KLOKTOBA

EMPLOYEE MANAGEMENT SYSTEM

KLOKTOBA

Kloktoba User Manual

Smart workforce management: time, attendance, scheduling and leave in one place.

Version 2.4

Release date 27 October 2026

© 2026 Kloktoba. All rights reserved.

Version Control

Field	Value
Document title	Kloktoba User Manual
Version number	2.4
Release date	27 October 2026
Document owner	To be confirmed (product documentation owner)
Approver	To be confirmed
Approval date	Pending approval
Next review date	Within 90 days of release, and with each product release
Status	Draft for review

Owner, approver and dates must be completed by the organisation before publication.

© 2026 Kloktoba. All rights reserved.

Contents

Version Control

Executive Summary

Chapter 1: Introduction

1.1 About Kloktoba
1.2 Key benefits
1.3 Key features
1.4 User roles
1.5 How to use this manual

Chapter 2: Getting Started

2.1 System requirements and browser compatibility
2.2 Logging in
2.3 Resetting your password
2.4 Creating an account (self-registration)
2.5 Account approvals
2.6 First-time setup: the initial SuperAdmin
2.7 Dashboard overview

Chapter 3: Employee Management

3.1 Employee records and the employee list
3.2 Adding an employee
3.3 Employee profile and My Details
3.4 Directory and searching for people
3.5 Employee numbers and employment information
3.6 Assigning department, position, team and location

Chapter 4: Clock In and Clock Out

4.1 Attendance overview
4.2 Clocking in and clocking out
4.3 Taking lunch from the clock widget
4.4 Manual attendance: requesting a correction

Chapter 5: Attendance Management

5.1 Attendance status
5.2 My Timesheet and hours worked
5.3 Overtime
5.4 Overtime final approval
5.5 Employee timesheet report
5.6 Exceptions
5.7 Flagged shifts

Chapter 6: Break Management

6.1 Starting and ending a break
6.2 Break rules

Chapter 7: Leave Management

7.1 Leave types and balances
7.2 Requesting leave
7.3 Approving leave
7.4 My schedule, shift swaps and overtime

Chapter 8: Supervisor Functions

8.1 Approval dashboard
8.2 Team attendance and the team dashboard
8.3 Team timesheets and recommending overtime
8.4 Approval queues
8.5 Team rota, members and insights
8.6 Team reporting

© 2026 Kloktoba. All rights reserved.

Chapter 9: Organisation Administration

9.1 Organisation setup and profile
9.2 Departments, positions, teams, business units and locations
9.3 Shift management: templates and overtime allowances
9.4 Company settings and working hours
9.5 Notification Management
9.6 Notification Branding
9.7 Organisation Admins and platform administration
9.8 Subscription plans, invoices and trials
9.9 Suggestions and App Feedback

Chapter 10: User and Role Management

10.1 User accounts
10.2 Roles
10.3 Permissions: Menu Permissions
10.4 Security controls
10.5 Audit log

Chapter 11: Reports and Analytics

11.1 Running a report
11.2 Standard Salary Bill
11.3 Analytics: Data Insights and Team Insights
11.4 Timesheet exports

Chapter 12: Notifications and Messages

12.1 Notification centre
12.2 Messages and announcements

Chapter 13: Troubleshooting

13.1 Common issues
13.2 Error messages
13.3 Frequently asked questions
13.4 Support contacts

Chapter 14: Best Practices

14.1 Attendance compliance
14.2 Leave governance
14.3 Supervisor responsibilities
14.4 Administrative guidelines
14.5 Security best practices

Appendix A: Screenshot Index

Appendix B: Change Log

Appendix C: Workflow Diagram Index and Role Access

Appendix D: Coverage Notes

Appendix E: Documentation Audit and Accessibility Summary

© 2026 Kloktoba. All rights reserved.

Executive Summary

This release is a complete rewrite of the Kloktoba User Manual. The previous manual was a single in-app page of about 30 sections without screenshots. It described an earlier version of the product and omitted most of what Kloktoba now does, including breaks, attendance corrections, rota and shift swaps, overtime slots, reports, messaging, notifications, organisation structure and the audit log.

- **Documentation:** 14 chapters, 41 detailed feature sections, all following the same eight-part pattern (Purpose, Business benefit, User roles, Steps, Expected result, Common errors, Troubleshooting, FAQ).
- **UX:** cover page, clickable contents, previous and next links on every chapter, cross references, callouts, consistent typography.
- **Branding:** product name KLOKTOBA used throughout; brand colours and logo applied to cover, headers, footers, tables, callouts and diagrams; no legacy names.
- **Screenshots:** 90 annotated screenshots captured from the current build using realistic fictitious demo data, with numbered markers and a legend, indexed in Appendix A.
- **Workflows:** 4 new workflow diagrams (attendance, leave, missed attendance, onboarding).
- **Accessibility:** alt text on every image, heading hierarchy, colour contrast checked, keyboard navigation notes. See Appendix D.
- **Honesty about scope:** capabilities in the original brief that the application does not currently provide are documented as not available rather than invented (Appendix E).

Future recommendations

- Code identifiers (namespace, assembly, solution, CSS and JS file names) still use the older spelling "Klocktoba"; rename them separately if wanted.
- Consider adding multi-factor authentication, a public-holiday calendar and leave notifications.
- Capture email notification and registration-pending screens once a mail sender is configured in the demo environment.
- Add a quarterly documentation review tied to each release; re-run the screenshot script (tools/capture.js) to refresh images.

© 2026 Kloktoba. All rights reserved.

CHAPTER 1

Introduction

What Kloktoba is, who it is for and how this manual is organised.

1.1 About Kloktoba

Kloktoba is a web-based workforce management platform. It lets organisations record when people work and where they clock in, manage breaks, rotas and overtime, handle leave and attendance corrections through approval workflows, maintain employee records and organisation structure, and report on all of it.

Kloktoba runs in a standard web browser on a computer, tablet or phone. There is nothing to install for end users.

1.2 Key benefits

Benefit	What it means for you
Accurate time records	Every clock event is stamped with the server time and the device location, so timesheets are built from facts rather than memory.
Less admin	Timesheets, hours against target, overtime and leave balances are calculated automatically.
Clear approvals	Corrections, leave, overtime, shift swaps and timesheets each follow a defined route and everyone sees the status.
Right access for each person	Menus and screens are tailored to Employee, Supervisor, HR, Admin and SuperAdmin roles.
Audit-ready	Attendance changes, approvals, sign-ins and administrative changes are written to a permanent, read-only audit log.

1.3 Key features

Area	Features	Chapter
Attendance	Clock in/out with location capture, lunch, flagged shifts, hours against target	Chapter 4, Chapter 5
Breaks	Paid and unpaid breaks, session limits, excessive-break alerts	Chapter 6
Leave and scheduling	Holiday requests and balances, rota, shift swaps, overtime slots and requests	Chapter 7
Supervision	Approval dashboard, team dashboard, approvals, team timesheets, two-step overtime approval	Chapter 8

© 2026 Kloktoba. All rights reserved.

Area	Features	Chapter
Administration	Employees, departments, positions, teams, business units, locations, shift templates, settings	Chapter 3, Chapter 9
Security and access	Roles, menu permissions, account approvals, audit log	Chapter 10
Reporting	18 report types including the Standard Salary Bill, the employee timesheet report, attendance analytics, monthly and date-range company timesheets, exports	Chapter 11
Communication	Notifications, messages, announcements	Chapter 12

1.4 User roles

Every account has one role. Higher roles include what lower roles can do, plus more. Which menu items each role sees is controlled by Menu Permissions (Chapter 10), so your organisation may differ slightly from the defaults below.

Role	Typical responsibilities
Employee	Clock in/out, take breaks, view own timesheet and schedule, request leave, overtime, shift swaps and corrections, update own details, read messages.
Supervisor	Everything an Employee does, plus: approve direct reports' corrections, leave, overtime requests, swaps and timesheets; recommend overtime worked over target; manage the team rota; run team reports; request overtime slots.
HR	Everything a Supervisor does for the whole organisation, plus: employee records, organisation structure, final approval of corrections and of overtime worked, overtime slots, flagged shifts, exports, the salary bill, break and attendance settings, audit log.
Admin	Everything HR does, plus: company settings, menu permissions, organisation details, promoting Admins, app feedback, and deactivating or reactivating accounts.
SuperAdmin	Runs the platform, not an organisation: creates, edits, activates and deactivates organisations, creates Organisation Admins, activates, deactivates and resets them, manages subscription plans (priced per active user, with a minimum monthly price and a currency), generates monthly invoices, issues trial periods and deactivates organisations that do not pay, and views system statistics. SuperAdmin does not manage employees, approve leave or handle attendance.

> **NOTE**
> Throughout this manual, boxes marked **Supervisor only** or **Administrator only** show functions that are not available to every role.

1.5 How to use this manual

- Use the clickable Contents page to jump to any chapter, section or appendix.

© 2026 Kloktoba. All rights reserved.

- Each feature section follows the same pattern: Purpose, Business benefit, User roles, Step-by-step instructions, Expected result, Common errors, Troubleshooting and FAQs.
- Numbered yellow markers on screenshots match the numbered key under each figure. Every screenshot is listed in Appendix A.
- Sample data in screenshots is fictitious demonstration data.

© 2026 Kloktoba. All rights reserved.

CHAPTER 2

Getting Started

Requirements, signing in, password reset and a tour of the screen.

2.1 System requirements and browser compatibility

Item	Requirement
Browser	A current version of Microsoft Edge, Google Chrome, Mozilla Firefox or Apple Safari (desktop or mobile).
Device	Any computer, tablet or smartphone with a modern browser. A device with location services is needed to clock in and out.
Connection	An internet connection to your organisation's Kloktoba address.
Location	Location access must be allowed for the Kloktoba site (see Clock In and Clock Out).
Email	An email address on your account is needed to receive password reset links and email notifications.

TIP

If you cannot clock in, check browser location permission first. It is the most common cause (see Chapter 13).

2.2 Logging in

Purpose Signs you in securely so Kloktoba can show the screens and data for your role.

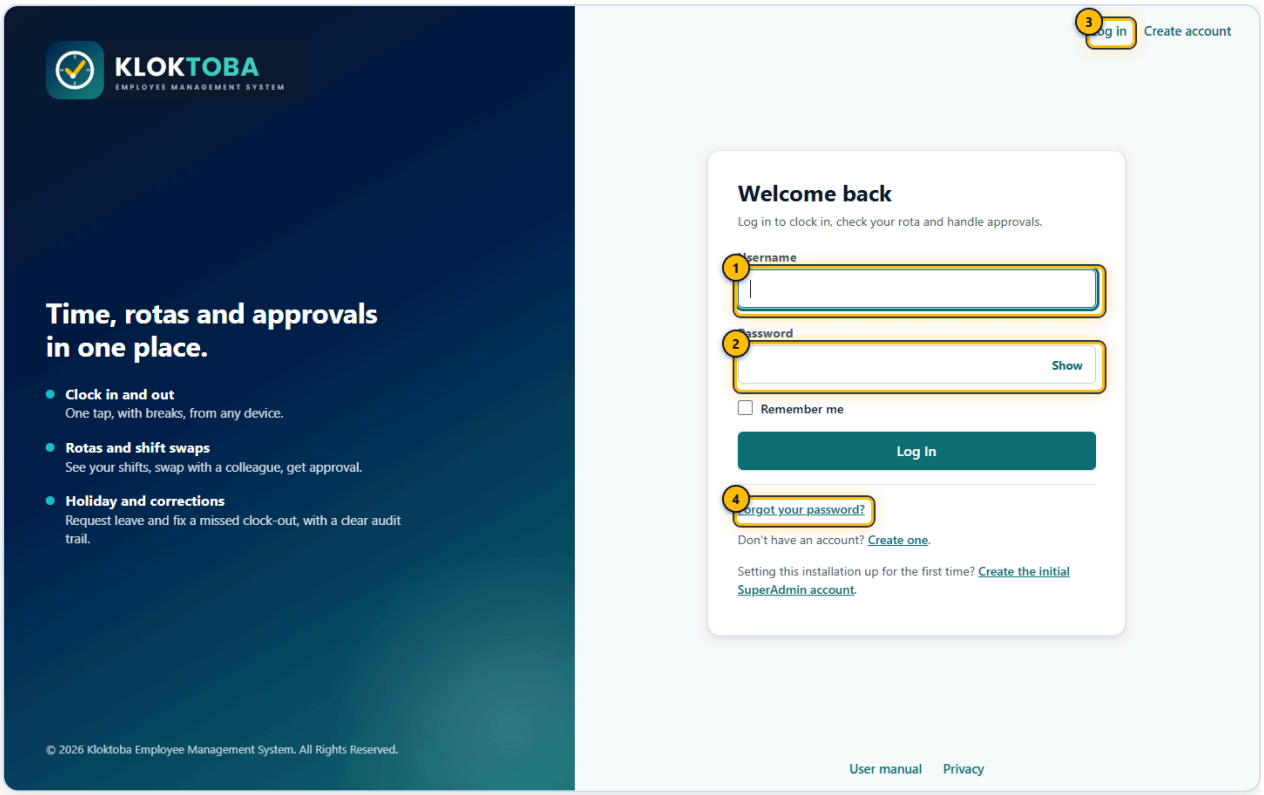
Business benefit Protects your records and ensures every action is attributed to the right person.

User roles Employee · Supervisor · HR · Admin · SuperAdmin

STEP-BY-STEP INSTRUCTIONS

1. Open your organisation's Kloktoba address. You are taken to the sign-in page.

© 2026 Kloktoba. All rights reserved.



SS-001 – Sign-in page. Viewed as: Signed out.

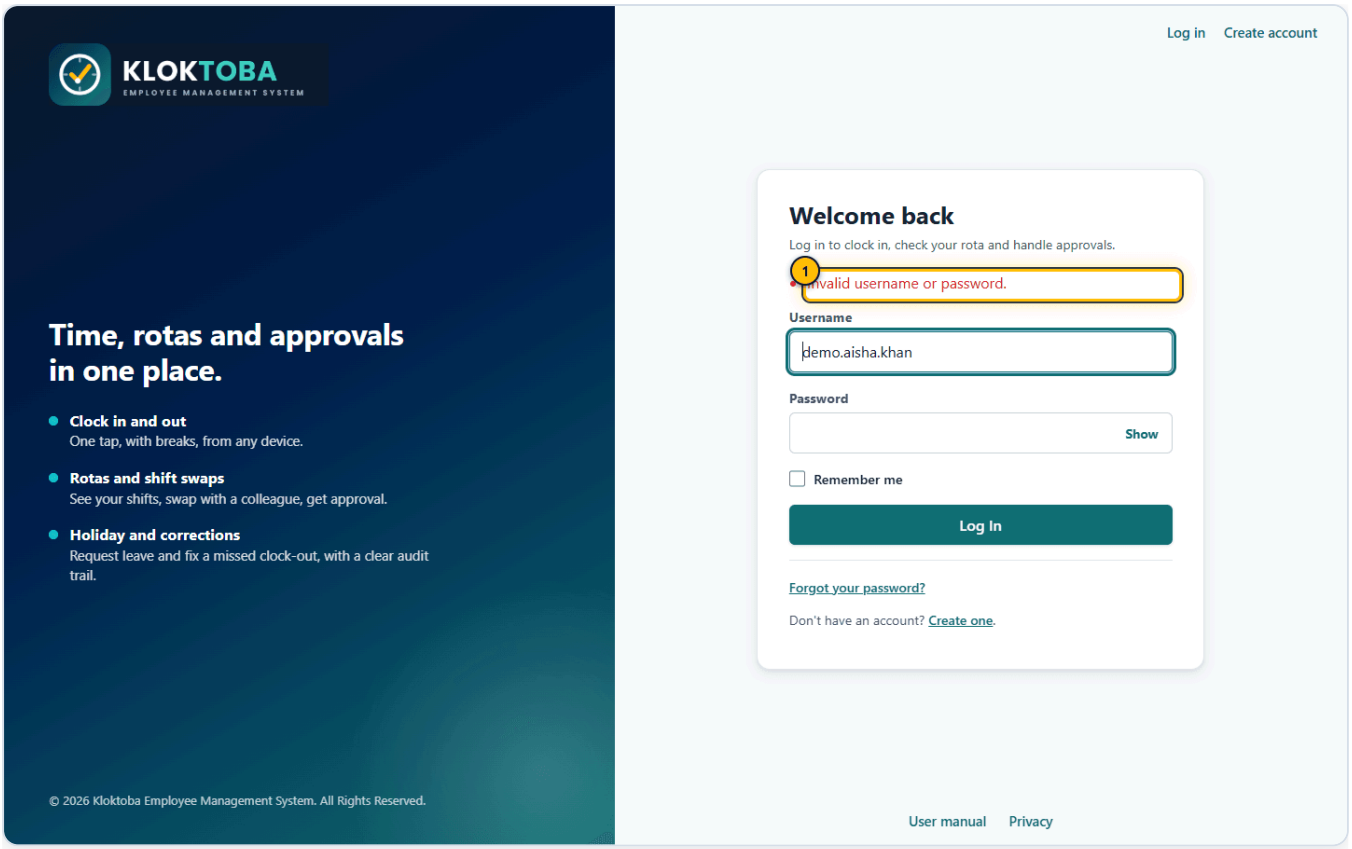
1. Username field
2. Password field (use Show to reveal what you type)
3. Log In button
4. Forgot your password? link

2. Enter your **Username** (not your email address) and **Password**. Select **Show** beside the password to check what you typed.

3. Optionally tick **Remember me** to stay signed in on this device for 30 days. Without it you are signed out when you close the browser. Even so, a session times out after 8 hours of inactivity.

4. Select **Log In**. You land on your **Dashboard**.

© 2026 Kloktoba. All rights reserved.



SS-002 – Sign-in error message. Viewed as: Signed out.

1 The same message is shown whether the username or the password is wrong

> **BEST PRACTICE**
> Do not tick Remember me on a shared or public computer.

EXPECTED RESULT

The Dashboard opens with your name and role shown at the top right and a sidebar of the screens your role can use.

COMMON ERRORS

Error or mistake	What to do
"Invalid username or password."	The same message is shown whether the username or the password is wrong, deliberately. Check caps lock and that you used your username, not your email.
A message that your account is awaiting approval	Self-registered accounts need manager and HR/Admin approval first. See Account approvals.

© 2026 Kloktoba. All rights reserved.

TROUBLESHOOTING

Problem	Solution
Sign-in keeps failing	Use **Forgot your password?** to set a new password. If that does not work, ask your Supervisor, HR or Admin to send you a reset link.

FREQUENTLY ASKED QUESTIONS

Can I sign in with my email address?

No. Use the username you registered with or were given.

How long does a session last?

Up to 8 hours with activity, or 30 days if you chose Remember me on a trusted device.

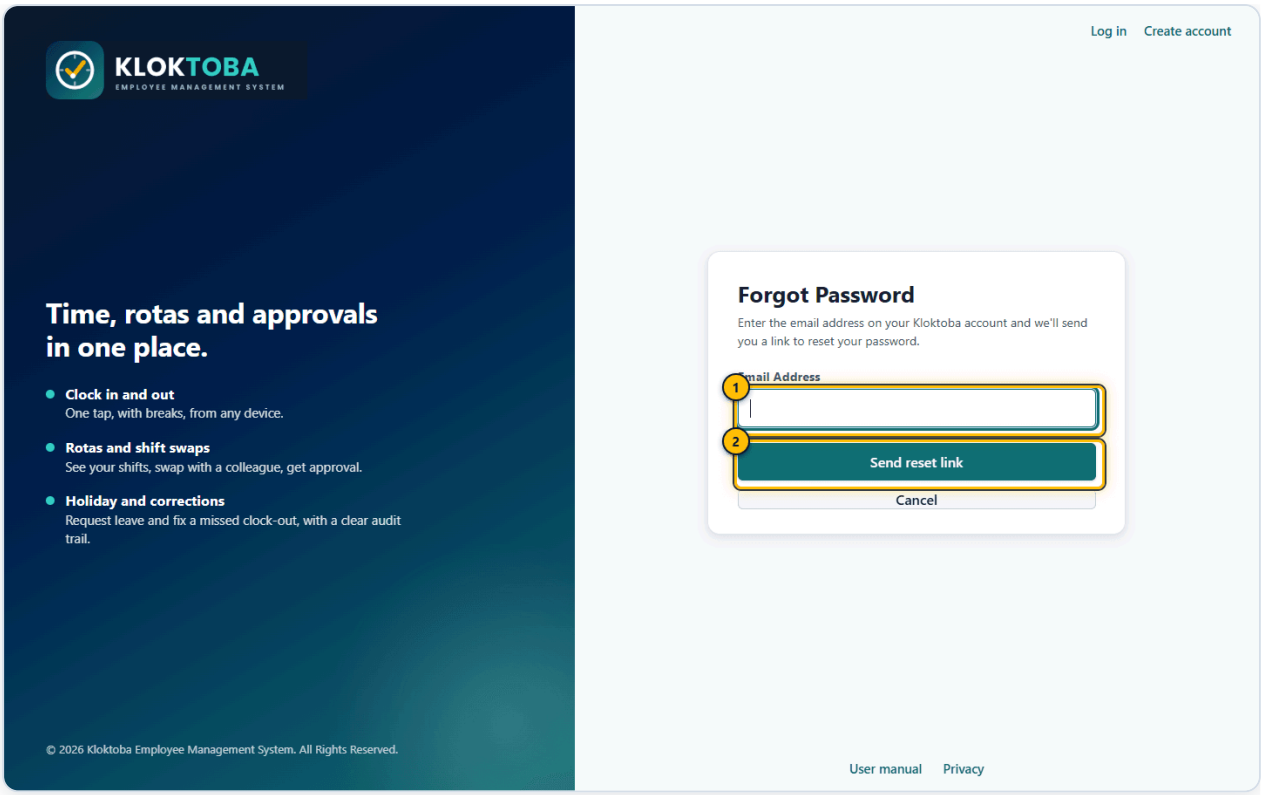
2.3 Resetting your password

Purpose	Lets you choose a new password if you forget yours.
Business benefit	Restores access quickly without involving an administrator.
User roles	Employee · Supervisor · HR · Admin · SuperAdmin

STEP-BY-STEP INSTRUCTIONS

1. On the sign-in page select **Forgot your password?**.

© 2026 Kloktoba. All rights reserved.



SS-003 – Forgot your password. Viewed as: Signed out.

1. Email address on your account
2. Send reset link

2. Enter the email address on your account and select the send button.
3. Open the email and select the link. It is valid for **24 hours** and can be used **once**.
4. Choose a new password that meets the rules shown under the box (set by your SuperAdmin; by default at least 8 characters), confirm it and save. Then sign in normally.

EXPECTED RESULT

You see the same confirmation message whether or not the email matches an account (to protect privacy). If it matches an active account, a link is sent.

COMMON ERRORS

Error or mistake	What to do
The link has expired or was already used	Request a new link. Each link works once and for 24 hours.

TROUBLESHOOTING

Problem	Solution
No email arrives	Check your spam folder. If you have no email on file, ask your Supervisor (Team Members), HR or Admin (Employee List) to send you a link.

© 2026 Kloktoba. All rights reserved.

FREQUENTLY ASKED QUESTIONS

Which password rules apply?

The rules shown under every password box. SuperAdmin sets them on Global Settings > Password policy: a minimum length (8 unless changed), optionally an uppercase letter, a lowercase letter, a number and a symbol, and never the username. Passwords may also expire after a set number of days: when yours has, signing in takes you to Change Password first.

Someone gave me a temporary password

Sign in with it. If you are asked to change it, enter it as the current password and choose your own. Nothing else is available until you do.

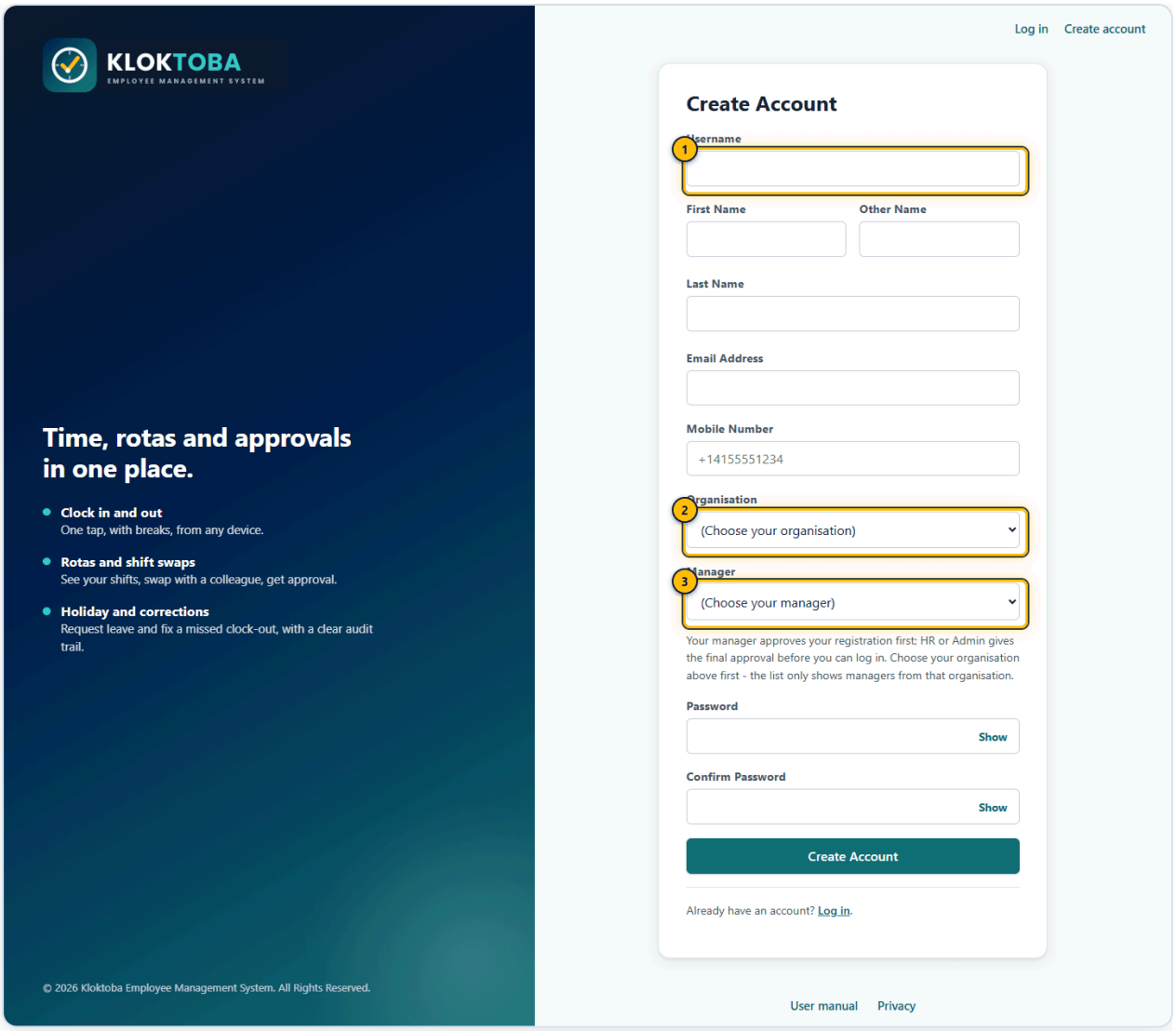
2.4 Creating an account (self-registration)

Purpose	Lets a new person request an account for approval.
Business benefit	Speeds up onboarding while keeping control with managers and HR.
User roles	Anyone (before signing in)

STEP-BY-STEP INSTRUCTIONS

1. On the sign-in page select **Create account**.

© 2026 Kloktoba. All rights reserved.



SS-004 – Create account (self-registration). Viewed as: Signed out.

1. Unique username
2. Organisation (choose first)
3. Manager who approves your registration

2. Enter a unique **Username**, your **First Name** (Other and Last Name are optional), optional **Email Address** and **Mobile Number** (start with + and digits only).

3. Choose your **Organisation** first, then your **Manager**. The manager list only shows managers from that organisation.

4. Enter and confirm a password that meets the rules shown under the box, then select **Create Account**.

ADMINISTRATOR ONLY

HR and Admin can skip self-registration by using **Add Employee** (Chapter 3). That account is active immediately and the employee emails a link to set their own password.

EXPECTED RESULT

A Registration Pending page explains that two approvals are required before you can sign in.

© 2026 Kloktoba. All rights reserved.

COMMON ERRORS

Error or mistake	What to do
Username already taken	Choose another. Usernames are unique.
Manager list is empty	Select your Organisation first.

TROUBLESHOOTING

Problem	Solution
I registered but cannot sign in	See Account approvals. Contact your manager or HR if it is taking long.

FREQUENTLY ASKED QUESTIONS

Can I choose my own role?

No. Self-registered accounts are always Employees.

2.5 Account approvals

Purpose Controls which self-registered accounts become active.

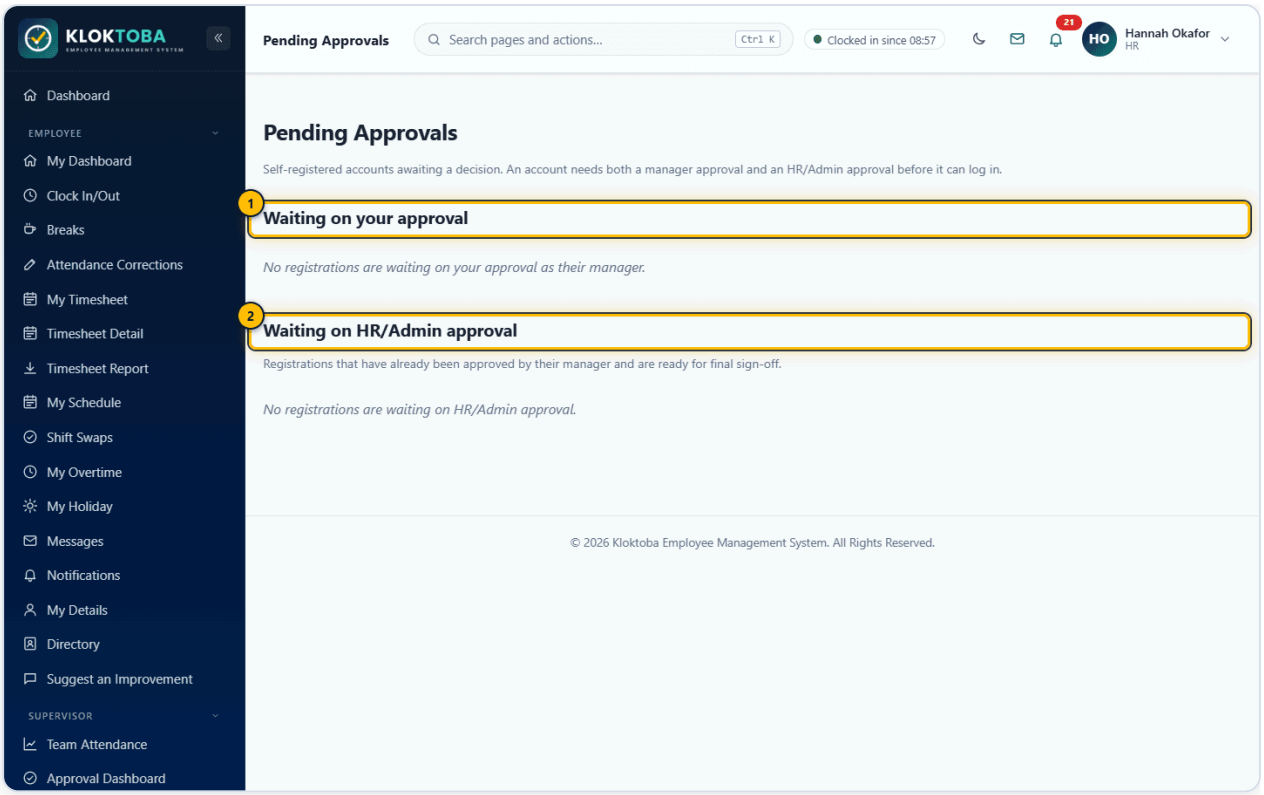
Business benefit Ensures only genuine staff gain access.

User roles Supervisor HR Admin

STEP-BY-STEP INSTRUCTIONS

1. Open **Account Approvals** in the sidebar (Supervisor group). Two queues are shown.

© 2026 Kloktoba. All rights reserved.



SS-044 – Account approvals. Viewed as: HR.

1. Manager approval queue
2. HR/Admin approval queue

2. **Waiting on your approval** lists registrations that named you as manager. Enter an optional note and select **Approve** or **Reject**.

3. **Waiting on HR/Admin approval** (HR and Admin) lists registrations that the manager has already approved. Give final sign-off here.

EXPECTED RESULT

After both approvals the account becomes Active and the person can sign in. Rejection at either stage is final and the person is emailed.

COMMON ERRORS

Error or mistake	What to do
"Already decided" message	Someone else decided first; nothing is applied twice.

TROUBLESHOOTING

Problem	Solution
A registration is not in my queue	Only the chosen manager sees stage one. HR/Admin see stage two only after the manager approves.

© 2026 Kloktoba. All rights reserved.

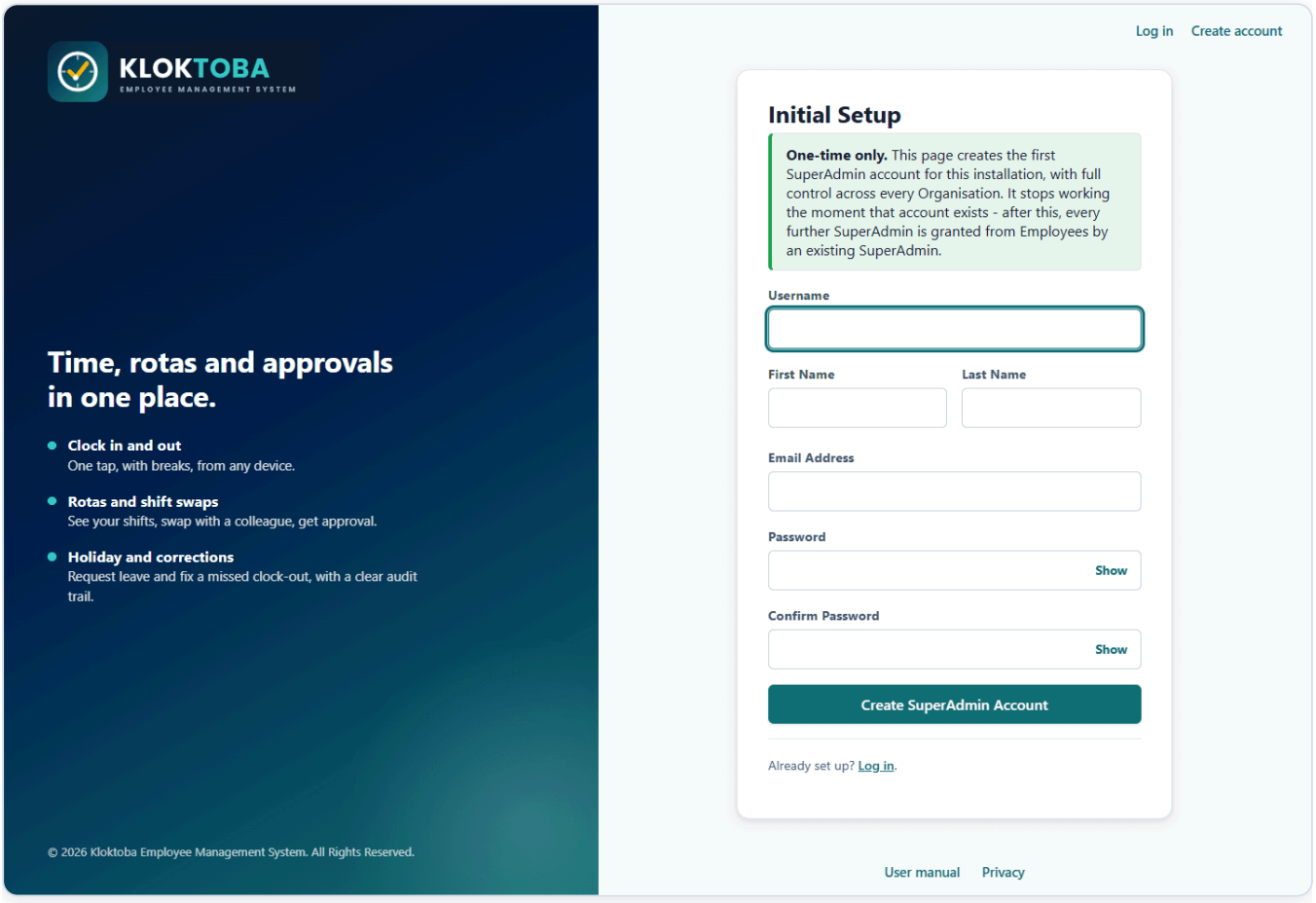
FREQUENTLY ASKED QUESTIONS

Can a rejected person re-apply?

A rejected account stays rejected. HR can create the employee directly with Add Employee.

2.6 First-time setup: the initial SuperAdmin

On a brand-new installation no accounts exist yet. The sign-in page then shows a link to create the initial SuperAdmin account. It opens a one-time setup page where you enter a username, name, email and password. The page and link disappear as soon as one SuperAdmin exists and cannot be run again. You are not signed in automatically; sign in with the new account afterwards.

