Clocking In & Out

06/23/2025 8:17 am CDT

Overview

The Time Clock feature in service **minder** enables organizations to track user work hours by allowing users to clock in and out through the mobile app or desktop interface. This guide outlines how to enable the feature, how users interact with it, and how administrators can manage time entries and generate time reports.

There are 3 primary methods to track user's time several different ways to support different pay models.

- 1. Traditional clock-in/clock-out times
- 2. First appointment start time to last appointment finish time
- 3. Total appointment duration times

This article will review:

- Enabling the Time Clock Feature
- Clocking In and Out
- Editing Time Clock Data
- Time Clock Categories
- Viewing the Hours Report

Video Tutorial

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Enabling the Time Clock Feature

To activate the Time Clock feature:

- 1. Go to **Control Panel > General**.
- 2. Check the box labeled **Time Clock Feature**.
- 3. Click Save.

Features

Clocking In and Out

Once enabled, users will see **Clock In** and **Clock Out** options on the **My Schedule** page (web) or in the mobile app menu.

- If a user is not currently clocked in, they will see the Clock In option.
- If they are already clocked in, they will see **Clock Out**.

Bob's Handyman Austin 📃	Bob's Handyman Austin 🗮
Z Search	🛎 Search 🔍
My Schedule >	My Schedule >
Recent	Recent >
Schedule >	Schedule >
Calendar >	Calendar >
At a Glance >	At a Glance >
Appointment Tracker >	Appointment Tracker >
Sales Process	Sales Process
Texting O >	Texting 0 >
Notifications (2) >	Notifications 2 >
Clock In	Clock Out
Snapshots	Snapshots

If a user forgets to clock out, they'll still see the **Clock Out** option the next time they log in. They should clock out, then clock back in for the current day. An Organization Administrator or Owner will need to update any missing or incorrect time entries.

Editing Time Clock Data

To view or edit a user's time clock entries:

- 1. Navigate to Control Panel > Users.
- 2. Click the user's name to open their profile.
- 3. Go to the Timeclocks tab.

From here, you can:

- Click Edit next to an existing entry to make changes.
- Click Add to create a new time entry.

Additional Details								
Timeclocks Checklists Organization Memberships Login Activity								
Page 1 of 1 (7 items) 🛞 🕚 1 🕟 🛞								
<u>Add</u>	Date 🔺 📍	Clocked In 9	Clocked Out	Hours 9	Category 9	Location 9		
Edit Delete	12/7/2023	12/7/2023	12/7/2023	8 hours				
Edit Delete	6/14/2024	6/14/2024	6/14/2024	8.4 hours		<u>39.5562879,-104.721079</u>		
Edit Delete	6/14/2024	6/14/2024	6/14/2024	9 hours				
Edit Delete	7/29/2024	7/29/2024	7/29/2024	3 hours				
Edit Delete	7/29/2024	7/29/2024	7/29/2024	4 hours		<u>39.5562806381289,-104</u>		
Edit Delete	9/16/2024	9/16/2024	9/16/2024	8 hours				

You can specify an **In Date/Time** and optionally an **Out Date/Time**. If you're only clocking someone in, the out time can be left blank.

Time Clock Categories

In **Control Panel > Time Clock**, you will find the option to add **Categories**. The Categories are meant to designate different purposes/activities that an employee may be participating in while on the job. It can be helpful for tracking meal breaks or tracking specific hours if you pay a different rate for different activities (i.e., driving vs. sales vs. installations).

Time Clock				
Categories				
<u>Add</u>	Name	Active	Created	Updated
Edit Delete <u>Merge</u>	Meal Break	Yes	6/16/2025 9:48a	6/16/2025 9:48a
Edit Delete Merge	Driving	Yes	6/16/2025 9:49a	6/16/2025 9:49a

Click Add to create a new Time Clock Category and give it a name. Then click Add again.

Add New Time Clock Category						
Name*	Meal Break					
Activer		Add Close				

When a user is clocking in, they will be prompted to choose a category.

Time clocked in to each of these categories can be reviewed in the Hours Summary Report.

Viewing the Hours Report

Navigate to Reports in the Navigation menu to find the two reports related to Time Clocks.

Hours Report

The Hours Report compiles all recorded clock-in and clock-out data.

Hours Report					From 4/1/2025	Through 4/30/2025	Filter 2
	Date	Appt Start/End	Start/End	Appt Duration	Clock In/Out	Clocked	Location
	Katie H		1.33 hours	1.33 hours			
	4/14/2025	<u>1:00 PM - 2:20 PM</u>	1.33 hours	1.33 hours			
	Ella Vator		2 hours	2 hours		3 hours	
	4/19/2025	<u>11:15 AM - 1:15 PM</u>	2 hours	2 hours	11:00 AM - 2:00 PM	3 hours	
	Al B. Right		2 hours	2 hours			
	4/19/2025	11:15 AM - 1:15 PM	2 hours	2 hours			

This report includes:

- Start and finish times for appointments.
- Total appointment duration.
- Time Clock entries (if enabled), including clock-in/out times and total clocked hours per user.
- Location (if the user clocked in on a mobile device).

Hours Summary Report

The Hours Summary Report gives more detailed time clock information for each user.

Hours Summary						From 01/01/202	25 Through 05/01/2025	Filter 2
Name	Scheduled	Actual	Total Clocked	Field	Office	Test Category	Uncategorized	Warehouse
Ella Vator	0 mins	0 mins	3 hours	0 mins	0 mins	0 mins	3 hours	0 mins
4/19/2025	0 mins	0 mins	3 hours	0 mins	0 mins	0 mins	3 hours	0 mins

This report includes:

- Time scheduled for appointments
- Actual appointment duration worked
- Total time clocked in that day
- Time clocked in per Category

FAQ

Q: If I turn on the Time Clock feature, will it be required for all service agents to use?

A: Enabling the feature simply makes the clock in/out options available to users on the web and mobile app. Service agents will see the option to clock in and out, but it is not mandatory by default—they can choose whether or not to use it.

Q: How can I enforce that service agents clock in or out?

A: Service**minder** does not have a built-in enforcement mechanism to require all service agents to clock in and out. The system provides the tools for tracking, but it relies on organizational policy and management oversight to ensure compliance. Administrators can monitor compliance by reviewing the Hours Report or Hours Summary Report to see which agents have not clocked in or out as expected. If a user forgets to clock out, the system will prompt them to clock out the next time they log in, and administrators can edit or add missing entries as needed.

If you need strict enforcement, you would need to implement internal procedures or policies to ensure all service agents are using the time clock as required.