



Heartland | Time

Employee Guide

Contents

New Users: Set up Your Account	2
Logging In	3
Log In Web Based	3
Log In iPad Based	3
Clock In and Out of Time and Attendance	4
Web Based	4
Manually Log Time In and Out	8
Enter Duration Based Entries	9
View My Timesheet	10
Submitting Timesheets	12
Request Time Off	13
Create Time Off Request	13
Edit Time Off Request	14
View My Schedule	17
Swap a Shift	18
Drop a Shift	19
Claim a Shift	20
Add Unavailability	22
Set up Your Account	23



New Users: Set up Your Account

To be able to use this feature, you'll need to register first and [view the instructions here](#).

If you're already registered, you're all set!

Logging In

Log In | Web Based

Visit Heartlandhcm.com to log in.

Use your Heartland Payroll Self-Service credentials that you created when registering.

Select **Login**.

Welcome to Heartland!

Email Address or Username

This field is required.

Password [Forgot Password?](#)

This field is required.

Login

Note: You may be redirected to our new sign in page for improved security. Need help? Call us on (888) 320-4456.

By clicking Login, you agree to our [Privacy Policy](#) and [Terms of Service](#) (collectively, "Terms"), effective as of June 18, 2021. These Terms are effective for all users as of this date.

You will see an authentication page to enter the identification code which will be sent to your phone.

Heartland
Login

Verify your code

Enter the security code sent to *****6601

Don't ask me again for 45 days on this device

Verify

Didn't get a confirmation code? [Resend](#)

[Back to Sign In](#)

1 2 3
4 5 6
7 8 9
0

Log In | iPad Based

Enter your six-digit PIN code provided by your employer.

Friday, Aug 02
12:02 PM

Enter six-digit PIN code

1 2 3
4 5 6
7 8 9
0

[Forgot your PIN code?](#)

Clock Status: Online

For Mobile, use the Heartland Payroll Plus Application.

heartland payroll+ Cancel

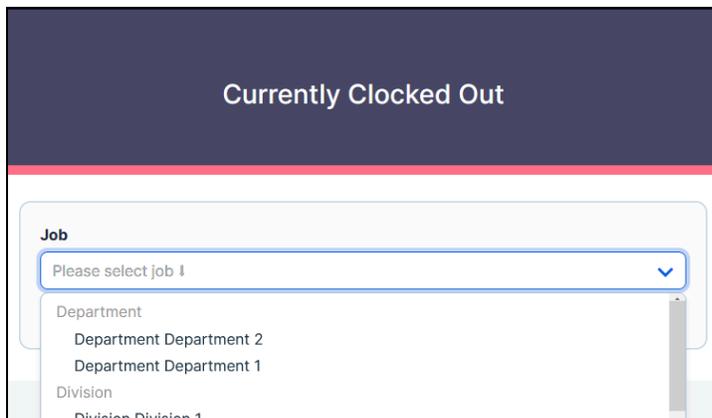
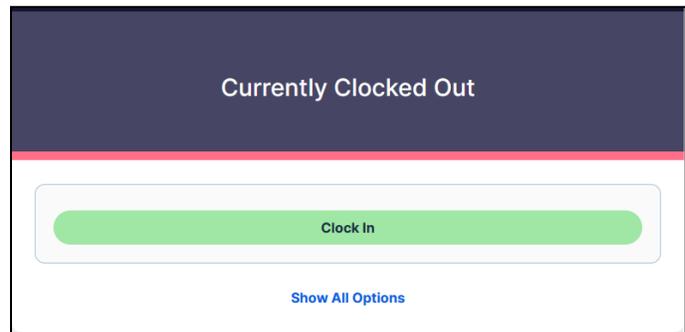
Heartland Payroll+
Time, Employee Self Service
★★★★☆ 244
Business | Utilities | Heartland Payment Syst...

Clock In and Out of Time and Attendance

Web Based

The interface should only have a minimal difference between clocking in with jobs and without. After logging into heartlandhcm.com, you will see your dashboard showing that you are currently clocked out.

Select the **Clock In** button to record your punch.



If your Employer has options to choose from a list of jobs/tasks/locations when clocking in, select the job you will work on from the *Job* dropdown.

Select **Show All Options** to expand all fields:

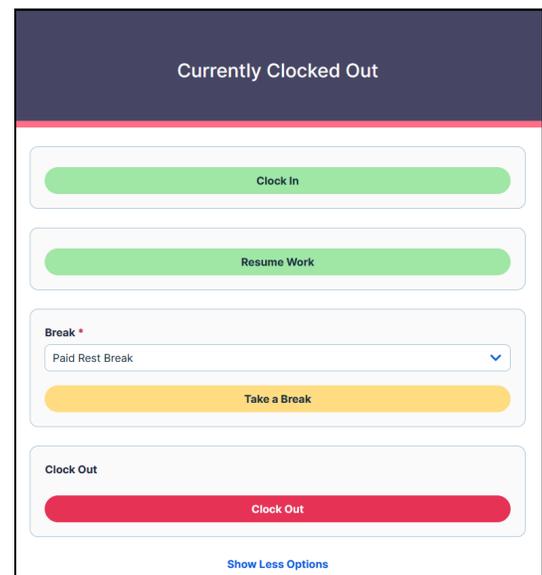
Clock In - Initial clock in when starting your shift.

Resume Work - Clock back in after a break/lunch.

Transfer - Transfer between jobs without clocking out.

Take a Break - Clock out for break/lunch.

Clock Out - Clock out after the end of the shift.



(continued)

Once Clocked In, the page will show as currently clocked in, and has a timer showing duration.

Currently clocked in
0h:00m:17s

Break *
Paid Rest Break

Take a Break

Clock Out

Clock Out

Show All Options

If you are required to choose a job when clocking in, the timer will show which job you are working on and the duration.

To transfer to another job, choose the job to transfer to from the dropdown above the *Transfer* button. Then select **Transfer**. It should show the job you've just clocked in for and start a new timer for this job.

Currently clocked in
0h:00m:24s

Job
Department >
Department Department 2

Transfer

(continued)

When taking a break/lunch choose from the dropdown above the **Take a Break** button.

Select the type of break from the dropdown, before selecting the **Take a Break** button, to temporarily clock you out and to stop the timer. This will begin the timer for your break.

Currently clocked in
0h:00m:45s

Job
Department >
Department Department 2

Transfer

Break *
Lunch

Take a Break

Clock Out
Clock Out

[Show All Options](#)

When clocking back in from a break, select the **Resume Work** button to run the timer again.

On Paid Rest Break for
0h:00m:13s

Resume Work

Clock Out
Clock Out

[Show All Options](#)

(continued)

If the job is required, choose the *Job* from the dropdown above the **Resume Work** button. Then select the **Resume Work** button. Your clock should show the job you're working on and a timer.