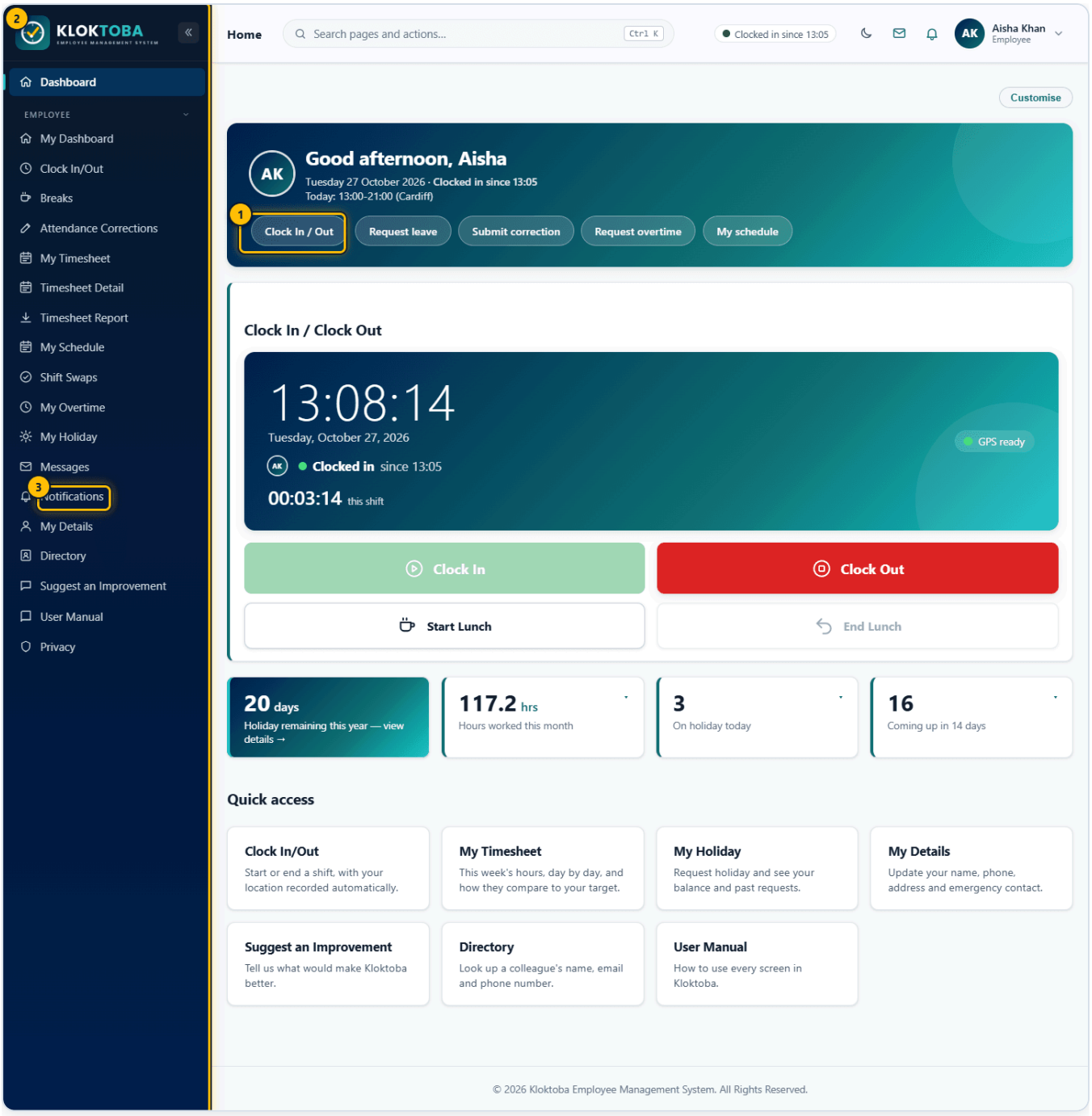


SS-005 – First-time SuperAdmin setup. Viewed as: Signed out.

2.7 Dashboard overview

After signing in, **Dashboard** is your starting page. It combines a greeting with your next shift, quick action buttons, role-specific summary tiles, the clock widget, holiday and hours figures, and Quick access tiles for every screen you can reach.

© 2026 Kloktoba. All rights reserved.



SS-006 – Employee home dashboard. Viewed as: Employee.

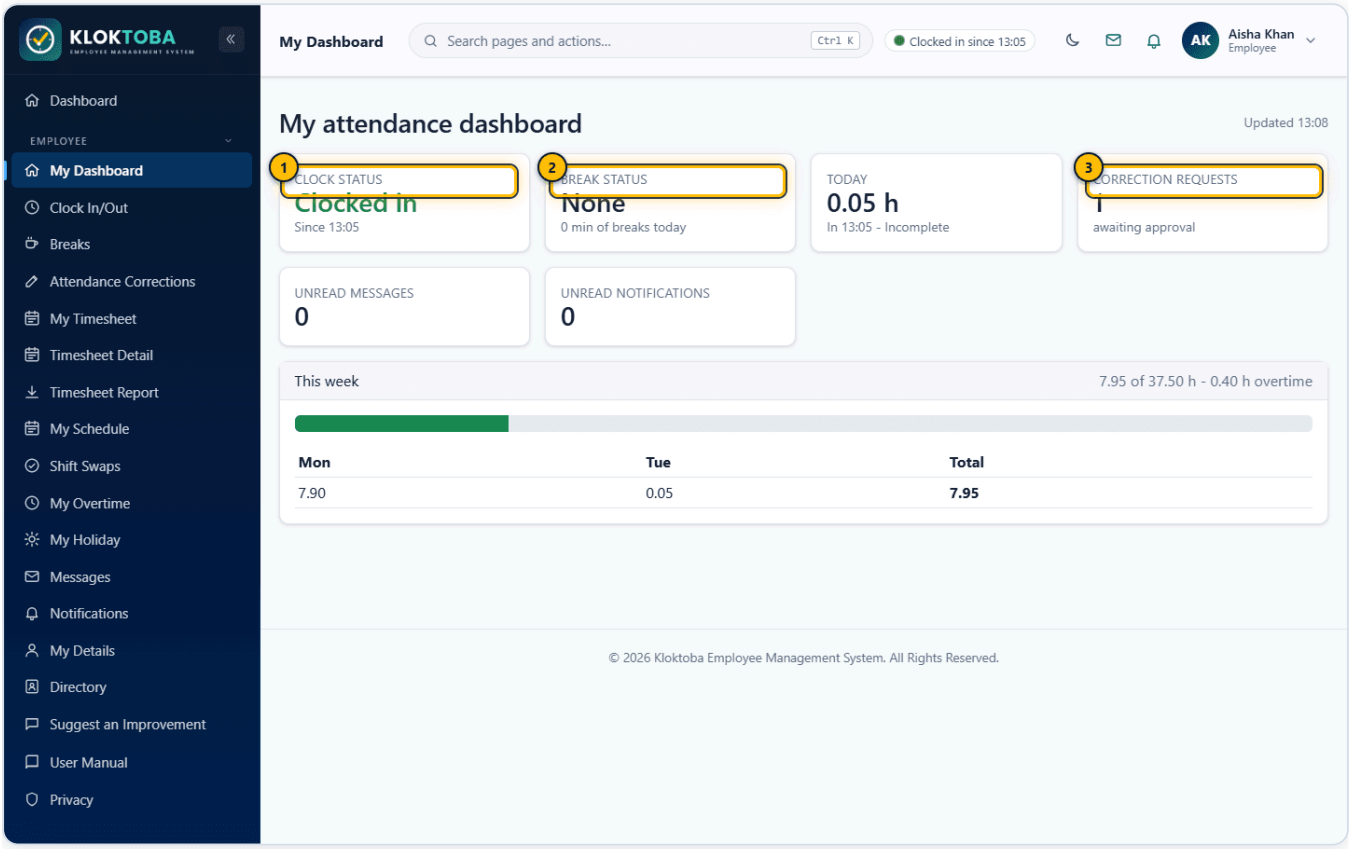
1. Quick actions
2. Sidebar navigation (items depend on your role)
3. Notifications

Dashboards by role:

Dashboard	Where	What it shows	Roles
Employee	Dashboard, My Dashboard	Clock status, break status, hours today, correction requests, unread messages and notifications, the week so far, holiday remaining.	Everyone

© 2026 Kloktoba. All rights reserved.

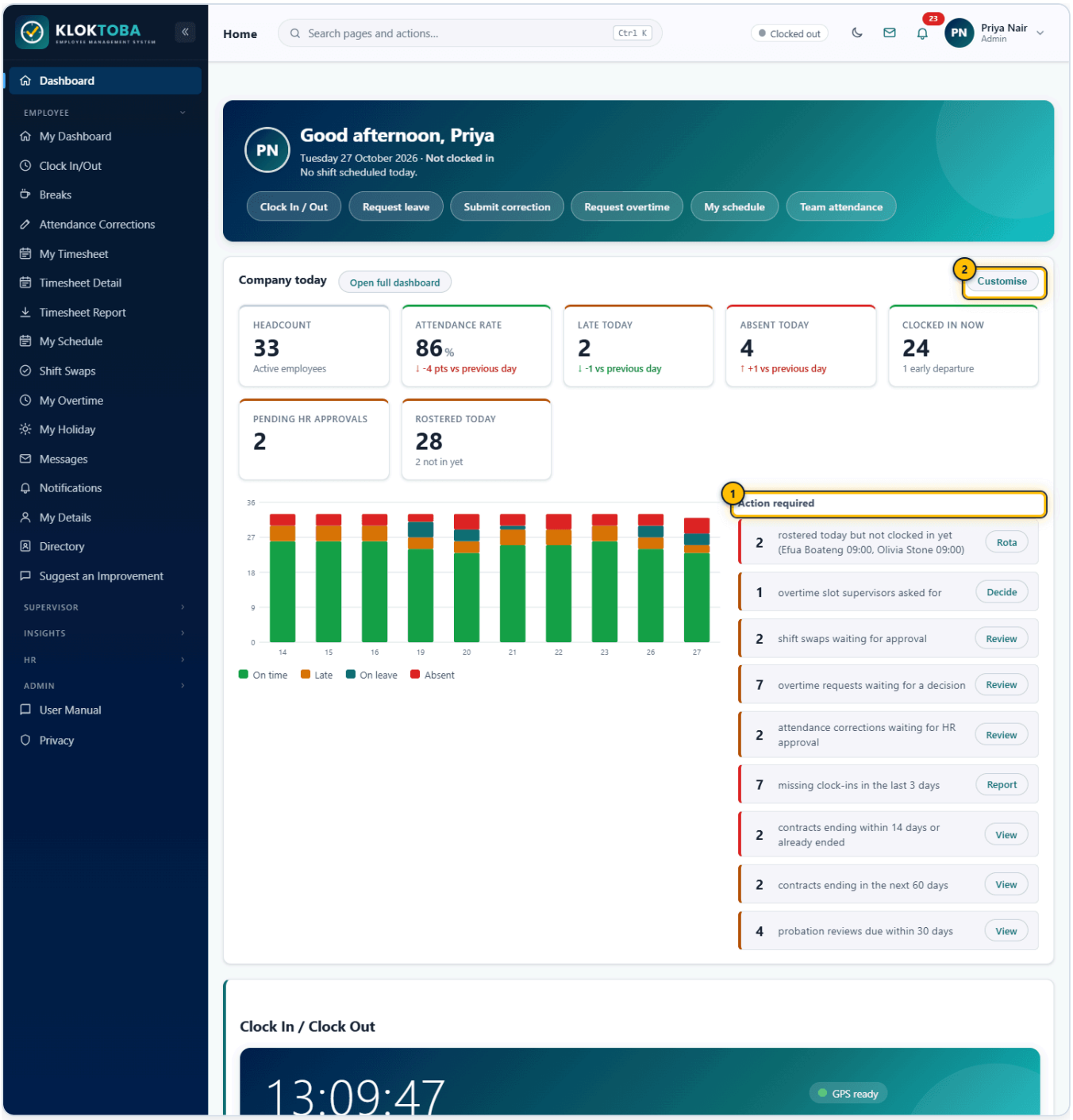
Dashboard	Where	What it shows	Roles
Supervisor	Dashboard, Team Attendance	Team size, attendance today, punctuality, on leave, overtime this week, approval queue, rota and probation or contract alerts.	Supervisor and above
HR	HR Dashboard	Headcount, attendance rate, late and absent today, clocked in now, pending HR approvals, 14-day trend, action list.	HR and above
Administrator	Dashboard (company today)	Company-wide tiles and action list, with **Customise** to choose what appears.	Admin and above



SS-007 – My attendance dashboard. Viewed as: Employee.

1. Current clock status
2. Break status
3. Corrections awaiting approval

© 2026 Kloktoba. All rights reserved.

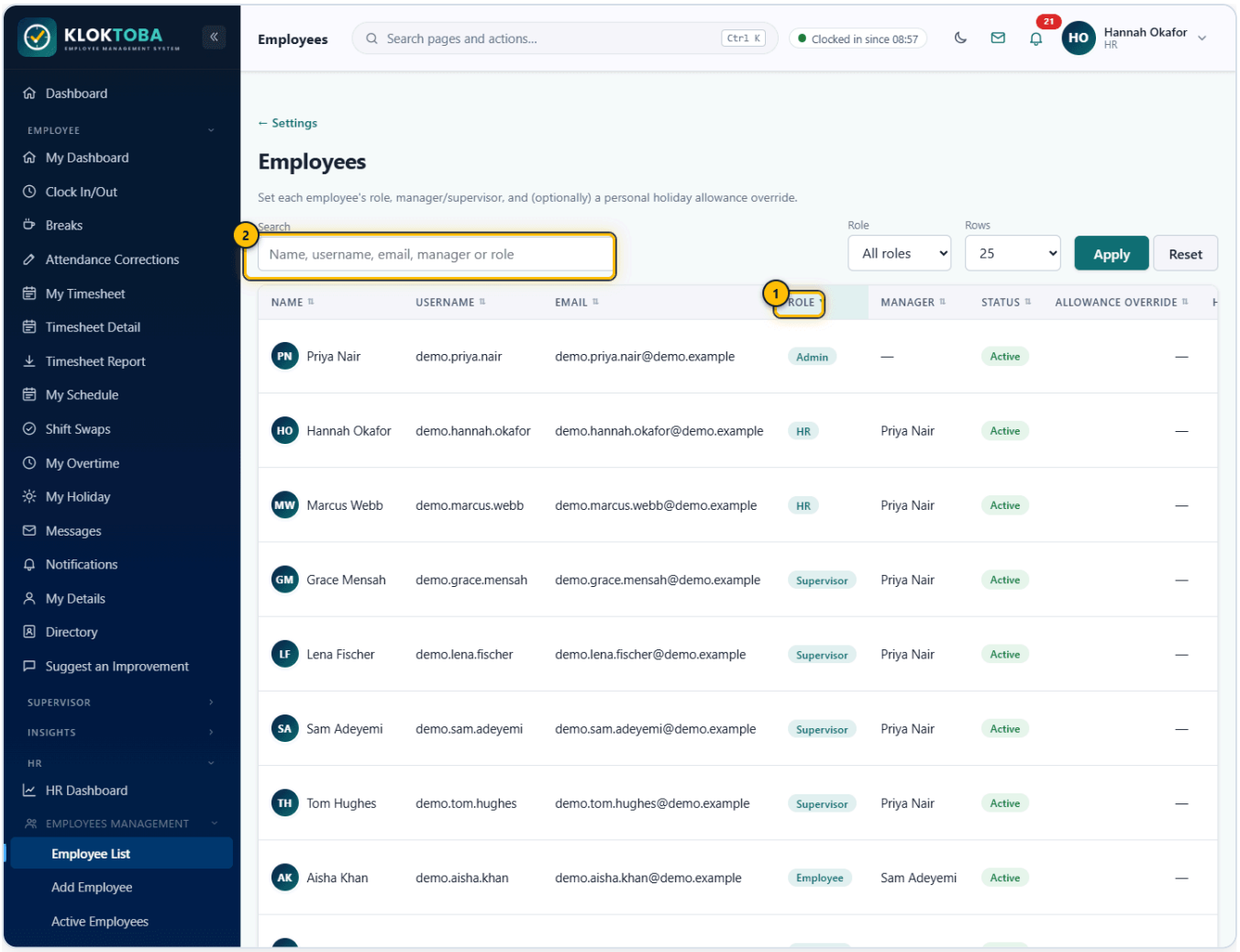


SS-037 – Administrator home dashboard. Viewed as: Admin.

1. Action required
2. Customise the dashboard

Sorting lists: on any table, select a column heading to sort ascending, select it again to sort descending. An arrow shows the column and direction. Your search text, filters and page size are kept, and long lists are sorted across all pages, not just the page you can see.

© 2026 Kloktoba. All rights reserved.



SS-075 – Sorting the employee list. Viewed as: HR.

1 The arrow shows the sort column and direction

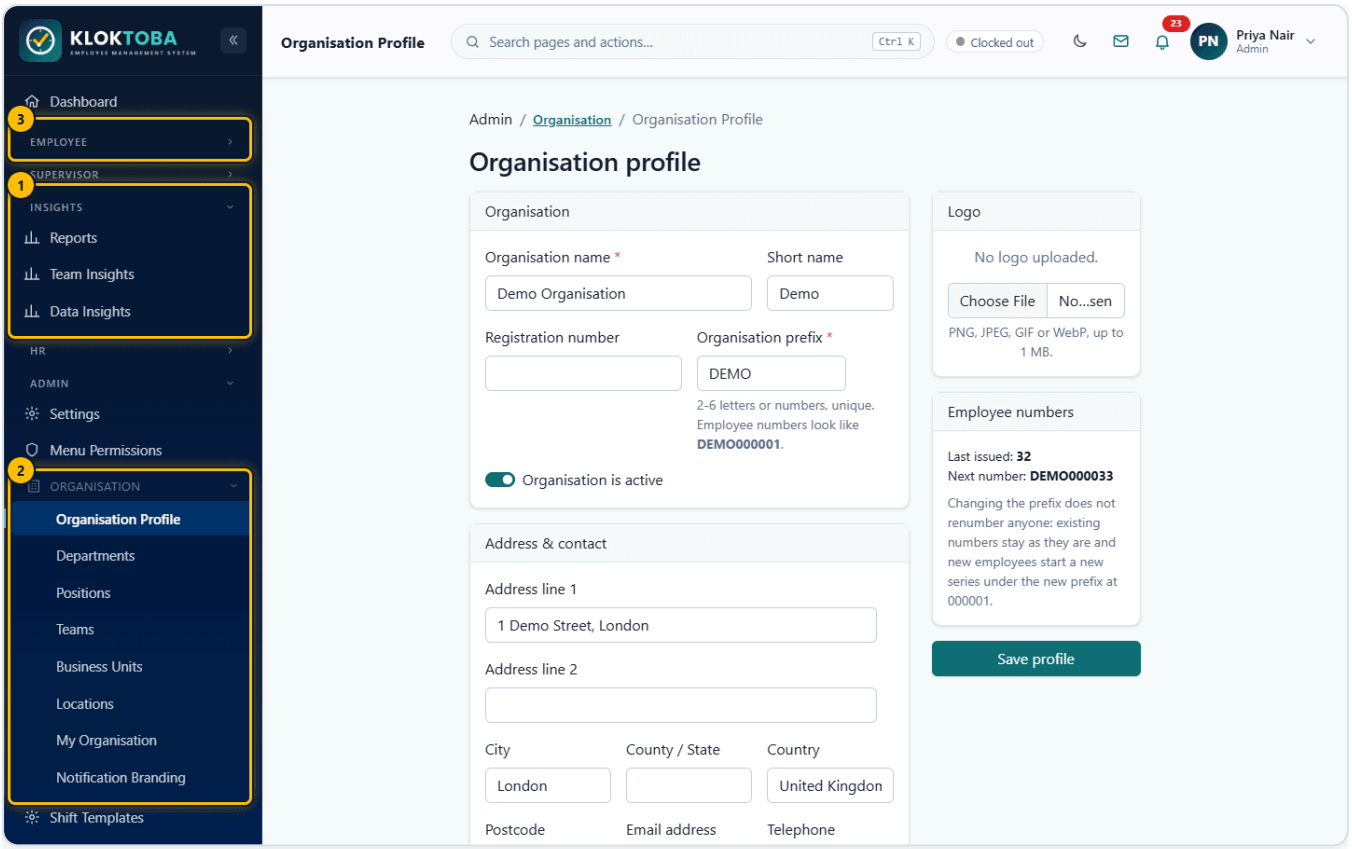
2 Search keeps your sort

First sign-in with a new account: administrators created by a SuperAdmin, and people whose password was set for them, are asked to choose a new password before they can use Kloktoba.

> **TIP**
> Press **Ctrl+K** to open the search box at the top of the screen and jump to any page or action by name.

The sidebar groups pages as **Employee**, **Supervisor**, **Insights**, **HR** and **Admin**, showing only the groups your role can use. **Insights** holds **Reports**, **Team Insights** and **Data Insights**. **Admin** holds the organisation's configuration, with an **Organisation** sub-group for the organisation profile, structure, branding and administrators. Select the arrow beside the logo to collapse the sidebar to icons, select a group heading to collapse that group, or select a sub-group (such as **Organisation** or **Employees Management**) to open or close it; the sidebar remembers what you left open. On a phone, open the menu with the menu button. Use the moon icon in the top bar to switch between light and dark theme.

© 2026 Kloktoba. All rights reserved.



SS-089 – Sidebar: Insights and Admin groups. Viewed as: Admin.

1. Insights: Reports, Team Insights and Data Insights
2. Admin > Organisation: profile, structure, branding and administrators
3. Select a group heading to open or close it

The status chip in the top bar (for example **Clocked in since 09:03**) always shows your current clock state. The envelope and bell icons open Messages and Notifications.

> **NOTE**
> Some screens are role-gated. If a page described here is missing from your sidebar, your role or your organisation's Menu Permissions do not include it.

Signing out: open the menu under your name at the top right and choose **Log out**. You return to the sign-in page. Always sign out on shared devices.

Multi-factor authentication: Kloktoba does not currently offer multi-factor authentication. Protect your account with a strong, unique password and sign out on shared devices (see Chapter 14).

© 2026 Kloktoba. All rights reserved.

CHAPTER 3

Employee Management

Employee records, profiles, employee numbers and employment information.

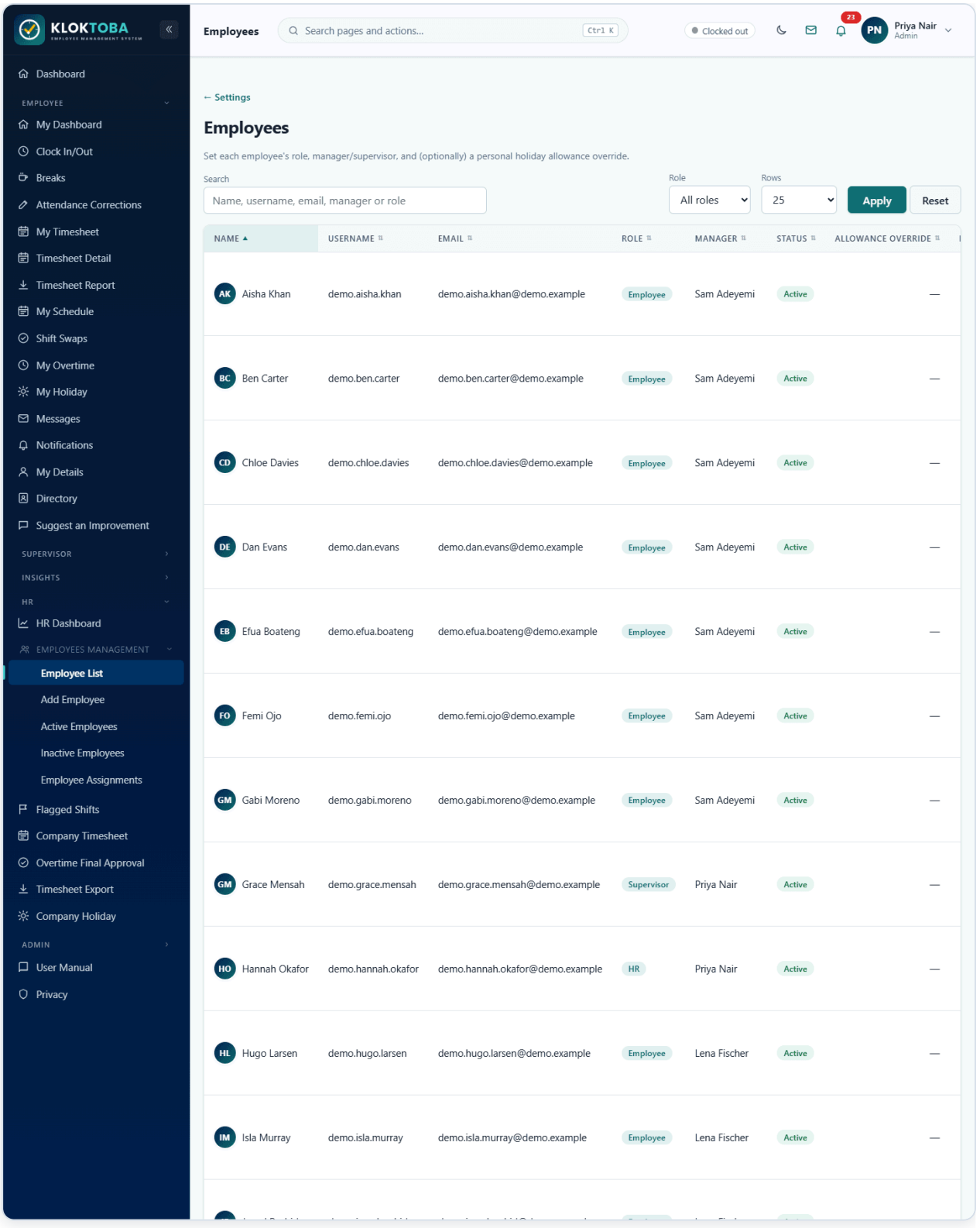
3.1 Employee records and the employee list

Purpose	Holds the master record for every person: account, role, manager, pay, and organisation assignment.
Business benefit	One reliable source for who works where, under whom, with what allowances.
User roles	HR Admin

STEP-BY-STEP INSTRUCTIONS

1. Open **HR > Employees Management > Employee List**. Use **Active Employees** or **Inactive Employees** to filter by status.

© 2026 Kloktoba. All rights reserved.



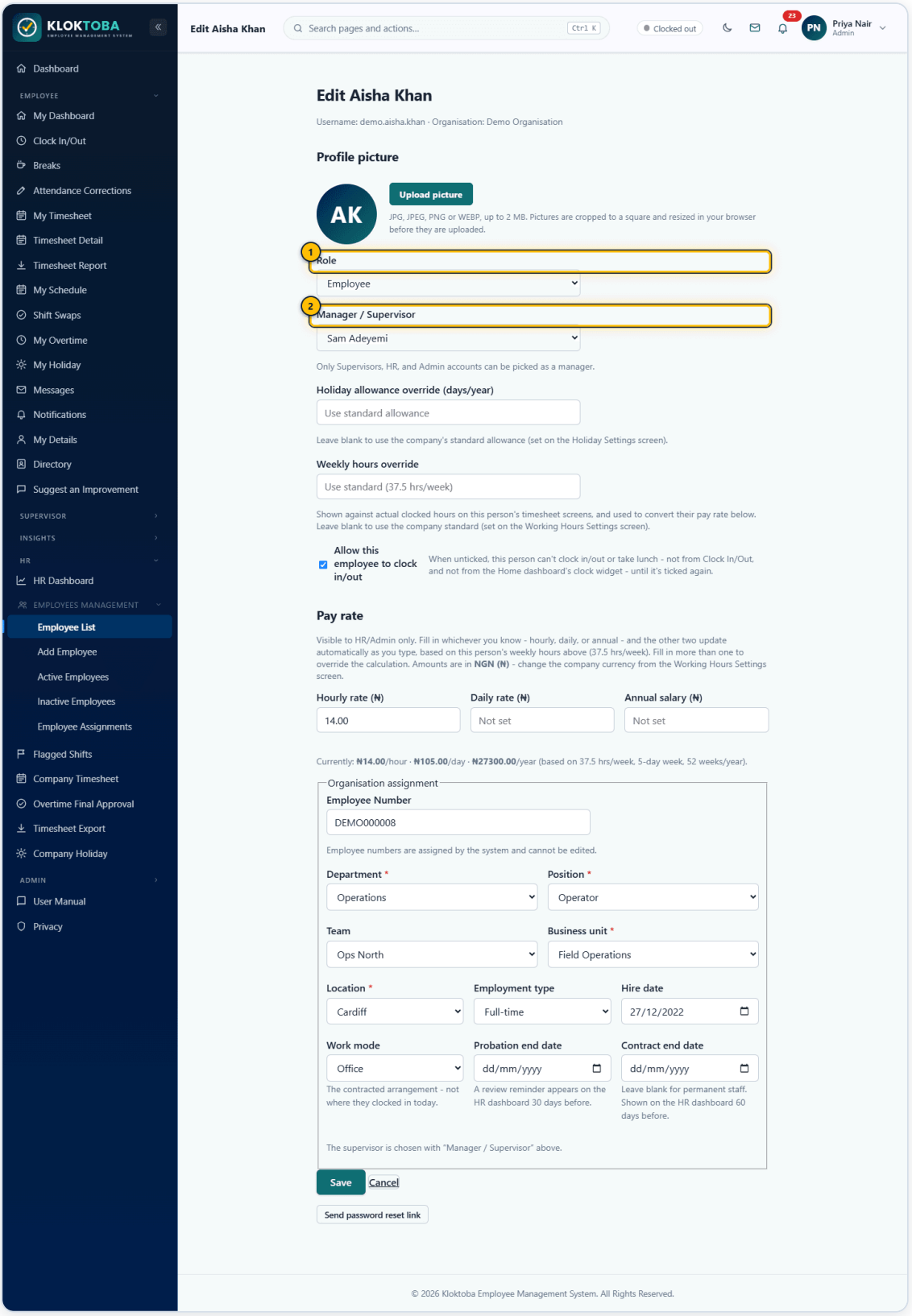
SS-038 – Employee list. Viewed as: Admin.

1. Edit
2. Send password reset link
3. Deactivate

2. Review Name, Username, Email, Role, Manager, Status, and any personal Allowance or Hours overrides. Pay rates are intentionally not shown on the list.

© 2026 Kloktoba. All rights reserved.

3 Select **Edit** to open the record. You can change role, manager, allowance and hours overrides, pay rate, organisation assignment and the **Allow clocking in/out** switch (untick it to stop someone clocking while keeping their account and history).



SS-040 – Edit Employee. Viewed as: Admin.

1. Role
2. Manager / Supervisor

© 2026 Kloktoba. All rights reserved.

4 Use **Send password reset link** to help someone get back in, or **Deactivate** (Admin) to block sign-in without deleting history.

ADMINISTRATOR ONLY

Administrator only: Deactivate and Activate. **Activate** switches on any account in your organisation that cannot sign in: a deactivated employee, a registration still waiting for approval (it skips the approval queue, and the person is emailed that they can sign in) or a rejected registration. Only Admin and SuperAdmin can change the Admin role; only SuperAdmin can change the SuperAdmin role.

EXPECTED RESULT

The list reflects your changes immediately. A deactivated employee shows a Deactivated badge and an Admin can activate them again at any time. Someone whose **Allow clocking in/out** is switched off is left out of the Company Timesheet, team timesheets, the team rota, timesheet exports, attendance reports and analytics, because they cannot clock. They still appear on the **Standard Salary Bill** if they have a pay rate.

COMMON ERRORS

Error or mistake	What to do
Cannot deactivate my own account	Not allowed. Ask another Admin.
Cannot find an employee	HR and Admin only see their own organisation.

TROUBLESHOOTING

Problem	Solution
Reset link says no email on file	Edit the employee and add an email address first.

FREQUENTLY ASKED QUESTIONS

Is anything deleted when I deactivate?

No. Timesheets, leave and history are kept; access is simply blocked.

3.2 Adding an employee

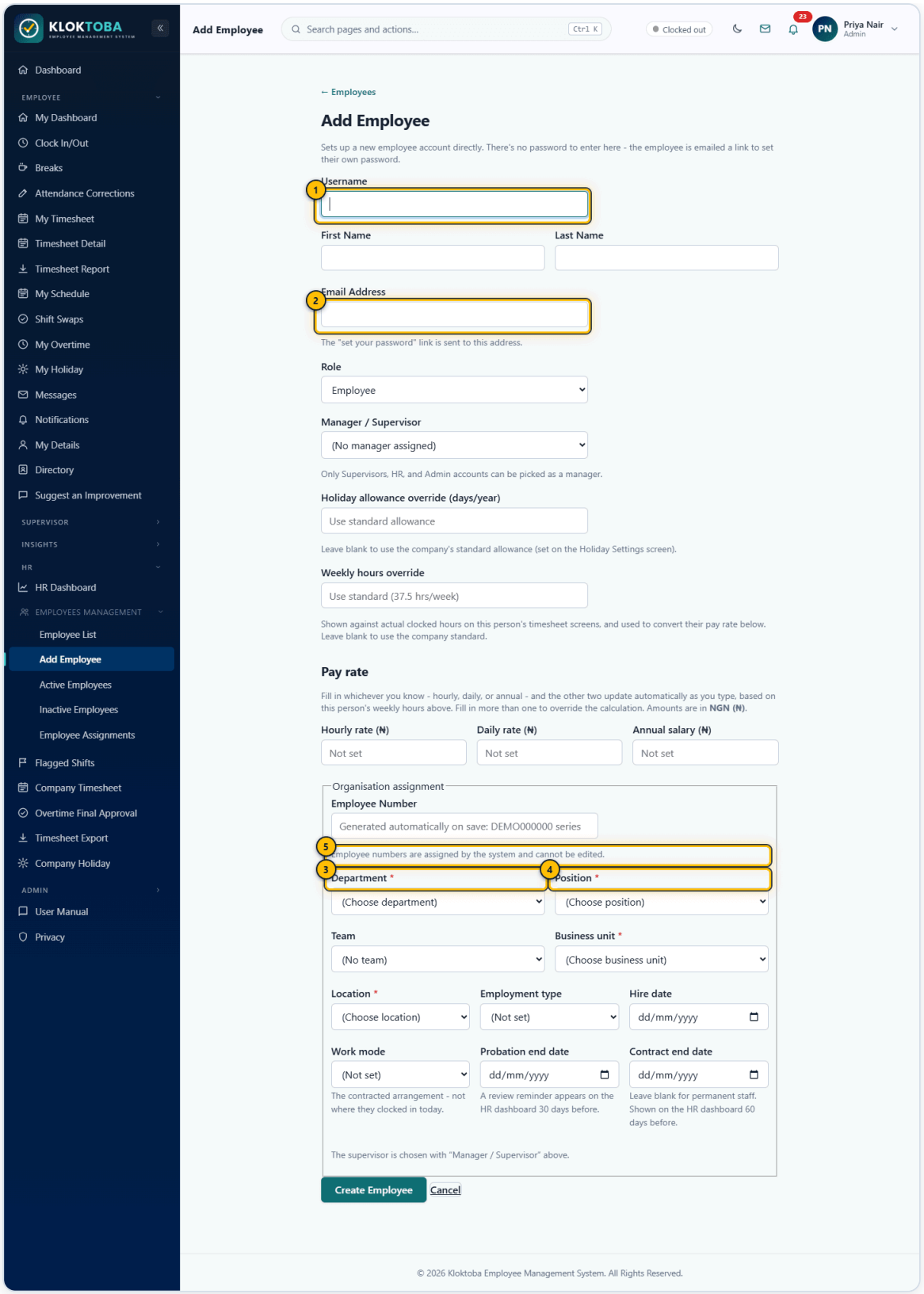
Purpose	Creates an active account directly, without self-registration.
Business benefit	Onboards staff in one step with correct role, manager, organisation assignment and an employee number.
User roles	HR Admin

© 2026 Kloktoba. All rights reserved.

STEP-BY-STEP INSTRUCTIONS

1. Open **Employees Management > Add Employee**.

© 2026 Kloktoba. All rights reserved.



SS-039 – Add Employee. Viewed as: Admin.

1. Username
2. Email address (receives the set-password link)
3. Department (required)
4. Position (required)
5. Employee number (assigned by the system)

© 2026 Kloktoba. All rights reserved.

2. Enter **Username**, **First Name**, **Last Name** and **Email Address**. The email receives a link so the employee can choose their own password; there is no password field.
3. Choose **Role** and **Manager / Supervisor**. Only Supervisor, HR and Admin accounts can be managers.
4. Optionally set a holiday allowance override, weekly hours override and a pay rate. Enter just one of hourly, daily or annual and the other two are calculated.
5. In **Organisation assignment** choose **Department**, **Position**, **Business unit** and **Location** (all required), and optionally **Team**, employment type, hire date, work mode, probation end and contract end dates.
6. Select **Create Employee**.

EXPECTED RESULT

The account is active at once and an employee number such as DEMO000033 is generated automatically. The employee is emailed a set-your-password link.

COMMON ERRORS

Error or mistake	What to do
Username already exists	Usernames are unique; pick another.
Required field is empty	Department, Position, Business unit and Location are mandatory.

TROUBLESHOOTING

Problem	Solution
The set-password email failed to send	The account is still created. Use **Send password reset link** on the Employee List to resend.

FREQUENTLY ASKED QUESTIONS

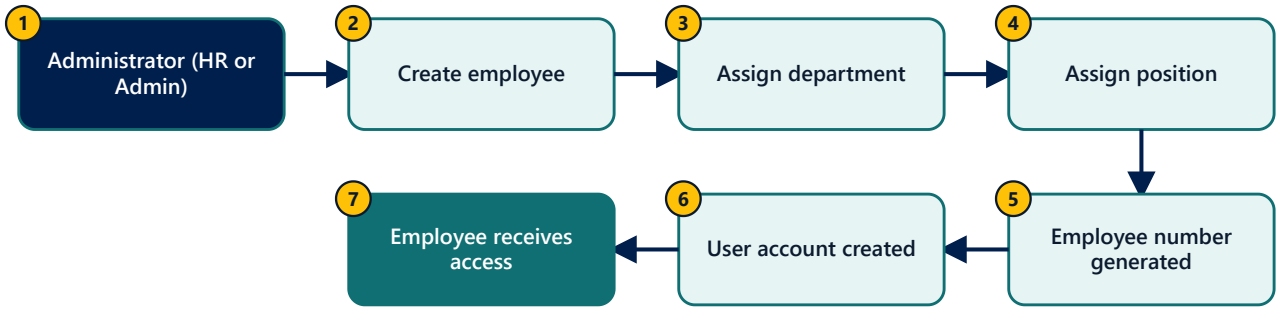
Can I edit the employee number?

