

Resource Guide for: Account Holders, Managers & Supervisors

Use as your one-stop-shop to quickly navigate the When I Work help center.

Getting Started

- [We're here to help!](#)
- [Customize App Settings](#)

Where do my shifts take place?

- [When to use Schedules & Job Sites](#)
- [Create Schedules](#)
- [Create Job Sites](#) or [Import Job Sites](#)

What do my employees do?

- [Create Positions](#)

Who are my employees?

- [Add Employees](#) or [Import Employees](#)
- [Sort Employees](#)
- [Send Registration Invites](#)
- [Approve Pending Employees](#)
- [Tag Employees to Positions and Schedules](#)

When do my employees work?

- [Create Shift Templates](#)

Scheduling

- [Schedule Shifts](#)
- [Scheduling Shortcuts](#)
- [Publishing the Schedule](#)
- [How do multiple schedules work?](#)

Advanced Scheduling

- [Schedule OpenShifts](#)
- [Finding a Replacement for a Shift](#)
- [Giving Your Team Schedule Flexibility](#)
- [Creating Schedule Templates](#) or [Setting up Shifts to Repeat](#)

Views & Filters

- [Schedule Views](#) (day, week, 2 week, month)
- [Filtering the Schedule](#)
- [Viewing Labor Costs While Scheduling](#)

Attendance & Time Clock

- [Add Time Clock & Attendance to Scheduling](#)
- [Time Clock Settings](#)

Using Time Clocks

- [Setting Up Time Clock Terminals](#)
- [Clocking In/Out from a Time Clock Terminal](#)
- [Clocking In/Out from a PC](#)
- Clocking In/Out from the Mobile App:
[iPhone](#) / [Android](#)
- Clocking Employees In/Out using the Mobile App:
[iPhone](#) / [Android](#)

Tracking Unpaid Breaks

- Take Lunch:
[Time Clock Terminal](#) / [PC](#) / [Mobile App](#)
- [Automatically Deduct Scheduled Breaks](#)

Running Payroll

- [Timesheet Anatomy](#)
- [Reviewing Employee Timesheets](#)
- [Editing Employee Timesheets](#)
- [Review/Finalize & Export Payroll](#)

Managing Employee Availability

- [Editing an Employee's Availability](#)
- [Setting Availability Preferences](#)
- [Interpreting Availability While Scheduling](#)

Processing Requests

- [Submitting Time Off Requests for Employees](#)
- [Processing Time Off Requests](#)
- [Processing Shift Requests](#)

Advanced Features

Hire

- [Track & Hire Applicants](#)
- [Hire Reference Guide](#)
- [Create & Distribute Job Postings](#)
- [Managing Job Posting Distribution](#)
- [View Public Job Postings](#)
- [View & Restore Archived Applicants](#)

Tasks

- [How Tasks Work](#)
- [Scheduling Tasks](#)
- [Monitoring Tasks](#)
- [Setting Up Task Lists](#)
- [Assigning Tasks](#)
- Completing Tasks: [iPhone](#) / [Android](#)

Reporting

- [Exporting Data](#)
- [Exporting Timesheets](#)
- [Custom Timesheet Export](#)
- [Labor History Report](#)

Get Training

- [Education Page](#)
- [Group Training Session Recording](#)