April 9th 2024

Currently clocked in
0h:01m:42s

Job

Department >
Department Department 2

Transfer

Break *

Lunch

Take a Break

Clock Out

Clock Out

Show All Options

Once you have finished your shift, select the **Clock Out** button to stop the timer. It will show that you are **Currently Clocked Out**.

Currently Clocked Out

Clock In

Show All Options

Manually Log Time In and Out

Unlike *Punch Time Entry* where real time hours are captured, *In and Out Entry* allows your hours to be entered at any time of the day.

Upon [logging in](#), your Dashboard will show a welcome message. To *Clock In*, select **Clock In & Out** on the left navigation bar.

Select the **Timesheet** tab from the left menu.

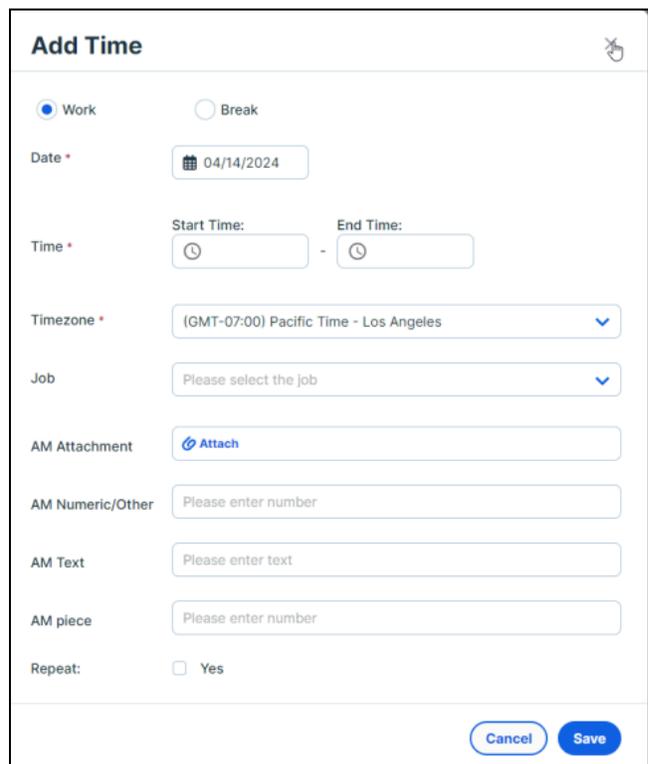
Once the Timesheet loads, select **+Add In/Out Time** hyperlink for each day to add time.



Date	Time	Jobs / Break Type	Work Total	Break Total	Time Off Total	Total	Action
Sat, Sep 02	+ Add In / Out Time		0h: 00m	0h: 00m	0h: 00m	0h: 00m	

An **Add Time** window will pop up. You can enter *Work* or *Break In/Out* time stamps. You can also select the specific *Job* if applicable:

1. To enter a Work stamp, select the radio button before **Work**
2. Make sure that the **Date** is correct
3. Type the **Start Time** and **End Time**
4. If applicable, choose **Job** from the dropdown
5. If this login will be used for several days, select the **Yes** box next to *Repeat*
6. Type the date until when the timestamp be repeated in the **Repeat Until** section
7. Select **Save**



 To save a stamp for a Break, repeat the steps above except for step 4.

Enter Duration Based Entries

With *Duration Based Entry*, instead of punching in or typing start and end time, you will only need to type the number of hours you worked for the shift or for each job. Your employer will be tracking your jobs/tasks and possibly where they are located. You may enter as many as you need along with breaks (if you are required to do so).

Upon [logging in](#) (heartlandhcm.com or Heartland Payroll+ mobile application) you will be shown your dashboard. To type your hours, select the *Timesheet* section on the navigation bar to the left side of the screen.

Detail History

< April 07, 2024 - April 20, 2024 > Options Add Time Off Submit

OC 020202 Candid Pending

Duration
+ Add Duration

Jobs	D Attach	Sun, Apr 07	Mon, Apr 08	Tue, Apr 09	Wed, Apr 10	Thu, Apr 11	Total
Please select the job	Attach	6.00	0	0	0	0	6.00
Total Hours		6.00	0.00	0.00	0.00	0.00	6.00 Regular: 6.00

Once the Timesheet populates select **Add Duration**.

Enter **Work Duration (hour)** and select **Job** from the dropdown if applicable.

Select **Save**.

Add Work Time X

Date *
04/07/2024

Work Duration(hour) *
[Empty]

Jobs
Please select the job

D Attach
Attach

Comment
[Text Area]

Repeat

Close Save

View My Timesheet

The **Timesheets** section allows you to add and view your punch in/out time. Please consult with your company’s payroll administrator to guide you in the timesheets section.

Adding time and making corrections Your access to these features is based on company settings. If you are unable to access, contact your company’s payroll administrator to make updates.

To view your timesheets, select **Timesheets** in the navigation bar. If you are set up to clock in and out, it will show you your punches for the week. At the bottom of your timesheet in the **Pay Summary** you will see the total hours worked for the pay period.

The screenshot displays the 'View My Timesheet' interface. At the top, there is a navigation bar with 'Detail' and 'History' tabs. Below this, a date range selector shows '< April 02, 2024 - April 30, 2024 >'. A user profile for 'Joe Smith' with the status 'Pending' is shown. The main section is titled 'Punch' and contains a table with columns for each day from Tuesday, April 02 to Monday, April 15. Each cell in the table shows 'No punches yet' and a 'Total: 0h: 00m' at the bottom. On the far left and right of the table, there are clock in/out entries for Tuesday, April 09 and Monday, April 15, respectively. The interface also includes buttons for 'Options', 'Add Time Off', and 'Submit'.

To view all timesheets, select the *View All Timesheets* button on the upper left corner of the screen next to the navigation bar.

This screenshot shows the navigation menu on the left side of the application. The menu items are 'MY DATA', 'Clock In & Out', 'Schedule', and 'Timesheets'. The 'Timesheets' item is highlighted with a blue button. To the right of the menu, there is a large blue button labeled 'View All Timesheets'. Below this button, the interface shows the same date range selector and user profile for 'Joe Smith' as seen in the previous screenshot.

A window will display a list of all available timesheets including Approval Status, Timesheet Period, Scheduled Work Hours, Scheduled Break Hours, etc. **Not Submitted status** is either on the current pay period or your administrator opened the timesheet to make changes. **Waiting for Approval status** has been submitted to your administrator to approve.

All Timesheets ✕

Please choose the timesheets you want to view. ⚙️

Name	Status	Period	Issues
Joe Smith	Not Submitted	09/02/2023 - 09/30/2023	
Joe Smith	Not Submitted	09/01/2023 - 09/01/2023	
Joe Smith	Approved	08/25/2023 - 08/31/2023	

Select the name of the timesheet to view a display of your clock ins/outs for those dates.

