Heartland

Heartland Time
Employee User Guide

Employee User Guide

Congratulations on your new job! Your employer uses a fun and easy way to make sure tracking your hours, time-off, and managing your schedule are reliable and efficient. This user guide breaks down and explains all the features of the system.

Please make sure to check with your team to find out which features your organization uses (there may be additional feature descriptions that do not apply to you).

Account Setup

1. Your employer will send you an email containing a registration link. Click on the link to be routed to the registration page.

Heartland   Mon, August 05, 2019

Hi Amanda,

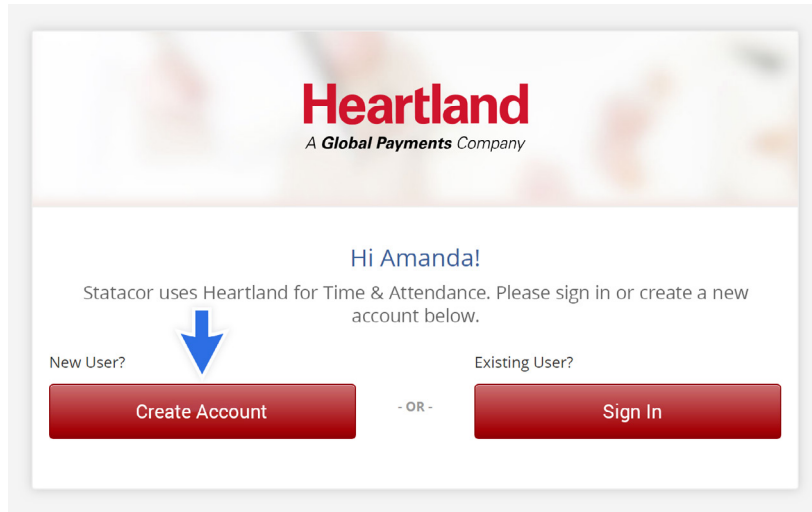Your company, Heartland Demo Account, has invited you to their online enrollment portal.

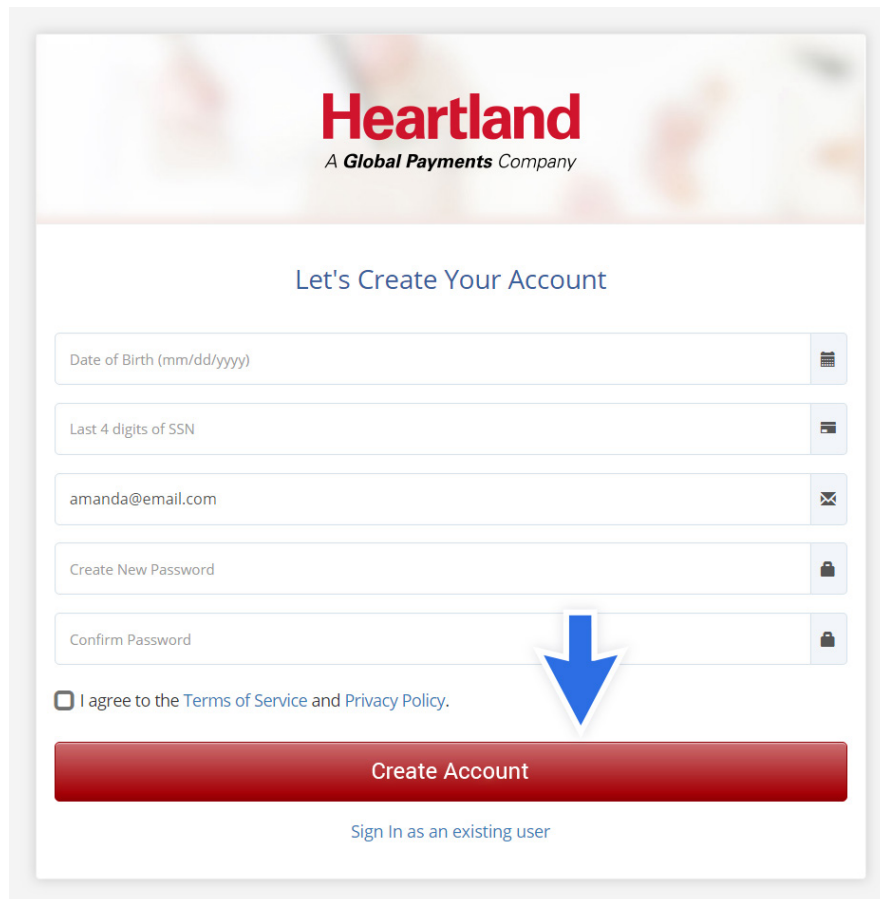To get started, please go to: https://heartland.com/secure/employee/enroll/5d486199a4fa6ffb518b45a4/time

Thank you,

The Heartland Time Team

2. Click the **"Create Account"** button to begin.

3. Fill out all of the fields and create a password. When you are finished, agree to the **"Terms of Service and Privacy Policy"** and click the **"Create Account"** button again.
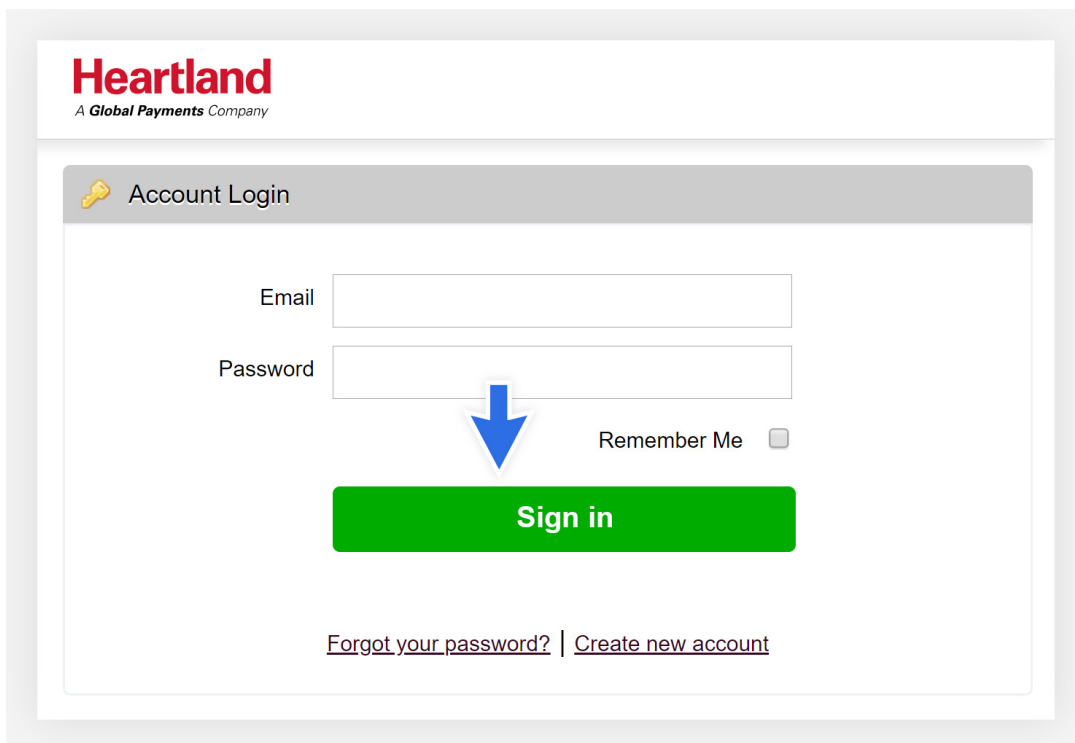
Using Heartland Time

There are 3 different options that may be available to you when using the Heartland Time and Attendance Platform. This User Guide provides step-by-step instructions on each option below:

- Computer/Laptop (Web-Based)
- Mobile Device (iOS and Android)
- iPad (App-Based)

🖥 Computer (Web-Based)

How to Log In

1. Go to **heartlandtime.com**
2. Click the Login button on the upper right corner of the page.
3. For an email address enter the registration link sent by your Employer and the password created during the registration. Click **"Sign In"**.

Clocking In and Out

1. After logging in, you will be directed to your dashboard showing that you are currently clocked out.

2. Depending on your company settings, your employer may want you to choose from a list of jobs/tasks/locations when clocking in. In that case, choose the job you will work on from the drop-down on top of the **"Clock In"** button.

August 6th 2019

Currently Clocked Out

Please select job ↓

Manager

Day Manager

Evening Manager

Bartender

Clock In
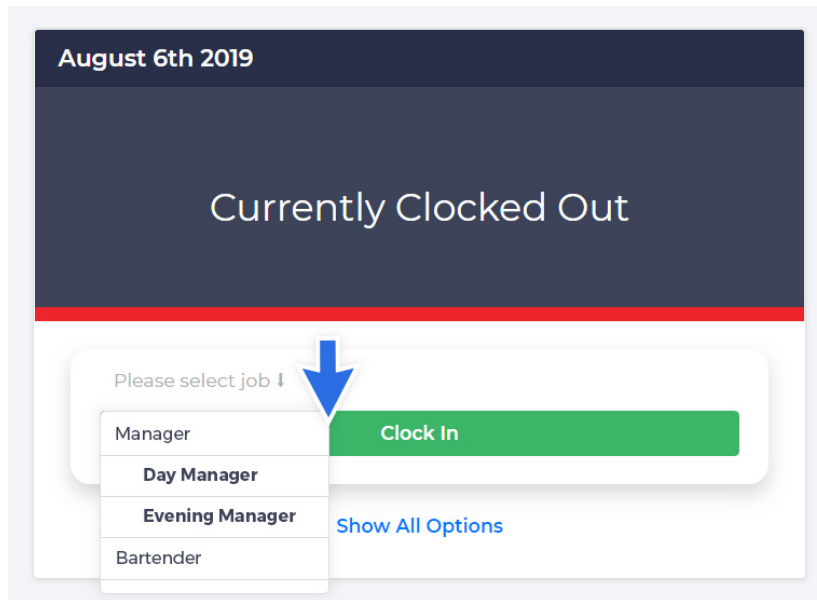
Show All Options

3. To clock in, simply click the **"Clock In"** button on the screen.

August 6th 2019

Currently Clocked Out

Please select job ↓

Clock In
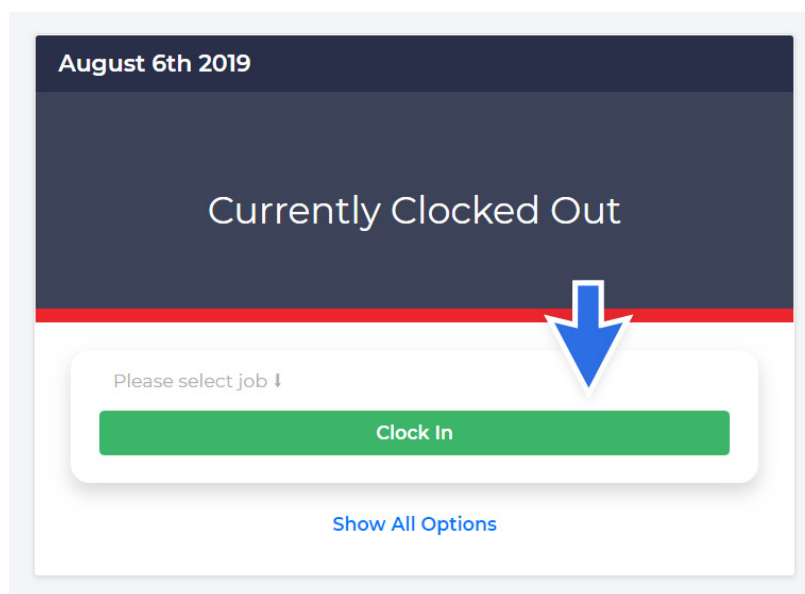
Show All Options

4. Click the Show All Options to expand all fields.

|	
A. Clock In	Initial clock-in when starting your shift.
B. Resume Work	Clocking back in after a break or lunch.
C. Transfer	Can transfer between jobs without clocking out.
D. Take a Break	Clocking out for break or lunch.
E. Clock Out	Clocking out after the end of the shift.
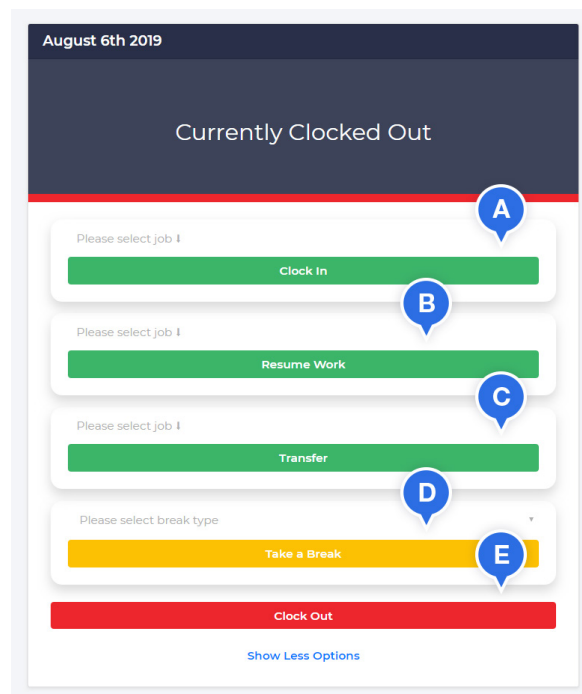
5. After you have clocked in, your screen will show that you are currently clocked in with a timer displaying how many hours you have been clocked in for.
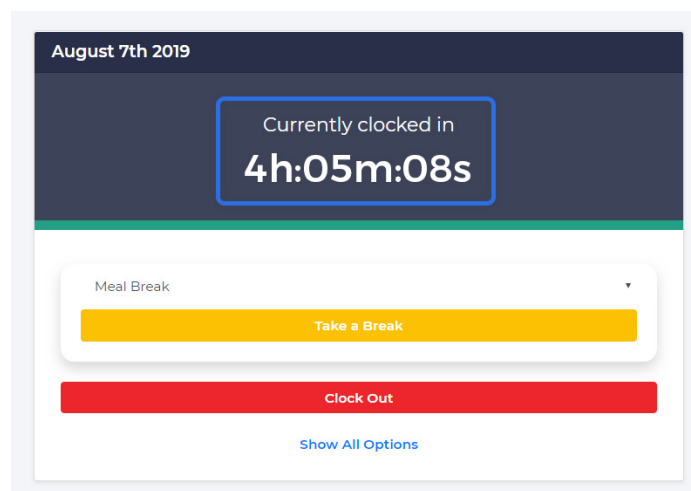
A. If you are required to choose a job when clocking in, the timer should show what job you are working with a timer below it.

