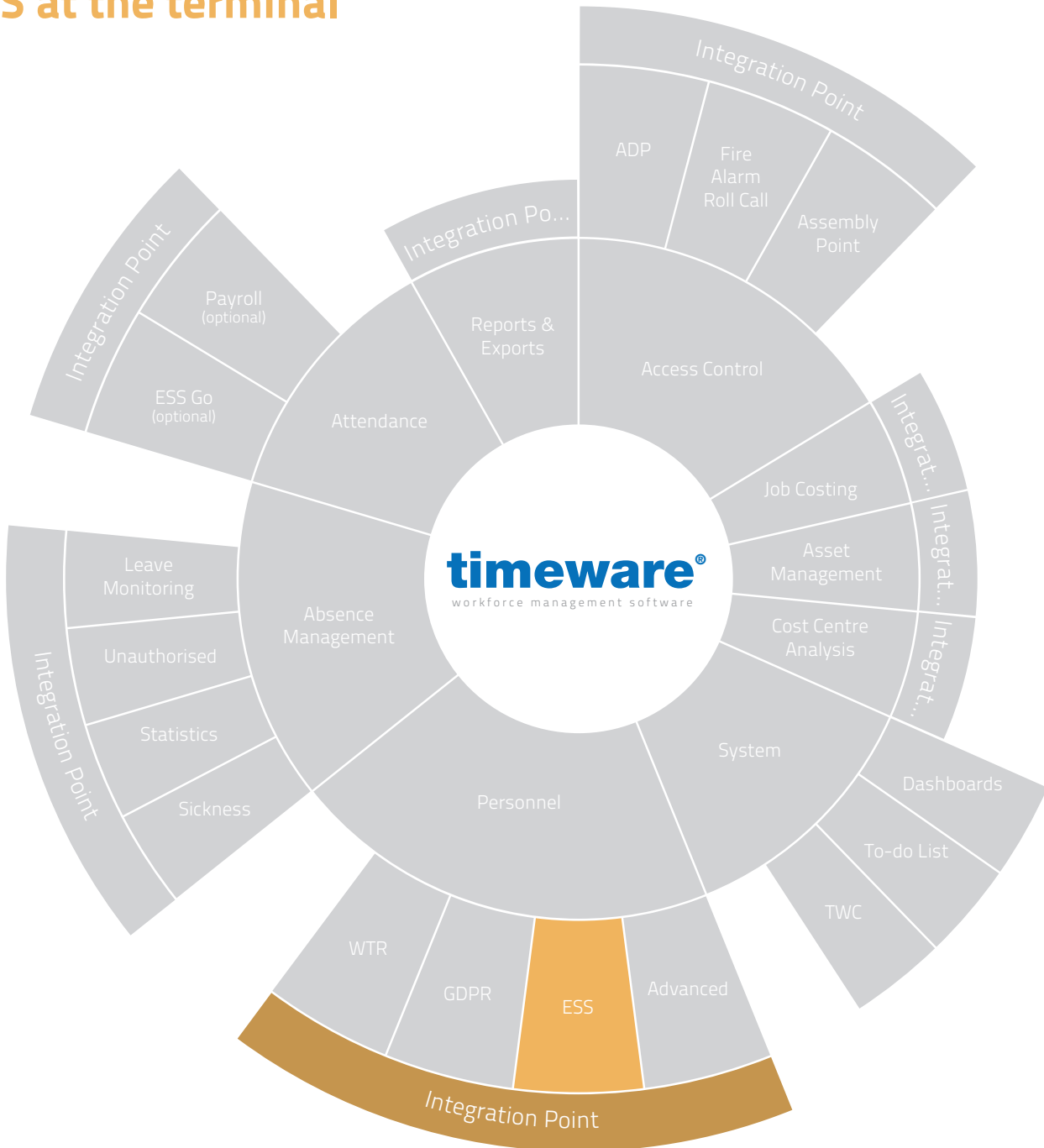


Training guide:  
**ESS at the terminal**





---

For more information about timeware® products, version updates, datasheets and reports, please refer to the timeware® community website:

[www.timeware.org](http://www.timeware.org)

We acknowledge the intellectual property rights of third parties, trade marks and brand names used within this document.

NMD<sup>3</sup> Ltd

---

[www.timeware.org](http://www.timeware.org)  
+44 (0)1706 659368





# Contents

<b>absence and holiday features</b>	<b>2-3</b>
<b>view your entitlement</b>	<b>4-5</b>
<b>request time off</b>	<b>6-7</b>
<b>cancel a request for time off</b>	<b>8-9</b>
<b>attendance features</b>	<b>10-11</b>
<b>view your balance</b>	<b>12-13</b>
<b>view your rota</b>	<b>14-15</b>
<b>view your in/out status</b>	<b>16-17</b>
<b>general features</b>	<b>18-19</b>
<b>Email-Me!</b>	<b>20-21</b>

---

<b>Module</b>	<b>Description</b>
<b>m/10</b>	<b>Setting up and configuring the ESS</b>

All information pertaining to any personnel record within this document is obtained from a demonstration database and are not details of any individual.

## absence and holiday features

The first terminal ESS features to be highlighted relate to employee absence and holiday features. Options covered include checking holiday entitlement, requesting time off and cancelling a request for time off.

Please remember that the timeware<sup>®</sup> development team can customise these options and add new options as required.