Detail History

< May 01, 2024 - May 01, 2024 >

Options ▾
Add Time Off
Submit

JS

Joe Smith

Pending

Punch

[Table View](#)
[Map View](#)

Multiple Rows
7 Days ▾
Display Options ▾

Wed, May 01

Work: 0h: 00m
Break: 0h: 00m
Time Off: 0h: 00m

No punches yet

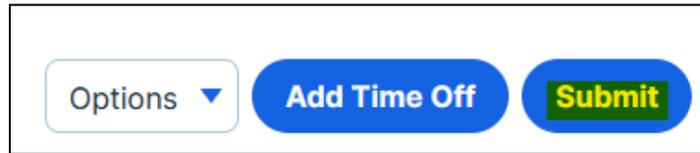
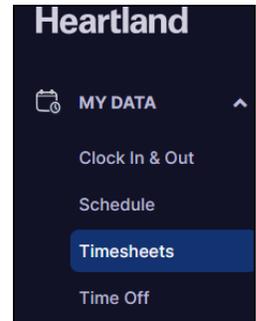
Total: 0h: 00m

Total for May 01 to May 01: 0h: 00m

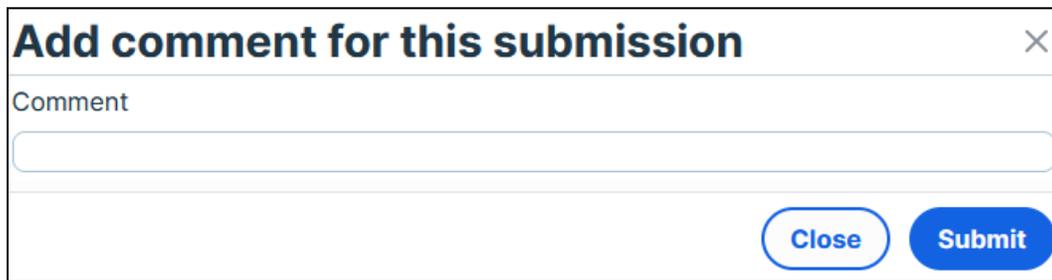
Submitting Timesheets

To submit your timesheet, go to the **Timesheets** section of the navigation bar.

If you have completed all the fields, and agreed to the attestation, select **Submit**.

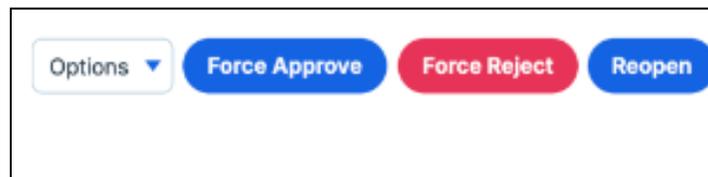


A comment box will pop up. If required, enter a comment before submitting. If comments are not required, select **Submit**.



If you accidentally submitted your timesheet prior to the end of the pay period you can click on the **Reopen** button and your timesheet will reopen to allow your administrator to make any edits.

Reopened Timesheets punches will show as Pending If your timesheet has been submitted you can continue to clock in and out those punches will be noted as **Pending Punches** your administrator will need to approve those or you can reopen the timesheet to generate those time punches.



Request Time Off

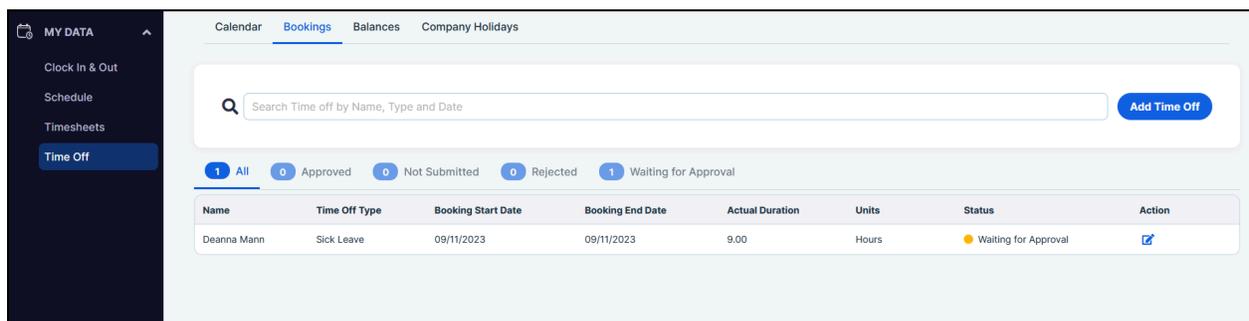
The **Time Off** section will provide you with information about your time off balances and how they accrue. You can submit a request directly from this section and check its approval status at any time. You may also see the current balances and company holidays on additional tabs.

Create Time Off Request

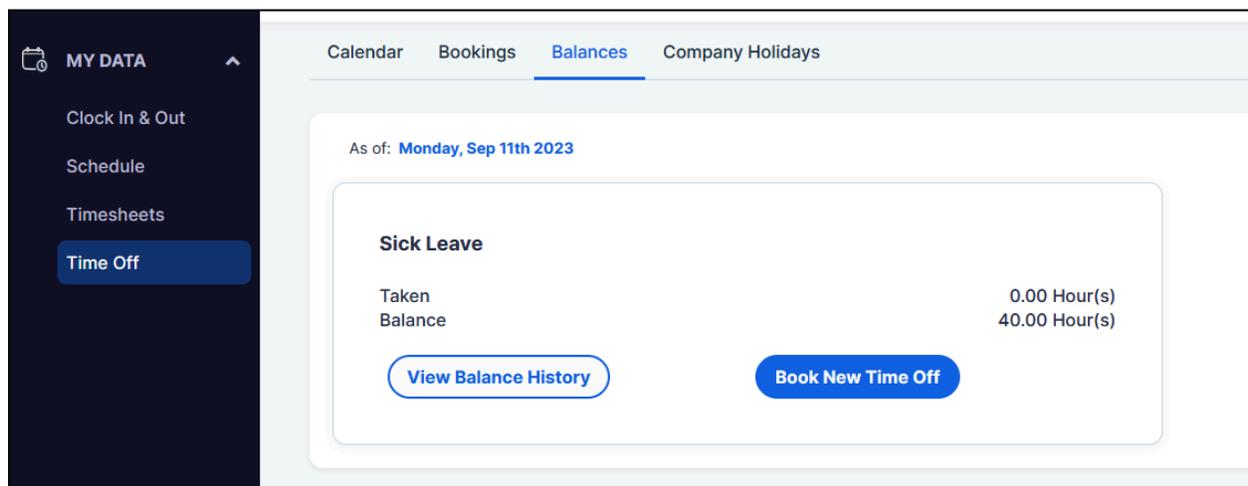
Time Off can be requested from different sections of the [system](#) in addition to the Time Off Tab.

Select **Time Off** from the left menu.

