

# 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>

## Time Recording

### How do I book correctly?

- [Classic booking \(normal attendance & absence\)](#)<sup>5</sup>
- [Absence with a productive absence reason](#)<sup>6</sup>
- [Absence with a non-productive absence reason](#)<sup>7</sup>

### Adjust accounts

- [Adjusting an employee's accounts \(using the balance account as an example\)](#)<sup>8</sup>
- [Credit overtime to the balance](#)<sup>9</sup>
- Write-off paid overtime (in progress)

### Vacation

- [Vacation calculation](#)<sup>10</sup>

## Employees

### Create a new employee

- [Create a new employee in HR-Expert](#)<sup>11</sup>
- [Time acquisition for new employees](#)<sup>12</sup>

### Edit an existing employee

- [Change personal data](#)<sup>13</sup>

- [Assign and change password \(by the admin\)](#)<sup>14</sup>
- User status and employment status
- Transfer employees to another department
- Assign / remove a role to a staff member
- Change weekly programme / part-time factor
- Edit employee master record data (entry date, holiday entitlement, overtime authorisations, etc.)

## Exit of an employee

- [Registration of terminations in HR-Expert](#)<sup>15</sup>
- Termination of an employee in Personalwolke Time

## Organisational management

### Creating a new group

- [Creating a new group \(organigram/Loose group\)](#)<sup>16</sup>

### Edit an existing group

- Change short name / name
- Add / remove a role from a group
- Add / remove employees from a group

## Organigram

- [Move employees to another department \(group\)](#)<sup>17</sup>
- [Change group hierarchy](#)<sup>18</sup>

*The missing links will be added soon!*

1. /daisy/webdesk-manual-admin/7864-dsy.html?language=4
2. /daisy/webdesk-manual-admin/7869-dsy.html?language=4
3. /daisy/webdesk-manual-admin/7863-dsy.html?language=4
4. /daisy/webdesk-manual-admin/8871-dsy.html?language=4
5. https://personalwolke.at/daisy/personalwolke-default/9053-dsy.html?branch=main&language=en
6. https://personalwolke.at/daisy/personalwolke-default/9054-dsy.html?branch=main&language=en
7. https://personalwolke.at/daisy/personalwolke-default/9055-dsy.html?branch=main&language=en
8. https://personalwolke.at/daisy/personalwolke-default/6396-dsy.html?branch=main&language=en
9. https://personalwolke.at/daisy/personalwolke-default/9111-dsy.html?branch=main&language=en
10. /daisy/webdesk-manual-admin/8616-dsy.html?language=4
11. /daisy/webdesk-manual-admin/6313-dsy.html?language=4
12. /daisy/webdesk-manual-admin/7325-dsy.html?language=4
13. /daisy/webdesk-manual-admin/6345-dsy.html?language=4
14. /daisy/webdesk-manual-admin/6350-dsy.html?language=4
15. /daisy/webdesk-manual-admin/9550-dsy.html?language=4
16. /daisy/webdesk-manual-admin/9821-dsy.html?language=4
17. /daisy/webdesk-manual-admin/6466-dsy.html?language=4
18. /daisy/webdesk-manual-admin/6468-dsy.html?language=4