B. To transfer to another job, instead of clocking out, choose the job to transfer to from the drop-down above the **"Transfer"** button. Then click **"Transfer"**. It should show the job you've clocked in for and start a new timer for it.
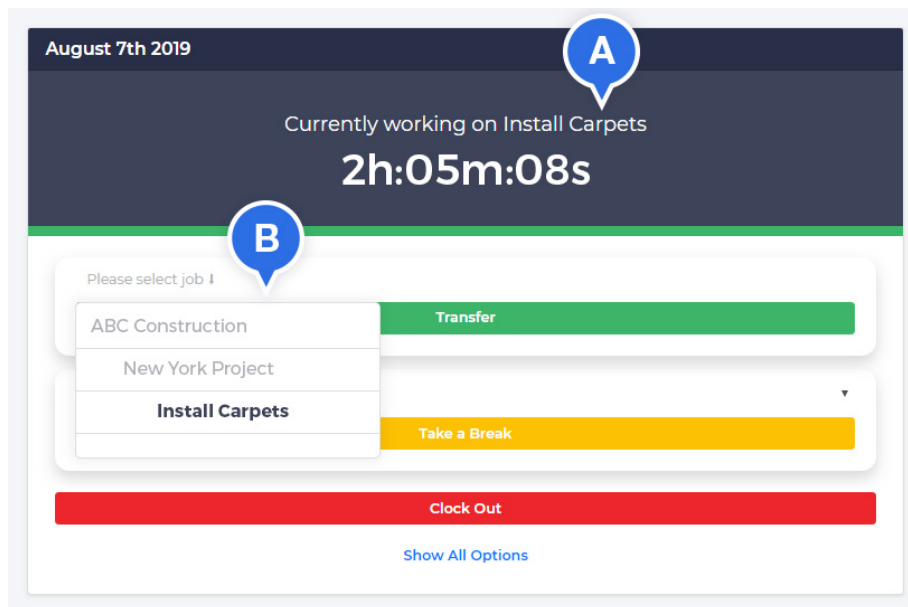

C. When taking a break/lunch, choose from the drop-down above the **"Take a Break"** button. Then select the type of break you will be taking before clicking the **"Take a Break"** button to temporarily clock out and to stop the clock in timer. This will start the timer for your break.
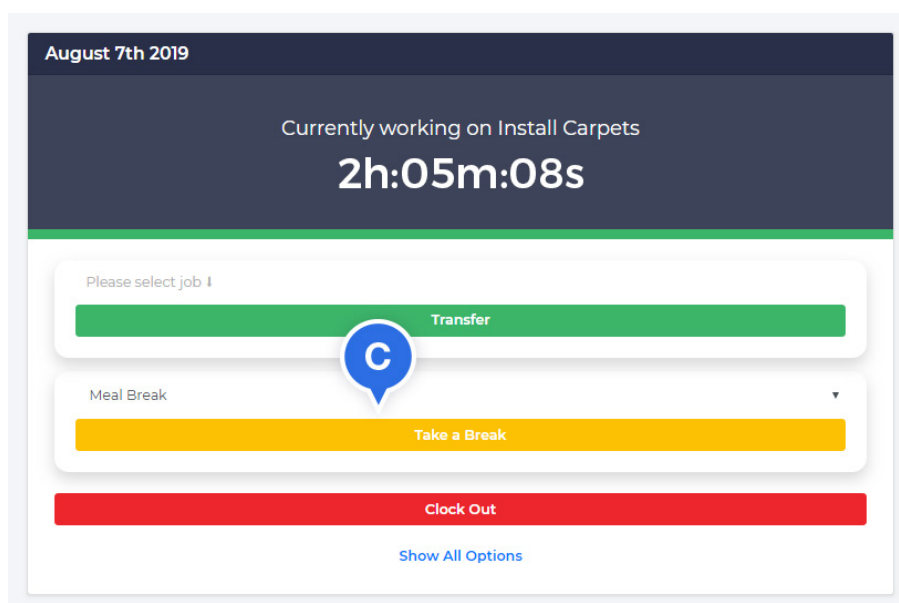
D. When clocking back in from a break, click the **"Resume Work"** button to run the clock in timer again.
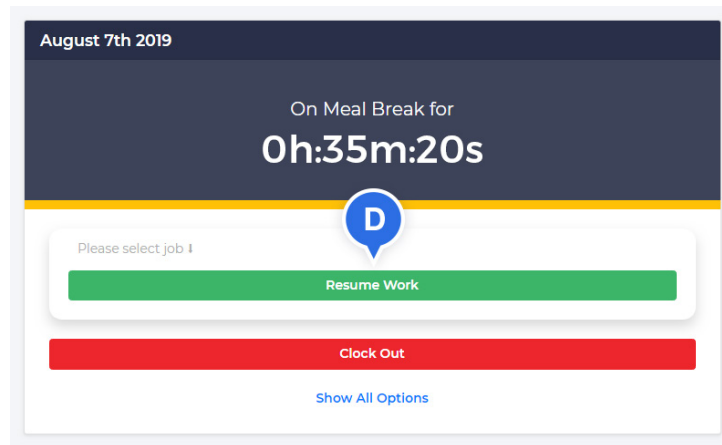
E. If the job is required, choose the Job from the drop-down on top of the Resume Work button. Then click the Resume Work button. Your clock should show the job you're working and its timer below it.
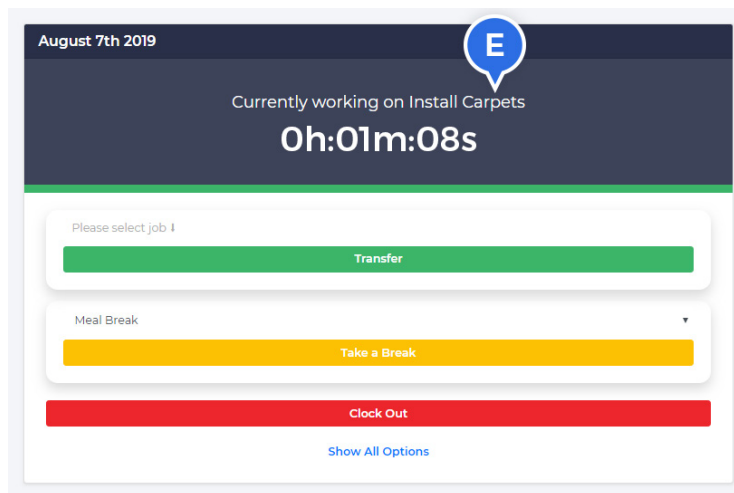
F. When the shift is over, click the **"Clock Out"** button to stop the timer from counting your hours for the shift. This should stop your timer and show that you are **"Currently Clocked Out"**.
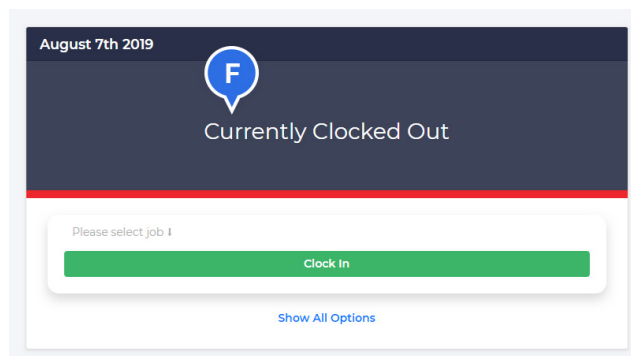
# In and Out Entry (Manual), If Applicable

NOTE: Not all employees will have this capability.

Unlike Punch Time Entry, where real-time hours are captured with In and Out Entry, Clock In and Out hours can be typed at any time of the day.

1. Upon logging in, your Dashboard will display a welcome message. To Clock In, click the Timesheet on the navigation bar on the left, below the Schedule.
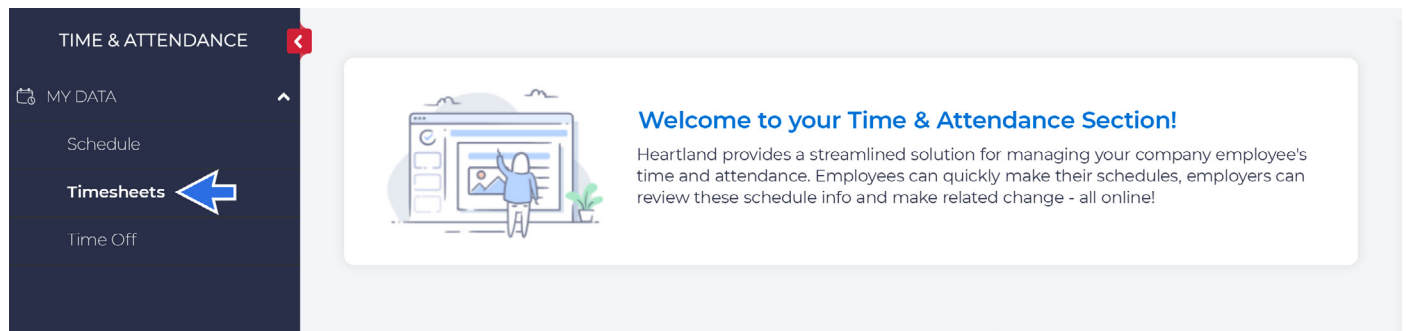
2. After the Timesheet loads, click **"+Add In/Out Time"** hyperlink for each day you wish to add time to.
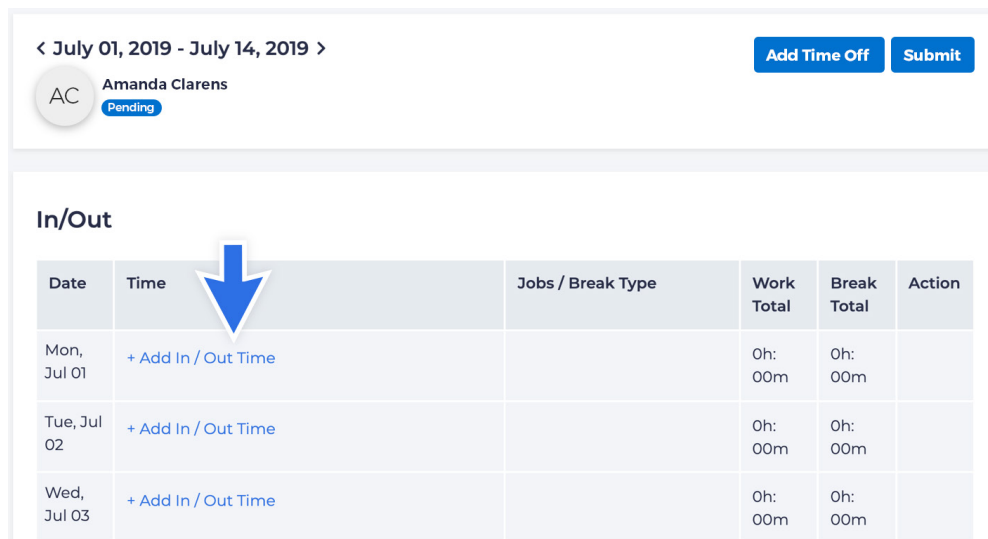
3. An **"Add Time"** window will pop up. You can now enter Work or Break In/Out time stamps, as well as select Jobs if applicable.

A. To enter Work stamp, click the button before **"Work"**.

B. Make sure that the **"Date"** is correct.

C. Type the **"Start and End Time"**.

D. If applicable, choose **"Job"** from the drop-down.

E. If this login will be used for several days, click the **"Yes"** box opposite the **"Repeat"**.

F. Type the date until when the timestamp be repeated in the **"Repeat Until"** section.

G. Click **"Save"**.

H. To save stamp for **"Break"**, repeat the steps above, except step d.

Duration Based Entry (Manual)

With Duration Based Entry, instead of punching in or typing start and end time, you will only need to type the number of hours you worked for the shift or for each job. Your employer will track your jobs/tasks and possibly where they are located. You may enter as many as you need along with breaks (if you are required to do so).

1. Upon logging in, your dashboard is displayed. To type your hours, select the Timesheet section on the navigation bar to the left side of the screen.
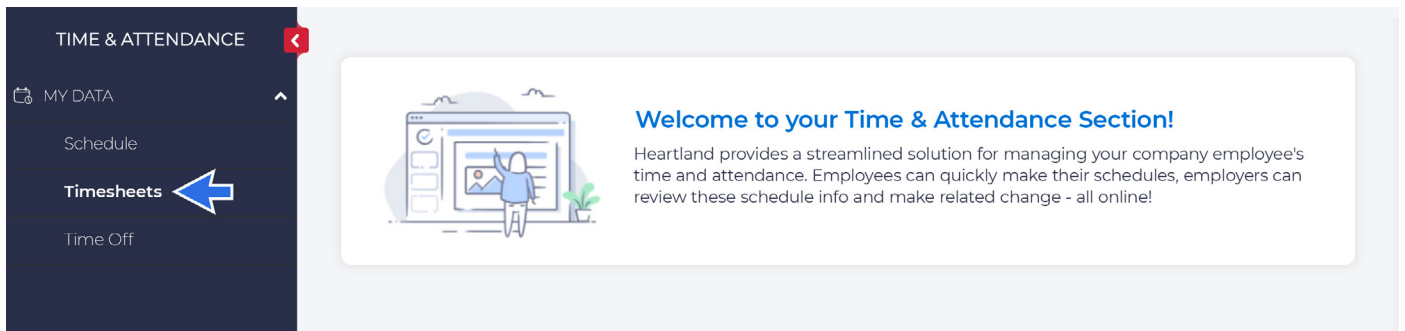
2. When the Timesheet populates, click **"Add Duration"**.

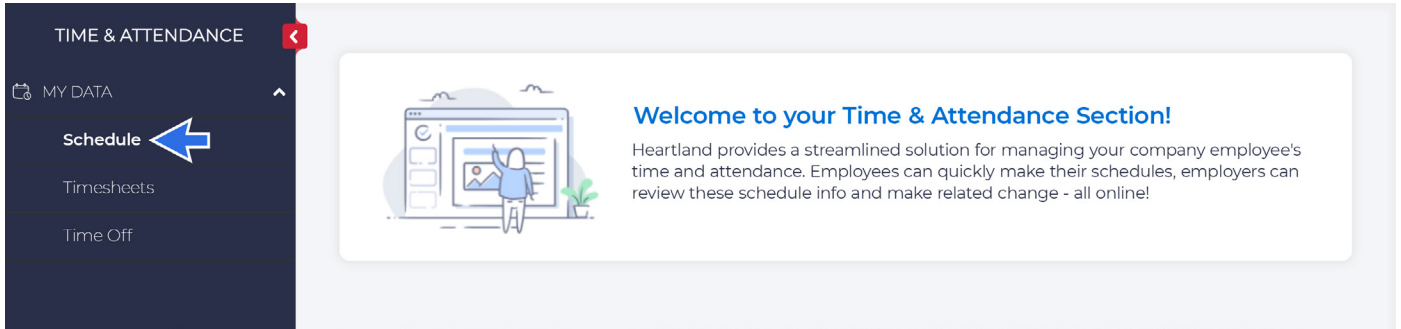**3.** Enter **"Work Duration (hour)"** and select **"Job"** from the drop-down, if applicable.

4. Click **"Save"**.

Schedule

To view your schedule, click the Schedule button on the navigation bar on the left side of the screen.

