



Release Notes – August 20, 2013

In This Release

1. Summary

2. Reminder – Released August 10th

2.1. New VeriTime URL

2.2. VeriTime Direct Login

2.2.1. VeriTime Direct Login Page

2.2.2. Forgot Login ID or PIN

3. New Features

3.1. System Enhancements

3.1.1. Live Chat

3.1.2. Suggest a Feature

3.1.3. User Settings: Tag Assignment

3.1.4. New Kiosk Settings

3.1.4.1. Prevent clock-in if no schedule exists

3.1.4.2. Early clock-in allowance

3.1.5. Kiosks: Use VeriTime's official time for clock events

3.1.6. Timesheet Review: Last Update Status

3.1.7. Proximity Card Clock-in

4. New System Concept

4.1. User Profiles

5. Client Feedback

6. Customer Impact

1 Summary

During the week of August 20, 2013, we will release several enhancements to VeriTime. Please read this document carefully, as there are some new features that you might find very useful. We continue to look for your feedback so that we can make VeriTime better with each release that we deliver.

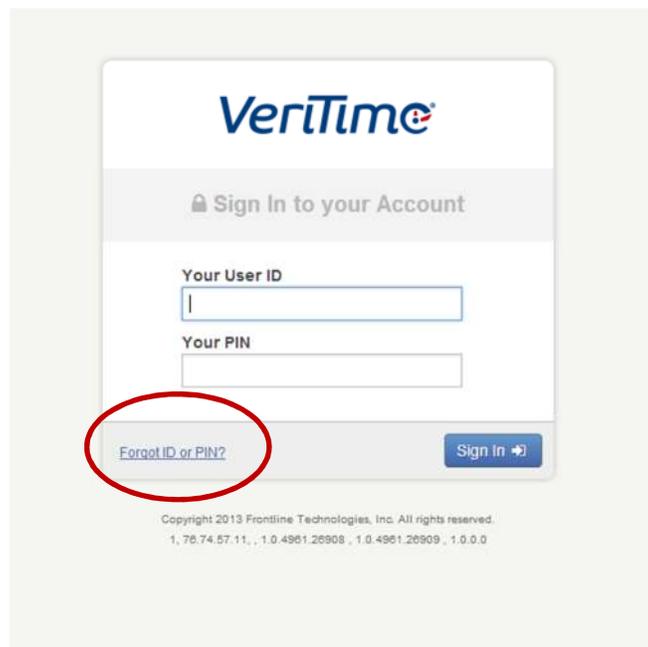
2 Reminder – Released August 10th

2.1 New VeriTime URL

The VeriTime product now has its own home on the internet. The new URL for VeriTime is veritime.aesoponline.com. Please make note of the new URL and change any bookmarks and desktop shortcuts you have saved for accessing VeriTime. The old URL will redirect to the new URL for a short while. Please edit or delete and recreate all bookmarks and shortcuts on the computers used to run VeriTime clock kiosks.

2.2 VeriTime Direct Login

As part of the initiative the VeriTime team undertook to separate VeriTime onto its own URL, several changes and improvements have been made to the VeriTime login process.



2.2.1 VeriTime Direct Login Page

Starting with this release, all Users can log in to VeriTime directly without logging in to Aesop first. The VeriTime login page is a single page where both Admin users and Employees/Substitutes will go to log in. There is no separate Navigator page for VeriTime as there is for Aesop.

The User ID and PIN for both the Aesop and VeriTime Login pages are the same, you won't have to keep track of another set of login credentials.

