.

***Note**: Columns can be resized. To resize a column, move your cursor to the left or right edge of the column until your cursor turns into a double arrow pointing left and right; click and drag your left mouse button to the desired width and release. The Employee Select Column can also be hidden and unhidden by clicking on the minus or plus sign in the top right corner.*

TimeClock Entries

The TimeClock Entries feature allows you to maintain employee time entries. You may create new entries, as well as edit or delete time entries. You also may print out employee timecards from here.

All changes (edits or deletions) are recorded and tracked. Selecting **Show Changes** will allow you to view entries that have been edited. A plus sign (+) to the right side of an entry denotes that an entry has been modified.

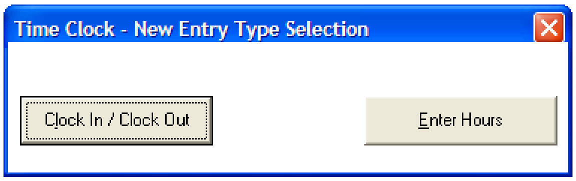
Tip: Double-clicking on an entry in the changed window (at the bottom) will bring up details of the entry.

TimeClock Entries Toolbar

From the TimeClock Entries screen, Managers have access rights to create, edit or delete employee time entries.

Creating a New Time Entry

You must be given rights to this feature. Clicking New, from the TimeClock Entries feature, will give you the **New Entry** window with the following options:



After clicking on New from the TimeClock Entries screen, you'll be given the choice of **Clock In / Clock Out** or **Enter Hours**.

Selecting **Clock In/Clock Out** will allow you to enter a manual punch entry just as if an employee had clocked in or out. For example, you may enter a manual punch entry of 05:15 PM for a specific date.

Feature	**Description**
Reason for Change	A Reason is required for Creating a Manual TimeClock Entry or Entering Hours for a Date.
Date	This is the date of the punch entry.
Punched	This designates In or Out of the punch.
Time	This is the time of the punch entry.
Work Date	This is the Work Date that the punch refers to.
Comments	Comments are not required but may be helpful when reading a reason at a later date.

Selecting **Enter Hours** will allow you to give a set amount of hours for a given date. For example, you may enter a manual time entry of eight hours Vacation.

Feature	**Description**
Reason for Change	A Reason is required for Creating a Manual TimeClock Entry or Entering Hours for a Date.
Feature	**Description**
Date	This is the date the employee will get credit for.
Work Date	This is the Work Date that the punch refers to.
Hours	This allows you to enter specific hours for a date, such as eight hours for a Vacation day. The Date, Hours and Reason for New Entry fields are required.
Count toward overtime calculations	Designates entry to count toward overtime.
Comments	Comments are not required but may be helpful when reading a reason at a later date.

Date Versus Work Date

When creating a new time entry, there are two date fields: Date and Work Date. The Work Date represents the date the entry is counted toward. Normally, you won't need to change the Work Date unless you have work shifts that goes past midnight. For example, Josh starts work and clocks in at 8 PM on Monday night. He gets off work at 4 AM on Tuesday morning, but forgets to clock out. A manual time entry is created for him, punching him out at 4 AM; the Work Date is of the previous date (the actual date Josh started work). The program knew that Josh had clocked in at 8 PM the previous day, and because he had not gone over 13 hours between punches, it counted the OUT punch to the previous date.

Editing a Time Entry

Edit allows you to change an existing entry. You must be given rights to have this feature. Remember that the **Reason for Change** is required and tracked. Editing a time entry is similar to creating a new entry except you only have the choice to change a punch time entry.

Deleting a Time Entry

Delete will erase the selected time entry and record the deletion. All changes and deletions are recorded and tracked. To view deleted time entries, go to **Reports** > **Deleted TimeClock Entries**.

Printing an Employee Timecard

Print allows you to print an employee timecard for the selected date range.

Getting Help

Help allows you to bring up the help file for this screen.

Timecard Entries

The timecard entries have the following coding:

Feature	Description
Blue band	A blue band designates the selected entry.
White band	A white band designates an IN punch.
Teal band (bluish green)	A teal band designates an OUT punch.
Gray band	A gray band designates that a manual entry was given for a set amount of hours . For example, Josh took eight hours of Vacation on 3/15/2002, and a manual entry was entered for his time.
Plus (+) Sign	A plus (+) sign designates a punch was changed or manual entry was entered.
Asterisk (*)	An asterisk (*) designates that there is a double-punch; either two IN punches or two OUT punches together. Action should be taken on such an entry of either adding a new entry or correcting an existing entry. Hours cannot be calculated for a double-punch entry.

CAUTION: If you see an asterisk (*) next to a time entry this means that some action should be taken, such as correcting a punch.

Tip: Right-clicking on an entry will show you the rounding rules (Work Schedule Rules) for that entry.

IN/OUT BOARD

The In/Out Board allows you to see, at a glance, employees who are in and out. The In/Out Board will refresh itself if the Auto Update feature is checked. Otherwise, clicking the Refresh button will update the board.

Feature	Description
Auto update every __ minute(s)	This allows you to set how often this board should update for you. **Note:** This is not a "live" board and will only be updated by the Auto Update or pressing Refresh.

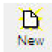
Feature	Description
In/Out Employees	This allows you to see at a glance employees who are In or Out.
Refresh	Clicking this button will refresh the list.
Help	This gives you help regarding the current screen.
Color-coding:	**a.** Green – denotes employees who are clocked IN. b. Teal (bluish-green) – denotes employees who are clocked OUT.

Administrators can have access to view all locations and departments or only specific locations and departments depending on their security access rights. Employees may be given access to all locations and departments or their specific location and/or department or no access to the In/Out Board. (See In/Out Board Access under TimeClock Access.)

Adding a New Employee

Click **Employee Detail** Feature column.

The Employee Detail screen allows you to add, edit and delete employees and, if installed, shares common screens with Attendance (Category Assignments) and Records (EEO and Personal Contacts). To add a new employee, follow these steps:

1. Click 

from the **Employee Browse** or **Employee Detail** screen.
2. As a minimum, enter First Name, Last Name, Hire Date, Employment Status, Work Status, and Location and Department. These fields are required. (To set up locations and departments, see Locations and Departments under Administration.)
3. Click Save.

NOTE: The SSN is not required when entering an employee in Gradience. However, when exporting timecard entries, if one of the selected payroll formats requires the SSN, you will need to enter it before exporting.

Deleting an Employee

CAUTION: This will delete ALL information on the current employee including any records in Gradience Attendance and Gradience Records.

To delete an employee, and all associated records, follow these steps:

1. From Employee Detail, select an employee by clicking on his or her name.
2. Select File > Delete Employee.
3. Click Yes to the “Are You Sure?” message.

Giving Employees Access to Clock In

Click TimeClock Access from the Feature Column.

The TimeClock Access screen allows you to set up employee logins/passwords, swipe card access, individual access to create, edit and delete timecard entries, assign Work Schedules, and employee In/Out Board access. A manager or administrator always will have access to the In/Out Board screen.

Feature	Description
Employee, Location, Department	This is shown to make it easier when assigning access.
Search By	This allows you to search by Last Name, First Name, SSN or ID.
Search For	Entering one character at a time will do an incremental search. For example, entering the letter "K" will bring up the names that start with K. Adding an L will search out names with KL and so on.
TimeClock Identification (Changing Employee Password)	TimeClock Identification allows you to change the selected employee's Login and Password. Just enter the new Login and Password and click on Save to change.
Swipe Card ID	For the Swipe Card ID option, you'll need a magnetic swipe card or barcode reader and pre-encoded cards. To assign a pre-encoded swipe card, click on Update/Change, then swipe the card through the swipe card reader. If an employee has an assigned swipe card ID number, you also will have the option to Clear/Delete.
TimeClock Access	TimeClock Access assigns employee options for: a. Enable Employee TimeClock Access – This allows the selected employee to clock in and out. This is required to be selected if the employee is allowed to clock in/out.
Feature	Description
TimeClock Access (cont.)	b. Can create their own TimeClock Entries – gives employee the ability to create TimeClock entries. c. Can Edit their own TimeClock Entries – gives employee the ability to edit TimeClock entries. d. Can Delete their own TimeClock Entries – gives employee the ability to delete existing entries.
Current Work Schedule Note: To create a Work Schedule, see Chapter 8-Creating and Editing Work Schedules.	Current Work Schedule allows you to assign a Work Schedule for rounding and reporting purposes. b. Clear allows you to remove this work schedule from an employee. c. History allows you to view changes to an employee's work schedule. This also allows you to edit the Start Date.
In/Out Board Access	In/Out Board Access allows you to assign an employee access to see None, All employees, or employees by Location or Department. (See In/Out Board on page 83.)

Employees Not Rounding on the Correct Work Schedule

Employees may be assigned different rounding rules over the course of their employment. Every time an employee gets a new work schedule, he or she gets a new Start Date from which the current work schedule begins. A new work schedule will round only from the Start Date going forward. Any punches before this date will not be rounded on this schedule.

There are times when you may need to change the start date for rounding calculations. For example, if an employee accidentally was assigned the wrong work schedule for a week in which the work schedule assigned was rounding him/her at 10 minutes instead of at 6 minutes, you would want to change to the new work schedule and have the program calculate all past punch entries.

The work schedule start date is edited through the **History** Tab on the **TimeClock Access** screen. For example, if the start date is 11/5/01, rounding will occur only from this date forward. Any punches before this date will not be rounded on this schedule.

CAUTION: Editing the Work Schedule date may affect punches for the current employee that have already been paid for.

Changing an Employee's Work Schedule Date

Changing an employee's work schedule date and having the program recalculate according to the new work schedule is a two-step process:

First Step (Change the Work Schedule Start Date)

1. From **TimeClock Access**, click on History (Current Work Schedule).
2. On the **Work Schedule History** screen, double-click on the Start Date you want to change. For example, if you want to change the Start Date of 04/18/2002 to 05/01/2002, double-clicking directly on the 04/18/2002 date will bring up an edit box.
3. Enter the Start Date of the new work schedule.
4. Leave the Ending Date blank if this is the most current Start Date.
5. Click Save.
6. If you need to have time punches recalculated according to the new work schedule, go to the Second Step below; otherwise, punches may not have their time calculated correctly.

Second Step (Recalculate the Punch Time Entries)

You'll need to edit any punch time entries that need to be recalculated and click Save. The act of clicking the Save button will recalculate the selected punch time entry according to the new work schedule.

1. From **TimeClock Entries**, select the employee and the punch time you wish to recalculate.
2. You may select the punch time entry either by double-clicking on the punch entry or by highlighting it (by clicking once on the entry) and selecting the Edit icon.
3. Do not change the date or time. Select a **Reason for Change**. (You cannot save an entry without selecting a reason.)
4. Click **Save**.
5. Repeat the above steps for any punches that need to be recalculated.

Clicking Save will recalculate the punch time entry according to the work schedule. For example, if you changed this employee's work schedule from 10-minute rounding to 6-minute rounding, then saved any punch entries that fell within the Start Date, his/her punch entries would be recalculated.

Reminders

The **Reminders** feature will show you all open (unresolved) reminders and allow you to create, delete and resolve reminders. If you have created a reminder it will show up when you first open the program, starting on the reminder date. Reminders will continue to display until you click **Resolve**.

Reminders Tool Bar and Pane Layout

Tool Bar:

- **First-Prior-Next-Last arrows**– navigates through selected reminders
- **New**– Creates a new reminder
- **Edit**– Allows you to make changes to a reminder
- **Save**– Saves reminder
- **Cancel**– Cancels current changes
- **Delete**– Deletes selected reminder
- **Print**– Lets you print the Reminders report for selected employees
- **Help**– Brings up help for this screen

Pane Layout:

- **Reminder Date**– Date reminder should first display
- **Title**– Heading of reminder
- **Resolved**– Checkbox displays checked for resolved or unchecked for open (unresolved)
- **Employee Name**– Displays name of employee that reminder is associated with
- **User**– Displays name of user that reminder will display for
- **Description**– The purpose of the reminder shows here

Filters:

- **User**– Allows you to view reminders associated with specific users (must have access to Reminders, Assign Users under User Security)
- **Show Resolved**– Displays Resolved reminders only
- **Show Unresolved**– Displays Unresolved (open) reminders only

Use Date Filters:
The **From Date** and **Through Date** filters can be enabled here to show Reminders only for the selected date range.

Creating a New Reminder

There are two types of reminders in Gradience:
One Time Reminders– These are reminders that are only meant to remind you of a one-time event, such as filing an Absence Report at the end of the year.

Recurring Reminders–These remind you of the following recurring events:

• Anniversaries (Gradience Attendance)
• Birthdays, Performance Reviews, and I-9 Renewals (available if Gradience Records 2008 is also installed)

Setting a Reminder

One Time Reminder

1. Click on **Reminders** from the Features Column.
2. Click **New.**
3. Select (check) **One Time Reminder**.
4. Enter a **Title** and **Reminder Date**.