Under the Schedule functions the employee can:

- Drop Shift
- Swap Shift
- Claim Dropped Shift
- Request for Time Off
- Add Unavailability

Keep in mind that there will typically be an approval path established for any of these action items, but there are instances that they can be automatically approved, depending on your HR.

Drop a Shift

1. To drop a shift, hover over the schedule block that you want to drop. Wait for the schedule details to be replaced with the words **"Drop"** and **"Swap"**.
2. Click **"Drop"**.
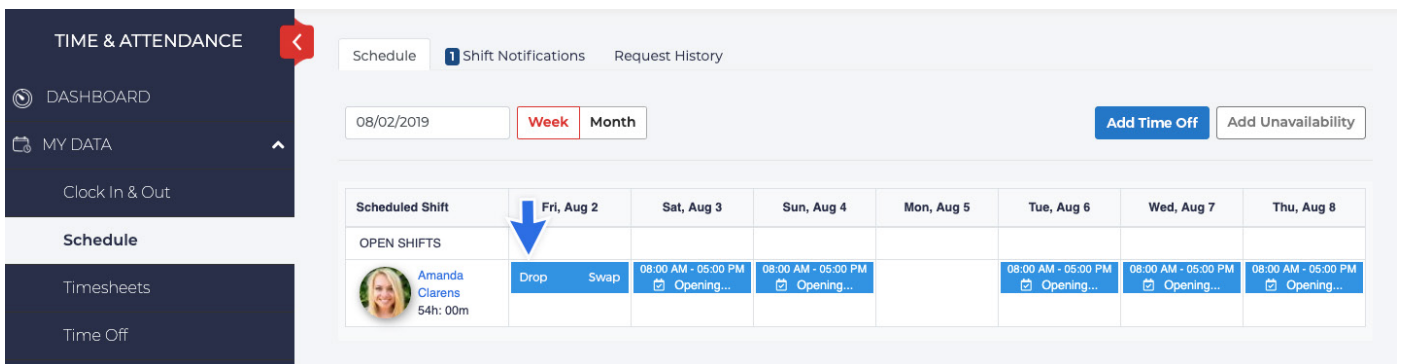
3. A **"Drop Assigned Shift"** window will pop up.

4. Choose from the list of employees to take the shift you are dropping. You can choose more than one employee.

5. Click **"Confirm"**.

6. A **"Request Successfully Sent"** window will pop up indicating that the request has been sent but is waiting for approval. Click the Got it button to exit.

Swap a Shift

1. To swap a shift, hover over the schedule block that you want to swap. Wait for the schedule details to be replaced with the words **"Drop"** and **"Swap"**.

2. Click **"Swap"**.

3. A **"Swap Shift Details"** window will appear.

4. Choose the range of dates you want to swap for by inputting the from and to dates. The names of employees available for swapping appear.

5. Choose the schedule you would like to swap with.

6. Click **"Confirm"**.

Claim a Shift

Shifts can only be claimed if you were chosen by the person who dropped it as one of the employees who can claim the shift.

To view **Dropped Shifts**:

1. Go to **"Schedule"**.

2. Click **"Shift Notifications"**.

3. Look at the **"Incoming Shift Notifications"** section.

There are two sections under the Shift Notifications, **"Incoming Shift Notifications"** and **"My Shift Requests"**.

Incoming Shift Notifications include Dropped Shifts that can be picked-up and Swap Shift Requests. My Shift Requests include all of your drop and swap schedule requests.

To **Accept/Claim** the shift:

1. Click the **"View Details"** Button.
2. **"Drop Shift Request"** window will pop-up.
3. Click **"Accept"** to claim the shift.

The following message appears: **"Accepted. Waiting For Approval"**.

You may view all of your requests in the Request History tab of the Schedule section.

Add Unavailability

To add **Unavailability**:

1. Go to **"Schedule"** and click the **"Add Unavailability"** button.
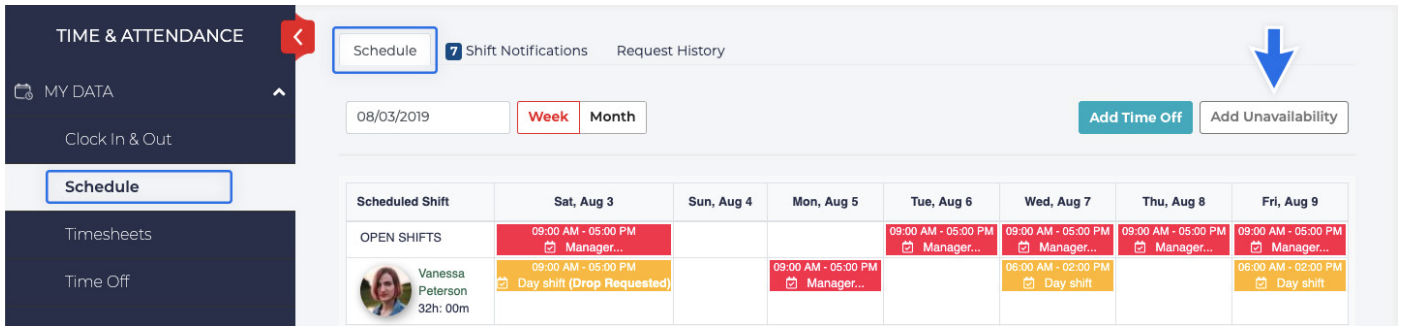
2. An **"Add Unavailability"** window will pop up. Fill out all of the necessary information such as Start Date, Start and End Time.

3. If the schedule has to be repeated, click the **"Repeat"** button.

4. Choose the days when the unavailability should be repeated, and set the **"End Date"**.

5. When you are finished, click **"Create"**.
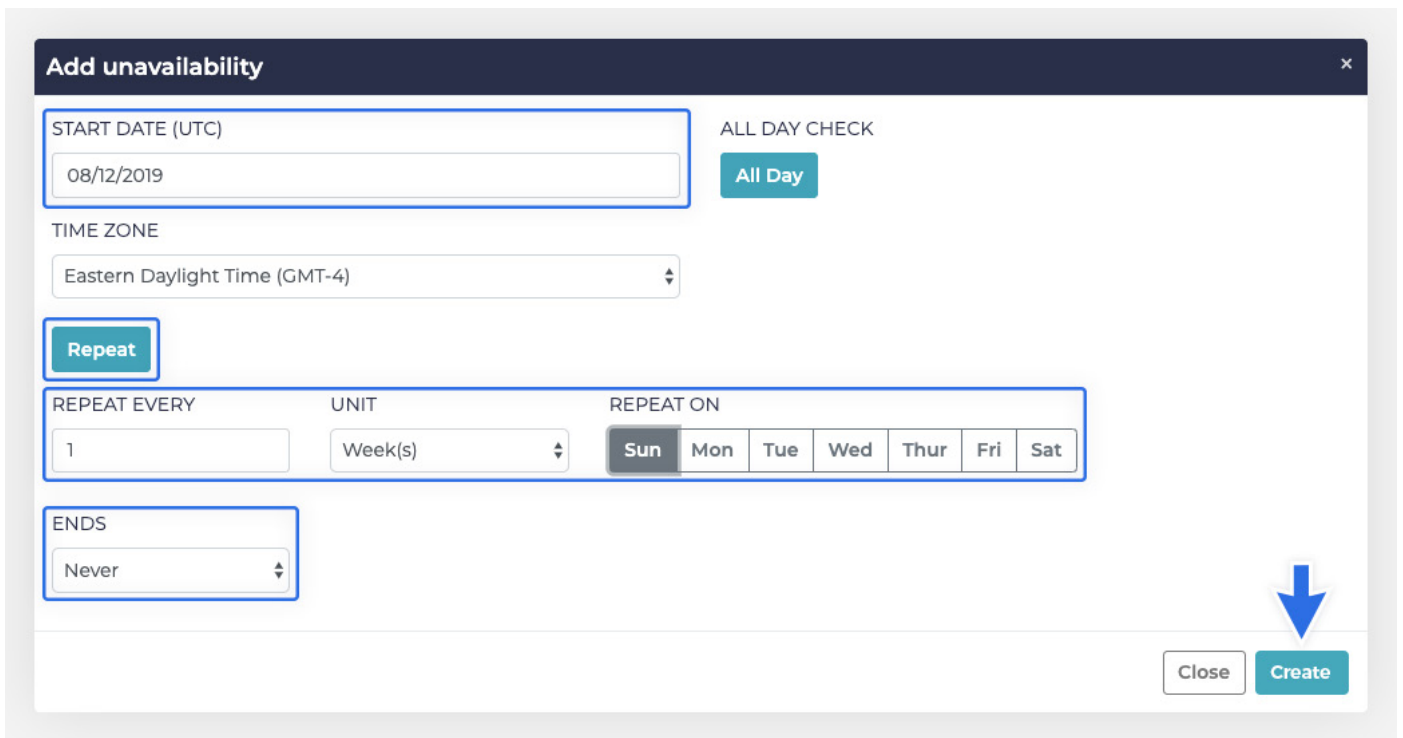
After it has been saved, your schedule should reflect your unavailability.

Timesheet

The **"Timesheets"** section allows you to add, view your punch in/out, and make corrections. Depending on your permissions, you may or may not have access to add time to your punch sheet. Please consult with your HR team/ supervisor in order to guide you in the timesheets section.

View My Timesheet

1. To view your timesheets, click **"Timesheets"** in the navigation bar. It will show you your clock ins/outs for the week.

2. To view all timesheets, click the **"View All Timesheets"** button on the upper-left corner of the screen beside the navigation bar.
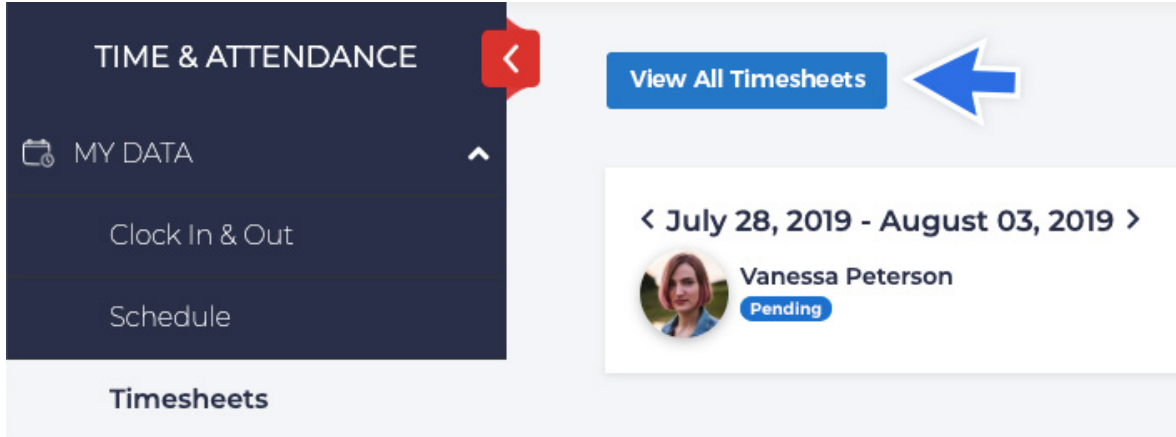
3. A window will show up presenting a list of all of your available timesheets including Approval Status, Timesheet Period, Scheduled Work Hours, Scheduled Break Hours, etc.

4. Click on the name of the timesheet to view a display of your clock ins/outs.

Edit My Timesheet

Please note that you may also leave notes and/or upload an attachment when submitting your timesheet. Some employers may make this mandatory, especially if you have edited your timesheet after submission.

Punch Time Entry Timesheet

Please note that you may also leave notes and/or upload an attachment when submitting your timesheet. Some employers may make this mandatory, especially if you have edited your timesheet after submission.

NOTE: Employees should not be able to edit their own timesheets.

1. To edit a punch for the current timesheet period, go to **"Timesheets"** and click **"Add Punch"**.
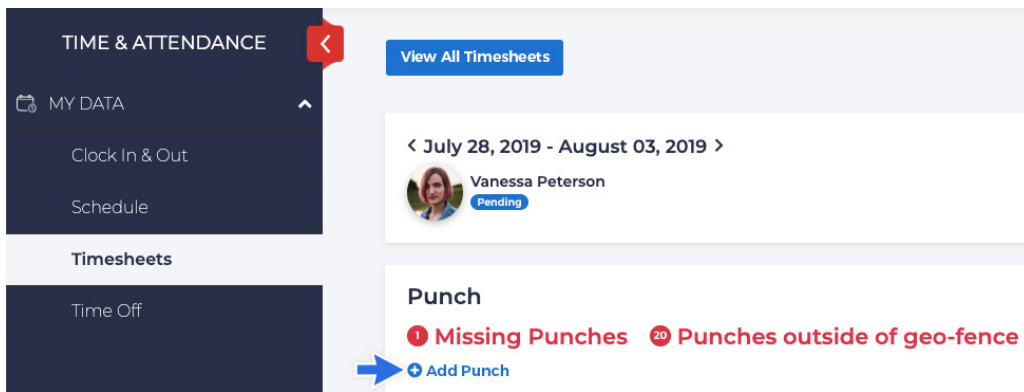
2. A **"Create Punch"** window will open. Fill out the window with the necessary information.
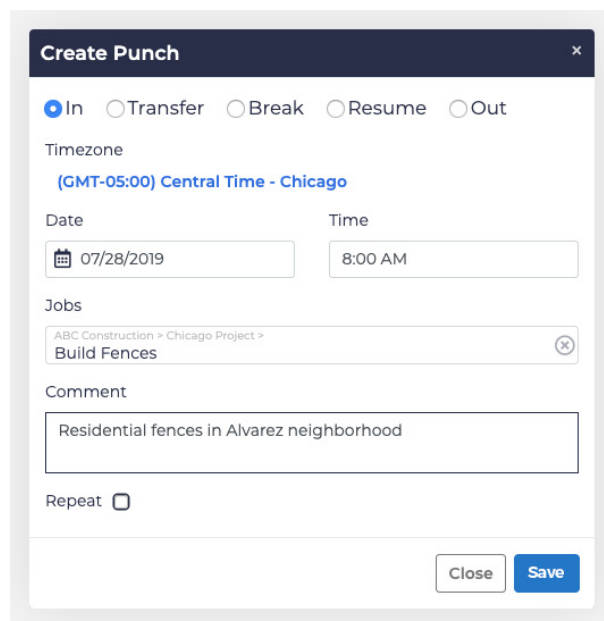
3. Choose whether the punch to be made/edited for: **"In, Transfer, Break, Resume,"** or **"Out"**.

4. Check the **"Date"**.

5. Input **"Time"**.

6. Choose **"Job"** for its drop-down, if applicable.

7. Click **"Save"**.

In/Out Entry

1. If the punch has not been created yet, click the **"+Add In/Out Time"** link of the date you are making the clock in for.

2. If the punch has already been made for the date and you just need to modify it, click/highlight the time to be edited.

3. Choose the new time from the time counter that will open upon clicking or by manually typing it.

Duration Based Entry

1. If the clock in has not been made yet, click the Add Duration link and fill out the form the same way as when you logged in.

