FAQ

General

Login and logout

- Login and logout[1]

Attach Personalwolke to the home screen of your mobile device

- Attach Personalwolke (web app) to the home screen[2]

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

- Clear your browser cache or start in a private window[3]

Booking and logging out are not possible. What can I do?

- I cannot make any bookings and logging out is not possible either.[4]

Restricting usage options

- How can I restrict the use of the app function?[5]

Support

- How do I use the service desk (support)?[6]

Time tracking

How do I book correctly?

- Classic booking (normal attendance & absence)[7]
- Absence with a productive absence reason[8]
- Absence with a non-productive absence reason[9]

Working with time tracking

- Correcting an employee's accounts (using the balance account as an example)[10]
- Crediting overtime to the balance[11]
- Setting up Christmas Eve and New Year's Eve correctly[12]
- Finding the right holiday calendar for a person[13]
- Setting up time tracking for a person[14]
- Correcting an employee's balance account[15]
- Calculation of aliquot remaining vacation[16]
- How do I change a time model?[17]
- Changing the part-time factor ("half-time part-time")[18]

- How do I correct a person's remaining vacation?[19]

Kiosk and NFC tags

- NFC tags - explanation, assignment and editing[20]
- FAQs on the time terminal (kiosk)[21]

Reports

- FAQ Reports NEW[22]
- Using filters in the search screen[23]

Vacation

- Vacation: entitlement, aliquoting, tiering, expiration[24]
- Vacation entitlement upon termination in the first year of employment[25]

Projects

Setting permissions for projects correctly

- Authorizing a specific user to book[26]
- Authorizing the project manager to evaluate project times[27]

Employee administration

Creating a new employee

- Creating a new employee[28] (HR-Expert)
- How do I find the right holiday calendar for a person?[29]
- Setting up time tracking for new employees[30] (Personalwolke Time)

Editing an existing employee

- Changing personal data / settings (first / last name, employee number, user name, etc.)[31]
- Changing a password[32]
- User status and employment status[33]
- Transferring an employee to another department[34]
- Assigning / removing a role for an employee[35]
- Changing the working time model[36]
- Changing the part-time factor ("half-time part-time")[37]
- Editing employee master record data (start date, vacation entitlement, overtime permissions, etc.)[38]
- I accidentally deleted a user[39]

Termination of an employee

- Termination of employees[40]
- Where can I find information on inactive persons?[41]
- Recording a termination in HR-Expert[42]
- Vacation entitlement upon termination in the first year of employment[43]

Other employee topics

- Who is "Tester" in the persons list? [44]

Organization management

Creating a new department (group)

- Creating a new department[45]

Editing an existing department (group)

- Changing the short name / name[46]
- Adding / removing a role for a group[47]
- Adding / removing employees for a group[48]

Organigram

- Moving employees to another department (group)[49]
- Moving groups within the organigram[50]

Workflow and requests

- Why are requests from some employees not sent to the supervisor for approval?[51]

Other topics

What are actions and action permissions?[52] How can I send a message to several recipients? [53]

1. /daisy/personalwolke-admin/7864-dsy.html?language=4
2. /daisy/personalwolke-admin/7863-dsy.html?language=4
3. /daisy/personalwolke-admin/8871-dsy.html?language=4
4. /daisy/personalwolke-admin/10368-dsy.html?language=4
5. /daisy/personalwolke-admin/10770-dsy.html?language=4
6. /daisy/personalwolke-admin/10929-dsy.html?language=4
7. /daisy/personalwolke-admin/9050-dsy.html?language=4
8. /daisy/personalwolke-admin/9051-dsy.html?language=4
9. /daisy/personalwolke-admin/9052-dsy.html?language=4
10. /daisy/personalwolke-admin/6396-dsy.html?language=4
11. /daisy/personalwolke-admin/9111-dsy.html?language=4
12. /daisy/personalwolke-admin/10874-dsy.html?language=4
13. /daisy/personalwolke-admin/10829-dsy.html?language=4

14. /daisy/personalwolke-admin/7325-dsy.html?language=4
15. /daisy/personalwolke-admin/6396-dsy.html?language=4
16. /daisy/personalwolke-admin/6915-dsy.html?language=4
17. /daisy/personalwolke-admin/10869-dsy.html?language=4
18. /daisy/personalwolke-admin/6487-dsy.html?language=4
19. /daisy/personalwolke-admin/10966-dsy.html?language=4
20. /daisy/personalwolke-admin/10996-dsy.html?language=4
21. /daisy/personalwolke-admin/10986-dsy.html?language=4
22. /daisy/personalwolke-admin/10793-dsy.html?language=4
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53. /daisy/personalwolke-admin/11033-dsy.html?language=4