1. touch anywhere on the time and date screen

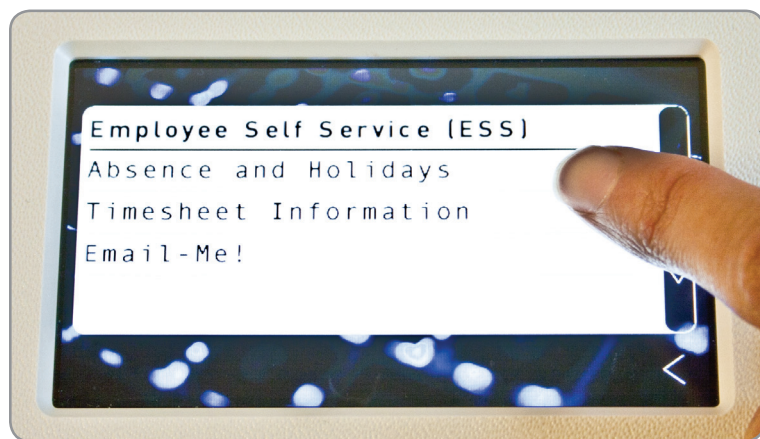


2. then touch the ESS button



3. next, prove who you are





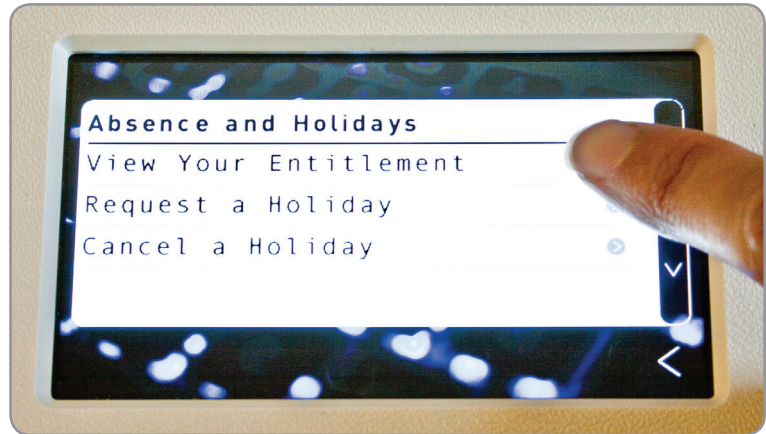
4. now select absence and holidays

## view your entitlement

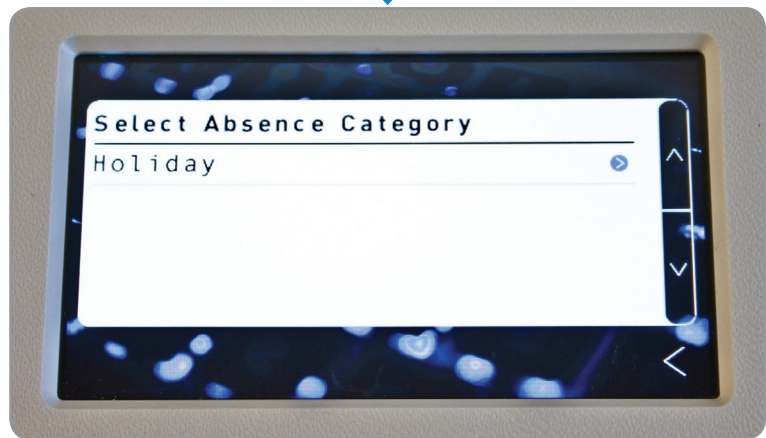
Imagine the scenario: It's time to book the family holiday but first, you need to check how many days you have remaining this year. Exiting methods include either asking your line manager or someone from the HR department to work out exactly how many days you have available. This can be a slow process and sometimes annoying for those involved!

This timeware<sup>®</sup> ESS function enables the employee to make an enquiry and receive an instant response without interrupting any other members of staff!

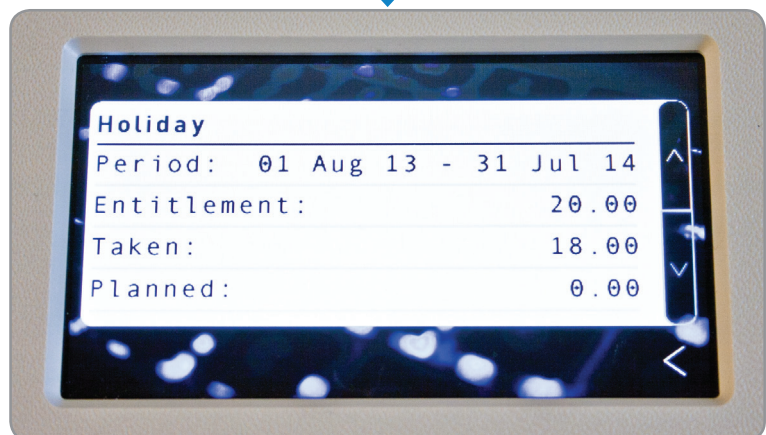
Modifications to this standard script include making the enquiry time sensitive so the option can only be used before or after work



1. first select 'view your entitlement'



2. then the absence category

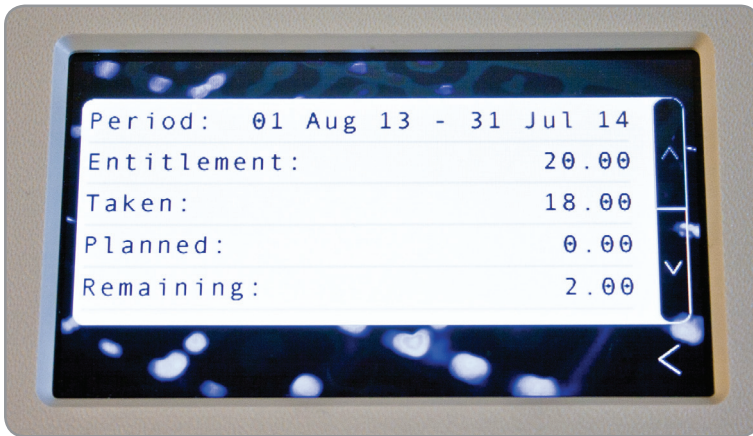


3. check the info and use the up & down keys to...





view your entitlement

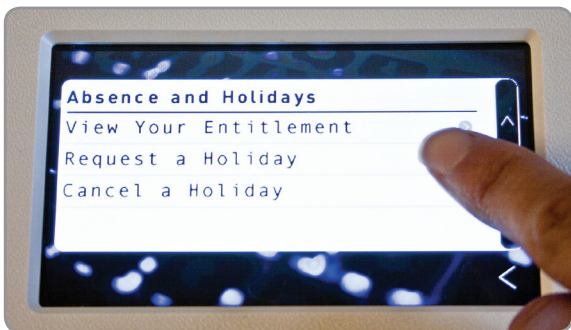


4. ...reveal more information !

## request time off

Having checked to see how many days you have left this year for holidays, you can now make a request using the 'Request a holiday' feature!

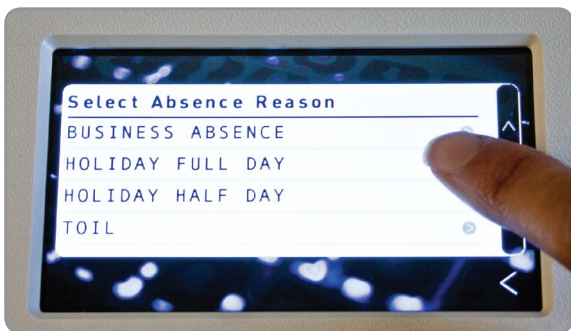
Simply select the reason, the 'from' and the 'to' date and then submit your request. Within seconds, your holiday application will appear on a manager's agenda ready to be approved (or declined!).



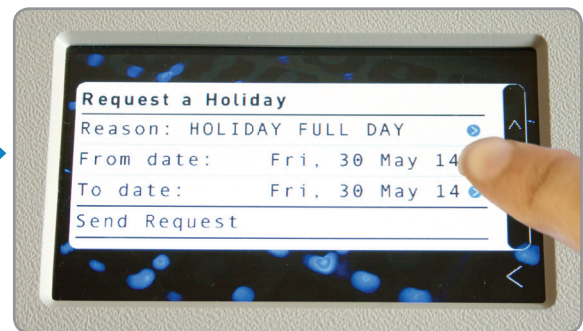
1. first select the 'request a holiday' option



2. touch 'reason'



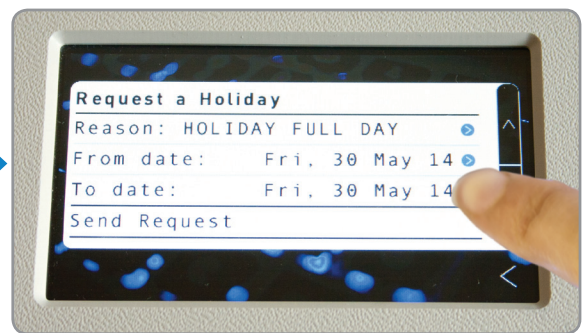
3. next, select the reason



4. now select the 'from date'



