ELF Productivity

CEEQUEL® Est. 1982

Ceequel E-Manager

User Manual

May 2019

CEEQUEL®
Employee Management Software

USER MANUAL
Disclaimer

USER MANUAL

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USER MANUAL

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USER MANUAL

INTRODUCTION

Ceequel E-Manager is a web based solution providing managers with access to their teams' records, either by their own PC, central kiosk, or touch screen terminal.

These can be linked via an existing LAN, WAN, Intranet or via the internet (using VPN technology) to your managers' home computer. Each manager has their own unique ID and password, ensuring data security.

The Ceequel E-Manager module allows managers access to their teams' clock-ins, holidays requested, taken and booked, all absence details, access control swipes, flexi balances, shift rosters and employee information where applicable.

This access can be set per individual supervisor, and all screens in E-Manager can be viewed as read only, editable or not accessible, thus giving certain supervisors the ability to make changes or to have a very limited view or capability.

E-Manager is a templated web solution, the design possibilities of it are endless. ELF Productivity provides the default template, which can be edited if desired to change images, text, element position and much more. However, any templates that deviate from the default template provided are unsupported by ELF Productivity and if changes are required after an upgrade causes problems not experienced in the default template, then remedial action will need to be undertaken by the client.

Supported browsers are listed below, ELF Productivity cannot be held responsible for any problems that appear if you are not using one of our recommended browsers. As a rough guide-line, any modern, standards-compliant browser will usually be adequate for E-Manager.

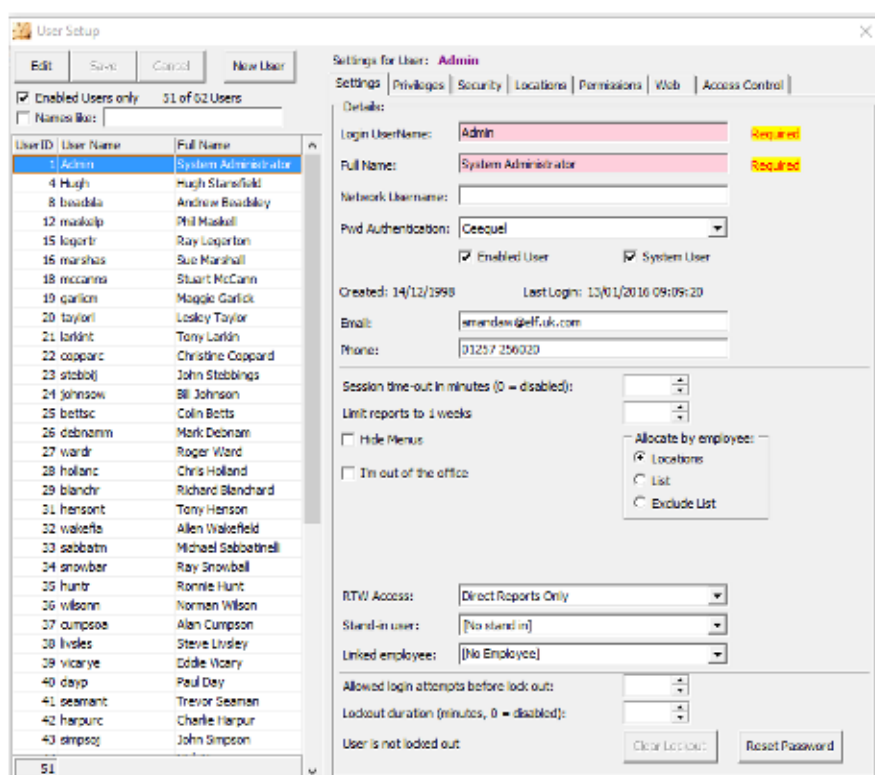| Google Chrome 32+ | Mozilla Firefox 3+ | Internet Explorer 9+ | Safari 3+ | Opera 9+ |

CONFIGURATION

USER CONFIGURATION

MANAGER / SUPERVISOR SETUP

Manager and Supervisor access levels are set up in TAUser2, using the same process as other client applications, within the User Setup screen from within TAUser2.

SECURITY ACCESS

Managers/Supervisors will require permission to log in to Ceequel E-Manager, granted by ticking the appropriate module under the *"Client Module Access"* on the Security tab.

PERMISSIONS

E-Manager users are given to access to screens on an individual basis, permissions fall into the following categories:

No Access	Screen does not appear.
Read Only	Screen appears, but employee can only view.
Full Access	Full functionality, employee can view, edit save and delete.
Supervisor	Same as Full Access, but sometimes can access additional features.

EMPLOYEES

By default, a user has access to any employees who report directly to them in E-Manager, even if they have access to no employees using the Locations / List options (see, below).

