Clocking In & Out

06/06/2025 10:17 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:

Video Tutorial

Your browser does not support HTML5 video.

Enabling the Time Clock Feature

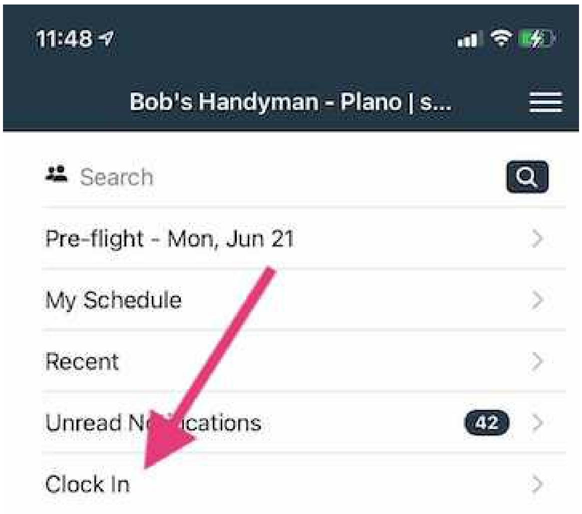
To activate the Time Clock feature:

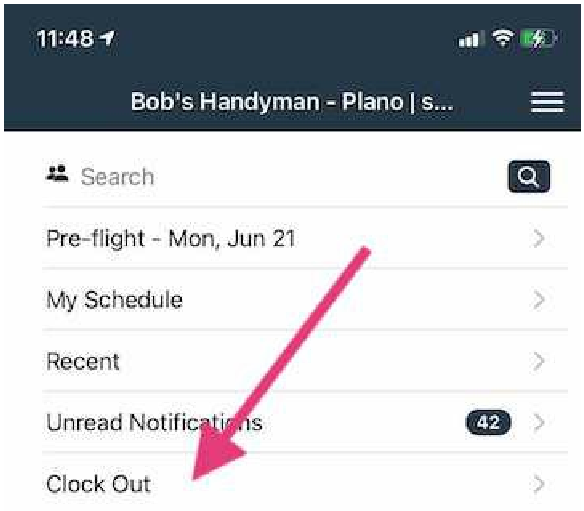
1. Go to **Control Panel > General**.
2. Check the box labeled **Time Clock Feature**.
3. Click **Save**.

Clocking In & 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**.





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.

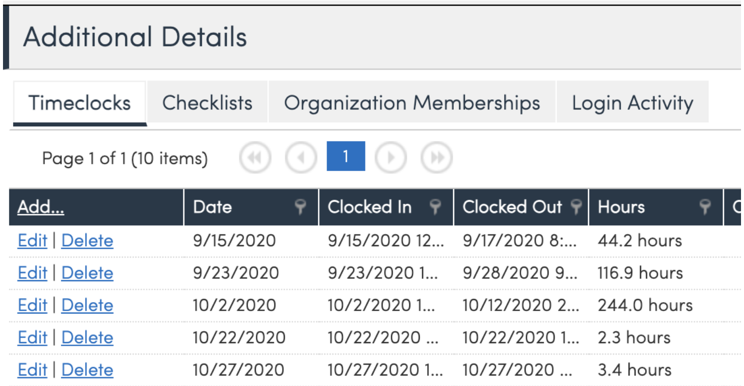
Editing Time Clock Data

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.



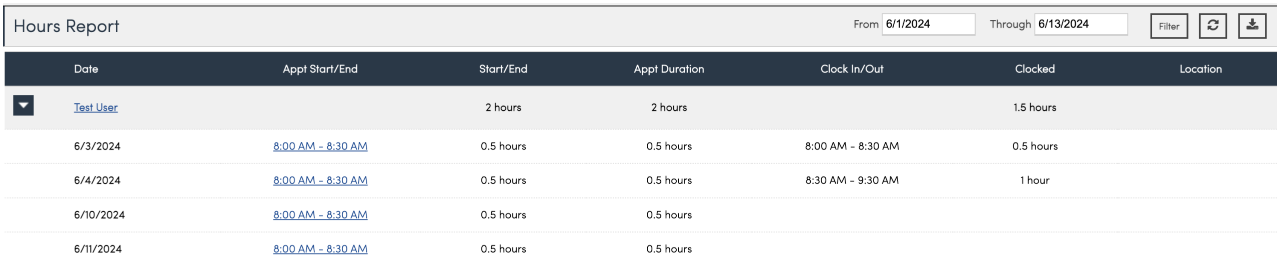
Add...	Date	Clocked In	Clocked Out	Hours
Edit | Delete	9/15/2020	9/15/2020 12...	9/17/2020 8:...	44.2 hours
Edit | Delete	9/23/2020	9/23/2020 1...	9/28/2020 9...	116.9 hours
Edit | Delete	10/2/2020	10/2/2020 1...	10/12/2020 2...	244.0 hours
Edit | Delete	10/22/2020	10/22/2020 ...	10/22/2020 1...	2.3 hours
Edit | Delete	10/27/2020	10/27/2020 1...	10/27/2020 ...	3.4 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.

Viewing the Hours Report

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

- Go to **Reports** in the blue header taskbar.
- Select the **Hours Report** and define your desired time range.
- Export the report in **CSV format** for use in Excel, Numbers, or other spreadsheet tools.



Date	Appt Start/End	Start/End	Appt Duration	Clock In/Out	Clocked	Location
Test User		2 hours	2 hours		1.5 hours	
6/3/2024	8:00 AM - 8:30 AM	0.5 hours	0.5 hours	8:00 AM - 8:30 AM	0.5 hours	
6/4/2024	8:00 AM - 8:30 AM	0.5 hours	0.5 hours	8:30 AM - 9:30 AM	1 hour	
6/10/2024	8:00 AM - 8:30 AM	0.5 hours	0.5 hours			
6/11/2024	8:00 AM - 8:30 AM	0.5 hours	0.5 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.