Option 1: Select the **Bookings** tab in the Time Off section.



Option 2: Choose the **Balances** tab in the **Time Off** section.



(continued)

Whichever section you use to request for time off, the instructions will always be:

Select the **Add Time Off/Book New Time Off** button

An **Add Time Off** window should pop up

Choose the type of time off you will be requesting from the **Time Off Type** drop-down. The balance of the time off being requested will load on the right side of the window

Fill out the **Start and End Time** or the **Duration** with the time off request

Put comments if necessary

Then select **Save and Submit**.

The screenshot shows a web form titled "Add Time Off" with a close button (X) in the top right corner. The form contains the following elements:

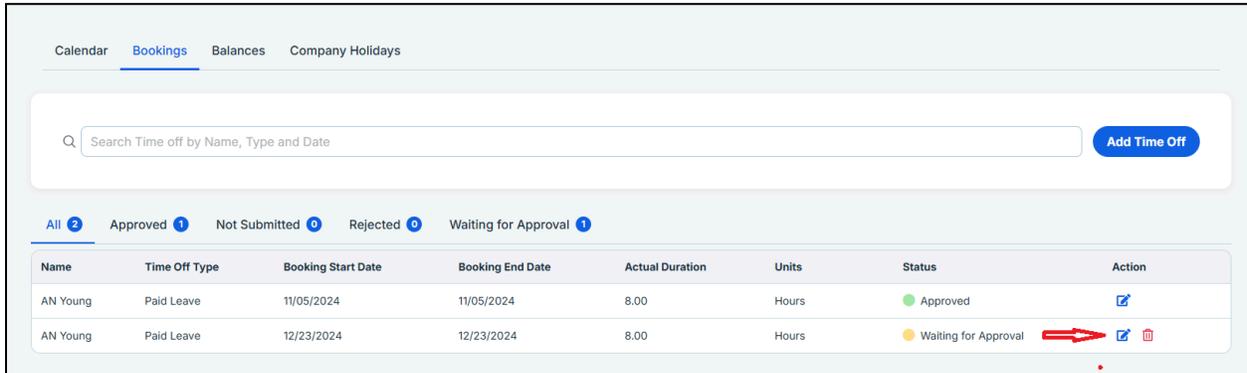
- Time Off Type:** A dropdown menu with "Sick Leave" selected and a blue downward arrow.
- All Day:** A checkbox that is currently unchecked.
- Start time:** A text input field containing "09/11/2023 12:50 PM".
- End time:** A text input field containing "09/11/2023 12:50 PM", which is highlighted with a red border.
- Comment:** A large, empty text area for entering a comment.
- Attachment:** A section with a "Reset" link, a blue "Choose File" button, and the text "No File Chosen".
- Repeat:** A checkbox that is currently unchecked.

At the bottom right of the form, there are three buttons: "Close" (white with blue border), "Save As Draft" (blue), and "Submit" (blue).

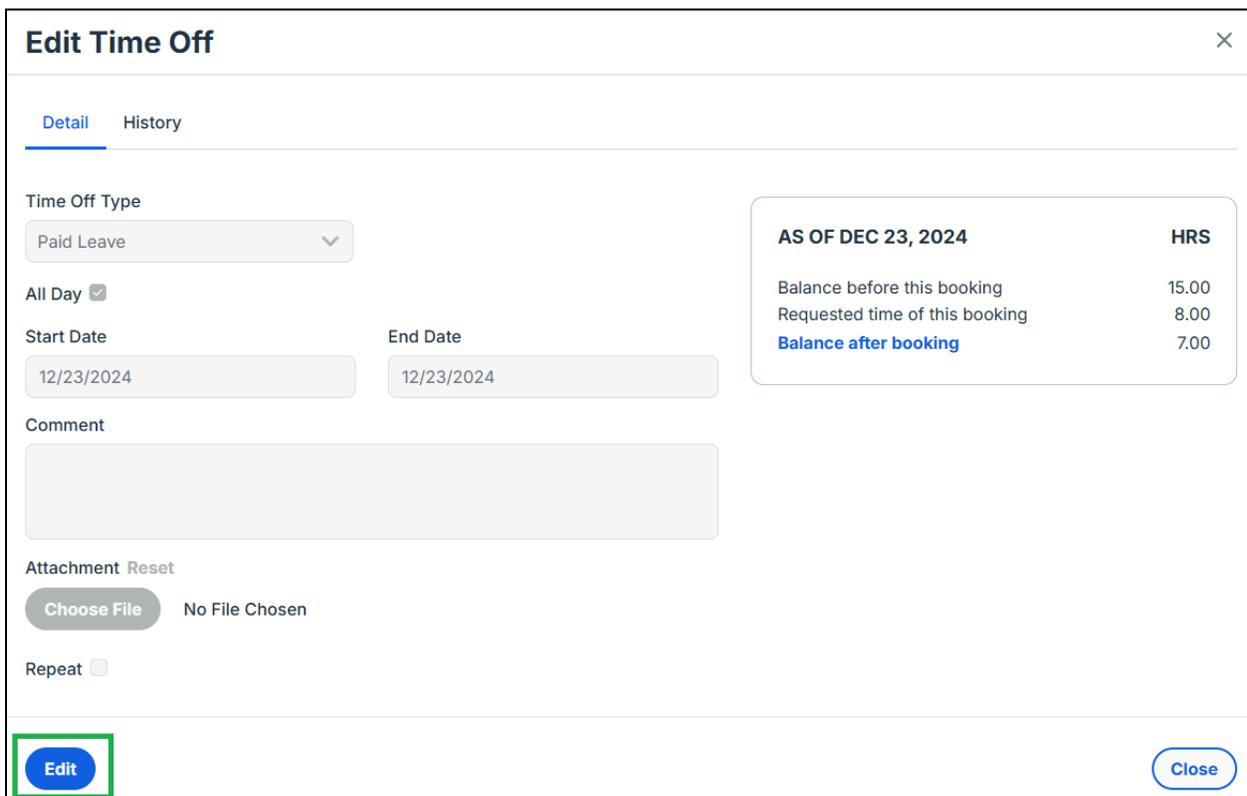
(continued)

Edit Time Off Request

If you wish to make a change to your existing *Time Off* request, and it has **not yet been approved**, under **Bookings** select the edit icon on the right side of the screen. The request will need to have a date in the future.



An **Edit Time Off** screen will appear. Select the **Edit** button on the lower left.



If your time off request has already been approved, you will not be able to make changes. If you wish to make a change, please contact your Time & Attendance administrator.

(continued)

Make any changes and select **Submit**.