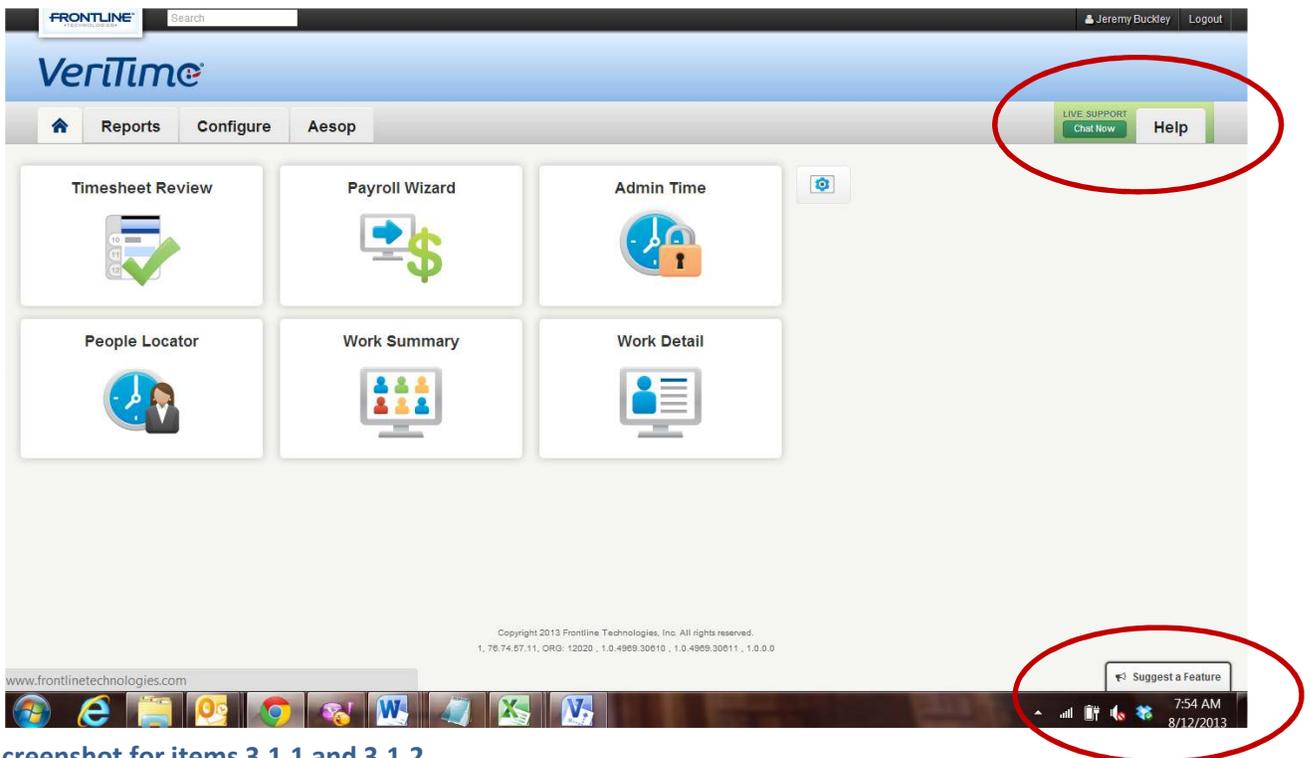
Links within VeriTime and Aesop to switch back and forth between the two programs remain functional. If you are logged in to VeriTime and cross over to Aesop you will not have to log in a second time, and vice versa.

2.2.2 Forgot Login ID or PIN

The VeriTime team added a convenient link in the bottom left corner of the VeriTime Login screen. When you click the link, VeriTime will ask you to enter your email address. When you click the "Send a Password Reminder" button, an email will be sent to the address entered that will list every Login ID and PIN associated with that email address in our database. There is also a link for "Helpful Hints" in the lower right hand corner of the login screen that prompts the user with a reminder of what a typical User ID might be and gives the characteristics of a typical PIN. Additionally, there is a link to our Login Troubleshooting pdf.

