# Heartland

Setup iPad Based Time Clock

Prerequisite:

Please ensure you have purchased your iPads and wall mounts. If you need any help with selecting devices and wall mounts, please refer to the iPad Devices Hardware Requirements document.

Steps:

1. Download the **"Heartland TimeClock"** App from the App Store:
   https://apps.apple.com/tm/app/heartland-time-clock/id1474426808

2. Once the app has downloaded, there are two ways to configure the Time Clock:

   **A.** Login with your admin account's credentials to configure the clock.
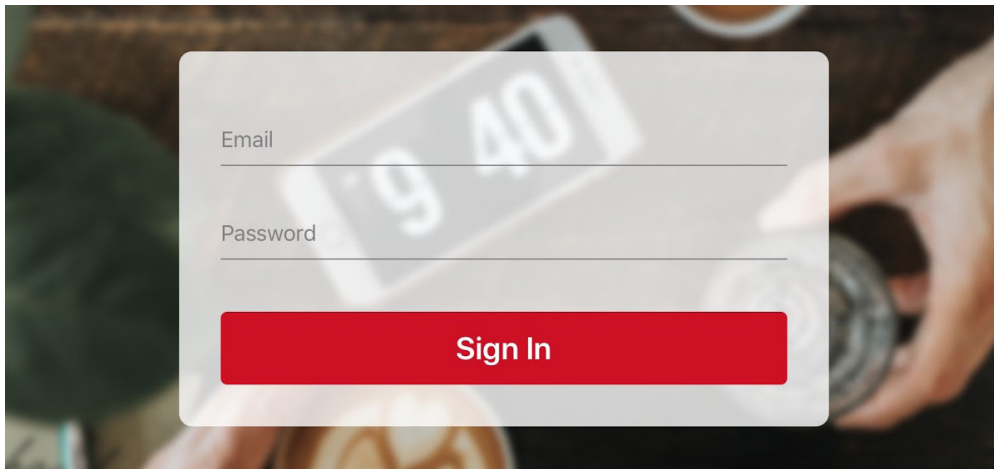
   B. Use the **"Clock ID"** method by entering the ID of the clock (you can get this from your web portal's **"administration" tab -> "Time Clock Devices"** section by clicking on the **"Add New Device"** icon.
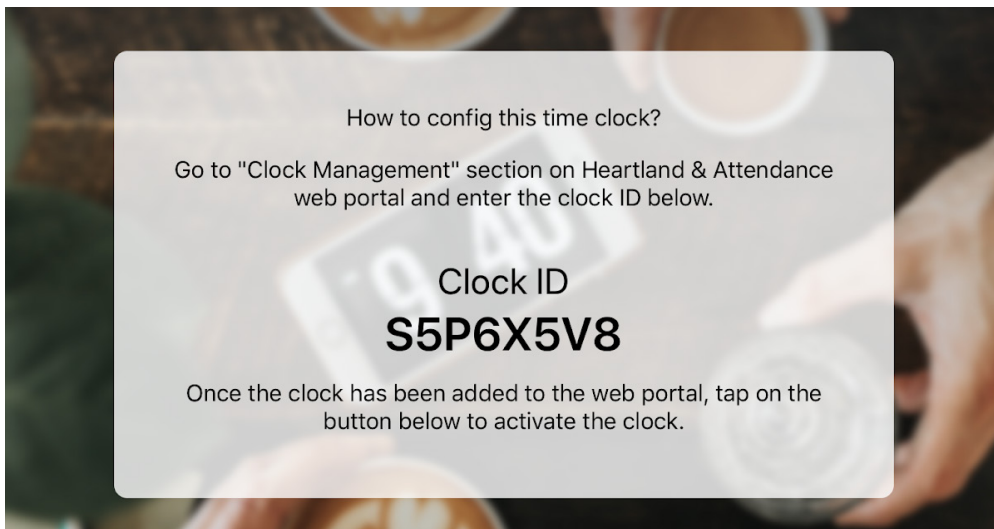
3. On your iPad, select which method employees will be used for employees to identify themselves at the clock (ex: PIN-based entry or Face ID)
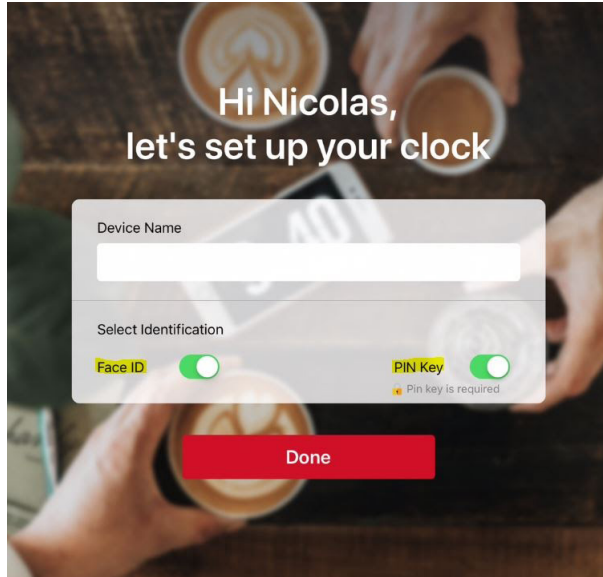
A. You can then give a name to the clock and save it.