5. If you want the reminder to be associated with specific employees, select the checkbox "**Assign to all selected (checked) employees**." This is optional and will create a separate reminder that is associated with each employee.
6. If you selected the checkbox in Step 5, you will need to select (check) any employees that this reminder is about in the Employee Select Column. Otherwise, skip to the next step.
7. By default, the User's name will default to the login that was used to enter the program. Change this if you want the reminder to come up for another user, or you may select Global which allows the reminder to come up for all users logging in.**Note**: You must have access to Reminders, Assign Users and Reminders, Assign Global under User Security to be able to change this option.
8. Enter a description of the reminder, if needed.
9. Click **Save.**

Recurring Reminder

1. To create a recurring reminder, follow these steps:
2. Select **Reminders** from the feature list.
3. Click **New.**
4. Select (check) **Recurring Reminder**.
5. Select the type of reminder: Anniversary, Birthday, I-9 Renew, or Performance Review.
6. Select a **Through Date** (when do you want to stop the reminder from occurring).
7. Select how many days you want to be reminded before the event.
8. By default, the User's name will default to the login that was used to enter the program. Change this if you want the reminder to come up for another user, or you may select Global, which allows the reminder to come up for all users logging in.**Note**: You must have access to Reminders, Assign Users and Reminders, Assign Global under User Security to be able to change this option.
9. Enter a **description** of the reminder, if needed.
10. Click **Save.**

Deleting Reminders

Reminders are deleted from the Main Reminders screen by clicking on the **Delete** icon.

Editing Reminders

There are two ways to edit reminders:

1. **Main Reminders screen -**From the main Reminders screen you can edit the following columns just by clicking in the field: Reminder Date, Title, Resolved and Description.
2. **Edit Reminders screen -**Clicking on Edit from the main Reminders screen will bring up the Edit Reminder screen. You may also double-click on the title of a reminder. The Edit Reminders screen allows you to change the Title, Reminder Date, User and Description.

Note: If you need to change the Employee Name that this reminder is about, you'll need to delete the reminder and then re-add it.

Open Reminders

Open reminders will appear for the user they are assigned unless the Global option is checked. If a reminder is marked with Global, then it will show for all users. You may view open reminders by opening the program or selecting Reminders from the feature list.

Note: If you have security access to "Reminders, Assign Users" (SeeUserSecurity), you may view reminders set up by other users. You may also resolve reminders from the Open Reminders screen.

Creating and Editing Work Schedules

This section will allow you to set up your work schedule rules and define your daily work hours for reporting purposes.

As a rule, many businesses allow a grace period for employees when clocking in or out. This allows for time variations on clocks, watches and time devices throughout a company. Rounding time also makes calculating payable time easier.

Rounding Explained

Gradience TimeClock can automatically round off in 2-, 3-, 4-, 5-, 6-, 10-, 12-,15-, 20-, 30- and 60-minute intervals, and it will calculate the time in decimals, unlike many mechanical time clocks. This saves time by not having to convert the minutes to decimals. **Note:** If you don't round, then select the Generic – No Rounding rule.

TimeClock rules can be assigned to individuals or groups. Rules usually are defined for punching IN early or late and OUT early or late.

EXAMPLE
Here is an example of rounding using the 15-minute rule:

Richard comes in a few minutes early and clocks in at 07:55.
Tanya is running late and clocks in at 08:04.

Using the 15-minute rule, both Richard's and Tanya's payable time would be clocked in at 08:00. Their time was rounded to the nearest 15-minute mark. The next 15-minute mark would be 08:15, then 08:30, and so on.

However, using the 6-minute rule and the above clock-in times, Richard's payable time would be clocked in at 07:54. The next 6-minute mark for Richard would be 08:00. Tanya's payable time would be clocked in at 08:06. The next 6-minute mark would be 08:12, 08:18, and so on. Their time was rounded to the nearest 6-minute mark.

Gradience TimeClock comes with three commonly used rounding rules: 6-minute, 10-minute and 15-minute generic rules that are set up to round to the nearest mark. You may choose one of these and rename it or set up your own.

Work Schedule Rounding Rules

Go to **Settings > Work Schedules**.

The program comes with three commonly used rounding rules. You may use one of these and rename it or create your own.

The Rounding Rules Tab has the following features:

Rounding Rules	Description
Work Schedule Name	Name the Work Schedule here.
Time Credited in __ Minute Increments	This allows you to select rules for increments up to 60 minutes (increments must be divisible by 60).
Rounding	When the **Time Credited in __ Minute Increments** is selected, the default rounding is set to round to the nearest credited increment. You may change this setting to fit your needs. Use the **Rounding Example** to test your changes.
Rounding Example	This allows you to see how your rounding will affect true clocking in/out punches. Set the Hour and Minute to test how rounding will affect punch times.

The Overtime and Punch Schedule Tab has the following features:

Overtime and Punch Schedules	Description
Payroll workweek starts on …	This determines the day that your work week begins on, which is defined as the start of the pay week.
This Schedule Qualifies for DAILY Overtime after __ Hours	Select this option if your policy is to give overtime after working so many hours on a **DAILY** basis. (For example, anything more than 10 hours daily is considered overtime.)
This Schedule Qualifies for WEEKLY overtime after __ Hours	Select this option if your policy is to give overtime on a **WEEKLY** basis. (For example, anything more than 40 hours weekly is considered overtime.)
Daily Schedule	This allows you to set up daily schedules that can be reported on. (For example, if you wanted to know who was 15 minutes or more late on Mondays, you could run an Exceptions report.)
This is a Workday	This designates the selected day as a regular workday.
This is an	This designates the selected day as an overtime day.

Overtime Day	
Quick Copy Schedule From	After you set up the first workday, this allows you to copy it to the next workday so you don't have to re-enter the same hours.
New Time Entry	This allows you to enter a new entry for your employees daily work schedule.
Delete Time Entry	This allows you to erase an entry.

Shifts Crossing Workweek

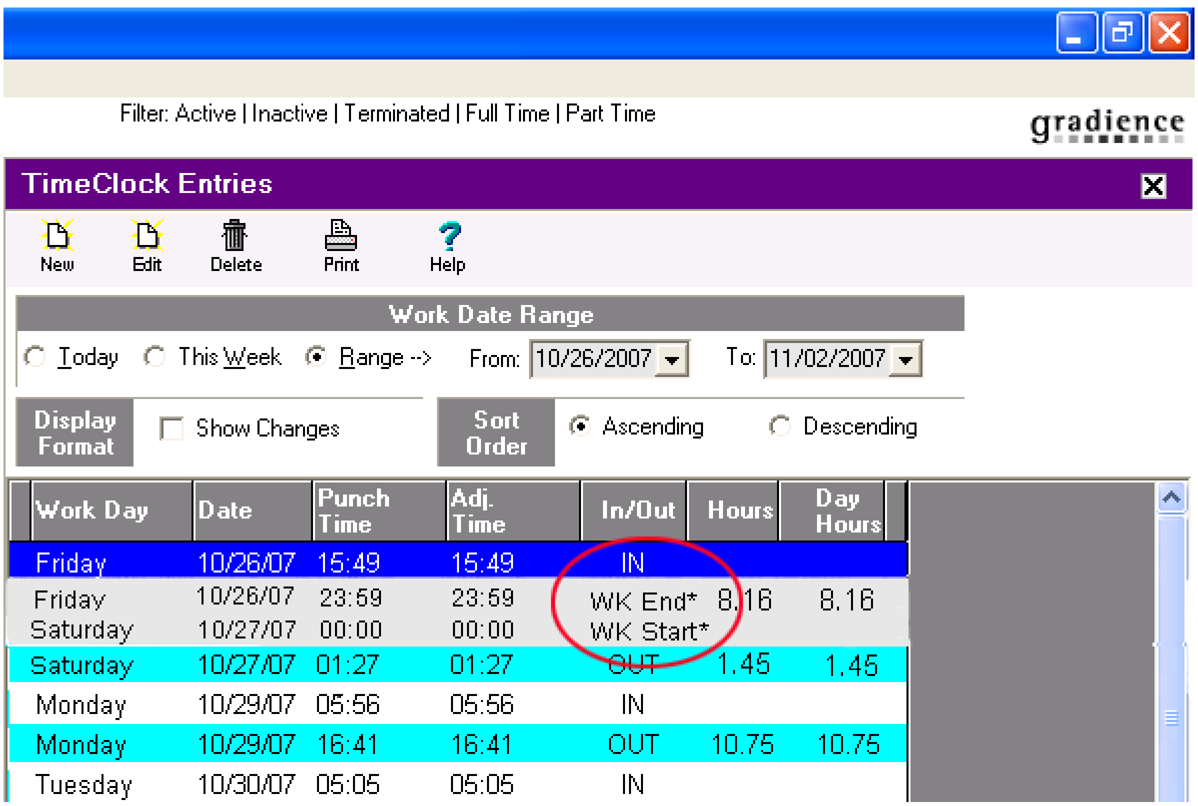
Gradience TimeClock will automatically ensure that your time entries are fully compliant with federal labor laws and workplace regulations regarding shifts that cross workweeks.

If an employee works during a time period that crosses from one workweek into another, Gradience TimeClock will automatically enter a Punch/Time Entry on the 59th second of the current workweek. This Punch/Time Entry will appear on the employee's timecard as **WK End***.

Gradience TimeClock will immediately follow the **WK End*** Punch/Time Entry one second later at the start of the new workweek with another automatic Punch/Time Entry. This second Punch/Time Entry will appear on the employee's timecard as **WK Start***.

Although the hours worked on the first day of a workweek will be short, these hours will be supplemented with the hours worked on the last day of the same workweek, thereby allowing the employee to be credited for a full week.

Below is an example. In this example, the program has been set to display time in military time.



Manual TimeClock Entries

Follow these steps to manually enter a punch or to manually enter a block of hours for an employee.

Steps:

1. Click **TimeClock Entries** on the left

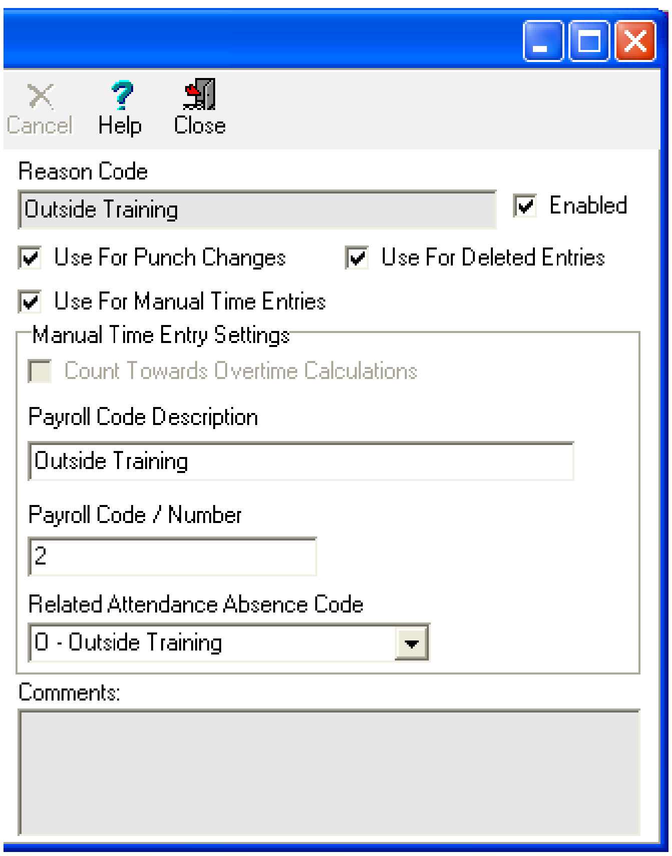
2. Select an employee.

3. Near the top-center of the screen, under the heading **TimeClock Entries**, click **New**.

4. On the drop-down menu, select either **Clock In / Clock Out** or **Enter Hours**.

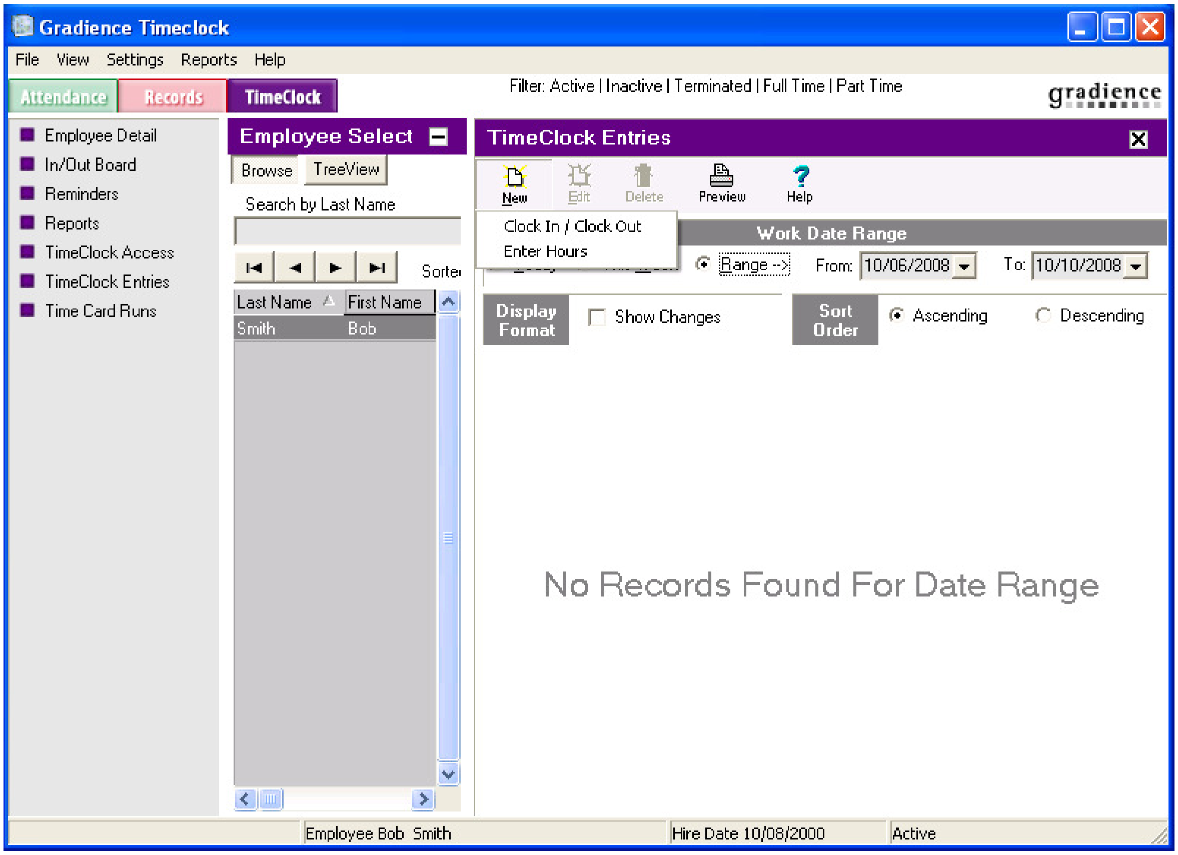
5. Depending on your selection in step 4, one of the two pop-ups shown here will open.