2. If the clock in has been made, just change the duration (hours) of the job.

Submit My Timesheet

1. To submit your timesheet, go to the **"Timesheet"** section of the navigation bar.

2. Click **"Submit"**.

3. A comment box will pop up. If comments are not required, click **"Submit"**. If required, fill out the comments before submitting the timesheet.

Time Off

The **"Time Off"** section is a very useful tool. You will now know, at all times, the various time off balances you carry and how they accrue. You can submit a request directly from this section and check its approval status at any time. Current balances and company holidays are in additional tabs.

Request Time Off

Time Off can be requested from different sections of the system.

1. **"Schedule"** Section.

2. **"Bookings"** tab in the **"Time Off"** section.

3. **"Balances"** tab in the **"Time Off"** section.
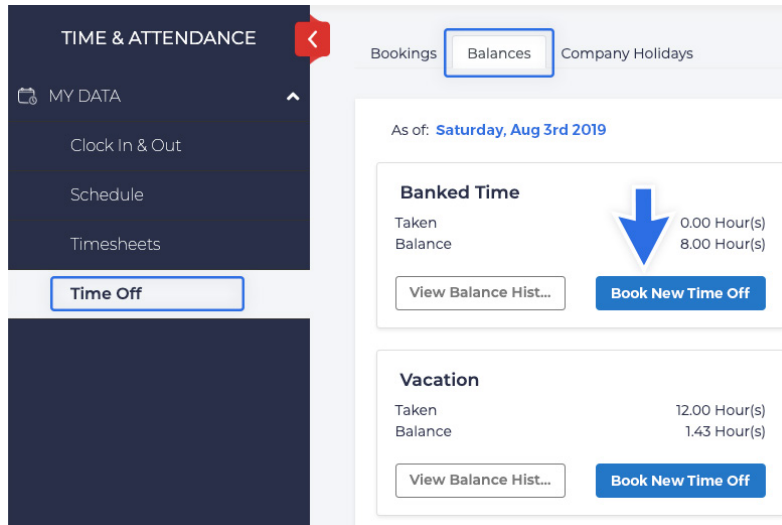
Whichever section you use to request for time off, the instructions will always be as follows:

1. Click the Add **"Time Off/Book New Time Off"** button.

2. An **"Add Time Off"** window should pop up.

3. Choose the type of time off you will be requesting from the **"Time Off Type"** drop-down. The balance of the time off being requested will load on the right side of the window.

4. Fill out the **"Start and End Time"** with the time-off request.

5. Add comments if necessary.

6. Click **"Save and Submit"**.
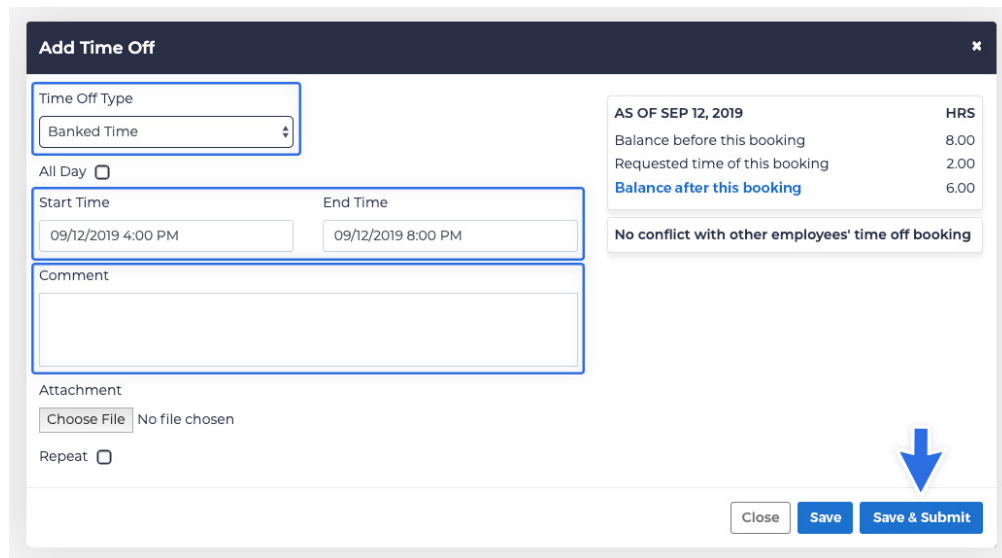
Mobile Device (iOS and Android)

Please visit either the **"Google Play"** or **"Apple App Store"** and search for the **"Heartland Time"** app and download it.

*Make sure to enter your **username and password** given to you by your employer.

How to Log In

To log in, use the e**mail address and password** you created when you registered using the link sent to your email by your employer.
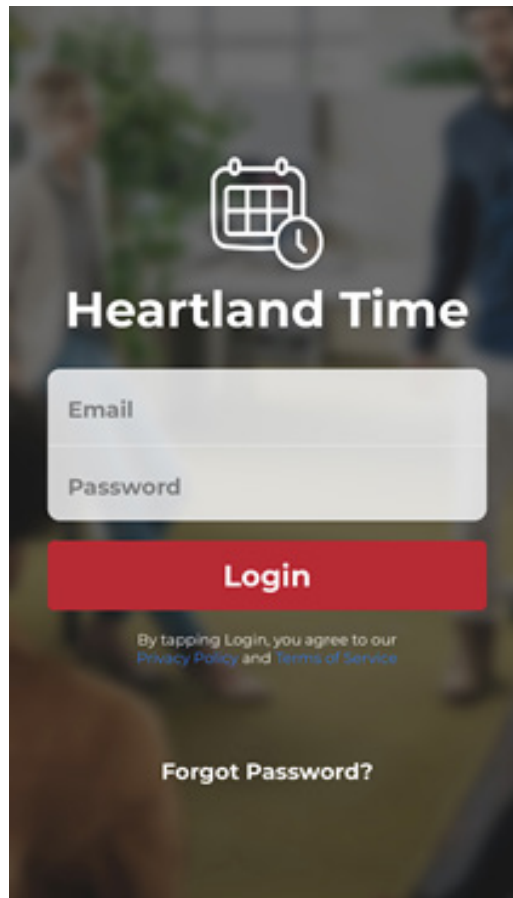
Will you be clocking in and out? If so, see the section below. If not, skip this section and proceed to the manual time entry instructions.

To clock in, simply open your app and either enter your username and password, if that is how you've been instructed to clock in, or get ready to capture a real-time photo of yourself for verification if you are clocking in.

Entering your Time
Clocking In and Out

After logging in, your dashboard appears and shows that you are currently clocked out.
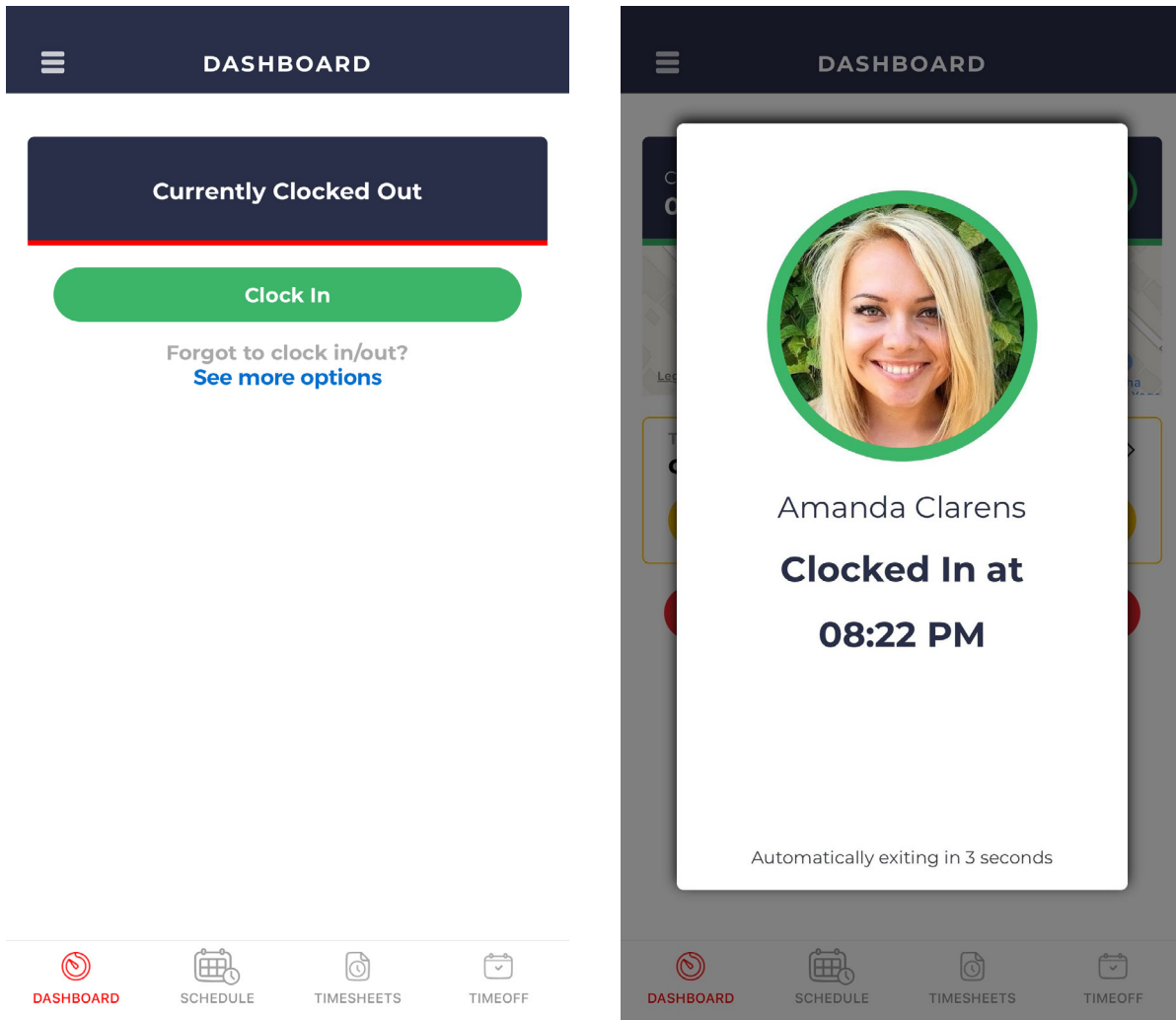
Depending on your company structure, your employer may require you to select a job or task before clocking in. If this is the case:

1. Choose the job/task you will be working on from the drop-down on top of the **"Clock In"** button.

2. If no photo capture is required, you are ready to go; click the **"Clock In"** button.

3. If your employer has requested a live photo capture, hold the phone up, take a selfie (you may retake your photo as many times as you like) and click the Use Photo button. Your dashboard is displayed, and, depending on your settings, your current location may be displayed on a map.

After you have clocked in, your location may be visible to your employer if they have enabled **Geo-Tagging***. If your employer has enabled **Geo-Fencing*** that means they have drawn a parameter around the location you are to be clocking in from. If you attempt to clock in from outside of the Geo-Fence, a supervisor or manager will be notified immediately.
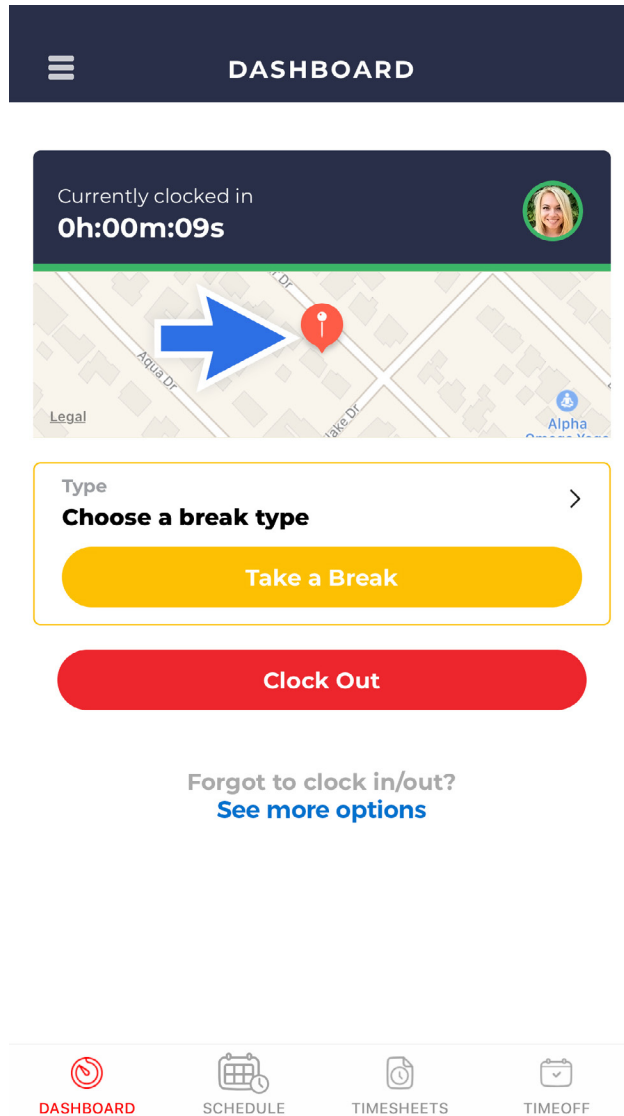
*Geo-Tagging: If your employer has enabled the Geo-Tagging Feature, your location will be captured when you clock in, take a break, resume work and clock out for the day. Please note that this feature will only capture your location when you are on the clock.

**Geo-Fencing: If your employer has enabled the Geo-Fencing Feature, this means that they have drawn a shape around one or more of the locations you may be required to clock in to. Please try to always be within the Geo-Fence when clocking in. If you attempt to clock in from outside the Geo-Fence, one or more supervisors will be notified immediately.

Transferring to Another Job

Your dashboard should show the job you are working on (if applicable), a timer below it, and if the GPS location has been turned on, your location when you clocked in.