B. The clock you just setup should now show up on the admin account on Web in the following section: **"Administration -> Time Clock Devices"**

C. You will be able to see the **"heartbeat"** signal coming from the clock, indicating that it is active and online..
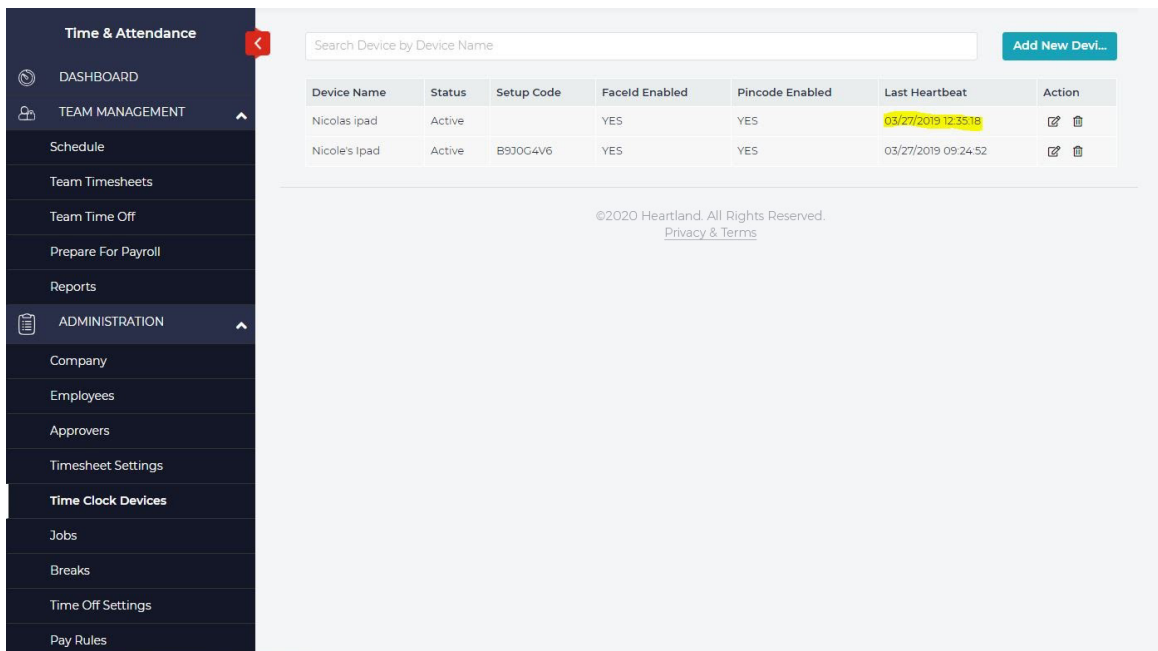
Setup Employee PIN

1. On the web, log in to the admin account.

2. Go to any employee profile record where you want to enable the ability to clock in/out from the iPad

3. On the employee profile go to following section: **"Time & Attendance -> Timesheets"**

4. On the web, log in to the admin account.

Authenticate Employees on the iPad Time Clock

There are 2 ways to set up employee authentication on a time clock app: PIN-based or Facial recognition based.