Edit Time Off ×

[Detail](#) [History](#)

Time Off Type
Paid Leave ▼

All Day

Start Date End Date
12/23/2024 12/23/2024

Comment

Attachment [Reset](#)
[Choose File](#) No File Chosen

Repeat

[Close](#) [Submit](#)

AS OF DEC 23, 2024		HRS
Balance before this booking		15.00
Requested time of this booking		8.00
Balance after booking		7.00

View My Schedule

If users have been given access to view schedules by the account administrator, you may view your schedule by selecting the **Schedule** button on the navigation bar on the left side of the [screen](#).

If you can not see this and feel you should have access to view schedules, please contact your account administrator.

The screenshot shows a web interface for viewing a schedule. On the left is a dark sidebar with 'MY DATA' and a 'Schedule' button. The main area has tabs for 'Schedule', 'Shift Notifications', and 'Request History'. Below the tabs is a date selector '09/11/2023' and buttons for 'Week', 'Month', 'Sync to calendar', 'Add Time Off', and 'Add Unavailability'. The schedule is presented as a grid with columns for days of the week and rows for employees.

Scheduled Shift	Mon, Sep 11	Tue, Sep 12	Wed, Sep 13	Thu, Sep 14	Fri, Sep 15	Sat, Sep 16	Sun, Sep 17
OPEN SHIFTS		9 AM - 5 PM shift test					
AS Andy Smith 21h: 30m		9 AM - 5 PM shift test	11 AM - 4:30 PM cooking	9 AM - 5 PM shift test			
JS Joe Smith 36h: 00m	12 PM - 8 PM shift test	5 PM - 9 PM Open shift	12 PM - 8 PM shift test	12 PM - 8 PM shift test	12 PM - 8 PM shift test		
DM Deanna Mann 24h: 00m	9 AM - 5 PM shift test		9 AM - 5 PM shift test		9 AM - 5 PM shift test		
AY Angus Young 0h: 00m							

Under the **Schedule** functions the employee can:

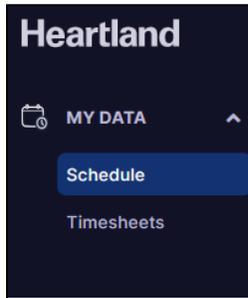
- **Drop Shift**
- **Swap Shift**
- **Claim Dropped Shift**
- **Request for Time Off**
- **Add Unavailability**

Keep in mind that there will typically be an approval path established for these action items.

However, there are instances that they can be automatically approved, depending on your company's policies.

You also might not be able to see the schedules of other team members, depending on how your administrator has set up the account.

Swap a Shift

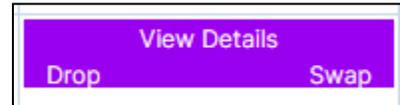


To swap a shift, select **Schedule** from the left menu.

Hover over the schedule block that you want to swap.

Wait for the schedule details to be replaced with the words **Drop and Swap**.

Select **Swap**.



A **Swap Shift Details** window will appear.

Choose the range of dates you want to swap for by inputting the from and to dates.

Once populated, the names of employees available for swapping will appear. Choose the schedule you would like to swap with. The employees must have the same supervisor to display.

Select **Confirm**. Your supervisor will need to approve the Swap, if not approved, the shift will be generated back on your schedule.

Swap Shift Details ✕

You have selected to swap the following shift.

● **cooking**

📅 **Wed, September 13th 11:00 AM to 4:30 PM - 5.50 Hours**

📍 **230 Fifth Rooftop Bar, Manhattan, NY 10001, United States**

🕒 **(GMT-07:00) Pacific Time - Los Angeles**

What is the reason for swapping the shift?

Optional

Please select the timeframe for the swap:

From: To:

Please click the profile image to select one or more shifts to take this shift:

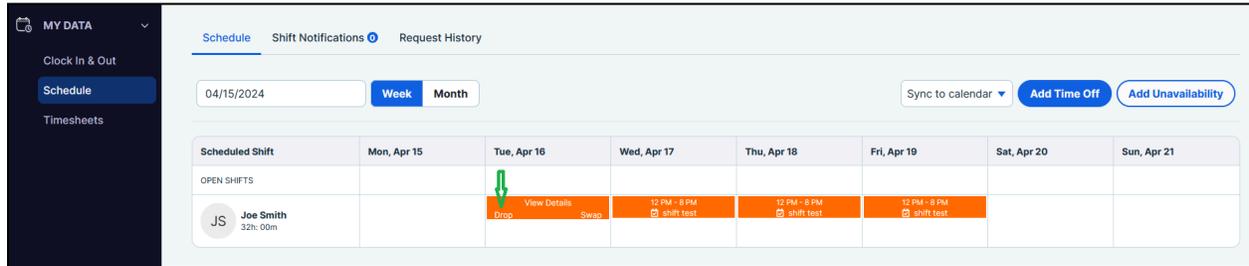
Name	Shift Timing	Shift Name	Job	Conflicts
J S Joe Smith	Sep 04, 2023, 09:00 AM - 05:00 PM (America/Los_Angeles)	● shift test		Select Shift and Click Confirm below to Check
J S Joe Smith	Sep 07, 2023, 09:00 AM - 05:00 PM (America/Los_Angeles)	● shift test		Select Shift and Click Confirm below to Check
J S Joe Smith	Sep 08, 2023, 09:00 AM - 05:00 PM (America/Los_Angeles)	● shift test		Select Shift and Click Confirm below to Check
J S Joe Smith	Sep 11, 2023, 09:00 AM - 05:00 PM (America/Los_Angeles)	● shift test		Select Shift and Click Confirm below to Check

If employee list does not generate, please connect with your admin.

Drop a Shift

To drop a shift, hover over the schedule block that you want to drop. Wait for the schedule details to be replaced with the words **Drop and Swap**.

Select **Drop**.

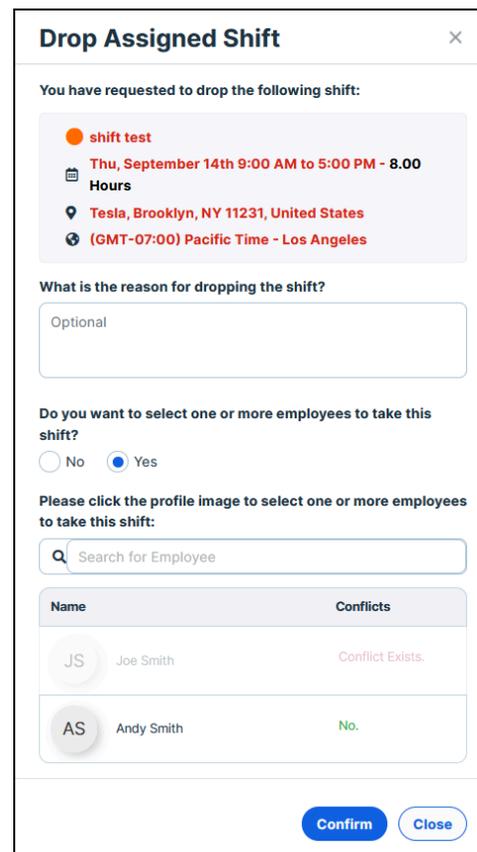
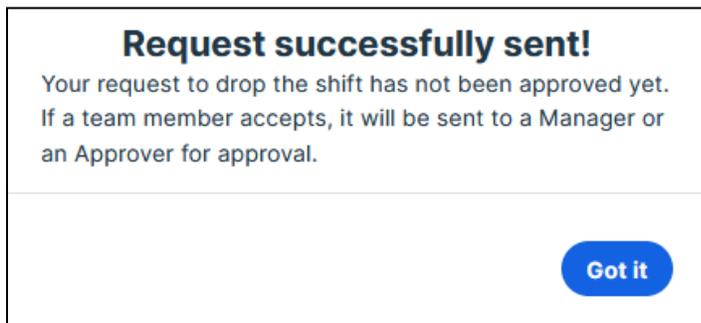


A **Drop Assigned Shift** window will pop up.