6. **Under Reason for Change** a menu provides selections that were set up previously in the Reason Codes portion of the program. (**Settings > Reason Codes > New**) shown below:



Note: If the reason for your entry is not available, you'll need to cancel out and click **Settings > Reason Codes**. Then, select or create the Reason Code, check **Enabled** and check the desired purposes for the Reason Code.

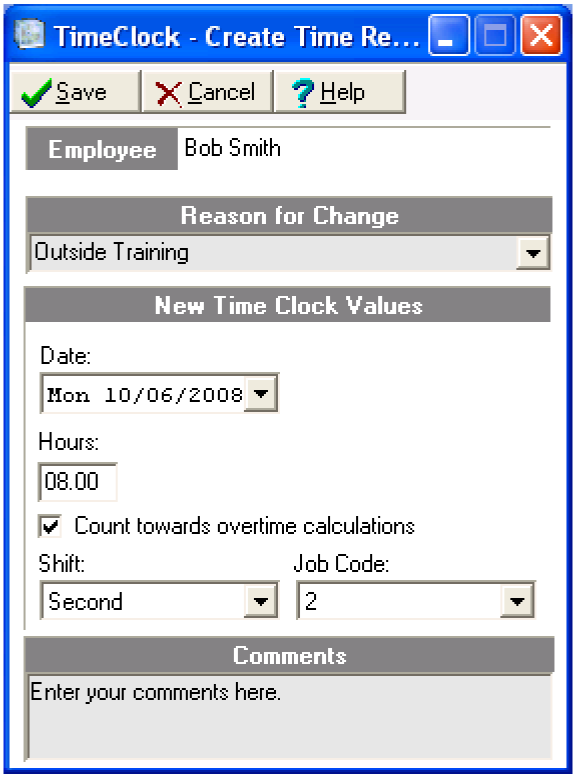
7. Under **Date** use the menu to select a date within the **Work Date Range** shown on the **TimeClock Entries** screen. shown below:



8. Make appropriate selections for the following …

- Kind of punch whether **In** or **Out**
- Time of day, **AM** or **PM**
- The **Work Date** references the date on which the entry occurred.
- The **Date** references the date to which the entry applies.
- **Shift**. (Established previously when setting up the Work Schedule)

- **Comments** you may have.



9. Click **Save**.

Schedule Overtime Rules

Follow these steps to instruct TimeClock on how to manage overtime:

1. Click **Settings > Work Schedules**.

2. Click **New** to create a new work schedule or select an existing work schedule from the list on the left.

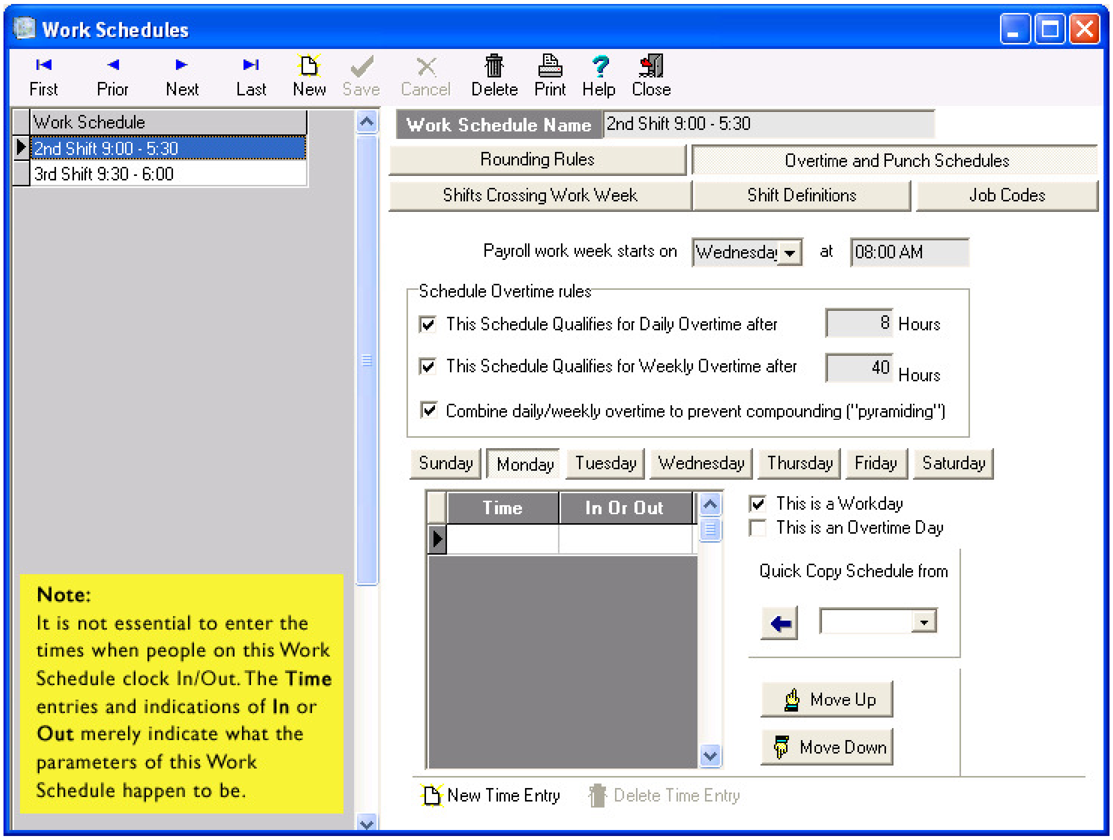
3. When the work schedule opens on the right, click the **Overtime and Punch Schedules** tab near the top.

Under **Schedule Overtime Rules**, you have three options:

- The first option allows you to instruct the Work Schedule to consider time worked on a single day (beyond a number of hours that you set) as overtime. This is a requirement in some states but also may be used as an organizational perk elsewhere.
- The second option allows you to instruct the Work Schedule to consider time worked beyond 40 hours in a single workweek as overtime.
- The third option will be selected automatically when you select both option one and option two. This is to allow overtime to be calculated correctly when overtime is permitted on both a daily and a weekly basis. Without this option, overtime could be counted twice. If you only select option one or option two, this option is unnecessary.

EXAMPLE:
If an employee works 10 hrs on Monday and you set the Work Schedule to count anything worked beyond 8 hrs in a day as overtime, he/she would at that point have 8 hrs of regular time and 2 hrs of overtime. If this same employee worked 8 hrs a day for the next four days, he/she should have 40 hrs regular and 2 hrs overtime, but without the third option being selected he/she would get 38 hrs of regular and 4 hrs of overtime. This is what is meant by compounding or pyramiding, which the third option prevents.

IMPOPRTANT!
Simply "creating" a Work Schedule is not enough. You must assign a Work Schedule to each hourly employee for overtime to be credited properly. Work Schedules do not need to be assigned to salaried employees.


Work Schedules
First
Prior
Next
Last
New
Save
Cancel
Delete
Print
Help
Close
Work Schedule
2nd Shift 9:00 - 5:30
3rd Shift 9:30 - 6:00
Work Schedule Name
2nd Shift 9:00 - 5:30
Rounding Rules
Overtime and Punch Schedules
Shifts Crossing Work Week
Shift Definitions
Job Codes
Payroll work week starts on
Wednesday
at
08:00 AM
Schedule Overtime rules
This Schedule Qualifies for Daily Overtime after
8
Hours
This Schedule Qualifies for Weekly Overtime after
40
Hours
Combine daily/weekly overtime to prevent compounding ("pyramiding")
Sunday
Monday
Tuesday
Wednesday
Thursday
Friday
Saturday
Time
In Or Out
This is a Workday
This is an Overtime Day
Quick Copy Schedule from
Move Up
Move Down
New Time Entry
Delete Time Entry
Note:
It is not essential to enter the times when people on this Work Schedule clock In/Out. The Time entries and indications of In or Out merely indicate what the parameters of this Work Schedule happen to be.

More About Rounding

Gradience TimeClock rounding is based on three points:

1. What you select for **Time Credited in Minute Increments**
2. What you set for Clocking In and Out rounding
3. Assigning the Work Schedule to an employee through **TimeClock Access**.

Gradience TimeClock automatically rounds to the nearest mark based on your choice of minute increments. Gradience TimeClock will round up or down at about the halfway mark. For example, if you're using Gradience TimeClock to credit in 6-minute increments, then the program will round up AFTER 3 minutes and round down before this time. The key word is *AFTER*. The program will ROUND UP AFTER however many minutes you select.

Gradience TimeClock allows you to select rounding up to the designated credited amount, minus one minute. If you choose to credit in 6-minute increments, then you could choose from 1 to 5 minutes for rounding. If you choose to credit in 10-minute increments, then you could choose from 1 to 9 minutes for rounding and so on.

TIP: If in doubt, use the Round Test to see how the time will be rounded.

Setting up a Work Schedule

Setting up a Work Schedule allows your employees' punch times to be rounded and allows you to report on various settings according to the Work Schedule. For example, if you wanted to know who was clocking in late on Mondays in June, you could run an Exceptions report. All employees who clock in/out must be assigned a Work Schedule for rounding and reporting purposes.

To set up your work schedule, follow these steps:
1. Click **New**.
2. Enter a descriptive work schedule name.
3. Select how your time is credited for rounding purposes.
4. If you round to the nearest mark, you may leave the defaults in the Rounding block as they are. If, however, you round nearer or farther from the nearest mark, then you may change the rounding to suit your needs.
5. Check how the program will round for you by entering a clock in/out time in the Rounding example block. If the time isn't rounding the way you want, then change the Rounding time and check it again.
6. Select whether this work schedule qualifies for DAILY overtime and after how many hours.
7. Select whether this work schedule qualifies for WEEKLY overtime and after how many hours.

Setting up the Daily Schedule

To define the daily schedule, follow these steps:

1. Select a day of the workweek and specify whether it is a Workday and/or an Overtime Day. An Overtime Day is any day that is automatically counted as overtime, such as Saturday or Sunday.
2. Click **New Time Entry**:
    1. Enter what time employees on this work schedule normally would start work. Press the TAB key or click New Time Entry to go to the next row.
    2. Enter what time the employees normally would break for lunch. Press the TAB key to go to the next row.
    3. Enter what time the employees normally would come back from lunch. Press the TAB key to go to the next row.
    4. Enter what time the employees normally would leave for the day.
3. Click on the next day and enter his/her start and end time for this day. You also may use the Quick Copy Schedule feature to copy the previous day's entry. Click Save to save this work schedule.

Remember to assign a work schedule to each employee under TimeClock Access; without an assignment, employee entries and overtime will not follow the Work Schedule rules. This can result in payroll errors.

Preparing Timecard Runs

Timecards are prepared by the Payroll Administrator or other designated person who can run timecard reports or export this data to your payroll program. The person who has access to Timecard runs can lock out employees and other managers from making any changes to specific date ranges and save this information so changes cannot be made to time that already has been paid for.

Viewing Timecard Data

When viewing timecard data, keep in mind that overtime will show only if you have set up a Work Schedule and assigned it to your employees. The Work Schedule will have rules regarding overtime and what day your Workweek starts on. See Work Schedules.

Frequently Asked Questions

Q: I've created a timecard run covering eight days. For one employee it shows 59 hours of worked time, but zero hours of overtime. Why is this?
A: The start of your Workweek (set in the Work Schedule) determines the week for overtime. Check to make sure you have a Work Schedule assigned for this employee by going to **TimeClock Access > Current Work Schedule**. If there is one, go **to Settings > Work Schedules** and make sure the assigned Work Schedule has the appropriate overtime settings. If the overtime settings aren't set up, then go to Work Schedules and create one before assigning it. (See **Creating Work Schedules** for detailed information.)

For Example: If a timecard run is created to include Randy from (Wed.) August 8, 2007, through (Thur.) August 16, 2007, and it shows that he worked 59 hours during this time, this doesn't necessarily mean he has overtime. Weekly overtime, if any, is calculated on the last day worked of the workweek. Daily overtime, if any, will be calculated on the same day worked.

August 2007

Sun	Mon	Tue	Wed	Thur	Fri	Sat
			1	2	3	4
5	**6**	**7**	**8**	**9**	**10**	**11**
12	**13**	**14**	**15**	**16**	**17**	**18**
19	20	21	22	23	24	25
26	27	28	29	30	31	

Assuming our Workweek starts on Sunday, the date range of August 8 – August 16 covers two separate Workweeks. (**Workweek 1:** August 5 – August 11 and **Workweek 2:** August 12 – August 18.) If Randy does not work overtime on a daily basis or for the whole workweek, he won't have any overtime. But, if he does work overtime for Workweek 1, it will be calculated for that Friday (August 10) and be included on the report. Overtime worked for Workweek 2 will not be reported unless Friday, August 17 is included.

