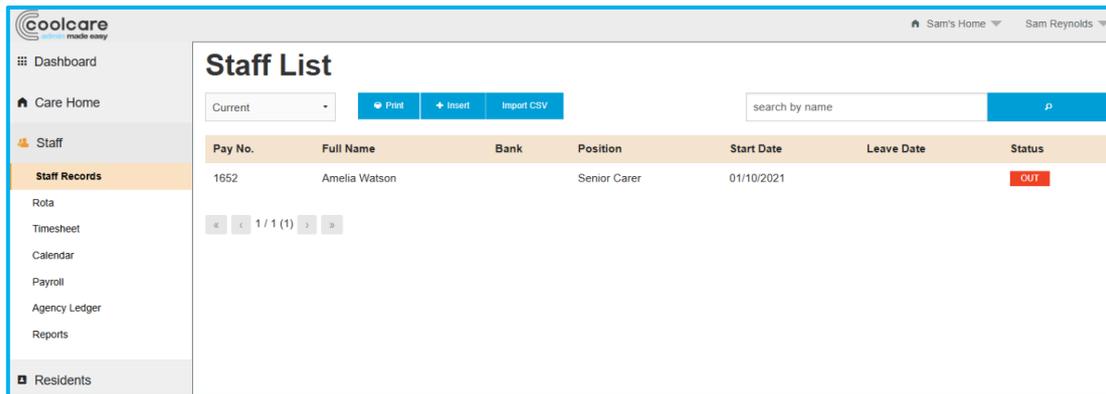
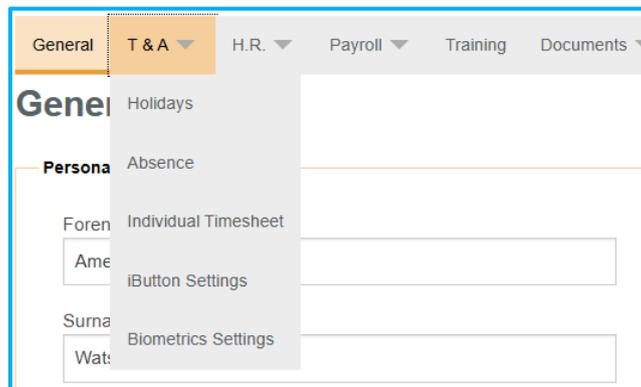


# adding and archiving manual clocks in coolcare.

Manual clocks can be added to a staff member to clock them in or out without the use of their fob. To add a manual clock, you will need to navigate to the staff record. Navigate to **Staff – Staff Records** and select the staff member you want to add the clock for; you can easily find them by using the search box.

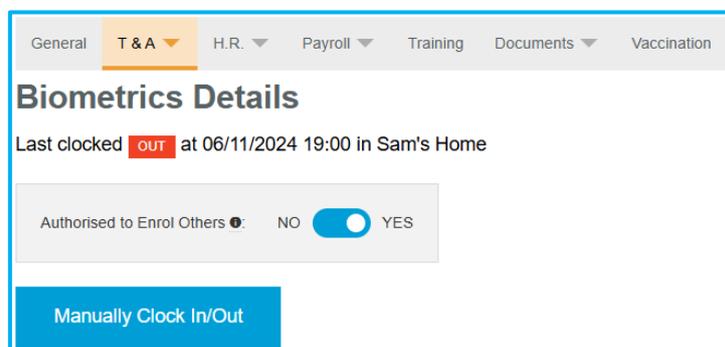


Once you are in the staff record, navigate to **T&A – iButton Settings** if you use a Nohmad device or **Biometric Settings** if you use the Biostation.



## adding a manual clock.

On either screen you should see the button to **Manually Clock In/Out**.



**Please note:** If you use the iButton Details page, the staff member will require an iButton Number to be manually clocked. Please see our guide on *Assigning iButtons* for more information.