No. It is assigned by the system.

Which organisation does the employee join?

Yours. Only SuperAdmin sees an organisation selector.

© 2026 Kloktoba. All rights reserved.



FL-004 – New employee onboarding workflow. The employee number is generated automatically on save. The employee is emailed a link to choose their own password.

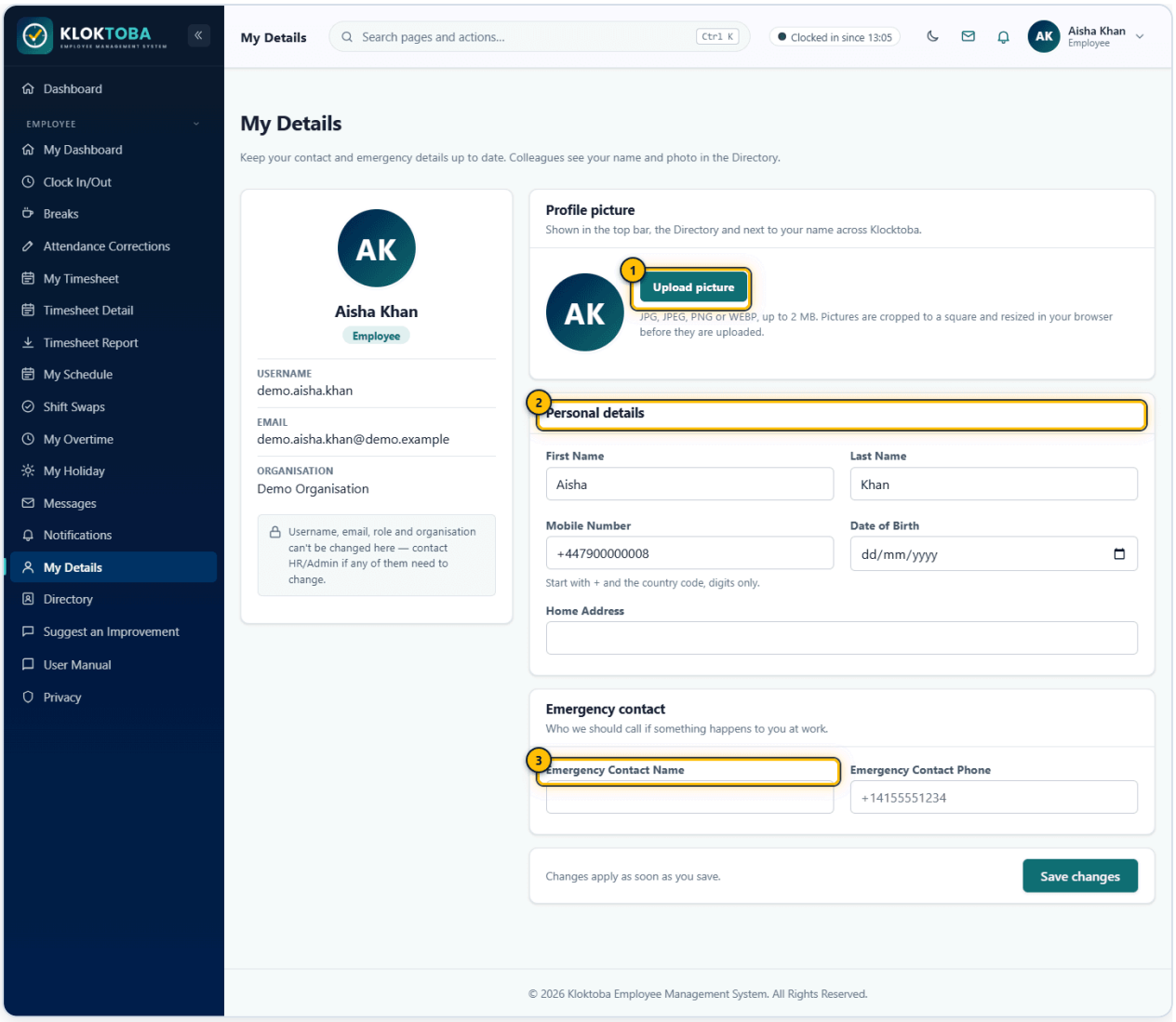
3.3 Employee profile and My Details

Purpose	Lets each person keep their own contact and emergency details current.
Business benefit	Accurate contact data without waiting for HR.
User roles	Employee · Supervisor · HR · Admin · SuperAdmin

STEP-BY-STEP INSTRUCTIONS

1. Open **Employee > My Details**.

© 2026 Kloktoba. All rights reserved.



SS-043 – My Details. Viewed as: Employee.

1. Profile picture
2. Personal details
3. Emergency contact

2. Upload a **Profile picture** (JPG, PNG or WEBP, up to 2 MB). It is cropped square and resized in your browser.

3. Update **First Name**, **Last Name**, **Mobile Number** (start with + and the country code), **Date of Birth** and **Home Address**.

4. Complete **Emergency contact** name and phone, then save.

EXPECTED RESULT

Your changes are saved. Colleagues see your name and photo in the Directory.

COMMON ERRORS

Error or mistake	What to do
Mobile number rejected	It must start with + followed by digits only, for example +447700900123.

© 2026 Kloktoba. All rights reserved.

Error or mistake	What to do
Picture rejected	Check the file type and that it is under 2 MB.

TROUBLESHOOTING

Problem	Solution
I need to change my username, email, role or organisation	These are read-only. Ask HR or Admin.

FREQUENTLY ASKED QUESTIONS

Who can see my emergency contact?

Only HR and Admin through your employee record.

3.4 Directory and searching for people

Purpose A simple company directory showing names and contact details.

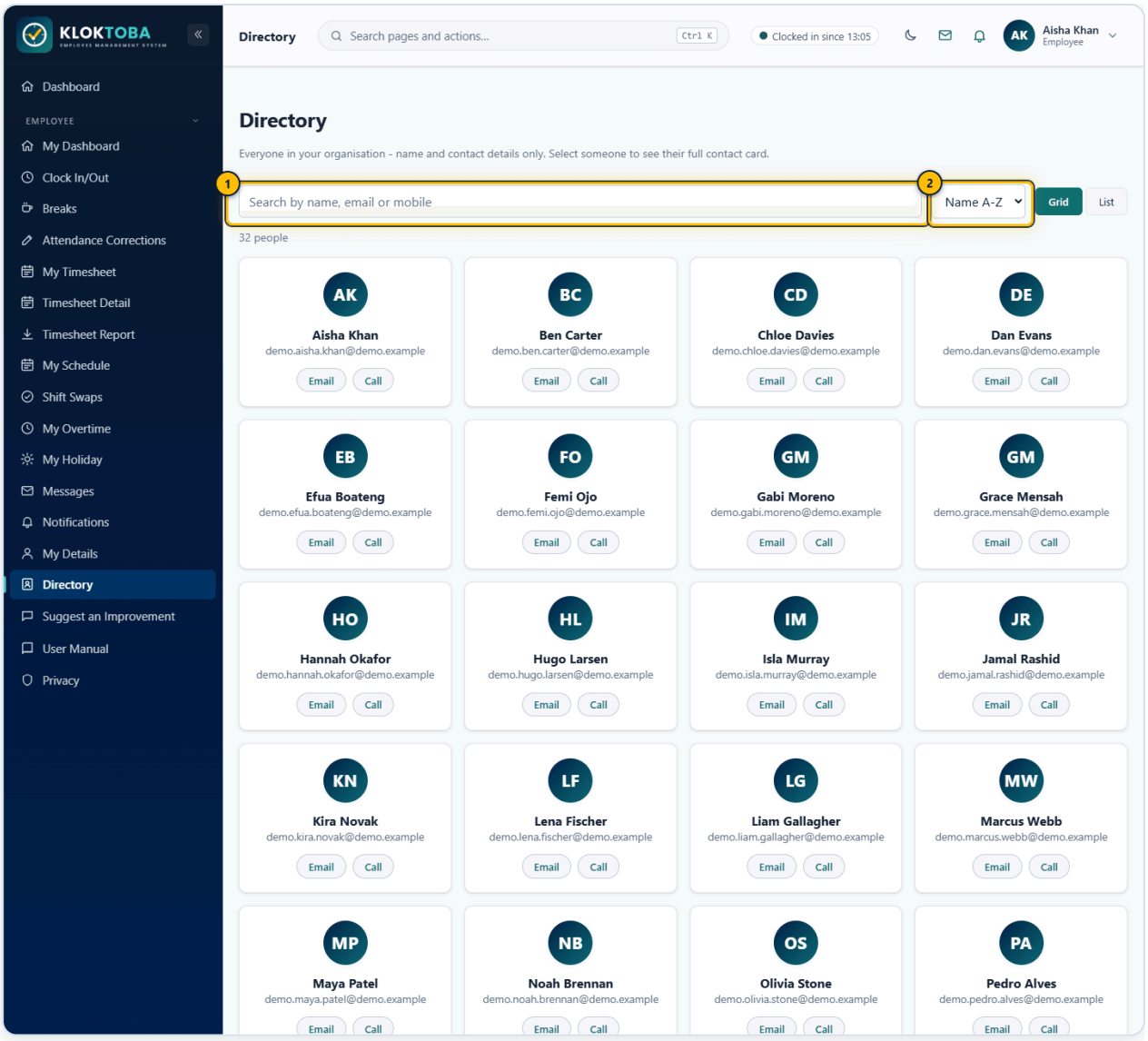
Business benefit Find a colleague's email or phone number in seconds.

User roles Employee | Supervisor | HR | Admin | SuperAdmin

STEP-BY-STEP INSTRUCTIONS

1. Open **Employee** > **Directory**.

© 2026 Kloktoba. All rights reserved.



SS-042 – Directory. Viewed as: Employee.

1 Search people

2 Sort order

2 Type in **Search people**, change the sort order and switch between **Grid** and **List**.

3 Select a person to open their contact card, or use **Email** or **Call**.

EXPECTED RESULT

You see everyone in your organisation (SuperAdmin sees all organisations).

COMMON ERRORS

Error or mistake	What to do
A colleague is missing	They may be inactive or in another organisation.

© 2026 Kloktoba. All rights reserved.

TROUBLESHOOTING

Problem	Solution
Photo shows initials	The person has not uploaded a picture.

FREQUENTLY ASKED QUESTIONS

Does the Directory show roles or pay?

No. Only name and contact details.

3.5 Employee numbers and employment information

Each employee receives a unique **employee number** when their record is created. The number is built from the organisation **prefix** (2 to 6 letters or numbers, set under Organisation Profile) and a running sequence, for example **DEMO000012**. Numbers cannot be edited. Changing the prefix later does not renumber anyone; new employees simply start a new series.

Employment information held on the record includes employment type (Full-time, Part-time, Contract, Temporary, Intern, Volunteer), hire date, work mode, probation end date and contract end date. Probation and contract end dates feed reminders on the HR dashboard: a review reminder 30 days before probation ends and a warning 60 days before a contract ends.

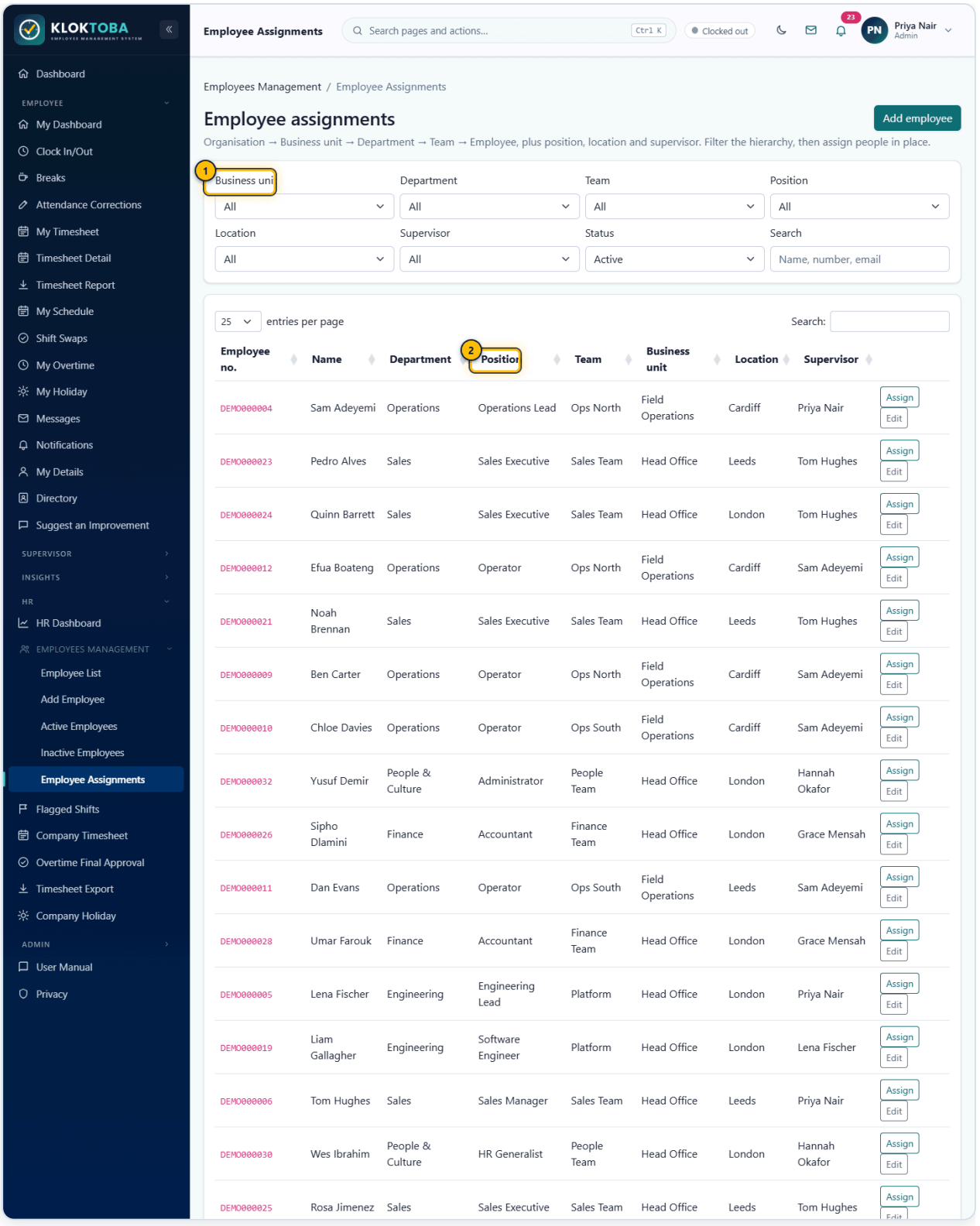
3.6 Assigning department, position, team and location

Purpose	Places each person in the organisation hierarchy: Organisation, Business unit, Department, Team, Employee.
Business benefit	Enables departmental reporting, overtime allowances and the right rota for each person.
User roles	HR Admin

STEP-BY-STEP INSTRUCTIONS

1. Open **Employees Management > Employee Assignments**.

© 2026 Kloktoba. All rights reserved.



SS-041 – Employee assignments. Viewed as: Admin.

1. Filter the hierarchy
2. Position filter

2. Filter by Business unit, Department, Team and Position to narrow the list.
3. Assign people in place by choosing their department, position, team, location and supervisor, then save.

© 2026 Kloktoba. All rights reserved.

EXPECTED RESULT

Reports, rotas and overtime allowances immediately use the new assignment.

COMMON ERRORS

Error or mistake	What to do
A position is not offered	Positions belong to a department. Pick the department first.

TROUBLESHOOTING

Problem	Solution
Assignment will not save	Check that required fields (department, position, business unit, location) are set.

FREQUENTLY ASKED QUESTIONS

Where do I create departments or positions?

Under **Admin > Organisation**. See Chapter 9.

© 2026 Kloktoba. All rights reserved.

CHAPTER 4

Clock In and Clock Out

Recording when you start and finish work, with location captured at each event.

4.1 Attendance overview

Clocking is the foundation of your timesheet. Each clock event records the **server time** (so device clocks cannot be altered), your **device location** converted to a readable address, your **IP address** and your device and browser details. Kloktoba reads your location only at the moment you clock in, clock out, or start or end lunch. It does not track you at any other time. See the Privacy page for details.

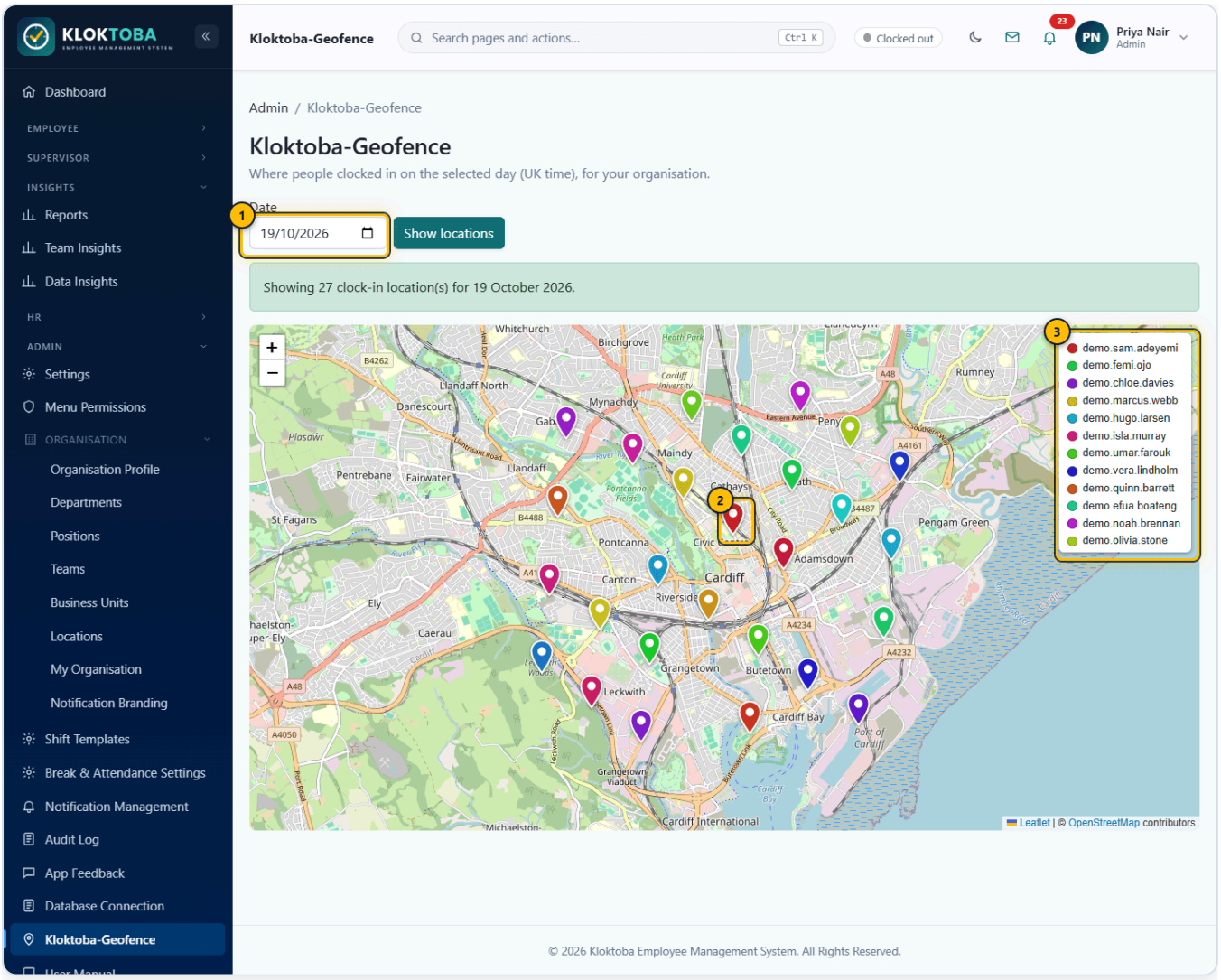
IMPORTANT

Location is required. If your browser blocks location access, the event cannot be recorded.

NOTE

Kloktoba records where each clock event happened. It does not currently block a clock-in because of where you are. Supervisors and HR can review addresses on timesheets and reports, and Admins can open **Admin > Kloktoba-Geofence** to see a map of the day's clock-ins, with a different coloured pin and a legend entry for each employee.

© 2026 Kloktoba. All rights reserved.



SS-090 – Kloktoba-Geofence map. Viewed as: Admin.

1. Choose the day
2. A pin for each clock-in, coloured per employee
3. Legend: which colour is which employee

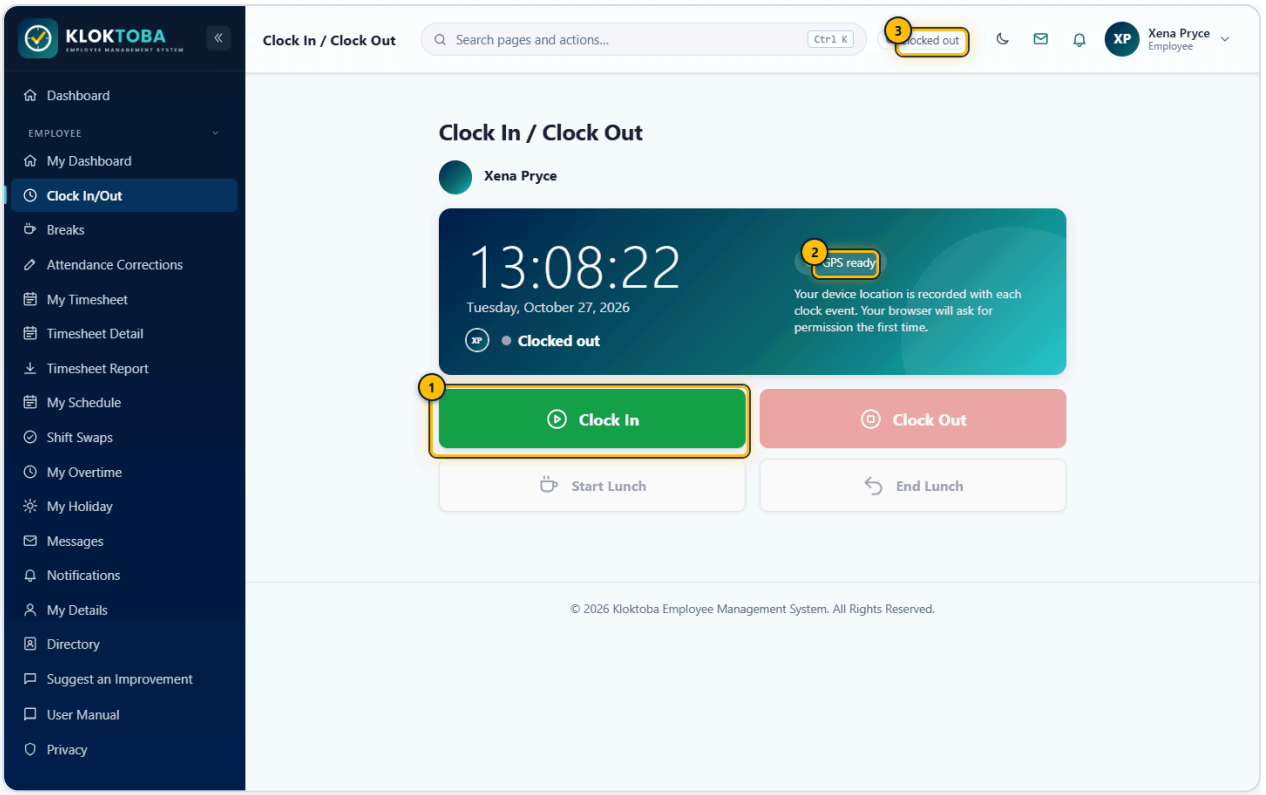
4.2 Clocking in and clocking out

Purpose	Starts and ends your working shift.
Business benefit	Creates an accurate, tamper-resistant record of hours worked.
User roles	Employee · Supervisor · HR · Admin · SuperAdmin

STEP-BY-STEP INSTRUCTIONS

1. Open **Clock In/Out** in the sidebar, or use the widget at the top of your Dashboard. When you are clocked out only **Clock In** is enabled. The **GPS ready** chip shows location is available.

© 2026 Kloktoba. All rights reserved.

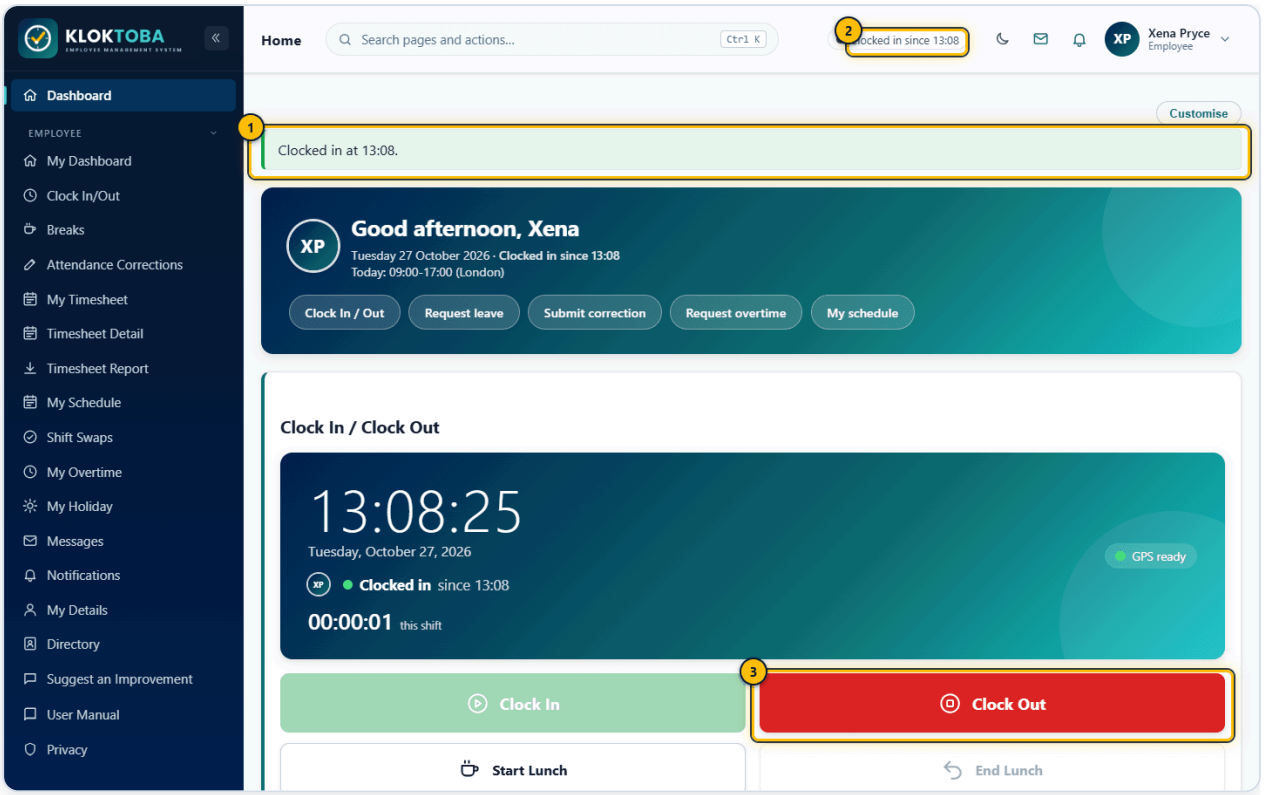


SS-008 – Clock In screen (before clocking in). Viewed as: Employee2.

1. Clock In (the only active button)
2. GPS status - your browser asks for location permission the first time
3. Current status

2. Select **Clock In**. The first time, your browser asks to allow location. Choose **Allow**.
3. Kloktoba records the event automatically. A green banner confirms the time and the top bar shows **Clocked in since** the time.

© 2026 Kloktoba. All rights reserved.

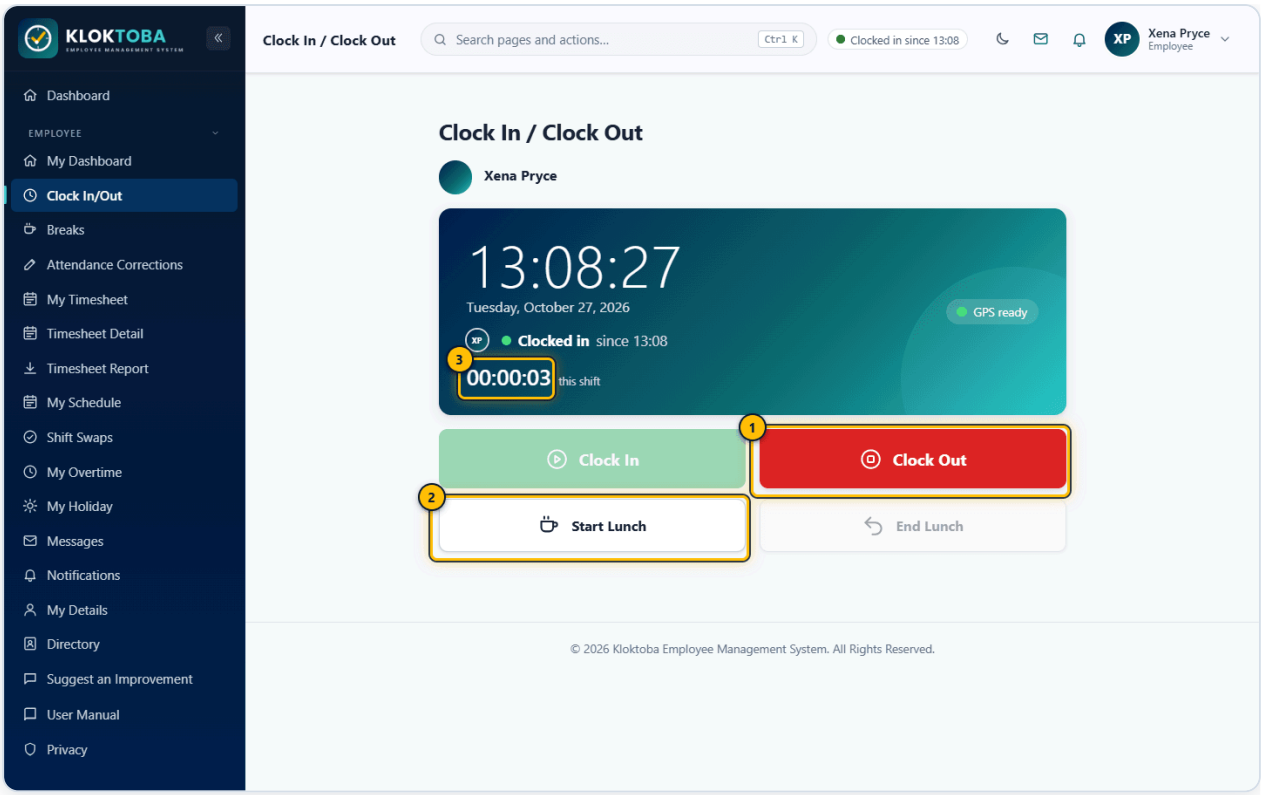


SS-009 – After clocking in - confirmation banner. Viewed as: Employee2.

1. Confirmation banner with the recorded time
2. Status chip in the top bar
3. Clock Out is now the available action

4. At the end of your shift open the same page. **Clock Out** is now enabled. A running timer shows your time on shift.

© 2026 Kloktoba. All rights reserved.

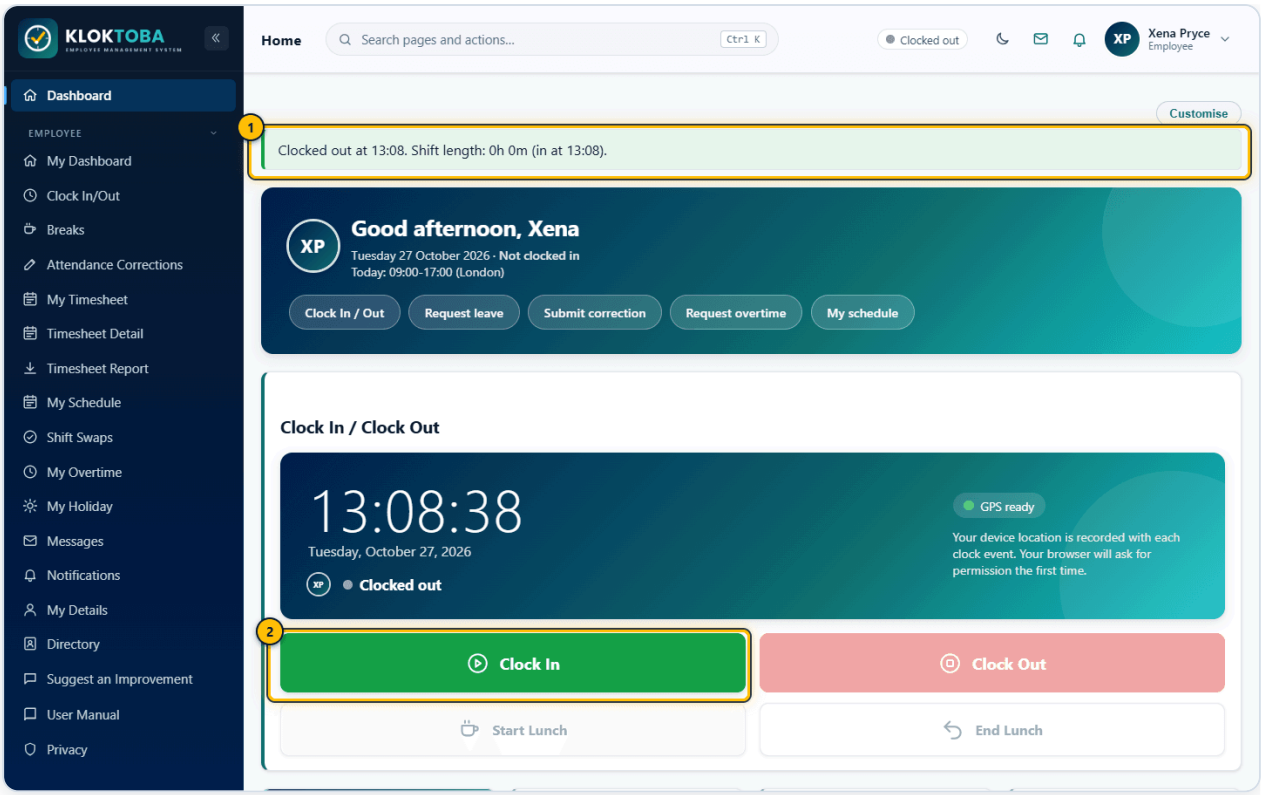


SS-010 – Clock Out screen (while clocked in). Viewed as: Employee2.

1. Clock Out
2. Start Lunch
3. Elapsed time this shift

5. Select **Clock Out**. A banner shows the clock-out time and your shift length.

© 2026 Kloktoba. All rights reserved.



SS-014 – After clocking out - confirmation banner. Viewed as: Employee2.

1 Confirmation banner with the shift length 2 Clock In available again

EXPECTED RESULT

The shift appears on My Timesheet and in team and company reports with the clock times and addresses.

COMMON ERRORS

Error or mistake	What to do
"Permission to access location was denied."	Allow Location for the Kloktoba site in your browser settings, reload and try again.
"You're already clocked in. Please clock out first."	You have an open clock-in, possibly on another device. Clock out of that shift first.
All buttons are disabled with a message that clocking is turned off	HR or Admin has switched off clocking for your account. Contact them.

TROUBLESHOOTING

Problem	Solution
GPS chip stays on "Checking location"	Turn on device location services and allow your browser to use them, then reload.
I forgot to clock out	At the end of the day the system closes the shift at 23:59 and flags it (see Chapter 5). Ask HR to correct it, or submit an attendance correction.

© 2026 Kloktoba. All rights reserved.

FREQUENTLY ASKED QUESTIONS

Can I clock in twice in a row?

No. Clock in and out must alternate. The buttons enable and disable accordingly and the server also checks.

Is my location tracked all day?

No. It is read only at clock in, clock out and lunch start or end.

4.3 Taking lunch from the clock widget

Purpose	Records a lunch period during an open shift.
Business benefit	Lunch time is excluded from hours worked automatically.
User roles	Employee · Supervisor · HR · Admin · SuperAdmin

STEP-BY-STEP INSTRUCTIONS

1. While clocked in, select **Start Lunch** on the clock widget when you leave.
2. Select **End Lunch** when you return. Both capture your location like Clock In and Out.

EXPECTED RESULT

Lunch time is subtracted from your shift total on My Timesheet.

COMMON ERRORS

Error or mistake	What to do
Start Lunch is disabled	You must be clocked in and not already on lunch.