To transfer to another job:

1. Click the **"Job"** drop-down on top of the **"Transfer"** button.

2. Choose your next job.

3. Click **"Transfer"**.

Transferring to the next job should trigger your time to restart and display the new job you are working on.
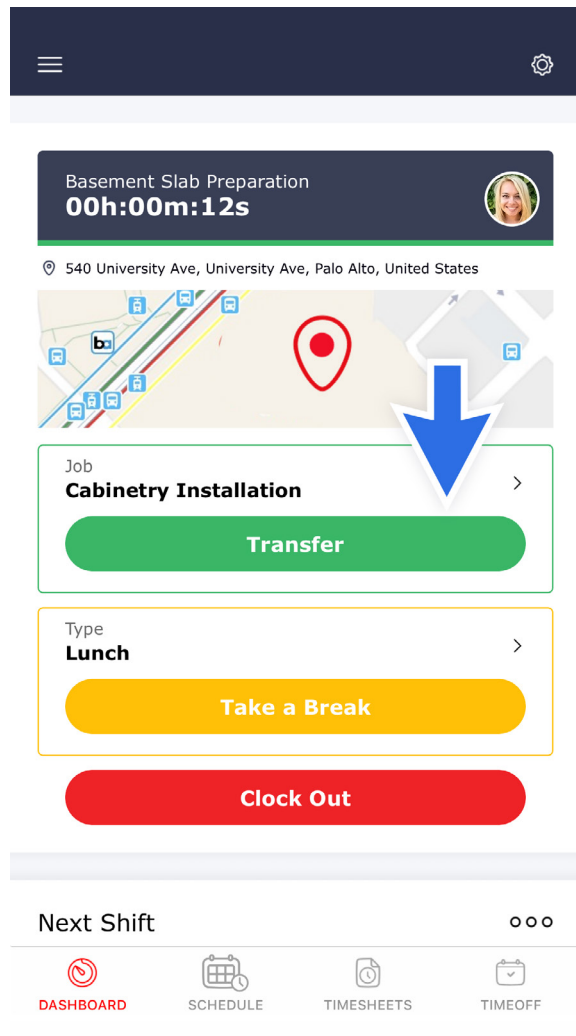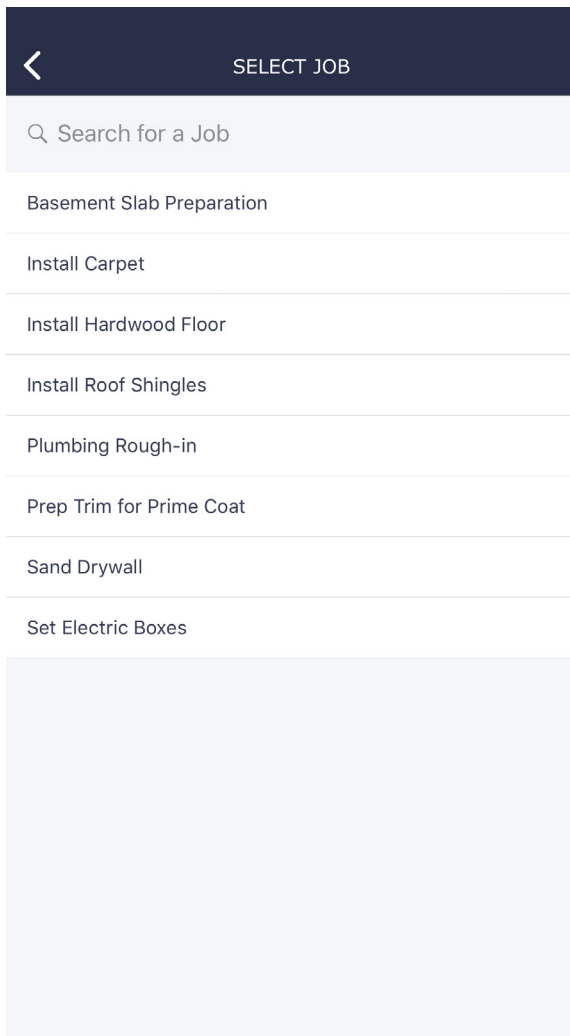
When Taking a Break

1. Choose the type of break you will be taking from the drop-down above the **"Take a Break"** button.

2. Click **"Take a Break"**.

3. Face the camera to take your photo.

4. Wait for your **"Dashboard"** to show that you are on a break and display the timer for the break.
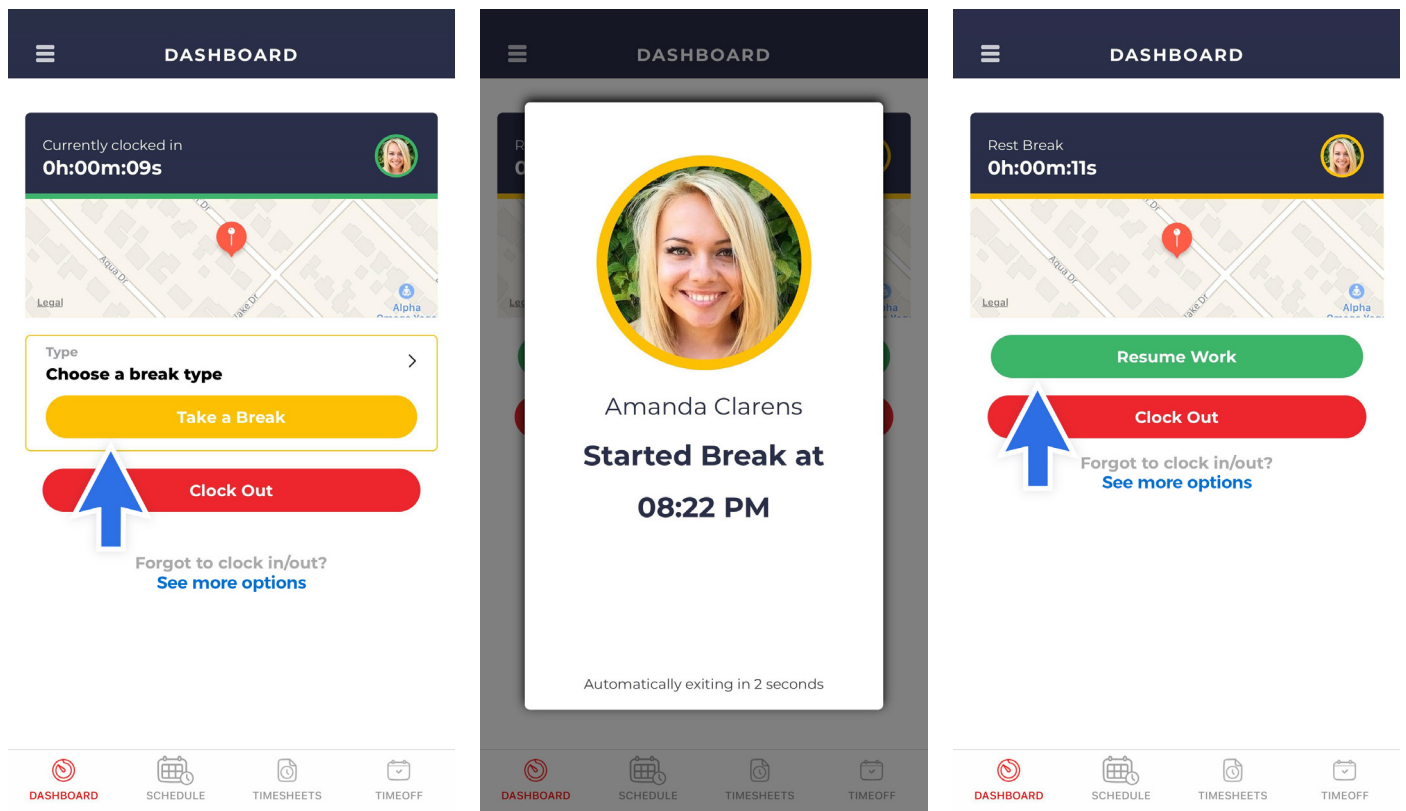
When resuming work, choose the job you will be working to next from the drop-down on top of the **"Resume Work"** button (if applicable). Then click the **"Resume Work"** button and wait for the camera to take your photo. After your photo is taken, the dashboard reappears and shows a new timer with the name of the job you are working on.

Clocking Out

To **Clock Out:**

1. Click the **"Clock Out"** button.

2. Face your camera and take your photo.

3. Wait for the prompt that says you have clocked out to close.

4. Your Dashboard should show that you have been **"Clocked Out"**.

DASHBOARD

Amanda Clarens

Clocked Out at

08:26 PM

Automatically exiting in 2 seconds

DASHBOARD   SCHEDULE   TIMESHEETS   TIMEOFF

DASHBOARD

Currently Clocked Out

Clock In

Forgot to clock in/out?
See more options

DASHBOARD   SCHEDULE   TIMESHEETS   TIMEOFF
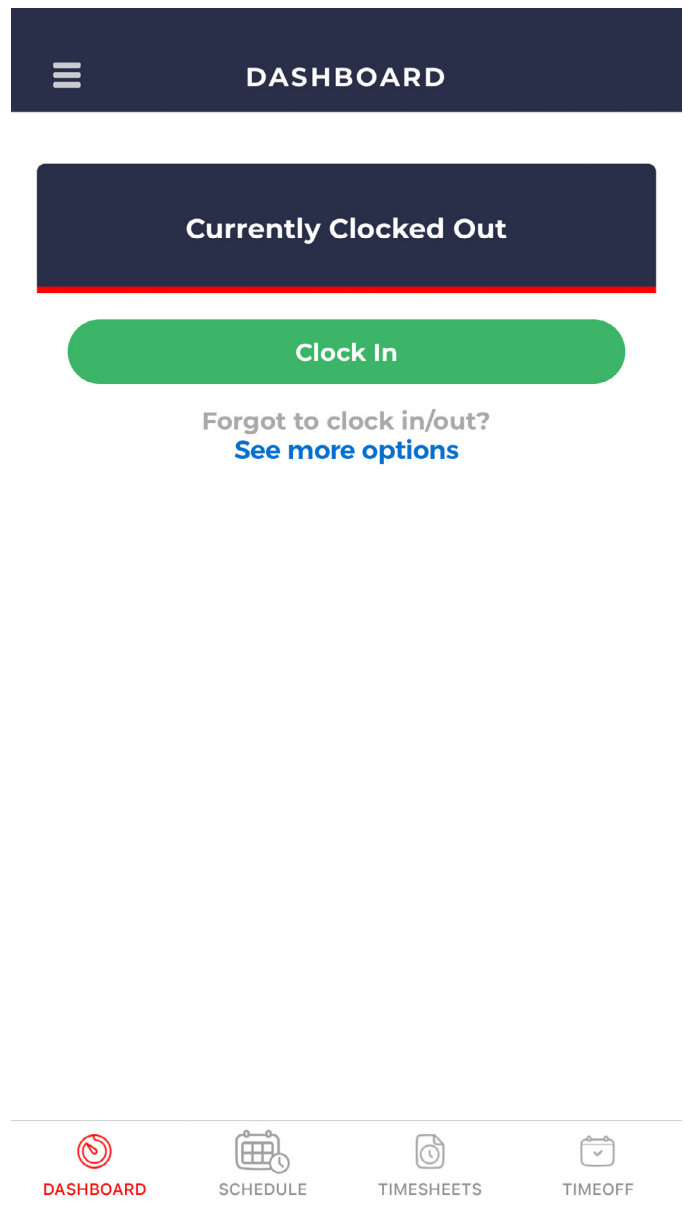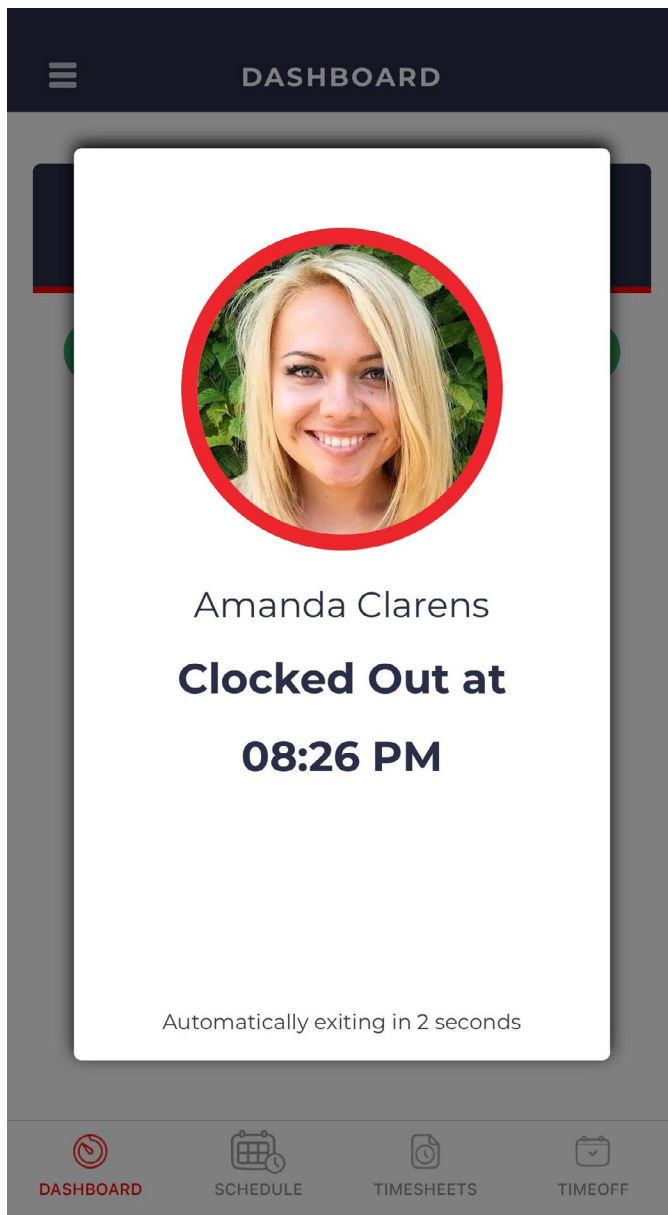
In and Out Entry (Manual), If Applicable

NOTE: Not all employees will have access to make changes to their timecards.

Upon logging in, you will be shown your Schedule.