When you click **Manually Clock In/Out** a new window will appear where you add the information needed to create the clock. You can select the date, time and home the manual clock should appear at. Manual clocks can be added in the past, up to 7 days ago, and can be at any home in your company the staff member has extra positions for.

**Please note:** When adding the clock's time, this is in a 24-hour clock format.

## archiving clocks.

Archiving a clock will stop it from being included on the timesheet and move it to the **Archived Clocks** section of the iButton/Biometric settings page. If a staff member has accidentally clocked too many times, then you would want to archive the extra clock to correct their timesheet and clock direction.

| Clock History       |           |            |  |
|---------------------|-----------|------------|--|
| Clock Time          | Direction | Home       | Device Type  |
| 01/10/2025 19:12:00 | IN        | Sam's Home | MANUAL  |
| 01/10/2025 12:41:00 | OUT       | Sam's Home | MANUAL  |
| 01/10/2025 06:55:00 | IN        | Sam's Home | MANUAL  |

To archive a clock, click the red button next to a clock on a staff member's clock history; CoolCare will then ask you to confirm if you want the clock to be archived; click OK to confirm and the clock will be moved to archived clocks.

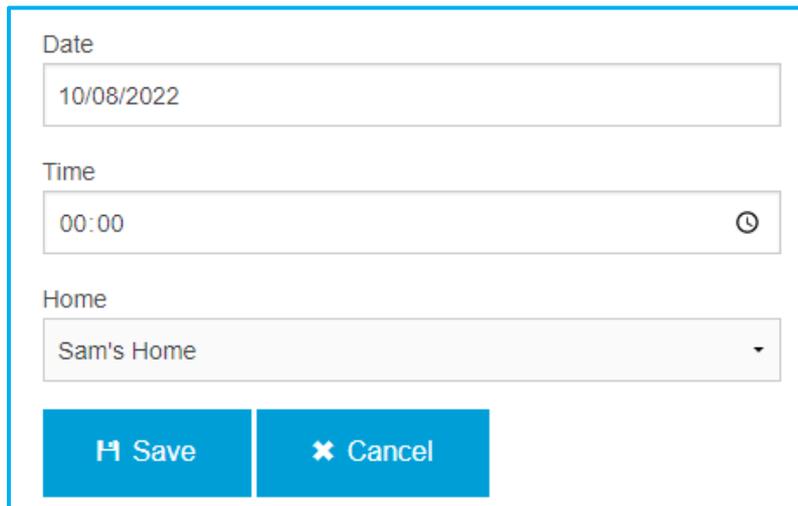
| Archived Clocks  |            |             |
|---|------------|-------------|
| Clock Time  | Home       | Device Type |
| 01/10/2025 12:41:00   | Sam's Home | MANUAL      |

## correcting clocks over 7 days.

If you come across a situation where a staff member's clocks are out of sync and require a clock over 7 days ago, you will be unable to add a single manual clock to correct it. Instead, there are a couple of steps to take to ensure the hours are accurate and the clock directions are correct again.

Firstly, adding a manual clock to correct the clock directions:

- Open the staff record
- Navigate to **T&A – iButton/Biometric Settings**
- Add a manual clock as far back as the system will let you
- Select the earliest date the system will allow, and set the time to 00:00



The screenshot shows a form for adding a manual clock. It contains three input fields: 'Date' (10/08/2022), 'Time' (00:00), and 'Home' (Sam's Home). Below the fields are two buttons: 'Save' and 'Cancel'.

Adding this clock will reverse the direction of every clock after it, correcting the hours for any shifts in the past week and ensuring the staff member is clocking in the right direction the next time they do so.

With the clock direction corrected, all that's left is correcting the hours for any shifts that came before the missing clock. These will have to be amended manually on the timesheet, by opening the timesheet event and changing the **Standard Hours** on the timesheet event. While the clock times on the timesheet will be incorrect on these, a note can be added to the timesheet event to explain why. Please see our *Managing Timesheets* guide for more information on amending timesheet events in Coolcare.