5. the 'from date': year, month and day

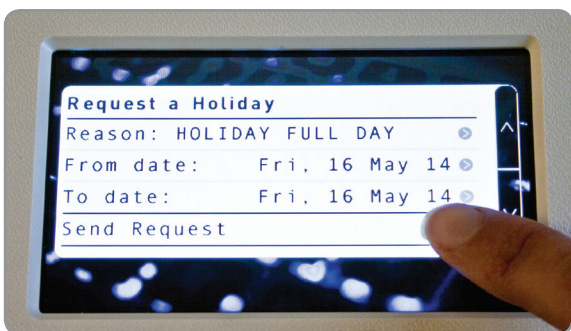


6. next it's the 'to date' and repeat the date selection process

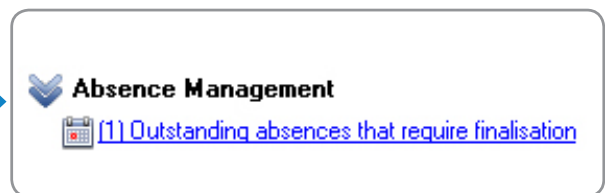




request time off



7. finally, send the request

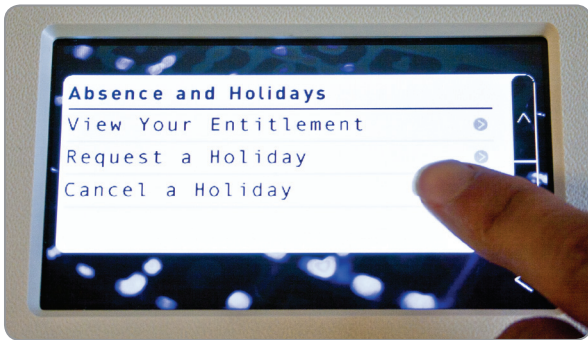


8. within seconds the request for time off appears on the managers agenda!

## cancel a request for time off

Here's a typical scenario: You've made a request for time off for a dental appointment and realise that you need to cancel the appointment due to other commitments. You have previously asked for time off using the ESS option, and the time off has been approved. The 'request to cancel' option enables employees to select any 'approved' or 'not-yet-approved' absence requests in the future. Once selected, a note is sent to the relevant senior member of staff for consideration.

A great option for staff members that occasionally change their mind!



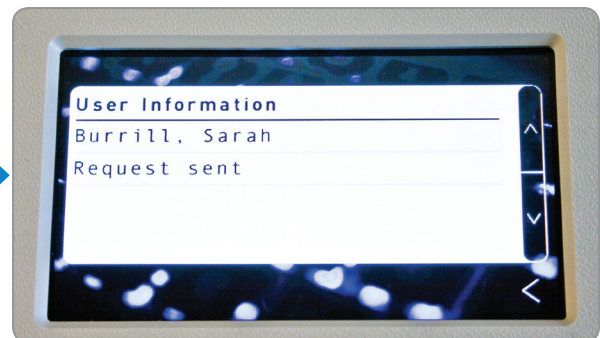
1. first select the 'cancel a holiday' option



2. next select the holiday to cancel



3. send the request

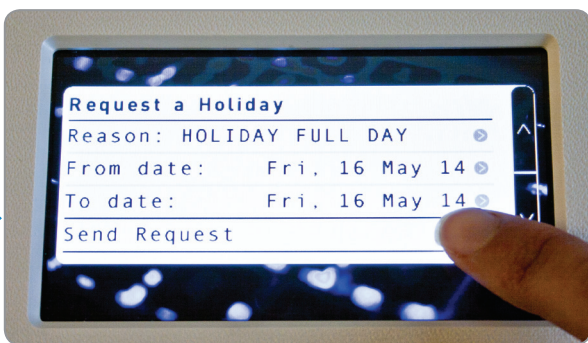


4. confirmation that your request to cancel has been sent





cancel a request for time off



5. the request to cancel instantly appearing on a managers agenda



6. within seconds the notice to cancel a request for time off appears on the managers agenda!



## attendance features

Not only can the terminal ESS features be used for absence and holiday reasons, there are also a number of attendance options available to employees to reduce wasted time whilst improving staff morale. The following pages describe the standard attendance ESS options available. Please remember that the timeware<sup>®</sup> development team can customise these options and add new features as required.



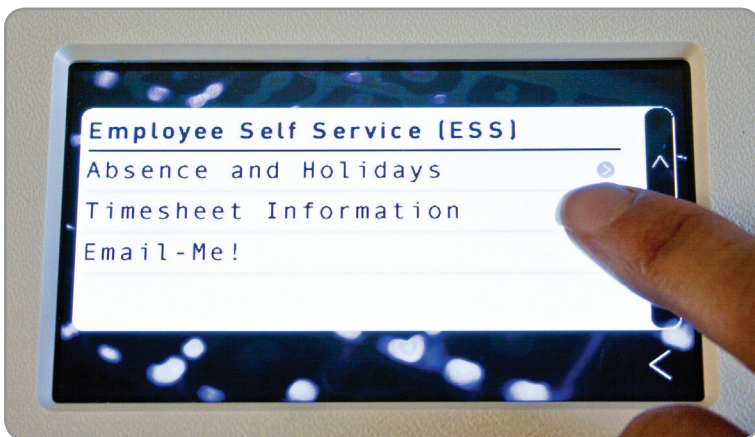
1. touch anywhere on the time and date screen



2. then touch the ESS button



3. next, prove who you are

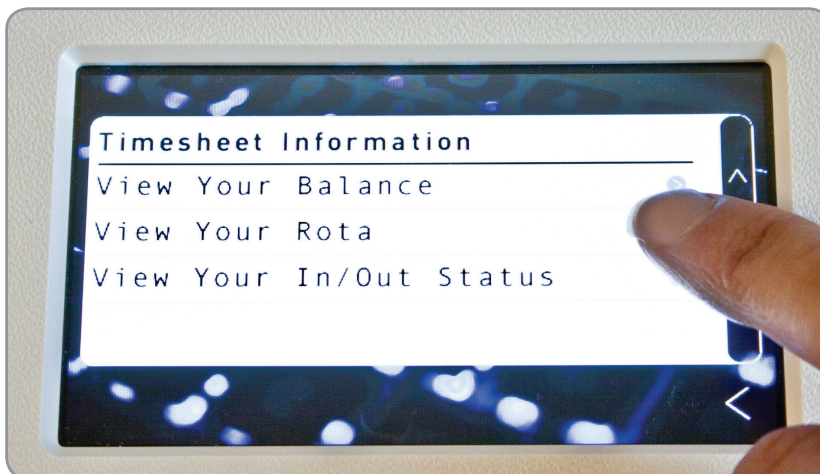


4. now select absence and holidays

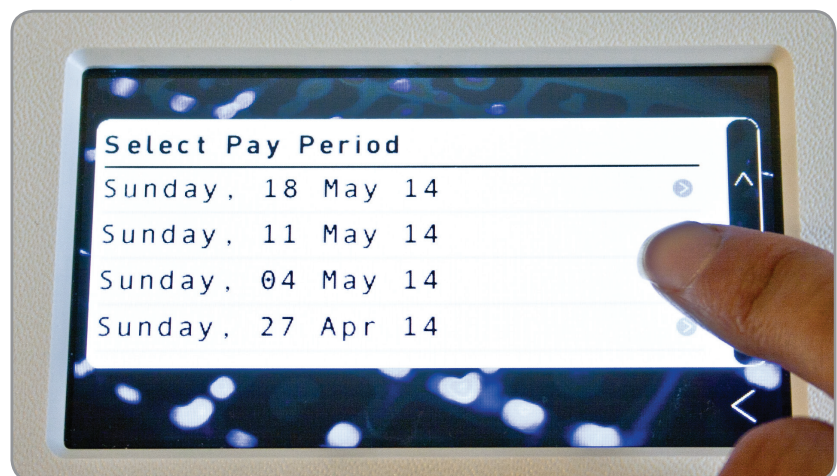


## view your balance

Ideal for companies using either flexitime or fixed schedule work patterns, 'View your balance' enables an employee to view the number of hours worked over a selected period. The standard ESS script will display the staff member's basic hours, along with overtime worked at the first five rates. As with all ESS functions, this number of overtime rates can be customised for the client by the development team.