PIN-Based:

1. Type the employee time clock PIN on the iPad to authenticate employee.

2. Once the app has downloaded, there are two ways to configure the Time Clock:
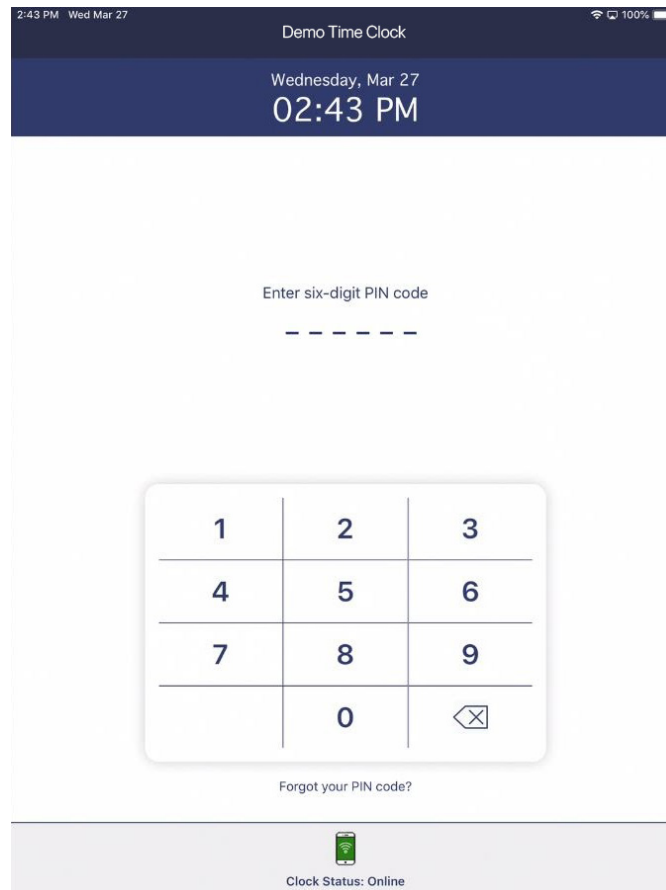
A. Each employee will have their own PIN to login to the clock.

B. The PIN is located in the employee record on the web (see **"Setup Employee PIN"** section above).

Facial Recognition:

1. Launch the iPad app that has already been configured with Facial Recognition, then bring your face close to the camera to authenticate your login.

2. If facial recognition has not been set up, it will ask you to use the PIN to authenticate and set up the face ID. Use the PIN from the employee's profile (see steps in the above section on how to set up employee PIN).

3. Follow the instructions on the screen to set up facial recognition.

    A. You can also go to **"Menu -> Set up Face ID"** option to set up facial recognition.

Lock Down iPad Using Kiosk Mode

There are 2 ways to set up employee authentication on a time clock app: PIN-based or Facial recognition based.

- Go to **"Settings"** app and then select **"General > Accessibility > Guided Access"**.

- Enable the **"Guided Access"** slider.

- Tap **"Passcode Settings"** and **"Set Guided Access Passcode"**.
  - Note: This passcode will be needed to exit **"Kiosk Mode"** and the Administrator or the IT person typically set this passcode.
  - We recommend that you keep the **"Touch ID"** option as **"disabled"** such that in the event you need to exit the **"Kiosk Mode"** anyone who knows the passcode of the device will be able to perform this action.

- Tap **"Start"** in the top right corner of your screen when you're ready.

While in Guided Access mode, the iPad's screen won't turn off. It will remain on and unlocked for anyone to use it. Please keep the iPad plugged in.

- You could also choose to enable the Sleep/Wake button on the Guided Access screen. This will allow anyone to turn off the iPad's screen. Anyone can turn it on and they'll be taken to the app in Guided Access mode without having to enter a PIN.

Congratulations! You have setup your first clock. If you plan to mount the iPads on a wall or put them in any casing, now the device is ready.

Strong Internet Connection Check

Please try the following steps from a location where you normally keep the iPad for employees to clock in/out from. This will ensure the device signal strength indicator will be accurate, when you perform the steps below.

In the "Settings" app, in "Wi-Fi" section, the iPad will show you a list of all the Wi-Fi networks the iPad can see and how strong the Wi-Fi signal strength is. We recommend only keeping the network with the strongest Wi-Fi signal on that list. Majority of our customers only have one network on this list. Below are the steps.

Auto-Join Strongest Network:

1. On your iPad, Tap on **"Settings"** app and select **"Wi-Fi"**.

2. Tap on the **" i "** icon next to the Wi-Fi network name with the strongest signal.

3. Make sure that **"Auto-Join"** is **"On"**.

4. Tap on **"< Wi-Fi"** to go back to the previous page.

Forget Weak Networks:

If you see multiple Wi-Fi networks listed, tap on the **" i "** icon next to all weak networks and select **"Forget This Network"**. This will stop the iPad from jumping to any weak network.

Ideally, you want to keep the iPad at a location closer to your Wi-Fi router such that the device will have a strong connection.