complete guide to timesheets in coolcare.

The timesheets are where all clocking information is processed and links to payroll to determine how many hours staff members will be paid for based on the times they clocked in and out. The timesheets can be viewed at two different levels, per home showing all the timesheets for all staff members and per staff member showing all timesheets for a specific staff member. To navigate to the timesheets:

- Log in to CoolCare
- Select **Staff – Timesheet**

Here's an example of what the timesheet will look like:

- Shifts appear on timesheet from an employee clocking in and out and match against the position definitions (entered shift times for each position that are set up in Care Home/ Positions), for each position within the care home.
- Each shift is colour coded as follows:
- **Blue** – snapped to shift (matches the shift definition and within the shift configuration rules)
- **Orange** – not snapped to shift (this does not match shift definitions or not within the shift configuration rules. The hours must be checked and possibly amended)
- **Pink** – the shift has been adjusted manually
- **Green** – the shift has been authorised
- Additional codes will appear in brackets i.e., **T** for training, **E** for extra hours, **H** for holiday

Although CoolCare will automatically correct some hours, the timesheets should still be checked to ensure that everyone's hours are correct. We recommend checking the timesheets daily the morning after when all night staff have clocked out. There are various aids that can used to help with checking timesheets which are explained throughout this guide.

shift snapping.

When a staff member clocks in and out CoolCare will snap their shift to predefined shift times. This means that if a staff member clocks in and out within the range of a predefined shift, the hours on the timesheet will set as the shift hours rather than the specific hours the staff member clock in for. Please see our **Rota & Timesheet Configuration** guide for more information on these settings.

If a timesheet entry snaps to shift, it will display as blue on the timesheets indicating that the shift should be correct. However, if the shift does not snap to shift it will appear as orange indicating that the shift should be checked and potentially amended if incorrect.

managing timesheet records.

You can update timesheet records in several ways to ensure that the timesheets accurately reflect the hours worked in the home by each staff member.

adding or amending shifts.

If a shift does not exist or has the incorrect number of hours, or the staff member has worked extra or other hours you can amend the shift directly on the timesheets.

- Navigate to the **Timesheet**
- Find the staff member in the list
- Click on the shift you are wanting to amend or the empty cell
- Change the hours
- Click **Save**

Please note: Amending the timesheet hours will not correct the direction of the staff members clocking in and out. If a staff member has forgotten to clock in or out a manually clock should be added.

Hours can be amended here. Standard hours may also need to be amended to Extra hours if overtime has been worked.

Clock times are shown here. If a staff member has forgotten to clock in or out these may need a manual clock.

You can also use the **Add Event** button to add a second timesheet event if a staff member already has one for that day. This second entry will appear the original for that staff member and day and can be amended like any standard timesheet entry.

changing the worked position.

If a staff member has any extra positions, you can change the position they worked on a particular shift. The positions available to select from are only positions that they have in their record as extra positions or their main position.

- Navigate to the **Timesheet**
- Find the staff member in the list
- Click on the shift you want to amend the position for
- Change the shift in the drop-down box
- Click **Save**

Please Note: For further information about extra, main and pool positions, please see our **Staff Records – Positions & History** guide.

locking and unlocking timesheets.

To help keep payroll accurate, you can lock the timesheets in CoolCare so that no other amendments can be made to them prior to a specified date.

locking the timesheets.

- Navigate to the **Timesheet**
- Click on the padlock symbol in the top right of the timesheet
- Select the date you want to lock the timesheets up to and click **Update**

unlocking the timesheets.

- Navigate to the **Timesheet**
- Click on the padlock symbol in the top right of the timesheet
- Select the date of the day before you need to be unlocked and click **Update**

Update Timesheet Lock ✕

Timesheets after this date will be creatable / editable.

Lock until

| 31/05/2023 | 📅 |

☑ Authorise all events up to the new lock date ⓘ

[Update]

authorising timesheets in bulk.

If you have permission to authorise timesheets, you will also be given the option to authorise all timesheet events up to the new lock date. If ticked, this option will authorise all the shifts on the timesheet on the locked dates, allowing you to authorise shifts in bulk.

comparing the timesheet to rota.

Using the **Compare to Rota** button in the top right corner of the timesheet, the timesheet looks at the rota data and flags up any discrepancies between the two. It will show an exclamation mark symbol against any shift it finds a discrepancy with for you to check. Hovering over the symbol can tell you more about the hours without you needing to click into the shift itself.

individual timesheets.

As well as the full timesheet you can view staff member's timesheets individually. The benefits of viewing the individual timesheets are that you can view all the timesheets within a date range specified if it does not exceed 15 weeks.

- Navigate to **Staff Records**
- Open the record of the staff member you want to view the timesheets for
- Select **T&A – Individual Timesheet**

Once you are in the Individual Timesheet page the default will display the last five weeks of timesheets. To change the date range, you can select the date range by using the selection at the top.

| General | T&A ▼ | H.R. ▼ | Payroll ▼ | Training | Documents ▼ | Vaccination |

Individual Timesheet   29/09/2025 to 30/11/2025 [Go]

🟩 Authorised
🟪 Manually Changed
🟦 Snapped to Shift
🟧 Not Snapped to Shift

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
24 Nov - 30 Nov	11	11	11(H)				
17 Nov - 23 Nov	11			11(H)	1(T)		
10 Nov - 16 Nov							
03 Nov - 09 Nov	11(H)	11(H)			11		
27 Oct - 02 Nov			0	11(H)			
20 Oct - 26 Oct			11		11		
13 Oct - 19 Oct			11		11(H)		
06 Oct - 12 Oct		11					
29 Sep - 05 Oct	22(H)		11				

Please Note: You cannot manually add or edit timesheet events in the Individual Timesheet

timesheet export.