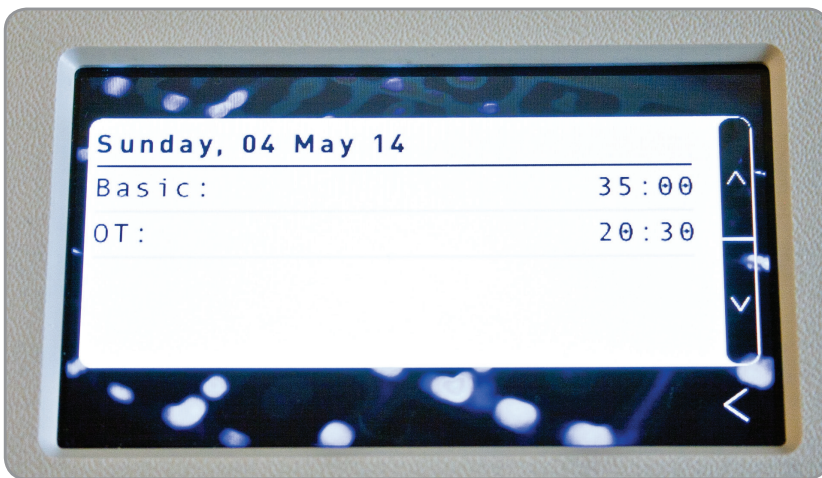
1. select 'view your balance'



2. next, select your pay period by week ending date



view your balance

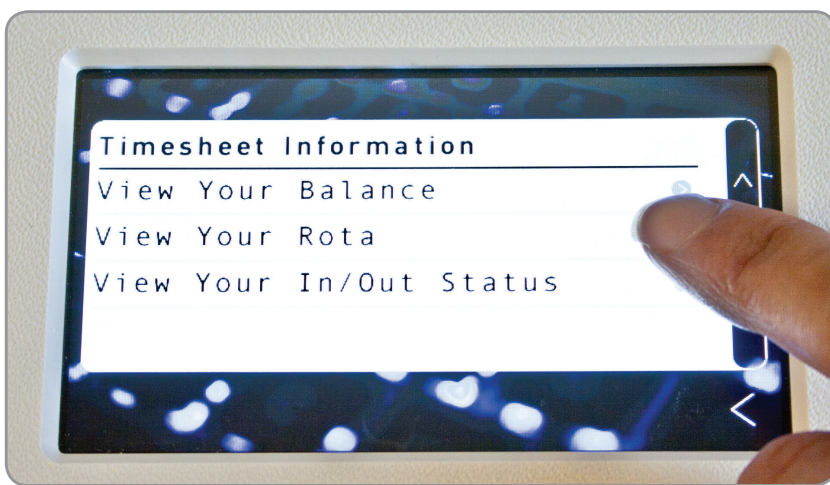


3. finally, view the basic and overtime hours worked

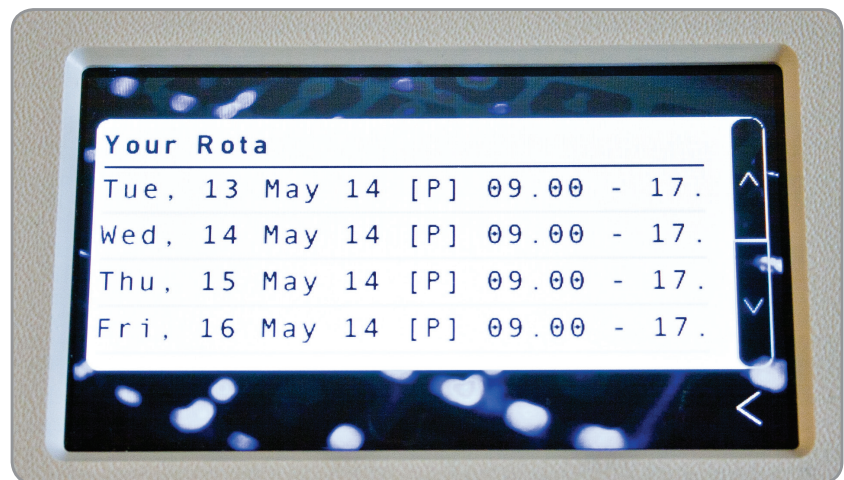


## view your rota

An ideal option for companies where an employee's work schedules may change on a daily basis. The option 'View your rota' enables the staff member to see what schedules they are allocated to over a one month period. Used in conjunction with Email-Me!, this option provides an immediate visual representation of the schedules selected through the period schedule screens and the Planner.



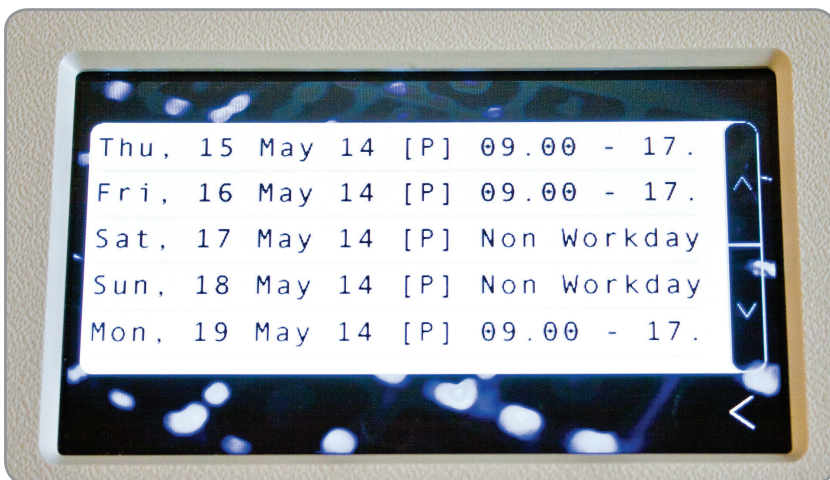
1. select 'view your rota'



2. the screen displays the next four days schedules



view your rota



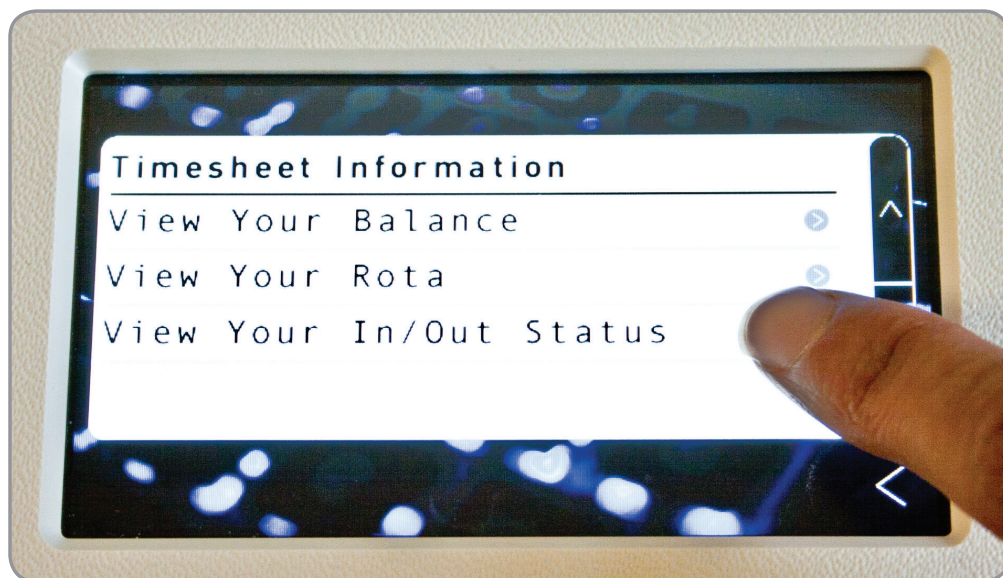
3. press the scroll keys to move up or down a page



## view your in/out status

The option: 'View your in/out status' is ideal for staff that are unsure if they are booked in or out. It is surprising the number of times staff accidentally double book because they have forgotten that they recently used the terminal.