3 New Features

3.1 System Enhancements

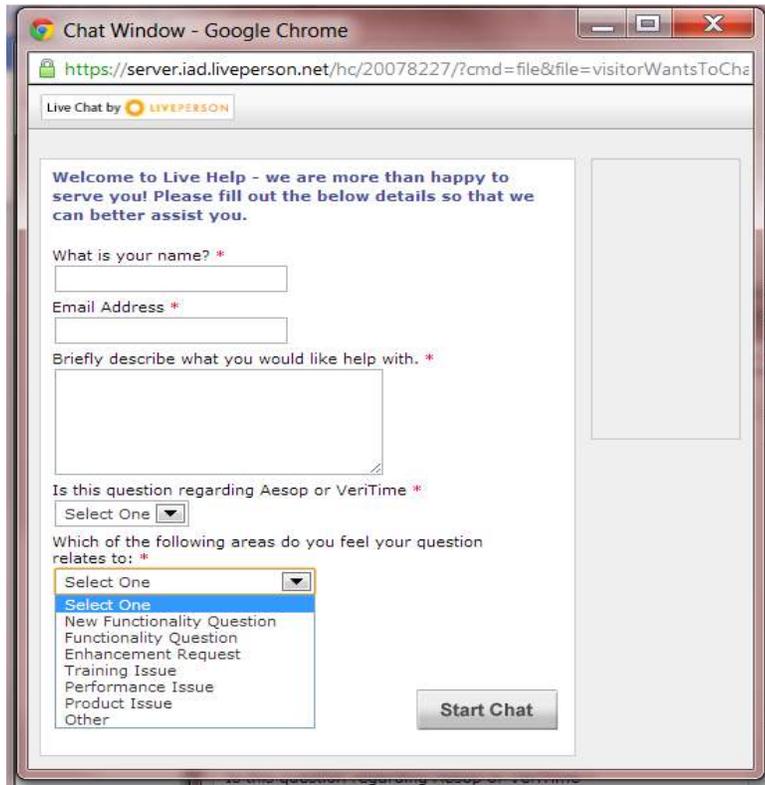


Screenshot for items 3.1.1 and 3.1.2

3.1.1 Live Chat

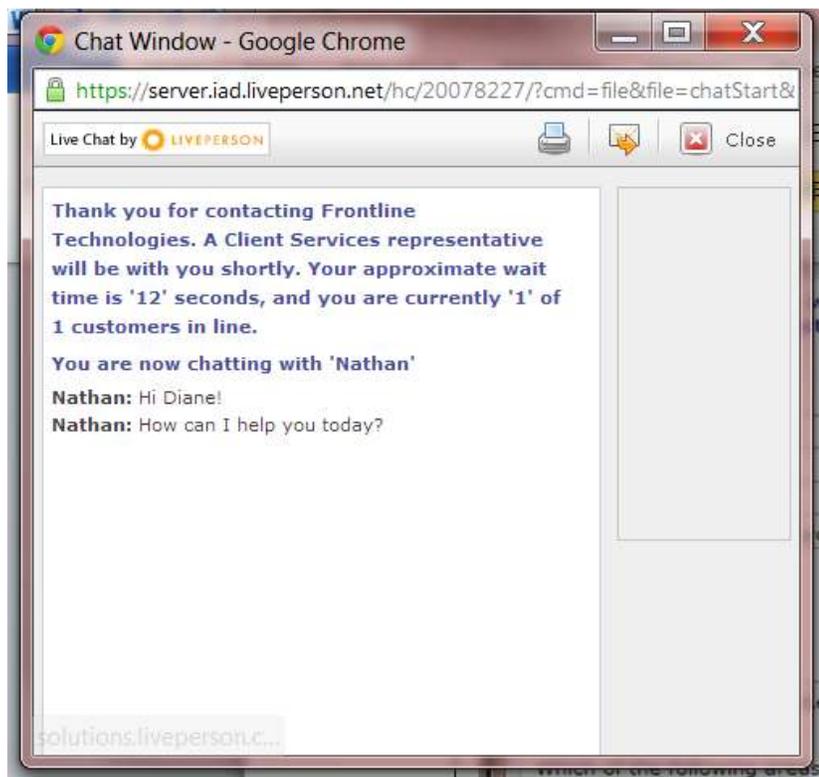
VeriTime now has a link accessing Live Chat. The button has been added to the navigation bar next to the Help button in the top right corner of the screen. The Live Chat button appears throughout the VeriTime system.

Clicking on the Live Support Chat Now button will launch a window containing the Live Chat web form requesting your name, email address, a brief description of what you would like



The screenshot shows a web browser window titled "Chat Window - Google Chrome". The address bar displays the URL: <https://server.iad.liveperson.net/hc/20078227/?cmd=file&file=visitorWantsToCha>. The page header indicates "Live Chat by LIVEPERSON". The main content area contains a welcome message: "Welcome to Live Help - we are more than happy to serve you! Please fill out the below details so that we can better assist you." Below this, there are several form fields: "What is your name? *" with a text input field; "Email Address *" with a text input field; "Briefly describe what you would like help with. *" with a larger text area; "Is this question regarding Aesop or VeriTime *" with a dropdown menu showing "Select One"; and "Which of the following areas do you feel your question relates to: *" with a dropdown menu showing "Select One" and a list of options: "New Functionality Question", "Functionality Question", "Enhancement Request", "Training Issue", "Performance Issue", "Product Issue", and "Other". A "Start Chat" button is located at the bottom right of the form.

help with, and the category for the area you feel your question fits into. After clicking on the Start Chat button, you will be placed into the Live Chat queue for the next available Client Services Representative to respond to your question. A message will appear indicating the placement of your question in the queue with an estimate of how long