TROUBLESHOOTING

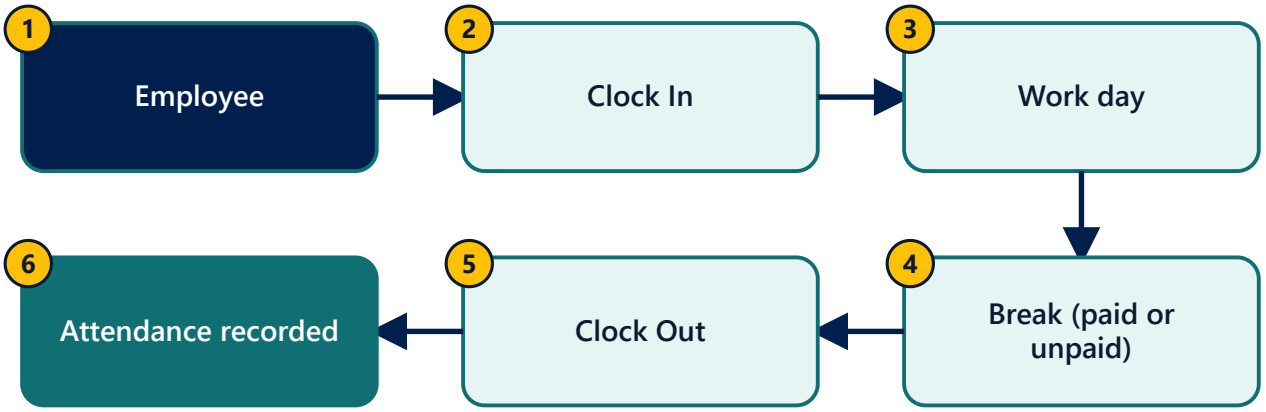
Problem	Solution
I forgot End Lunch	Submit an attendance correction so HR can fix the record.

FREQUENTLY ASKED QUESTIONS

Is lunch the same as a break?

Lunch uses the clock widget. Paid and unpaid breaks use the Breaks page (Chapter 6).

© 2026 Kloktoba. All rights reserved.



FL-001 – Employee attendance workflow. Location and server time are captured at Clock In and Clock Out. Lunch and breaks are recorded during the shift.

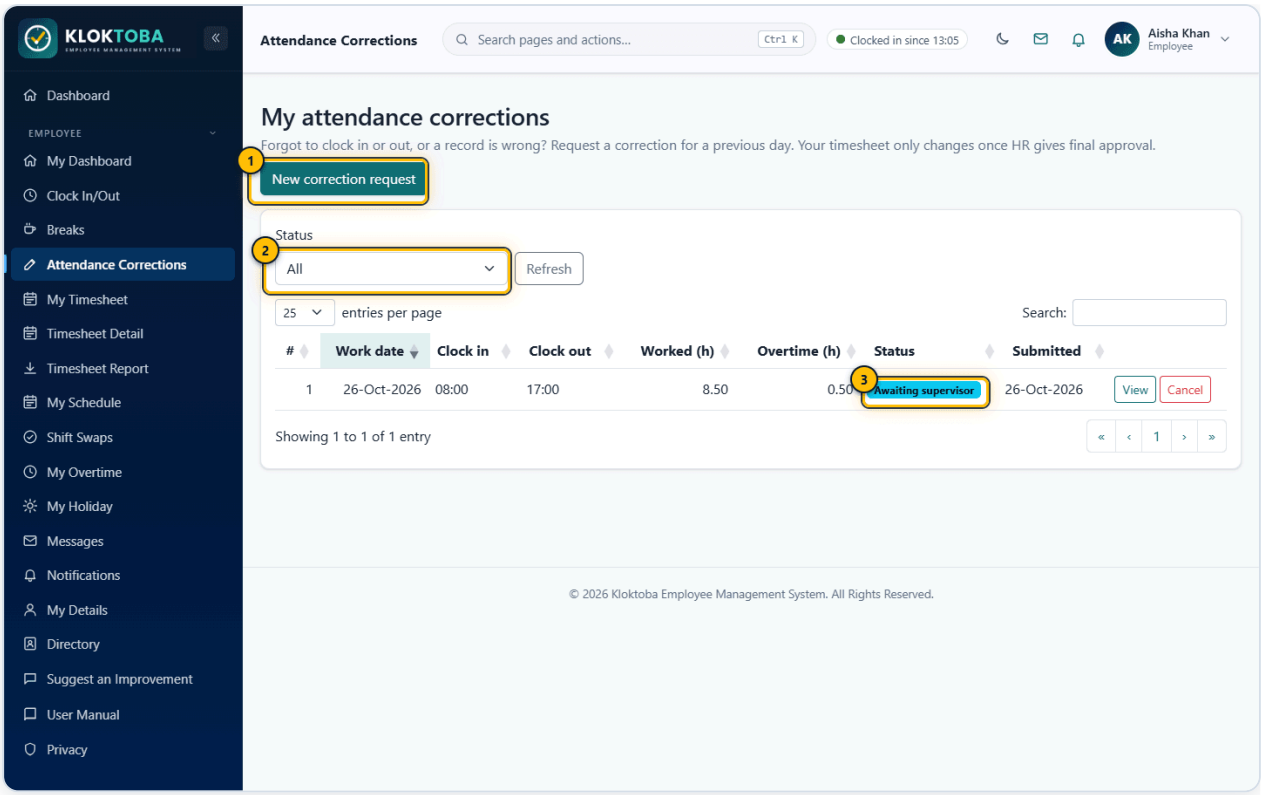
4.4 Manual attendance: requesting a correction

Purpose	Lets you ask for a missed or wrong clock-in or clock-out to be fixed.
Business benefit	Keeps timesheets accurate and every change approved and auditable.
User roles	Employee · Supervisor · HR · Admin

STEP-BY-STEP INSTRUCTIONS

1. Open **Employee > Attendance Corrections**. Use the status filter to find earlier requests, then select **New correction request**.

© 2026 Kloktoba. All rights reserved.

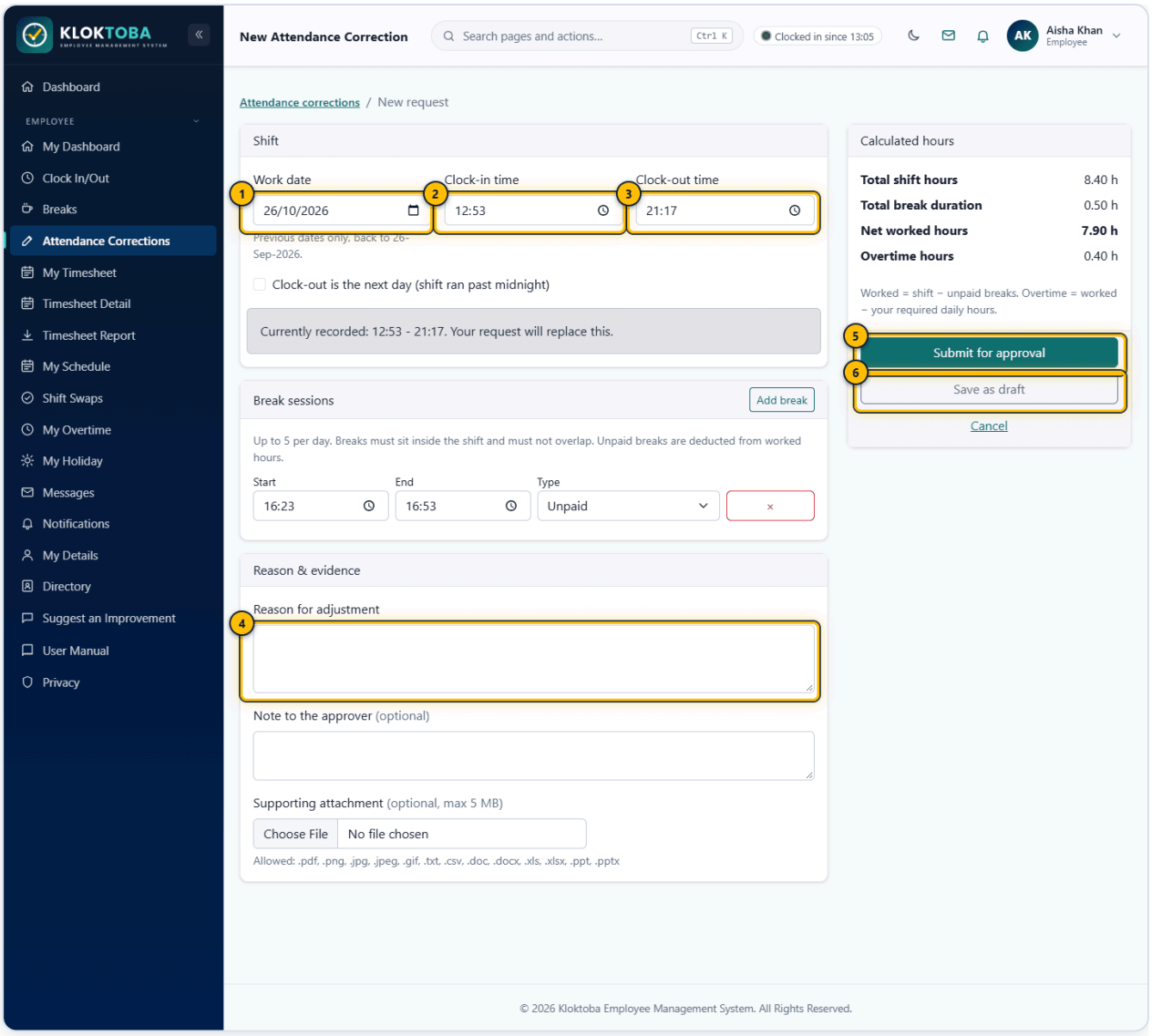


SS-017 – My attendance corrections. Viewed as: Employee.

1. New correction request
2. Filter by status
3. Request status

2. Choose the **Work date**, then enter the **Clock-in time** and **Clock-out time**. Tick the next-day box if the shift ran past midnight.

© 2026 Kloktoba. All rights reserved.



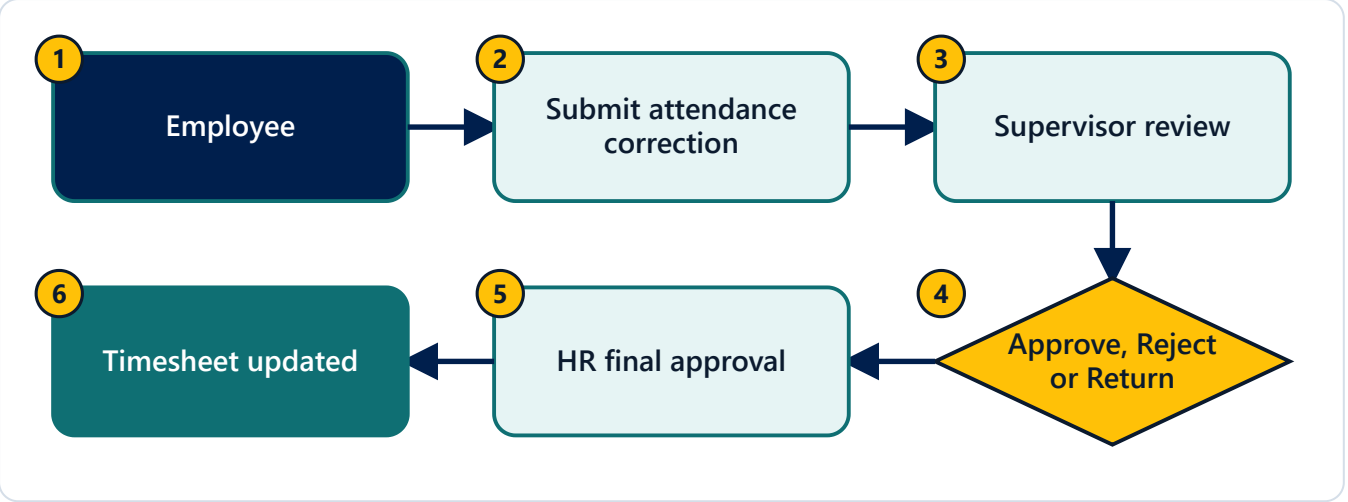
SS-018 – Attendance correction form. Viewed as: Employee.

1. Work date
2. Clock-in time
3. Clock-out time
4. Reason (required)
5. Submit for approval
6. Save as draft

3. Add any break periods with **Add break**, explain the **Reason for adjustment** (required) and optionally add a note to the approver and a supporting attachment (up to 5 MB).

4. Select **Submit for approval**, or **Save as draft** to finish later.

© 2026 Kloktoba. All rights reserved.



FL-003 – Missed attendance (correction) workflow. A Returned request goes back to the employee, who answers and resubmits. The timesheet changes only after HR (or Admin) gives final approval.

EXPECTED RESULT

The request is shown as **Awaiting supervisor**. Your timesheet only changes once HR gives final approval.

COMMON ERRORS

Error or mistake	What to do
Date not accepted	Corrections can only go back as far as the limit set under Break & Attendance Settings (0 means unlimited).
More than one shift that day	Choose which shift you are correcting from the list shown.

TROUBLESHOOTING

Problem	Solution
The request was returned	Your supervisor asked a question. Open it, reply in the note and resubmit.

FREQUENTLY ASKED QUESTIONS

Can I withdraw a request?

Yes. Use **Cancel** while it is still a draft, awaiting supervisor, returned or awaiting HR.

Who approves?

Your supervisor first, then HR or Admin for final approval.

© 2026 Kloktoba. All rights reserved.

CHAPTER 5

Attendance Management

How hours, overtime and exceptions are calculated and where to see them.

5.1 Attendance status

Each employee's day is classified for reports and dashboards:

Status	Meaning
Present	Clocked in and out within the expected working day.
Late	Clocked in after the standard start time plus the late-arrival grace period.
Incomplete	A clock-in without a matching clock-out.
Absent	No attendance on a working day and not on approved leave.
OnLeave	Approved holiday covers the day.
NonWorkingDay	Weekend or a day off.

5.2 My Timesheet and hours worked

Purpose Shows your week, built automatically from clock events.

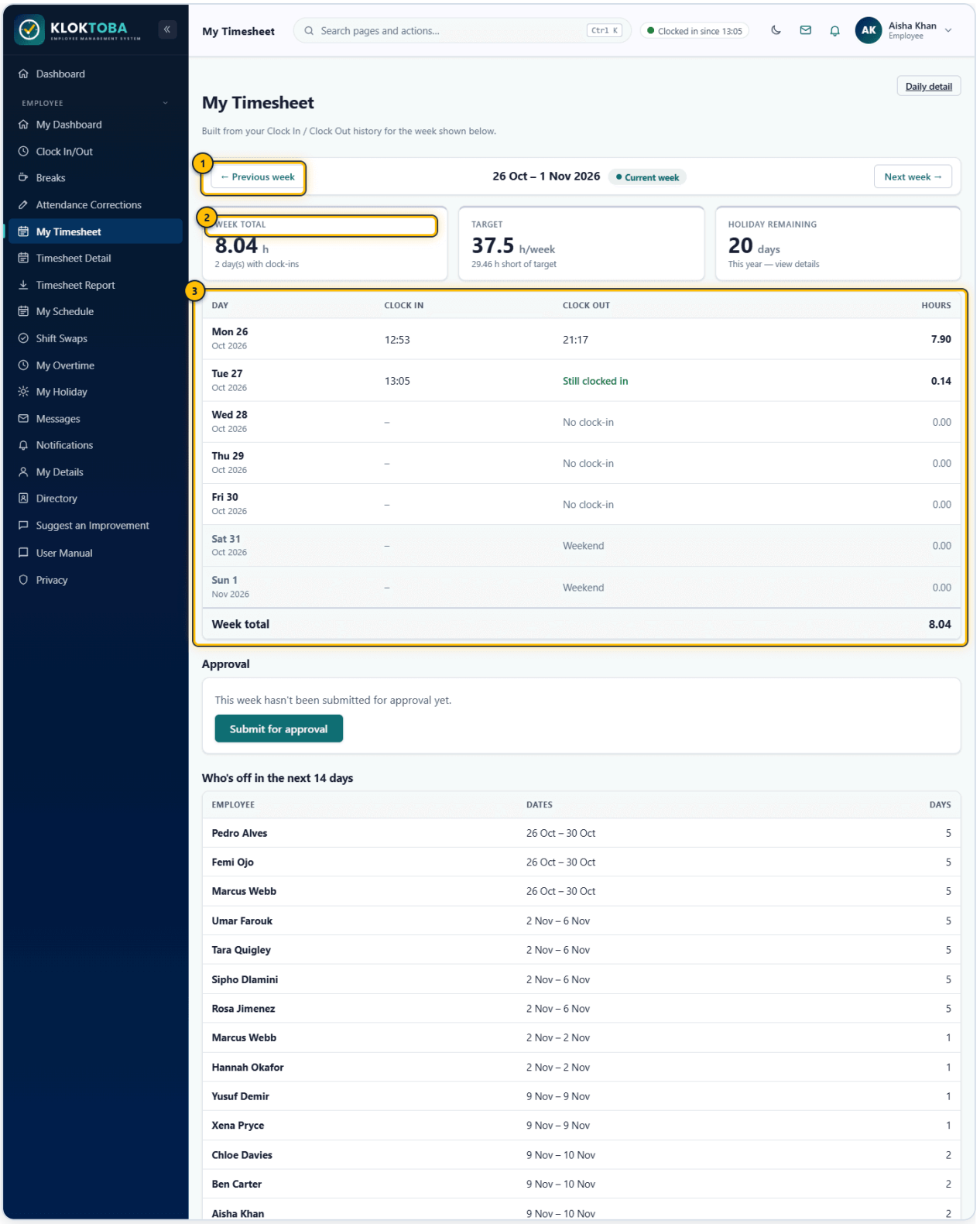
Business benefit You can check and submit your own hours before approval.

User roles Employee Supervisor HR Admin

STEP-BY-STEP INSTRUCTIONS

1. Open **Employee > My Timesheet**. Use **Previous week** and **Next week** to move between weeks.

© 2026 Kloktoba. All rights reserved.



SS-015 – Attendance history - My Timesheet. Viewed as: Employee.

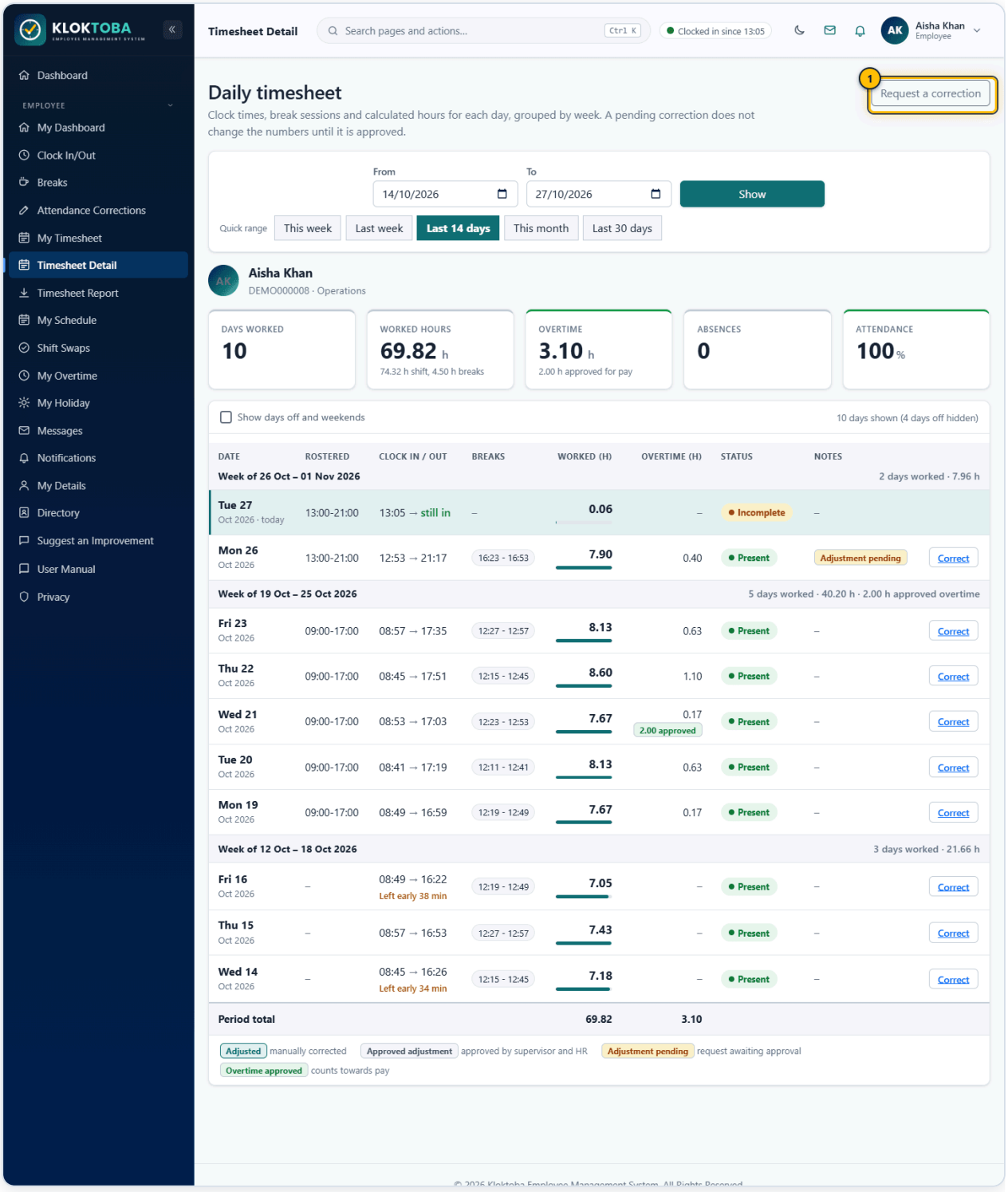
1. Move between weeks
2. Week total against target
3. Daily clock-in, clock-out and hours

2 Review Clock in, Clock out and Hours for each day, the **Week total**, your **Target** and how far over or short you are.

© 2026 Kloktoba. All rights reserved.

3 When happy, select **Submit for approval** at the bottom. If it is rejected, **Re-submit for approval** appears.

4 Open **Timesheet Detail** for clock times, break sessions and calculated hours day by day. Use **Request a correction** from here for any day.



SS-016 – Daily timesheet detail. Viewed as: Employee.

1 Request a correction for a day

Hours worked = clock-out minus clock-in, minus unpaid breaks and lunch. It is real elapsed time, so a night shift across the spring or autumn clock change counts the hours actually worked. The target is your weekly

© 2026 Kloktoba. All rights reserved.

hours override, or the company standard (for example 37.5 hours a week) divided across five working days.

EXPECTED RESULT

Your supervisor (or HR/Admin) approves or rejects the week, with an optional note.

COMMON ERRORS

Error or mistake	What to do
Hours look too low	Unpaid breaks and lunch are deducted. A missing clock-out needs a correction.

TROUBLESHOOTING

Problem	Solution
My week was rejected	Read the note beside the status, fix anything needed (via a correction if required) and re-submit.

FREQUENTLY ASKED QUESTIONS

How is hours worked calculated?

Time between clock in and clock out, minus unpaid breaks and lunch. Paid breaks count as worked time.

Which timezone is used?

Times are shown in UK time.

What if I forget to end a break?

A break that is never ended stops at your clock-out, so it never wipes out the rest of the day. Submit a correction if the real break was shorter.

5.3 Overtime

Overtime is time worked beyond your weekly target. Going over target never stops you clocking in, but **the extra hours only count, and are only paid, once they are approved**. Until then the week counts at your weekly target. For example, with a 40-hour target, a 48-hour week counts as 40 hours until the extra 8 are approved.

How overtime is approved	What counts
Overtime requests and slots (approved in advance)	Hours approved through an overtime request from an approved team **overtime slot** count automatically (see Chapter 7 and Chapter 8). The department's allowance, pay multiplier and weekly cap are set by HR.
Two-step approval of overtime worked (after the week)	Any other hours over target need two approvals: your **supervisor recommends** them, then **HR or Admin give the final approval**, for all of the hours or only some of them. Only the final approval makes them count. If you have no supervisor, HR or Admin decide straight away.

© 2026 Kloktoba. All rights reserved.

The overtime status on a timesheet reads **Awaiting supervisor**, **Awaiting HR (recommended)**, **Approved** (with the hours, when only some were approved), **Rejected by supervisor** or **Rejected**. While hours are not approved, timesheets show a **Counted** figure beside the hours worked, and an approved timesheet is approved for the counted hours (shown as **Approved … h (target)**). If the overtime is approved later, the approved hours, the salary due and the reports rise to include it.

NOTE

Nobody approves their own overtime, and the person who recommended it cannot also give the final approval, except an Admin, so a small organisation never gets stuck. HR and Admin can overturn a supervisor's rejection.

TIP

HR and Admin get an **Unapproved overtime** notification for any week over target that has no final decision yet, so nothing is missed at payroll.

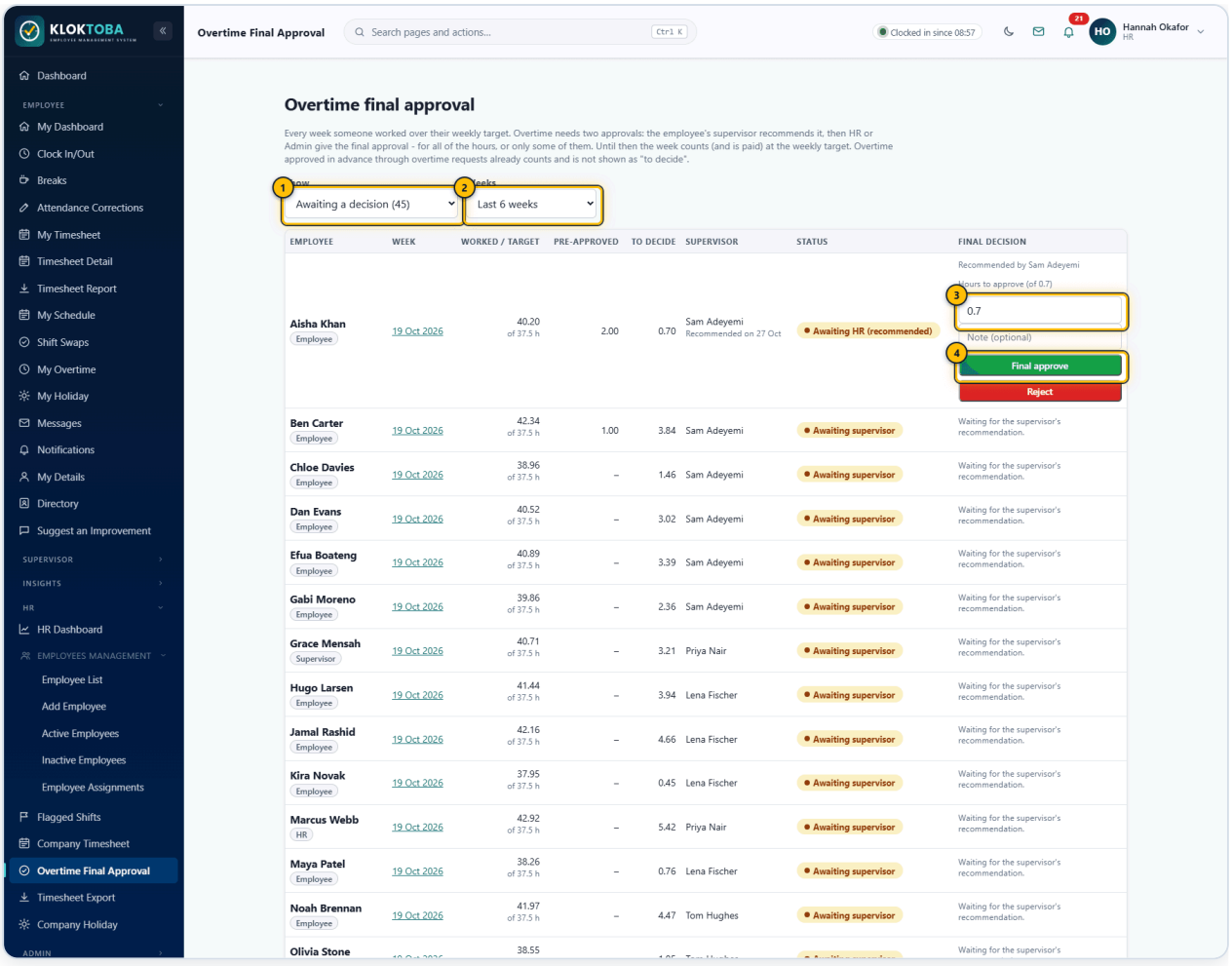
5.4 Overtime final approval

Purpose	Lets HR and Admin give the final decision on overtime worked over the weekly target.
Business benefit	Overtime is only paid once it has been reviewed by the supervisor and signed off by HR.
User roles	HR Admin

STEP-BY-STEP INSTRUCTIONS

1. Open **HR > Overtime Final Approval**. Each row is one person's week over target: **Worked / target**, **Pre-approved** (hours already approved through overtime requests), **To decide**, the **Supervisor**, the **Status** and the **Final decision**.

© 2026 Kloktoba. All rights reserved.



SS-086 – Overtime final approval. Viewed as: HR.

1 Awaiting a decision, or all weeks over target

2 How many weeks to look back

3 Hours to approve (all, or fewer)

4 Final approve (or Reject)

2 Use **Show** to switch between **Awaiting a decision** and **All weeks over target**, and **Weeks** to look back over the last 4, 6, 8 or 12 weeks.

3 For a recommended week, **Hours to approve** is filled in with all the hours to decide. Keep it to approve all of them, or enter a smaller number to approve only some. Add a note if wanted, then select **Final approve**, or **Reject** to refuse them.

EXPECTED RESULT

The approved hours count straight away on the Company Timesheet, in the salary due, the exports and the Monthly Approved Attendance report.

COMMON ERRORS

Error or mistake	What to do
"Waiting for the supervisor's recommendation."	The employee's supervisor has not recommended the hours yet.

© 2026 Kloktoba. All rights reserved.

Error or mistake	What to do
"You made the recommendation, so another HR or Admin user must give the final approval."	Ask another HR or Admin user. An Admin can do both steps.
Hours rejected	Enter between 0 and the hours still to decide.

TROUBLESHOOTING

Problem	Solution
A week is not listed	Only weeks over target appear. Hours already covered by an approved overtime request are not "to decide".

FREQUENTLY ASKED QUESTIONS

Can I change a final decision?

Yes. Decide the week again; the latest decision applies.

Do approved hours earn the overtime premium?

The premium is paid on hours approved through overtime requests. Hours approved here count at the normal hourly rate.

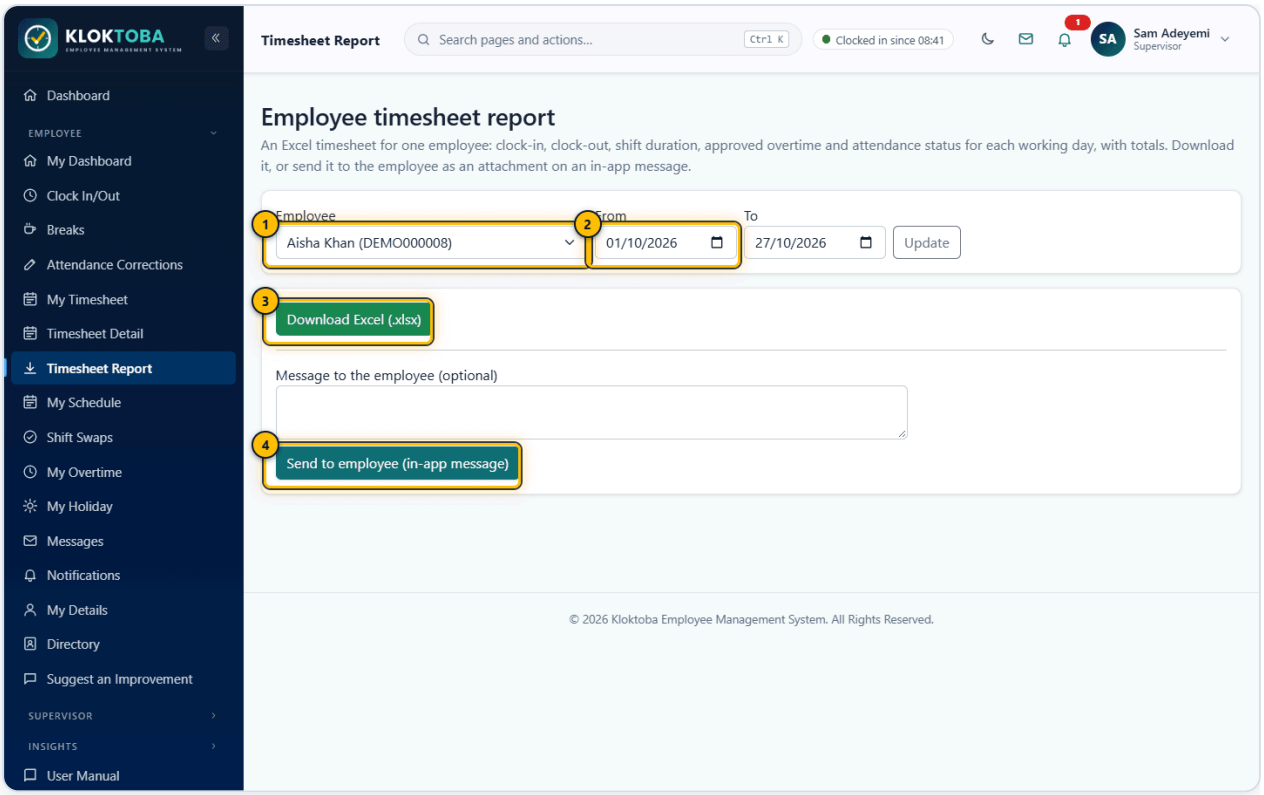
5.5 Employee timesheet report

Purpose	Produces a one-person timesheet for any period, ready to download or send.
Business benefit	Gives employees and payroll a clear record of each working day and the approved overtime.
User roles	Employee · Supervisor · HR · Admin

STEP-BY-STEP INSTRUCTIONS

1. Open **Employee > Timesheet Report**.

© 2026 Kloktoba. All rights reserved.



SS-083 – Employee timesheet report. Viewed as: Supervisor.

1. Choose the employee
2. Period
3. Download the report
4. Send it to the employee with the file attached

2. Choose the **Employee** (employees see themselves; supervisors their direct reports; HR and Admin anyone in the organisation) and the **From** and **To** dates, then select **Update**.

3. Select **Download Excel (.xlsx)**. The file lists each work date with clock-in, clock-out, shift duration, approved overtime and attendance status, and a total row.

4. Supervisors, HR and Admin can add an optional message and select **Send to employee (in-app message)** to send the file to the employee as an attachment.

EXPECTED RESULT

The file downloads, or the employee receives an in-app message with the report attached.

COMMON ERRORS

Error or mistake	What to do
Employee not in the list	You can only choose people you are allowed to see.

TROUBLESHOOTING

Problem	Solution
No days in the file	Check the dates; only days with attendance or a status in the period are listed.

© 2026 Kloktoba. All rights reserved.

FREQUENTLY ASKED QUESTIONS

Can employees send reports?

No. Employees can download their own; sending is for supervisors, HR and Admin.

5.6 Exceptions

- **Missing clock-in or clock-out** alerts are sent as notifications and appear on the Team dashboard (Chapter 12).
- **Flagged shifts:** a shift left open at midnight is closed automatically at 23:59 and flagged. HR corrects it from **Flagged Shifts**.
- **Late arrival, early departure and excessive break** alerts use the thresholds in Break & Attendance Settings.
- **Attendance corrections** fix wrong or missed records (Manual attendance).

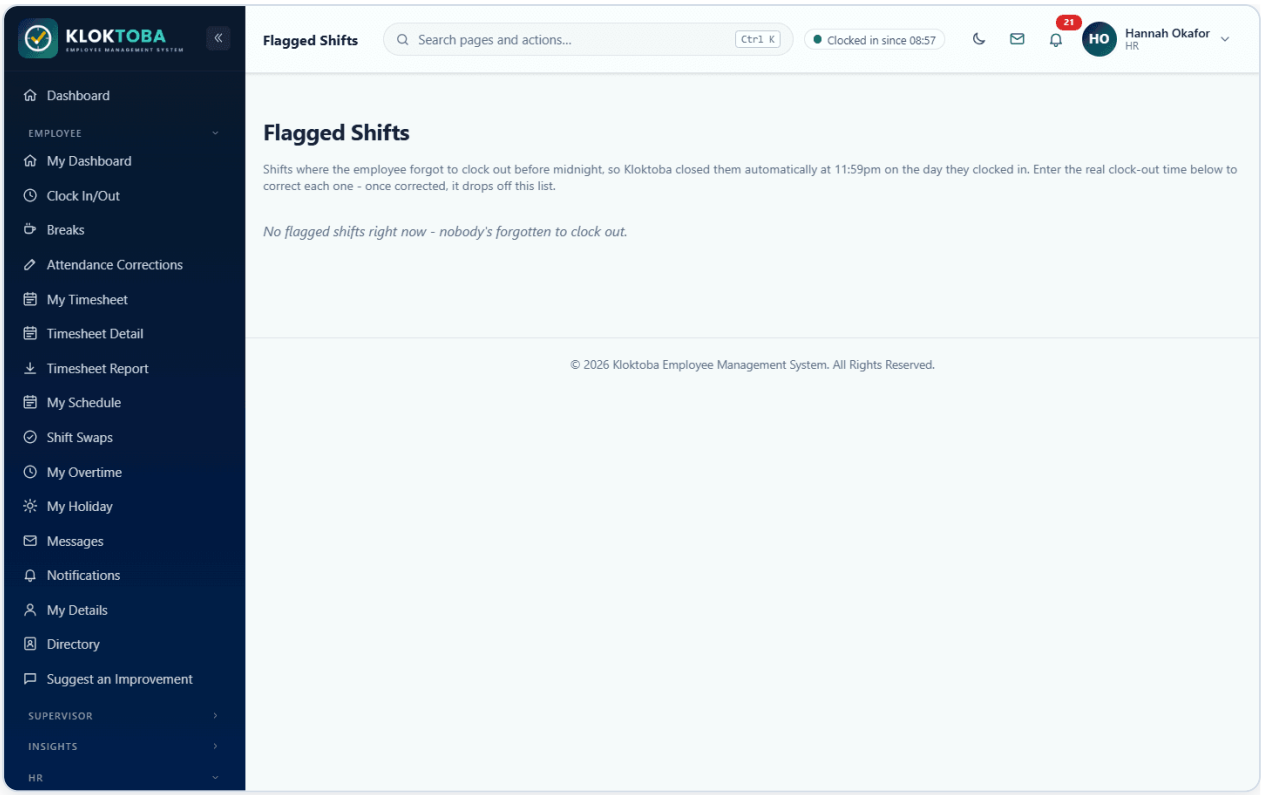
5.7 Flagged shifts

Purpose	Lists shifts the system closed automatically because the employee forgot to clock out.
Business benefit	Prevents wrong hours distorting timesheets while making the issue visible.
User roles	HR Admin

STEP-BY-STEP INSTRUCTIONS

1. Open **HR > Flagged Shifts**. Each row shows the employee, clock-in and the auto-filled clock-out.

© 2026 Kloktoba. All rights reserved.