Choose from the list of employees to take the shift you are dropping. You can choose more than one employee. Note, the employees must have the same supervisor to appear.

Select **Confirm**.

A **Request Successfully Sent** window will pop up saying that the request has been sent but is still waiting for approval, select the **Got It** button to exit.



💡 If employee list does not generate, please connect with your admin.

Claim a Shift

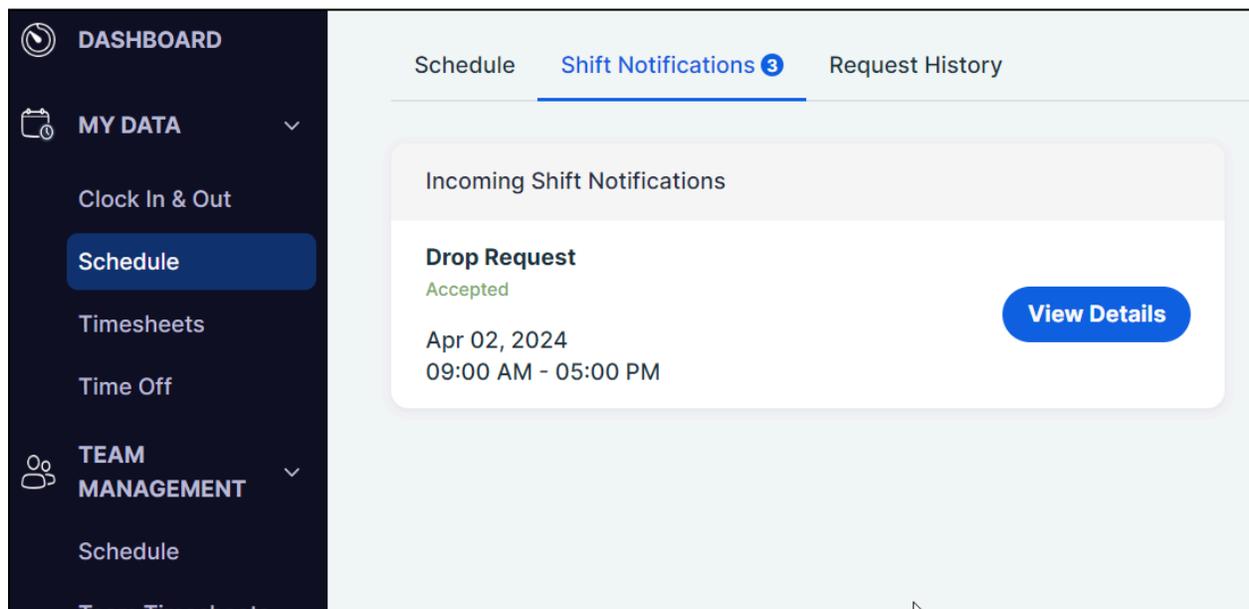
Shifts can only be claimed if you were chosen by the person who dropped it, as one of the employees who can claim the shift.

To view Dropped Shifts,

Go to **Schedule**.

Select **Shift Notifications**.

Look at the **Incoming Shift Notifications** section.



There are two sections under the *Shift Notifications*, *Incoming Shift Notifications* and *My Shift Requests*.

Incoming Shift Notifications include *Dropped Shifts* that can be picked-up and *Swap Shift Requests*.

My Shift Requests include all of your drop and swap schedule requests.

(continued)

To Accept/Claim the shift,

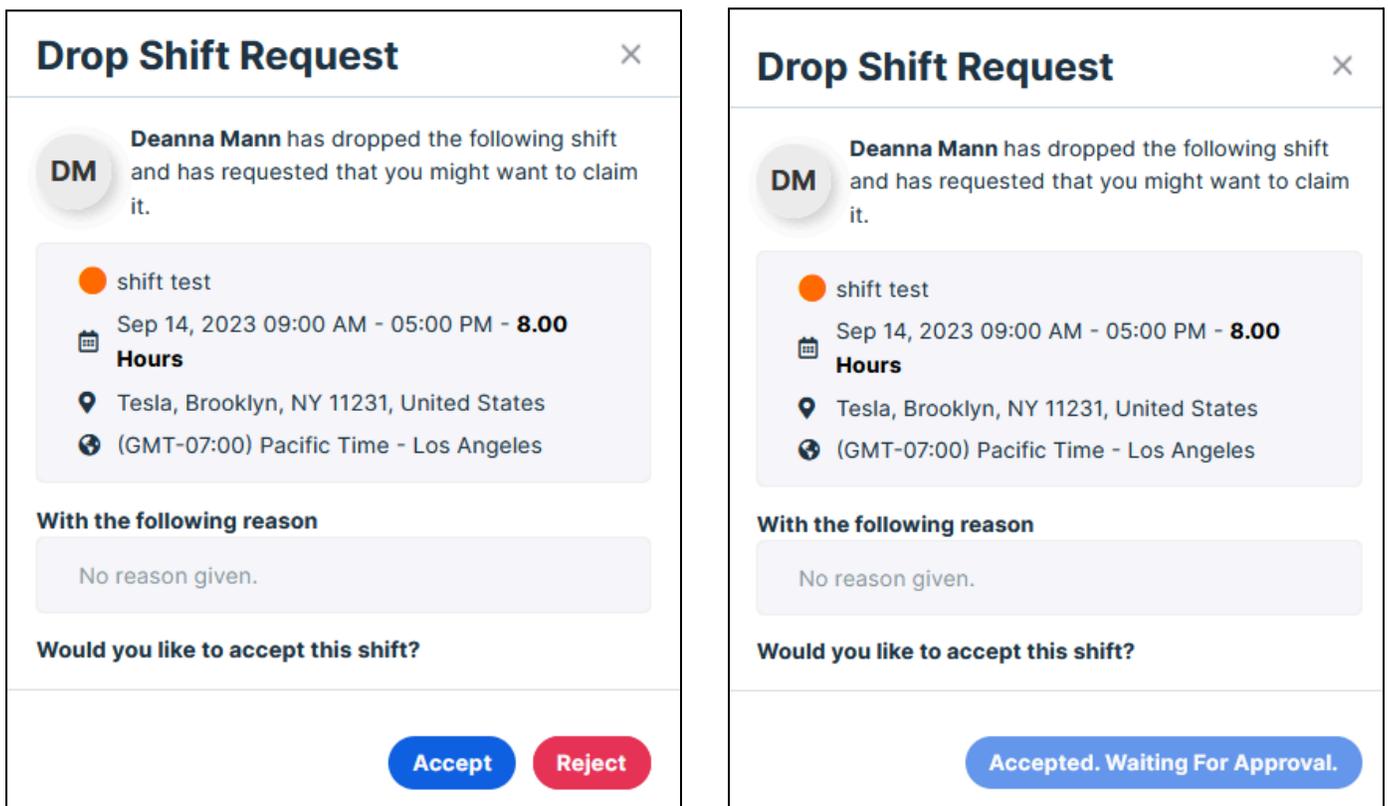
Select the **View Details** button.