An ideal reminder for staff that are unsure whether they are coming or going!

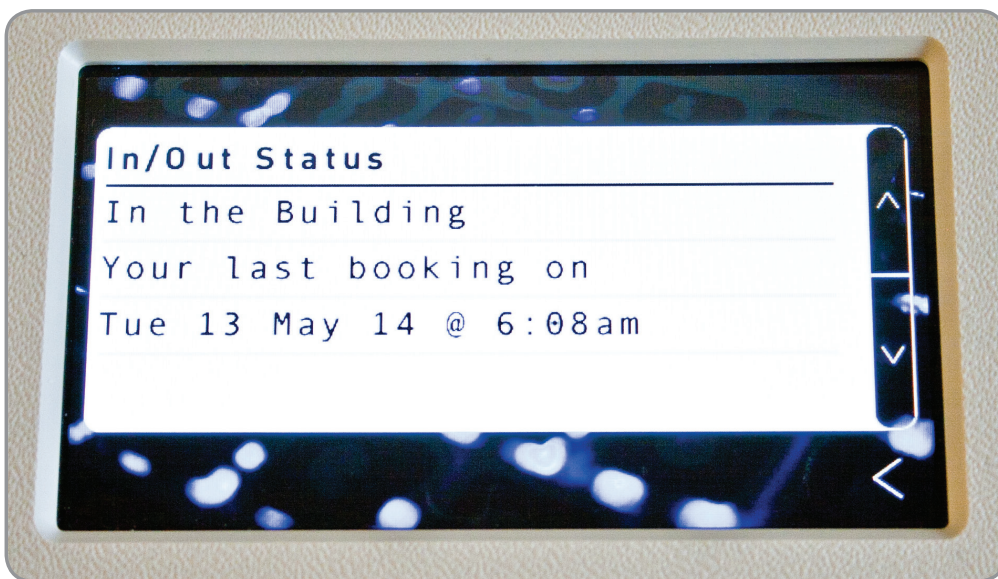


1. select 'view your in/out status'





view your in/out status



2. check if you are in or out!

## general features

Previous projects have required the development team to modify the ESS script to read an Excel file and display a company canteen's daily 'special offer'. Another project included analysing picking information from a 3rd party job costing system to allow a monetary value 'bonus figure' to be calculated and displayed.

If you are interested in discussing the customisation of your ESS script, please contact Liz Broadhurst in customer care to arrange a telephone appointment with a member of the project management team.

At the time of writing, (March 2014), there is only one 'General' option, Email-Me!.

Remember, that because of timeware's<sup>®</sup> extensive scripting module, it is possible to interrogate any information from within timeware<sup>®</sup> or indeed any other database on your network.



1. touch anywhere on the time and date screen



2. then touch the ESS button



3. next, prove who you are





4. now select email me!

## Email-Me!

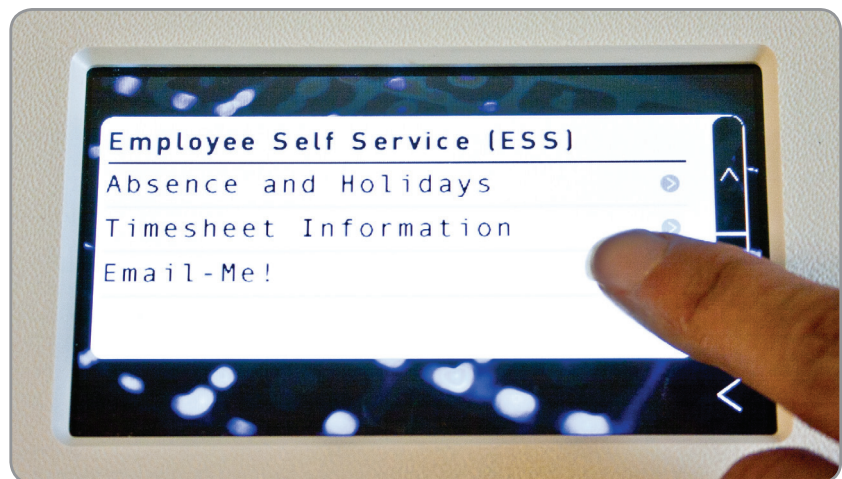
With over 90% of the UK working population now having a personal email address and with the advent of internet banking and on-line payments becoming widely accepted, the concept of checking personal information on the internet now the norm.

timeware's<sup>®</sup> unique Email-Me! feature is rapidly becoming a standard requirement on all installations as both employees and employers see the benefits that an automated system has over an old-fashioned process requiring staff to request information from a line manager.

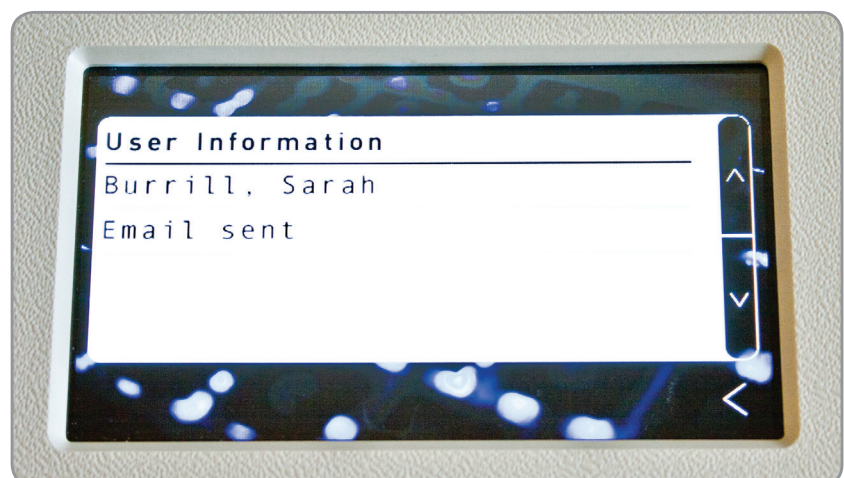
As with all timeware<sup>®</sup> options, the Email-Me! feature can be customised to suit each business.