Factors involved in calculating overtime:

1. What is the Workweek Start Day? (Sunday? If the workweek starts on Sunday, this would mean the workweek is from Sunday through Saturday every week.)
2. Do your employees receive overtime based on time worked on a daily basis? (**Example:** Daily time worked over 10 hours receive overtime.)
3. Do your employees receive overtime based on time worked on a weekly basis? (**Example:** Weekly time worked over 40 hours receive overtime.)
4. When was the Work Schedule assigned to the employee?

Overtime	**Description**
Daily Overtime	Overtime will be posted on the day the employee goes over the amount of hours set for Daily Overtime on the Work Schedule. (**Example:** if > 10 hours daily is considered overtime; if employee works more than 10 hours on Tue, overtime will be shown same day.)
Weekly Overtime	Overtime will be posted on the last day worked on the workweek. (**Example:** if > 40 hours a week is considered overtime; if employee works Mon – Fri, overtime will be shown on Fri.)

Exporting TimeClock Data

You may export time entry data two different ways in Gradience TimeClock. The first way is from the Export feature under Timecard Runs. The other way is from Export TimeClock Data under the File menu.

Export Type	Description
Export TimeClock Data	Exports hours worked and general employee information to a .csv file. This is a general export found under the File menu.
Time Card Runs Export	This is a specific export feature that exports to several different payroll formats.

Timecard Runs Export

From Timecard Runs Export you may export to a text file into the following Payroll formats:

- ADP/PC Payroll for Windows
- Paychex
- PaycomOnline
- PayAmerica
- QuickBooks Pro and Premier Editions 2003 and above
- RDE (Summit Payroll Express)
- Rapid Payroll
- UltiPro

Please call or e-mail Tech Support for other formats.

*Gradience TimeClock is integrated with QuickBooks. When you click on Export, the time data is automatically transferred into QuickBooks. (See QuickBooks Integration below.)

QuickBooks Integration

Gradience TimeClock can import time data directly into QuickBooks Pro and Premier Editions 2003 and/or 2004. To import from Gradience TimeClock, you will need to set up QuickBooks for the following:

- to view Weekly TimeSheets
- appropriate Payroll Items that correspond with Gradience TimeClock

NOTE: Gradience TimeClock and QuickBooks should be set up before performing the following steps.

The following steps will set up Gradience TimeClock to import directly into QuickBooks:

1. Open QuickBooks.
2. Open Gradience TimeClock. Check your version number by going to Help > About. You should have at least v1.4.1.1 or higher before continuing.
3. From within Gradience TimeClock, go to Timecard Runs and select Export.
4. If QuickBooks isn't an option in the left column, hold down *Ctrl-Alt-Q* to display it.
5. Click Open QuickBooks. This will bring up a QuickBooks message asking: Do you want this application to access your QuickBooks Company File?
6. Select "Yes, Always" or "Yes, This Time" to allow access. Click Yes if you receive the Confirm to Proceed message. Note: If you select "Yes, This Time," the next time you open QuickBooks from Gradience TimeClock it will ask you again for access.
7. Click back on Gradience TimeClock. You should see two columns that may be filled in with data already. The Payroll Code column are codes related to Gradience. The Payroll Item codes are related to QuickBooks. You'll need to relate the appropriate Payroll Code from Gradience to the Payroll Item code in QuickBooks. The Gradience Payroll Codes should be displaying. Clicking in the corresponding row for the QuickBooks Item code will bring up a drop-down box.
8. Click Save after making any changes.
9. Click Export.

Exporting TimeClock Data

From **File > Export TimeClock Data**, you may export hours worked and general employee information to a .csv file, which can be opened in MS Excel or other spreadsheet programs.

The TimeClock Export feature allows you to export the following data:

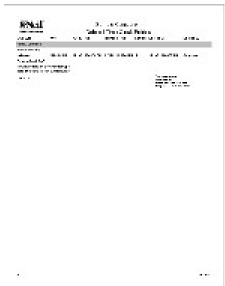
Last Name	Location
First Name	Department
Middle Name	Punch Hours
SSN	Punch Changes
Date of Birth	

Features	Description
Export Type	• **Single File** – Exports Employee Data and Hours Worked to a single file. If Export Punch Changes is selected, it will export to a separate file in addition to the Hours Worked. • **Relational File** – Exports Employee Data and Hours Worked to two separate files. If Export Punch Changes is selected, it will export to another separate file.
Export	This exports the data once you have settings complete.
Select Employee to Export	This allows you to select specific employees, locations and/or departments to export.
Hire Range Filter	This allows you to filter on a specific hire date range.
Job Status Filter	This allows you to filter on full and part time.
Employee Status Filter	This allows you to filter on Active, Inactive or Terminated employees.
Select Employee Data Fields to Export	• Available Fields – This is the list of fields to choose from. • Fields to Export (In Export Order) – These are the fields chosen.
Export TimeClock Data	• Export Hours Worked for Period – This allows you to select a date range for timecard data for the selected employee(s). • Export Punch Changes – This allows you to export punch changes.

To export this data, follow these steps:
1. From the File menu, select Export TimeClock Data.
2. Select the export type: Single File or Relational.
3. Expand the tree, if necessary, and select the employees to export.
4. Select the data fields to export either by double-clicking on the file or selecting the file and clicking on the arrow pointing to the right.
5. If needed, select the Export Hours Worked option with a date range.
6. If Export Hours Worked is selected, you can select Export Punch Changes option.
7. Click Export.

Deleted TimeClock Entries Report

The **Deleted TimeClock Entries Report** shows entries that were deleted along with the reason(s), comments and login name of the person deleting the record.

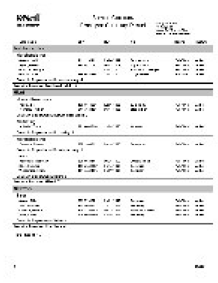


Employee Anniversary Report

The **Employee Anniversary Report** shows the hiring anniversary date of employees, according to the selected date range.

Employee Summary Report

The **Employee Summary Report** is a quick overview of one of your employees, showing SSN, date of hire, title, active status, and full-part-time status.



Exceptions (Punch)

Exceptions are broken down into two separate reports: Punch Exceptions and Hours Exceptions. The Punch Exceptions report allows you to report on early or late clock in and out punches. You even may report on actual clock in/out time or on the rounded time.

NOTE: Your employees must be assigned to a Work Schedule with the daily hours set up to properly view this report.

The following are other options that are available on the Punch Exceptions Report. For a list of features not listed here, please see **Report Interface Features** above.

Feature	Description
Report Date Range	This allows you to set a date range for the report.
Time Used For Report	This allows you to report on Reported (actual punch time) or Rounded time.
Punch Exceptions in Minutes	This allows you to view how early or late, in minutes to report on.
Work Schedule(s)	This allows you to filter on a selected work schedule.
Week Day(s)	This allows you to filter on specific days.

Exceptions – (Hours)

The Hours Exceptions Report allow you to report on hours over or under by day, week or month. This report can be used to monitor which employees may be near overtime.

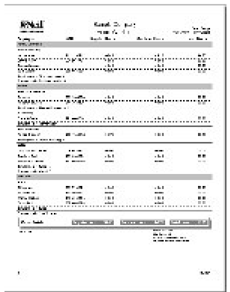
NOTE: To properly view this report employees must be assigned to a Work Schedule with the daily hours set up.

The following are other options that are available on the Punch Exceptions Report. For a list of features not listed here, please see Report Interface Features.

Feature	Description
Report Date Range	This allows you to set a date range for the report.
Time Exceptions in Hours	This allows you to report on total hours over or under by day, week or month, and to filter on a work schedule.
Work Schedules	This allows you to filter on a selected work schedule.

Hours Worked Report

The **Hours Worked Report** shows regular hours, overtime hours and total hours. You may select specific employees by date range.



ID Badges

You may create ID Badges for use with Gradience TimeClock or company identification. There are four kinds of ID Badges: Employee, Temporary, Guest or No Title.

Layout

The **Layout Tab** allows you to select what features will be on the ID Badge. For example, if you want the badge title to read Guest instead of Employee, you can select Guest under the Badge Title.

Barcode

The **Barcode Tab** allows you to select the type of Barcode that will be printed. If you're not sure which type to use, we recommend keeping the default barcode type of Code 39. Gradience uses the Employee ID as the Barcode number. If an employee doesn't have an Employee ID number, a barcode will not print out on the label.

Print Stock

The **Print Stock Tab** allows you to select the label type. The Gradience ID Badge type can be requested through our sales team and is specifically designed to work with Gradience TimeClock and Gradience Confidential Employee Record.

Label Adjustments

Printers are not created equally; some may print the labels too far to the right or left. The Label Adjustments Tab allows you to move the labels to the left or right and up or down, to accommodate quirky printers. Normally, you shouldn't need to adjust the labels to the right and left or up and down, but it's there in case you need it.

Feature	Description
Left Offset	When using the **Left Offset**, positive numbers will offset the label to the right and negative numbers will offset the label to the left.
Top Offset	When using the **Top Offset**, positive numbers will move the labels down, and negative numbers will move the labels up.
Picture Offset	The **Picture Offset** allows you to stretch the picture by using positive numbers and negative numbers will reduce the picture, if needed.
Save Label Adjustment	The **Save Label Adjustments** button allows you to save your current settings.

Report Interface Features

The following features are available on each report interface:

Feature	Description
Preview	This allows you to see how the report will show when printed.
Print	This prints the report.
Printer Setup	This allows you to set printer options.
Help	This will allow you to view help regarding this screen.
Close	This exits the report interface.
Grouping Options	This allows you to group on Location and Department.
Display Options	This allows you to display SSN.
Export Options	This allows you to not export headers.

Report List

Here is a list of the reports you can run:

- Emlployee Detail
- Employee Summary
- Employee Anniversary
- Hours Worked
- Deleted Time Clock Entires
- Work Schedule Assignments
- Exceptions
- Time Cards
- Time Card Runs
- Time Card Runs Extended
- Punch Location
- Missing Job Codes
- Job Code Hours

Table Listings

Table Listings allows you to print user access rights (User Security), Locations and Departments, which departments are assigned to locations (Assigned Departments) and Reason Code information.

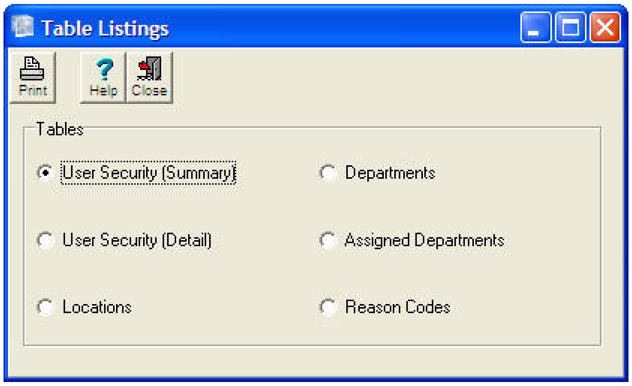
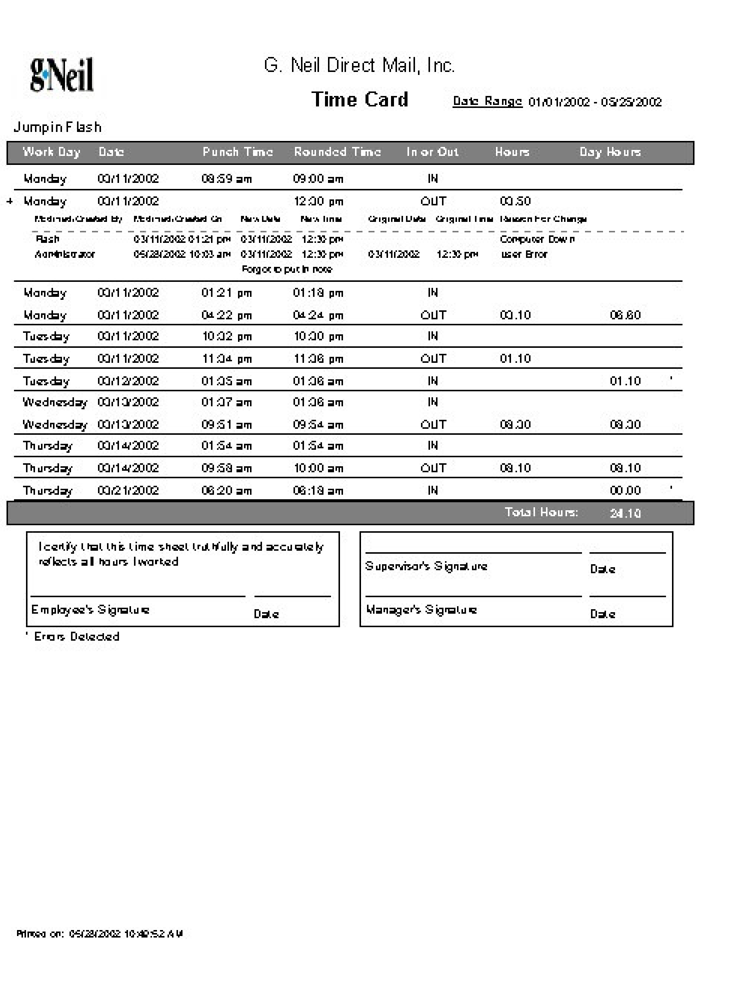


Table Listings are used mainly by Tech Support in assisting you with any issues but can be useful when setting up. For example, if you want to see what departments are assigned to locations, you can print a listing of Assigned Departments.

