

Notification Set Up

ExpressTime offers several ways to be notified of scheduled no show's, late clock in's and late punches: [Paging](#), [Text Notifications](#) and [Email Notifications](#). Although the procedures for setting up each of these types of notifications vary the same steps can be followed to trouble shoot if you are not receiving your notifications.

In order for the notification feature to work properly, there are several things that have to be in place.

1. SUPERVISOR EMPLOYEE RECORD
2. BUILDING RECORD SET UP
3. SCHEDULE

1. [Supervisor's Employee Record](#) Go to: *Personnel / Employees*

1. The supervisor's employee record must be checked "Supervisor" in order to receive notifications.
2. Regardless of the type of notification you use, the "Paging Number" field in the supervisor's employee record must contain the number you want ExpressTime to dial to send a page. For ETOOnline users the paging number must include 1+ area code with no dashes. Example: 14442227777. This must be done no matter whether you are going to use the Paging and or Text Notifications. This step is all that is required to use the [Paging](#) feature.
3. To use [Text Notifications](#) feature, locate the "Text Messaging" field in the lower left corner and type in the phone number to be texted with the @ symbol and the phone providers SMTP address. Example 16012224444@textprovider.net. Your Phone provider can provide this information for you or we have a list of these addresses as well. An email address may also be used as well for the system to send the text notification straight to your email account.

Note: an email address can be entered in the "CC:" box below the "Text Messaging" field to alert an additional person by Email of text messages gone to the supervisor.

2. [Building Record](#) Go to: *Customers / Buildings / Building Tab*

1. Check the "Notify if Late" field and designate the number of minutes you want to allow the employee to get to work before sending out a page of a no show. The system defaults to 30 minutes, but you can change this number if you wish. Notifications' will NOT go out unless this feature is checked. The same should be done for "Notify If Short" if you want to be alerted that an employee has clocked out of a building earlier than the scheduled end time.
2. A supervisor(s) must be entered in the building record and needs to be checked "On Call" in order to receive notifications. You can select as many as 4 supervisors for each building. You will need to specify which form of notification you would like to use for each supervisor from the menu.

Paging feature - When ExpressTime is defaulted to Paging it will call the supervisor every 15 minutes up to 4 times (1 hour) before calling the next supervisor listed on call if not acknowledged. The Supervisor must call into the dedicated number to retrieve the message and to stop the notification from reoccurring.

HOW A SUPERVISOR RETRIEVES A MESSAGE WHEN PAGED:

If you are a supervisor on call and you receive a page from ExpressTime you will see the caller ID for the ExpressTime line on your cell phone. Call the ExpressTime line, enter your PIN, any building number and your message will play.

Text Notifications feature - When using Text Notifications, ExpressTime will send out an easy to read text message notifying ALL supervisors "On Call" listed in that building of no shows, late clock in's and early clock outs.

Example: *John Doe did not clock in to Acme Warehouse at 01/20/2010 06:00am*

3. Schedule Go to: *Customers / Buildings / Scheduling Tab*

A schedule must be created for the notifications to work. This is how ExpressTime knows an employee is supposed to be in a building. See "Scheduling Guide" on how to set up a schedule.

PIN	Project	Project Number	Employee Name	Pay Rate	Pay Method	Scheduled Date	Scheduled Begin Time	Scheduled End Time	Actual Begin Time	Actual End Time	Scheduled Hours	Regular Hours	Time Adjust (mins)	Total Hours	Budgeted Hours	Notify Late	Notify Short	Service	Comments
											0.00	0.00	0	0.00	0.00				