



SMART
Smart Decisions Start Here

SMARTTIME MANUAL

Revised 08/2015

SMART, Inc.

2450 West Osborn Road

Phoenix, Arizona 85015

800.245.5230

602.277.1725 (Fax)

www.onlinesmart.net

<https://onlinesmart.net>

SMARTsupport@OnlineSMART.net



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The procedures and information in this manual are revised on an ‘as needed’ basis to assist our clients in meeting regulatory, reporting, and daily operational needs / standards as they are identified. Schools are responsible for complying with Federal / Accrediting / State regulations; SMART does not assume any responsibility for provision / dissemination of regulatory information, its interpretation by the school, or for data input into the software.

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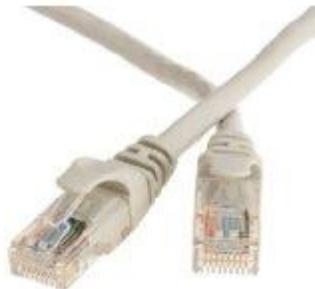
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SECTION 1: SYSTEM REQUIREMENTS FOR INSTALLATION

SYSTEM REQUIREMENTS FOR INSTALLATION

1. In order to utilize SMARTTime, your school's computers must be networked. If you are unsure whether your school is networked, please consult a capable IT person.
2. The school must have the capability to assign static IP addresses to all computers and time clocks that use SMARTTime.
3. SMARTTime is Windows compatible and can be installed on Windows 7, Windows 8, Windows 10, and Windows Server. Installing SMARTTime on Windows XP or Windows Vista is not recommended. If a school utilizes Mac OS, an IT Technician can configure the computer to run Windows side-by-side with Mac OS using a solution called Parallels. Microsoft SQL 2008 R2 will also be installed along with SMARTTime.
4. Please ensure ALL available Microsoft Windows Updates have been installed on each computer that will be utilizing SMARTTime, prior to installation. We recommend that your school entrust this technical maintenance to a capable IT person. (www.update.microsoft.com)
5. Many schools have firewalls and/or anti-virus programs for computer security. Your school's IT Technician must configure your anti-virus and/or firewall settings to allow communication for SMARTTime, OnlineSMART.Net, and the time clock. We ask that you do this prior to the installation process so these programs do not interfere with our system. Please complete this on ALL computers that will be utilizing SMARTTime. There may be conflicts with Norton Security. If there are issues the customer may need to have their IT Technician remove Norton. SMART recommends schools install Microsoft Security Essentials (http://www.microsoft.com/security_essentials/) it is a free download off of the internet.
6. At the time of install, a SMART Support Representative will instruct you on installing a remote access tool that will need to be installed on ALL computers utilizing SMARTTime in order for SMART to connect and complete the installation process. With the purchase of SMARTTime, the school receives 3 installations, one for the host computer and 2 workstations, if needed. If not used, SMART will keep a record of the install credits on file for future use by the school. Any additional workstation installs and/or moves of the host location will be at a cost of a \$150.00 minimum and \$75.00 per additional hour, if the total process exceeds the 2 hour window allotted.
7. Before installation, please decide which computer at your school is the best one to become the SMARTTime "Host Computer". Your host computer's location should be easily accessible to employees utilizing SMARTTime, but away from student access.
8. At the time of install, please make sure the SMART representative is logged on as an administrator to the computer that will be delegated the host computer.
9. Plug your biometric time clock into a surge protector to protect it from electrical surges. If a time clock is not plugged into a surge protector at the school, SMART will not honor the manufacturer's warranty.
10. Make sure that you have an RJ45 Cat 5e Ethernet cable to connect your new time clock to your router. The time clock is installed and functions like a networked computer.



11. Time clocks should not be placed in an area where they will be in direct sunlight or extreme temperatures.



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SECTION 2: BACKING UP YOUR SCHOOL'S DATA