Timecards Report

The Timecards Report shows punch times and manual punch entries for each employee according to the selected work date range. Changes made to an entry can be printed along with employee and supervisor signature blocks.



G. Neil Direct Mail, Inc.

Time Card Date Range 01/01/2002 - 05/25/2002

Jumpin Flash

	Work Day	Date	Punch Time	Rounded Time	In or Out	Hours	Day Hours	
	Monday	03/11/2002	08:59 am	09:00 am	IN			
+	Monday	03/11/2002		12:30 pm	OUT	03.50		
	Monday	03/11/2002	01:21 pm	01:18 pm	IN			
	Monday	03/11/2002	04:22 pm	04:24 pm	OUT	03.10	06.60	
	Tuesday	03/11/2002	10:32 pm	10:30 pm	IN			
	Tuesday	03/11/2002	11:34 pm	11:36 pm	OUT	01.10		
	Tuesday	03/12/2002	01:35 am	01:36 am	IN		01.10	*
	Wednesday	03/13/2002	01:37 am	01:36 am	IN			
	Wednesday	03/13/2002	09:51 am	09:54 am	OUT	08.30	08.30	
	Thursday	03/14/2002	01:54 am	01:54 am	IN			
	Thursday	03/14/2002	09:58 am	10:00 am	OUT	08.10	08.10	
	Thursday	03/21/2002	06:20 am	06:18 am	IN		00.00	*
						Total Hours:	24.10	

Changes to the 03/11/2002 12:30 pm OUT entry:

Modified/Created By	Modified/Created On	New Date	New Time	Original Date	Original Time	Reason For Change
Flash	03/11/2002 01:21 pm	03/11/2002	12:30 pm			Computer Down
Administrator	05/28/2002 10:03 am	03/11/2002	12:30 pm	03/11/2002	12:30 pm	user Error
		Forgot to put in note				

I certify that this time sheet truthfully and accurately reflects all hours I worked

Employee's Signature Date

Supervisor's Signature Date

Manager's Signature Date

* Errors Detected

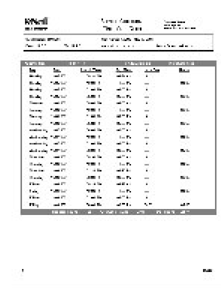
Printed on: 05/28/2002 10:40:52 AM

NOTE: Punch entries with an asterisk (*) to the right of the entry require attention. It means that double in or out punches have been made and need to be corrected.

Timecard Runs (Extended)

The **Timecard Runs (Extended) Report** will print regular time, overtime and all Payroll Code Descriptions in a "row" format. If you have more than two payroll code descriptions (for example, Vacation, Sick and Personal), this report will allow you to view all payroll code descriptions set up under **Settings > Reason Codes – Payroll Code Description**.

Timecard Runs Report



The **Timecard Runs Report** shows totals of regular time, overtime.

It has been updated for 2008 with a filter to export Inactive or Terminated Employees with hours to show.

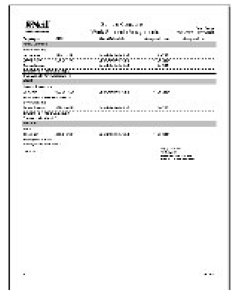
To print a report, follow these steps:

1. From the **Reports** menu, select the appropriate report.
2. Select any options necessary from the filter and options settings.
3. Under **Select a Timecard Run**, select a run. **Note:** Runs must be created through the Timecard Runs Tab.
4. Click **Preview** to see the report on the screen before printing.

Using Reports

Gradience TimeClock includes several powerful reports to help you manage employees and prepare for payroll. For additional reports, please try Gradience Records, which offers you the power of additional employee information tracking.

Work Schedules Assignments Report



The **Work Schedules Assignments Report** shows which work schedule each employee is on and when it was assigned.

Backing Up

How often should you back up?
Every company is different regarding its backup needs. One thing to remember is, "It's not **if** your computer is going to crash, but **when**." They have made great strides in making computers more reliable, but that just makes the time longer before something can happen to your computer.

The following pertains to any data on your computer and not just your Gradience program. Ask yourself this question, "If my computer were to crash right now, how long would it take to re-create (reenter) all of my data without a backup?" Then ask yourself, "If I had to restore from a backup, would I be OK with last week's backup, when I have to re-enter a week's worth of data? Would I be OK with restoring a backup from three days ago?

When restoring your data, the information will be only as current as your last backup. So, if you did a backup two weeks ago and had to restore this backup, you would need to reenter the data that didn't get backed up.

Back up after you make changes to your employee records.
It is recommended that you back up your database after making any significant changes to records. For example, any time you enter several employees or input many changes to absence information would be a good time to back up. You also may set up the DB Monitor to automatically back up at assigned times.

Rotate backups and store backup copies offsite.
A good backup routine is to have at least three sets of backups covering different days of the week. This practice is called **rotation** and reduces your risk of data loss. It is also a good practice to always keep one copy offsite in case of a fire or flood. Consult your system administrator for your company policy regarding data storage.

A **Restore** is when you recover from a backup. There are three different uses for the restore feature. **A Restore may be done only through the DB Monitor**.
1. To overwrite the current data with archived data.
2. To recover from a hardware crash.
3. To move information onto a new computer.

Please keep in mind, when you restore data, your information will be only as current as the backup you are restoring from.

IMPORTANT NOTE
The backup file may be saved only to the Server or Standalone Computer where the **database** resides. The backup creates a zipped file with an extension of .gbk.

Creating a Manual Backup from Within Gradience

To perform a manual backup from within the Gradience program, follow these steps:

1. From within Gradience, go to **File > Maintenance > Backup > Backup Database**.
2. If you are running the backup utility from the Server or at a local PC in which the database resides (Standalone), you will have the option to select where you want to back up to. If you are running the back up utility from a Client (Gradience client install), it will automatically run the backup, saving the data where the database resides.

Creating a Manual Backup from Within DB Monitor

To perform a manual backup from within DB Monitor, follow these steps:

1. Open the DB Monitor program by going to **Start**, **Programs, Gradience Maintenance**and clicking on **DB Monitor**.
2. Enter your login and password. If you do not have access to the DB Monitor Backup feature, you will need to see your administrator.
3. Click the **Backup** Tab.
4. Click **Yes** to the message, **"Do you want to perform a sweep after the backup completes**?" **Note:** A Sweep is a maintenance feature that keeps the database working at peak performance.
5. Click **OK** at the Select Directory screen. It is highly recommended that you keep the default location. **Note:** You may back up only to the Server or standalone computer where the database resides.
6. Click **Close** when the backup is complete.

Scheduling Automatic Backups

To create a scheduled backup, follow these steps:

1. Open the DB Monitor program by going to **Start**, **Programs**, **Gradience Maintenance**, and clicking on **DB Monitor**.
2. Enter your login and password. If you do not have access to the DB Monitor Backup feature, you will need to see your administrator.
3. Click the Backup Tab.
4. Click **New Backup**.
5. Enter the **Backup Type** by selecting **Daily**, **Weekly** or **Monthly**.
6. Enter the military time when you would like the backup to take place.
7. It is recommended to keep the other default settings of Performing Sweep and the path of the backup. A different backup will be created for each scheduled backup. **Note:** The name of the backup will be: [Type]_Backup_[mm-dd-yyyy]_[time] to distinguish it from other backups. For example, Weekly_Backup_08-02-2008_2300, or Monthly_Backup_09_01_2008_1700.
8. Click **Save**. The backup will be performed within a minute of the scheduled time. **Note:** The Server or standalone computer containing the database must be turned on for the backup to complete. If the computer is not on at the scheduled time, the DB monitor will try to create the backup the next time it is opened.

Restoring from a Backup

Remember, restoring a backup will overwrite all data in the current database. **Restore may be run only from the DB Monitor on the Server or standalone computer**. To restore, follow these steps:

1. Go to the Server where the database files are stored. (Restore cannot be done from a Workstation.)
2. Open the DB Monitor program by going to **Start**, **Programs, Gradience Maintenance**, and clicking on **DB Monitor**.
3. Enter your login and password. If you do not have access to the DB Monitor Restore feature, you will need to see your administrator.
4. Click the **Restore** Tab.
5. Click the database to restore.
6. Click **Browse** and double-click the backup you wish to restore.
7. Click **Start Restore**.
8. After Restore is complete, click **Hide** to minimize the DB Monitor.

You may open the program to see your restored data.

DB Monitor

Go to **Start > Programs > Gradience > DB Monitor**.

The DB Monitor allows you to change the Server Name and Database Path, Backup and Restore your database, view database information and clear inactive connections. It also will show you what Gradience version each client computer is running. This is good to make sure everyone is on the same program versions.

Feature	**Description**
Settings	This allows you to change the Server Name and Database Path.
Backup	This allows you to set up a backup schedule or back up now. See above for creating a backup.
Backup History	This shows all backups completed. You will need to manually delete old backups from within Windows Explorer.
Restore	This can be done only from the same drive in which the database resides. For example, if the database was on a Server, the restore could be done only FROM the Server, not from the Client Workstation. See above for steps on restoring.
Information	This allows you to view how many users are connected to the database and where the current database. The Server Version information is the version of Interbase (database).
Statistics	This gives information on the database. Normally you will not need this information.
Connections	This allows you to view who is connected and any inactive connections that need to be cleared.

Clearing Connections
Go to **Start > Program Files > Gradience** and select **DB Monitor**.

To clear a connection, follow these steps:

1. Make sure all users are out of all Gradience programs.
2. From the **Connections** Tab of the **DB Monitor**, click on the **Refresh** button and make sure all Computer Names have an “N” under Active Connections.
3. Click **Clear Inactive Connections**. This will clear all connections listed with an “N” under Active Connections.

Performing Maintenance and Repairing the Database

The DB Maint is different from the DB Monitor. The DB Monitor utility allows you to view current connections, back up and restore, and view backup history. The DB Maint utility allows you to perform maintenance and attempt to repair a corrupted database.

DB Maintenance Utility

Details:

Note: *This can only be run at the computer where the database is located.*

When should it be run?

- Run it any time that the program performs oddly. If you perform a routine task but get unusual results you may have database corruption.
- We recommend that you also run the database maintenance once per month regardless of program performance.

Why should it be run?
Run this utility to remove database corruption. A database can become corrupt a number of ways.

One way the database can become corrupt is through an electrical interruption. We recommend that any workstation running the software be connected to a UPS (Uninterrupted Power Supply) An inexpensive UPS will give you enough time to close programs and shut down the computer properly after a power failure.

Another cause of database corruption is when someone who is running a Gradience program or Gradience TimeStation that has been minimized, turns off the computer without first closing the program or the TimeStation.

How is it run?

1. Click on their Windows **Start** button.
2. Click **Programs**.
3. Click **gradience**.
4. Click **Maintenance** and select **DB Maintenanc**e.
5. Click the **Start** button that appears on the DB maintenance screen. This should remove the corruption from the database.
6. Close the DB maintenance utility when it is finished and try to open gradience again.

If you have run this utility to resolve a performance issue but the issue persists you have two options:

Option One:
Restore from a recent backup that was made prior to the issue that is now occurring. You will lose any data that had been entered since the time that the backup was made.
Option Two:
Do a backup and attach the backup to an e-mail and send it to Technical Support. Technical Support will "attempt" to remove the suspected database corruption that may be the cause of your underlying issue. Technical Support will return a clean backup to you that you can then restore into your database.

Note*: Although Tech Support clears out corruption in nearly every case, there is no guarantee that they will be successful. Be sure to let Tech Support know what the name and the "full" multi-digit version number of your program.*

To find the "full" version number from within he program click on **Help** (next to **Reports**) and then, click on **About**

Database Repair

If you can't open the Gradience program, we recommend running the DB Maint utility. It will attempt to repair a corrupted database. If the utility does not repair the database, please save screen shots of the error messages and contact Tech Support.

We recommend that you make a backup of your database and send a copy of the backup to Tech Support via e-mail. Tech Support may be able to repair it.
If tech Support is able to repair it, they will e-mail it back to you. You can then, restore it into your database.
If Tech Support is NOT able to repair it, you will be advised to restore the most recent backup that was made before the problem occurred.

DB Maint Features

The DB Maint utility has the following features:

Features	Description
Start	Begins the maintenance or repair.
Cancel	Stops the maintenance or repair process.
Print	Prints the error message(s). The **Print** button will not appear unless there are errors.
Copy	Copies the error message(s) to the clipboard. This will allow you to paste it into an e-mail. The **Copy** button will not appear unless there are errors.
Close	Exits the DB Maint utility.

Note: The DB Maint utility will attempt to repair the database that the hrware.ini file points to. (Go to **Start > Run**, and enter: **hrware.ini**. Locate [HRWARE] in brackets and see the Server name and Path for the directory of the Gradience database.)

