

Frequently Asked Questions

Is Support Always Included?

Yes, the Freetime system is a fully supported system, we include unlimited support to help you with additional advice or assistance - at outset and ongoing. This support is available from within the system via live chat, by email or via telephone if needed. This does not expire and is provided for the full term of the system.

We are having more than one terminal - will I need to enrol my employees on every terminal they use?

This will depend on which type of terminals you are having.

Finger Print - if you are having multiple Finger Print terminals then instead of enrolling on each terminal you can enrol on one terminal and use the 'Home Terminal' facility in the software to automatically add your employees to other terminals. The 'Home Terminal' is the terminal used for the enrolment - which may not necessarily be the actual terminal the employee will normally use (for example, you may wish to do the enrolment process at a head office).



To make use of this facility, when adding an employee to the software you will select a 'Home Terminal' for each employee. When you save the new employee in the software, the employees name and id number will be sent to that 'Home Terminal'. After this has been done, you can enrol the employee at that 'Home Terminal' by looking up the employee record on the terminal and adding the employees fingerprints to it.

Once the finger prints have been enrolled on the 'Home Terminal' they will automatically be collected to the software and sent out along with the employees name and id number to any other attendance units you have selected in the software for the employee to use. Which means they will not need to enrol at more than one terminal. So selecting the correct Home Terminal (that is the one used for enrolment) is important as it will save you needing to enrol each employee multiple times.



Palm Readers - if you are having multiple Palm Readers then when you are adding the employee within the software you will use the 'enrol now' feature to activate the terminal enrolment process. This will then enable you to enrol the employees Palms onto the enrolment terminal. Once this is completed the employee's details will be collected by the software and distributed to any other terminals they are authorised to use.



RFID / Proximity terminals - where you are using a fob or card to clock in or out, the home terminal will not be needed as when you add an employee to the software, the details are sent automatically to all attendance devices the employee is authorised for.



Face Terminals - where you are using more than one facial recognition device, then the employee will need to be enrolled on each terminal they are authorised to use.

What is 'My Shift'?

As you add new employees in the software, you will see the default shift suggested for each employee is 'My Shift'. My Shift is a simple shift system allowing a very basic and flexible approach to shift requirements. On My Shift each employee can be allowed to clock in flexibly with no set start or end time, with optional breaks and roundings, which can be set in the shift tab of each employee. You can also set times during the day when you do not pay these workers, for instance before 6am or after 5pm.

What is a reporting 'Period'?

For the purposes of the system, a 'Period' is a reporting length or duration, such as weekly or monthly. The system contains many reports that you can create, some are titled as 'Period' reports. These reports have the term 'Period' in the report name which indicates that these reports will only run for a complete period or multiples of complete periods. For example, if you run a weekly period starting on Monday then the Period reports will need to be set to run from Monday to Sunday, or a wider date range and only any full periods found within this date range will be included in the report (i.e. partial periods will be excluded).

What format types are reports available?

The system produces a full range of pdf reports as standard. CSV and XL reports are also available but must be requested initially from the Support Team who will write these for you. These will then be available within your system to run as and when you need them.

We hope you enjoy using your new system and we look forward to supporting you.