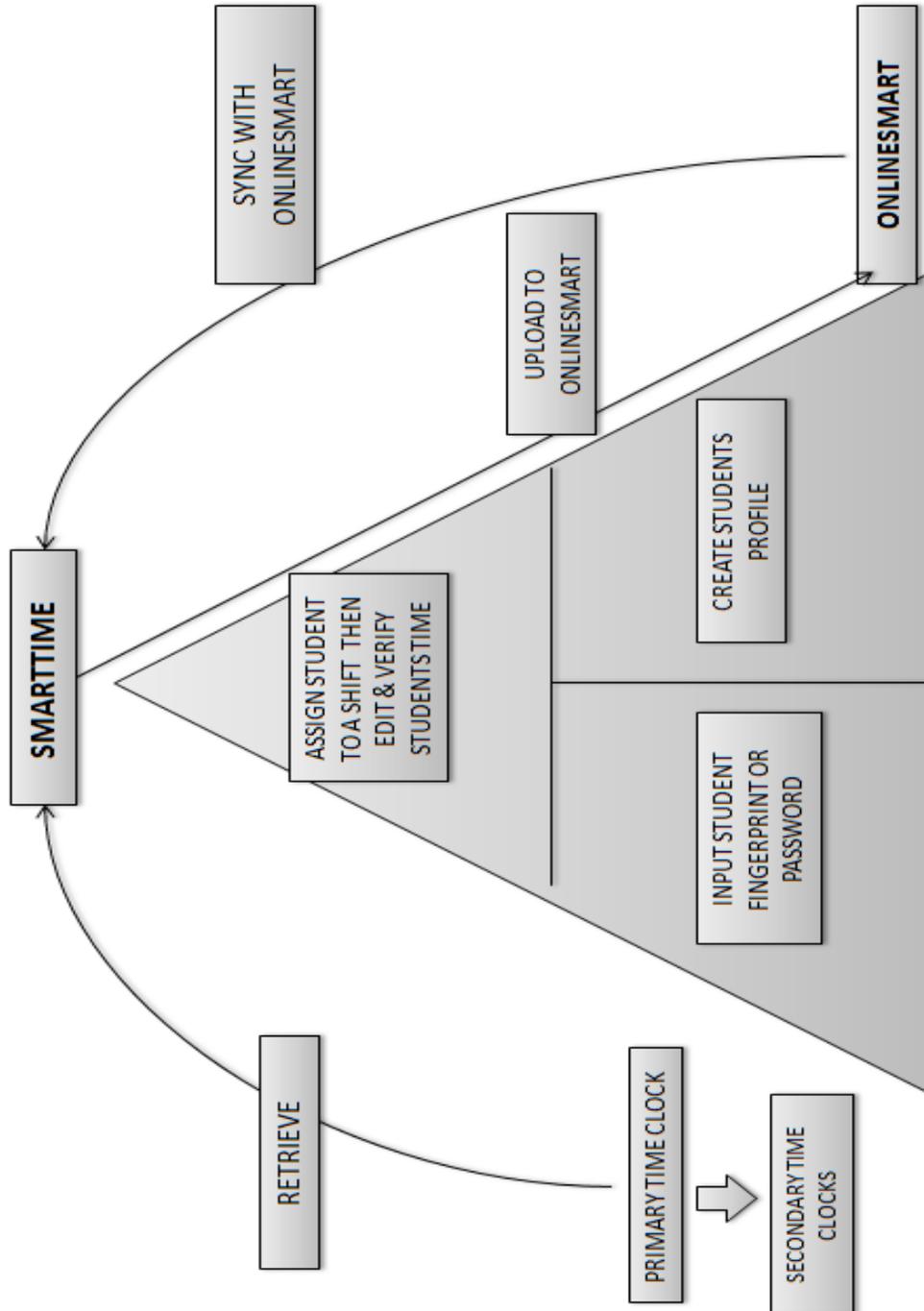
BACKING UP STUDENT ATTENDANCE

All time clock attendance records are stored on the school's host computer. SMART recommends that schools make nightly backups of the hard drive located on the host computer. These recommended backups are only for the records in SMARTTime. Once attendance has been sent to OnlineSMART, nightly backups are completed by SMART to ensure your data is not lost.

IMPORTANT: Backing up your hard drive will only ensure that student attendance records are not lost. If your school's host computer suffers a hard drive failure, SMARTTime will need to be reinstalled by the SMART Tech Support Team. There will be a fee to reinstall the software if your institution has no remaining installation credits.

IMPORTANT: SMART is not responsible for loss of data due to schools not backing up their system appropriately. If your host computer crashes, SMART advises that your school immediately start utilizing a sign-in sheet for your students. Be prepared to enter your attendance manually until a SMART Support representative can confirm that your schools data file was backed up correctly.

SECTION 3: SMART SYSTEM COMMUNICATION FLOWCHART





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SECTION 4: CONFIGURATION MENU

CONFIGURATION: GENERAL TAB

The General tab in SMARTTime is where communication between the software and database is configured. It is in the General tab that a SMART representative will set up the Company Name, Data Provider, and Connection String that is unique to your school. **It is extremely important that you do not change any areas of configuration once it is saved.** This information should only be changed by a SMART representative. If an independent IT person changes these items, SMART will charge \$75.00 per hour to reconfigure. Changing even a decimal in the connection string will terminate communication with the SMARTTime database on the school's computer.

You can determine whether the computer you are accessing the SMARTTime software through is the Host or a Workstation by the format of the Connection String.

Host Connection String Example:

```
Data Source=(local)\SQLEXPRESS;Initial Catalog=SmartTime;Trusted_Connection=Yes;
```

Workstation Connection String Example:

```
Data Source=SERVERNAME\SQLEXPRESS;Initial Catalog=SmartTime;uid=smarttime;pwd=smarttime1234;
```

NOTE: The "Allow Edits in Close Out" drop down will automatically populate to "Yes". Some schools reside in states that enforce regulations prohibiting any editing of student clock in or out times. These schools should select "No" for this option; this will restrict the editing of clock times in SMARTTime. Time can always be edited in OnlineSMART.Net, but be sure to review and understand your state's regulations in regards to the editing of time.

***For example, most TEXAS SCHOOLS are required by state regulation to process actual clock in and out times and make absolutely no adjustments to student hours of attendance.

CONFIGURATION: TIME CLOCKS TAB

The Time Clocks tab allows a SMART representative to set the IP address for each individual time clock. This setting allows the school's network to communicate with SMARTTime and give the ability to communicate with multiple time clocks. **It is extremely important that you do not change any areas of configuration once it is saved.** This information can only be changed by a SMART representative. If an independent IT person changes these items SMART will charge \$75.00 per hour to reconfigure. Changing even a decimal will terminate communication between SMARTTime and the time clocks.

The Time Clocks tab is also where you will ensure your time clocks are set to the correct date and time. The time clocks mirror the settings on your host computer. Therefore, when daylight savings goes into effect and your school's time clocks are no longer accurate, you will need to change the date and time settings on the host computer. On most Windows computers, you can find this feature by clicking on the date and time that is displayed in the lower right hand corner. Then from the Time Clocks tab, you will select each clock individually and then select the test button at the bottom of the window. This will reset the date and time on the clock to mirror the information on the host computer.

CONFIGURATION: ONLINESMART.NET TAB

The OnlineSMART.Net tab is used to sync SMARTTime with OnlineSMART.Net software. During installation a SMART representative will enter OnlineSMART.Net Company Name, OnlineSMART.Net School Name, and the Key. **It is extremely important that you do not change any areas of configuration once it is saved.** This information should only be changed by a SMART representative. If an independent IT person changes these items, SMART will charge \$75.00 per hour to reconfigure. Changing even a decimal will terminate communication between SMARTTime and OnlineSMART.Net.

Should you require assistance in this area, it is recommended that you call SMART Support at 1-800-245-5230 option 1.



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SECTION 5: SHIFTS MENU

SHIFTS: SHIFT LIST TAB

The Shift List tab is where you will create shifts for your students as well as your instructors and employees. Your school's SMART trainer will assist you in the initial setup for shifts. If you choose to change them or add shifts in the future, please follow the instructions below. It's important to realize that creating more shifts in SMARTTime will require you to spend more time in close outs. Please consult a SMART Trainer or Support representative if you need assistance with making changes to shifts.

What is the difference between the Shift Types?

Student Type: This Shift Type is for all students enrolled in a course at the school. Students are tracked in SMARTTime as well as OnlineSMART.Net. This Shift Type will also include your Student Instructors.