The timesheet export is a full CSV export of all hours worked on the timesheets per week. It includes staff member, date, hours type, position, hours worked, as well as any notes from the timesheet events.

- Navigate to the **Timesheet**
- Select the week you want to export
- Click **Export**

This will generate an excel report of your timesheet events for the chosen week.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	Staff Name	Payroll Number	Main Position	Department	Date In	Time In	Date Out	Time Out	Worked Position	Type	Hours	Snap Status	Notes	Authorised
2	Miss Amelia Watson	1652	Senior Carer	Care	24/11/2025	06:55:00	24/11/2025	19:05:00	Senior Carer	Standard	11	Snapped		
3	Miss Amelia Watson	1652	Senior Carer	Care	25/11/2025	06:55:00	25/11/2025	19:06:00	Senior Carer	Standard	11	Snapped		
4	Miss Amelia Watson	1652	Senior Carer	Care	26/11/2025		26/11/2025		N/A	Holiday	11		test request	
5	Miss Courtney Wheeler	1356	Care Assistant	Care	24/11/2025	06:55:00	24/11/2025	19:00:00	Care Assistant	Standard	11	Snapped		
6	Miss Courtney Wheeler	1356	Care Assistant	Care	26/11/2025	06:50:00	26/11/2025	19:00:00	Care Assistant	Standard	11	Snapped		
7	Mr Harry Scott		Maintenance	Maintenance	26/11/2025		26/11/2025		N/A	Training	1		First Aid Awareness: (1.0)	
8	Mrs Hilda Connors	3234443322	Care Assistant	Care	24/11/2025	07:15:00	24/11/2025	19:00:00	Care Assistant	Standard	11.75	Not Snapped		
9	Mrs Hilda Connors	3234443322	Care Assistant	Care	26/11/2025		26/11/2025		N/A	Training	1		First Aid Awareness: (1.0)	
10	Mrs Nadine Khan	1162	Senior Carer	Care	25/11/2025	00:00:00	25/11/2025	23:59:00	Senior Carer	Extra	6	Manually Changed		Authorised
11	Mrs Nadine Khan	1162	Senior Carer	Care	26/11/2025	06:55:00	26/11/2025	19:01:00	Senior Carer	Standard	10	Manually Changed		
12	Mrs Nadine Khan	1162	Senior Carer	Care	26/11/2025		26/11/2025		N/A	Training	1		First Aid Awareness: (1.0)	
13	Mrs Nora Harris	2484	Care Assistant	Care	25/11/2025	06:55:00	25/11/2025	19:00:00	Care Assistant	Standard	11	Snapped		
14	Mrs Nora Harris	2484	Care Assistant	Care	26/11/2025	06:00:00	26/11/2025	19:30:00	Care Assistant	Standard	13.5	Not Snapped		
15	Mrs Rachel Marshall		RGN	Nursing	26/11/2025		26/11/2025		N/A	Training	1		First Aid Awareness: (1.0)	
16	Ms Julia Strong		Care Assistant	Care	25/11/2025	06:55:00	25/11/2025	19:15:00	Care Assistant	Standard	11	Snapped		
17	Ms Julia Strong		Care Assistant	Care	26/11/2025	06:50:00	26/11/2025	19:05:00	Care Assistant	Standard	10	Manually Changed		
18	Ms Julia Strong		Care Assistant	Care	26/11/2025		26/11/2025		N/A	Training	1		First Aid Awareness: (1.0)	

timesheet reports.

There are several reports available for you to use to analyse your timesheet hours. These are all found in the **Staff – Reports** section of CoolCare.

bank staff hours.

This report looks specifically at your timesheet hours for any bank staff in the home, allowing you to view them separately from all other staff for a given date range.

in home between dates.

Using your timesheet, this report will generate a list of staff that were working in the home between a specified date range. It can be ordered by staff name or payroll number.

budget vs timesheet.

This report compares the budgeted hours set up within your rota setup with the timesheet's hours for a specified period. This helps indicate how well the home is been staff against the hours budget.

planned vs timesheet.

This report compares the planned hours for the rota with the timesheet's hours for a specified period. This helps indicate how well the home is been staff against what was planned to happen.

timesheet totals.

This report gives you a full breakdown of all the hours in the timesheets for all staff members at the home within a given period.

staff pool hours.

This report focuses on pool staff, seeing what hours the pool staff in your home have worked at other homes in your company, useful if you do not have access to those other home's full timesheets.

staff hours analysis.

This report allows you to compare budget hours against your timesheet hours within a given period. It can be run at group, company or home level. The report will display for each day in the date range: occupancy and occupancy percentage figures, broken down by department if ran at home level. It also includes a comparison between the Budget vs Planned, Budget vs Timesheet and Planned vs Timesheet figures.