The screenshot shows the same "Chat Window - Google Chrome" browser window. The address bar now displays: <https://server.iad.liveperson.net/hc/20078227/?cmd=file&file=chatStart&>. The page header still says "Live Chat by LIVEPERSON". The main content area displays a confirmation message: "Thank you for contacting Frontline Technologies. A Client Services representative will be with you shortly. Your approximate wait time is '12' seconds, and you are currently '1' of 1 customers in line." Below this, it says "You are now chatting with 'Nathan'". The chat history shows two messages from "Nathan": "Hi Diane!" and "How can I help you today?". At the bottom left, there is a small text element: "solutions.liveperson.c...".

the wait will be. Our Client Services team strives to respond to each chat within 30 seconds, and except for during extremely high volume timeframes, that goal is met or exceeded consistently.

Once a Client Services Representative has helped to resolve the issue and the Chat session has ended, a screen will appear that gives you the opportunity to have a transcript of the chat emailed to you, and requesting your feedback on the experience. While rating the experience and leaving feedback is not mandatory, it is certainly appreciated. Your feedback helps us to improve our service to our customers.

LivePerson Exit Survey Window - Google Chrome

https://server.iad.liveperson.net/hc/20078227/?cmd=file&file=postChatSurveyCont

Live Chat by LIVEPERSON

Thanks for chatting with us today! Please provide us with your feedback so we may serve you better.

Transcript Requested *

yes

no

Email

dgundrum@frontlinetechnolc

How would you rate the service that you received? 5 = Excellent, 3 = Okay 1 = Terrible.

5 - Service was Excellent

4 - Service was Pretty Good

3 - Service was Average/Adequate

2 - Service was Below Average

1 - Service was Horrible

N/A - Service was adequate, but I did not like the answer

Comments

Required items indicated with *.

Submit

www.liveperson.com

3.1.2 Suggest a Feature

The VeriTime team has added a button to the bottom right corner of the screen labeled "Suggest a Feature". This button will appear throughout the VeriTime system. Those of you who also work within our Aesop system may recognize the User Voice feedback collection and voting system. VeriTime is using the same technology, but with a separate queue from the Aesop product so the VeriTime specific suggestions are not mixed in among the Aesop specific suggestions and will get prominent placement on the list and an equal opportunity for Users to vote on ideas.

Clicking on the "Suggest a Feature" button will launch a feedback form that prompts the user to "Enter your idea", "Describe your idea" which gives the User a little more space to explain the idea fully, and "Your email address". Once you have completed filling in the form, click on the "Post idea" button.

Give feedback

How can we improve VeriTime?

Enter your idea

Describe your idea... (optional)

Your email address or sign in with  

Post idea

No ideas available

powered by **USERVOICE**

Your idea will be posted into the queue that appears on the left hand side of the window for other Users who click on the "Select a Feature" button to review and vote on. This pool of features and enhancement requests will be closely monitored and all submitted ideas will be considered for future development.

Feedback [browse ideas](#)

- Allow for late starts, early dismissals, easier...**
546 votes · 110 comments
- Email when someone is out xx or more days...**
482 votes · 35 comments
- Set rules on what dates certain absence re...**
274 votes · 52 comments
- Upgrade approval process - assign individu...**
208 votes · 59 comments
- Build a "class cover" module that would allo...**
UNDER REVIEW · 157 votes · 37 comments
- Create a schedule for employees.**
154 votes · 15 comments
- Tracking of substitute requests to cancel a...**
152 votes · 6 comments
- Add 'sub declined' button to avail subs pag...**
140 votes · 14 comments

Give feedback

You are out of votes!

Your votes will be returned when your ideas are closed by an admin (We'll email you!).

powered by **USERVOICE**

3.1.3 User Settings: Tag Assignment

There has been a Step added to the User Settings Wizard for Organizations that use the Tags functionality to create visibility groups of otherwise unrelated users.

The screenshot displays the 'User Settings' wizard interface. On the left, a sidebar lists four steps: 'Step 1 - User', 'Step 2 - Wage Info', 'Step 3 - Tags' (highlighted with a red circle), and 'Step 4 - Positions'. The main content area shows user details for 'Tommy Callahan' (Type: Substitutes, Identifier: 123654789) and a 'View Aesop Details' button. Below this, there are two panels: 'Search for Tag:' on the left and 'Tags assigned to this User:' on the right. The search panel includes a search box with the letter 'A', a 'Search' button, and a list containing 'All Types (imported)'. A red arrow points to the 'Assign Selected Tags' button at the bottom of the search panel. The right panel shows 'There are no tags currently assigned to this user' and an 'Unassign Selected Tags' button. A 'Next' button is located at the bottom center of the wizard.