NOTE: Schools that operate high school vocational programs will need to keep their high school student records separate from other student records for tracking purposes mostly related to financial aid. SMART recommends that you track these students in SMARTTime under an employee or instructor type so they are not confused with your regular student body. These students should not be tracked in OnlineSMART.Net because they will be reflected in your annual reports if they are housed in your online database.

Employee Type: This Shift Type will allow you to add administrative staff profiles to SMARTTime in order to track time for payroll purposes. Employees will not be linked to a profile in OnlineSMART.Net and the tracking of them is limited to attendance report functionality only.

Instructor Type: This Shift Type can be used to differentiate between administrative employees and instructors. It operates the same way Employee Type does in that you can add instructor profiles to SMARTTime in order to track time for payroll purposes. Instructors will not be linked to a profile in OnlineSMART.Net and the tracking of them is limited to attendance report functionality only.

How do I create a Shift?

1. Select a Shift Type: Student, Instructor, or Employee.
2. Select the New button on the bottom right of the SMARTTime software screen.
3. Enter the Shift Name and Description depending on your school's shifts. Example: Full Time, Part Time, Evening Students, or All Students.
4. ***SMART's recommendation is to create one shift for All Students. SMART recommends this because each shift created will add extra steps in your schools attendance close out procedures. However, if your school has a high student count (65+ students) it may be beneficial to have additional shifts to differentiate between, for example, Part Time and Full Time. This will cause additional steps in the close out process, but may make the process clearer by separating the two groups.
5. Once you have entered the Shift Name and Description select the Save button on the bottom right of the SMARTTime software screen.
6. Duplicate this process for all shifts.

NOTE: This software can be utilized to track employee hours. However, please remember this software was developed for students and if you are using it for an employee time management system, you will be limited to SMARTTime reports only.

SHIFTS: TIME SLOTS TAB

The Time Slots tab allows you to associate time frames for each shift created. The options are Daily Shift or Weekly Shift. If you wish to assign the same time frame for every day of the week you would choose Daily. If you wish to assign different time frames for certain days of the week you would choose Weekly. Again, your school's SMART Trainer will assist you in the initial set up of the shift parameters. If you wish to change these parameters in the future, please follow the instructions below.



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How do I create a Time Slot for a shift?

***It is important to understand that the student schedule in OnlineSMART.Net is where you have set the students "Scheduled Hours". In this section you are setting the Time Slots, which need to be open for all times that the student is allowed to receive hours. It is okay if the Time Slots are open for more than the students' scheduled hours, but if it is set for less than the scheduled hours, a student will not be able to receive those hours that fall outside of the Time Slots. Remember, you always want to enter the time frame that a student can receive time in. For example if a student's shift is 8:00 a.m. - 4:00 p.m. but the student can make up hours until 5:00 p.m., you would create the Time Slot out until 5:00 p.m.

1. Select a Shift Type: Student, Instructor, or Employee.
2. Select the Shift Name.
3. Select either Daily or Weekly. If selecting daily, all days are set using one set of time slots. If selecting weekly, you will check the box next to each day you want students to be able to earn hours on, then you will set times for each day you are including in the shift. To set the time slots, click on the time next to each day to enable editing, input the time that the shift will Begin At and End At. To maneuver the time entry area, use the arrow keys on your keyboard. After you have completed the time hit the tab button on your keyboard and SMARTTime will prompt you to save the entry. Do this for all time slots you are entering.
4. For SMARTTime to function correctly the Time Slot tab will always need the Max Hours and Auto Out Time set. Some states have a max hours regulation that declares how many hours a student can earn in a day. If your state has this, set it for that time. If your state does not have a max hours regulation, set the max hours for 12+ hours or the maximum amount a student can receive per day, according to your school policy. It will not hurt the system if it is set for more hours than the student could receive, but if it is set too low it will not allow the student to receive those hours. SMART's recommendation for Auto Out Time is a generic 11:59 p.m. This is a safeguard that will automatically clock the student out at 11:59 p.m. if the student forgets to clock out at the end of their day. In close out, the system will show the auto clock out for 11:59 p.m. and the school employee can see that the clock out is not an accurate time and edit it.

***If you have made changes in the Time Slots tab and the Update button in the upper right corner is highlighted, click the button before navigating away from this screen.

NOTE: Be sure to assign a time slot for each shift you create, later you will assign each student to a shift.

SHIFTS: ATTENDANCE RULES TAB

The Attendance Rules tab allows you to set certain parameters for each of the shifts you have created.

What is Clock in late grace? (Most schools do not use this feature.)

Clock in late grace minutes allows a certain number of grace minutes that you specify for students who are clocking in late. The SMARTTime software will adjust their time to the school's clock in time set on the Time Slot tab.

Example: Parameters are set to a 15 minute grace. Sally clocks in at 8:35 a.m. Her shift started at 8:30 a.m. In this instance, Sally will have a start time of 8:30 a.m. SMARTTime software would have given her up to 15 minutes (8:45 a.m.) of late grace time in this case.

What is Clock in early adjustment? (Most schools use this feature.)

Clock in early adjustment minutes allows students to clock in early and not wait until the clock in time. This helps if your school has a lot of students. Instead of having a long line of students waiting at the time clock, they can clock in and be seated before their start time. SMARTTime software will adjust their time to the school's clock in time set on the Time Slot tab.

Example: Parameters are set to a 15 minute adjustment. Sally clocks in at 7:53 a.m. Her shift is set to start at 8:00 a.m. In this instance, Sally will have a start time of 8:00 a.m. SMARTTime software would have given her up to 15 minutes (7:45 a.m.) of early adjustment minutes in this case.

What is Clock out early grace? (Most schools do not use this feature.)

Clock out early grace minutes allows a certain number of grace minutes that you specify for students who are clocking out early.



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Example: The parameters are set to a 15 minutes grace. Sally clocks out at 4:45 p.m. Her shift is set to end at 5:00 p.m. In this instance, Sally will have an out time of 5:00 p.m. SMARTTime software would have given her up to 15 minutes (4:45 p.m.) of early grace time in this case.

What is Clock out late adjustment? (Most schools use this feature.)

