

# FAQ

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## General

### Login and logout

- [Login and logout](#)<sup>1</sup>

### Change View / Change Layout

- [Change view](#)<sup>2</sup>

### Attach Personalwolke to the home screen of your mobile device

- [Attaching Personalwolke to the home screen](#)<sup>3</sup>

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

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

### Booking and logout is not possible

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

## Employees

### Create a new employee

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

### Edit an existing employee

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

### Exit of an employee

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

## Organisational management

### Creating a new group

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

### Edit an existing group

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

### Organigram

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

## Time Recording

### How do I book correctly?

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

### Adjust accounts

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

### Vacation

- [Vacation calculation](#)<sup>29</sup>
- [Calculation of aliquot remaining vacation](#)<sup>30</sup>

*The missing links will be added soon!*

1. </daisy/personalwolke-default-en/6124-dsy/7864-dsy.html>
2. </daisy/personalwolke-default-en/7869-dsy.html>
3. </daisy/personalwolke-default-en/6312-dsy/g1/7863-dsy.html>
4. </daisy/personalwolke-default-en/6312-dsy/g1/8871-dsy.html>
5. </daisy/personalwolke-default-en/6312-dsy/g1/10368-dsy.html>
6. </daisy/personalwolke-default-en/6312-dsy/g2/g1/6313-dsy.html>
7. </daisy/personalwolke-default-en/6312-dsy/g2/g1/7325-dsy.html>
8. </daisy/personalwolke-default-en/6312-dsy/g2/g2/6345-dsy.html>
9. </daisy/personalwolke-default-en/6312-dsy/g2/g2/6350-dsy.html>
10. </daisy/personalwolke-default-en/6312-dsy/g2/g2/9706-dsy.html>
11. </daisy/personalwolke-default-en/6312-dsy/g2/g2/6433-dsy.html>

12. [/daisy/personalwolke-default-en/6312-dsy/g2/g2/6485-dsy.html](#)
13. [/daisy/personalwolke-default-en/6312-dsy/g2/g2/6487-dsy.html](#)
14. [/daisy/personalwolke-default-en/6312-dsy/g2/g1/7325-dsy.html](#)
15. [/daisy/personalwolke-default-en/6312-dsy/g2/g2/11050-dsy.html](#)
16. [/daisy/personalwolke-default-en/6312-dsy/g2/g3/9550-dsy.html](#)
17. [/daisy/personalwolke-default-en/6312-dsy/g2/g3/7326-dsy.html](#)
18. [/daisy/personalwolke-default-en/6312-dsy/g3/g1/9821-dsy.html](#)
19. [/daisy/personalwolke-default-en/6312-dsy/g3/g2/6451-dsy.html](#)
20. [/daisy/personalwolke-default-en/6312-dsy/g2/g2/6485-dsy.html](#)
21. [/daisy/personalwolke-default-en/6312-dsy/g3/g2/6453-dsy.html](#)
22. [/daisy/personalwolke-default-en/6312-dsy/g3/g3/6466-dsy.html](#)
23. [/daisy/personalwolke-default-en/6312-dsy/g3/g3/6468-dsy.html](#)
24. [/daisy/personalwolke-default-en/6312-dsy/g4/g1/9053-dsy.html](#)
25. [/daisy/personalwolke-default-en/6312-dsy/g4/g1/9051-dsy.html](#)
26. [/daisy/personalwolke-default-en/9055-dsy.html](#)
27. [/daisy/personalwolke-default-en/6312-dsy/g4/g2/6396-dsy.html](#)
28. [/daisy/personalwolke-default-en/6312-dsy/g4/g2/9111-dsy.html](#)
29. [/daisy/personalwolke-default-en/6312-dsy/g4/g3/8616-dsy.html](#)
30. [/daisy/personalwolke-default-en/6312-dsy/g4/g3/6915-dsy.html](#)