Drop Shift Request window will pop-up.

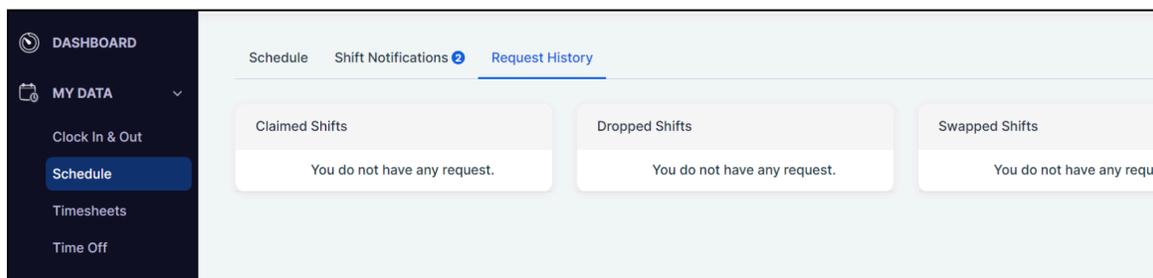
Select **Accept** to claim the shift.

Once claimed, when opened, on the bottom right corner of the *Drop Shift Request* window a message should say, **Accepted. Waiting For Approval.**

You may view all of your requests in the **Request History** tab of the **Schedule** section.

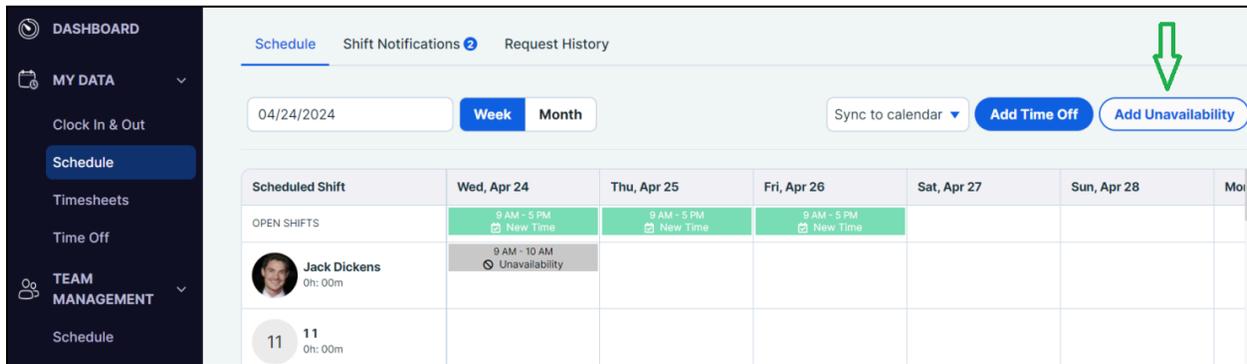


You can view all of your requests in the **Request History** tab of the **Schedule** section.



Add Unavailability

To block out times when you will be unavailable to work, go to **Schedule** and select the **Add Unavailability** button.

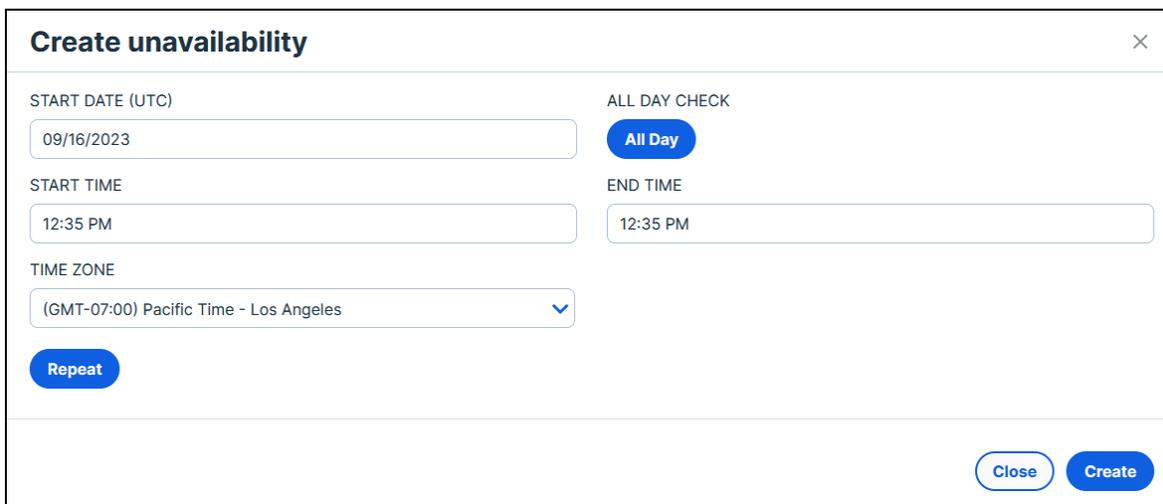


An **Add Unavailability** window will pop up. Fill out all of the necessary information such as **Start Date**, **Start and End Time**.

If you would like to repeat the entered times over multiple days, select the **Repeat** button.

Choose the days when the unavailability should be repeated, and set the **End Date**.

Once done, select **Create**.



Once saved, your schedule should reflect your unavailability.

Scheduled Shift	Mon, Sep 11	Tue, Sep 12	Wed, Sep 13	Thu, Sep 14	Fri, Sep 15	Sat, Sep 16	Sun, Sep 17
OPEN SHIFTS		9 AM - 5 PM shift test					
DM Deanna Mann 24h: 00m	9 AM - 5 PM shift test		9 AM - 5 PM shift test		9 AM - 5 PM shift test	ALL DAY Unavailability	

 If employee list does not generate, please connect with your admin.