Clock out late adjustment minutes allows students to clock out late and have their time adjusted to the school's clock out time. Example: The parameters are set to a 15 minutes adjustment. Sally clocks out at 5:10 p.m. Her shift ended at 5:00 p.m. In this instance, Sally will have an out time of 5:00 p.m. SMARTTime software would have given her up to 15 minutes (5:15 p.m.) of late adjustment minutes in this case.

What is Hours before lunch deduction?

Some states have a max hours regulation that declares how many hours a student must attend in a day before deducting a lunch, if your state has this, set it for that time. If your state does not have a max hours regulation, set the lunch deduction for 4+ hours or the maximum, according to your school policy.

The hours before lunch deduction allows you to set up the number of hours a student will be required to attend before deducting the amount of time specified for the lunch period.

Example: Sally attends 7 hours today. The hours before lunch deduction are set to 6 hours and the lunch to be deducted is set to 30 minutes. Sally will have 30 minutes deducted for her lunch after she passes the 6th hour. Her total hours for the day will be 6.5.

Example: Sally attends 5 hours today with the same setting noted above. Sally will not have any time deducted for lunch because she has not attended the 6 hours specified for an auto lunch deduction. Her total hours for the day will be 5.

What is Deduct time for lunch?

Deduct time for lunch tells the system how much time to deduct from the students' hours once they have reached the declared "hours before lunch deduction" (shown above).

What is Deduct time for breaks?

Deduct time for breaks will automatically deduct the specified time for breaks from each student assigned to the shift in which the option is selected.

Rounding intervals:

You may elect to have the system round the student's time to the nearest 5, 10, 15, 20, or 30 minutes.

Example: The rounding intervals are set to a 15 minute interval. Sally clocks out for lunch at 10:54 a.m. In this instance, Sally will have an out time of 11:00 a.m. SMARTTime software would have rounded her up to the nearest 15 minute interval (11:00 a.m.) in this case.

SHIFTS: LOCK OUTS TAB

What is Lock Outs?

SMARTTime will allow you to lock out certain days in the clock by shift. This prohibits students assigned to the shift from being able to clock on the days that are locked. If you wish to utilize this feature you would choose the shift type and the shift name at the top of the page that you wish to lock out. Once you have chosen the shift name, you will click the box located under each day of the week that you wish to lock out. Once you have completed this you will click update. Repeat these steps for each shift you create.



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SECTION 6: ENROLLMENT MENU

ENROLLMENT: ONLINESMART.NET UPDATE TAB

This tab allows the web based management software to sync with the time clock software, enabling the system to bring active students from OnlineSMART.Net into SMARTTime. By simply selecting the Sync with OnlineSMART.Net button you will bring the active enrolled students from OnlineSMART.Net into SMARTTime as well as update student information that may have changed, such as a student's dropped or graduated status. If a student is graduated or dropped in OnlineSMART.net, the student then becomes inactive in SMARTTime. You will need to sync on a regular basis and especially when a new class starts in order to keep SMARTTime current with OnlineSMART.Net. Notice the information displayed that is labeled Last Update located to the left of the Sync button. This indicates the information updated the last time the sync was performed like number of students added and the date it occurred. This information should reflect the number of new enrolls and status changes you have.

NOTE: Only select the Sync with OnlineSMART.Net button when you are adding new students to the system or inactivating previous students. Do not select this button as a means of troubleshooting missing students in the SMARTTime software.

ENROLLMENT: ENROLLMENT LIST TAB

The Enrollment List is where you will assign each student or employee a shift. Each student will need to be assigned a shift in order for them to be included in the close out of the shift and receive credit for the time they have attended. Employees will be added manually while student information will be synced into the system through the previous tab (OnlineSMART.Net update).
***Remember each student must have a shift assigned to them!

How do I assign a student to a shift?

1. Select Enrollee Type from the drop down menu. Your options will be All, Student, Instructor, or Employee.
2. Select your Status filtering option. Your options are All, Active, or Inactive.
3. Select your Find filter option. Your options are All, Permit ID, Last Name, First Name, SSN, Telephone No., Course, or Shift Name.
4. Highlight the student that you wish to assign a shift to. By holding the Ctrl button on your keyboard while selecting students, you can highlight multiple names and assign them all to the same shift.
5. Select a shift from the drop down at the bottom of the window and then select save.

NOTE: You may also click on any of the columns title bars to enable sorting in alphabetic or numeric order.

ENROLLMENT: TIME CLOCK ENROLLMENT TAB

Time Clock Enrollment is the final step in the enrollment process. This is where you will find the Clock ID number that will be associated with the students fingerprint or password. This number will be entered into the actual time clock when scanning the student's fingerprint or entering their password. You can find this number in the Clock ID column. Never create your own clock ID number! This number must be generated by SMARTTime. This is also the area where you will synchronize multiple time clocks together. This will allow students to clock in on any SMART time clock at the school's location.

You have the ability to sort the information on this page in several different ways.

1. In the Enrollee Type box your options are All, Student, Instructor, or Employee.
2. In the Configured box your options are All, Yes, or No.
3. In the Find box your options are All, Permit ID, Last Name, First Name, SSN, Telephone No., Course, Shift Name, Clock-In ID, or Active.

***You may also click on any of the columns' title bars to enable sorting in alphabetic or numeric order.



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NOTE: Before moving on to the SMARTTime Attendance Tab you will need to complete scanning all student and employee fingerprints into the time clock. Please refer to page 15 of this manual for fingerprint and/or password enrollment instructions.

How do I transfer the fingerprint and password records from the time clock into SMARTTime?

Once the students' fingerprints and/or passwords have been enrolled into your time clock, press the Sync button in the upper right corner of the page above the Find button. This retrieves all configured data from the hardware, like fingerprint and password records, and pulls it into the software. If a student has a fingerprint or password configured in the system you will see information listed in the Configured column on the Time Clock Enrollment tab as either FP1 or PWD.

How do I synchronize multiple time clocks?