This step allows the Admin to search for a Tag and assign it to a newly created Employee during the new user set up so that you do not have to remember to go to the Tag Admin screen and add the User to the Tag later. Simply enter a keyword in the search box, click the "Search" button, click on the appropriate Tag name to select that Tag, then click on "Assign Selected Tags". The Tag will move to the "Tags assigned to this User" box on the right side of the screen.

You can also remove a Tag from a user's settings from this same screen by clicking on the name of the Tag, then clicking on "Unassign Selected Tags". The Tag will shift over to the "Search for Tag" box on the left side of the screen.

Note: The ability to create a Tag and assign Users to that Tag will continue to function as it has without any changes.

3.1.4 New Kiosk Settings

There are two new kiosk settings that can be set on a Staff Group Profile on Step 3 of the Staff Group Admin wizard. They are "Prevent Clock-in if no schedule exists", and "Early Clock-in Allowance".

Since these are Staff Group Profile settings, they will apply to every employee attached to that profile automatically. There is no need to set this permission for each individual employee. However, that also means that if you have a few employees in a Staff Group Profile that have a legitimate need to clock-in on an unscheduled day, or have the flexibility to clock in before their scheduled time, these Employees must be moved to a separate Staff Group Profile that does not have these restrictions set.

- 3.1.4.1. **Prevent Clock-in if no schedule exists**- The Organization can choose to prevent an employee from clocking in on a day when they were not scheduled to work by selecting this option under Kiosk Settings in the Staff Group Profile. If an Employee attached to a Staff Group Profile with this option enabled were to attempt to clock-in on a day when there was no work schedule for them in the system, they would receive an error message indicating that they are not scheduled to work that day and cannot clock-in.
- 3.1.4.2. **Early Clock-in Allowance** – The Organization may choose to set an Early clock-in allowance on a Staff Group Profile. Click the checkbox to activate the option, and enter a duration value into the box. The threshold can be set anywhere from zero minutes to 24 hours. If an Employee attached to a Staff Group Profile that has this option enabled attempts to clock-in too early for a shift, (i.e. 7:30 am for an 8:00 am start time, with the allowance set to 15 minutes) the system will return an error message indicating that it is too early to clock-in.

Note: the Early clock-in allowance option **prevents** an early clock-in, it **does not round** an early clock-in up to scheduled time.

3.1.5 Use VeriTime's Official Time for Clock Events

This Organization setting allows an Org to bypass the clock on the local computer that is used to run the kiosk and to use VeriTime's official time instead. This feature will ensure that the kiosk is running on the proper time, and clock events are always accurate, regardless of what the local computer indicates as the time. Using this feature will reduce

Organization Settings

General Settings

- Enforce Kiosk IP Blocking
- Enable Kiosk Scanning
- Enforce In/Out on Timesheets
- Enable Hours To Units Conversion
- Enable Subs to Add Timesheets
- Enable Subs/Emps to View Payroll Summary
- Enable Subs to Enter Timesheets Before Leave End
- Enable Copy Timesheet Feature
- Enable Timesheet Tacit Approval
- Disallow Overlapping Clock Events for Different Jobs
- Max Sub Timesheet Diff vs. Schedule
- Enable Tags
- Use VeriTime's official time for clock events

Formatting of Time: Standard Time (hh:mm AM/PM) ▼

Max Overnight Duration: 00:00

Auto Apply Sub Job Type: ▼

Schedule Settings

the instances of human error and mechanical failure affecting the kiosk, and offers added security against clock event tampering.

