

Manage the Time Clock - An Overview

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Permissions control the ability of your Users to see certain data and take specific actions. Before moving forward review [Time Clock Administrator - Required User Permissions](#).

One or more people in your organization should be selected to work with the Jackrabbit Time Clock.

Managing the Time Clock is a four-step process that should be completed in the following order:

1. [View time entries and resolve incomplete time entries](#)
2. [Approve or Unapprove time entries](#).
3. [Close the pay period](#) (all time must be approved before a pay period can be closed).
4. Export to [Excel](#) to work with the data or export it to [Express Payroll](#) for payroll processing.

Jackrabbit only accepts a 12-hour format when entering time into the time fields. You will be prompted to enter the next digit and am or pm. **Note: when entering a single-digit number, you must either enter a "0" before the number or enter a ":" after the number. Military time is not accepted!**

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Frequently Asked Questions

Q. *Why can't I see some of the options under the Time Clock menu?*

A. There are several User ID permissions that control a User's ability to work with the Time Clock.

These permissions are located in the *Staff* and *Staff Portal* permission categories. Edit a User ID's permissions from the *Gear (icon) > Settings > General > User IDs (left menu) > click link on the User ID to be edited > User Permissions (left menu)*.

Refer to [Time Clock Administrator - Required User Permissions](#) for a complete list.

Q. *Can I export staff time data from Jackrabbit to a payroll system?*

A. Jackrabbit exports time data (hours) to **Express Payroll** for payroll processing and to **Excel** as an CSV file. Additionally, most reports are exportable to Excel using the Export button on the report.

Q. *Why is the Time Clock time off?*

A. Check your Daylight Savings time settings. Go to the **Gear** (icon) > **Settings** > **General** > **Organization Defaults** (left menu) > **Time & Date Settings** (section).

Review and confirm your *Time Zone* and *Observe Daylight Saving* settings are correct. Enter current *DST Start* and *DST End* dates. Click **Save Changes**.