This feature allows all students to clock at any one of the clocks that the school may have. Once the students' fingerprints and/or passwords have been enrolled into the primary time clock, press the Sync button in the upper right corner of the page above the Find button. This sends the students scanned fingerprint records and configured password records out to all of the secondary time clocks at the school's location. It will also retrieve all configured data from the hardware, like fingerprint and password records, and pull it into the software. If a student has a fingerprint or password configured in the system you will see information listed in the Configured column on the Time Clock Enrollment tab as either FP1 or PWD. **IMPORTANT:** When utilizing multiple clocks, new students must first be enrolled on the primary clock.



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SECTION 7: ATTENDANCE MENU

ATTENDANCE: ATTENDANCE RECORDS TAB

The Attendance Records tab is where you will go if you need to see when a student clocked in, manually add or edit a student's clock in or out time, delete a student's clock in or out time, or retrieve student's attendance records from the time clock. The Attendance Records tab is also the first place you go when closing out time.

How do I retrieve the clock in and clock out records from the time clock?

1. To gather the clock in and out times from the time clock, select the retrieve button in the upper right corner of the window. This pulls in all records of clock times from the hardware. It is not necessary to select a shift or date; this function pulls in all time records that have not previously been retrieved.
2. Now you can select a specific shift and date and scroll through the attendance records to verify that they are accurate. For example: Is there a student who forgot to clock out? Is there a clock out time for 11:59 p.m. and you need to edit that to reflect the correct time?

How do I edit a student's time?

1. Select the name of the shift the student is assigned to from the drop down.
2. Then select whether you want all attendance records or records from a specific day.
3. Now highlight the student's name. When you highlight the student's name, all of their attendance records or those for the day you selected, will appear in the bottom box.
4. Verify their time. If incorrect, manually edit their time with the Add or Remove button on the bottom of the screen. The SMARTTime software will place the time in correct order for clock In and Out based on the time entered.
5. Once editing is completed for all students within the shift, you can move to the Close Out tab.

ATTENDANCE: CLOSE OUT TAB

The Close Out tab allows you to do a final edit and to upload the time for a shift to OnlineSMART.Net. ***Remember each shift must be closed out.

How do I close out time and upload student attendance to OnlineSMART.Net?

1. Select the shift you would like to close out.
2. Select the day you would like to close out by highlighting it in the calendar or selecting it from the drop down. (Preferably the day you just edited in the previous step in the Attendance Records tab.)
3. Make sure the correct day is highlighted. Press the Next button in the lower right corner.
4. A new box will appear for you to double check your attendance in, listing your students and their edited time. At the very top of that new box the system will state No Errors Found or Errors Found.
5. If SMARTTime found no errors check the box stating Show All in the top right corner of the window to review the times again. Then press the Next button at the bottom right. A new box will appear stating "Ready to send attendance to OnlineSMART.Net", press OK to send. When complete, a box will appear to let you know the transfer was successful, select OK to finalize.
6. If SMARTTime found errors, correct the errors and select the check boxes under the Accept column to the right of the student's name. Next, select the box in the top right corner stating Show All to review the times again. Then press the Next button at the bottom right. A new box will appear stating "Ready to send attendance to OnlineSMART.Net", press OK to send. When complete, a box will appear to let you know the transfer was successful, select OK to finalize.

NOTE: You can close out the same day multiple times if you made an error. However, you cannot manually edit time in OnlineSMART.Net and close out time utilizing SMARTTime on the same day. If you do so, you will have duplicate attendance entries in the student's profile.



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SECTION 8: REPORTS MENU

*****SMARTTime.Net reports are designed for the school's review of clock in records and close out history, as well as a diagnostic tool for SMART Support, and are not designed for individual reporting to students. Attendance / progress reports for students should be generated from OnlineSMART.Net.**

REPORTS: ATTENDANCE REPORT

The Attendance Report is used to display all time clock enrollee's attendance records for selected days, arranged by type and shift. Attendance records must be retrieved from the time clock before they can be included on this report. Once generated, the displayed fields in this report include: Permit Number, Full Name, SSN, Telephone, Course, Hours, Accept (whether the hours were accepted or not), and Uploaded (the date and time the hours were uploaded into the system).

How do I generate the Attendance Report?

1. Select Attendance Report from the Reports dropdown.
2. Enter a Start Date and an End Date.
3. Select the Run Report button.
4. This report can be exported to Excel or PDF by selecting the blue Export button in the page header and choosing a format.

REPORTS: TIME CLOCK LOG REPORT

The Time Clock Log Report is used to display a record of all manipulations that have taken place in the time clock. It also displays a record of the clock ID manager number associated with each manipulation, if applicable. Once generated, the displayed fields in this report include: Super ID (manager ID number), Clock Type (time clock model number), Machine Number (time clock device number), Date, Time, Manipulation (the type of change or configuration that occurred), Clock-In ID, Finger Number, and Retrieved (the date and time the action took place).

How do I generate the Time Clock Log Report?

1. Select Clock Log Report from the Reports dropdown.
2. This report can be exported to Excel or PDF by selecting the blue Export button in the page header and choosing a format.

REPORTS: TIME CLOCK PUNCH REPORT

The Time Clock Punch Report is used to display a detailed record of all clock in and clock out punches for a time period. Once generated, the displayed fields in this report include: Type (Student, Employee, or Instructor), Permit Number, Full Name, SSN, Clock-In ID/Mode, Date, Time, Source, and Created (the date and time the punch was created in the software).

How do I generate the Time Clock Punch Report?

1. Select Clock Punch Report from the Reports dropdown.
2. Enter a Start Date and an End Date.
3. Select the Run Report button.
4. This report can be exported to Excel or PDF by selecting the blue Export button in the page header and choosing a format.

REPORTS: ROLL CALL REPORT

The Roll Call Report is used to display a record of time clock enrollee's attendance status, present or absent, for the current day, sorted by shifts. This report also provides information regarding the enrollee's last clock for the current day. Once generated, the displayed fields in this report include: Permit Number, Last Name, First Name, Home Phone, Absent / Present, Date, Time In, and Result (In or Out).



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How do I generate the Roll Call Report?

1. Select Roll Call Report from the Reports dropdown.
2. Select <All> or specify a shift from the Shifts dropdown.
3. Select the Run Report button.
4. This report can be exported to Excel or PDF by selecting the blue Export button in the page header and choosing a format.