The following information is included as standard:

- Absence entitlement for the current year.
- Days taken and days remaining for the current year.
- Hours worked over the past three periods (variable) including overtime information.
- Planned rota for next 30 days (including rest days)



1. select Email-Me! From the ESS menu

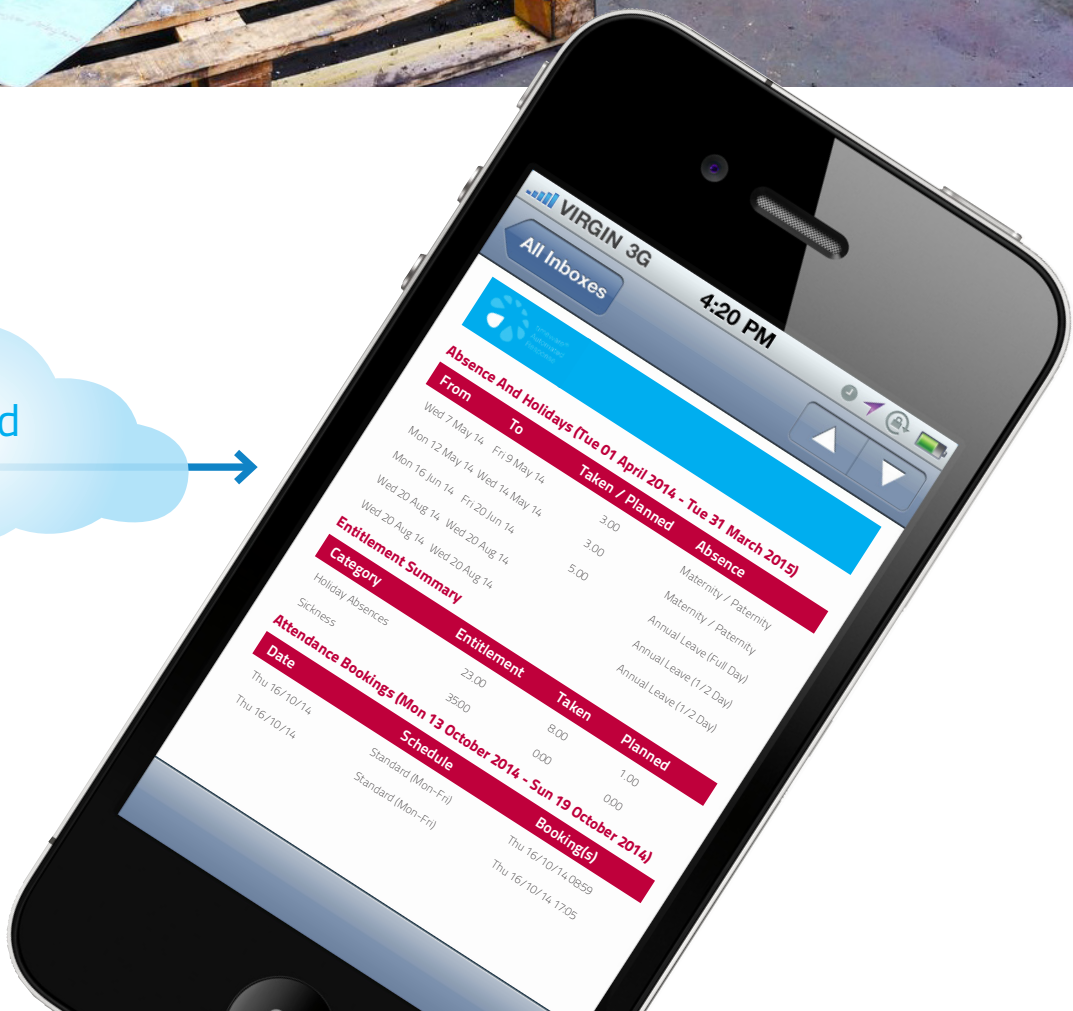


2. confirmation that the email has been sent!





Email - Me!



t2-0800 Training guide: timeware® ESS at the terminal



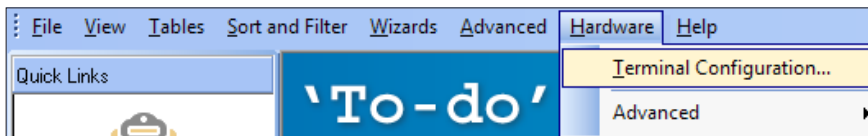
## Module:

### m/10

## Setting up and configuring the ESS

Even with all the useful features outlined in previous sections, the ESS still requires a process to set up. This section will outline what needs to be done to get the ESS at the terminal up and running.

1. Open up the timeware<sup>®</sup> application and go click Hardware, then Terminal Configuration ...



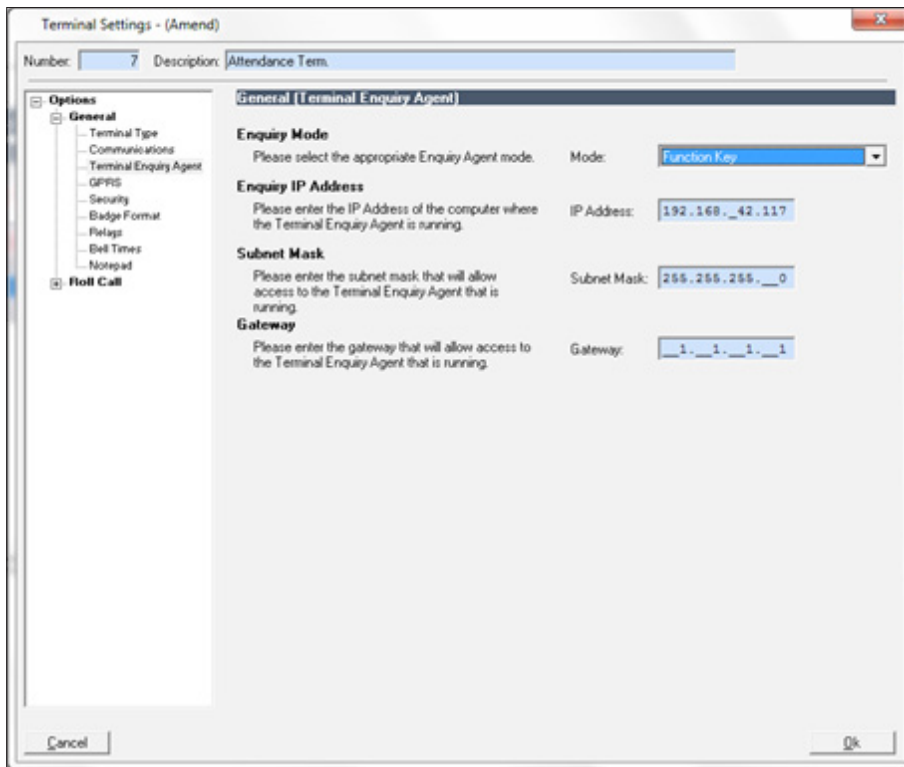
2. In this screen, right click on the terminal requiring the ESS and click Amend ...

The screenshot shows the 'Terminal Configuration' window with a table of terminal settings. The table has columns for Selection, Connection Status, Number, Description, Terminal Type, Host Address, Door Unlocked, Independent, Roll Call Enabled, and Edit. Row 7 is selected, indicating it is the terminal requiring the ESS.