SS-045 – Flagged shifts. Viewed as: HR.

2 Enter the real clock-out **date** and **time** (it must be after the clock-in) and select **Save**.

EXPECTED RESULT

The shift is corrected, no longer flagged, and drops off the list.

COMMON ERRORS

Error or mistake	What to do
Time rejected	The new clock-out must be later than the clock-in.

TROUBLESHOOTING

Problem	Solution
The list is empty	Nobody has forgotten to clock out right now.

FREQUENTLY ASKED QUESTIONS

Can supervisors fix flagged shifts?

They see a notice; only HR and Admin can correct them.

© 2026 Kloktoba. All rights reserved.

CHAPTER 6

Break Management

Recording paid and unpaid breaks and the rules that apply.

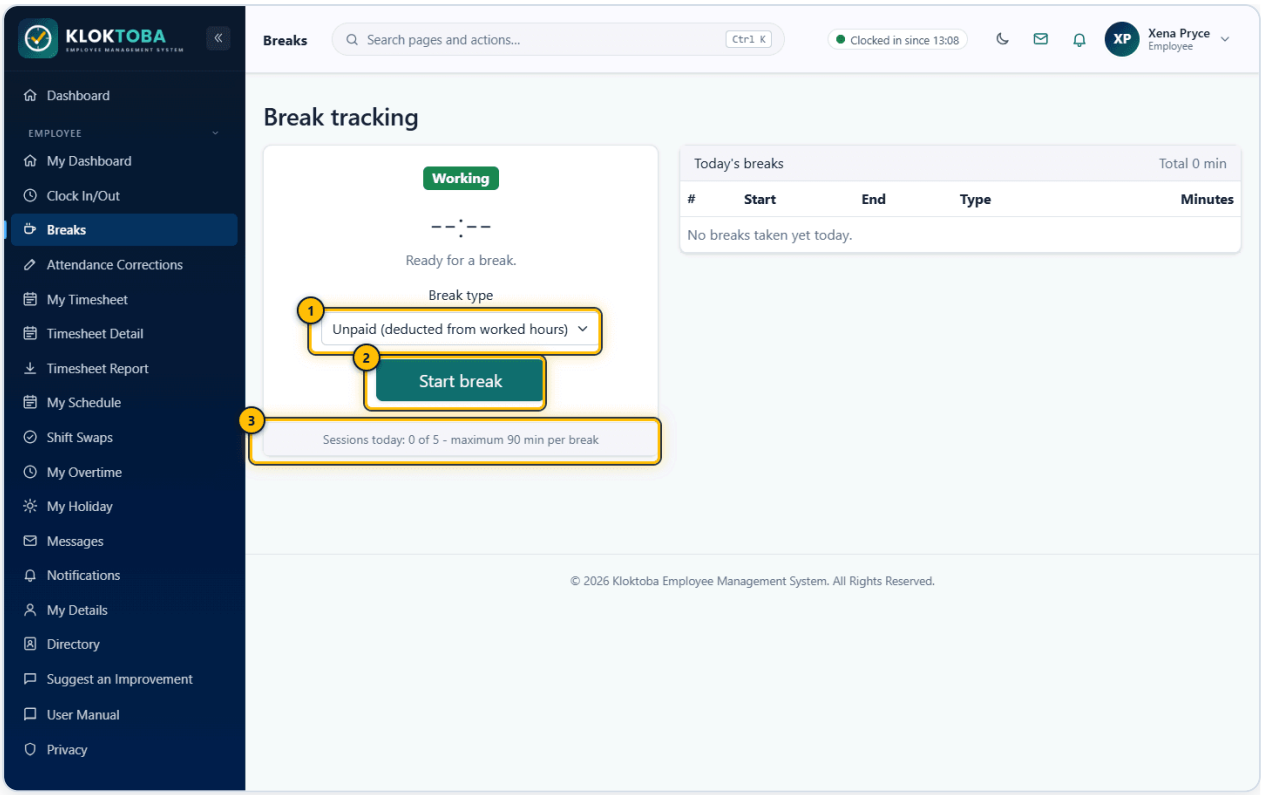
6.1 Starting and ending a break

Purpose	Records time away from work during a shift.
Business benefit	Unpaid breaks are deducted from worked hours; paid breaks count. Both are visible on the timeline.
User roles	Employee · Supervisor · HR · Admin

STEP-BY-STEP INSTRUCTIONS

1. Clock in first. You cannot take a break while clocked out.
2. Open **Employee > Breaks**. Choose the **Break type**: **Unpaid** (deducted from worked hours) or **Paid** (counts as worked time). The panel shows sessions used and the maximum minutes per break.

© 2026 Kloktoba. All rights reserved.

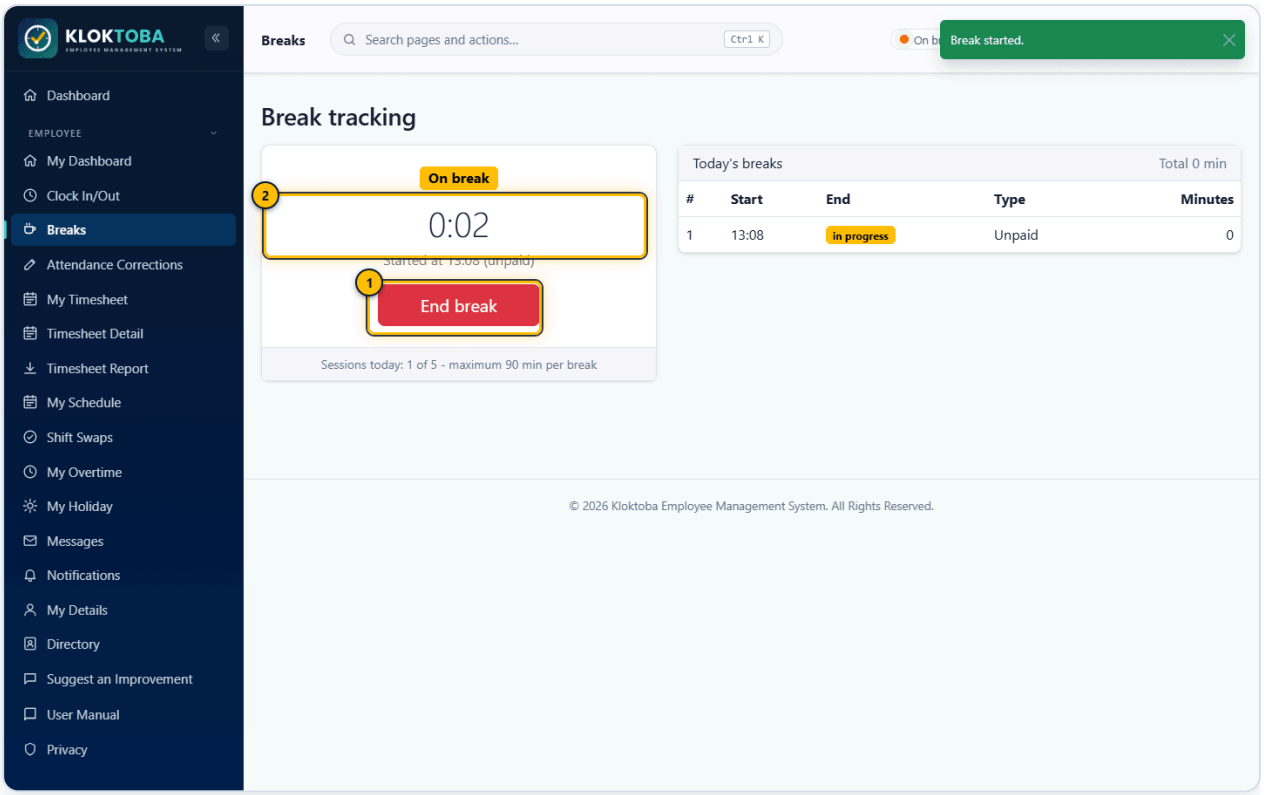


SS-011 – Break Management - start a break. Viewed as: Employee2.

1. Break type: Unpaid or Paid
2. Start break
3. Sessions used and the maximum minutes per break

3. Select **Start break**. The status changes to **On break** and a timer runs.

© 2026 Kloktoba. All rights reserved.

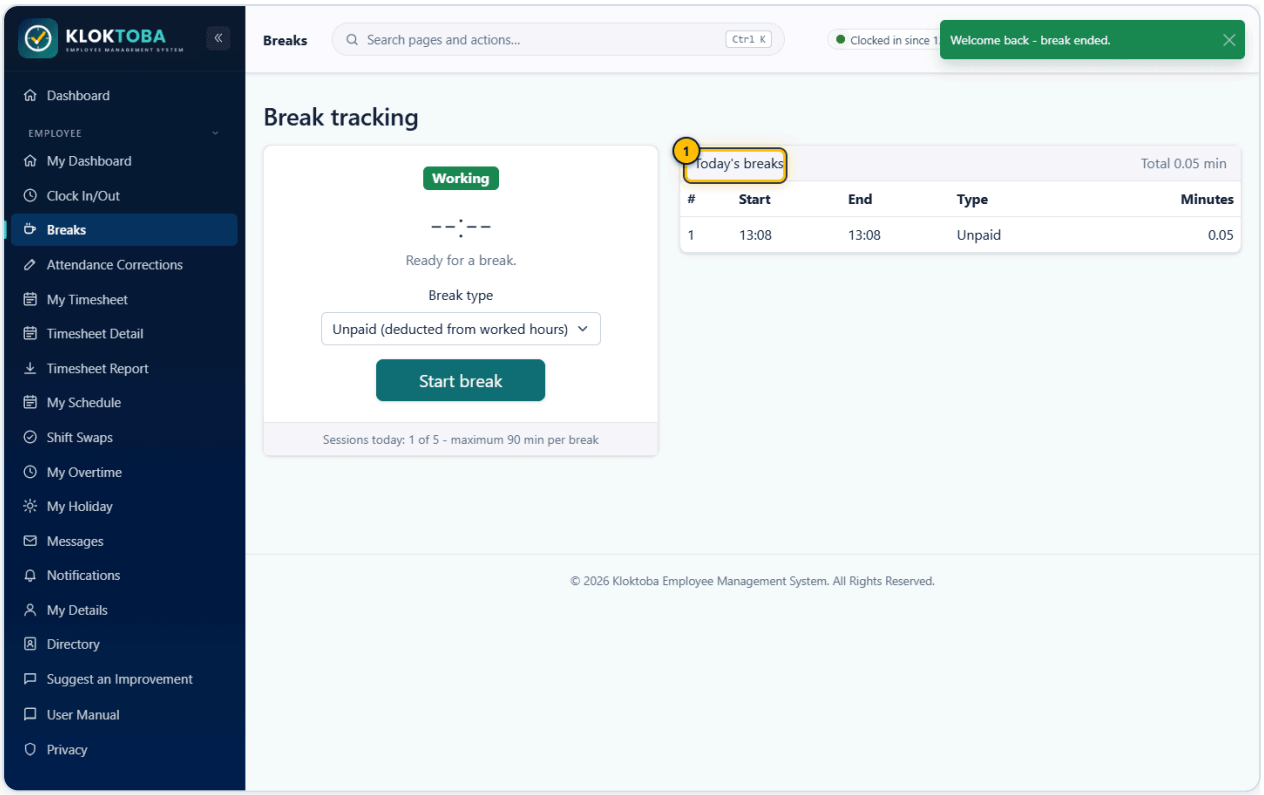


SS-012 – Break in progress. Viewed as: Employee2.

1. End break
2. Running timer

4. When you return, select **End break**. The break appears under **Today's breaks** with start, end, type and minutes.

© 2026 Kloktoba. All rights reserved.



SS-013 – Break ended - today's breaks. Viewed as: Employee2.

1. Today's breaks with start, end, type and minutes

EXPECTED RESULT

The break is recorded on your timeline and timesheet detail and included in break reports.

COMMON ERRORS

Error or mistake	What to do
Cannot start a break	You are not clocked in, you have reached the daily session limit, or you are already on a break.
Break rejected or an alert raised	It breaks a limit set in Break & Attendance Settings, such as the maximum minutes per break or the daily total.

TROUBLESHOOTING

Problem	Solution
I forgot to end a break	Submit an attendance correction and add the break times.

FREQUENTLY ASKED QUESTIONS

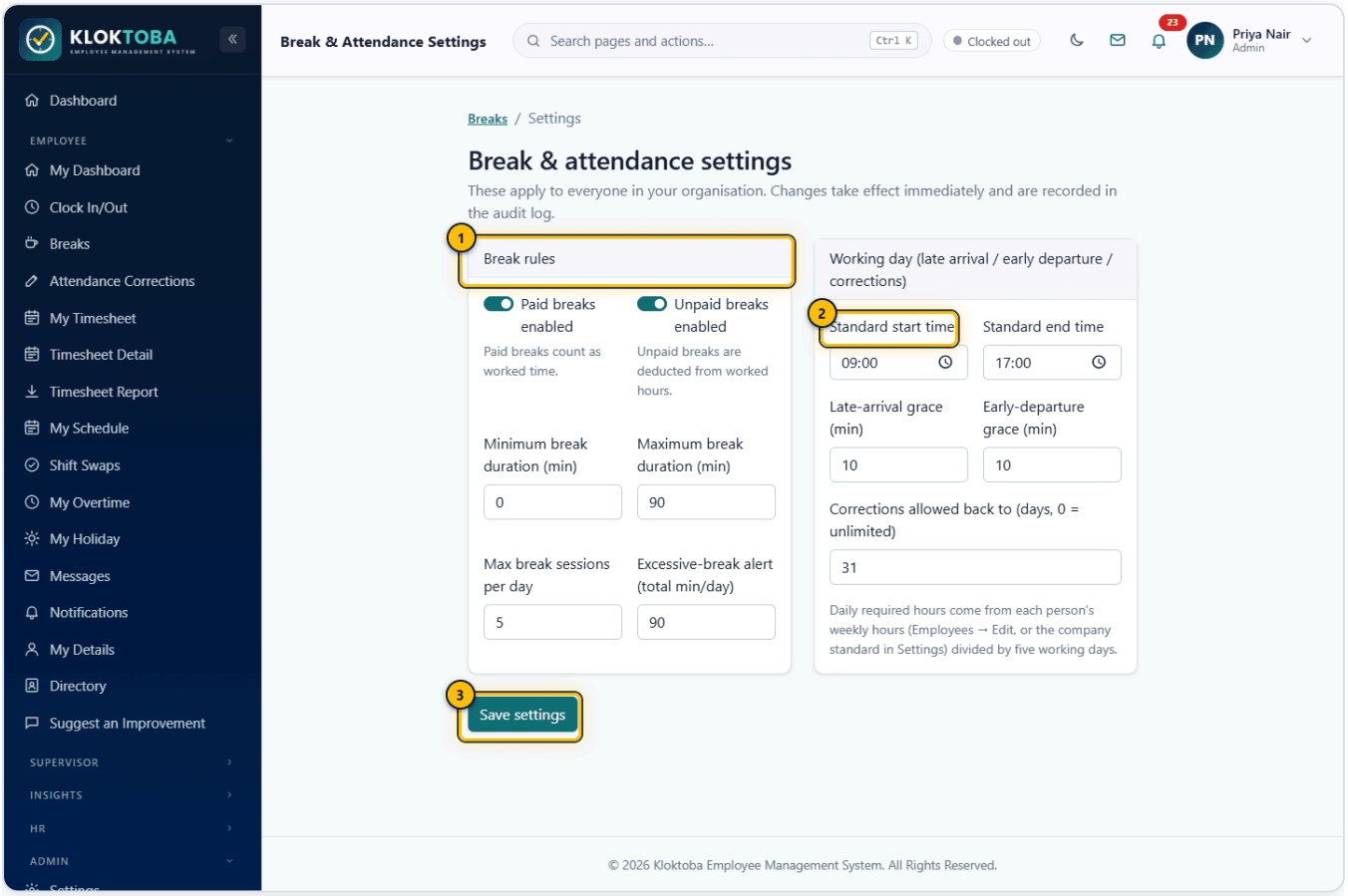
How many breaks can I take?

The default is 5 sessions a day, up to 90 minutes each, but your organisation sets these.

© 2026 Kloktoba. All rights reserved.

6.2 Break rules

HR and Admin set the rules under **Admin > Break & Attendance Settings**. They apply to everyone in the organisation, take effect immediately and are recorded in the audit log.



SS-052 – Break and attendance settings. Viewed as: Admin.

1. Break rules
2. Late arrival and early departure rules
3. Save settings

Setting	Effect
Paid breaks enabled / Unpaid breaks enabled	Which break types employees can choose.
Minimum and maximum break duration (min)	Shortest and longest allowed single break.
Max break sessions per day	Daily limit on break starts.
Excessive-break alert (total min/day)	Total daily break minutes that triggers an excessive-break alert.
Standard start and end time	Used to detect late arrival and early departure.
Late-arrival and early-departure grace (min)	Tolerance before someone is marked late or early.

© 2026 Kloktoba. All rights reserved.

Setting	Effect
Corrections allowed back to (days)	How far back employees may request corrections; 0 means unlimited.

ADMINISTRATOR ONLY

Administrator only (HR and Admin): break and attendance settings.

© 2026 Kloktoba. All rights reserved.

CHAPTER 7

Leave Management

Holiday allowance and requests, plus rota, shift swaps and overtime requests.

7.1 Leave types and balances

Kloktoba manages **annual holiday**. Holiday years run 1 January to 31 December with no carry-over. Only weekdays (Monday to Friday) count, and there is no public-holiday calendar yet, so bank holidays are not excluded automatically. The smallest bookable unit is half a day.

Your **Allowance** is the company standard unless HR has set a personal override. **Remaining** = Allowance, minus Approved, minus Pending.

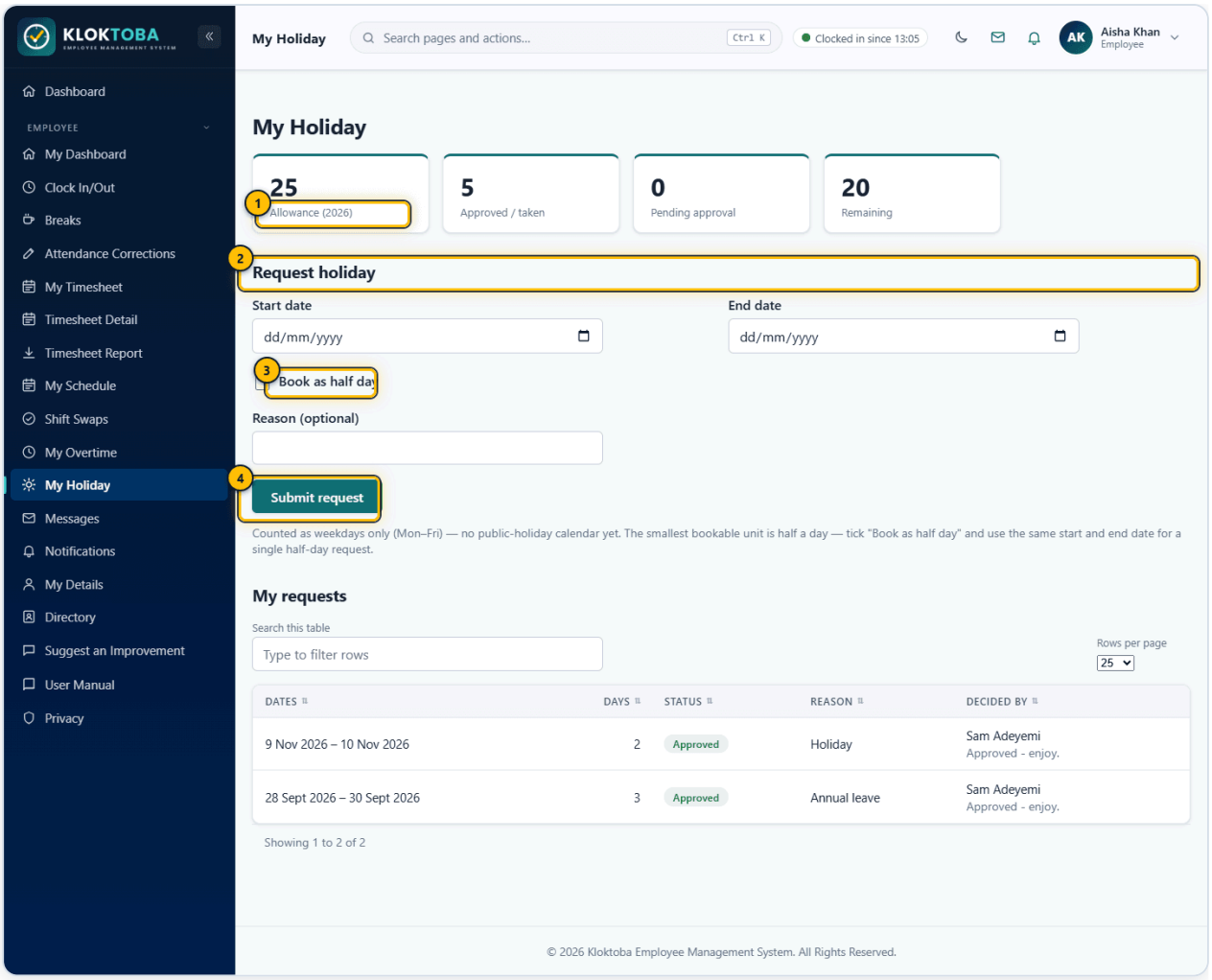
7.2 Requesting leave

Purpose	Books holiday and routes it for approval.
Business benefit	Clear balance and status for you; visibility of who is off for your supervisor.
User roles	Employee · Supervisor · HR · Admin

STEP-BY-STEP INSTRUCTIONS

1. Open **Employee > My Holiday**. Four figures show **Allowance**, **Approved / taken**, **Pending approval** and **Remaining**.

© 2026 Kloktoba. All rights reserved.



SS-021 – Leave - allowance and request form. Viewed as: Employee.

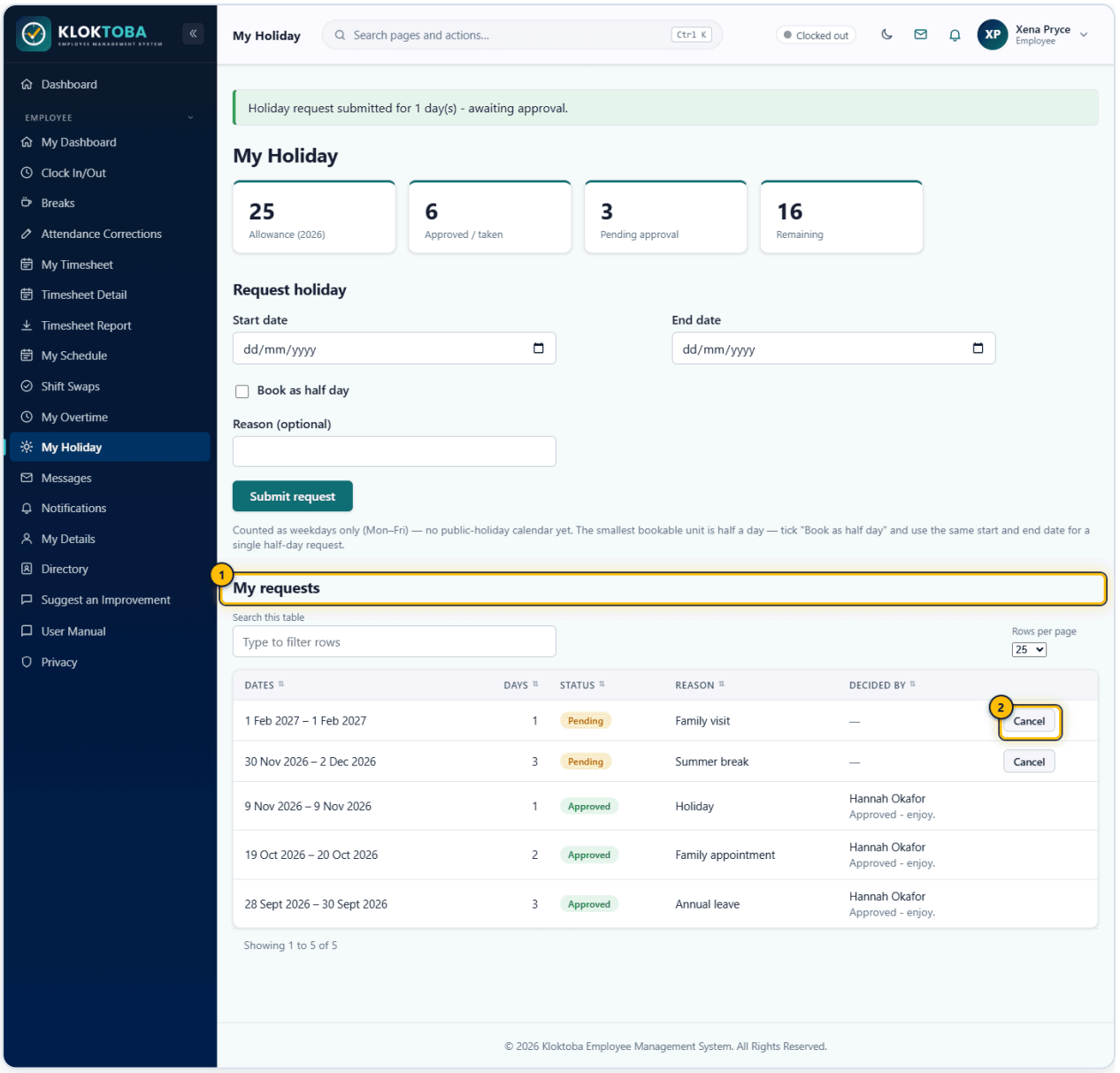
1. Allowance, approved, pending and remaining days
2. Request form
3. Half-day option
4. Submit request

2. Choose a **Start date** and **End date**. Tick **Book as half day** for a single half-day (start and end must match).

3. Add an optional reason and select **Submit request**.

4. Your request appears under **My requests** as **Pending**, with the approver shown once decided. **Cancel** is available only while it is Pending.

© 2026 Kloktoba. All rights reserved.



SS-022 – Leave request submitted - history. Viewed as: Employee2.

1. Request history with status
2. Cancel (only while Pending)

EXPECTED RESULT

You see "Holiday request submitted ... awaiting approval". The Remaining figure drops to reflect the pending days.

COMMON ERRORS

Error or mistake	What to do
Start date in the past	Choose a future date.
End before start	Correct the dates.
Dates overlap another pending or approved request	Adjust dates or cancel the other request.

© 2026 Kloktoba. All rights reserved.

TROUBLESHOOTING

Problem	Solution
I cannot cancel an approved request	Cancelling is only possible while Pending. Contact your supervisor or HR.

FREQUENTLY ASKED QUESTIONS

Will I be emailed when it is decided?

Check **My Holiday** for the status and decision note. Leave decisions are shown on the page.

Can I carry over days?

No. The year runs 1 January to 31 December.

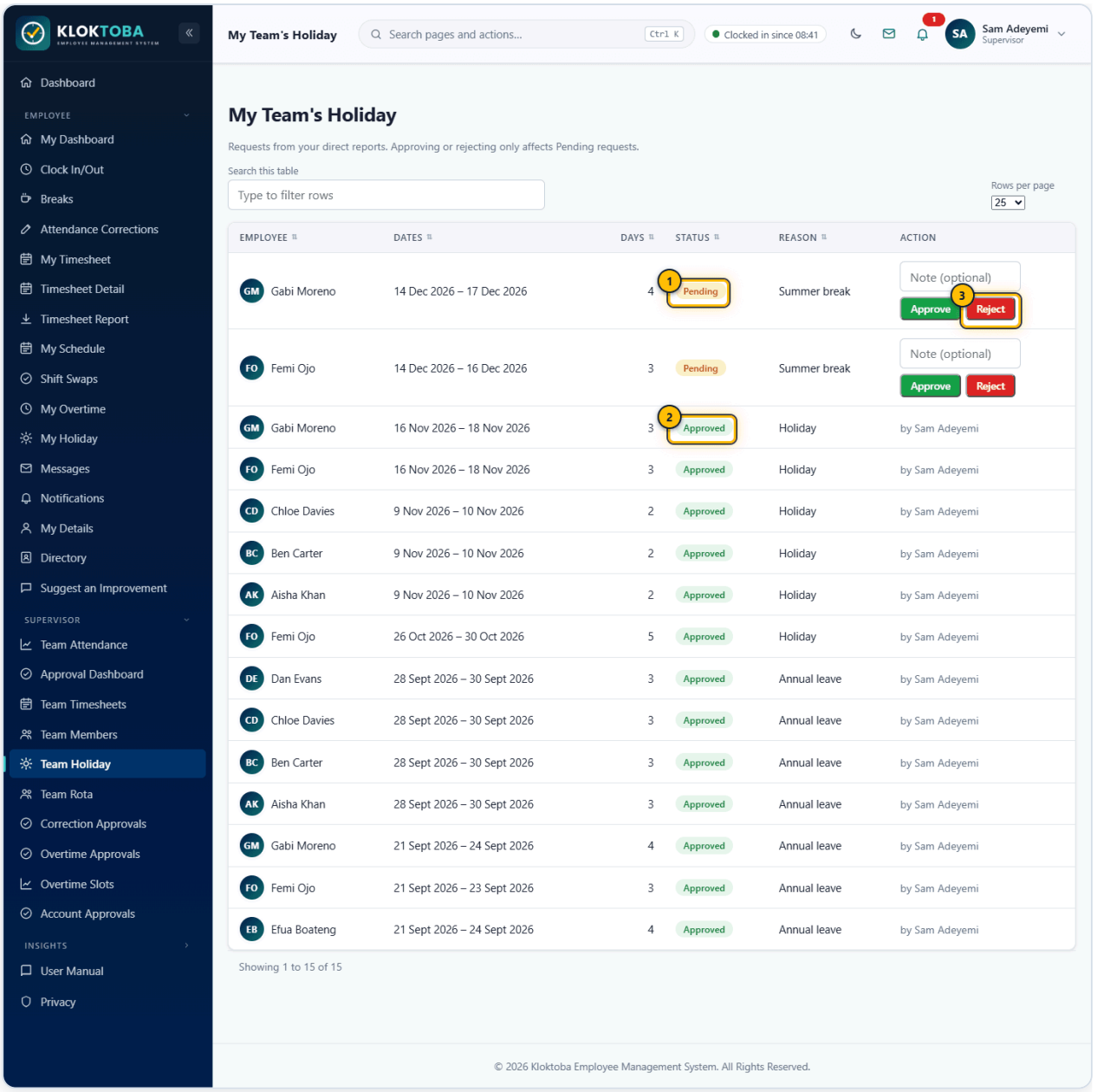
7.3 Approving leave

Purpose	Lets supervisors, HR and Admin approve or reject holiday requests.
Business benefit	Prevents clashes and keeps balances accurate.
User roles	Supervisor · HR · Admin

STEP-BY-STEP INSTRUCTIONS

1. Supervisors open **Team Holiday** to see direct reports' requests. Pending requests show **Approve** and **Reject** with an optional note.

© 2026 Kloktoba. All rights reserved.

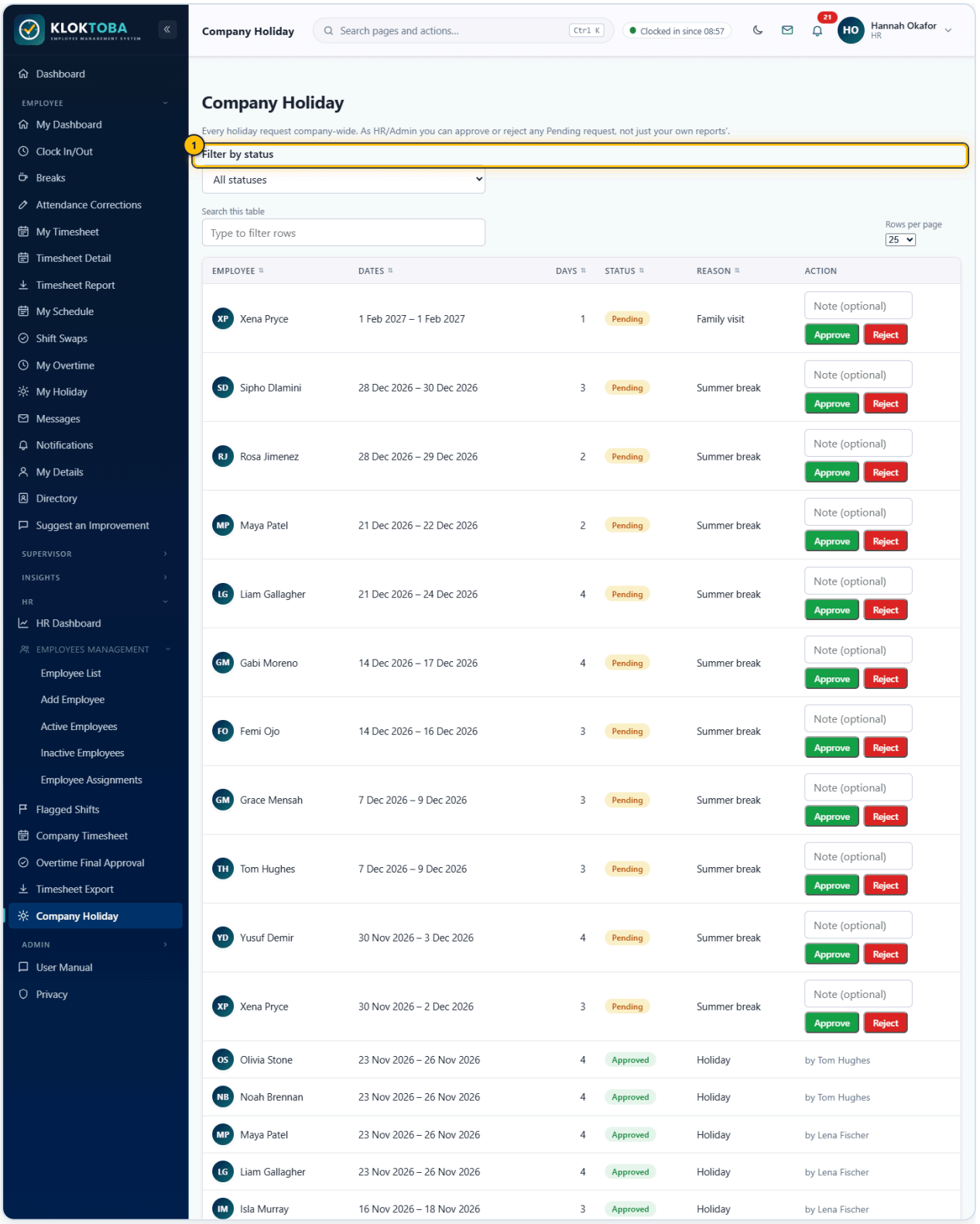


SS-023 – Team Holiday - pending approval. Viewed as: Supervisor.

1. Pending request
2. Approve
3. Reject

2. HR and Admin open **Company Holiday**, filter by status, and decide any pending request in the organisation, including their own where no one is above them.

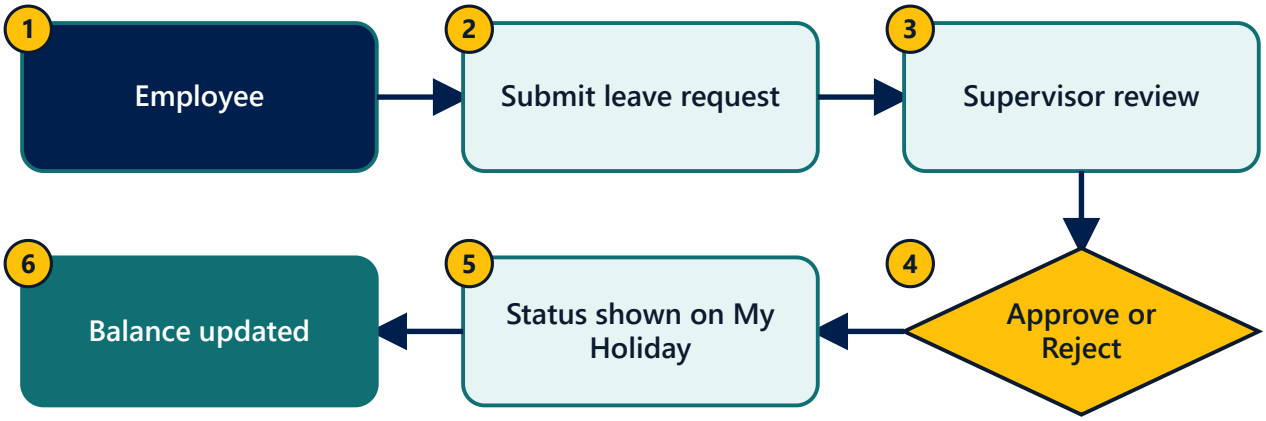
© 2026 Kloktoba. All rights reserved.



SS-024 – Company Holiday (HR/Admin). Viewed as: HR.

1 Filter by status

© 2026 Kloktoba. All rights reserved.



FL-002 – Leave approval workflow. Approved days count against the balance; a Pending request can be cancelled by the employee. HR and Admin can decide any request on Company Holiday.

EXPECTED RESULT

The employee sees the new status and your note on My Holiday, and approved days count against their balance.