REPORTS: ROSTER REPORT (ENROLLMENT REPORT)

The Roster Report (Enrollment Report) is used to display time clock enrollee's individual enrollment information such as start date, clock ID number, and whether they have a fingerprint or password configured in the system. Once generated, the displayed fields in this report include: Permit Number, Full Name, Telephone, Course, Start Date, Clock ID, and Configured.

How do I generate the Roster Report (Enrollment Report)?

1. Select Roster Report from the Reports dropdown.
2. Select <All> or specify an enrollee type from the Type dropdown.
3. Select <All> or specify a shift type from the Shift dropdown.
4. Select the Run Report button.
5. This report can be exported to Excel or PDF by selecting the blue Export button in the page header and choosing a format.

REPORTS: TIME ACTIVITY REPORT

The Time Activity Report has two tabs. The first tab, Criteria, displays a list of time clock enrollees, you can choose whether to display Active, Inactive, or All enrollees by changing the selection in the Student Status dropdown. These are the individuals you can choose to include in your report. Sort the Criteria page by Permit Number, Enrollee Type, Last Name, First Name, or Shift by selecting the column header you wish to sort by. The second tab, Report, then displays a report of the selected enrollee's actual clock in and clock out times, before shift parameters and rules are applied. Once generated, the displayed fields in this report include: Name, Permit Number, Date of Attendance, Clock ID, Status (In or Out), Date/Time Scanned, Processed On, Hours, and Total Hours (if running for a date range).

***This report is commonly used to display employee's total hours for payroll purposes.

How do I generate the Time Activity Report?

1. Select Time Activity Report from the Reports dropdown.
2. From the Criteria tab, enter a Start Date and an End Date.
3. Select Active, Inactive, or All from the Student Status dropdown.
4. If desired, you may check the box that allows you to print one student (enrollee) per page.
5. Then highlight the students you want included in the report. You can highlight multiple enrollees at a time by holding down the Ctrl button on your keyboard as you select individual names.
6. Select the Run Report button.
7. This report can be exported to Excel or PDF by selecting the blue Export button in the page header and choosing a format.

REPORTS: UPDATE HISTORY REPORT

The Update History Report is used to display all time clock enrollees' total time in both hours and decimal for selected days. Attendance must already be closed out in the software before it can be included on this report. This report displays time after shift parameters and attendance rules are applied to clock punches. Once generated, the displayed fields in this report include: Type (Student, Employee, or Instructor), Shift, Name, SSN, Attendance Date, and Hours.

How do I generate the Update History Report?

1. Select Update History Report from the Reports dropdown.
2. Enter a Start Date and an End Date up to three months prior.
3. Select the Run Report button.
4. This report can be exported to Excel or PDF by selecting the blue Export button in the page header and choosing a format.



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SECTION 9: ROLL CALL

ROLL CALL SOFTWARE

Roll Call is an additional software program that works in conjunction with SMARTTime to provide “on-the-fly” reporting of time clock activity for the day. It provides a basic list of students who have clocked in on the left side of the window and who have clocked out on the right side of the window. You must retrieve time in SMARTTime (in the Attendance Records tab) for Roll Call to accurately reflect the most current time clock information.

How do I get Roll Call to update automatically without having to press Retrieve every time?

You can set up SMARTTime to retrieve time clock records automatically so that you don't have to click the Retrieve button every time you want Roll Call to be refreshed. Please be aware that using the Auto Retrieve function will cause the time clock to beep for every time that SMARTTime automatically retrieves records, so we do not recommend leaving the Auto Retrieve function on all day.

1. In SMARTTime, click on the Attendance menu option at the top of the window and then select Auto Retrieve Records. This will open the Auto Retrieve window.
2. Select the Refresh Rate from the drop down menu. These numbers represent seconds and range from 10 seconds to 600 seconds (10 minutes).
3. Click on Start Processing to begin the auto retrieve process.
4. In Roll Call, select the amount of time you wish to refresh the window by selecting the Set Refresh Rate drop down menu.
5. When you are finished monitoring your time clock activity, select End Processing in the Auto Retrieve window in SMARTTime.



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SECTION 10: TIME CLOCK

TIME CLOCK: FINGERPRINT ENROLLMENT

How do I enroll a student or employee fingerprint into the SMART time clock?

1. Go to the clock that has been designated as the primary time clock. (The primary clock is usually the first time clock installed if you have multiple time clocks.) It is important to know which clock is your primary time clock because you can only enroll student fingerprints and passwords into the primary time clock.
2. Select the Menu button.
3. Select Enroll and press the OK button.
4. Select User and press the OK button.
5. Select Finger or Password (most schools will select Finger) and press OK.
6. Select Yes on New Enroll by pressing OK.
7. Enter ID number which is the number generated by the SMARTTime software, you can find this in the Enrollment section, Time Clock Enrollment tab.
8. Follow the prompts to scan the student's fingerprint. Place the student's thumb over the lighted scanner until the unit beeps 1st time. Scan finger 2nd time as prompted. Scan finger 3rd time as prompted. (Skip this step if entering a pass code.)
9. Select OK to save.
10. Hit ESC several times until the unit returns to welcome screen showing time and date.
11. Go to the host computer and select Sync on the Time Clock Enrollment tab.
12. Once you have synced, have the student place their finger over the scanner to clock in. The clock will say thank you and flash the enrollment number that was assigned to the fingerprint, verify that it displays the correct number. It is very important that this number matches what was issued from time clock enrollment. The wrong number used will result in the student clocking in as someone else.

TIME CLOCK: PASSWORD ENROLLMENT

How do I enroll a student or employee using a password into the SMART time clock?

1. Go to the clock that has been designated as the primary time clock. (The primary clock is usually the first time clock installed if you have multiple time clocks.) It is important to know which clock is your primary time clock because you can only enroll student fingerprints and passwords into the primary time clock.
2. Select the Menu button.
3. Select Enroll and press the OK button.
4. Select User and press the OK button.
5. Select Finger or Password (most schools will select Finger) and press OK.
6. Select Yes on New Enroll by pressing OK.
7. Enter ID number which is the number generated by the SMARTTime software, you can find this in the Enrollment section, Time Clock Enrollment tab.
8. Follow the prompts to enter a password and associate it with the clock ID number. Enter the password and press OK. Then enter the password again to confirm and press OK.
9. Select OK to save.
10. Hit ESC several times until the unit returns to the welcome screen showing the time and date. Have student enter their clock ID number into the time clock and then their password. The clock will say thank you and flash the enrollment number that was assigned to the password, verify that it displays the correct number. It is very important that this number matches what was issued from time clock enrollment. The wrong number used will result in the student clocking in as someone else.