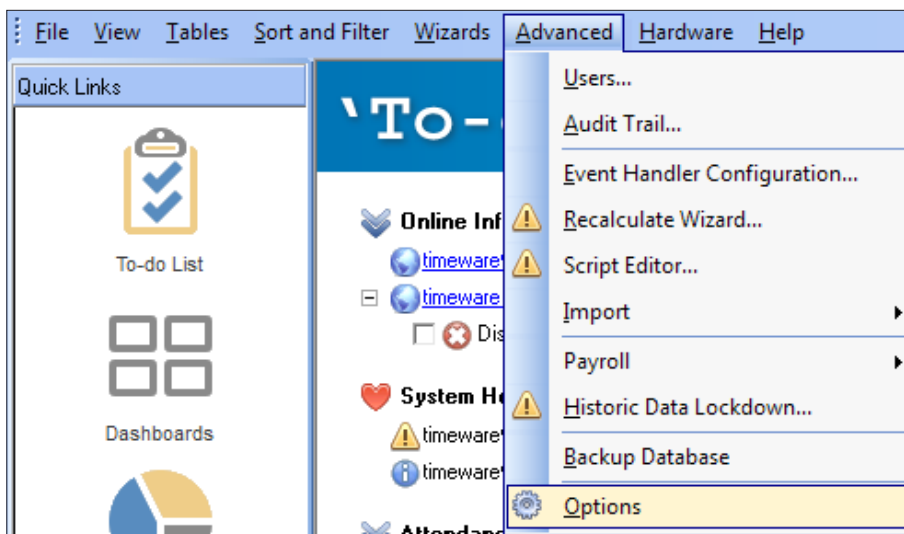
Sel...	Connection Status	Number	Description	Terminal Type	Host Address	Door Unlocked	Independent	Roll Call Enabled	Ed
<input type="checkbox"/>	Not tested in this session	-1	GPS Device	GPS		No	Yes	Yes	
<input type="checkbox"/>	Not tested in this session	0	Employee Self Service	Employee Self Service		No	No	Yes	
<input type="checkbox"/>	Not tested in this session	1	Manchester Fire Alarm Monitor	timeware Fire Alarm Monitor	192.168.42.20	No	No	Yes	11
<input type="checkbox"/>	Not tested in this session	3	Manchester Site	timeware Access	192.168.42.94	No	No	Yes	10
<input type="checkbox"/>	Not tested in this session	5	Birmingham Fire Alarm Monitor	timeware Fire Alarm Monitor	192.168.42.20	No	No	Yes	11
<input checked="" type="checkbox"/>	Not tested in this session	7	Attendance Term.	timeware Attendance	192.168.42.93	No	No	Yes	11
<input type="checkbox"/>	Not tested in this session	565	Birmingham Site	timeware Access	192.168.44.22	No	No	Yes	10



3. Click on Terminal Enquiry Agent. Set the Enquiry mode as Function Key and input the correct network settings for the server that houses the Terminal Enquiry Agent service.



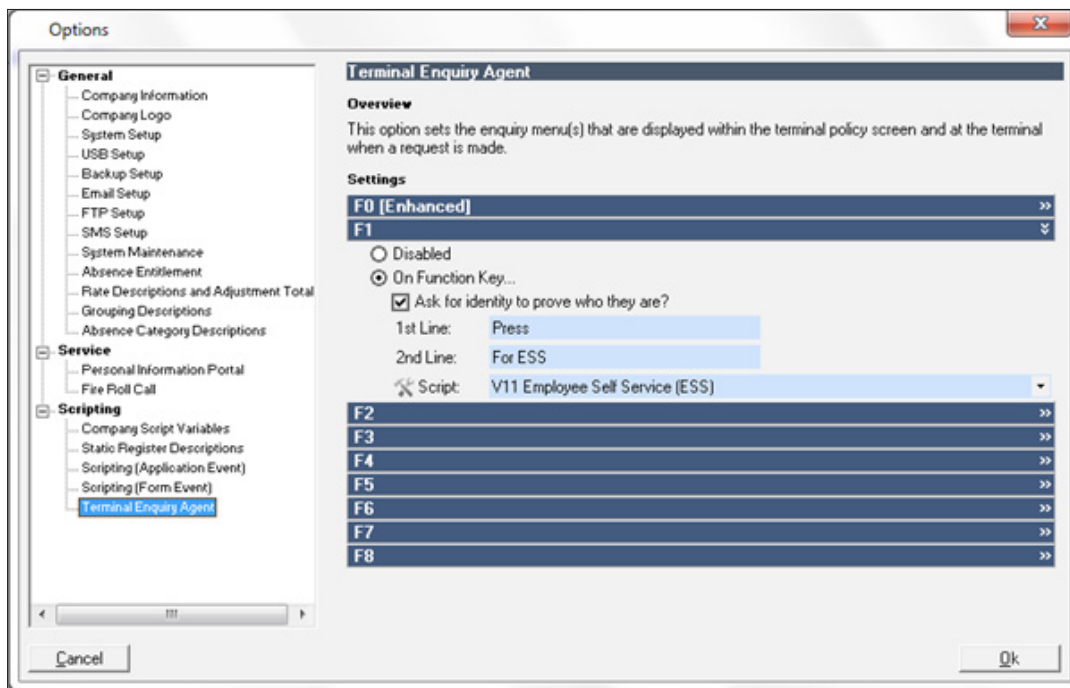
4. Click OK and then click Advanced, then options ...



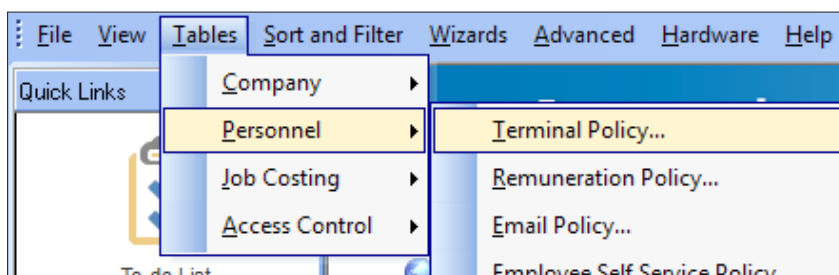


5. Click Terminal Enquiry Agent on the bottom tab. You will need to have the following input to be able to use the ESS.
  - "On Function Key..." selected
  - "Ask for identity to prove who they are?" ticked
  - Text in the first and second lines that will be displayed when the ESS button is pressed.
  - The "V11 Employee Self Service (ESS)" script assigned.

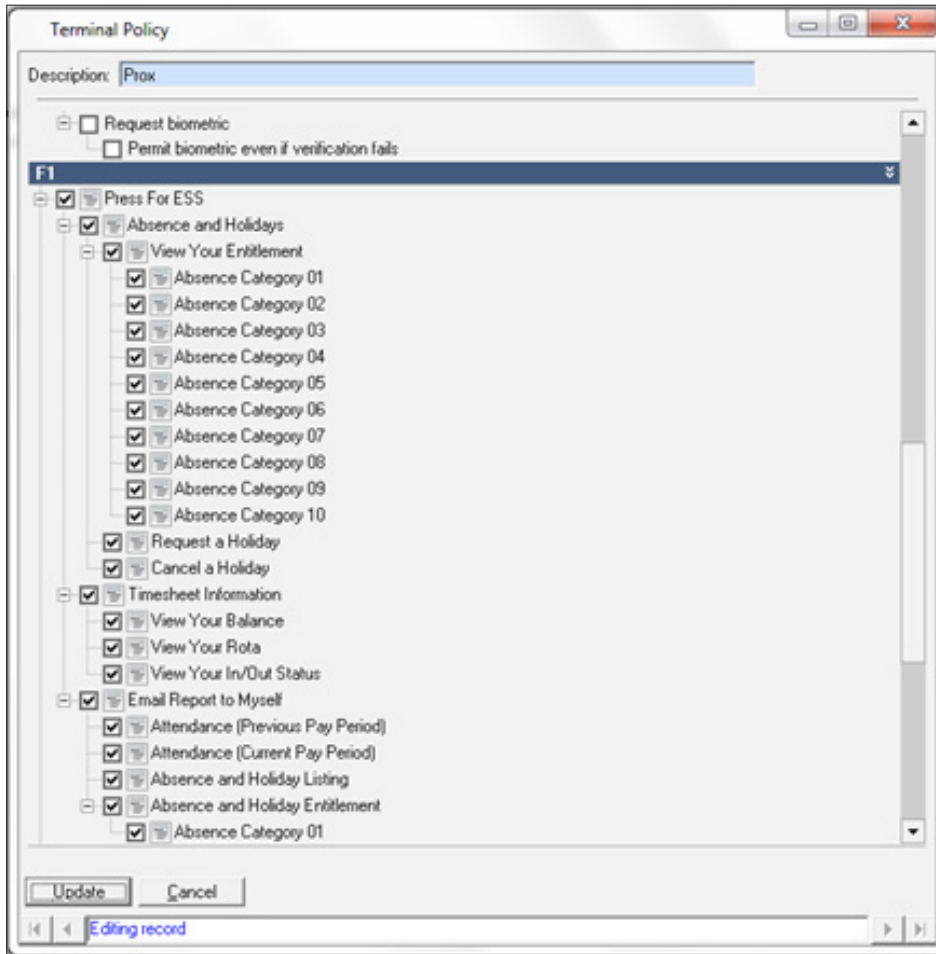
Once the above information is input, click OK.