Set up Your Account

Once your employer has set you up as a user, you will receive an email to activate your account. The email needs to be added to your employee profile. If it has not been added, contact your organization's administrator.

What is MFA, and How Do I Set It Up?

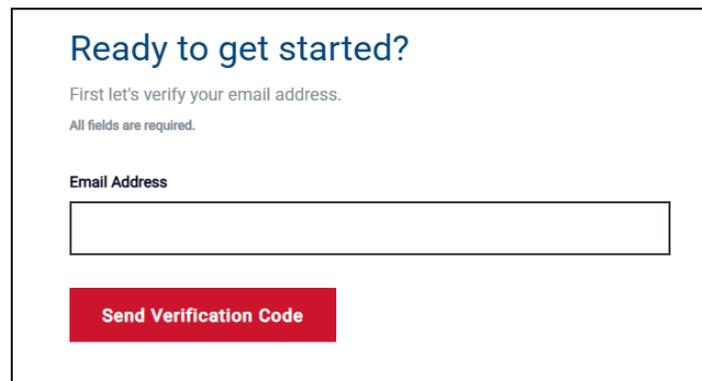
Multi-Factor Authentication (MFA) is a security technology that requires multiple independent categories of credentials to verify a user's identity for login. Heartland utilizes MFA to protect your information.

How to set up MFA

MFA will be set up as part of your registration.

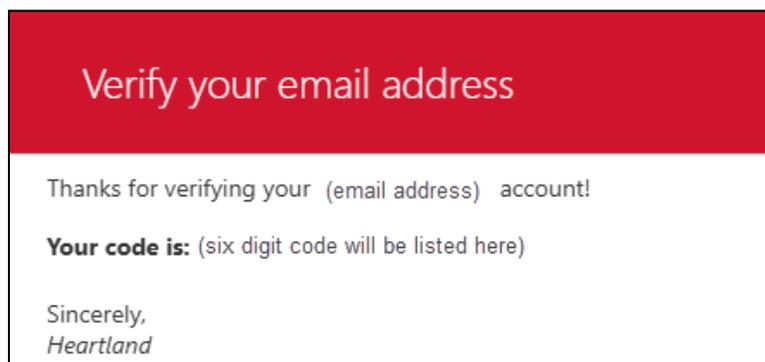
Select the link in the account registration email you received; you will see a prompt to **verify your email address**.

Enter your *Email Address* and choose *Send Verification Code*.



The screenshot shows a web form titled "Ready to get started?". Below the title, it says "First let's verify your email address." and "All fields are required." There is a text input field labeled "Email Address". Below the input field is a red button with the text "Send Verification Code".

Check your email associated with your account to get the code.



The screenshot shows an email confirmation message. The header is a red bar with the text "Verify your email address" in white. Below the header, it says "Thanks for verifying your (email address) account!". Underneath, it says "Your code is: (six digit code will be listed here)". At the bottom, it says "Sincerely, Heartland".

Enter the verification code from the email and select *Verify Code*.

Ready to get started?

First let's verify your email address.

All fields are required.

Verification code has been sent. Please copy it to the input box below.

Email Address

Verification Code

Verify Code

Didn't get a confirmation code? [Send New Code.](#)

Enter your first name, last name, create a new password, and select *Register Now*.

Ready to get started?

Great! Now let's continue with your registration.

All fields are required.

E-mail address verified. You can now continue.

Email Address

[Change e-mail](#)

First Name **Last Name**

New Password [Show](#)

Confirm New Password [Show](#)

Register Now

Select *GET STARTED*, then choose one of the authentication options (app or text) and follow the on-screen instructions.

Enter the authentication code to verify.



Add extra security with Multi-Factor Authentication

With multi-factor authentication (MFA), even if someone guesses your password, they won't be able to sign in as you.

GET STARTED

When will I be prompted to sign in with MFA?

Every 45 days you will be asked to re-authenticate, not at every login.

When you sign in from a new device or new web browser.

What are the two authentication method options to choose from?

An authenticator app installed on your device, select a link below for more information.

- [Authy](#) (Mobile)
- [Google Authenticator](#) (Mobile)
- [Microsoft Authenticator](#) (Mobile)

A text message (SMS) to your mobile phone.

(continued)

MFA Authentication Setup Options: Choose App or Text

Authenticator App

Heartland
Choose an authentication method

With multi-factor authentication (MFA), even if someone guesses your password, they won't be able to sign in as you.



Authenticator App
(Authy, Google Authenticator, etc.)

Retrieve codes from an authentication app on your device, like Google Authenticator, Authy or Microsoft Authenticator.

Enabled



Text Message (SMS)
(Standard message rates apply)

Receive a text message to your mobile device when signing in.

Optional

CONTINUE

Follow the on-screen instructions to download the [Authy](#) (Mobile), [Microsoft Authenticator](#) (Mobile), or [Google Authenticator](#) (Mobile) app, enter the code, and select *VERIFY*.

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Setup MFA (Authenticator App)

Step 1: Download an authenticator app
Download and install any authenticator app you prefer on your phone.

 [Authy](#) (Mobile)

 [Microsoft Authenticator](#) (Mobile)

 [Google Authenticator](#) (Mobile)

Step 2: Scan the QR Code or enter code below
Open the authenticator app and scan the image below using your phone's camera.



33PMMKV4ABQUNAJVGAYPGTTB6SEEM4KI

Step 3: Verify your code
Enter the 6-digit verification code generated

I want to set up a different method
VERIFY

Text Message

Receive a text message to your mobile device with a verification code.

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Choose an authentication method

With multi-factor authentication (MFA), even if someone guesses your password, they won't be able to sign in as you.

<input type="radio"/>		Authenticator App (Authy, Google Authenticator, etc.) Retrieve codes from an authentication app on your device, like Google Authenticator, Authy or Microsoft Authenticator.	Enabled
<input checked="" type="radio"/>		Text Message (SMS) (Standard message rates apply) Receive a text message to your mobile device when signing in.	Optional

[CONTINUE](#)

Enter your Phone Number and choose *SEND CODE*.

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Setup MFA (SMS)

What Phone Number would you like to use?
Enter a phone number below that we can send a code to via SMS to authenticate you.

Country Code

United States (+1) ▼

Phone Number

Message and data rates may apply.

[I want to set up a different method](#)

[SEND CODE](#)

(continued)

Enter the code sent to the phone number entered. Choose *VERIFY* to complete the process.

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Setup MFA (SMS)


Verify your code

Enter the security code sent to

Didn't get a confirmation code? [Resend](#)

[I want to set up a different method](#) VERIFY

Text Verification: Phone Number Change

If your phone number changed, contact your support team at (800) 285-0005.

Let them know that you need to update the phone number associated with your Multi-Factor Authentication or change to a different method.

Once completed, you will log in again and set up your Multi-Factor Authentication with a new number or a different method.