Custom Reports

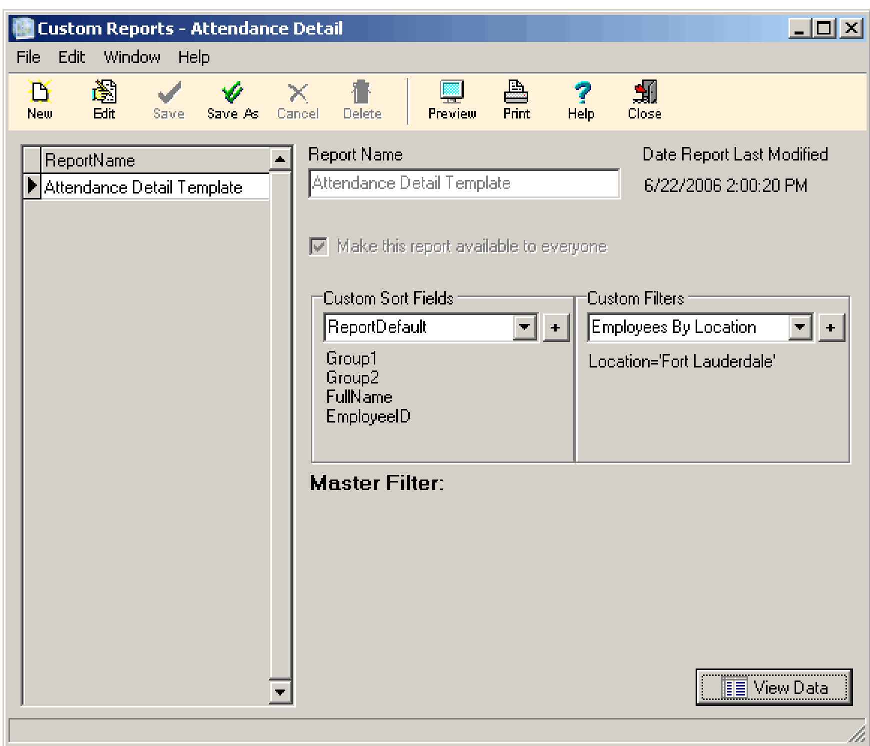
From any report feature (and after selecting filters and options such as Date ranges, Location and Department groupings, etc.), you can begin the process of creating a custom report. Custom Reports are a function of the **FastReport**™ engine built into Gradience. The purpose of this tutorial is to take you through the process for creating a custom report, editing some basic information inside FastReport, then showing you the outcome. For a full tutorial on working with FastReport, please see the FastReport documentation.

Custom Reports give the user the option to present data from the original (template) report in new and exciting ways. How it works: The "default" Gradience report (called a "template" inside the application) is used as a base for the new custom report. The user always can start a new report from scratch, but it is usually easier to create a new report by modifying a copy of the original template.

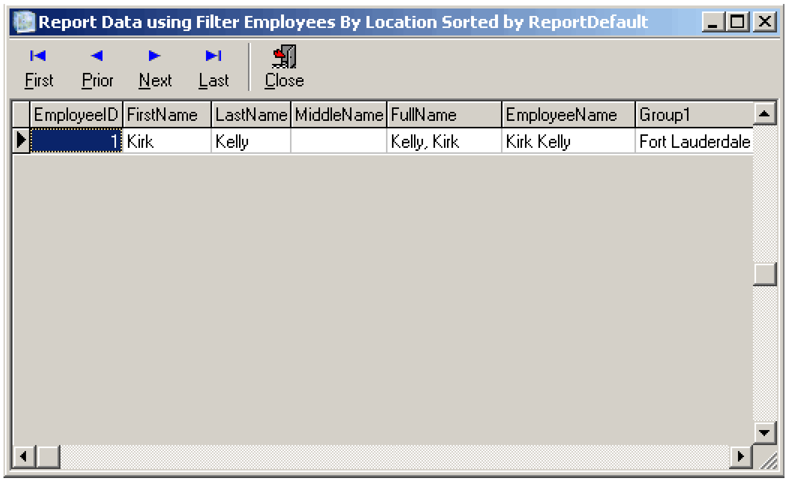
To create a custom report based on an existing report, you would click the Save As button and select a new name for the report. You then would proceed to edit the new "copy" of the report. To edit an existing report, select the report and click the Edit button. If you attempt to edit the "Default" report, a new name will be assigned automatically.

To create a custom report, follow these steps:

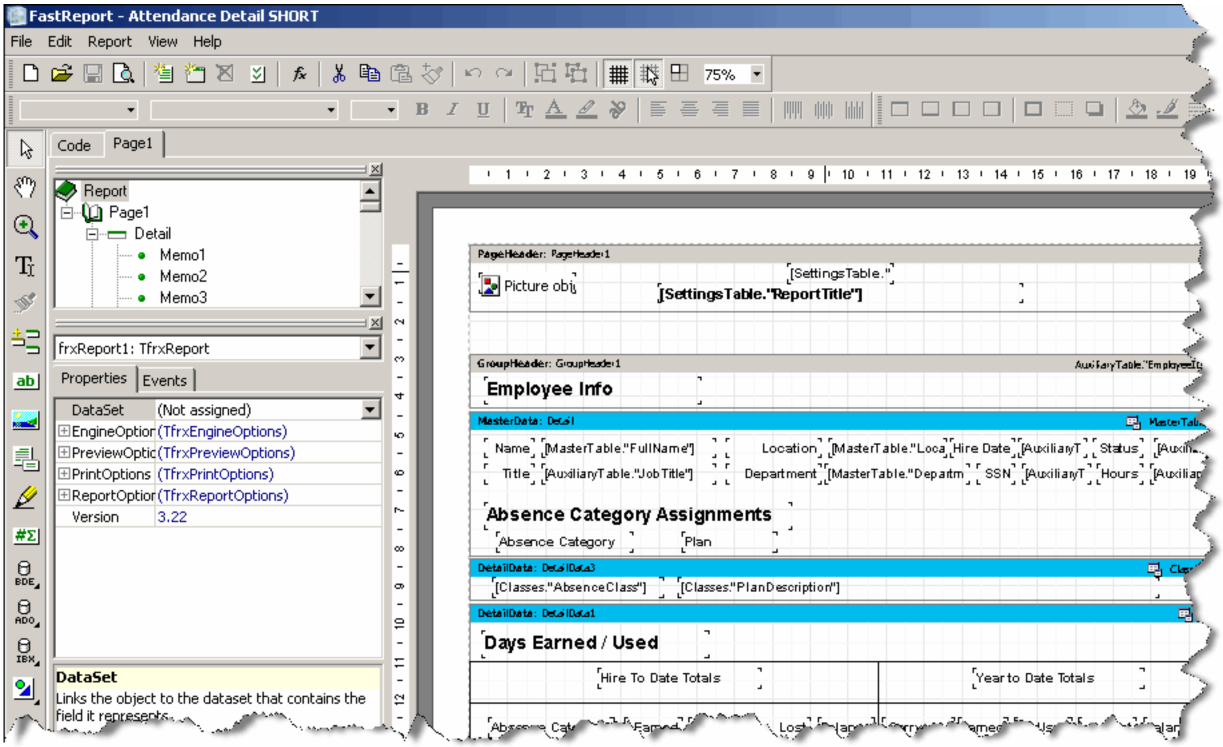
1. For this example, we will use the original Attendance Detail report as a template to create a new (custom) version of the report. Start by navigating to Reports > Attendance Detail.
2. Locate and click the Custom Report icon near the top right of the page.
3. A new window titled Custom Reports – Attendance Detail will appear (shown below). As you can see, the current report name (in grayed-out text) is Attendance Detail Template.



4. A Custom Sort can be selected by using the drop-down selection in the Custom Sort Fields section. Custom Sort Fields work by allowing you to select a field that will be used to sort the records on your custom report. Some built-in examples include LastName and EmployeeID, and ReportDefault appears as the default selection when you create your first custom report (you probably will want to change the default selection). Click Edit first, then click the (+) button to the right of the drop-down to edit a Custom Sort field or create a new one.
5. A Custom Filter can be selected by using the drop-down selection in the custom filter section. Because you already have activated editing for items in this window, you can go ahead and click the (+) button to the right of the drop-down to edit Custom Filters or create new ones.
6. By clicking the View Data button, you can see the results of any changes made to the sorts or filters. This can be very helpful when creating your own custom reports because you will be able to "preview" your report before you actually begin editing it in FastReport.



7. After previewing your data, click Close in the viewer window to return to the Custom Reports window.
8. If the report you wish to customize is not highlighted in the ReportName section, select the desired report now.
9. Clicking New or Edit will bring you into the FastReport custom report designer. While in the designer, you will have the option to save the report as another name or save it to an external FastReport 3 (.fr3) file. You also will have the option to open a previously created FastReport file and save it in your database. See Help/Help Contents while in the designer for more information.



10. Once you are finished editing your custom report in the designer, click File > Save, Save As or Exit to close the report to return to Gradience.

Note: *Tech Support does not offer training on Custom Reports. However, we can e-mail you a tutorial on Custom Reports free-of charge. To request a copy go to www.gradiencesupport.com and click on* ***Ask a Question****.*

Importing

You may import only the fields on the **Field Layout** There are two different file formats that you may import from:

- **Tab Delimited** (recommended)
- **Fixed Length**

For a Tab Delimited format, you may use any program that allows you to save as Tab Delimited. Excel and Access are two that will allow this. Tab Delimited is the recommended format.

Note: *You cannot import directly from an Excel file (***.xls*** extension). Once you have finished formatting your data in the Excel file, you will need to save as type: Text (Tab Delimited). When entering your information into a spreadsheet such as Excel, you will need to follow the order of the field names according to the Field Layout page.*

For example, the columns should have SSN first, then Last Name, First Name, etc. Also, you will need to leave a blank column for any fields that you will leave blank. For example, following the format on the Field Layout page, we create a Tab Delimited file with the fields: SSN, **Last Name**, **First Name**, [blank column for Middle Initial field], **Location**, **Department**, **Date of Hire**, **Full/Part Time**, [blank column for Title field], [blank column for Employee Code field] and **Active Status**. All of the fields in bold are **required, which means that these columns may not be blank**. We would still need to have a blank column for MI, Title and Employee Code in the order of the fields.

For a Fixed Length format, you may use the DOS Editor or any other editor that shows you the field length. The lengths of each field must correspond to the Length column under the Field Layout page. We recommend using the Tab Delimited format.

Preparing the software for Import
You must create/setup your Locations and Departments in the gradience program before importing. In other words, you must go to **Settings > Locations/Departments** from within the gradience program and enter your locations and department names before importing your data. Please refer to the manual for instructions on creating your Locations and Departments.

Import Field Layout

The following is the field layout for importing text files into gradience. Fields shown in **bold** type are required and all import text files must include them. The alphabetical arrangement as indicated by the letters on the left indicates the columns under which the information would fall within an Excel spreadsheet.

You **MUST** have a column for each type of information **(both "required" & "Not-required" data)** shown below. Only the items in **BOLD** below are **required**. The items not in BOLD below are not required fields but the columns which would contain the non-required information MUST exist even if they are blank. The data may not be required but the column that would contain such data is.

For example:
If no Social Security Number is available, column **A** is still required but may remain blank. The Last Name is required and **MUST** appear in column **B**.

Field Layout Requirements:

Social Security Number	11	123-45-6789
Last Name	20	up to 20 characters

First Name	20	up to 20 characters
Middle Name	20	up to 20 characters
Location	50	up to 50 characters
Department	50	up to 50 characters
Date of Hire	10	MM/DD/YYYY (slashes required)
Full/Part Time	9	Full-Time or Part-Time (only)
Title	30	up to 30 characters or numbers
Employee Code	14	up to 14 characters or numbers
Active Status	10	Active, Inactive, Terminated

If you have Confidential Employee Record installed, your text file can also include the following fields:

Date of Birth	10	MM/DD/YYYY (slashes required)
Address 1	30	up to 30 characters or numbers
Address 2	30	up to 30 characters or numbers
Home Phone	30	800-123-4657 (dashes required)
City	30	up to 30 characters or numbers
State (2 character)	2	2 characters, i.e., FL
ZIP Code	15	33325-1234 (-1234 can be omitted)
Salutation	5	Mr., Mrs., Ms. or Dr. (only)
Employee Security Level	16	up to 16 characters or numbers
Security Clearance Date	10	MM/DD/YYYY (slashes required)
Race	25	Must match a valid race on detail tab.
EEO Category	25	Must match a valid category on the detail tab.
Sex M/F	1	M or F only
Driver's License Number	15	up to 15 characters or numbers
I-9 Renewal Date	10	MM/DD/YYYY (slashes required)
Veteran Status	25	Disabled, Vietnam Era, Other Veteran
Office Phone & Ext.	30	800-123-4567 Ext. 123
Fax	30	800-123-4567
Email Address	30	up to 30 characters or numbers
Address Effective Date	10	MM/DD/YYYY (slashes required)

Exporting

The **export** feature is used to transfer basic employee information into a text file that you can open in any word processor or spreadsheet application. Only the basic information (see Field Layout) will be exported.

To export your information, follow these steps:

1. Click **File > Export**.
2. Select **Tab Limited** or **Fixed Length** for the Export File Type.
3. Enter a path and file name or keep the default name.
4. Click **Export**.

Your export file will be created as the file designated in the file block. You may rename the file, but we recommend keeping the file extension of .txt. After exporting, you may open the file from within any other spreadsheet or word processor program.

NOTE: Only the information in the Field Layout will be available for export.

Importing and Exporting Data

The **import** function allows you to add new data from a text file into the Gradience program. Conversely, the **export** function allows you to export data from the Gradience program.

The software you export your data from must be able to export the required information to a Tab delimited or fixed-length text file. See the required import fields. Please note that we cannot provide support for other software program(s). Please contact the software vendor or manufacturer for more information on how to export data from your other software.