However, if a user does not have any employees who report directly to them, they can be set up as a 2nd Line Supervisor and assigned employees using the Locations / List and Permissions options, as per TAUser2 permissions.
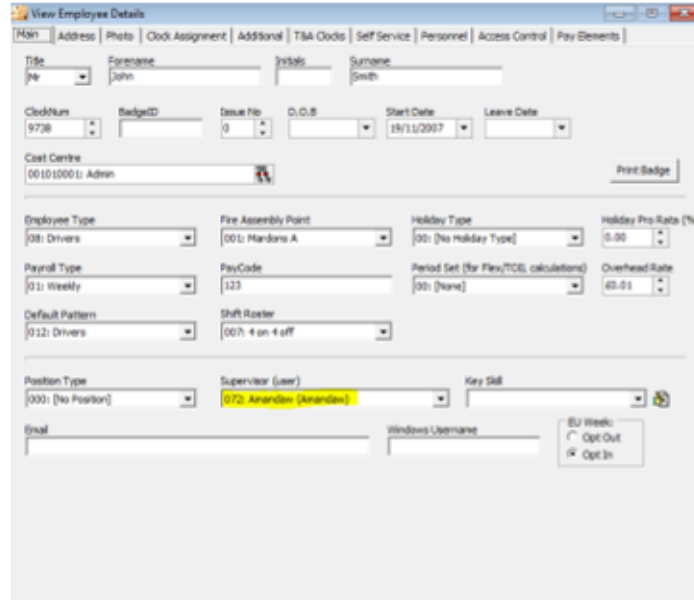
2nd Line Supervisors also have access to accept / decline holiday requests for employees they are given access to, in the absence of their regular supervisor.

SUPERVISOR SETUP

When a user logs in to Ceequel E-Manager, they are provided with access to a list of employees that have been assigned to them. The Manager/Supervisor is configured on the "Main" tab of the "View Employee" screen and tells the system who the employee reports into.

The supervisor field is a list of currently available users that have been set up using the steps described in Manager / Supervisor Setup

To ensure ease of use, this list is ordered alphabetically by the Supervisor's full name, as configured in the "User Setup" screen, whilst also displaying the user's login username.

USER MANUAL

GLOBAL CONFIGURATION

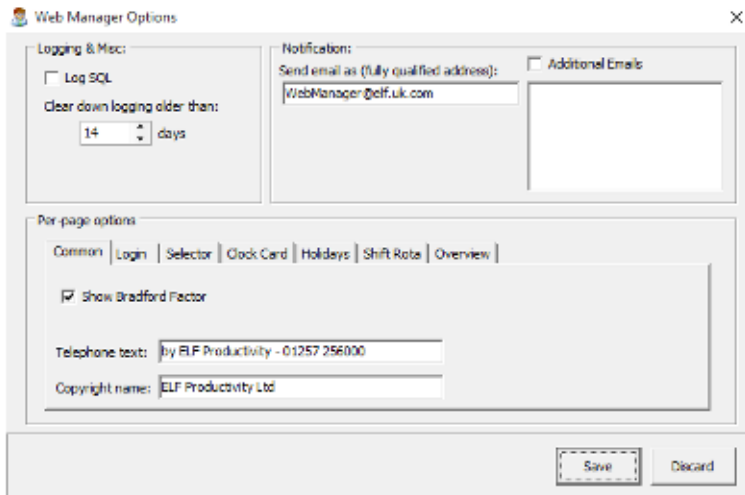Ceequel E-Manager has numerous configuration options. These options can be accessed and changed in Ceequel Admin by a Super User, under the "Servers" menu, selecting the "Web Manager Config" option.

A user can choose to "Save" their changes and close the screen when done, or select "Discard" to roll back any configuration that has been changed since the last time the configuration options were opened and close the screen.

LOGGING & MISC

Logging can be enabled using the "Log SQL" checkbox, along with various options for clearing down the log entries of a certain age. All logging is performed to the database and is only visible to ELF engineers. We therefore recommend that this setting is only changed by ELF engineers.

NOTIFICATION

The "Notification" section allows Super Users to edit options relating to emails sent by E-Manager.