COMMON ERRORS

Error or mistake	What to do
Request already decided	Only pending requests can be approved or rejected.

TROUBLESHOOTING

Problem	Solution
A request is missing from Team Holiday	It only lists your direct reports. HR and Admin use Company Holiday.

FREQUENTLY ASKED QUESTIONS

Is there a leave calendar?

Not yet. Who is off in the next 14 days is shown on the Dashboard and My Timesheet.

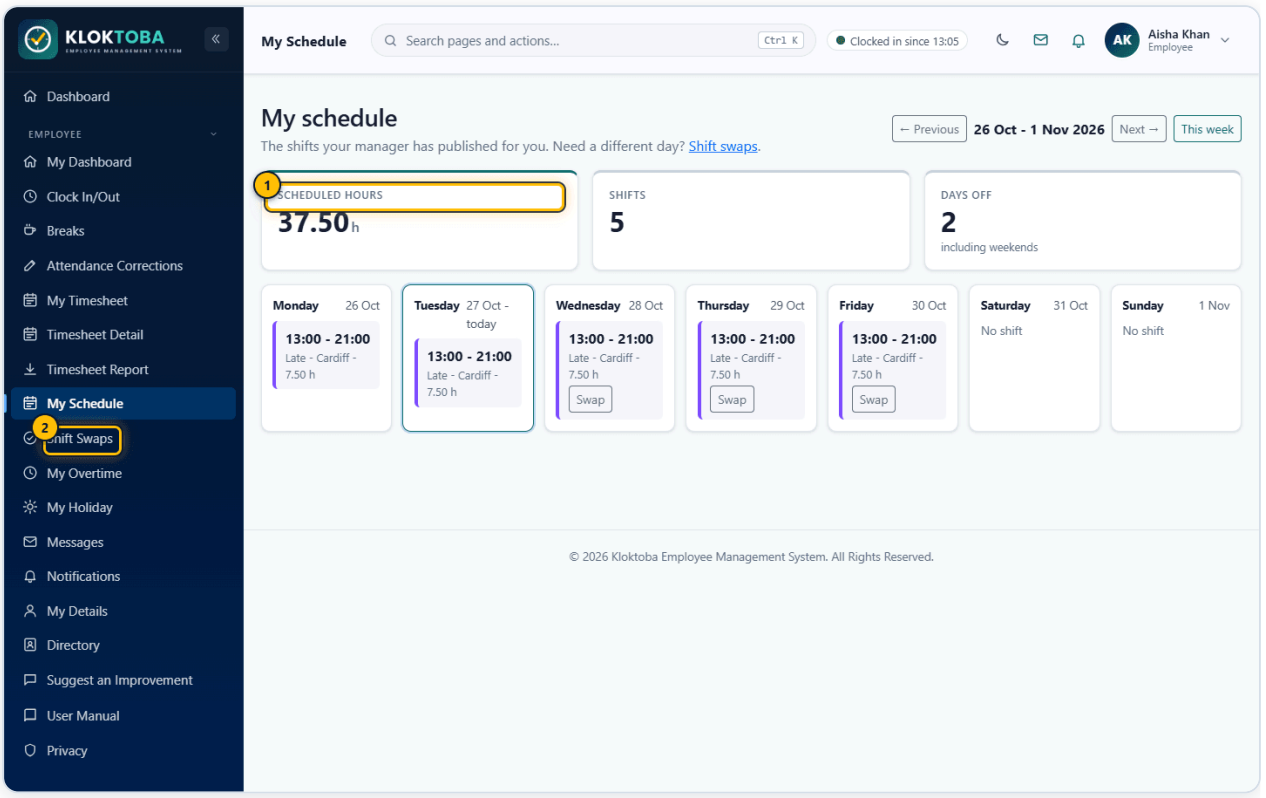
7.4 My schedule, shift swaps and overtime

Purpose	Shows your published shifts and lets you swap shifts or book approved overtime.
Business benefit	You see your rota in advance and can resolve clashes with colleagues.
User roles	Employee · Supervisor · HR · Admin

© 2026 Kloktoba. All rights reserved.

STEP-BY-STEP INSTRUCTIONS

1. Open **My Schedule** to see the shifts your manager has published for the week, scheduled hours and days off.



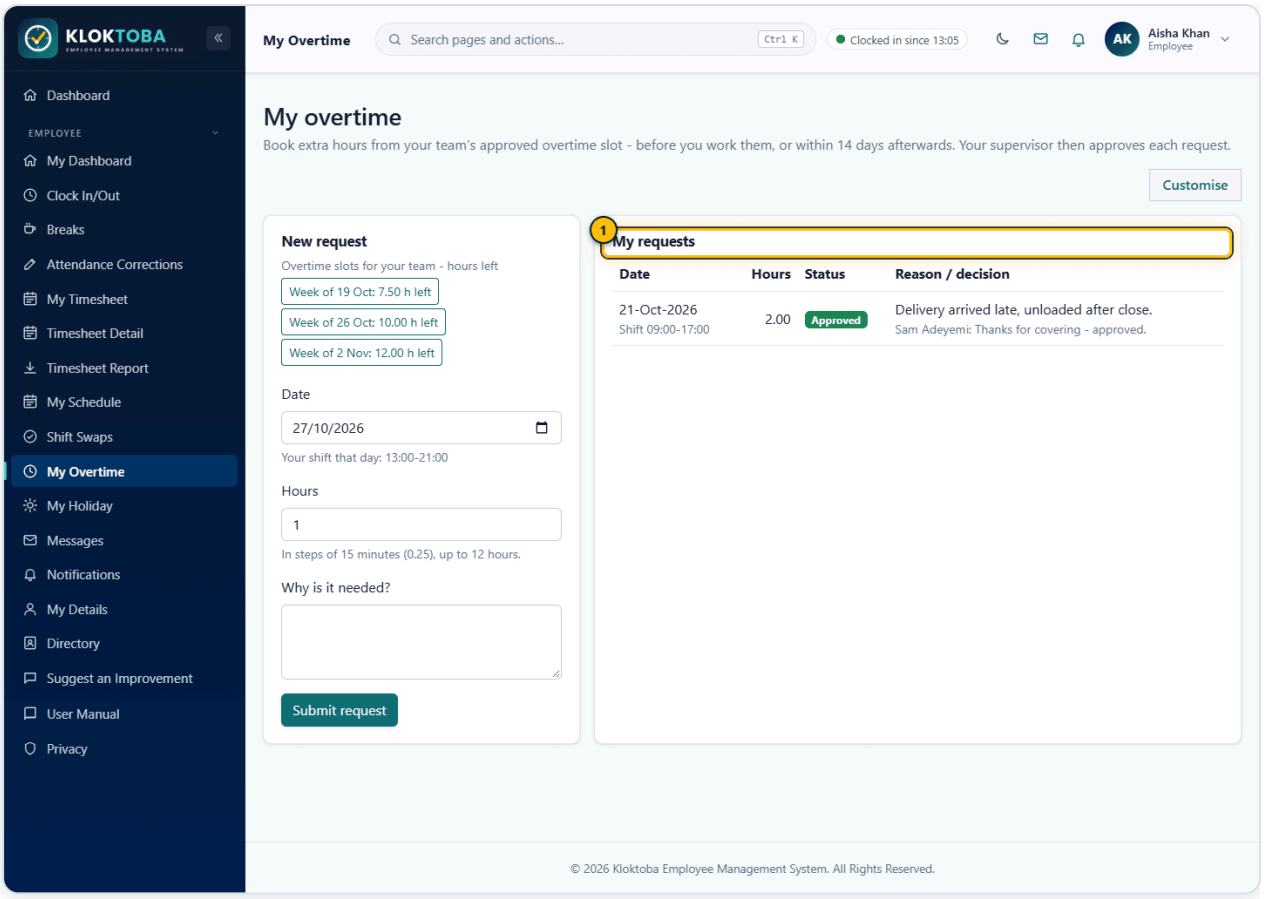
SS-025 – My schedule. Viewed as: Employee.

1. Scheduled hours for the week
2. Start a swap

2. To swap a shift with a colleague who has the same supervisor, start the swap from **My Schedule**. The colleague agrees first, then your supervisor approves. Track it under **Shift Swaps**.

3. To book extra hours open **My Overtime**. You can only book from an approved team overtime slot, before working the hours or within 14 days afterwards, in steps of 15 minutes up to 12 hours.

© 2026 Kloktoba. All rights reserved.



SS-027 – My overtime. Viewed as: Employee.

1. Your overtime requests and their status

EXPECTED RESULT

Swaps and overtime requests show their status and decision notes.

COMMON ERRORS

Error or mistake	What to do
No overtime slot available	Ask your supervisor to request a slot from HR or Admin.

TROUBLESHOOTING

Problem	Solution
I cannot swap with a colleague	Both of you must have the same supervisor and their shifts must not overlap yours.

FREQUENTLY ASKED QUESTIONS

Who approves overtime?

Your supervisor approves each request from an HR-approved slot.

© 2026 Kloktoba. All rights reserved.

CHAPTER 8

Supervisor Functions

Everything a Supervisor needs to manage a team. Also available to HR and Admin.

SUPERVISOR ONLY

Supervisor only: the functions in this chapter appear under the **Supervisor** group in the sidebar (reports and insights are under **Insights**). HR and Admin can use them for their own reports and organisation-wide where stated.

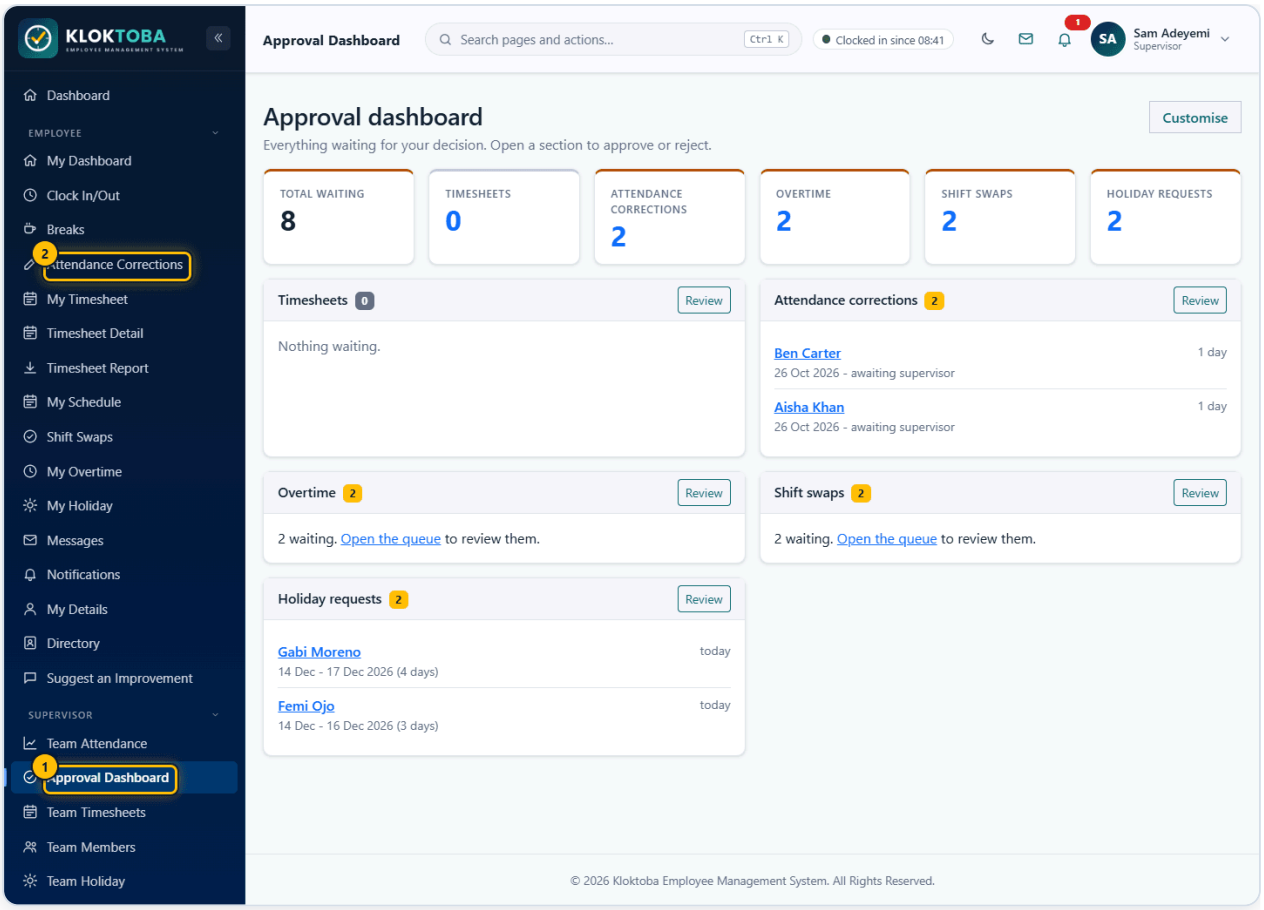
8.1 Approval dashboard

Purpose	Shows everything waiting for your decision in one place.
Business benefit	Nothing is missed and the oldest requests are dealt with first.
User roles	Supervisor HR Admin

STEP-BY-STEP INSTRUCTIONS

1. Open **Supervisor > Approval Dashboard**.

© 2026 Kloktoba. All rights reserved.



SS-082 – Approval dashboard. Viewed as: Supervisor.

1. Everything waiting for your decision
2. One card per approval type, with a count

2. Each card shows how many items are waiting, with the oldest few: **Timesheets**, **Attendance corrections**, **Overtime** (for HR and Admin this includes overtime worked that a supervisor has recommended and that needs final approval), **Shift swaps** and **Holiday requests**.

3. Select an item, or the card's review link, to open the usual approval screen and decide it there.

EXPECTED RESULT

Counts go down as you decide items on their own screens.

COMMON ERRORS

Error or mistake	What to do
A card shows "Couldn't load this section"	That one approval type failed to load; the others are unaffected. Try again shortly.

TROUBLESHOOTING

Problem	Solution
An item is missing	Supervisors see their direct reports; HR and Admin see their organisation.

© 2026 Kloktoba. All rights reserved.

FREQUENTLY ASKED QUESTIONS

Can I approve from the dashboard?

No. It summarises and links; decisions are made on each approval screen so the usual rules always apply.

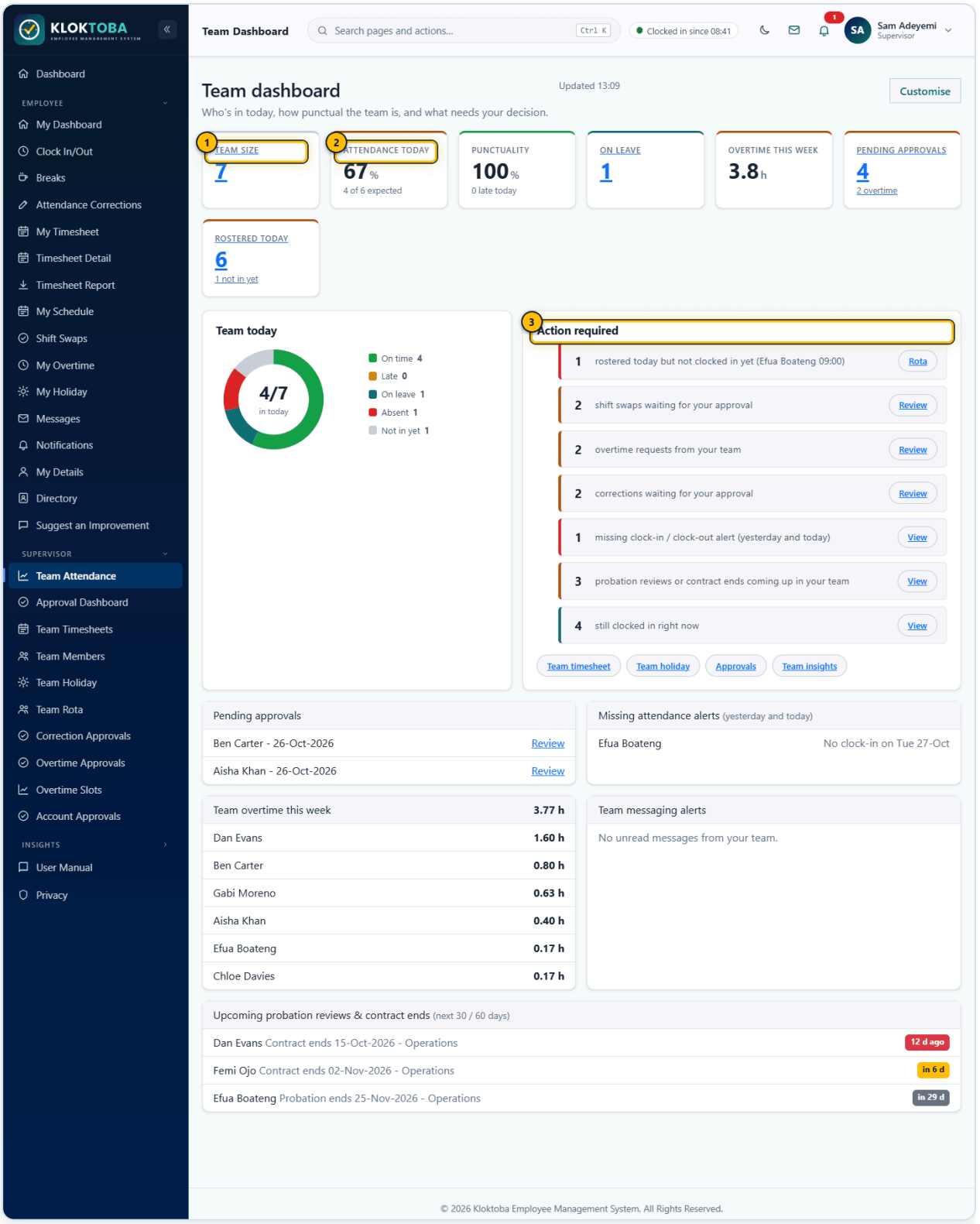
8.2 Team attendance and the team dashboard

Purpose	Shows who is in today, punctuality and what needs your decision.
Business benefit	Spot gaps early and clear your approval queue in one place.
User roles	Supervisor HR Admin

STEP-BY-STEP INSTRUCTIONS

1. Open **Supervisor > Team Attendance**.

© 2026 Kloktoba. All rights reserved.



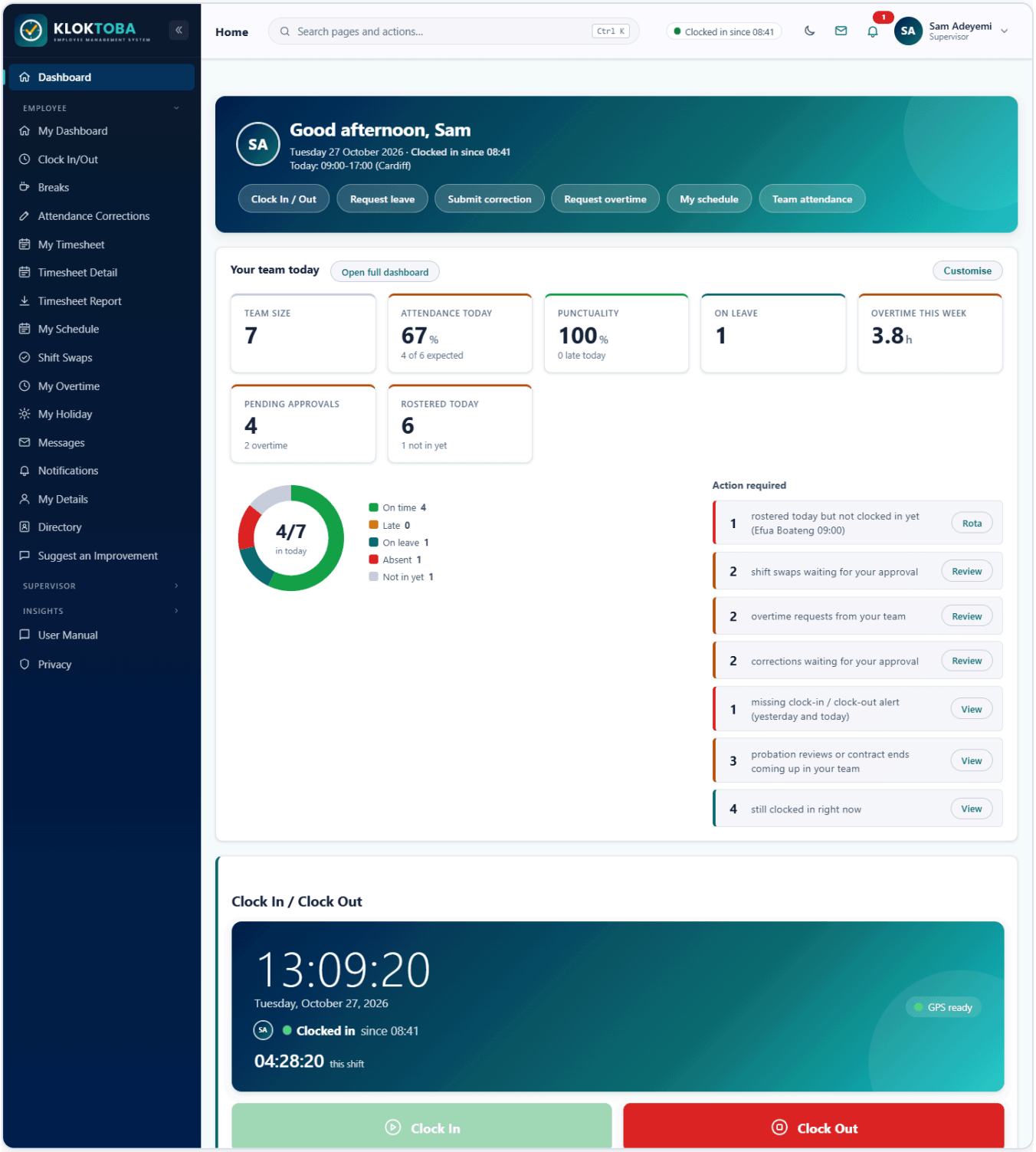
SS-031 – Team dashboard (Supervisor). Viewed as: Supervisor.

1. Team size
2. Attendance today
3. Action required queue

2. Review **Team size**, **Attendance today**, **Punctuality**, **On leave**, **Overtime this week** and **Pending approvals**.

© 2026 Kloktoba. All rights reserved.

3 Work down **Action required**: swaps, overtime, corrections, and probation or contract reminders. Each row has a **Review** link.



SS-030 – Supervisor home dashboard. Viewed as: Supervisor.

EXPECTED RESULT

Items disappear from the queue once you decide them.

© 2026 Kloktoba. All rights reserved.

COMMON ERRORS

Error or mistake	What to do
The team shows zero	You have no direct reports yet; HR assigns managers on the employee record.

TROUBLESHOOTING

Problem	Solution
A report is not listed	Only direct reports are included.

FREQUENTLY ASKED QUESTIONS

What does Rostered today mean?

People with a published shift today and how many have not clocked in yet.

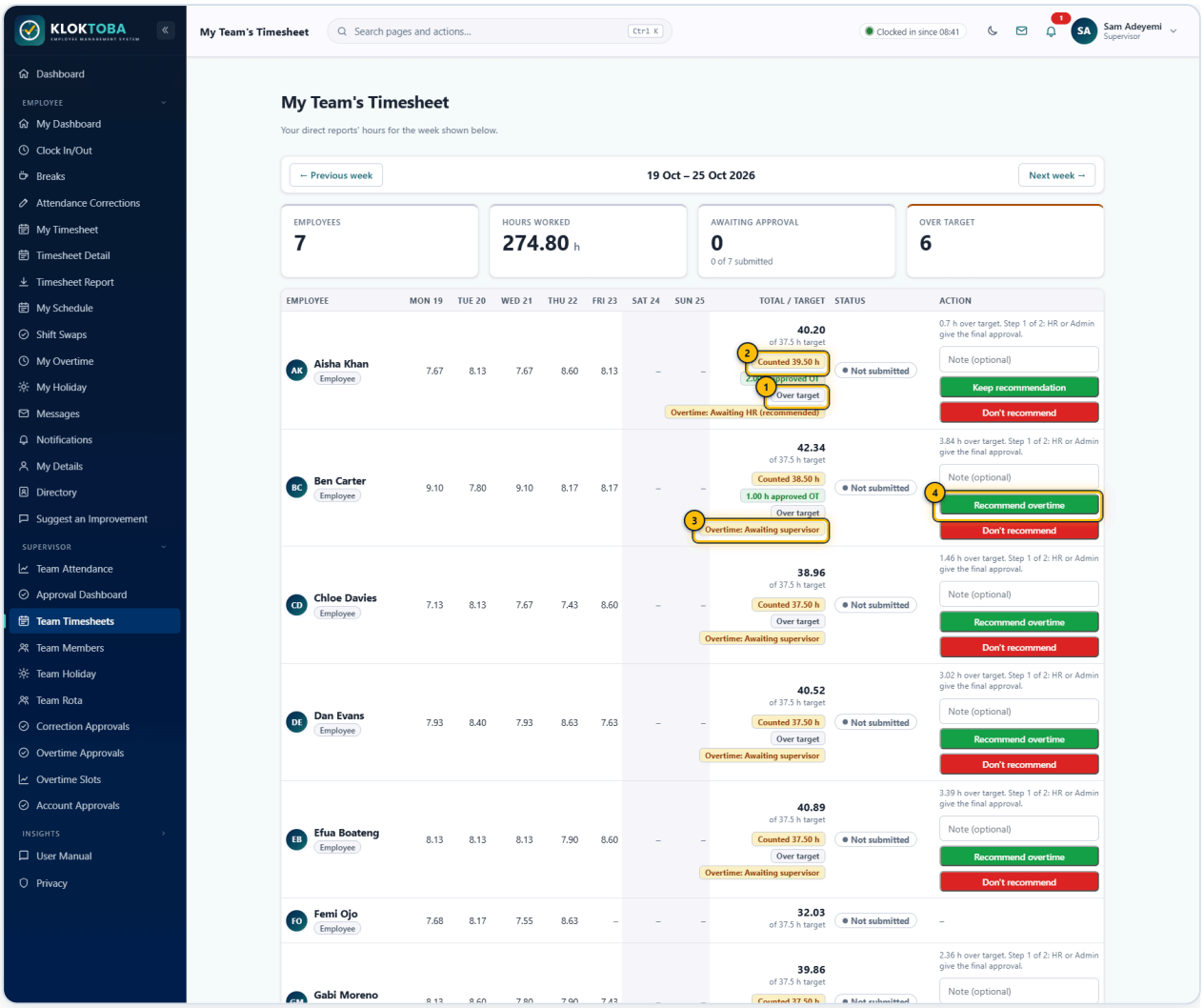
8.3 Team timesheets and recommending overtime

Purpose	Reviews your team's weekly hours, approves submissions and recommends overtime worked.
Business benefit	Timesheets and overtime are signed off before payroll.
User roles	Supervisor · HR · Admin

STEP-BY-STEP INSTRUCTIONS

1. Open **Team Timesheets**. Use the week links to move between weeks. Summary tiles show employees, hours, awaiting approval and over target.

© 2026 Kloktoba. All rights reserved.

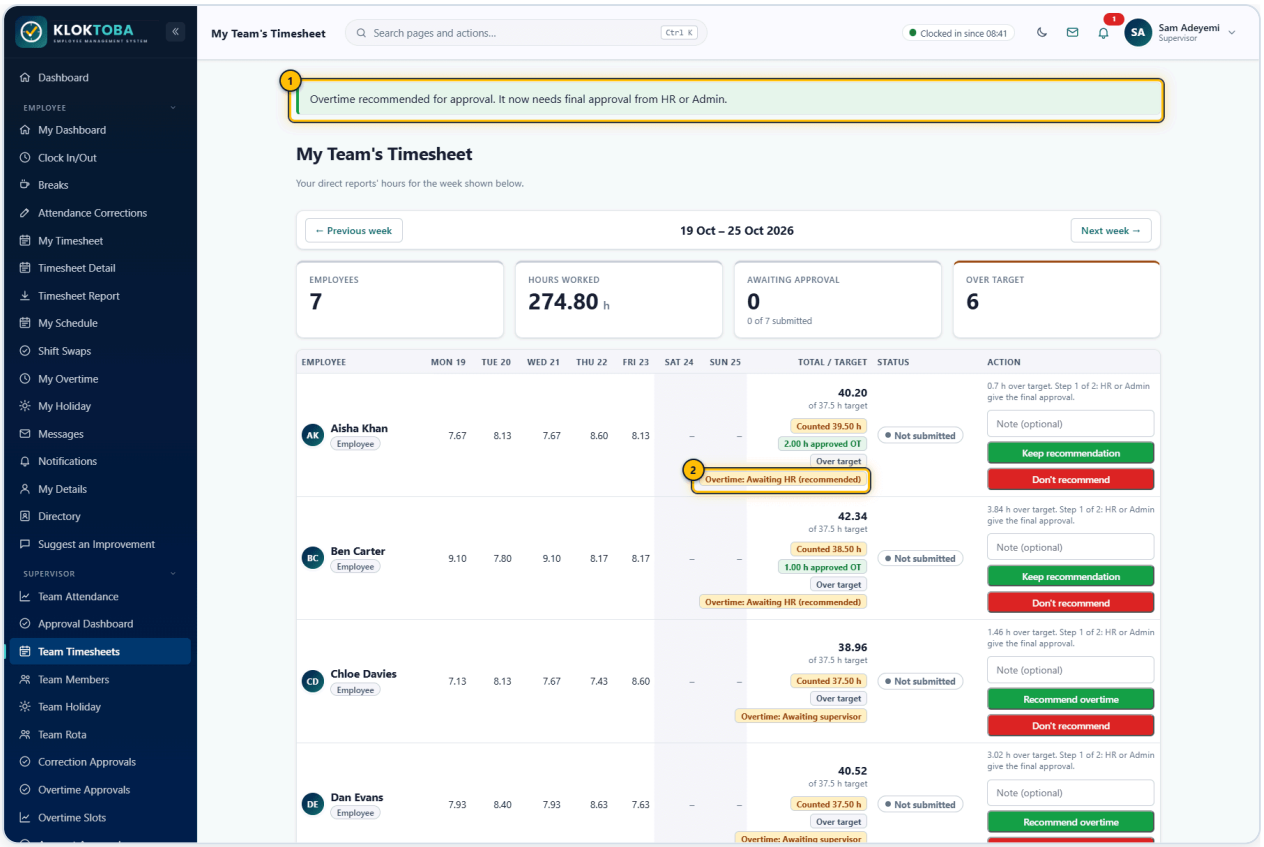


SS-032 – Team timesheets. Viewed as: Supervisor.

1. People over their weekly target
2. Hours that count until the overtime is approved
3. Overtime status
4. Step 1 of 2: recommend (or don't recommend) the overtime

2. For a **Pending** week add an optional note and select **Approve** or **Reject**.
3. For a week over target, select **Recommend overtime** or **Don't recommend** (step 1 of 2). HR or Admin then give the final approval (Overtime final approval). This is separate from approving the timesheet.

© 2026 Kloktoba. All rights reserved.



SS-081 – Overtime recommended by the supervisor. Viewed as: Supervisor.

1 Confirmation: the overtime now needs final approval from HR or Admin

2 New status

EXPECTED RESULT

Status updates for the employee. You can change your recommendation until HR or Admin decide. Until overtime has final approval the week counts at the target, shown as **Counted** on the row.

COMMON ERRORS

Error or mistake	What to do
Cannot decide someone's timesheet	Supervisors can only decide their direct reports. HR and Admin can decide anyone's.
"Only this person's supervisor can recommend their overtime."	Recommending is for the employee's own supervisor.

TROUBLESHOOTING

Problem	Solution
Flagged badge shown	A shift was auto-closed. HR corrects it from Flagged Shifts.

© 2026 Kloktoba. All rights reserved.

FREQUENTLY ASKED QUESTIONS

Does rejecting overtime change pay?

Yes: hours over target that are not approved do not count, so the week is paid at the target.

What if the overtime was requested in advance?

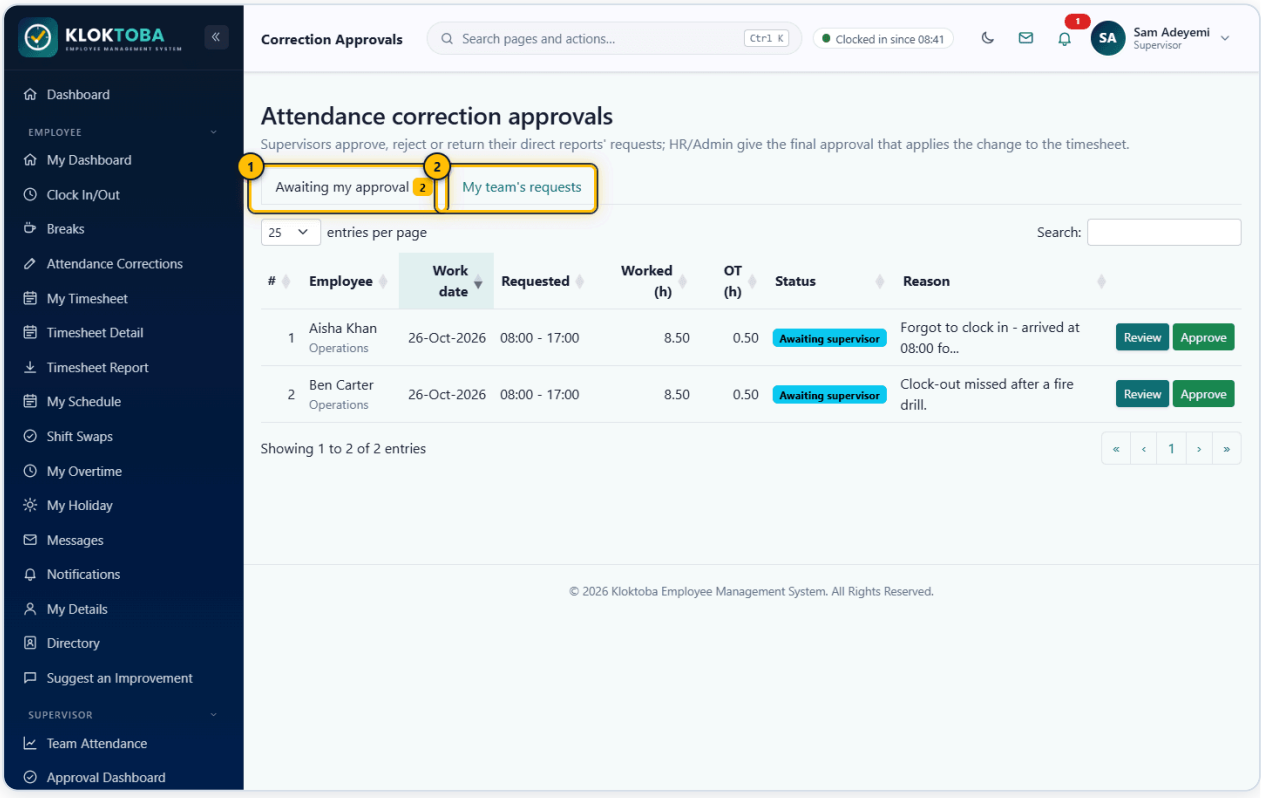
Hours approved through an overtime request count automatically and are not part of this step.

8.4 Approval queues

Purpose	One place for each kind of request that needs your decision.
Business benefit	Predictable turnaround; employees always know the status.
User roles	Supervisor · HR · Admin

STEP-BY-STEP INSTRUCTIONS

1. **Correction Approvals:** on **Awaiting my approval**, open a request and **Approve**, **Reject** or **Return** it with a comment. Returning asks the employee for clarification.

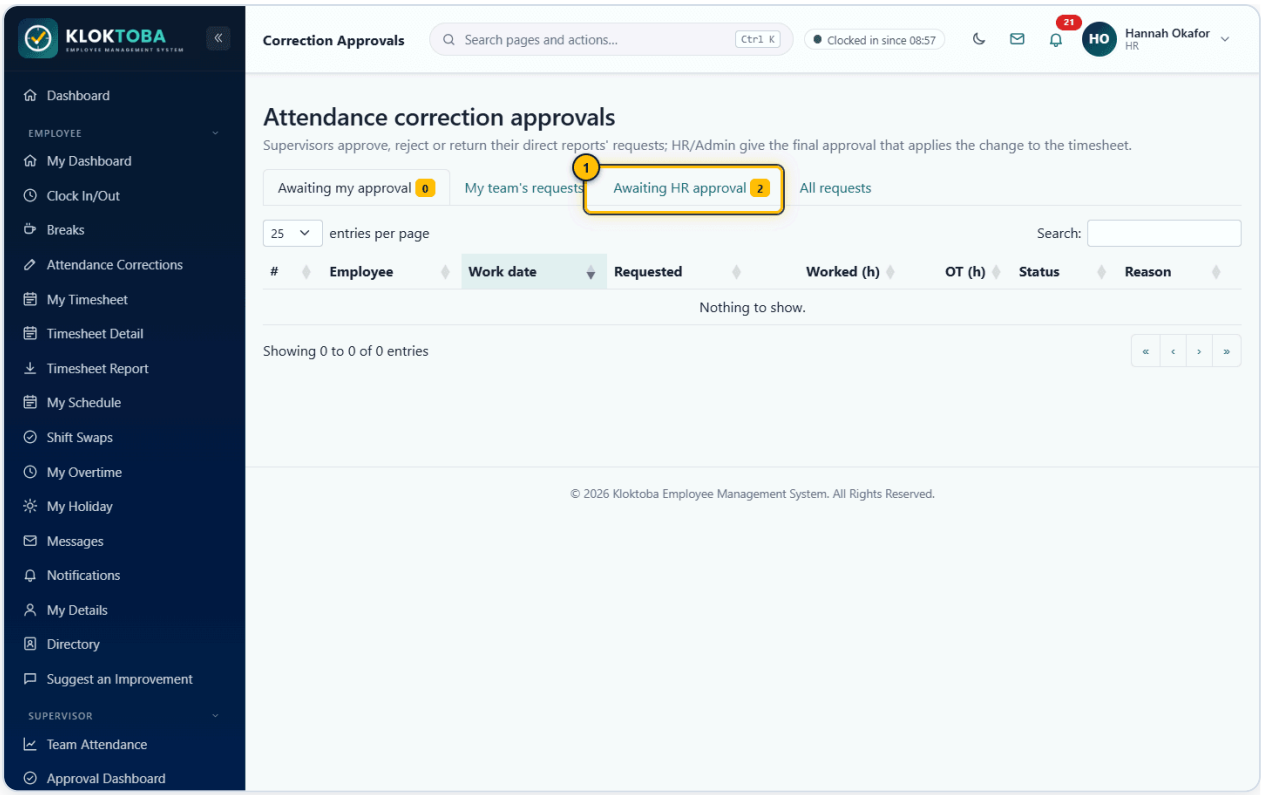


SS-019 – Correction approvals (Supervisor). Viewed as: Supervisor.