To **Log In:**

1. Click **"Timesheets"**. It should show the message, **"You have not logged time for this day"**.
2. Click the plus sign ⊕ on the lower right corner of your screen.
3. You will be routed to the **"Add Time"** Page.
4. Under **"Type",** make sure to have selected a **"Job"**.
5. Check the **"Date"**.
6. Type the **"Start and End Time"**.
7. Add comments if necessary.
8. Click **"Save"**.
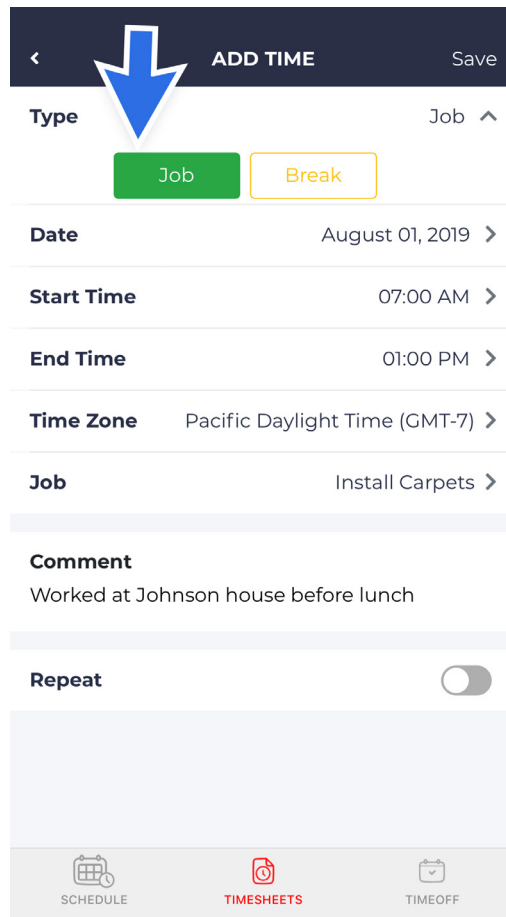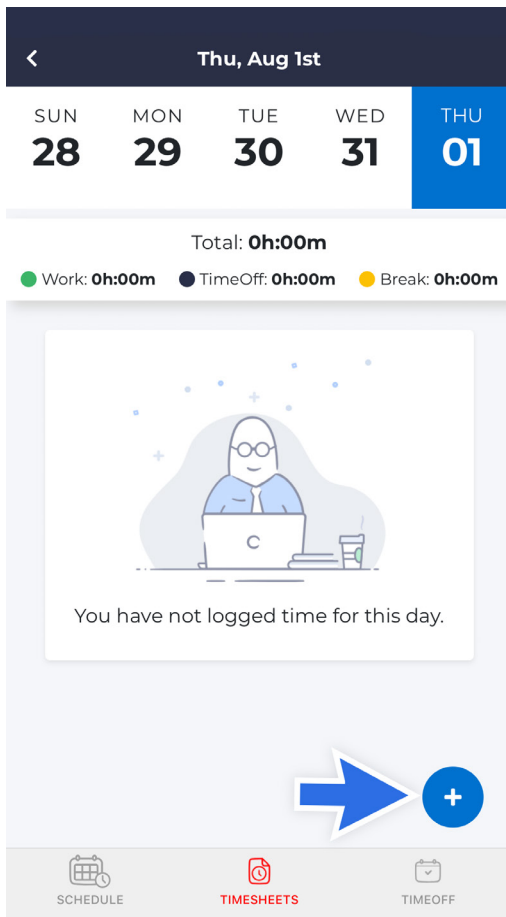
To **Log a Break:**

1. Click **"Timesheets"**. It should show the message, **"You have not logged time for this day"**.

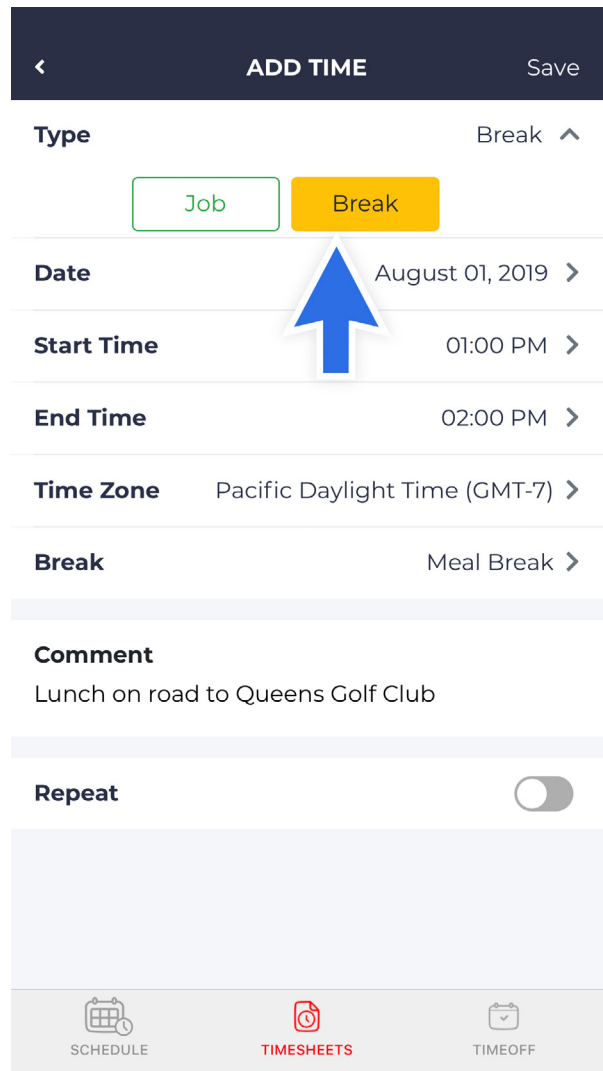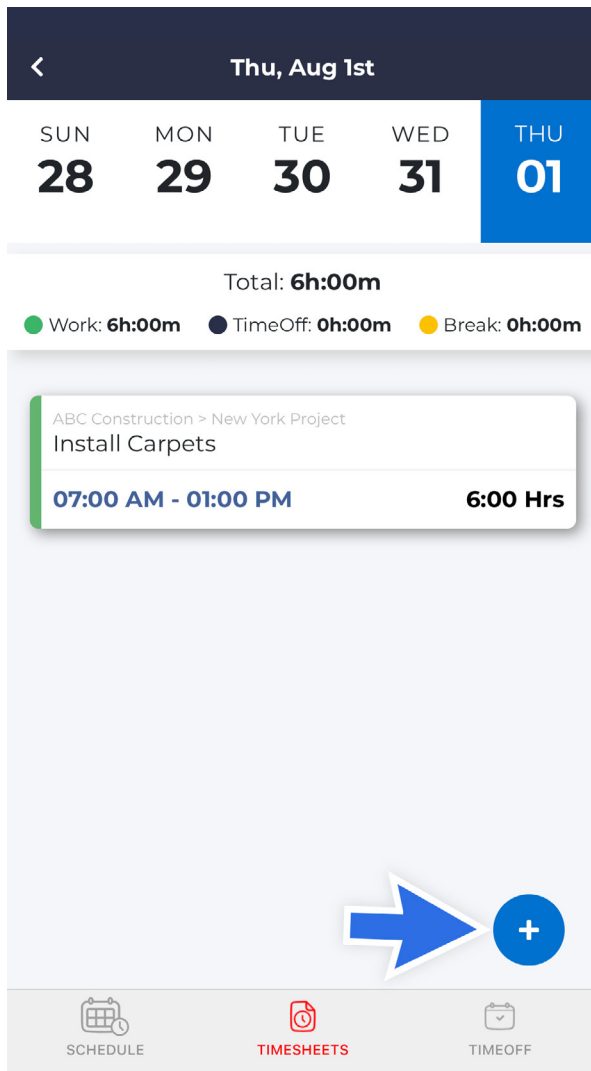**2.** Click the plus sign ⊕ on the lower right corner of your screen.

3. You will be routed to the **"Add Time"** Page.

4. Under **"Type"**, choose **"Break"**.

5. Check the **"Date"**.

6. Type the **"Start and End Time"**.

7. Choose the type of break you will be taking (if applicable).

8. Add comments if necessary.

8. Click **"Save"**.

Duration Based Entry (Manual)

To **Log In:**

1. Go to Timesheets.

2. Choose the Day you will be making the log for.

3. Click the plus sign ⊕ on the lower right corner of your screen.

4. You will be routed to the **"Add Duration"** page.

5. Type the number of work hours.

6. Choose the **"Job"** if applicable.

7. Click **"Save"**.

8. Add as many logs as needed.

Schedule

Drop a Shift

To **Drop a Shift:**

1. Go to **"Schedule"**.

2. Click **"Drop Shift"** under the schedule you want to drop.

3. You will be routed to the **"Drop Shift"** page. Choose the employees you want to pick up your shift. There is no limit on the number of employees who you can make the drop shift available to.

4. Click **"Confirm Drop"**.

5. A **"Drop Request Sent Successfully"** message will pop up. Click **"Got it"**.
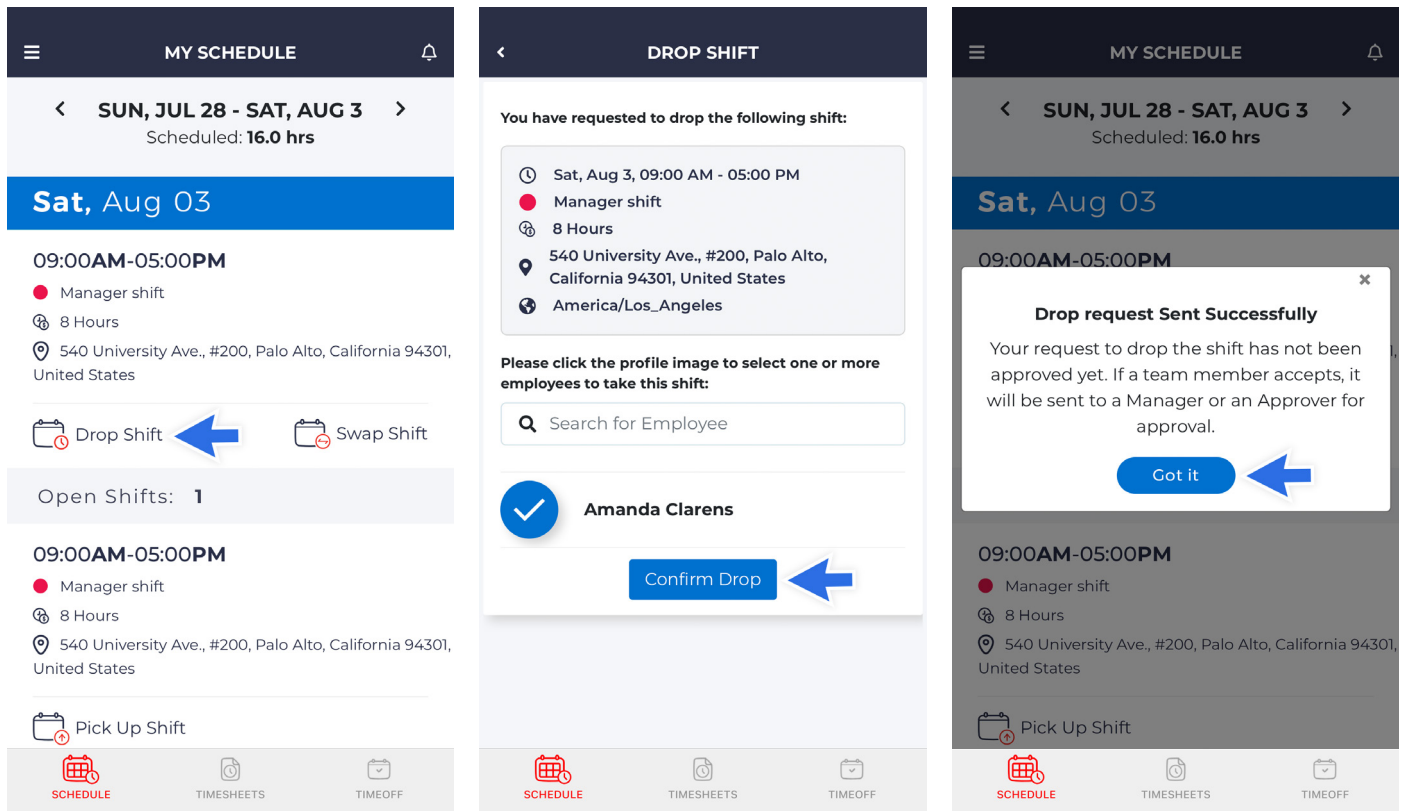
Claim a Shift

To **Claim Dropped Shift/Swap Request:**

1. Go to **"Schedule"**.
2. Click the **"Bell Icon"** on the upper right corner of your screen.
3. Look at your **"Incoming Requests"**.
4. Click **"Accept"** to pick-up the dropped shift/swap request. You should see the message: **"Accepted waiting for Approval"**.
5. To view your **"Drop/Swap Shift Request"**, click **"My Requests"**.

Swap a Shift

To **Swap a Shift:**

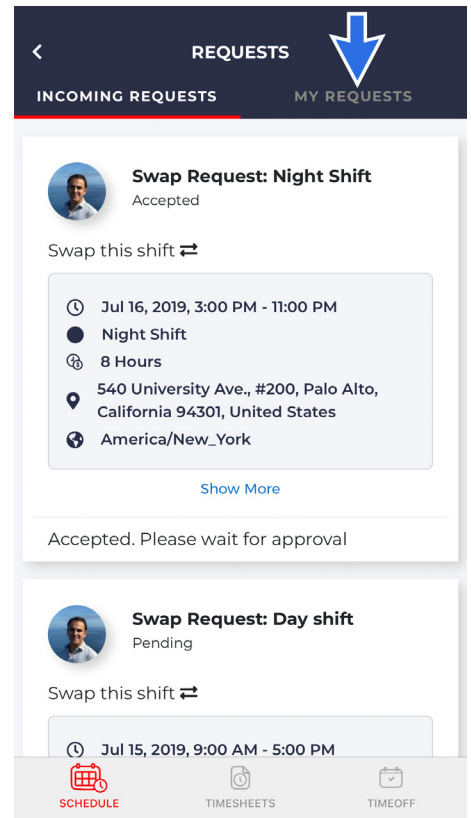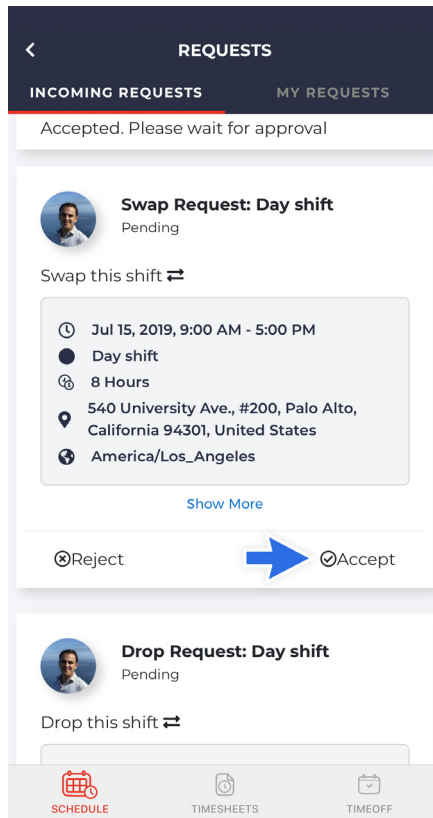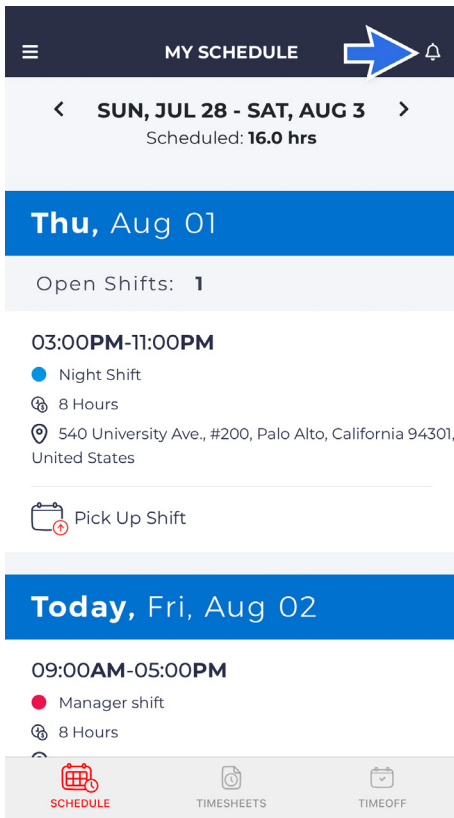**1.** Go to **"Schedule"**.

