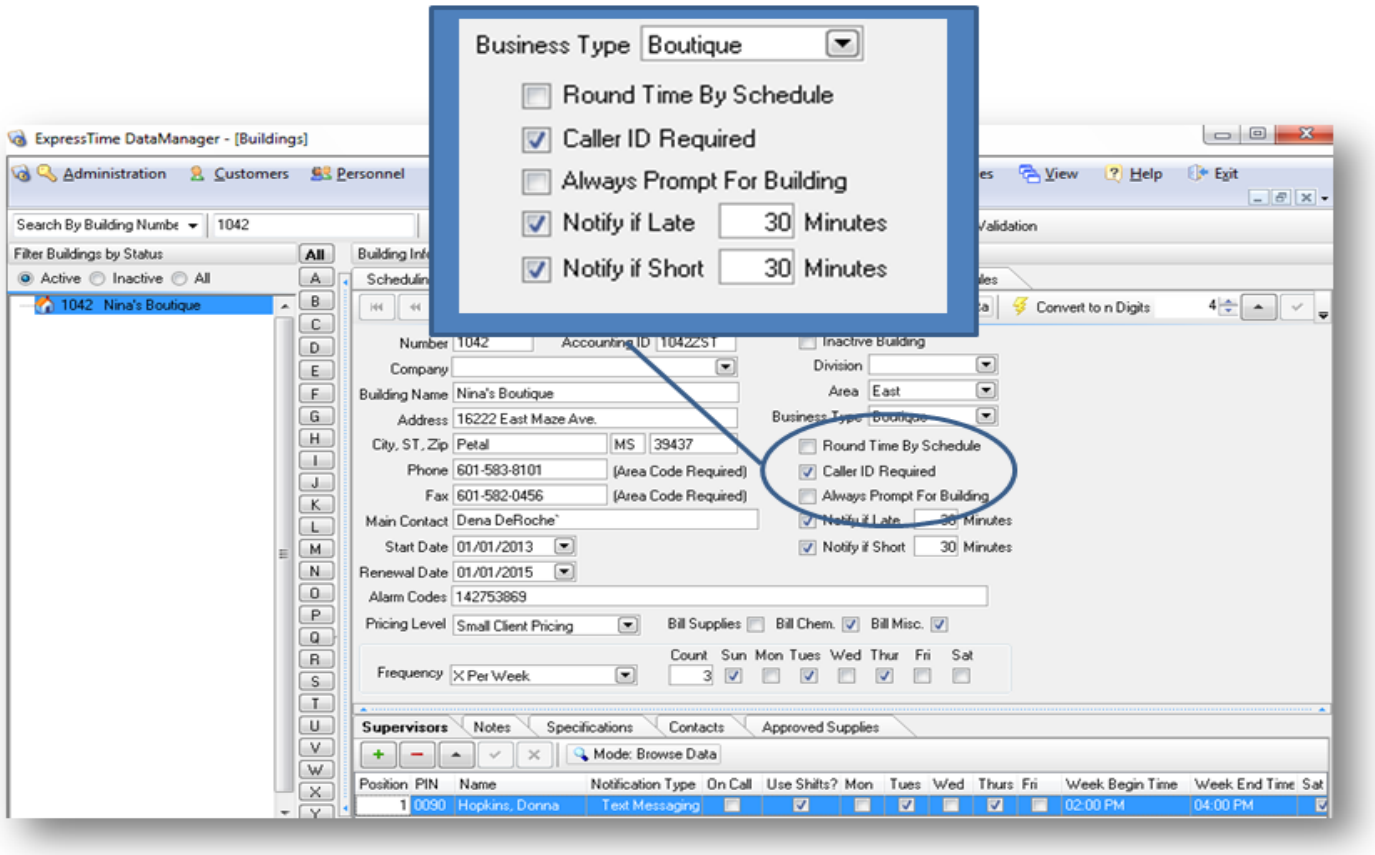
Caller ID Required



Blocked Calls ExpressTime will reject all calls made from the phone numbers where blocking is applied. This list will show the numbers that have been marked blocked in the employee's personnel record, Scheduled Services\Call Log or have been added to this list manually.

Use Caller ID - When checked, employees cannot clock in or out of the building without a valid Caller ID name. The program will indicate the invalid Caller ID status to the employee and direct them to contact their supervisor. When not checked, employees can clock in/out regardless of the caller ID received by the ExpressTime Monitor. Note: Caller ID checking may not be occurring 100% of the time. See Administration | Settings | Timekeeping for declaring the percentage of time Caller ID is used.

Always Prompt For Building - Occasionally, a client will have multiple locations sharing a trunk of phone numbers. In this case, ExpressTime cannot determine from the Caller ID, the origin of the call. Therefore, the user must enter a building number. ExpressTime will validate the Caller ID with the building but, the caller can be calling from one of several buildings with the same caller ID name and number. Check this option to force ExpressTime to always prompt for the building number in this case.

Inserting Caller ID…

Once employees have clocked in and out from each building, you are ready to insert “authorized” caller ID numbers. We recommend looking at the Call Log to review the numbers the calls originated from and establish if the number should be authorized. There is no limit to how many Caller ID numbers you can capture per building.

To review the Call Log go to Customers, Buildings, and Scheduling.
Select the building (from list on left).

Click the Call Log tab (below the calendar)

To display several days of calls, enter the desired date range in the From and To fields under the Call Log tab, then click Search. This will display the employee(s) who clocked in and the number(s) they called from.

Determine if the Caller ID matches the building they clocked into. If there is any doubt, call the number to verify it belongs to the building they are clocked into.
When you are ready to insert the “authorized” caller ID for the building, click the Caller ID tab.

On the right you will see Caller ID numbers.

Find the Caller ID Number that matches the building you have selected. (Based on checking the Call Log)

Click Use for each Caller ID Number(s) you wish to assign to the selected building, and then click Add Selected. This will move your selection(s) to the left under Caller ID Number, making it an “authorized” Caller ID. It is possible for one building to have several Caller ID numbers as calls come in from different lines in one building.

CAUTION: INACCURATE CAPTURING OF CALLER ID’S CAN CAUSE EMPLOYEES TO BE CLOCKED IN TO THE WRONG BUILDING.