Import Features

Feature	Description
Load File	Loads the selected file into the data window.
Test	This tab will not highlight until a file is loaded. This checks for blank records and ensures that the department and location names that are being imported are already in the database.
Import	This tab imports the file into the database.
Help	This brings up the Help file pertaining to Importing.
Close	This closes the Import screen and takes you back to the main screen.

Feature	Description
Import File	This allows you to enter the path or navigate to the file you will be importing.
File Type	This allows you to select the file type. **a. Tab Delimited** – We recommend exporting or importing as this type of file. **b. Fixed Length** – Gradience may export or import fields with a fixed length.
Skip First Line	This will take out the first row, in case you have headers.
Check Duplicates	This allows you to check for duplicates against the import file and the files already in the database.

Export TimeClock Data

The TimeClock Export feature allows you to export the following data:

Last Name	Location
First Name	Department
Middle Name	Punch Hours
SSN	Punch Changes
Date of Birth	

Feature	Description
Export Type	**Single File** – Exports Employee Data and Hours Worked to a single file. If Export Punch Changes is selected, it will export to a separate file. **Relational File** – Exports Employee Data and Hours Worked to two separate files. If Export Punch Changes is selected, it will export to another separate file.
Export	This allows you to export the data.
Select Employee to Export	This allows you to select specific employees, locations and/or departments to export.
Hire Range Filter	This allows you to filter on a specific hire date range.
Job Status Filter	This allows you to filter on full- and part-time.
Employee Status Filter	This allows you to filter on Active, Inactive or Terminated employees.
Select Employee Data Fields to Export	**Available Fields** – This is the list of fields to choose from. **Fields to Export (In Export Order)** – This is the chosen field.
Export TimeClock Data	**Export Hours Worked for Period** – This allows you to select a date range for timecard data for the selected employee(s). **Export Punch Changes** – This allows you to export punch changes.

To export data, follow these steps:

1. From the **File** menu, select **Export TimeClock Data**.
2. Select the export type: Single File or Relational.
3. Expand the tree, if necessary, and select the employees to export.
4. Select the data fields to export by either double-clicking on the file or selecting the file and clicking on the arrow pointing to the right.
5. If needed, select the Export Hours Worked option with a date range.
6. If Export Hours Worked is selected, you can select to Export Punch Changes option.
7. Click **Export**.

Getting Help

There are several ways to get help throughout the program.

Sample Database

A sample company (called a tutorial database) is provided so you can view the different screens with sample data already filled in. It is recommended that you use the program with the tutorial database to get a feel for the program without having to worry about altering live data. When you are in the tutorial database, no changes are made to your live database. To open the tutorial database, select **Start**, **Programs**, **Gradience**, **Data**.

The Help Menu

From the **Help** menu, select **Contents**. A listing of help topics is displayed. Select the Book that interests you (using a double-click), and then double-click the topic you wish to display.

The F1 Key

Pressing the F1 key is another way to obtain help within the program. From most areas of the program**,** pressing **F1** will display the topic associated for that screen.

Searching for Help

You can search for Help two ways using the Help File.
Method 1 – From the **Help** menu, select **Search for Help on**. The Help Topics **Index** will appear. Select the **Topic** that interests you.

Method 2 – From the **Help** menu, select **Contents**. Click the **Find** Tab. If you have not used this feature before, the Find Setup Wizard will walk you through setting up the search index. Once the search index has been created, type in the **Keywords** you would like to search for, and the results will be displayed.

A list of typical errors or messages that were known at the time of publication is in **Appendix B – Troubleshooting**.

For more complete information, please refer to one of the following:

- Read me. txt file in the **C:\Program Files\ Gradience\Common** program directory.
- Help File in **C:\Program Files\Gradience\Common** or accessible from the Start Menu.
- Internet Site www.gradiencesupport.com

Before Contacting Technical Support

Please follow these guidelines before contacting Technical Support:

- Remember, Gradience does not support setting up networks or computer configurations.
- If you are having problems with your computer, try rebooting to see whether that corrects the issue.
- If you are getting an error message, an access violation or encounter the software behaving in a manner that is unusual, go to the computer where the database is located and run the **Database Maintenance**.

  From the desktop click on **Start > Programs (or All Programs) > Gradience > Maintenance > DB Maintenance**. When the **DB Maintenance** window opens click on the Start button within that window. When it is finished, see if the issue that you are having with the software persists. Often this utility will resolve the issue.
- If the issue is an error message and the Database Maintenance did not resolve it, please write down the whole message or take a screen print of it by clicking on the Print Screen key in the upper-right of your keyboard and then, paste it into **MS Word** or **Wordpad** or **Notepad** and save it to send in an e-mail to Tech Support later.
- When communicating with Tech Support be ready to first indicate the “full” name of the software and the “full”, multi-digit version number of the program. You can find this by opening the program and clicking on **Help** and then clicking on **About**. A pop-up window will open that will indicate the “full”, multi-digit version number of the program. Sometimes the answer depends on this version number.
- Indicate the steps that you took that lead-up to the problem that you have encountered.
- Indicate whether you were able to run the Database Maintenance or not and whether it had any impact.

Contacting Technical Support

- Version 10 was introduced in November of 2007. We support the "current" version (10) and the "previous" version (9). A "Pro" license allows you to install it at one site and get support for that site. An "Enterprise" license allows you to install it at multiple sites and get support for each of those sites.
- FREE phone support during the 30-day DEMO
- FREE phone support for the first 30 days after you purchase the software
- Technical support for by **e-mail** is ALWAYS FREE. Just go to www.gradiencesupport.com and click on:
  - Get Fast Answers to do a keyword search.
  - Ask a Question to request help from a Technical Support representative.

Long-Term Phone Support 888-925-7740 (8:30 AM to 6:00 PM Eastern Time Monday through Friday except Holidays)

- **With a Maintenance Plan**: One full year of phone support (not training) for technical issues and FREE software upgrades. For details call 800-999-9111 or 888-925-7740.
- **Without a Maintenance Plan**: You will be charged $29.99 for each call to Tech Support.

Assistance with understanding how to use the software

- **Professional Services**: Get up to two hours of training and help setting up the software. For details call 800-999-9111 or 888-925-7740.

Troubleshooting

Here are the most common problems you may experience when using Gradience.

- Unable to connect to Interbase Server
- Getting **SQL Parse Error: EOF in String Detected** message when logging in
- Unable to install on a Win NT or 2000 system
- Exceeded the authorized user count
- Moving database from one location to another
- Installing Gradience files to another drive other than c:\
- Installing Update from one location

Frequently Asked Questions

Q: Can I map the drive to the database as I did in Version 6 of your other software?
A: No. There is no mapping involved. If the database is on a network drive, the Client Workstation communicates to the Server through TCP/IP. When you enter the path for the Server, it must be "as seen" from the Server. (For example, if the Server Name is Server 1 and the Gradience Database Path on the Server is:
C:\Program Files\Gradience\Data\HRWARE.GDB
then this is what will be entered (EXACTLY) when installing to a Client Workstation.

Q: What do I need to know before installing to a network drive?
A: Installing the database to the network and the program files to a Client Workstation(s) is a two-step process. You'll need to install onto the Server (must be physically at the Server), and then to the Client Workstation(s). Keep in mind:

1. No drive mapping is involved.
2. TCP/IP must be installed at the Client and Server if database is on the Server.
3. When installing to the Server, you will be prompted to write down or print out the Server name and database path. Make sure you write these down EXACTLY as shown. You cannot install to the Server from the Client. When installing to the Client and when prompted for the Server name and database path, enter these EXACTLY as shown from the Server install. NO DRIVE MAPPING IS NEEDED.
4. After installing, check to make sure you can run the program from the Server. If you're having problems connecting to the database, check to make sure you have System – Full Control on the Gradience folder.

Q: What is the difference between the TimeStation and the TimeClock Admin?
A: The **TimeStation** is where your employees clock in/out and usually is installed on a computer(s) in a convenient location accessible to employees. This computer also can have a swipe card reader attached to make clocking in/out easier. The **TimeClock Admin** is for managers and supervisors. This is where administrative work is done, such as setting up TimeClock access, and editing and printing timecards.

Q: What kind of install (Standalone, Server, or Client) should I perform?
A: We recommend putting the database on the Server and the program on a Client Workstation. A Server has a less likely chance of locking up or crashing, and allows the database to remain stable. A Client-Server installation requires 1) installing to a Server, and then 2) installing the Client(s).

Q: There isn't room on the C:\ drive on the Server. Can I install the database files and Firebird (Db Engine) files to another drive other than C:\?
A: Yes. Follow these steps:

1. When installing Gradience to the Server, install the program and database files first. Select Custom after the Setup type and click Next. This will give you the choice of where to install the program and database files.
2. After you click on Finish, it will prompt you to install Firebird, the database engine. Click Cancel to quit the installation process at this point.
3. Using **Windows Explorer**, navigate on the Gradience CD to the **BIN\Firebird** folder and run the install file. This will allow you to install Firebird to a physical drive.

NOTE: The Gradience files need to reside on a physical drive, not a mapped drive.

Unable to Connect to Interbase Server

Users Affected
Gradience Attendance
Gradience Records
Gradience TimeClock

Issue
When launching one of the programs above, the following message may be encountered:

"This program was unable to connect to your Firebird/Interbase Server. This likely is due to the fact that the default Interbase User Account has been changed. Please provide a User Name and Password with Administrative Privileges to Interbase."

Description
Users may encounter this issue for one of the following reasons.
If running from a Server:

1. If you're using an NT server and trying to install the database files to a drive other than C:\, permissions to the database folder may be incorrect.
2. If running from a Standalone Computer:
3. Interbase Guardian may be shut down
4. If running from a Client Workstation:
5. Incorrect Server Name and/or Database Path
6. Client needs to have TCP/IP installed
7. Server may be down
8. Attempting to launch remotely. Remoting tool cannot resolve "Localhost" or "Name of Server." Change these to the Server's IP address in the hrware.ini file.

Possible Resolution

1. If running Gradience from a Server and encountering the above problem, try each of these solutions:
2. Check your permissions for the Database folder. Full Control access must be given to System for the database folder. You may add to the Permissions by going through Windows NT Explorer and going to Properties by right-clicking the database folder.
3. Check to make sure Interbase Guardian (or Interbase Manager) is running.
4. On a Win 95/98 system, there will be an icon in the system tray (next to the clock). The icon graphic appears as a gray tower with a green flag. When you put your mouse over the icon, it will read, "Interbase Guardian". This icon will not appear on a Win NT/2000 system. You may check to see whether it is running on a Win 95/98/NT/2000 system by clicking on Start, Settings, Control Panel and clicking on the Interbase Manager. If it is not running, click on Start (from within the Interbase Manager), then try to open the Gradience application again.
5. If encountering the message when running from a Client Workstation, try this:
6. Check the Server Name and Database Path by going to the Server, opening the Gradience application and clicking on Help, System Information and printing out this information from the TechSupport Tab. (If you don't have the TechSupport Tab, then you have an earlier version of Gradience and will need to do a screen shot of the System Information screen and Current Users screen and print them out.)
7. Once you have the Server information, go to the Client Workstation you cannot connect to the Server with. From the Workstation, click on Start, Run, and enter: HRWARE.INI. Verify that the Server Name and Database path are the same.

NOTE: The printout of the Server Name and Database path you were asked to print or write down when installing the Server side must be **exactly the same** when entering this information on the Client Workstation(s)!

8. The Client needs to have TCP/IP installed.
9. This is done through the Network Neighborhood Properties. Please see your Network Administrator if you need more assistance in setting this up.

   If everything is the same on the Client as it is on the Server and you're still unable to connect, then try this:

   If your Server has a static IP Address, try entering this for the Server name when installing to the Client Workstation.

10. If running from a Client Workstation and you went through the steps above and it didn't fix the problem, check with your MIS or Network Administrator regarding the status of the Server.

Getting SQL Parse Error: EOF in String Detected

Issue: Getting an error message when logging in. Receive the following error message when logging in: **SQL Parse Error: EOF in String Detected**

Description: This is caused when pressing the comma key (,) and **Enter** key at the same time.

Possible Resolution(s):
Avoid pressing the comma and Enter key at the same time.

Unable to install on a Windows 2000 system

Issue: Doesn't finish installation.

Description: This usually happens if you do not have full administrator rights on the Windows 2000 computer.

Possible Resolution(s):
Make sure you have full administrator rights before installing.

Exceeded the Authorized User Count

Issue:
You have exceeded the authorized user count. Your product license allows up to [number of licensed users] simultaneous users. There are # connections at this time.

The # connections is a number greater than one that changes each time you close and reenter the program.

Description:
Users may experience this problem when closing the program by clicking Exit under the File menu. Users who exit the program by clicking the close window icon in the top right corner will not experience the problem, but we still recommend downloading and installing the latest update.

Possible Resolution:
Download and install the latest Gradience program from our Updates area on our Web site at: www.gradiencesupport.com.

Please follow the installation instructions. After downloading and installing the update, follow the steps below to clear the connections.

1. Close Gradience and any other Gradience Programs that are open.
2. Open DB Monitor and log in, if it is not already running. The DB Monitor resides on the computer where the Gradience database is installed.
3. Click the **Connections** button.
4. Click the **Refresh** button to verify all connections are "N" (not active).
5. If all connections are "N", then Click the **Clear Inactive Connections**button. This will reset the connections.
6. If you wish to close the DB Monitor (not recommended if you have automatic database backups scheduled), right-click on the icon **Gradience Database Monitor** in the system tray area; select **Shutdown Database Monitor**, and click **OK** to close DB Monitor.
7. Otherwise, click the **Hide** button.