"Send email as" will specify the email address reported when emails are sent, this email must be a fully qualified email address, including any relevant domains.
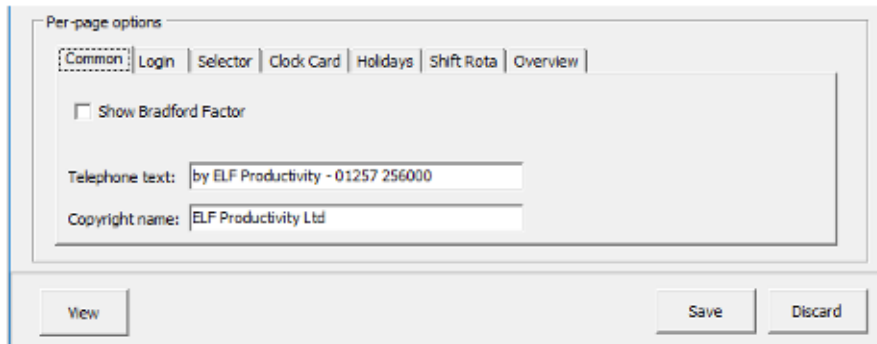
 "Additional Emails" will enable / disable the generation of additional emails when standard emails are sent out. These additional emails are sent to any of the addresses listed in the box below. New email addresses can be specified, or existing email addresses removed, by right-clicking in this box and choosing the required option.

PER-PAGE OPTIONS

COMMON
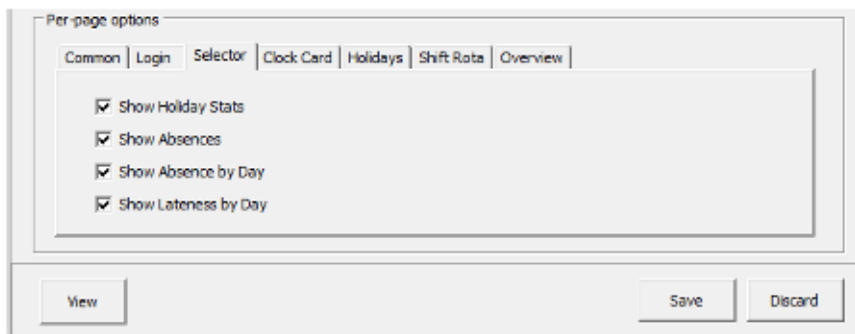
"Show Bradford Factor" will show the instances of absence and the number of working days of an employee, automatically calculated over the previous 12 months, within the Employee Details section of E-Manager, as well as the Bradford Factor score for all employees on the Dashboard.

"Telephone text" is displayed on the About screen, to provide a telephone number to the users, in the occasional event that product support is required.

"Copyright name" allows the copyright text displayed in the bottom left of all the E-Manager pages to be personalised.

SELECTOR

"Show Holiday Stats" enables / disables the display of the holiday year's balance breakdown and graph on the Dashboard.
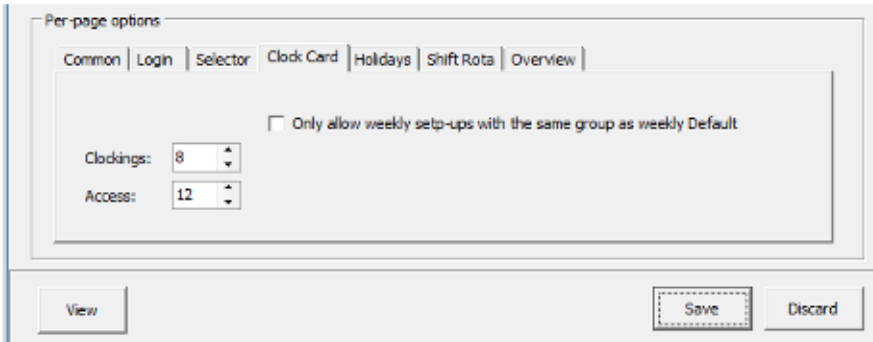
"Show Absences" enables / disables the display of upcoming absences on the Dashboard.

"Show Absence by Day" enables / disables the display of the percentage of absence by day of week for current holiday year on the Dashboard.

"Show Lateness by Day" enables / disables the display of the percentage lateness by day of week for current holiday year on the Dashboard.
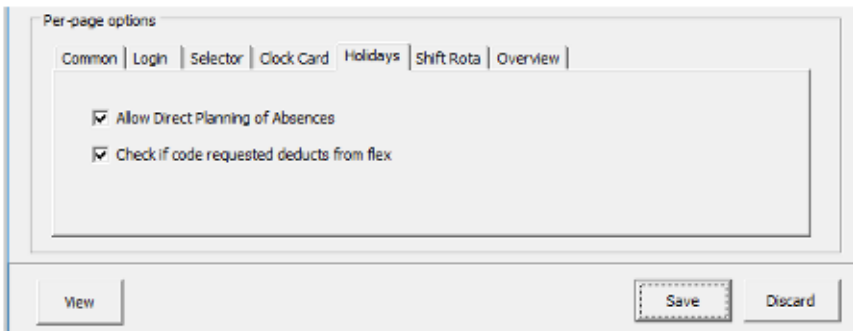
CLOCK CARD

The value in "Clockings" defines the maximum number of clockings displayed to thE-Manager.