3.1.6 Timesheet Review: Last Update Status

As a direct result of customer requests, the Timesheet Review Report has been changed to be a little more informative. The VeriTime team has added a last update status to the

Timesheet Review

Range: 08/12/2013 - 08/18/2013 Filter: Outstanding Timesheets Sort: User Ascendingly [Advanced Options](#) [Approve, Reject or Reset Timesheets](#)

Search

Page 1 of 1 10

Displaying 1-8 (Total: 8)

User	User Type	Total Scheduled	Total Paid	Total Time	Net Difference	Status
Abbott, Michael	Employees	34.00	00.00	00.00	-34.00	Submitted
Anderson, Victoria	Employees					Submitted
Bloom, Jeremy	Employees					Submitted
Bookkeeper, Betty	Employees					Submitted
Connor, James	Employees					Submitted
Ocean, Danny	Employees					Submitted
Romo, Tony	Employees					Submitted
Spears, Chuck	Employees	37:30	00.00	00.00	-37:30	Submitted

LEGEND | Approved Partially Approved Rejected Partially Rejected Waiting Submitted Partially Submitted Pending

Submitted

Level 2 - Abbott, Michael

Comments:
N/A

Updated 08/12/2013 at 04:53 PM [Status Log](#)

Timesheet Review report. Clicking on the status icon activates the status pop up. The status returns information about the last update made to that Timesheet Record such as the state of the record "Submitted" in this case, whether it was submitted automatically by the system or if the Employee submitted it, will display comments if any have been entered, and lists a time and date stamp for the last update. Also included in the update status pop up is a "Status Log" button that will bring up the full status log for that timesheet record.

Timesheet Status				
08/12/2013 Hampton Park Middle - Custodian				
Level 1				
Status	User	Date	Comments	Options
Waiting	System	08/12/2013 12:42 AM		
Level 2				
Status	User	Date	Comments	Options
Submitted	Michael Abbott	08/12/2013 04:53 PM		
Pending	System	08/12/2013 12:42 AM		

Copyright 2013 Frontline Technologies, Inc. All rights reserved.
1, 76.74.57.11, ORG: 11820 , 1.0.4972.27638 , 1.0.4972.27639 , 1.0.0.0

3.1.7 Proximity Card Clock-in

With this release, VeriTime is now capable of supporting Proximity (RFID) Card readers on all of our Barcode Kiosks. All current barcode functionality is supported for RFID cards. Please give us a call if you would like more information on using a Proximity Card Reader with VeriTime.

Interactive Kiosk (Barcode or Integrated)- The Organization must create new RFID cards for VeriTime access that carry the User ID or an External ID that can be synched with their Aesop Employee and Sub accounts. These cards will allow one tap log in access similar to the way barcodes function with the Interactive Barcode Kiosk.

Standard Barcode Kiosk – The Organization must create VeriTime specific RFID cards that carry the full Employee ID and Position information. These cards will allow one tap clock-in and clock-out access similar to the way barcodes function with the Standard Barcode Kiosk.

4 New System Concept

4.1 User Profiles

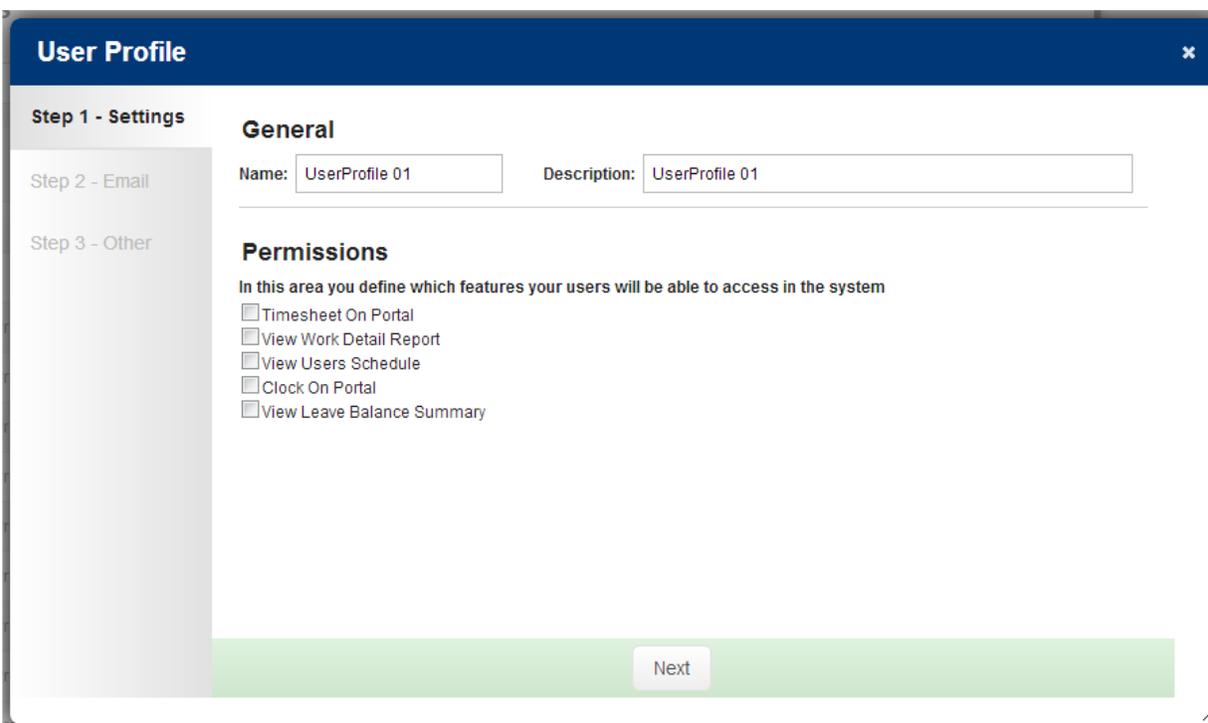
The team has added a new concept to the VeriTime system; User Profiles. These new profiles will aid in new user setup by ensuring that a new employee is given the appropriate system permissions without the Admin having to remember which to set or to look up another User's settings for reference. Changes to existing user's settings will be quicker and easier by providing a location to make a change that then applies to all Users attached to that profile instead of touching each user record individually.