TIME CLOCK: DELETING FINGERPRINT OR PASSWORD

How do I delete a student or employee fingerprint or password from the SMART time clock?

1. Select the Menu button.



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2. Select Enroll and press the OK button.
3. Scroll down and select Delete and press OK.
4. Enter enrollment number you wish to delete and press OK.
5. Select OK for yes.
6. Then press OK to confirm the enrollment number.
7. Select OK to continue if you have more students to delete out of the clock or press the ESC button until you are back to the main screen.

TIME CLOCK: DATE & TIME

How do I set the date and time on the time clock?

The time clocks mirror the settings on your host computer. Therefore, when daylight savings goes into effect and your school's time clocks are no longer accurate, you will need to change the date and time settings on the host computer. On most Windows computers, you can find this feature by clicking on the date and time that is displayed in the lower right hand corner. Then from the Time Clocks tab, you will select each clock individually, beginning with clock 1, then select the test button at the bottom of the window. This will reset the date and time on the clock to mirror the information on the host computer.

NOTE: When daylight savings goes into effect, it is imperative that schools follow the above instructions and update the time in the time clocks before allowing students to clock in and out. If students clock before the time is reading accurately, there will be incorrect attendance records for your students and/or employees that will have to be manually adjusted by school staff.

TIME CLOCK: MENU BUTTON LOCK OUT

How do I lock the buttons on the time clock so students cannot access menu options in the SMART time clock?

The manager function can be used by a school to lock the administration options in the time clock. You can create a manager in the clock by fingerprint or code. This setting is instantiated by enrolling an employee's clock ID number as a manager. Once this feature is enabled, the administration section of the time clock can only be unlocked by scanning the manager's fingerprint or by entering an established pass code. Keep in mind that if the fingerprint option is utilized to allow access to the Menu options, it is a good idea to have more than one manager's fingerprint enrolled into the SMART time clock. If a manager is not present and they are the only authorized fingerprint to open the administration section in the clock, it will be impossible to do so. This means that you will not be able to enter students' finger prints into the unit or access any part of the administration section in the time clock. It is a good idea to have one pass code established in case an employee quits or is terminated, etc.

1. Select the Menu button.
2. Select Enroll and press the OK button.
3. Select Manager and press the OK button.
4. Select a Manager Role and press the OK button.
5. Select either Finger or Password.
6. Select Yes on New Enroll by pressing OK.
7. Enter clock ID number which is the number generated by SMARTTime software. You can locate this number in the Enrollment section on the Time Clock Enrollment tab.
8. Follow the prompts to scan the employee's fingerprint and enable it as a manager print. Place employee's right index finger over the lighted scanner until the unit beeps 1st time. Scan finger 2nd time as prompted. Scan finger 3rd time as prompted. (Skip this step if entering a pass code.)
9. Select OK to save.
10. Hit ESC several times until the unit returns to welcome screen showing time and date.
11. Have employer place their finger over scanner to clock in or enter their code to clock in if not using fingerprint. Verify the ID number to be sure the correct number was used. Clock will say thank you and flash the enrollment number that was issued. It is very important that this number matches what was issued from time clock enrollment.

***You can remove a Manager Code by deleting the clock ID as detailed on page 15 of this manual.



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NOTE: In most cases, SMART can retrieve the manager's passcode but we CAN NOT clear out a manager's fingerprint. In the event that your school's clock is locked due to a fingerprint, the school will be required to ship the time clock back to SMART. This will involve paying SMART a \$75.00 reconfiguration charge for SMART Support to remove the code from the time clock. The school will also be responsible for the return shipping charges.

TIME CLOCK: VOICE OUT FEATURE

How do I disable the voice out feature in the time clock?

The Voice Out feature says "Thank You" after a fingerprint is successfully scanned or "Please Try Again" if the clock was unsuccessful in capturing the fingerprint; it is possible to disable this feature. However, if you choose to disable this feature, you should inform students that they will need to watch the screen on the time clock after they scan their finger or enter their password. If their clock in or out was successful, the screen will display "Thank You" and display their clock ID number. If their clock in or out was unsuccessful, the screen will display "Please Try Again" and they will need to rescan their finger or reenter their password.

1. Select the Menu button.
2. Select Setup and then press OK.
3. Select System and then press OK.
4. Scroll down until you see Voice Out and select OK.
5. Use the arrows to change the Voice Out setting to Yes or No.
6. Press OK.
7. When prompted to save press OK.
8. Press ESC button until you return to the main screen.

TIME CLOCK: TIPS

1. If the time clock is repeating "Please Try Again" continuously and not accepting fingerprint scans, try cleaning the scanning window with cotton balls and a small amount of rubbing alcohol or glass cleaner. If the screen is dirty the time clock will treat the residue as a fingerprint and continuously attempt to scan it for recognition.
2. If a student is having trouble scanning their fingerprint, have them try rubbing their finger along the back of their hand to absorb some of the skin oils. Excessive hand washing and chemicals or lotions can cause difficulty scanning fingerprints.
3. Sometimes computers need to be rebooted in order to reorganize their processes, if you are having difficulty with your computer, SMARTTime, or your time clock, SMART recommends that as your first troubleshooting step, you restart your computer.
4. Occasionally the time clock will display "Auto Adapt" after a student scans their fingerprint. This is a function in the time clock that takes a new scan of the print and adds the details of it to the already configured print, making it easier for the time clock to recognize a student's print each time they scan. Fingerprints are unique, some are easier for the clock to recognize and others are more detailed and take some time for the clock to learn.



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SECTION 11: COMMON QUESTIONS

COMMON QUESTIONS

How do I enroll a student into SMARTTime and begin sending their hours over?