The value in "Access" defines the maximum number of access control swipes displayed to thE-Manager
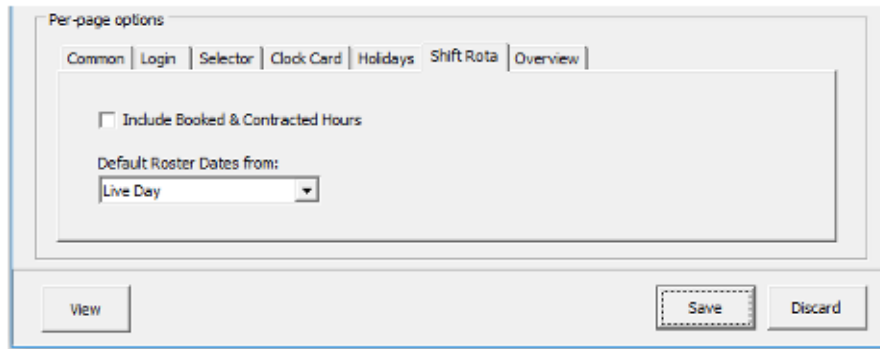
HOLIDAYS

"Allow Direct Planning of Absence" allows absences to be booked in to the system manually. If this is not checked, then users will only be able to plan absences that have been requested by employees.

"Check if code requested deducts from flex" enables / disables the checking of Flexi-time balances, when an appropriate absence code is selected. Note: This will not prevent an employee's Flexi-time balance becoming negative. This setting will do nothing on systems without the Flexi-time module.
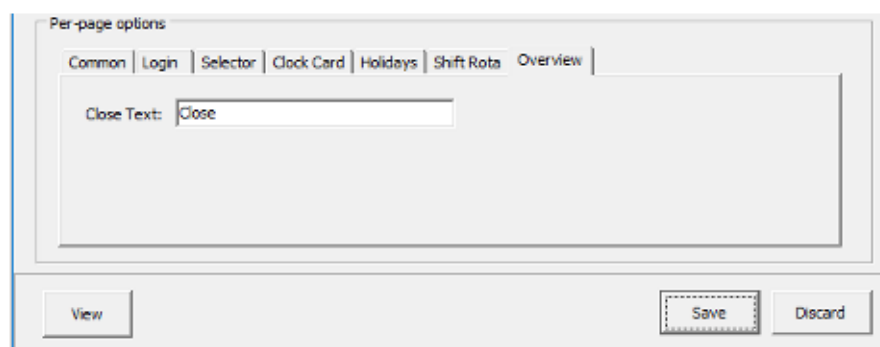
SHIFT ROTA

"Include Booked & Contracted Hours" shows the contracted hours and the hours rostered against each employee against the selected week, providing the employee's Contracted Hours have been configured.

"Default Roster Dates from" shows the rosters from the "Start of the Current Live week", the "Live Day" or the "Day after the current Live Day". Note that shifts rostered on the Live Day or in the past cannot be modified using this screen.

OVERVIEW

"Close Text" defines the text that is displayed for the link that takes the employee back to the Dashboard, displayed above the navigation.

CREATING AN APPLICATION SHORTCUT

SHORTCUT SETUP

To create a shortcut to Ceequel E-Manager, right click on the desktop and hover over "New", then select "Shortcut" from the new menu that appears.

When the screen below appears, type in the location of the item, which is in the following format:

http://<ServerIP>:<PortNumber>
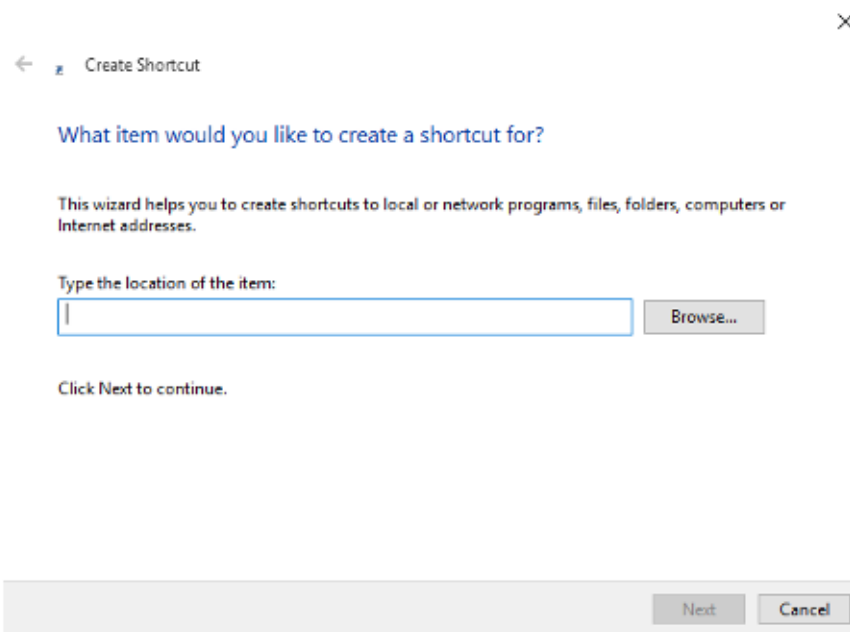
Select "Next" and type a name for the shortcut, in this case **Ceequel E-Manager** and press "Finish, a new shortcut should now be visible on the desktop, which can be used in the future to access Ceequel E-Manager.
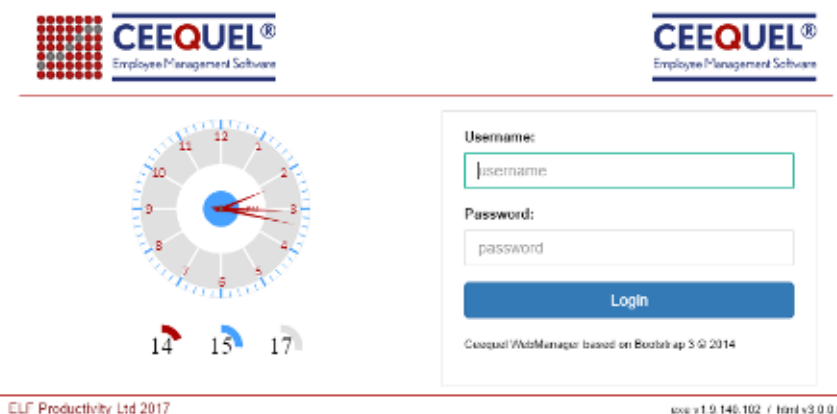
USER MANUAL

AUTHENTICATING
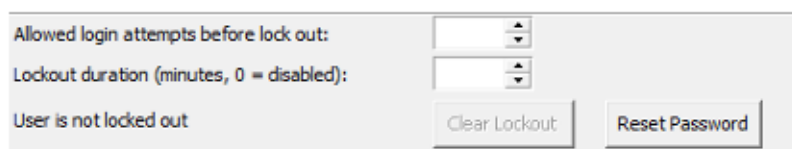
LOGIN CREDENTIALS

Upon accessing the system, a user will be prompted to enter their username and password – these are the credentials that have been set up for them in the User Setup stage. Where WinAD is being utilitised, these credentials will be the same as the user's Windows username and password.

PASSWORD RESET

If Ceequel Authentication is being utilised and an incorrect password has been entered, exceeding the allowed number of attempts, the user will be locked out of the system. If the lockout duration has been configured in User Setup then the allotted time will need to pass before anymore attempts to login will be acknowledged. The user can contact a local Super User and request for either a "Clear Lockout" or a "Password Reset" if they have forgotten their login details, both of which can be found at the bottom of the User Setup screen.

DASHBOARD & NAVIGATION

OVERVIEW

Once logged into E-Manager the Manager / Supervisor will be presented with the below dashboard, providing an overview of various statistics for each employee assigned to them. These statistics are dependent on the permissions applied in the Global configuration options.

The holiday stats / holiday requests / percentage absence and percentage lateness refer to the selected employee displayed in the navigation bar to the left of the dashboard. To change the employee use the drop down box located above the dashboard or select an employee's name in the Selector.

The employee selected using this page, or the drop down box, will be the default employee loaded when visiting each page of Ceequel E-Manager, and can be changed at any point.

Ticking the "Out of Office" box will tell the system to provide the user's employee permissions to their Stand In User, as set up in User Setup, when they next log in to any Ceequel module. Holiday Request emails and other associated information will also be directed to the Stand In User for this period.

USER MANUAL

NAVIGATION BAR

The navigation bar located to the left of the dashboard, gives a snapshot of the selected employees current details.
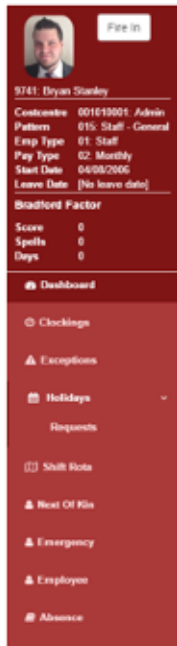
Below the employee details are links to the pages each manager has been assigned permission to and where the relevant configuration is enabled for that page. Clicking a link that is not active will load the page, clicking a link that is already active will refresh the data on that page.

CLOCKCARD

CLOCKINGS

The clocking's page defaults to the live week, displaying clocking times for the selected employee and the shift pattern applied to each day. You can select a specific week by using the week selector drop down menu or by using the Previous / Next links to cycle through each week.