2. Click **"Swap Shift"** under the schedule you want to swap.

3. You will be routed to the **"Swap Shift"** page. Provide the reason for the swap request.

4. Choose the **"Start and End Date"** of the swap request.

5. When the dates have been populated, the names of employees available to swap with appear on the bottom of the screen. Choose the employees you want to swap your shift with. There is no limit on the number of employees who you can make the drop shift available to.

6. Click **"Submit"**.

7. A **"Swap Request Sent"** message will pop up. Click **"Got it"**.
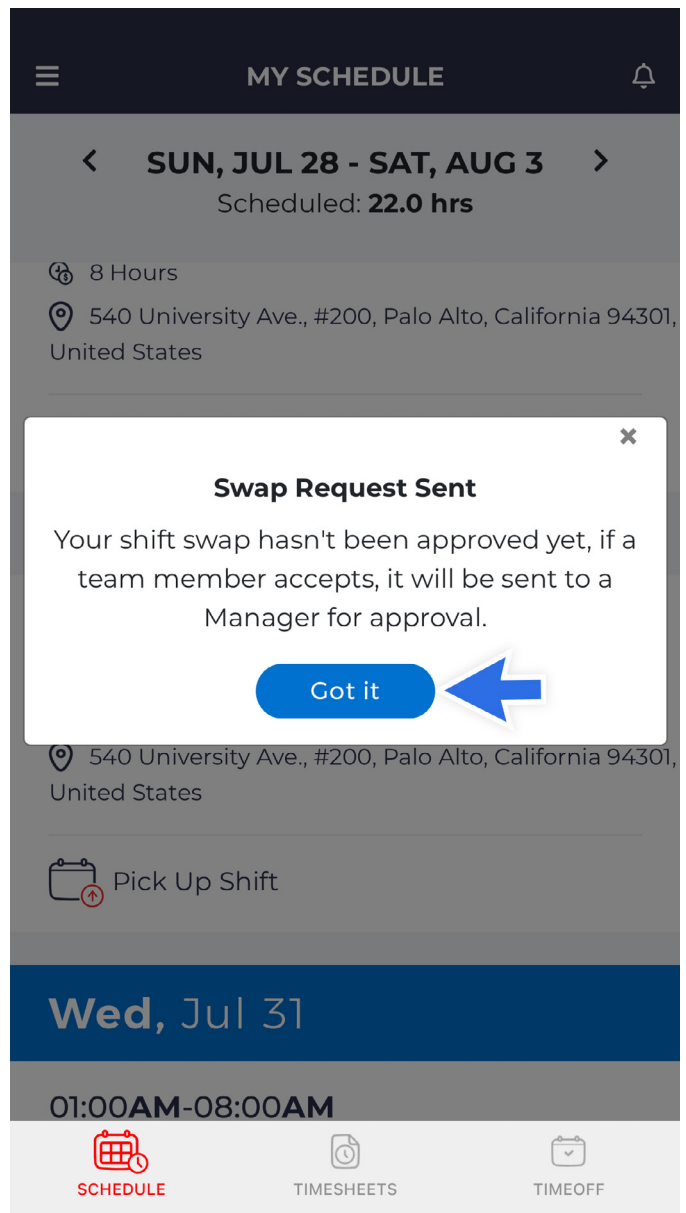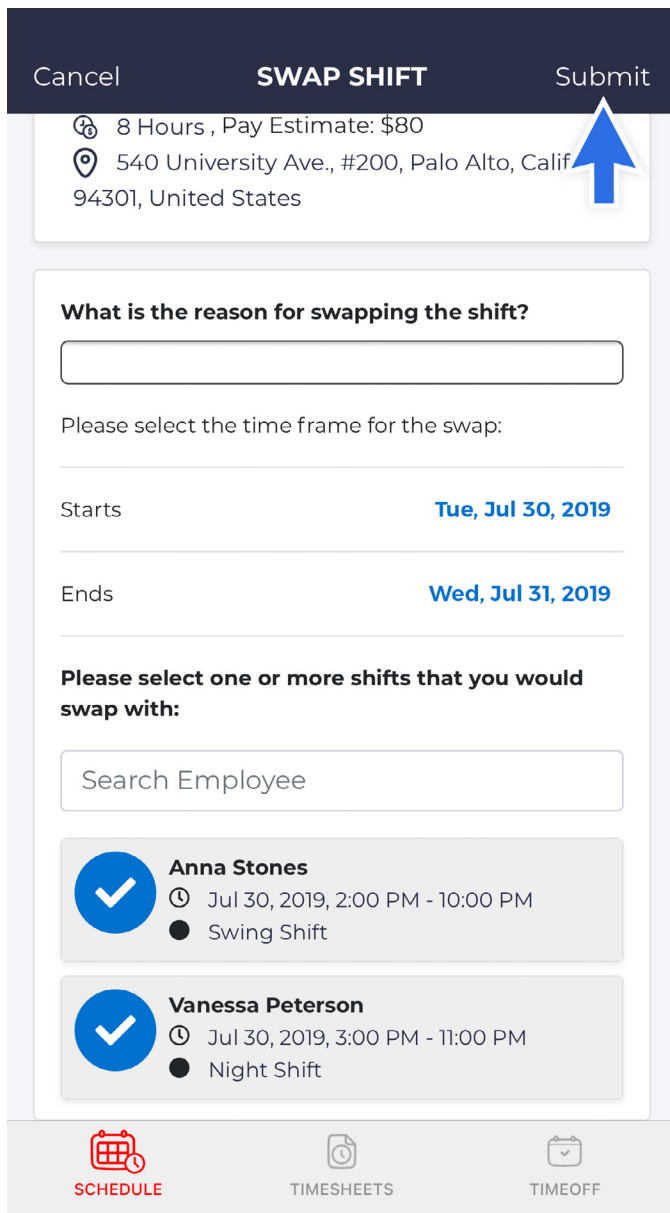
Timesheet

View My Timesheet

To view your timesheets, upon logging in, go to **"Timesheets"**. The page should show the summary of your worked hours and a breakdown for each day below.

Edit My Timesheet

Unlike in Web, punches made under Punch Time Entry cannot be edited in the mobile app.
For In/Out and Duration Based Entry,

1. Go to **"Timesheets"**.

2. Click the **"Date"** that you want to edit.

3. Follow the same procedure as if clocking in.

4. Click **"Save"**.

Submit My Timesheet

To **Submit your Timesheet:**

1. Upon logging in, go to **"Timesheets"**.

2. Review the summary of your Paid Hours and its breakdown below.

3. If all are correct, click **"Submit"**.

☰	MY TIMESHEETS	Submit

‹ **Sun, Jul 28 - Sat, Aug 03**
Not Submitted

Paid Hours	Total: **40h:30m**

- Regular Time **38h:00m**
- Time & Half Time **2h:30m**

● ○

In/Out

Sunday, Jul 28	11h:00m ›
Monday, Jul 29	8h:30m ›
Tuesday, Jul 30	8h:30m ›
Wednesday, Jul 31	8h:30m ›
Thursday, Aug 01	6h:00m ›
Friday, Aug 02	0h:00m ›

SCHEDULE   TIMESHEETS   TIMEOFF

Time Off

Request Time Off

To **Request Time Off:**

1. Go to **"Time Off"**. You should see your balances for each Time Off Policy that you have.

2. Click the plus sign ⊕ You will be routed to the **"Add Time Off"** page.

3. Choose the **"Time Off Type"**.

4. Choose your requested **"Date"** and **"Time"**. Your requested hour, balance before and after booking should reflect on the bottom part of the screen.

5. When you are finished, click **"Submit"**.
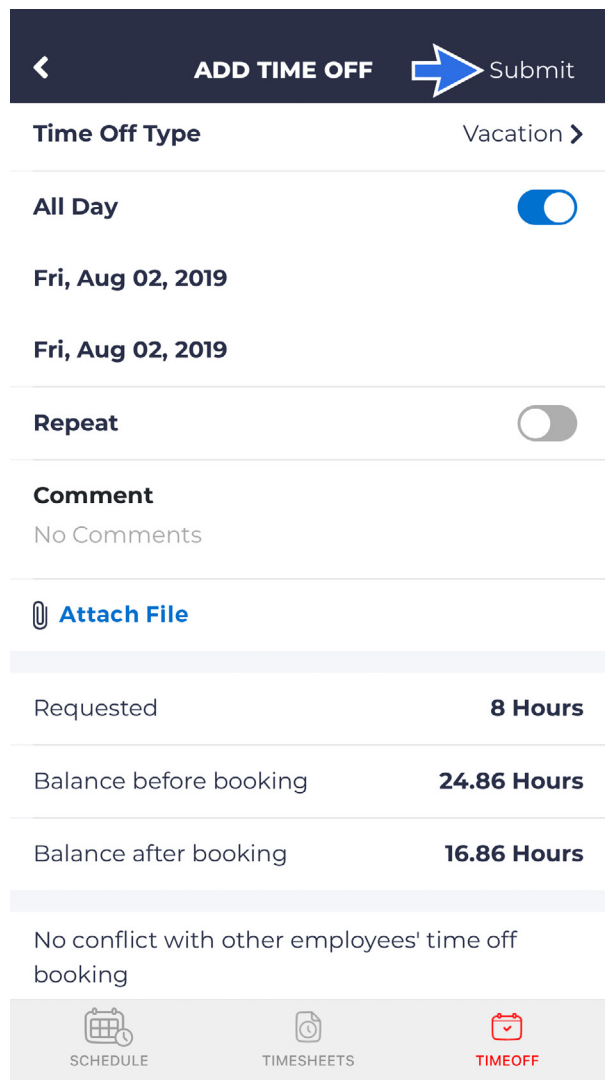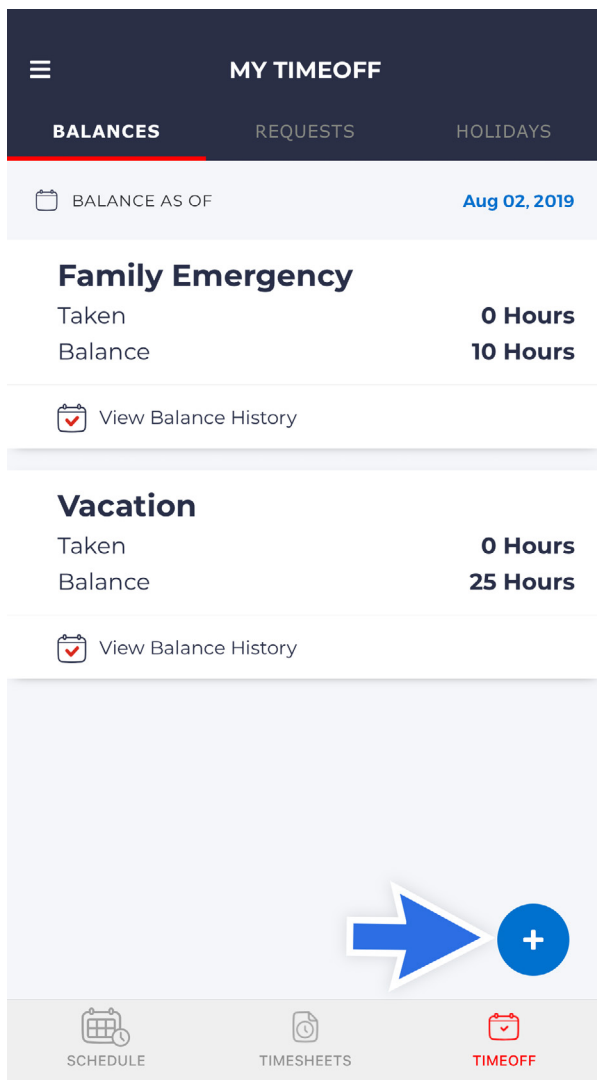
iPad (App-Based)

How to Log In

To log in, enter your **six-digit PIN** Code provided by your employer or use the **Email Address and Password** you created when you first registered using the link your company sent you.
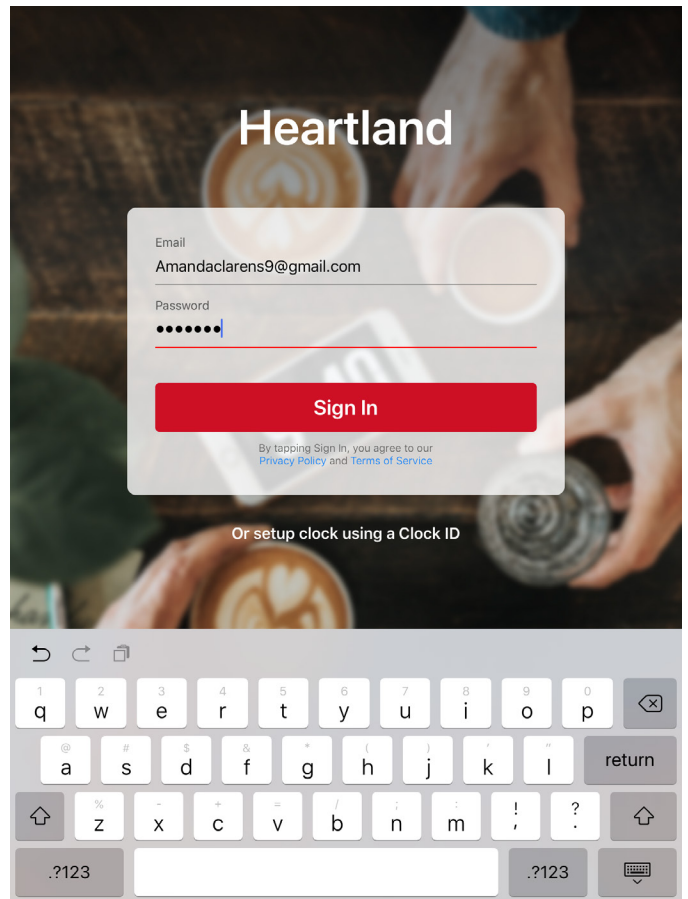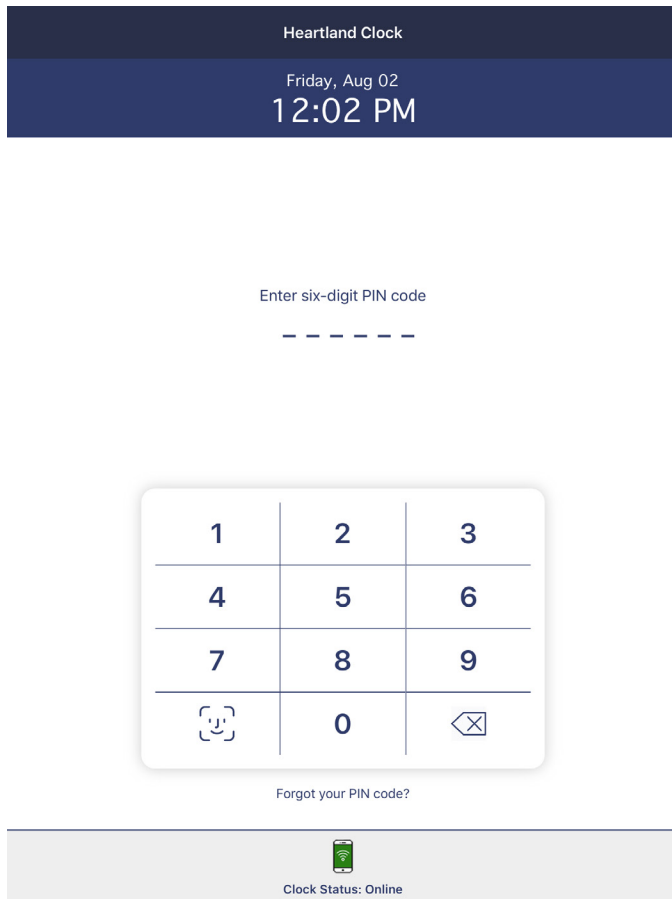
If you will be clocking in and out with a pin number only, you are all set and ready to start clocking in and out!

