

FAQ

General

Login and logout

- [Login and logout](#)¹

Change View / Change Layout

- [Change view](#)²

Attach Personalwolke to the home screen of your mobile device

- [Attaching Personalwolke to the home screen](#)³

I get an error message "session expired". What can I do?

- [Empty your browser cache or start in an incognito window](#)⁴

Booking and logout is not possible

- [I cannot make any bookings and logging out is not possible! What can I do?](#)⁵

Employees

Create a new employee

- [Create a new employee in HR-Expert](#)⁶
- [Time acquisition for new employees](#)⁷

Edit an existing employee

- [Change personal data](#)⁸
- [Assign and change password \(by the admin\)](#)⁹
- [User status and employment status](#)¹⁰
- [Transfer employees to another department](#)¹¹
- [Dealing with role holders \(assigning, editing, deleting\)](#)¹²
- [Change weekly program / part-time factor](#)¹³
- [Edit employee master record data \(entry date, holiday entitlement, overtime authorisations, etc.\)](#)¹⁴
- [I accidentally deleted a user](#)¹⁵

Exit of an employee

- [Registration of terminations in HR-Expert](#)¹⁶
- [Termination of an employee in Personalwolke Time](#)¹⁷

Organisational management

Creating a new group

- [Creating a new group \(organigram/Loose group\)](#)¹⁸

Edit an existing group

- [Changing the short name/name of a group](#)¹⁹
- [Add / remove a role from a group](#)²⁰
- [Add / remove employees to/from a group](#)²¹

Organigram

- [Move employees to another department \(group\)](#)²²
- [Change group hierarchy](#)²³

Time Recording

How do I book correctly?

- [Classic booking \(normal attendance & absence\)](#)²⁴
- [Absence with a productive absence reason](#)²⁵
- [Absence with a non-productive absence reason](#)²⁶

Adjust accounts

- [Adjusting an employee's accounts \(using the balance account as an example\)](#)²⁷
- [Credit overtime to the balance](#)²⁸
- Write-off paid overtime (in progress)

Vacation

- [Vacation calculation](#)²⁹
- [Calculation of aliquot remaining vacation](#)³⁰

The missing links will be added soon!

1. </daisy/personalwolke-admin/7864-dsy.html?language=4>
2. </daisy/personalwolke-admin/7869-dsy.html?language=4>
3. </daisy/personalwolke-admin/7863-dsy.html?language=4>
4. </daisy/personalwolke-admin/8871-dsy.html?language=4>
5. </daisy/personalwolke-admin/10368-dsy.html?language=4>
6. </daisy/personalwolke-admin/6313-dsy.html?language=4>
7. </daisy/personalwolke-admin/7325-dsy.html?language=4>
8. </daisy/personalwolke-admin/6345-dsy.html?language=4>
9. </daisy/personalwolke-admin/6350-dsy.html?language=4>
10. </daisy/personalwolke-admin/9706-dsy.html?language=4>
11. </daisy/personalwolke-admin/6433-dsy.html?language=4>

12. /daisy/personalwolke-admin/6485-dsy.html?language=4
13. /daisy/personalwolke-admin/6487-dsy.html?language=4
14. /daisy/personalwolke-admin/7325-dsy.html?language=4
15. /daisy/personalwolke-admin/11050-dsy.html?language=4
16. /daisy/personalwolke-admin/9550-dsy.html?language=4
17. /daisy/personalwolke-admin/7326-dsy.html?language=4
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28. /daisy/personalwolke-admin/9111-dsy.html?language=4
29. /daisy/personalwolke-admin/8616-dsy.html?language=4
30. /daisy/personalwolke-admin/6915-dsy.html?language=4