

Back to Basics - Timeclocks

FAQs



Q: Can you advise on how Timeclocks benefit patient flow further?

A: Timeclocks allows you to have a live, operational view of all staff and so highlights where potentially staff could be redeployed to be utilised better. The Timeclock attendance status also contributes / excludes people from the SafeCare calculations to assist with this process.

Q: Does the unit applicability work in the same way as award rules? E.g., no unit set means device is global?

A: For Attendance Devices, yes leaving the unit applicability blank means that it will apply to all. Adding a unit applicability restricts it to those units selected.

Q: Could you provide details of the additional hour 'system buffer' that is outside of the tolerance periods please?

A: This 'buffer' is a background process that occurs (not visible or configurable in the UI) and is added on top of the tolerances. It is something that has always been there and is used by the system to help determine if a clock event might be for a particular duty assignment or not. For example, if the clock event time is greater than your tolerance and the 'buffer' then the duty assignment is not considered for the clock event to be attached to.

Q: Are Grace Periods on a tolerance an additional feature to be added?

A: Yes, Grace Periods are an additional feature to be switched on. If you are interested in using Grace Periods, please raise this with our support team to turn on, the feature toggle required is '*Feature_GracePeriodTolerance.*'

Q: If using Loop to clock in and out, can you advise when shifts can be finalised if clocked in within tolerances, please?

A: Duties cannot be finalised with exceptions (until the exceptions are resolved), so if there are no exceptions (if they have clocked in within tolerances) then there isn't a limit as to when you can finalise them - it can then be down to your organisations processes around finalisation timelines.

Q: If someone has not clocked in but subsequently clocks out, this comes through as a late clock in exception, how would this be automatically dealt with as it is not really a late clock in?

A: This is in relation to the auto approve exceptions functionality coming in 11.3.3. We would expect the system to look at the exception type that the exception is listed as and look at your rules set up to see if you have a designated action for that exception type and then use this. This is one that we would recommend you test in your PRE-PROD before going into LIVE to ensure this would work as you'd like if you wish to use this functionality.

Q: Could I ask for a Timeclocks Data Flow process as needed for Data Protection Impact Assessments (DPIA) please?

A: There is a QRG in the Timeclocks knowledge section on our portal that might help with this : <https://www.allocate.support/hc/en-us/articles/360008957739-TimeClocks-Information-Poster>
We would also recommend raising with your Account Manager who can provide further information on this as required.

Q: How can we get more devices for our organisation?

A: If you would like to purchase more devices, please raise this with your Account Manager, they will be able to assist you with this query.

Q: Can we use timeclocks for already rolled out areas?

A: Yes, timeclocks can be used for any areas that are rostered. You will need to review the set up of the existing area and add in the required timeclocks configuration to then enable the go live

with timeclocks. We would also recommend looking at your comms plan to communicate to your staff about the change to give enough time for staff to get enrolled on the devices and ask any questions about the change over before you go live.



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