User Profiles group User Settings for system permissions, email notices, and comp time accruals and deductions together so they can be set as a standardized selection for a group of Users who have common system needs. This reduces the amount of redundant work for Admins who can choose a single profile instead of selecting the same settings over and over again on individual Users.

Setting up User Profiles

A new widget has been added to the Configure tab in VeriTime labeled "User Profiles". Clicking on the widget displays a list of User Profiles that are available for your Organization. To add a new User Profile, click on the green circle '+' icon. (To view or edit an existing User Profile, click on the pencil icon to the left of the User Profile name.) The User Profile wizard will appear.

Step 1 – Settings



The screenshot shows the "User Profile" configuration wizard. The title bar is dark blue with the text "User Profile" and a close button (X). On the left, there is a vertical sidebar with three steps: "Step 1 - Settings" (highlighted), "Step 2 - Email", and "Step 3 - Other". The main content area is titled "General" and contains two input fields: "Name:" with the value "UserProfile 01" and "Description:" with the value "UserProfile 01". Below this is a section titled "Permissions" with the instruction "In this area you define which features your users will be able to access in the system". There are five checkboxes, all of which are currently unchecked: "Timesheet On Portal", "View Work Detail Report", "View Users Schedule", "Clock On Portal", and "View Leave Balance Summary". At the bottom of the form, there is a green bar with a "Next" button.

- **General**
 - **Name** – enter a unique name for the User Profile. Choose a name that will be meaningful and brief. (i.e. Teachers 1)
 - **Description** – enter a longer description that explains the User Profile further. (i.e. Teacher Work Detail no Comp)
 - **Examples**
 - **Name:** Teacher 1, **Description:** Teacher Work Detail no Comp – for Teachers with access to View Work Detail Report and who Do Not Accrue Comp Time.
 - **Name:** Teacher 2, **Description:** Teacher Timesheet Leave Balance Stop Auto Comp – for Teachers with access to their Timesheets, to View their Leave Balance, and who must enter an absence to use Comp Time rather than allowing the system to auto deduct from the Users balance.
- **Permissions** – determines what the user will have access to in the system.
 - Timesheet On Portal
 - View Work Detail Report
 - View Users Schedule
 - View Leave Balance Summary

Step 2 – Email

The screenshot shows a web interface for 'User Profile' settings. The title bar is 'User Profile' with a close button. Below the title bar, there are three steps: 'Step 1 - Settings', 'Step 2 - Email', and 'Step 3 - Other'. The 'Step 2 - Email' section is active. It displays 'Name: UserProfile 01' and 'Description: UserProfile 01'. Underneath, there is a section titled 'Email Options' with the text: 'There are a variety of emails available to employees and substitutes, please review the following list'. Below this text are four checkboxes:

- Timesheets that need to be submitted
- Timesheets that were approved
- Timesheets that were rejected
- Crossing into overtime on the previous day

At the bottom of the form, there is a green bar containing a 'Next' button.