To the right of the clock card you can choose to view the three available types of clockings:

Adjusted	Adjusted to the rules of the shift pattern, used for premium calculation
Edited	Edits made by a system user (default: Actual)
Actual	Actual time of raw clock data

Where generated, exceptions can be authorised and shift patterns changed for each day. When changes are made, the "Save" button will be highlighted, which is located to the top right of the screen – clicking this will commit the changes to the database.

PREMIUMS

Premiums for the selected week are broken down on a daily basis, manual adjustments and amendments to Flexitime / TOIL premiums can be made using "Adjust" row, or the Premium's input box (highlighted in yellow). Once changes are made, they can be committed using the "Save" button, located to the top right of the screen.

	Total	Basic	PdAbs	*1.00	*1.50	*2.00	C/O 1.5	C/O 2.0	Contract	Holiday	UnpAbs	Flex	Flex/Bal	Bank	Bank Edit	OvtTotal
Mon (11/1)	07:30	07:30							07:30							
Tue (12/1)	07:30	07:30							07:30							
Wed (13/1)	11:00	07:30		01:30	01:30	00:30			07:30							
Thu (14/1)	10:45	08:45			03:15				08:45		01:15					
Fri (15/1)																
Sat (16/1)																
Sun (17/1)																
Adjust																
Total	36:45	31:15		01:30	04:45	00:30			31:15		01:15					

ABSENCE

The absence tab displays absences generated by the system, where permissions allow, these can be edited by users via the drop down box located above the absence times or the planned AM / PM cells.

	Absence 1	Absence 2	Absence 3	Absence 4	Absence 5	Absence 6	Planned AM	Planned PM
Mon (11/1)							▼	▼
Tue (12/1)							▼	▼
Wed (13/1)							▼	▼
Thu (14/1)	AB: Absent ▼ 07:55 09:10 01:15						▼	▼
Fri (15/1)							▼	▼
Sat (16/1)							▼	▼
Sun (17/1)							▼	▼

Tabs: Premiums, Absence, Access, Pay Elements, Comments, Fire History

ACCESS

The Access tab shows Access Control data from the employee, showing when the employee swiped for access at all doors configured in the system. This data cannot be edited and is displayed for informational purposes only.

Swipe times displayed on a green background have been successful and the employee has been granted access.

Swipe times displayed on a red background have been unsuccessful and the employee has been denied access.

Tabs: Premiums, Absence, Access, Pay Elements, Comments, Fire History

	Swipe 1	Swipe 2	Swipe 3	Swipe 4	Swipe 5	Swipe 6	Swipe 7	Swipe 8	Swipe 9	Swipe 10	Swipe 11	Swipe 12
Mon (11/1)	08:59	09:10	09:15	09:16	09:30	10:32	10:40	12:02	12:45	13:15	14:35	14:52
Tue (12/1)	08:52	08:50	09:13	09:45	12:35	13:45	17:05	17:15				
Wed (13/1)	08:02	09:04	09:15	09:45	11:02	11:09	12:55	14:02	15:45	16:02	19:32	19:44
Thu (14/1)	08:58	09:02	09:09	09:14	09:16	09:20	09:25	10:01	10:09	12:02	12:45	13:09
Fri (15/1)												
Sat (16/1)												
Sun (17/1)												

For information on which door the swipe was accepted or denied at, hover the cursor above a swipe.

PAY ELEMENTS

The Pay Elements tab allows users to apply additional premiums to each day for employees. Each Pay Element is configured with either a duration or an amount. Selecting the pay element to be applied on the required day, will allow you to enter the duration, or populate the amount column.

	Premiums	Absence	Access	Pay Elements	Comments	Fire History						
	Element 1		Duration 1	Amount 1	Element 2		Duration 2	Amount 2	Element 3		Duration 3	Amount 3
Mon (11/1)	001: Team Leader Step ▼		05:00		-- No Selection -- ▼				-- No Selection -- ▼			
Tue (12/1)	002: First Aider ▼			£25	-- No Selection -- ▼				-- No Selection -- ▼			
Wed (13/1)	-- No Selection -- ▼				-- No Selection -- ▼				-- No Selection -- ▼			
Thu (14/1)	-- No Selection -- ▼				-- No Selection -- ▼				-- No Selection -- ▼			
Fri (15/1)	-- No Selection -- ▼				-- No Selection -- ▼				-- No Selection -- ▼			
Sat (16/1)	-- No Selection -- ▼				-- No Selection -- ▼				-- No Selection -- ▼			
Sun (17/1)	-- No Selection -- ▼				-- No Selection -- ▼				-- No Selection -- ▼			

COMMENTS

The comments tab allows predefined or free-type comments to be entered to an employees' clock card via a drop down list, or input box. For reporting purpose, free text is not advisable. Comments added by an employee via Ceequel Self Service will appear also appear in the comments tab, in the far-right column.

