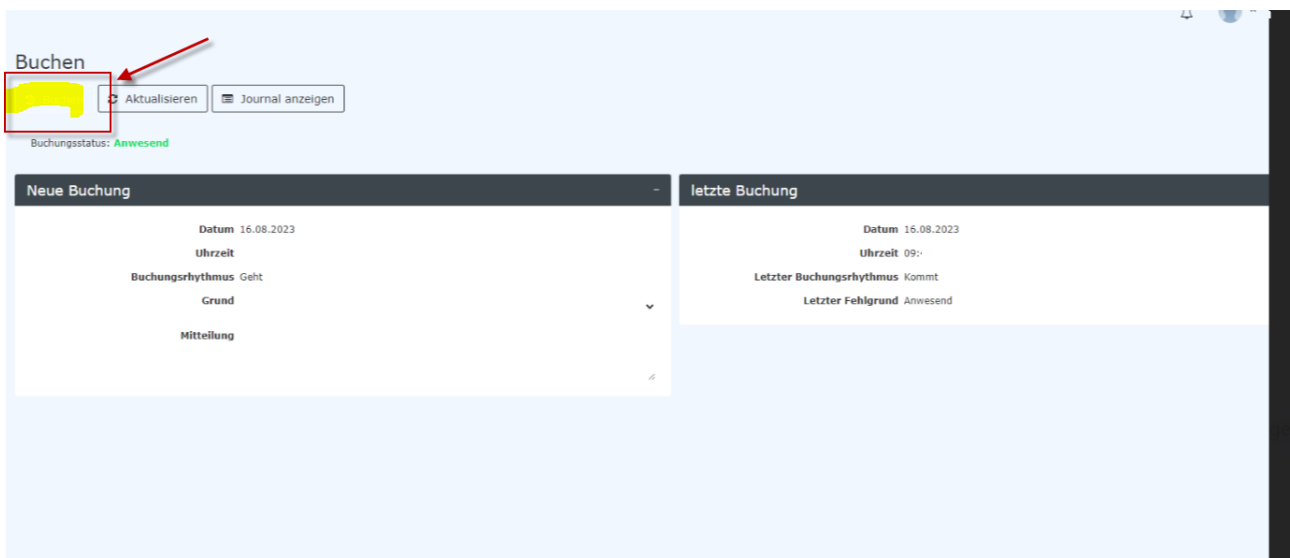
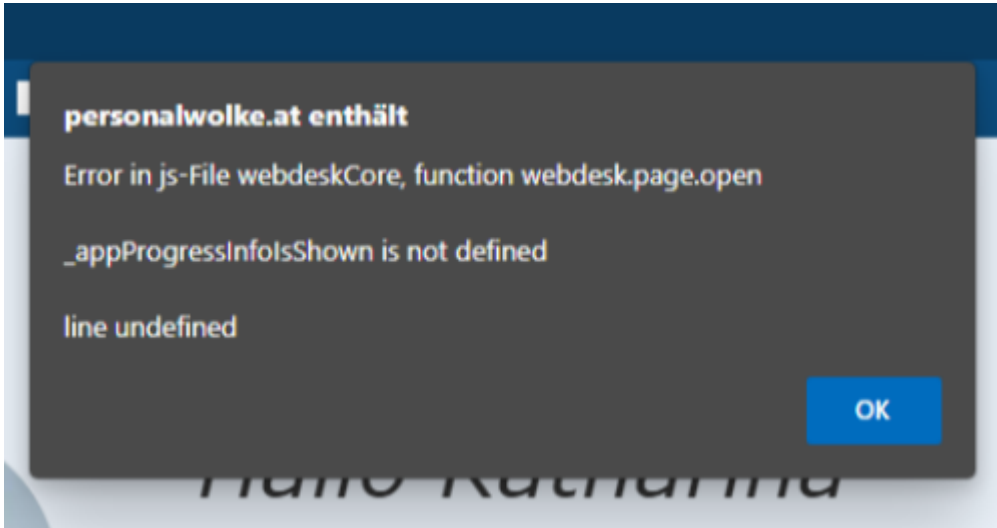


# I cannot make any bookings and logging out is not possible! What can I do?

In some cases, the booking page may be displayed incorrectly or inadequately (unfamiliar graphic design of the interface, missing buttons or icons for booking and the like).

Example images

(For GDPR reasons, all personal data has been deleted from the images. As these images are from an actual case, it is only available in the German version.)



The screenshot shows the 'Arbeitszeit erfassen' (Record working time) interface. At the top, there is a navigation bar with 'Auf Monats-Ansicht umschalten' (Switch to monthly view), a date selector for '2023', and a month selector for 'August'. Below the navigation bar, there is a 'Personalnummer:' field and an 'Import von Buchungen' (Import bookings) button. The main area is a table with the following columns: Datum, WT, K, FB, Beginn, Ende, FE, Fehlg., Aktion, Pa, Ra, 10, UE, US, Tages-Soll, Tages-Ist, Monats-Summe, Saldo ges., 1:1.50, 1:2, auto. Pausenabzug, Ueberschreitung, tägl. Ruhezeit, and Ersatzruhe Anspruch. The table contains data for the dates 01.08.2023 to 06.08.2023, showing various absence reasons and working time values.

Datum	WT	K	FB	Beginn	Ende	FE	Fehlg.	Aktion	Pa	Ra	10	UE	US	Tages-Soll	Tages-Ist	Monats-Summe	Saldo ges.	1:1.50	1:2	auto. Pausenabzug	Ueberschreitung	tägl. Ruhezeit	Ersatzruhe Anspruch	
01.08.2023	Di.		-				Fehlt unentschuldigd							8:00	0:00	0:00	:10	0:00	0:00	0:00	0:00	0	0:00	
02.08.2023	Mi.		-				Fehlt unentschuldigd							8:00	0:00	0:00	:10	0:00	0:00	0:00	0:00	0:00	0	0:00
03.08.2023	Do.		-				Fehlt unentschuldigd							8:00	0:00	0:00	:10	0:00	0:00	0:00	0:00	0:00	0	0:00
04.08.2023	Fr.		-				Fehlt unentschuldigd							8:00	0:00	0:00	:10	0:00	0:00	0:00	0:00	0:00	0	0:00
05.08.2023	Sa.	Q1	-											0:00	0:00	0:00	:10	0:00	0:00	0:00	0:00	0	0:00	
06.08.2023	So.	Q1	-											0:00	0:00	0:00	:10	0:00	0:00	0:00	0:00	0	0:00	

What can you do?

I cannot make any bookings and logging out is not possible! What can I do?

ID: 10368-dsy | Version: 4 | Datum: 03.11.23 11:01:10

- Delete the browser cache
- Close the browser
- Open the Personalwolke again
- Use an alternative browser in addition to opening