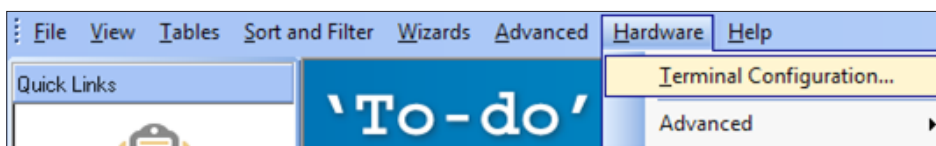
6. The next step is to assign the relevant ESS features to the the different terminal policies you are likely to have set up. You can get to the terminal policies by clicking Tables, then Personnel, then Terminal Policy ...



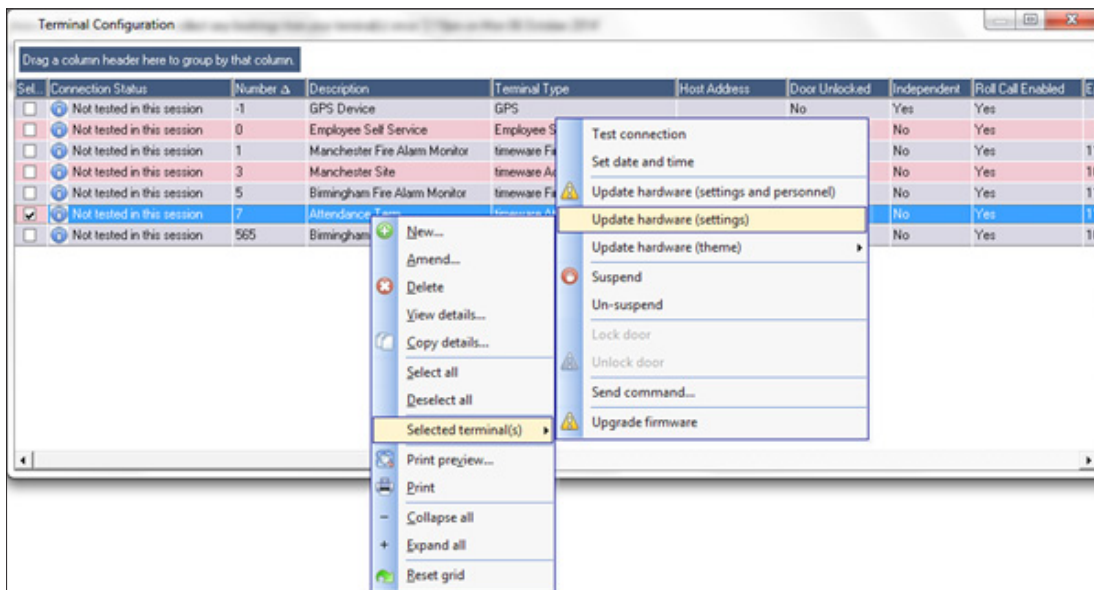
7. Once inside the terminal policy section, scroll down until you see the function key set up earlier. Here you can customise what parts of the ESS an employee has permissions to use. Once your preferred changes have been made, click Update.



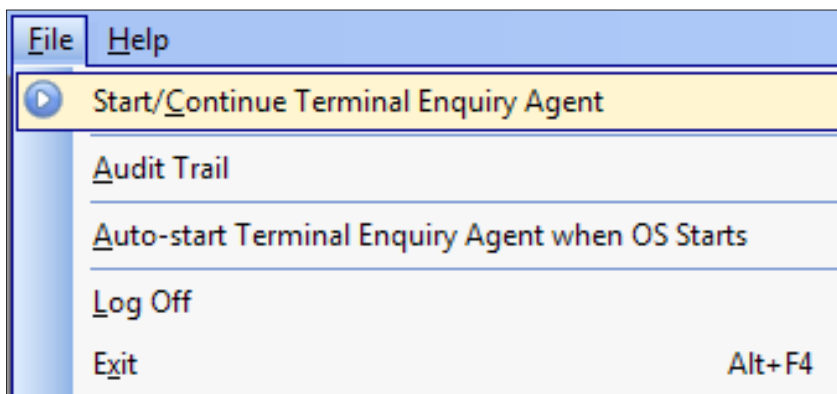
8. Next is to update the terminal with the settings we've just made. Click Hardware, then Terminal Configuration ...



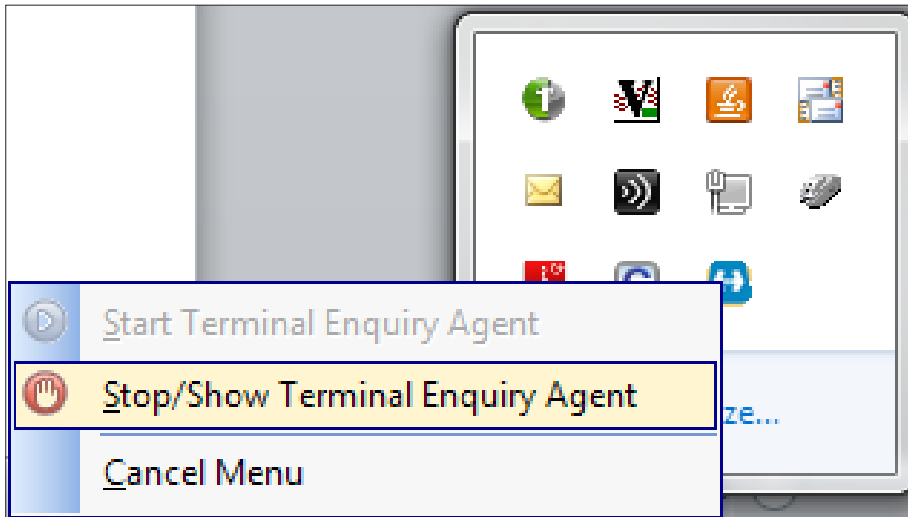
9. Tick the box next to the touch screen terminal that will use the ESS feature. Right click on the terminal, click Selected terminal(s) and finally Update hardware (settings). Once that process has ran through successfully, follow the same procedure but this time click Update hardware (settings and personnel). Again, let this run through and the you can exit the Terminal Configuration screen.



10. Now, run the Terminal Enquiry application and press enter when it gets to the logon screen. Click File, then Start/Continue Terminal Enquiry Agent. This process will minimise the application to the system tray.



11. Open up the system tray and right click the Terminal Enquiry Agent icon, then click Stop/Show Terminal Enquiry Agent. This will open up the application again. Exit the application and then start the timeware<sup>®</sup> Terminal Enquiry as a service.



12. The ESS at the terminal will now be working and can be freely used by the employees.



**\*Note. The Terminal Enquiry Agent service is mandatory for the ESS to function. If this service is not started, then the ESS feature will display the message "No Enquiry Connection" until it is started again.**