	Premiums	Absence	Access	Pay Elements	Comments	Fire History			
	User Comment						Commented by User		Employee Comment
Mon (11/1)	Lost Card			Lost Card ▼			System Manager		
Tue (12/1)	Bad Traffic			Bad Traffic ▼			System Manager		
Wed (13/1)				-- No Selection -- ▼					
Thu (14/1)				-- No Selection -- ▼					
Fri (15/1)				-- No Selection -- ▼					
Sat (16/1)				-- No Selection -- ▼					
Sun (17/1)				-- No Selection -- ▼					

FIRE HISTORY

The Fire History tab displays the employees current fire register status, the employees' Fire Register swipes over the selected week and the terminals the employee clocked at. Rows highlighted in red depict transactions that caused the employee to be removed from the fire register, rows highlighted in green depict transactions that caused them to be added to the fire register.

	Premiums	Absence	Access	Pay Elements	Comments	Fire History			
Processed At	Clocking		Terminal	FKey	Fire Action	Swiped Onto	Register State	Edited By	Result
13/01/2016 15:15:19	13 Wed @ 15:15:19				Out	ClockCard Edit	Out	System Administrator	Processed OK
13/01/2016 15:39:37	13 Wed @ 15:39:37				In	Set from toggle button	In	System Administrator	Processed OK

The Exceptions screen reports on any potential data issues that may be generated for employees and should be used regularly to help manage the workload of the system.

Report Options			
Select a date:	01/01/2016		Show Exceptions
	Go		

Outstanding Exceptions												
Select All	Unselect All	Toggle All										
Employee	Auth Exceptions	Auth Overtime	Missing Clocking(s)	Absent	Hours Under	Overtime	Planned Absence	No Hours	Underpaid	Late Clocking In	Started Shift Early	
Anderson, Thomas	☐						⚠ BH / BH					
Anderson, Trinity	☐						⚠ BH / BH					
Archbold, Richard	☐						⚠ BH / BH					
Arnold, Patricia	☐						⚠ BH / BH					
Barber, Lucia	☐						⚠ BH / BH					
sada, Julie	☐		⚠	⚠	⚠							
Stanley, Bryan	☐						⚠ BH / BH					

REPORT OPTIONS

The exceptions report can be configured by each user to show only information that is relevant for them. Selecting 'Show Exceptions' will allow the user to configure which Exceptions are displayed to them for authorisation, this way a user can streamline their authorisation process.

Once configured, the user can select a date and click "Go" to load the list of exceptions – this will default to the previous day when the page is first loaded. On subsequent page loads, the date that was last selected will be remembered.

AUTHORISING EXCEPTIONS

Only employees with an exception outstanding for them are displayed in this report and for more information on the exception that has been generated, you can hover the cursor above the ⚠ icon.

To authorise an exception, tick the box to the left-hand side and click the "Save" button which is located to the top right of the screen. It is not possible to authorisation exceptions for Missing Clockings and Unknown ('u') Absences from this screen, instead you must click on the employee's name to correct the data from their Clockcard before the exception can be authorised – in some configurations this will automatically authorise the exception, once completed.

HOLIDAYS

HOLIDAY YEAR SUMMARY

The Holiday Year Summary shows a breakdown of the employee's holiday year (selected from the dropdown box) including allowance, accrued to date (where configured), days taken, remaining, planned and unused.

Holiday Year Summary								
Year	Start Date	End Date	Allowed	Accrued	Taken	Remaining	Planned	Unused
2016 ▾	01/01/2016	31/12/2016	25.0	2.0	0.0	25.0	13.5	11.5
Comment								
Length of Service		9 years, 5 months and 10 days						

To the bottom of the summary screen, the employees Length of Service is displayed and any comments applied to the employee's holiday year.

ABSENCE REQUEST

Holidays requested through Ceequel Self Service appear in the Absence Requests box.

Multiple approve / decline requests can be processed at once and requests are automatically removed from the outstanding list when actioned. Any requests with the default status are not actioned when clicking the "Save" button.

Absence Requests							
☐ Show authorised absences as well							Save
Requested At	Employee	Code	Dates Requested	Accrued	Status	Comment & Reason	
Thu, 14 Jan 2016 @ 15.47	Trinity Anderson	HP: Holiday Paid	from 26/01/2016 to 26/01/2016		Requested ▾	family holiday	

Possible statuses here are defined by the absence request type:

Request to Book	**Requested**	Default Request to Book absence status
	Approved	Request to Book absence has been approved
	Declined	Request to Book absence has been declined
	Handled	Request to Book absence has been handled outside of the holiday approval system – for example, if it has manually booked in to the employee's holiday planner.
Request to Cancel	**Withdrawn**	Default Request to Cancel absence status
	Revoked	Request to Cancel absence has been approved and the absence removed from the employee's record.
	Insist	Request to Cancel absence has been declined and the absence will remain in the employee's record.