1. Queue awaiting your decision
2. Everything your team has submitted

2. HR and Admin use **Awaiting HR approval** to give final approval. Only then does the timesheet change.

© 2026 Kloktoba. All rights reserved.

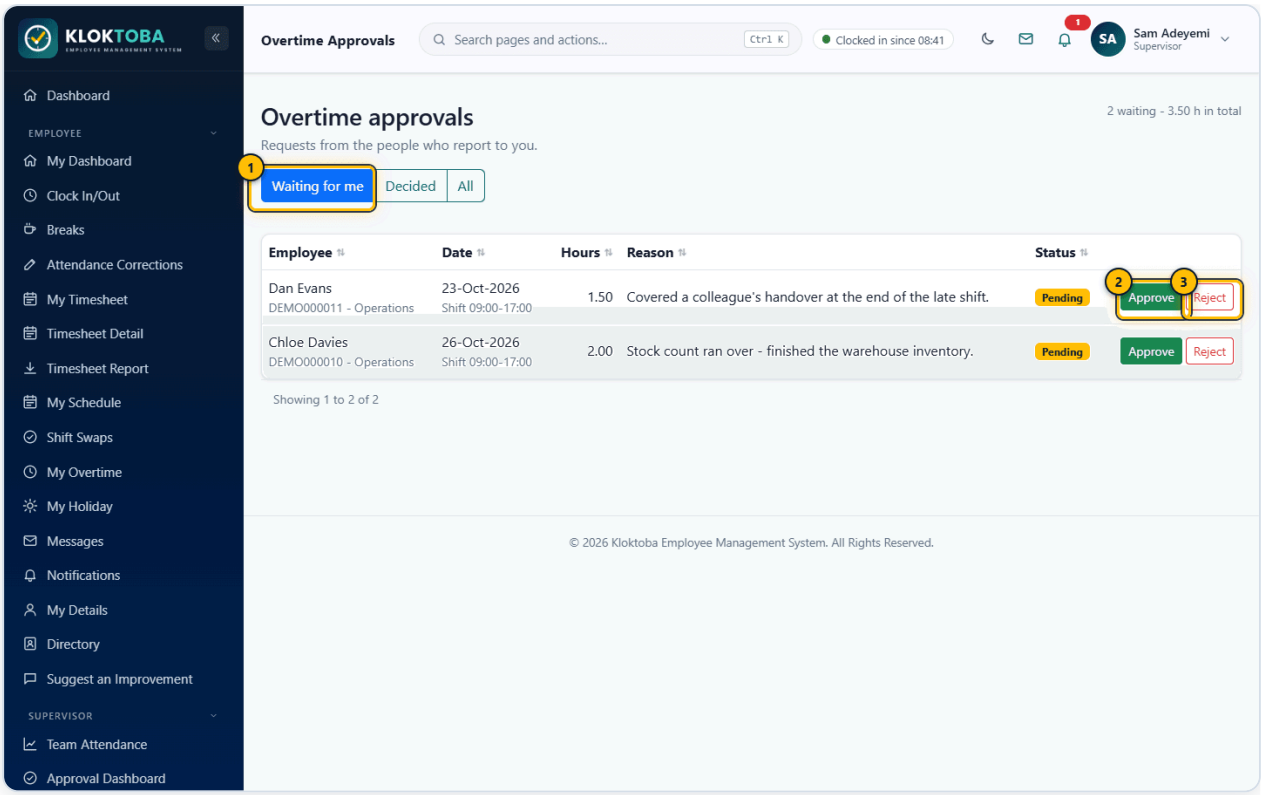


SS-020 – Correction approvals (HR final approval). Viewed as: HR.

1 HR gives the final approval that changes the timesheet

3 **Overtime Approvals:** filter by **Waiting for me**, **Decided** or **All**, then **Approve** or **Reject**. You cannot decide your own request.

© 2026 Kloktoba. All rights reserved.

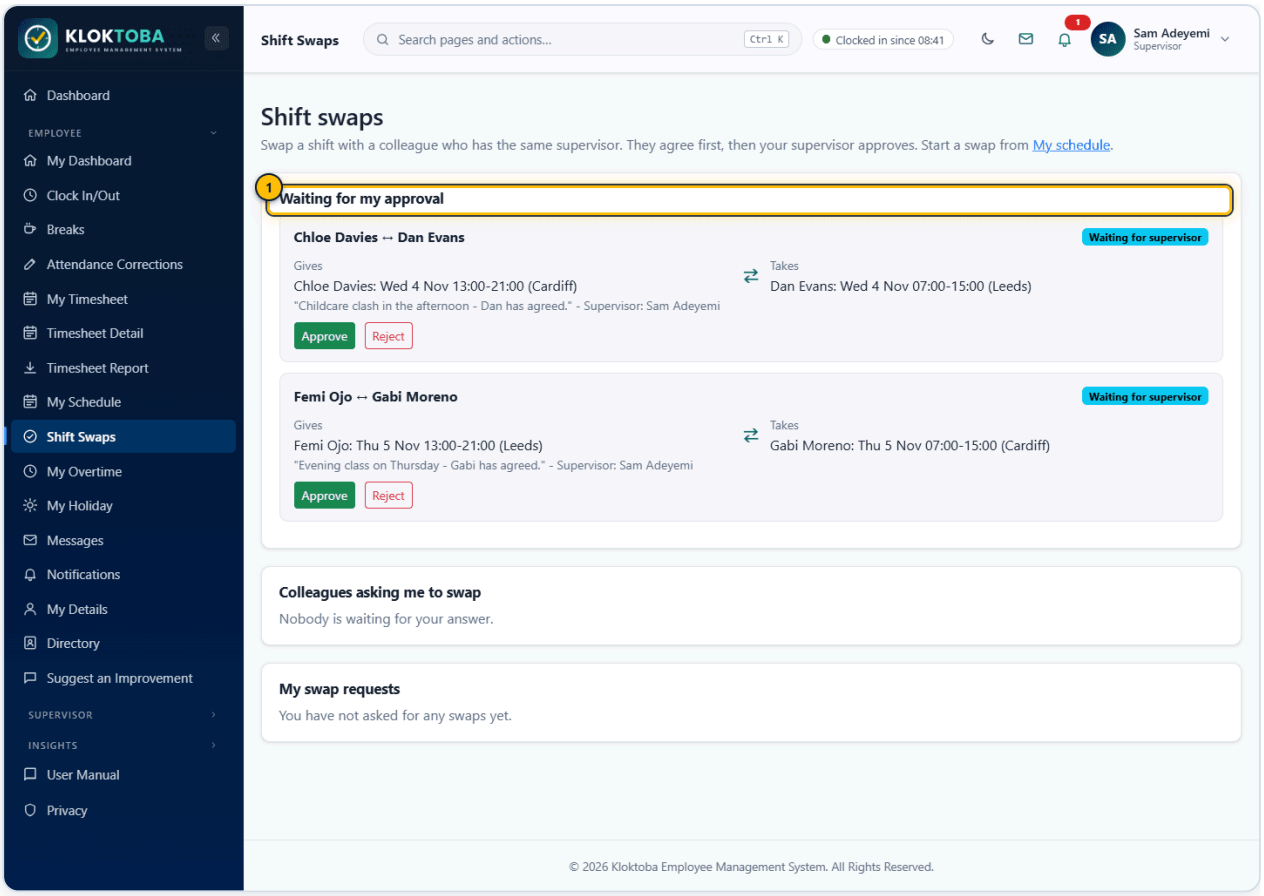


SS-028 – Overtime approvals. Viewed as: Supervisor.

1. Filter: waiting, decided, all
2. Approve
3. Reject

4. **Shift Swaps:** under **Waiting for my approval**, **Approve** or **Reject** a swap once both colleagues have agreed.

© 2026 Kloktoba. All rights reserved.



SS-026 – Shift swaps. Viewed as: Supervisor.

1. Swaps waiting for your decision

EXPECTED RESULT

The employee is notified and the item moves to its next stage or final state.

COMMON ERRORS

Error or mistake	What to do
Approve button missing	The item is not at your stage, or it is your own request.

TROUBLESHOOTING

Problem	Solution
A request seems stuck	Check which stage it is at: supervisor first, then HR for corrections.

FREQUENTLY ASKED QUESTIONS

What does Returned mean?

You asked the employee a question. They update and resubmit.

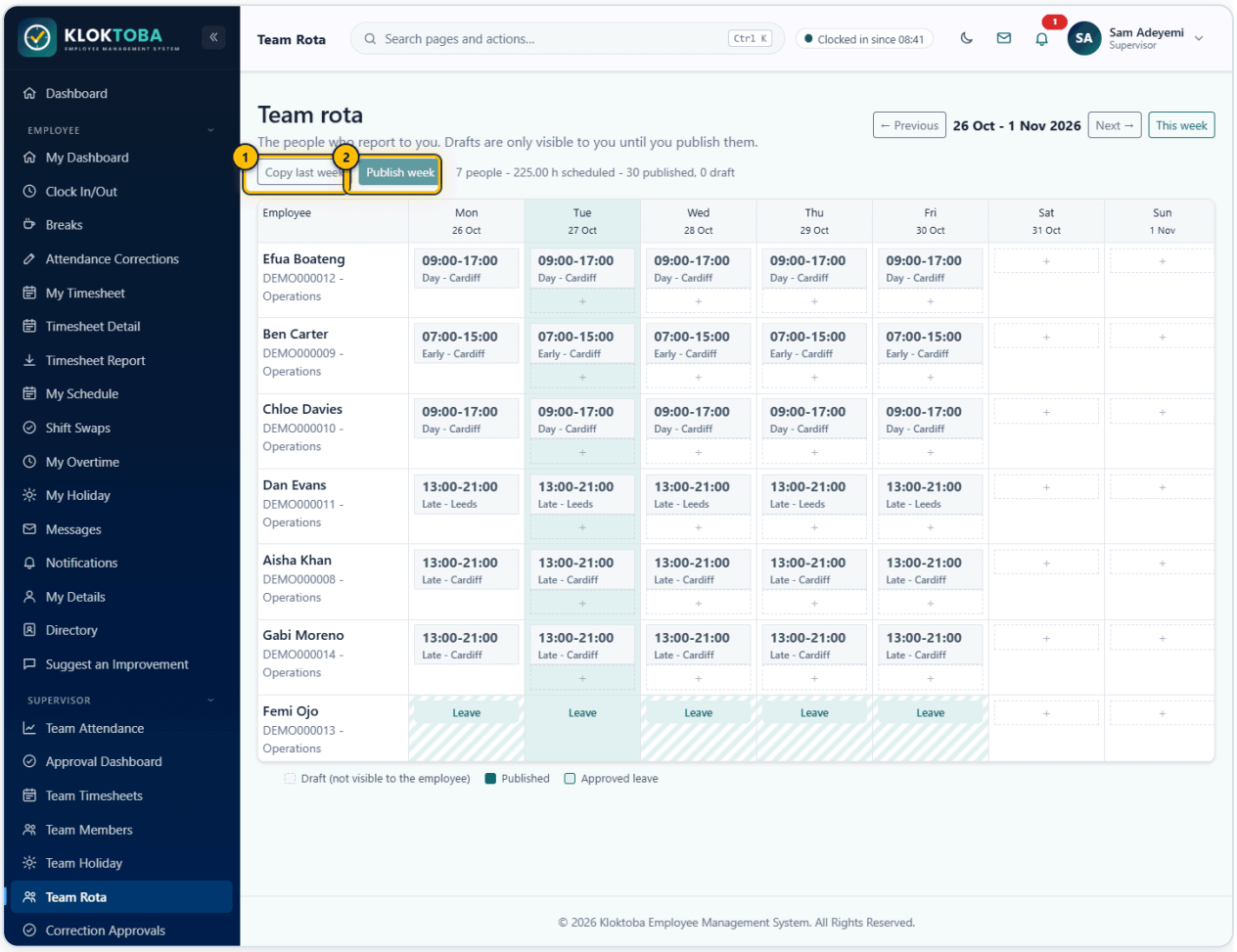
© 2026 Kloktoba. All rights reserved.

8.5 Team rota, members and insights

Purpose	Plan shifts, support your team and see key metrics.
Business benefit	A published rota gives staff certainty and feeds attendance and lateness checks.
User roles	Supervisor · HR · Admin

STEP-BY-STEP INSTRUCTIONS

1. Open **Team Rota**. Drafts are visible only to you until you select **Publish week**. Use **Copy last week** to start from the previous rota.

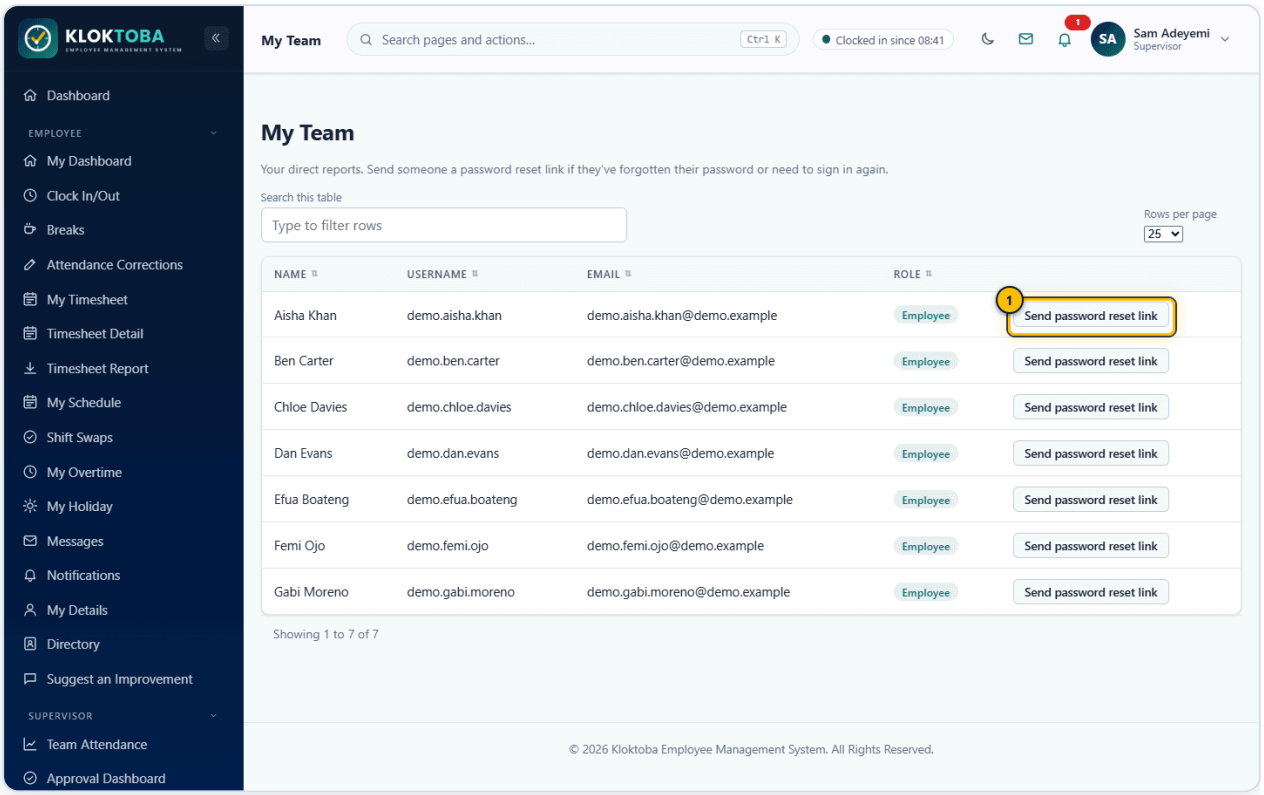


SS-034 – Team rota. Viewed as: Supervisor.

1. Copy last week
2. Publish week

2. Open **Team Members** to see direct reports and **Send password reset link** for anyone who is locked out.

© 2026 Kloktoba. All rights reserved.

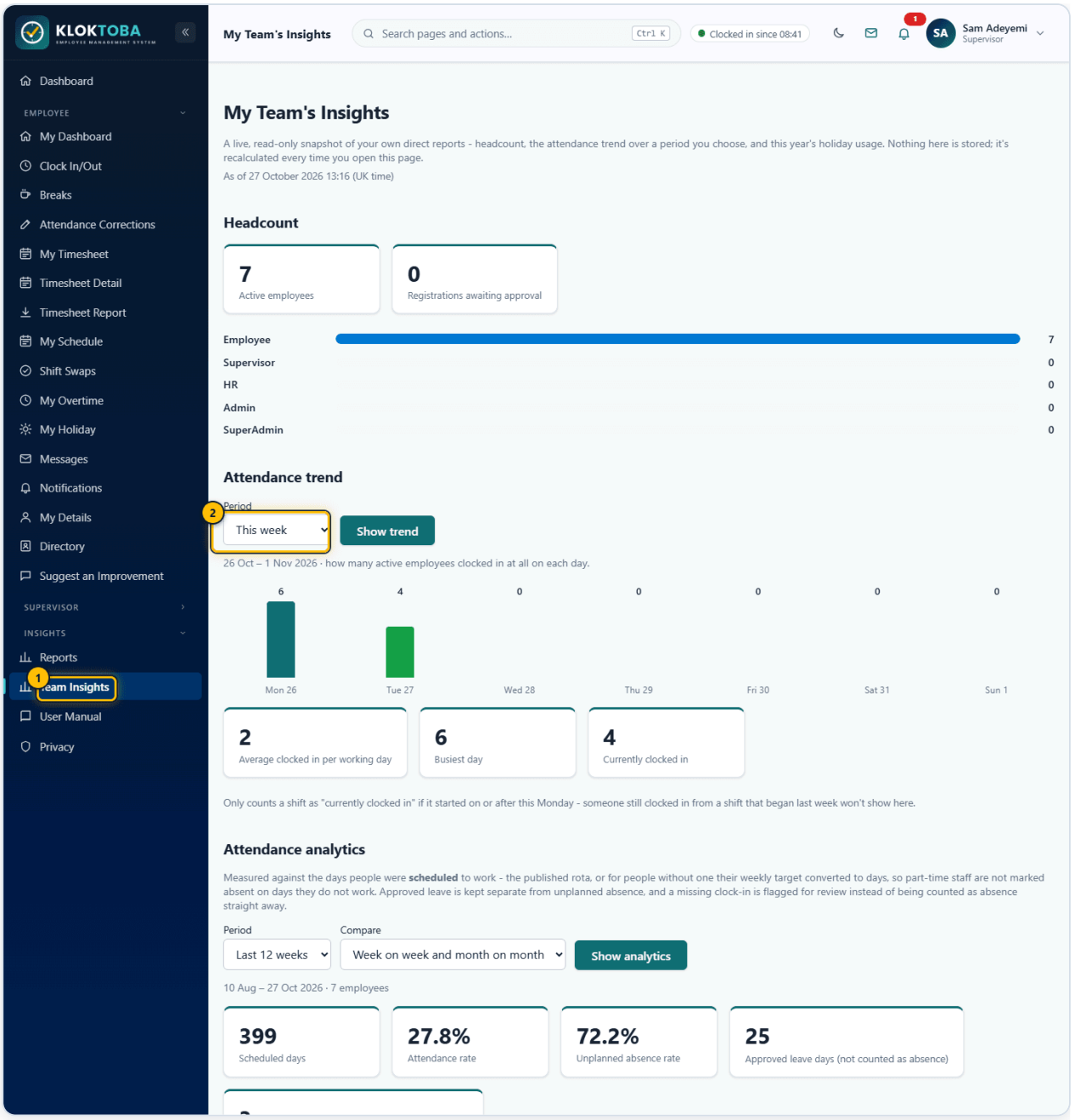


SS-033 – Team members. Viewed as: Supervisor.

1. Send a password reset link

3. Open **Insights > Team Insights** for headcount, the attendance trend, attendance analytics and holiday use for your team (Chapter 11).

© 2026 Kloktoba. All rights reserved.



SS-035 – Team insights. Viewed as: Supervisor.

1 Team Insights is under Insights in the sidebar

2 Choose the trend period

EXPECTED RESULT

Published shifts appear on each person's My Schedule and notify them.

COMMON ERRORS

Error or mistake	What to do
No shift templates	HR or Admin creates them under Shift Templates.

© 2026 Kloktoba. All rights reserved.

TROUBLESHOOTING

Problem	Solution
Reset link cannot be sent	The person has no email address on file.

FREQUENTLY ASKED QUESTIONS

Can employees see draft shifts?

No. Only published shifts are visible to them.

8.6 Team reporting

Supervisors run reports for their direct reports from **Insights > Reports**. See Chapter 11. Exporting to Excel, CSV or PDF is available to HR and Admin. For one person's timesheet as a file, use the Employee timesheet report.

© 2026 Kloktoba. All rights reserved.

CHAPTER 9

Organisation Administration

Setting up the organisation, its structure, shifts and company-wide rules.

ADMINISTRATOR ONLY

Administrator only: Chapters 9 and 10 describe functions for HR and Admin (and SuperAdmin where stated). Menu Permissions decide who sees what.

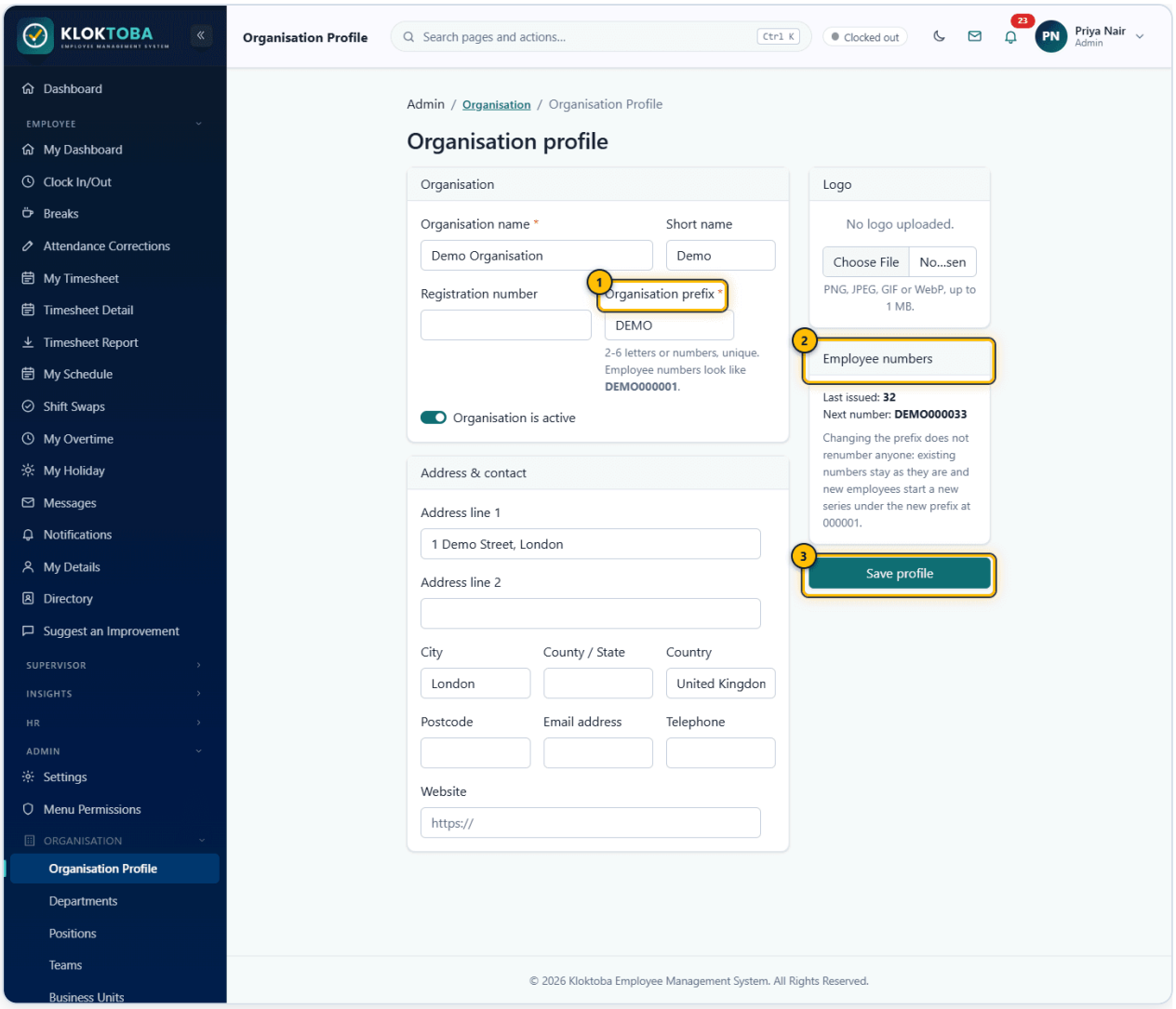
9.1 Organisation setup and profile

Purpose	Holds the organisation's name, prefix, address, contact details, logo and employee-number series.
Business benefit	Consistent identity and numbering across records.
User roles	Admin SuperAdmin HR

STEP-BY-STEP INSTRUCTIONS

1. Open **Admin > Organisation > Organisation Profile**.

© 2026 Kloktoba. All rights reserved.



SS-046 – Organisation profile. Viewed as: Admin.

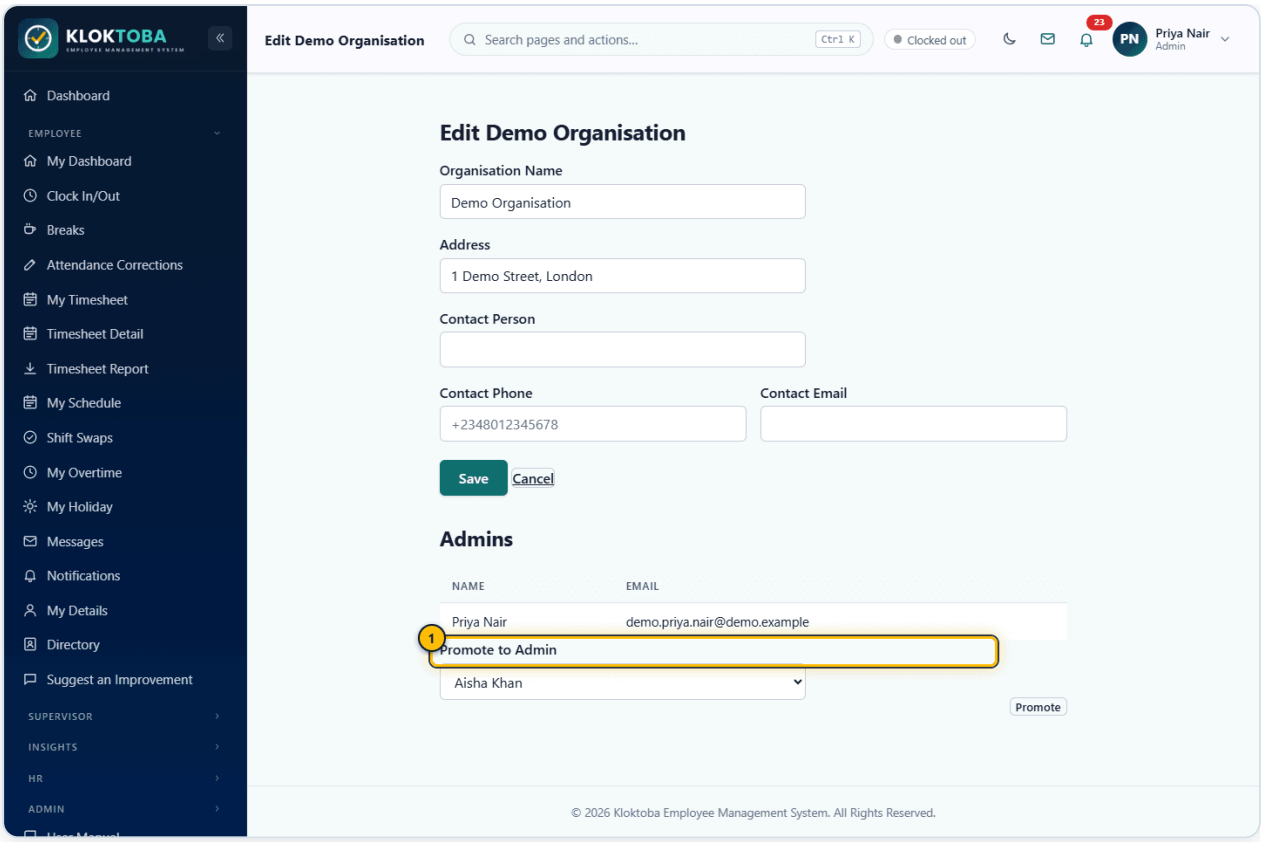
1. Prefix used in employee numbers
2. Next employee number
3. Save profile

2. Complete **Organisation name**, **Short name**, **Registration number**, **Organisation prefix** (2 to 6 letters or numbers, unique) and address and contact fields. Upload a logo (PNG, JPEG, GIF or WebP up to 1 MB) if wanted.

3. Check **Employee numbers**: the last issued and next number are shown. Select **Save profile**.

4. Admins can also open **Admin > Organisation > My Organisation** to edit organisation details and promote an employee to Admin. SuperAdmin sees every organisation and can create new ones, activate or deactivate them and assign a subscription plan.

© 2026 Kloktoba. All rights reserved.



SS-055 – My Organisation and Admins. Viewed as: Admin.

1. Promote an employee to Admin

EXPECTED RESULT

The profile is saved. New employees use the current prefix.

COMMON ERRORS

Error or mistake	What to do
Prefix rejected	It must be 2 to 6 letters or numbers and unique.

TROUBLESHOOTING

Problem	Solution
Numbers did not change after changing the prefix	Existing numbers are never renumbered; new employees start a new series.

FREQUENTLY ASKED QUESTIONS

Can I delete an organisation?

No. An organisation with employees cannot be removed.

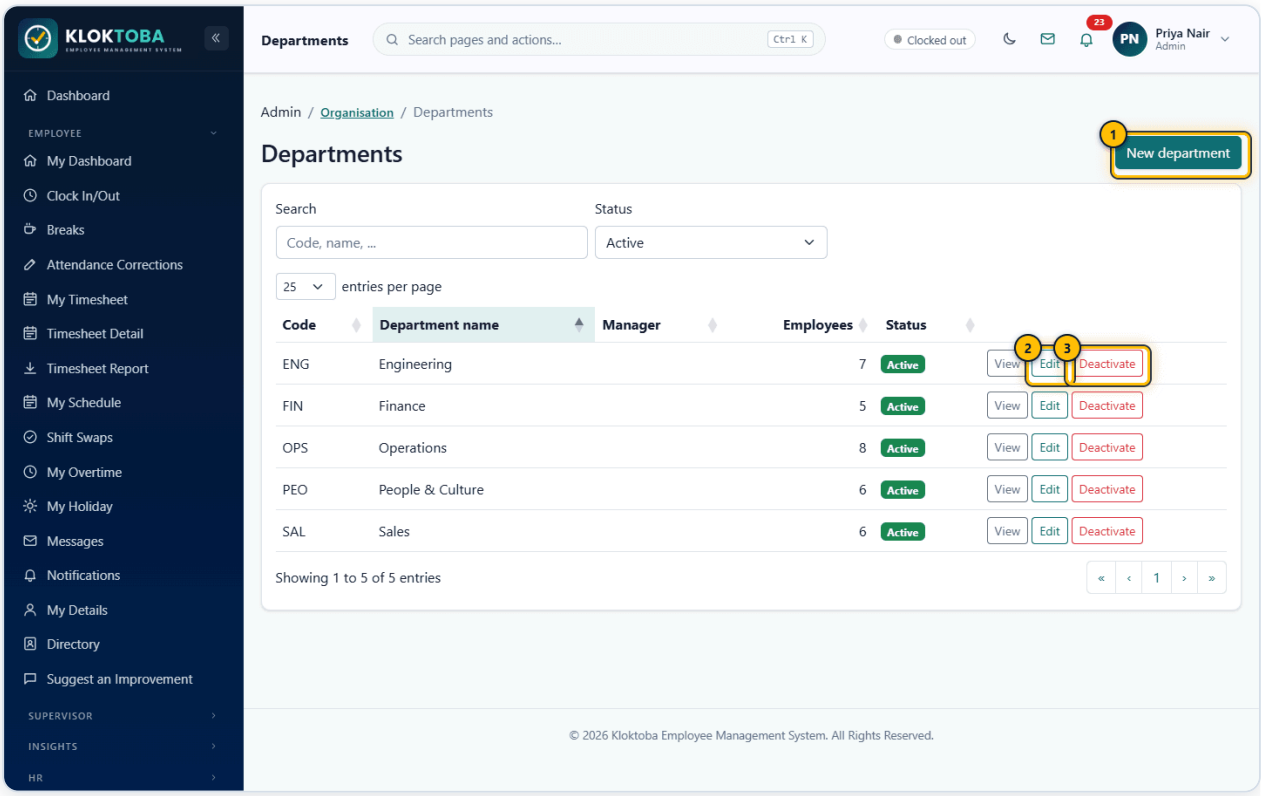
© 2026 Kloktoba. All rights reserved.

9.2 Departments, positions, teams, business units and locations

Purpose	Defines the structure employees are assigned to.
Business benefit	Enables departmental reporting, correct overtime allowances and the right rota.
User roles	HR Admin

STEP-BY-STEP INSTRUCTIONS

1. Open **Admin > Organisation > Departments**. Select **New department**, enter a code, name and optional manager, then save. Use **Edit** or **Deactivate** on a row.

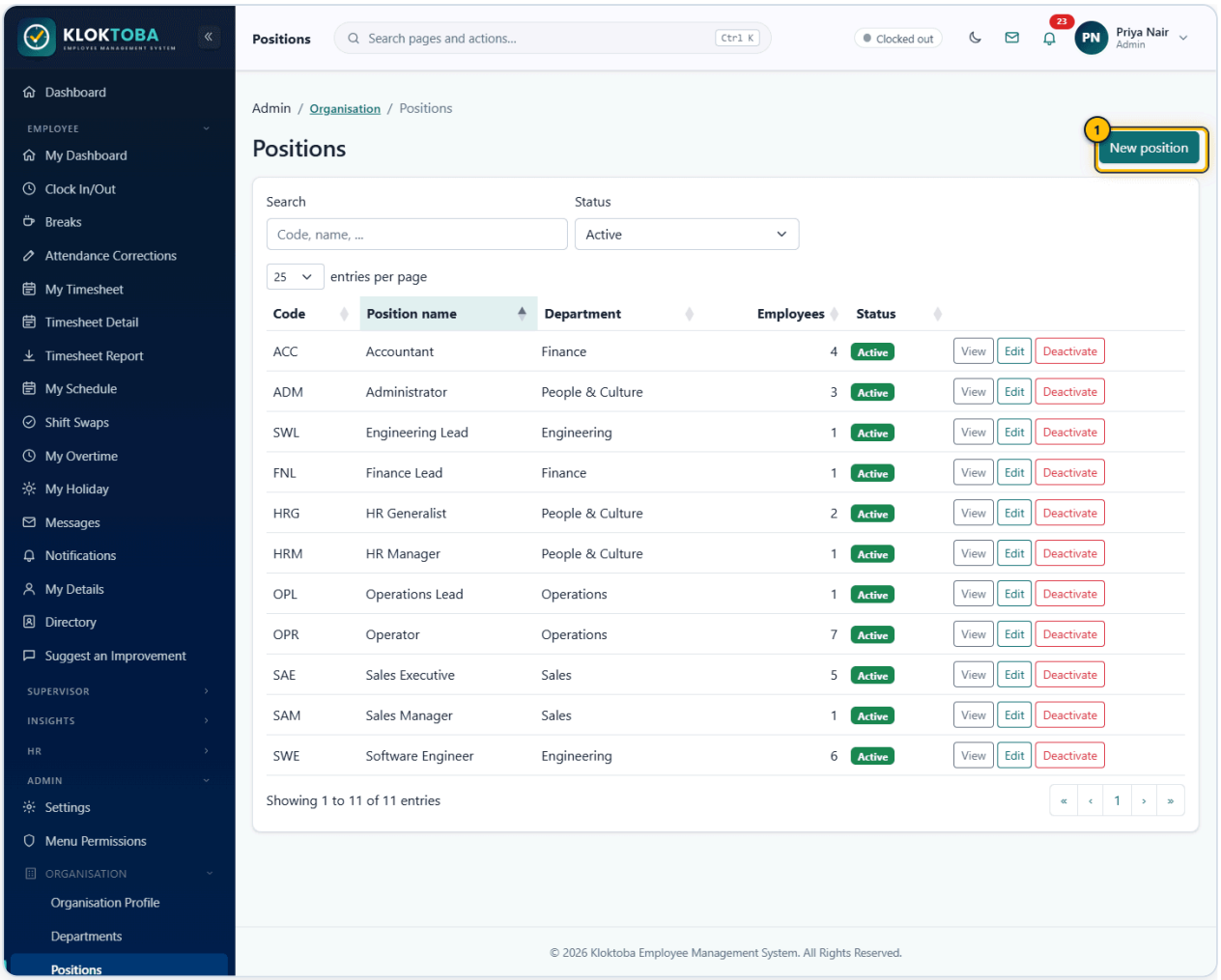


SS-047 – Departments. Viewed as: Admin.

