

# 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](#)<sup>15</sup>
- [Transfer employees to another department](#)<sup>16</sup>
- [Dealing with role holders \(assigning, editing, deleting\)](#)<sup>17</sup>
- [Change weekly program / part-time factor](#)<sup>18</sup>
- Edit employee master record data (entry date, holiday entitlement, overtime authorisations, etc.)

## Exit of an employee

- [Registration of terminations in HR-Expert](#)<sup>19</sup>
- Termination of an employee in Personalwolke Time

## Organisational management

### Creating a new group

- [Creating a new group \(organigram/Loose group\)](#)<sup>20</sup>

### Edit an existing group

- [Changing the short name/name of a group](#)<sup>21</sup>
- [Add / remove a role from a group](#)<sup>22</sup>
- [Add / remove employees to/from a group](#)<sup>23</sup>

### Organigram

- [Move employees to another department \(group\)](#)<sup>24</sup>
- [Change group hierarchy](#)<sup>25</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/9706-dsy.html?language=4](#)
16. [/daisy/webdesk-manual-admin/6433-dsy.html?language=4](#)
17. [/daisy/webdesk-manual-admin/6485-dsy.html?language=4](#)

18. </daisy/webdesk-manual-admin/6487-dsy.html?language=4>
19. </daisy/webdesk-manual-admin/9550-dsy.html?language=4>
20. </daisy/webdesk-manual-admin/9821-dsy.html?language=4>
21. </daisy/webdesk-manual-admin/6451-dsy.html?language=4>
22. </daisy/webdesk-manual-admin/6485-dsy.html?language=4>
23. </daisy/webdesk-manual-admin/6453-dsy.html?language=4>
24. </daisy/webdesk-manual-admin/6466-dsy.html?language=4>
25. </daisy/webdesk-manual-admin/6468-dsy.html?language=4>