Moving Database from One Location to Another

Steps to follow:

1. Install the software on the new server. (See **Installing Gradience**).

   Note*: In the event that you have had your CD for a number of months you may not be running the latest "edition" of the version you own. We recommend that you download the latest 'edition" of your version from our Tech Support web site.*

   Go to www.gradiencesupport.com and click on **Download latest versions**.

2. Download the appropriate program, saving it to the desktop of the server.
3. Install it on the server doing a **Server** installation and then pick **Custom** or **Express**. This will create a new "blank" database on the new server. Take note of the location of the database, return to your client workstation(s)
4. From the desktop of each client workstation click **Start > Run**. Enter **hrware.ini** into the field and click **OK**. A **NotePad** window will open.
5. At the top you will see the following …
   [HRWARE]
   SERVER= (the name of the computer where the database had been)
   PATH= the path to the database)
   The second and third lines may be reversed on your ini file.
6. Edit the **SERVER** name and if necessary, edit the **PATH** line, **Save** and close. This will "point the program on this computer to the new database location. There is no data there yet so the program will not open yet.
7. Go to the computer where the database had been. Open **Windows Explorer** (not internet Explorer).
8. Navigate to the database (**Hrware.gdb**), "**Copy**" it, **Paste** it into a shared folder on the network and close Windows Explorer.
9. Go to the new server and navigate to the shared folder and "Copy" the database (hrware.gdb).
10. Navigate to the new, "blank" database (**hrware.gdb**). **Paste** the copy of the original database into the same folder. This will overwrite the new, "blank" database with a copy of your production database.

Installing Gradience Files to Another Drive Other Than C:\

Issue:
Installing Gradience files to another drive other than the C:\ drive.

Description:
Sometimes installing to the C:\ drive is not feasible. It may not have much space left or it's not meant for database files.

Possible Resolution:
When installing Gradience, there are three sets of files that get installed: Program Files, Database Files and Database Engine Files (Interbase). When choosing Custom Install, you may select the location for the Program and Database Files that get installed at the same time. Interbase automatically will install to the c:\ drive after you click on the first **Finish** button. If this is OK, then you only need to follow Step 1 below and click on Finish. Otherwise, if you also want to install Interbase to another drive, then follow all of the below steps:

1. Run the installation of the selected Gradience program (such as Gradience Attendance , Records or TimeClock. When going through the installation process, choose Custom for the Installation Type. For the next two screens (Program Files and Database Files Location), click **Browse** to choose where to install them.
2. Stop at the point where it says FINISH. Do not click on it. Leave the install window open at this screen. Open Windows Explorer and go to the Windows Temp directory.
3. From the Windows Temp directory, find (or do a search for) IBWin32setup.exe.
4. Double-click on this file to start the installation process. This will install the database engine files (Interbase) and give you the ability to install these files to a drive other than C:\.

Install Update from One Location

Issue:
When a new update is released, you must install at each client workstation(s) and at the database server. These instructions will show you how to set up the Gradience folders to install only the new update once from one central location.

Description:
Setting up one shared directory for the program files will make updates quicker and easier.

Possible Resolution:
These instructions will explain how to set up the Gradience program files in one shared location to make updating easier:

1. **Copy the Gradience installation file(s) to a shared directory.** The Server and all workstations that will have (or already have) Gradience installed should have access to this shared directory on the network. If you downloaded the Gradience update from our Web site (www.gradiencesupport.com), then you will have only one file. If you have a Gradience CD, then you will need to copy the appropriate Gradience program keeping all of its folders intact. For example, while navigating the Gradience CD through Windows Explorer, under the **BIN** folder, you would copy the **Atcon70** folder to the shared directory.
2. From the Server (or computer where the database resides), navigate to the shared directory, and run the Server installation (even if the Gradience program already is installed on the Server) by following these steps:
    1. At the **Setup Type**, select **Server**. Click **Next**.
    2. At the **Installation Type**, select **Custom**. Click **Next**.
    3. At **Select Components**, leave the defaults. Click **Next**.
    4. At the **Program Files Location**, click **Browse** and navigate to the Shared directory. Add **Gradience** to the end of the Path.
    5. At the **HRWare Database Files Location**, click **Next**.
    6. Write down or print the Server Name and path. These will be needed for the Client installs. Click **Close**, then **Next**. This will install the Server files.
    7. If the **Interbase** install starts, click **Next** to install it; otherwise, go to Step **H**.
    8. Go to Client Workstation.
3. From the Client Workstation, navigate to the shared directory, and run the Gradience installation (even if the Gradience program already is installed on the Workstation) by following these steps:
    1. At the **Setup Type**, select **Client**. Click **Next**.
    2. At the **Installation Type**, select **Custom**. Click **Next**.
    3. At **Select Components**, leave the defaults. Click **Next**.
    4. At the **ProgramFiles Location**, click **Browse**, and navigate to the **Gradience** shared directory created during the Server install. Click **Next**.
    5. At the Database Server Information screen, enter the Server name and database path exactly as shown from the Server install.
    6. Click **Next**. This will install the program files.
    7. Follow the above steps for any other Client Workstations that will have Gradience installed.

When the above steps are completed once, then when you need to install an update, only steps 1 and 2 (a-g) need to be completed. All users must exit the Gradience program(s) before updating. All of the shortcuts on the Client Workstations will be pointed to the shared directory that will be updated when the Server install is completed.

USB Fingerprint (BIO) Reader Setup Guide

1. From within the management portion click on **Settings > Global Preferences > Fingerprint Reader**.
2. Then click on **Edit** and check **Enable Fingerprint Reader** and then click **Save**. You will have to close out of the program and reopen it for that change to take effect.
3. After opening the program, enter the management portion.
4. Select the first employee that needs to have their fingerprint registered and then click on **Time Clock Access**.
5. On the right side of the screen under the title **Fingerprint** click on **Add**. A new screen will appear giving you the steps to follow for registering fingerprints.

Pre-setup Requirements

The following should be completed before setting up the USB Fingerprint Reader:

- TimeClock Application installed (Gradience 10.0.712.13 and above)
- Device Driver for the USB Fingerprint Reader installed
- USB Fingerprint Reader connected

User Access vs. Employee Access

User Access – is given to Supervisors and Managers and to anyone else who will need access to set up or maintain the program. User Access is set up through the **User Security** feature.
Employee Access – is given to those employees who will be clocking in and out. Employee Access is set up through the **TimeClock Access** feature.

Setting up User Access for Use with the Fingerprint Reader

1. From within the TimeClock Administration, go to **Settings**, then **User Security**.
2. Either select a user from the list or create a new user.
3. Under the Fingerprint heading, click on the **Add** button and follow the on-screen instructions.
4. Click the **Save** button when completed.

Logging into *My TimeClock* with the Fingerprint Reader

1. From the TimeStation screen, click on the **My TimeClock** button or press **F9**.
2. At the login screen, you may log in by fingerprint any time the “Fingerprint Scanner Ready…” message is displaying.

Setting up Employee Access for Use with the Fingerprint Reader

1. From within the TimeClock Administration, go to TimeClock Access.
2. Select an employee to edit.
3. Under the Fingerprint heading, click on the **Add** button and follow the on-screen instructions.
4. Under the TimeClock Access heading, place a check mark in the **Enable Employee TimeClock Access** checkbox. If this is unchecked, the selected employee will not have access to clock in/out.
5. Click the **Save** button when completed.

Clocking in/out Using the Fingerprint Reader

A learning curve is not involved in clocking in and out with the Fingerprint Reader.

1. Connect the USB Fingerprint Reader to the same computer where the TimeStation is running.
2. Employees clock in/out by placing a finger on the Fingerprint Reader at any time when the TimeStation is running.

Logging into the TimeClock Administration Using the Fingerprint Reader

1. Close out and launch TimeClock Administration to get to the login screen.
2. At the login screen, you may log in by fingerprint any time the "Fingerprint Scanner Ready…" message is displaying. The Fingerprint Scanner will become inactive after 90 seconds.

Maintenance

Using a nonscratch cloth, clean the lens of the Fingerprint Reader as needed.

Decimal Conversion Table

1	2	3	4	5		7	8	9	10
					6				
.016	.033	.0	.066	.083	.	.116	.133	.1	.166
6	3	5	6	3	1	6	3	5	6
11	12	13	14	15	16	17	18	19	20
.183	.2	.216	.233	.2	.266	.283	.3	.316	.333
3		6	3	5	6	3		6	3
21	22	23	24	25	26	27	28	29	30
.3	.366	.383	.4	.416	.433	.4	.466	.483	.5
5	6	3		6	3	5	6	3	
31	32	33	34	35	36	37	38	39	40
.516	.533	.5	.566	.583	.6	.616	.633	.6	.666
6	3	5	6	3		6	3	5	6
41	42	43	44	45	46	47	48	49	50
.683	.7	.716	.733	.7	.766	.783	.8	.816	.833
3		6	3	5	6	3		6	3
51	52	53	54	55	56	57	58	59	60
.8	.866	.883	.9	.916	.933	.916	.966	.983	1.
5	6	3		6	3	6	6	3	0

The above marks in gray designate minutes with the decimal equivalent below them. Semi-gray marks designate minutes that are equally divisible by 60.

The formula for getting the decimal number is *minutes* divided by 60.

Gradience TimeClock automatically converts the time entry minutes to decimals. For example, if Joe had worked 8 hours and 30 minutes, Gradience TimeClock would show this as 8.5 hours. This makes it easier for payroll purposes.

Magnetic Stripe Card Specifications

This information is for if you are going to use a card reader:

- Keyboard Wedge – The reader may be a magnetic stripe card or barcode reader. We have tested with a keyboard wedge, which the keyboard connects into the reader and then to the computer.
- Formats: ISO 7811, AAMVA and CA DMV.
- Cards must be pre-encoded (on one track only) with up to 24 alphanumeric characters on track 1, 2 or 3, with a single carriage return at the end.
- If you have a technical question, please contact Tech Support at (888) 925-7740.

Standard Time vs. Military Time

The following chart is for reference.

Standard Time	**Military Time**
12 pm	1200 hrs
12:30 pm	1230 hrs
1 pm	1300 hrs
2 pm	1400 hrs
3 pm	1500 hrs
4 pm	1600 hrs
5 pm	1700 hrs
6 pm	1800 hrs
7 pm	1900 hrs
8 pm	2000 hrs
9 pm	2100 hrs
10 pm	2200 hrs
11 pm	2300 hrs
12 am	2400 hrs
1 am	0100 hrs
2 am	0200 hrs
3 am	0300 hrs
4 am	0400 hrs
5 am	0500 hrs
6 am	0600 hrs
7 am	0700 hrs
8 am	0800 hrs
9 am	0900 hrs
10 am	1000 hrs
11 am	1100 hrs

ET215 Terminal Quick Start

Overview

This is a QUICK START document for use with the TimeClock Remote Ethernet Terminal. It will help the first-time user get a terminal installed and communicating rapidly. It is strongly recommended that this documentation is reviewed BEFORE installation of the terminal is attempted.

It is assumed that the user has a host computer with the TCP/IP network protocol installed, and the computer is connected to the Ethernet network. It is also assumed that the installer is familiar with network fundamentals such as IP address and port number. The Gradience TimeClock Remote program is required to remotely configure and test the terminal over the network.

TimeClock Remote Configuration

The terminal must be configured with a valid IP address BEFORE it can be installed on the network. Initially this process is accomplished using the keypad and display. Once it is configured properly and installed on the network, it can be reconfigured over the network using the Gradience TimeClock Remote program.

1. Attach the power adapter to the terminal and plug the adapter into a power receptacle.
2. The terminal should “beep” three (3) times and then display the “Offline” message.
3. Hold down the “S1” and “S2” keys and then press the “IN” key to enter the configuration mode. A menu will be displayed; press the “2” key to modify the configuration parameters.
4. The default IP address will be displayed. In most cases the default IP address (192.168.168.50) will have to be changed. Use the keypad to modify the IP address value and press the “Enter” key.
5. The default network mask will be displayed next. Change this if you have a network mask and press the “Enter” key.
6. The other setup parameters are presented one at a time on the terminal display. Press “Enter” until you get to MODE. Change the Mode parameter to 2. The default values for the others should be valid for most applications and can be accepted by pressing the “Enter” key.
7. When all of the setup parameters have been entered, the terminal will return to the configuration menu. Press the “Enter” key to exit the configuration mode. The “Offline” message will be displayed.
8. At this point, the terminal can be powered down and is ready for installation.

Installation

Once the TimeClock Remote has been configured, it can be installed on the network.

1. Connect the terminal (RJ-45) to a 10/100BaseT Ethernet hub (or switch) with a standard Ethernet cable.
2. When power is applied, one of the network status LED indicators should light.
3. Start the TimeClock Remote program on the host Windows PC computer and login by going to File > User Login.
4. Click File > New Terminal to create a new terminal connection. The Terminal Name is what will display under Help > System Information on any Gradience program. Select the TimeClock Remote (or the appropriate Terminal Type) and enter the IP address and the Port Number (default is 1070).
5. Select Connect at Startup and press Connect. The TimeClock Remote program will display Connected, and the Terminal will respond with the date and time. This indicates the Terminal is communicating over the network and is ready to accept commands.

6. Data can be entered on the TimeClock Remote keypad by pressing the numeric keys and then pressing the “Enter” key. The entered message will appear on the Telnet client screen.
7. If the TimeClock Remote is equipped with a card reader (mag stripe) the decoded output can be displayed.

Optional digital I/O functions also can be tested using the RELAY, INPUTS and COUNTER commands.