1. Sync with OnlineSMART to bring the student into SMARTTime.
2. Assign the student a shift under the Enrollment List.
3. Enroll the student's fingerprint into the clock under their assigned Clock ID.
4. Sync with the time clock (prior to the student clocking in for the first time).
5. Allow the student to clock in and start receiving time.
6. At the end of the student's shift Retrieve time from the clock.
7. Begin the Close Out process.

Why do I get an error when retrieving time? Errors during the retrieval process are often related to the networking at the school. Follow the below steps to determine if the issue is with the school's network.

1. Open SMARTTime.
2. Select the Configuration Tab.
3. Select the Time Clock Tab.
4. In the middle of the page you should see "Lonstar LS-836". Highlight the clock.
5. With the clock highlighted, select the "Test" button at the bottom of the program.
6. If the "Status" of the clock does not read "Ready" or if you receive an error, then the issue lies within the school's network. Start by making sure the clock is powered on and that none of the connections are loose. If this does not resolve the issue, you will need to contact whoever handles the IT support for your school. Contact Smart Support for additional troubleshooting options. NOTE: If your school has multiple clocks then all clocks must Test as "Ready" for any of the clocks to work.

How do I make a student an Employee? If a student has graduated and will now be employed at your school, complete the following steps:

1. Graduate the student in OnlineSMART.
2. Sync with OnlineSMART. This will make his/her profile Inactive in SMARTTime.
3. Delete the student's fingerprint from the physical time clock and Sync with the clock.
4. Reenroll the student with a new fingerprint under the Employee Shift. **NOTE:** The former student will have a new Clock ID number.

Why won't a student's fingerprint scan? It is somewhat rare that a student's fingerprints are not distinct enough to be scanned by the clock, but this does occur from time to time. Try the following before assigning a password.

1. The fingerprint may have not been scanned in correctly. Try deleting the fingerprint and rescanning using the student's thumb.
2. Sometimes the chemicals used at the school can cause dry hands. Have the student rub the back of their arm to try to pick up some oil onto their finger. Some schools will keep a bottle of hand sanitizer next to the clock for students to use prior to scanning.
3. Make sure the fingerprint pad is free of dirt. Try cleaning it with some rubbing alcohol or glass cleaner.
4. If these steps do not resolve the issue, this student may need to have a password instead of a fingerprint. See page 16.

How do I reenroll a student back into the clock? If a student was a drop and he or she is now reenrolling, make sure to Sync with OnlineSMART. Once a student is active in OnlineSMART, syncing will make the profile in SMARTTime active as well.

Why doesn't the student's time show in Attendance Records? Make sure that you have retrieved time from the clock. Check if the student has "FP1" next to their name under the Time Clock Enrollment Tab. If not, sync with the clock(s). Check the enrollment list to see if there are duplicate profiles of the student. If so, contact SMART Support so that we may fix the issue.



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Why is one student's time going to a different student? This is caused by enrolling two students under the wrong Clock ID numbers. To fix this, observe the students' scanning to make note of the numbers that flash on the time clock screen when they clock in. Delete both of these numbers from the clock. Sync with the clock(s) and reenroll the students under their correct Clock ID. NOTE: If you have multiple clocks, you must delete from all time clocks.

Why are there no students in the Enrollment List? **IMPORTANT:** Contact SMART Support immediately. Do NOT Sync with OnlineSMART, doing so will result in lost data.

I enrolled a new student but I don't see their name during Close Out?

The student is not assigned a Shift under the Enrollment List.

Why does the first punch of the morning not show?

Check the Shift Parameters under the Shift tab. If a student punches outside the allowed time, that punch will not show. See pages 7-9 for information on shifts.

One of my students is clocking in everyday but their time is not showing?

Look at the Time Clock Enrollment tab and make sure the student has FP1 next to their name. If not, sync with the clock. Another possibility is a duplicate due to a change in course or social security number. Check the Enrollment List to see if there are two profiles. If so, contact SMART Support so that we can remove the duplicate. Do not assign a fingerprint to the duplicate profile. Doing so will result in duplicate attendance records and SMART cannot merge these records.



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SECTION 12: GLOSSARY

Host Computer: The host computer is the main computer that SMARTTime is installed on and the location where the SQL database is housed. All workstations will have a remote connection into this computer to read and write data. You can determine if a computer is the host by the connection string; see below.

Host Connection String: Data Source=(local)\SQLEXPRESS;Initial Catalog=SmartTime;Trusted_Connection=Yes;

Primary Time Clock: This is the main time clock that you will use to enroll students in; it shares fingerprint and password configuration information with all other time clocks in the network. (If you do not know which is your school's primary clock you can press the Menu button on the clock, select Setup and press OK, then select Communication and press OK, look for the Device ID number in this list. If the device ID number is 1, this is the primary clock.) NOTE: Students must only be enrolled into the Primary Clock.

Secondary Time Clock: This is any additional time clock at the school; secondary clocks depend on the primary time clock for student clock ID configuration information. (If you do not know if a time clock is a secondary clock you can press the Menu button on the clock, select Setup and press OK, then select Communication and press OK, look for the Device ID number in this list. If the device ID number is anything other than 1, this is a secondary clock.) NOTE: Students CANNOT be enrolled on a clock other than the Primary Clock.

Sync: Short for synchronize; this is the process of matching data between devices or software through a networked connection. In SMARTTime, this process links SMARTTime with OnlineSMART.Net to share student information, like enrolled status and attendance records. Additionally, this process links the time clock to the software to share attendance records and clock ID configuration.

Workstation: Workstations are additional computers in the school's network that SMARTTime is installed on; they read SMARTTime's SQL database through a remote connection to the host. Operating SMARTTime through a Workstation is like running a separate instance of the program. In other words, whenever changes or edits are made on a Workstation, they will not be reflected on any other computer that has SMARTTime open. Much like a shared Excel sheet, one would need to close and reopen SMARTTime to see the changes. Unless the Auto Retrieve function is being used, SMARTTime should remain closed when not in use. **IMPORTANT**: Only one person from your school should be working in SMARTTime at any given time. Failure to follow this practice this may result in lost edits and/or changes made. You can determine if a computer is a workstation by the connection string; see below.

Workstation Connection String Example:

Data Source=SERVERNAME\SQLEXPRESS;Initial Catalog=SmartTime;uid=smarttime;pwd=smarttime1234;