



JHV Best Practices for Time Tracking on Tsheets

HOW TO CLOCK IN

- On **My Time Card**, search for visits by **CUSTOMER NAME** – enter the first 3 letters of the customer name.
- Select **CUSTOMER** and click **Clock in**.
- Selecting **STAFF DEVELOPMENT** tracks time for orientation, alliance training, job shadowing, on-site training, and staff meetings.
- Tsheets will remember your customers for the next clock-in (**COMPUTER ONLY**)
- Clicking the stars by your selections on the mobile app will save them as Favorites for easier selection. (**MOBILE ONLY**)

You should clock in no sooner than **5 min** before your scheduled shift and clock out no later than **5 min** after the scheduled shift.

- If there is a delay on clock-in or clock-out, you must explain in the notes.
- **NOTE: “Location Services”** must be enabled on your mobile to log into the app.
- If you disable **Location Services** during your shift, Tsheets will automatically clock you out.

HOW TO SWITCH CUSTOMERS

- At any point during the day, if you need to switch to a new customer, search for the **CUSTOMER** on **My Time Card**.
- Select **CUSTOMER** and click **Switch**.

HOW TO TAKE A BREAK

- For every **6 hours of work**, you are required by law to take a **30 min, unpaid break**.
- Click **Take Break** and it will log a 30 min break that you CAN pause and restart as necessary.
- You will receive a reminder 5 min before the end of the break.
- Simply click **End Break** and Tsheets will clock you back into your most recent client.
- **NOTE:** you are responsible for managing your break with respect to the logistics of your scheduled visit and visit participants.

HOW TO CLOCK OUT

- Login to Tsheets (**COMPUTER ONLY**)
- The mobile app will keep you logged in until you choose to Clock out. (**MOBILE ONLY**)
- When you are finished working, confirm that you have selected **Yes** for **Billable**, enter your **Mileage**, select the appropriate **Service Item**, and click **Clock Out**.

How to Clock In

1. On **My Time Card**, from the list, select a job or customer (if shown).
2. Click **Clock In**.



How to Switch Jobs or Customers

1. At any point during the day, if you want to switch to a different job or customer, on **My Time Card**, select a new one.
2. Click **Switch**.



How to Clock Out

1. When you are finished working, if needed, sign back into your TSheets account.
2. On **My Time Card**, click **Clock Out**.



SERVICE ITEM (required for Clock Out)

- Identify service or activity based on customer selected.
- For **CUSTOMERS**, indicate the type of visit:
 - CANCELLATION
 - MONITORED VISITATION
 - NO SHOW
 - SIBLING VISITATION
 - SUPERVISED VISITATION
 - TRANSPORTATION ONLY
- **CANCELLATION** should only be used if the VS is already en route when the client cancels the visit.

My Time Card

Sophorn clocked in at 4:10pm

TOTALS

CURRENT	DAY	WEEK
0:01:49	1:10	1:10

CUSTOMERS

B

Top

- Aberdeen DCYF > BOWERS/ CARLSON 1785615
- Aberdeen DCYF > BURNETT-VALENTINE 1940446 0:01**
- Aberdeen DCYF
- Aberdeen DCYF > BROOKS 422186
- Aberdeen DCYF > EICHELBERGER 499442
- Aberdeen DCYF > HOWARD-BOYER (DAD) 571951
- Aberdeen DCYF > PEREZ / KREBS 1763450
- Aberdeen DCYF > PINEDA / SANCHEZ-BETZ 790981
- Aberdeen DCYF > ROBINETT 2096506
- Aberdeen DCYF > WAMBOLT-GREEN 1818671

MILEAGE 250.00

BILLABLE Yes

EXPENSE AMT 5.00

EXPENSE TYPE Tolls

SERVICE ITEM SUPERVISED VISITATION

NOTES

Options: Take Break, Clock Out

- The VS claims the travel time and mileage for returning home or to the office.
- **NO SHOW** should only be used if the VS has the child in their possession when the client cancels the visit or fails to appear.
- The VS claims the travel time and mileage for returning the child to the caregiver and returning home or the office.
- For **STAFF DEVELOPMENT**, the options are:
 - ALLIANCE TRAINING
 - CLINICAL SUPERVISION
 - JOB SHADOW
 - ON-SITE TRAINING
 - ORIENTATION
 - STAFF MEETING

BILLABLE (required for Clock Out)

- This feature is used for admin reporting only
- All visits and transport are billable (select **Yes**).
- Staff development is non-billable by default (select **No**).

MILEAGE (required for Clock out)

- Enter the approximate mileage for each customer
- **DO NOT** enter your odometer reading!
- You must enter a mileage amount to **Take a Break, Switch to another customer, or Clock out**.
- For visits where you do not claim mileage, enter 0.00.

EXPENSE TYPE & AMOUNT

- **GET APPROVAL** before incurring any expense and turn in all receipts.
- Select expense type and indicate amount.
- **NOTE:** **limit of \$7.03** per child for meals/entertainment still applies.
- **NOTE:** DCYF will no longer reimburse the agency for activity fees incurred by the VS.

- The birth parent must cover the activity fee for the VS as well.

NOTES

- Leave a note regarding a particular visit
- If you forget to clock in or out, leave a note in the “Notes” section of the time card with the correct time
- The admin will adjust your timesheet to reflect the time worked.
- Once your time sheet has been adjusted, the **NOTES** section will indicate **ADJUSTED.**
- Rampant abuse will not be tolerated.

PAYROLL SCHEDULE

- You are now required to Clock in/out for every shift worked.
- JHV employees are paid every 2 weeks and must submit their hours for payroll through TSheets to receive a paycheck — no exceptions.
- The expectation is that timecards will be complete by week’s end.

TIME SHEET ADJUSTMENTS

- If you need an adjustment to your time sheet, please do the following:
- Include a **NOTE** on the time sheet indicating the date, the **CUSTOMER**, the clock-in time, the clock out time, and an explanation for the adjustment.
- Or send an email to payroll@joininghandsvisitation.org indicating the date, the **CUSTOMER**, the clock-in time, the clock out time, and an explanation for the adjustment.
- Once your time sheet has been adjusted, the **NOTES** section will indicate **ADJUSTED.**

SCHEDULE ADJUSTMENTS

- If you need an adjustment to your schedule, please do the following:

- Send an email to payroll@joininghandsvisitation.org indicating the date, the **CUSTOMER**, the shift start time, the shift end time, and an explanation for the adjustment.

TSHEETS MOBILE APP

- The Tsheets app pulls a GPS location point every 10 minutes while you’re clocked in, as well as when you clock in, clock out, or switch customers.
- Your location will NOT be tracked when you are clocked out or on break.
- Monthly [data usage](#) for the TSheets app ranges from 300MB to 750MB. For comparison purposes, the Facebook app uses anywhere from 80MB to 160MB **per hour.**
- If, for any reason, the TSheets app causes you to exceed your data allowance or increases your service provider’s data charges, contact the office.
- TSheets uses a minimal amount of battery power. The exact amount varies with your device and how often you interact with the app.