- **Email Options**
 - Timesheets that need to be submitted
 - Timesheets that were approved
 - Timesheets that were rejected
 - Crossing into overtime on the previous day

Step 3 – Other

- **Other Settings** – A variety of settings available in the system
 - Auto submit timesheets nightly
 - Auto populate scheduled hours to the timesheet

- Include payroll data in report writer

- **Comp Time Settings**
 - Does Not Accrue Comp Time
 - Stop Auto Comp Time Deduction

Associating a User to a User Profile

The User Profile is linked to the Employee in Step 1 of the User Settings wizard by selecting the User Profile name from a dropdown list of available User Profiles.

Note: User Settings will continue to contain the more user-specific settings regarding timesheet approval Visibilities, Wage Info, and Positions.

Two companion reports have been created to assist the Admin in the ongoing maintenance for User Profiles.

User Profile Association Report

When you search on the User Profile Name, the User Profile Association Report compiles a list of all the User names and IDs for each Employee associated with that User Profile.

Running the report without entering a User Profile name compiles a list of all User Profiles for your Organization with associated User Names and ID, sorted by User Profile Name. As illustrated in the screenshot.

Quicklinks have been added to this report as depicted by the grey circle next to the User Profile name, and the Employee's name.

- Quicklinks circle next to User Profile Name
 - View User Profile
 - Edit User Profile
 - Associated Users
- Quicklinks circle next to User Name (standardized throughout the VeriTime system)
 - Aesop General Info
 - User Settings
 - User Schedule
 - Current Timesheet
 - Leave Balance

User Profile Association

User Profile Name:

UserProfile 01 ○ ←

Full Name	Identifier
Gomez, Cynthia ○ ←	927206512

UserProfile 02 ○

Full Name	Identifier
Gafken, Drew ○	927205567
Buckley, Jeremy ○	927205557

User Profile Summary Report

When you search on a User Profile Name, the User Profile Summary Report compiles a list of Permissions, Email Options, Other Settings, and Comp Time Settings that have been selected for that User Profile

Running the report without entering a User Profile compiles a list of all User Profiles with associated list of Permissions, Email Options, Other Settings, and Comp Time Settings that have been selected for each User Profile, sorted by User Profile Name.

Quicklinks have been added to this report as depicted by the grey circle next to the User Profile name

- Quicklinks circle next to User Profile Name
 - View User Profile
 - Edit User Profile
 - Associated Users

User Profile Summary

User Profile Name:

Run Report

UserProfile 04 ○

Type	Description
Permissions	Timesheet On Portal
Permissions	View Users Schedule
Permissions	Clock On Portal
Other Settings	Auto submit timesheets nightly
Other Settings	Auto populate scheduled hours to the timesheet

Impact to Existing Customers

For existing Customers, a number of User Profiles and User Associations have been created for you from the settings assigned to the Users within your Organization. A generic naming convention was used of UserProfile with an incremental number attached. This was executed to ensure that every Organization would continue to function as expected and without disruption after the release of this system change.

It would be beneficial to run the User Profile Summary Report and change the User Profile name and description to something that will be meaningful to your Organization (i.e. Custodians, Paraprofessionals). The description field offers the opportunity to add a more specific description to help identify which users the profile applies to, for example:

- Name: Teachers 1, Description: Teachers Work Detail no Comp – for Teachers with access to View Work Detail Report and who Do Not Accrue Comp Time.
- Name: Teacher 2, Description: Teachers Timesheet Leave Balance Stop Auto Comp – for Teachers with access to their Timesheets, to View their Leave Balance, and who must enter an absence to use Comp Time rather than allowing the system to auto deduct from the Users balance.

You may discover that you have a larger number of User Profiles than you feel you need, some with only one User associated. This occurred because there is a very slight difference between the settings for the User. Since the set of settings were not identical, the system necessarily created a different User Profile for that User.

While it is certainly not required to do so, you may choose at some time to reduce the number of active User Profiles for your Organization. Please be sure to re-assign the Users to another User Profile and ensure that no one is left associated with the profile before you delete it.

Note: Going forward from this release, every User must be associated with a User Profile.

5 Client Feedback

Your feedback is one of the most important factors that will shape the growth of VeriTime! We will continue to work with you on identifying and enhancing VeriTime based on your input, so keep the feedback coming.

6 Customer Impact

If you would like assistance or additional training regarding the new features delivered in this release, please feel free to contact the VeriTime Client Services team. This release is expected to go into production during the weekend of August 10th.