Previous absence requests and associated details can be shown by ticking the "Show authorised absences as well" box.

ABSENCE ANALYSIS & PLANNING ABSENCES

To see the Absence Analysis of the dates requested by an employee, input the requested start and end date in the "Plan an Absence" section, select an absence code and click the Analyse button. By default, employees with the same dates already planned will appear in the Absence Analysis section – you can show all employees that report to you, by unticking the "Only Show Employee with Planned or Requested Absence" box.

Once analysed, absences can then be booked in to the employee's planner (providing the Global configuration allows this) by clicking on the "Book" button.

NOTE.

Booking absences will overwrite any existing absence codes in the employee's holiday planner that are not configured with the "Preserve when Authorising Absences" flag.

PLANNED & PAST ABSENCE

Absences both planned and past, are displayed for the current holiday year. This is an information section only and cannot be interacted with.

Employee's Planned & Past Absences

Start Date	End Date	Absence Code
26/01/2016	28/01/2016	HP: Holiday Paid
25/03/2016	25/03/2016	BH: Bank Holiday
28/03/2016	28/03/2016	BH: Bank Holiday
01/04/2016	01/04/2016	HP: Holiday Paid
02/05/2016	02/05/2016	BH: Bank Holiday
30/05/2016	30/05/2016	BH: Bank Holiday
04/07/2016	07/07/2016	HP: Holiday Paid

SHIFT ROTA

The shift rota displays a list of employees set up to work on Shift Rosters, employees **not** on Shift Rosters are not displayed.

From and To dates are available to customise the date range you view the working patterns, along with a cost centre filter that restricts the visibility of employees to that cost centre only. When ran for All Cost Centres, employees will be grouped by their costcentre, showing subtotals of workforce levels and absence for each day. Inside each costcentre, employees are ordered by their Position Type's "Level", then by their Full Name. Click the Refresh button when finished to see the employees and dates selected.

Where applicable, planned absence codes that are assigned to an employee are displayed to the right of the pattern selector.

Working patterns can be overridden for any future days within the system, by clicking on the relevant dropdown box for the employee / day and choosing a new pattern. The shift selected in the dropdown will default to the shift they are working as per their standard shift roster, or existing override. To remove an override, set the shift pattern to "000: No Pattern". Once changes have been made, the "Save" button will commit them to the database.

USER MANUAL

NEXT OF KIN & EMERGENCY CONTACTS

The "Next of Kin" tab and the "Emergency Contact" screen are edited the same way. To view, add or edit a "Next of Kin" or "Emergency Contact", click on the "New Kin / Contact" button, input the details in the relevant boxes and select the "Save" button, which is located to the top right of the screen.

To add another contact, select the "New Kin / Contact" button and follow the same procedure. Once done select "Save" and the second contact will appear in the tab list.

To edit a Kin / Contact, select the tab with their name on it, amend the details and click "Save" when finished.

NOTE

Next of Kins / Emergency Contacts can be added and edited in E-Manager, but cannot be deleted.

EMPLOYEE

The Employee tab displays basic information regarding the employee. To view, add or edit details, select the relevant tab (Main/Address/Photo) as shown in the screens below. Once all the relevant information that is required has been updated, click the "Save" button, located to the top right of the screen, to commit the changes to the database.

Using the Photo tab, a user can upload a photo of an employee for use within the system, which is then displayed across all applications within the Ceequel suite, including Ceequel Self Service and can be printed on to employee identity cards using Ceequel Badges.

To upload a photo, click on the "Choose File" button, navigate to the folder on your local PC where the image is located, select it and click "Open". When the screen has closed, click on the "Show" button to upload the image and see a preview. If the user is happy with the preview, clicking "Save" will commit the new photo to the database.

USER MANUAL

ABSENCE

The "Absence Report" screen provides the user with a report to monitor absence for employees assigned to them, up to a maximum number of weeks defined in user set up.

Start by selecting the range of weeks you wish to report on. Next, click the "Select Codes" button, which will pop up a window allowing you to tick the absence codes you wish to report on. Click the "Select Code" button when finished, which will close the window and display a list of selected absence codes underneath the button.

Once all the fields have been selected, click the "Run Report" button to calculate the employee's absences. The user will then be able to view the "Average and Total" for the particular "Absence code" based on the selected week(s). The "Absence codes" are not just restricted to annual leave but encompass all staff absences.

The report on the left shows an absence breakdown on a per employee basis, with totals displayed at the bottom (percentage is an average value). The employee(s) with the highest absence percentage are highlighted for clarity.

The report on the right shows an absence breakdown on a per absence code basis, with totals at the bottom. Codes selected but not displayed means there is no absence for that code within the defined period.