If you will be clocking in and out with facial recognition, please see below where we will walk you through the set-up process and available features.

*To use facial recognition using the iPad to clock in and out, your employer will already have added a photo of you and all other employees. After this has been done, you may set up your profile.

Entering your Time

Facial Recognition Setup

Set up your Face ID in 3 quick steps:

1. From the top left icon drop-down, click **"SET UP FACE ID"**.
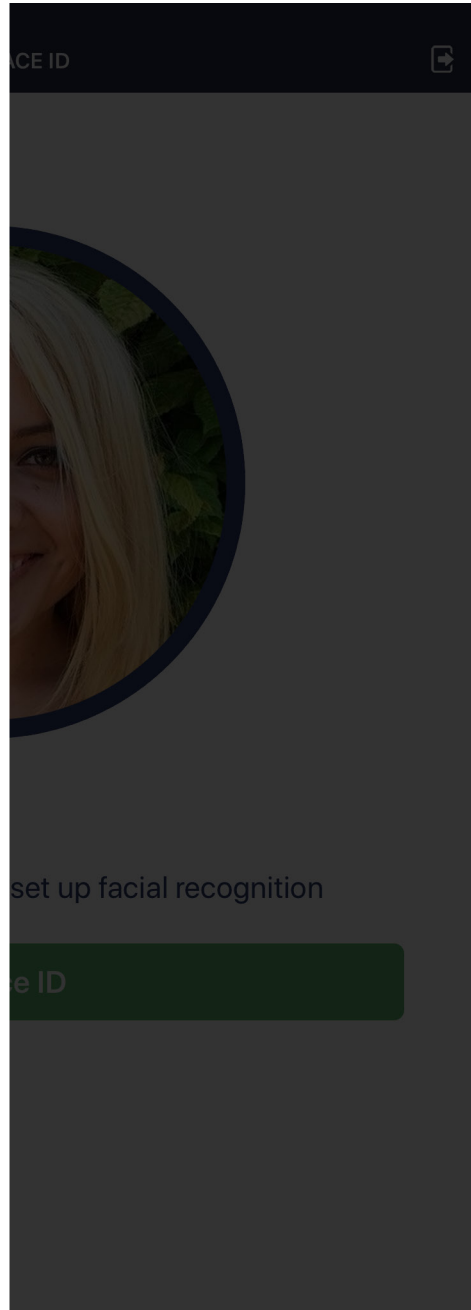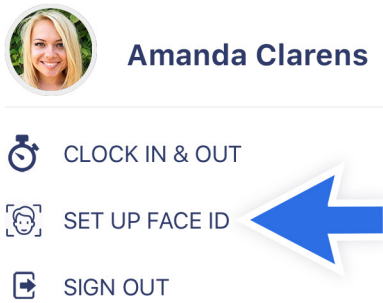
2. Look into the iPad and make sure your entire face is inside the frame and click the **"Set Face ID"** button.

3. If the setup is successful, you will see a big white checkmark and the **"Go to CLOCK IN AND OUT"** button will be available for you to click on and start your day!

Clocking In and Out
To Clock In

Walk up to the iPad and either enter your **six-digit PIN Code** or look into the clock so that it **recognizes your face**. If you are simply clocking in for the day without a job or task being assigned to you, wait until it displays your name and confirms that you have been clocked in for the day.

Heartland Time Clock

Friday, August 2
3:42 PM

Recognizing face…

Clock Status: Online

☰ Amanda ⇥

Currently Clocked Out
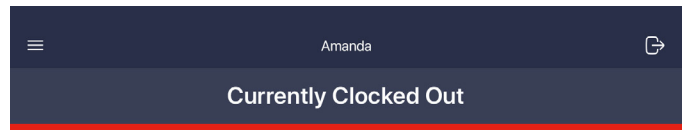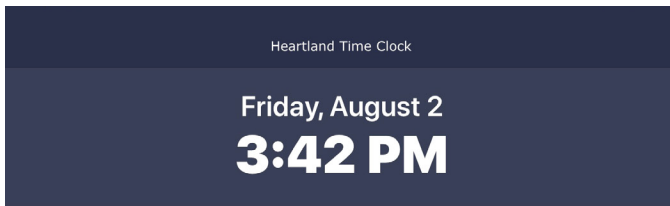
Clock In

Today's Total: **0h:00m**   📄 View Current Timesheet

Amanda

Clocked In at

4:43 PM

Automatically exiting in 1 seconds...

For Job or Task-Based Clock-Ins

1. Walk up to the iPad and wait for it to recognize your face or re-enter your **"six-digit PIN Code"**.

2. From the drop-down, select the job or task you will be working on.

3. Click the **"Clock In"** button and begin your shift!

‹ SELECT JOB	**≡ Amanda ⤶**
🔍 Search for a Job	**Currently Clocked Out**
Basement Slab Preparation	
Cabinetry Installation	
Install Carpet	
Install Hardwood Floor	Job
Install Roof Shingles	**Basement Slab Preparation ›**
Plumbing Rough-in	**Clock In**
Prep Trim for Prime Coat	
Sand Drywall	
Set Electric Boxes	Today's Total: **0h:00m** View Current Timesheet
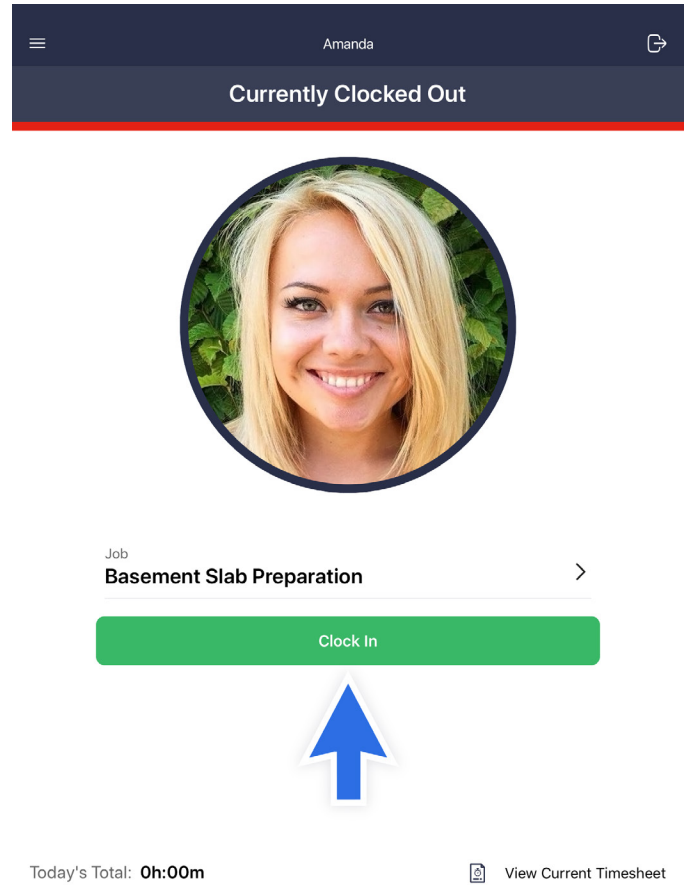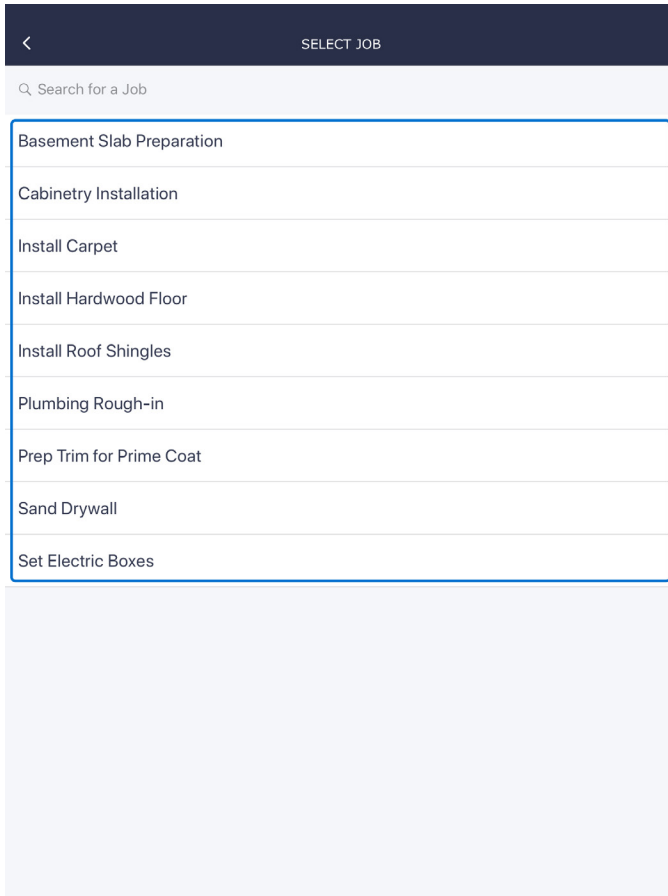
For Transferring to Another Job or Task

4. Walk up to the iPad and wait for it to recognize your face, or re-enter your **"six-digit PIN Code"**.

5. Select the drop-down above the **"Transfer"** button to display the list of jobs/tasks.

6. Select the appropriate choice and click **"Transfer"**.

SELECT JOB
Search for a Job
Basement Slab Preparation
Cabinetry Installation
Install Carpet
Install Hardwood Floor
Install Roof Shingles
Plumbing Rough-in
Prep Trim for Prime Coat
Sand Drywall
Set Electric Boxes

Amanda

Sand Drywall
01h:58m:57s

Job
Basement Slab Preparation

Transfer

Type
Lunch

Take Break

Clock Out

Returning to home screen in 5 seconds
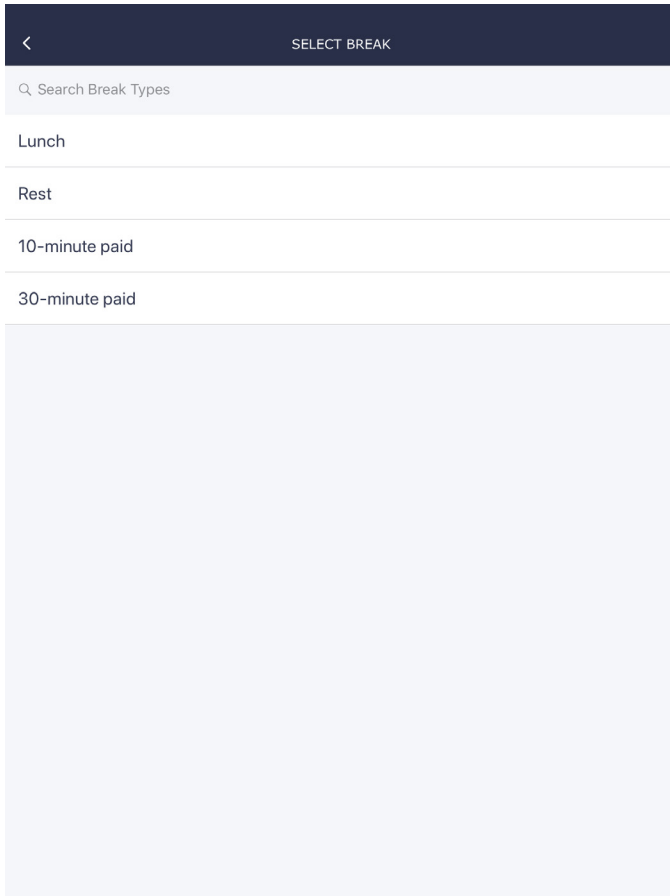
Today's Total: **0h:00m**   View Current Timesheet

Taking a Break

1. Walk up to the iPad and wait for it to recognize your face, or re-enter your **"six-digit PIN Code"**.

2. Select the type of break you will be taking. If one type of break is assigned to you, skip this step.

3. When you have selected the type of break you will take, click **"Take Break"**.
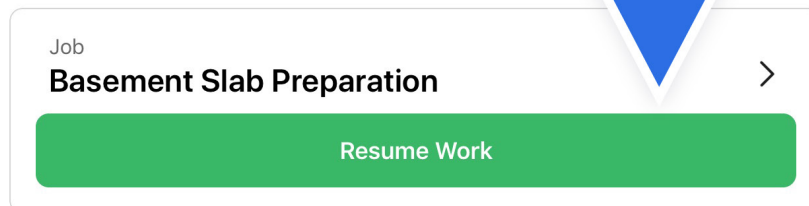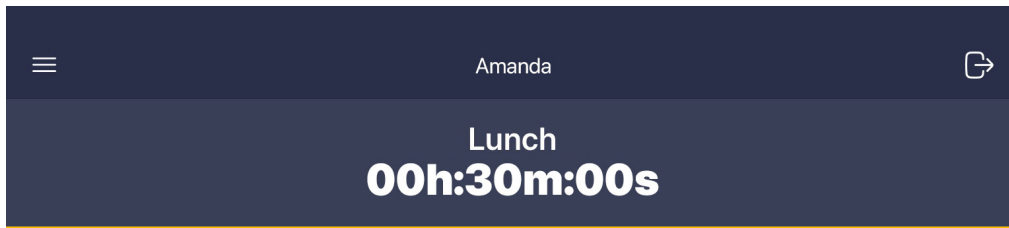

SELECT BREAK

Search Break Types

Lunch

Rest

10-minute paid

30-minute paid

Amanda
Started Break at
4:10 PM

Automatically exiting in 0 seconds...

For Clocking Back In From a Break

1. Walk up to the iPad and wait for it to recognize your face, or re-enter your **"six-digit PIN Code"**.

2. Select **"Resume Work"**. If you are required to enter a job/task, you will be prompted to select the job/task you are starting/resuming from a drop-down.

To Clock Out:

1. Walk up to the iPad and wait for it to recognize your face, or re-enter your **"six-digit PIN Code"**.

2. Select **"Clock Out"**. Wait for the screen to display your name and confirm that you are currently clocked out.

Amanda

Clocked Out at

6:13 PM

Automatically exiting in 0 seconds...