1. New department
2. Edit
3. Deactivate

2. Open **Positions**, select **New position**, and link it to a department.

© 2026 Kloktoba. All rights reserved.

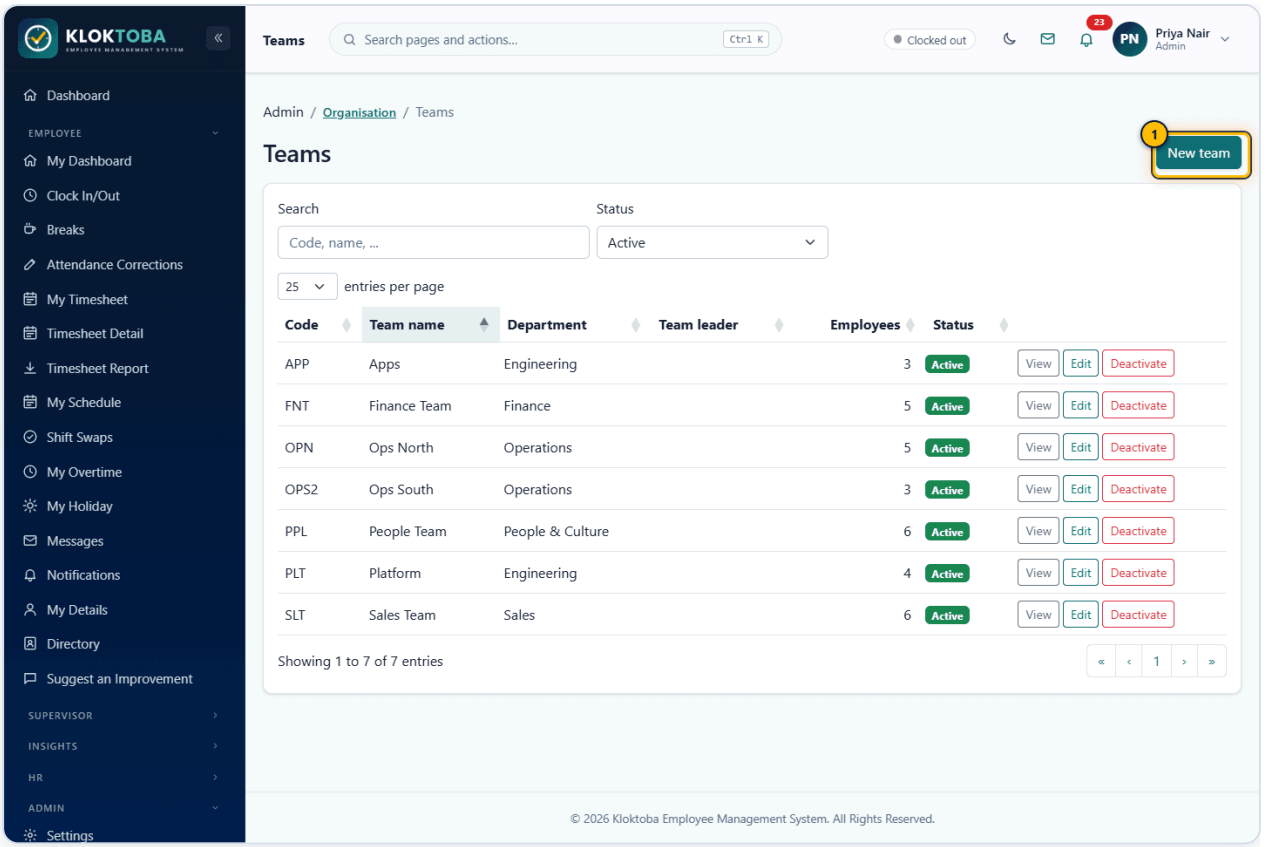


SS-048 – Positions. Viewed as: Admin.

1 New position

3 Open **Teams** (linked to a department with a team leader) and **Business Units** the same way.

© 2026 Kloktoba. All rights reserved.

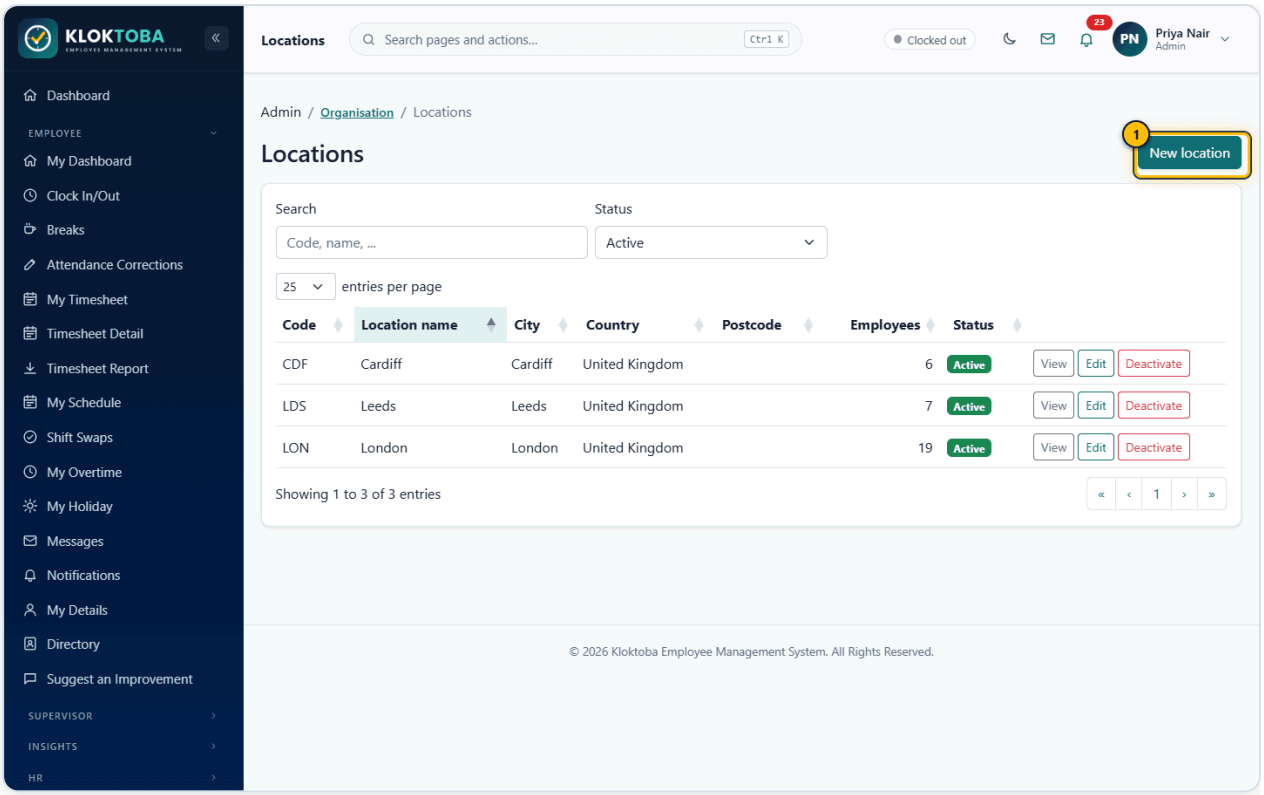


SS-049 – Teams and business units. Viewed as: Admin.

1 New team

4 Open **Locations** (work locations), select **New location** and enter code, name, city, country and postcode.

© 2026 Kloktoba. All rights reserved.



SS-050 – Locations (work locations). Viewed as: Admin.

1 New location

EXPECTED RESULT

The new item can be selected on Add Employee, Employee Assignments and report filters.

COMMON ERRORS

Error or mistake	What to do
Duplicate code	Codes are unique within the organisation.
Cannot deactivate	Reassign employees first if the item is in use.

TROUBLESHOOTING

Problem	Solution
An item is missing from a dropdown	It may be inactive. Reactivate it or choose another.

FREQUENTLY ASKED QUESTIONS

What is the difference between a business unit and a department?

A business unit is a broader grouping (for example Head Office); departments sit within the organisation and teams within departments.

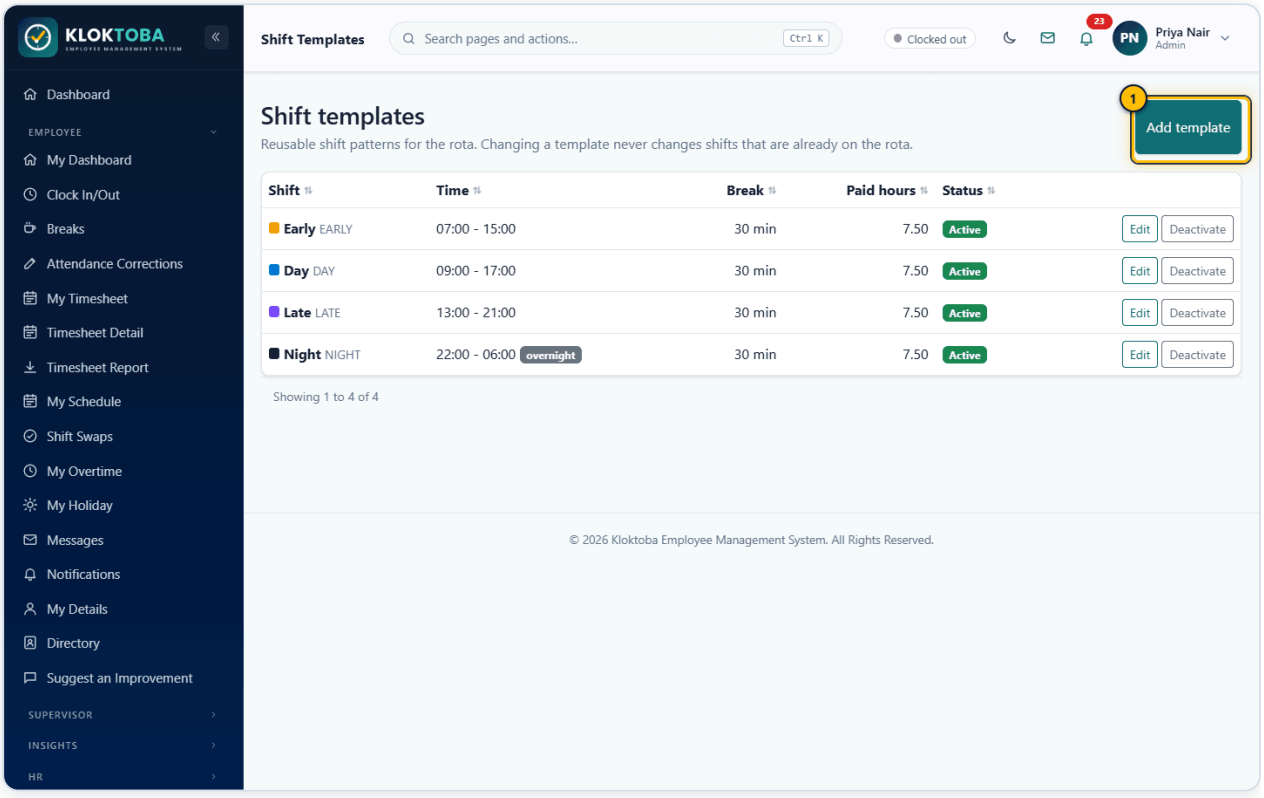
© 2026 Kloktoba. All rights reserved.

9.3 Shift management: templates and overtime allowances

Purpose	Defines reusable shift patterns and how much overtime each department may use.
Business benefit	Fast rota creation and controlled overtime spend.
User roles	HR Admin

STEP-BY-STEP INSTRUCTIONS

1. Open **Admin > Shift Templates**. Select **Add template** to define a shift name, code, start and end time, break and whether it runs overnight. Changing a template never changes shifts already on the rota.

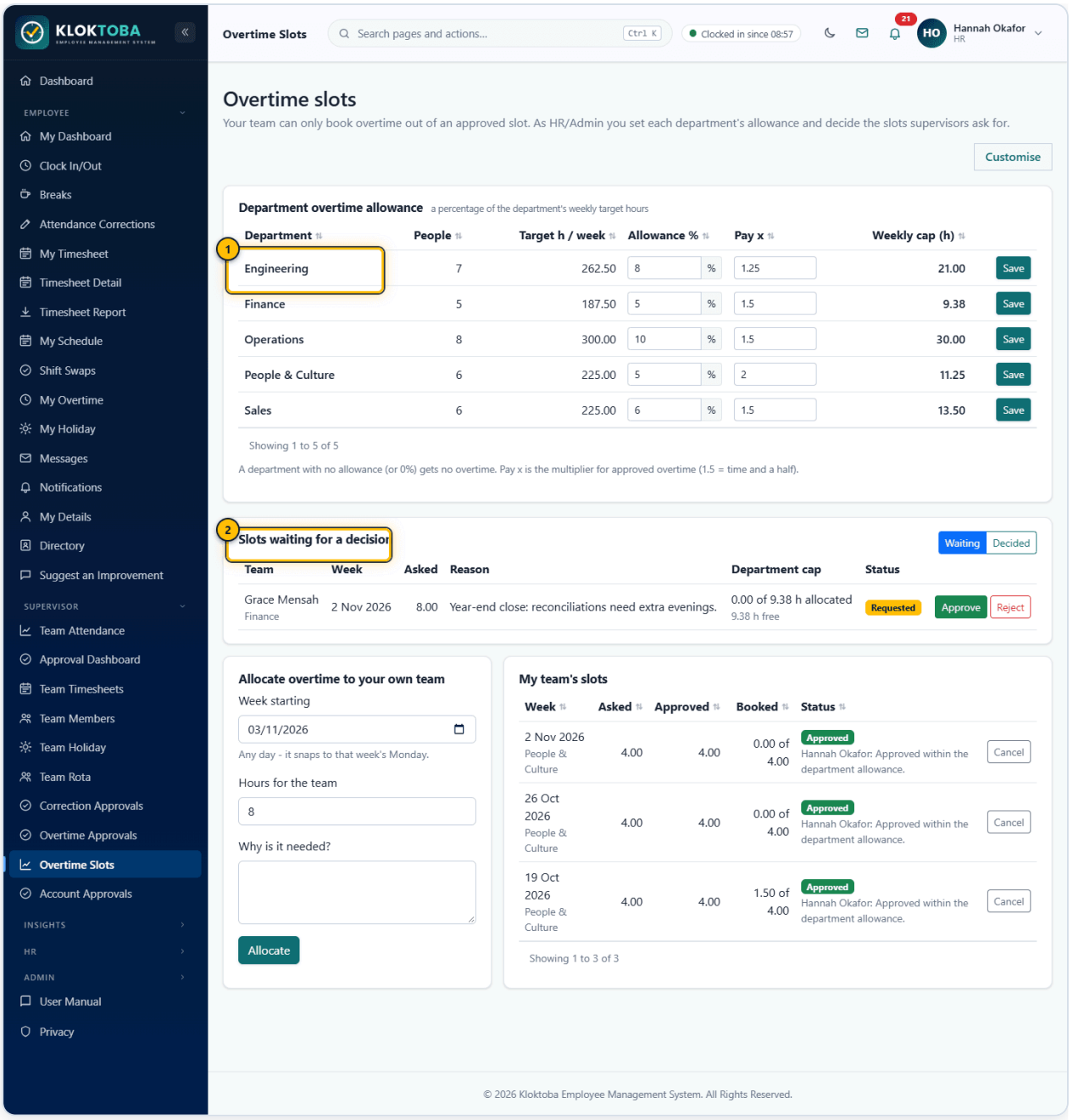


SS-051 – Shift templates. Viewed as: Admin.

1. Add template

2. Open **Overtime Slots**. Set each department's **Allowance %** (of its weekly target hours), **Pay x** multiplier and view the **Weekly cap (h)**. Then decide slot requests from supervisors under **Slots waiting for a decision**.

© 2026 Kloktoba. All rights reserved.



SS-029 – Overtime slots (HR/Admin). Viewed as: HR.

1 Department allowance, pay multiplier and weekly cap 2 Slot requests from supervisors

EXPECTED RESULT

Templates are available when building the rota. Approved slots let a team book overtime.

COMMON ERRORS

Error or mistake	What to do
No overtime available to a team	A department with no allowance or 0% gets no overtime.

© 2026 Kloktoba. All rights reserved.

TROUBLESHOOTING

Problem	Solution
Slot cannot be approved	The request exceeds the department cap. Reduce the hours or raise the allowance.

FREQUENTLY ASKED QUESTIONS

What does Pay x mean?

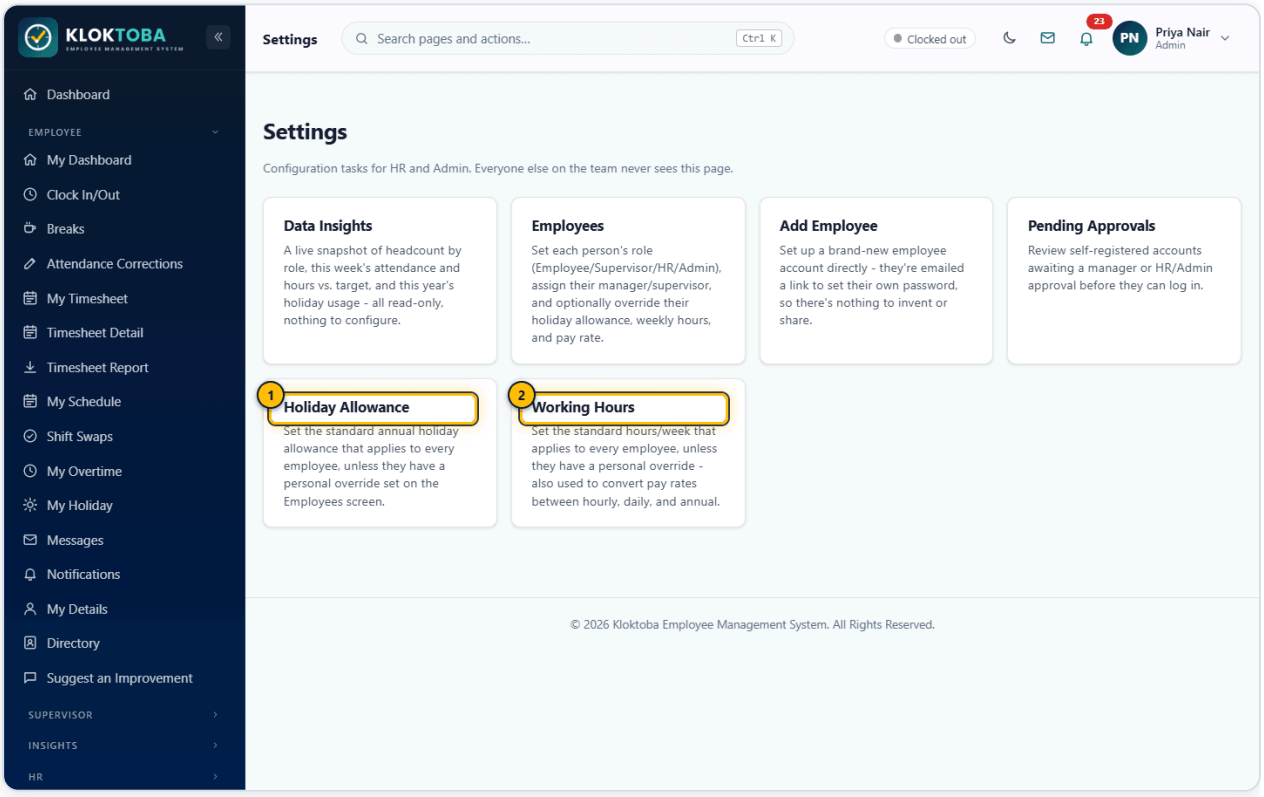
The multiplier for approved overtime, for example 1.5 for time and a half.

9.4 Company settings and working hours

Purpose	Sets the standard holiday allowance, weekly hours and currency.
Business benefit	One place for company-wide defaults; individuals can have overrides.
User roles	Admin

STEP-BY-STEP INSTRUCTIONS

1. Open **Admin** > **Settings**. Cards link to each configuration task.



SS-053 – Settings hub. Viewed as: Admin.

1. Holiday allowance
2. Working hours and currency

2. Select **Holiday Allowance** to set the standard annual allowance.

© 2026 Kloktoba. All rights reserved.

3 Select **Working Hours** to set standard hours per week and the currency used for pay rates and Salary due.

EXPECTED RESULT

Defaults apply to everyone without a personal override.

COMMON ERRORS

Error or mistake	What to do
A person's allowance did not change	They have a personal override on their employee record.

TROUBLESHOOTING

Problem	Solution
I cannot see Settings	It is in the Admin group. Ask an Admin or check Menu Permissions.

FREQUENTLY ASKED QUESTIONS

Are settings per organisation?

Holiday allowance, working hours and currency are company-wide.

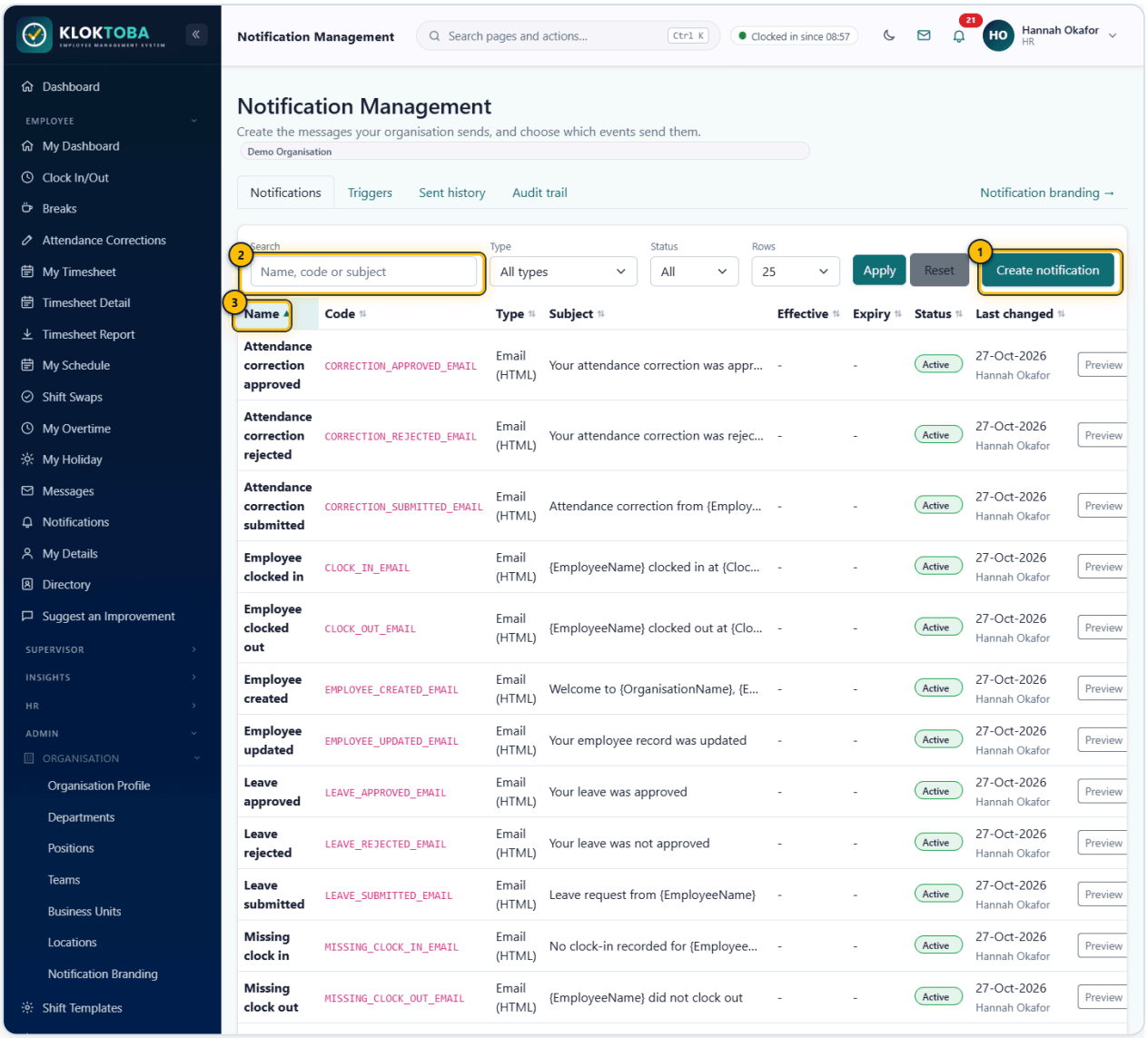
9.5 Notification Management

Purpose	Lets you decide which messages the system sends, when, and what they say.
Business benefit	Staff get clear, consistent messages in your organisation's wording without a developer.
User roles	HR Admin

STEP-BY-STEP INSTRUCTIONS

1 Open **Admin > Notification Management**. The list shows every template with its type, code, active state and dates. Search, sort by clicking a heading, or filter by type and status.

© 2026 Kloktoba. All rights reserved.

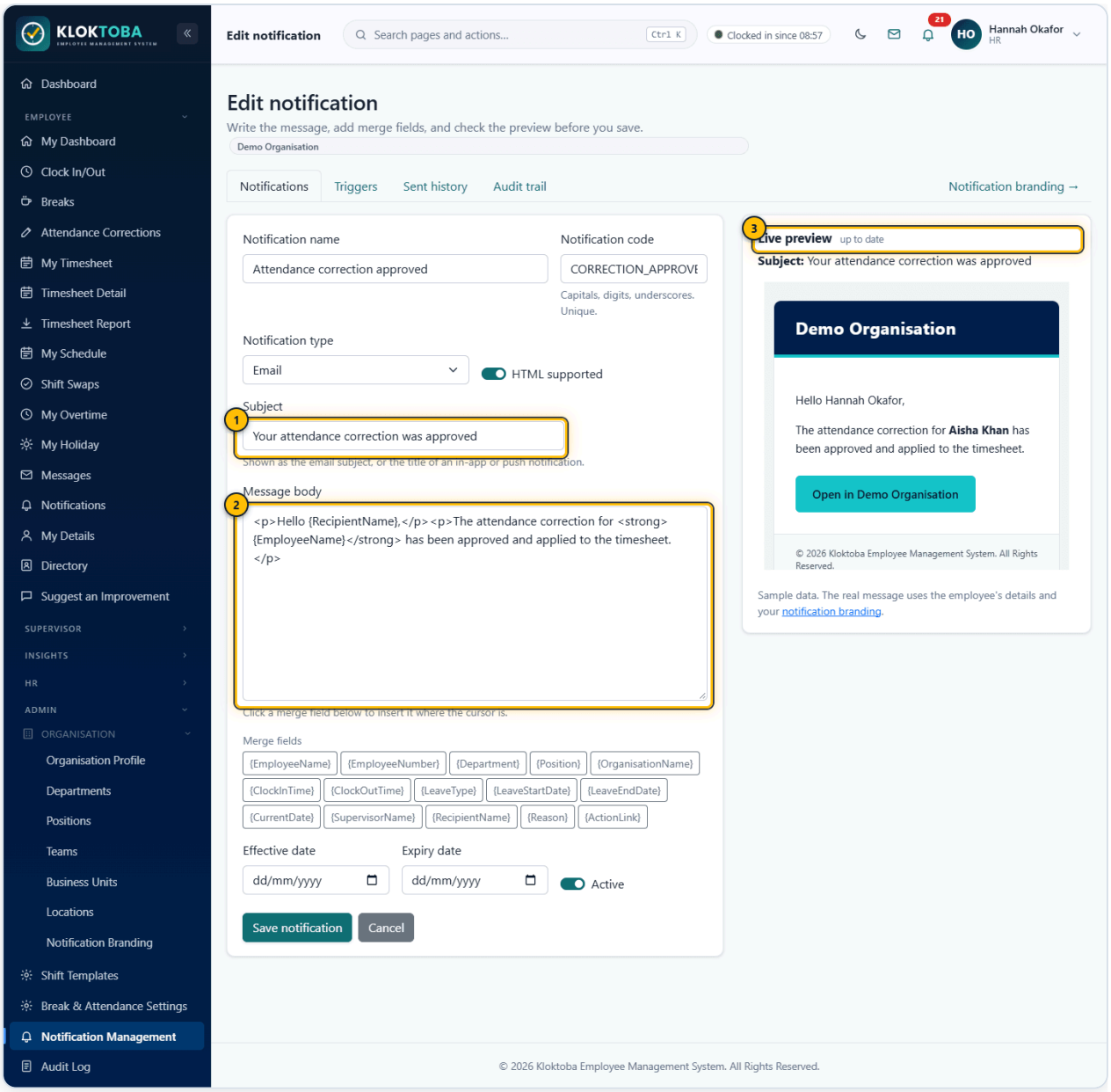


SS-067 – Notification Management: templates. Viewed as: HR.

1. Create a template
2. Search templates
3. Click a heading to sort; click again to reverse

2. Select **New notification** (or **Edit**). Enter a name and a unique code, choose the type (Email, SMS, In-App or Push), then the subject and body. Insert placeholders such as `{EmployeeName}`, `{LeaveType}` or `{OrganisationName}`; tick **HTML** to use formatting. Set an effective date and, if wanted, an expiry date.

© 2026 Kloktoba. All rights reserved.



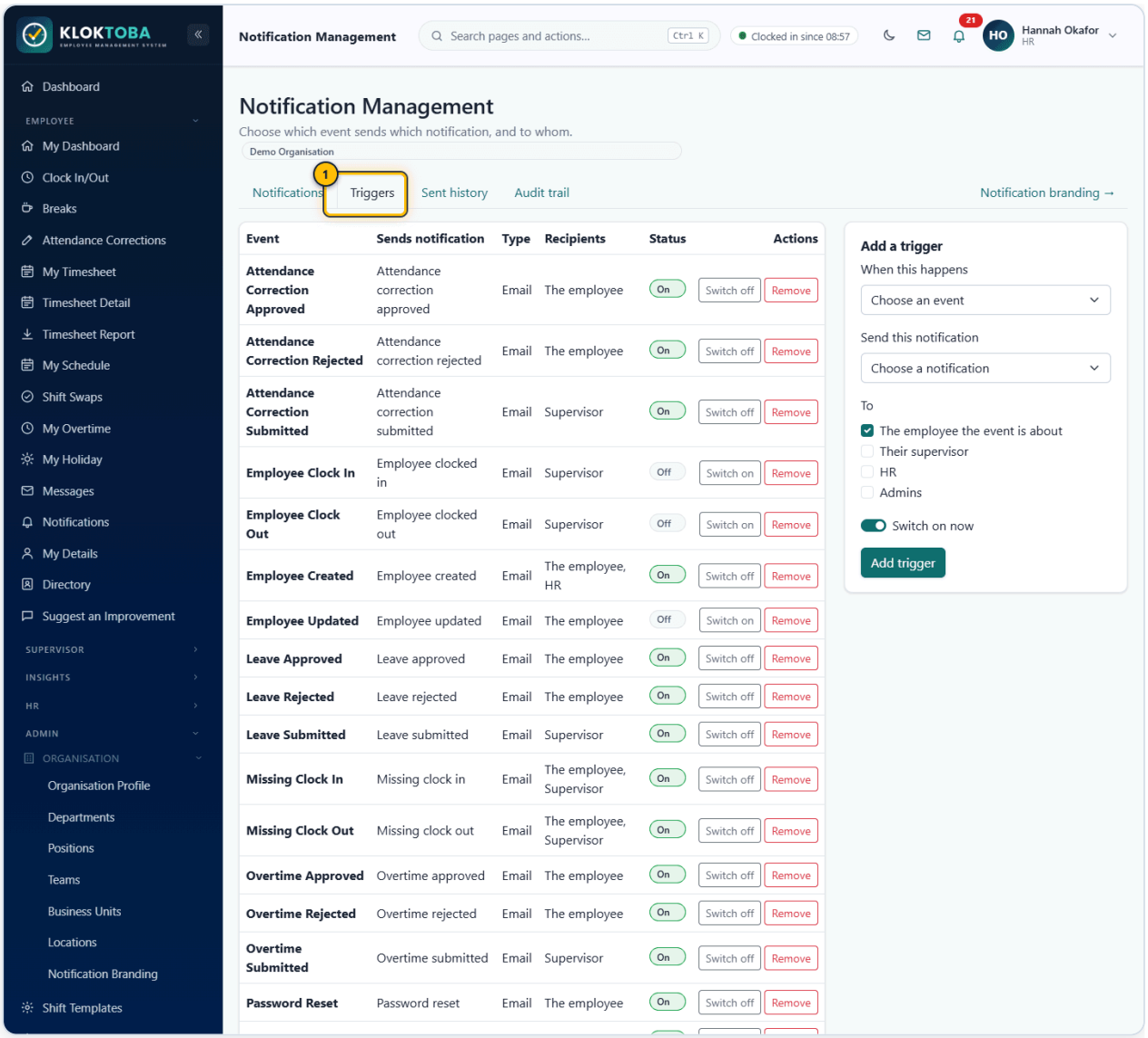
SS-068 – Edit a notification template. Viewed as: HR.

1. Subject (placeholders allowed)
2. Body (plain text or HTML)
3. Preview with sample values and your branding

3. Select **Preview** to see the message with sample values and your branding before you save. Use **Deactivate** to pause a template without losing it; **Delete** asks you to confirm first.

4. Open **Triggers** to choose which template is sent for each event: employee created or updated, clock in or out, missing clock in or out, leave, overtime and attendance correction submitted, approved or rejected, password reset and user created. **Load recommended notifications** creates a sensible starting set.

© 2026 Kloktoba. All rights reserved.

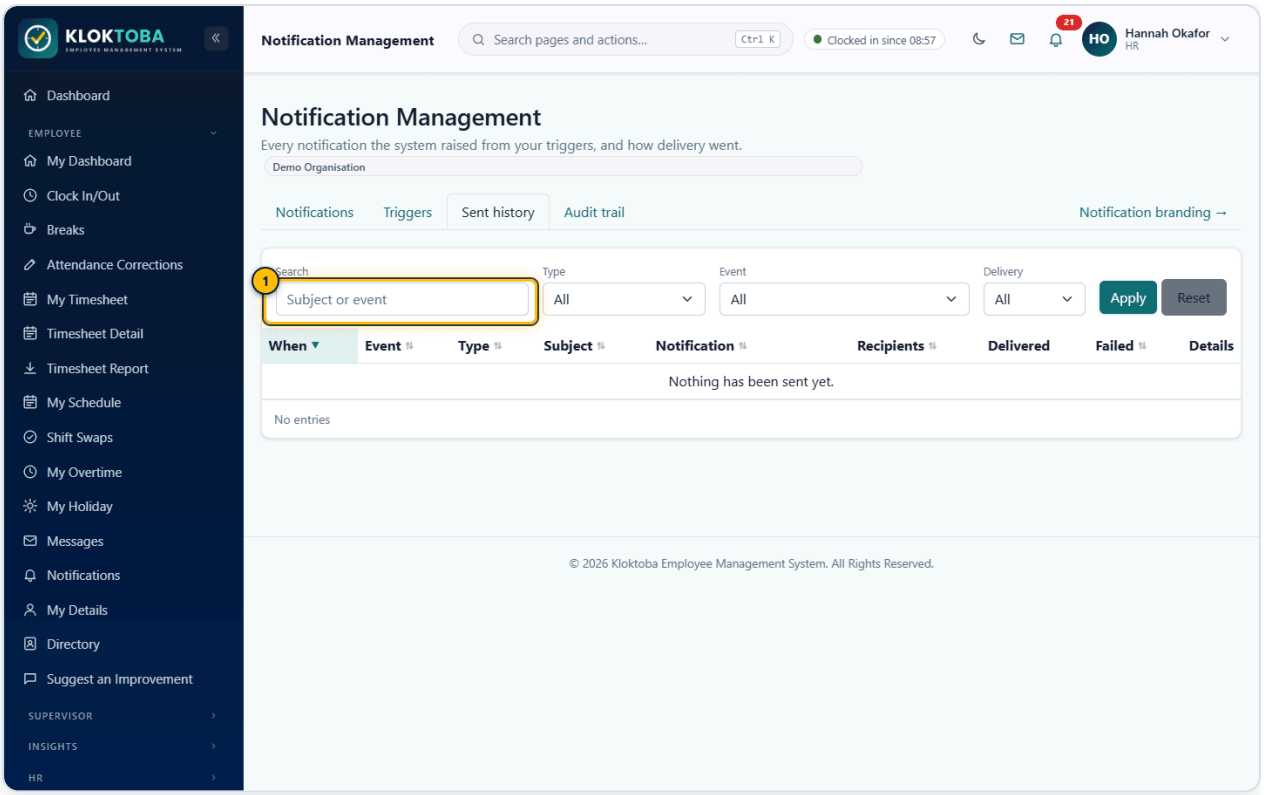


SS-069 – Notification triggers. Viewed as: HR.

1. Which template fires for which event

5. Open **History** to see what was sent, to whom and whether it was delivered. **Audit** shows who changed a template and when.

© 2026 Kloktoba. All rights reserved.



SS-070 – Notification history. Viewed as: HR.

1. Search the history

EXPECTED RESULT

When an event happens, the matching active template is sent to the right people in your organisation: the person concerned, their supervisor, HR and admins.

COMMON ERRORS

Error or mistake	What to do
Code already used	Each template code is unique within your organisation.
Unknown placeholder	Only the listed placeholders are replaced; check the spelling.

TROUBLESHOOTING

Problem	Solution
Nothing was sent	Check the template is active and inside its effective and expiry dates, that a trigger links it to the event, and that the recipient has an email address.
SMS or push shows Skipped	Your installation has no SMS or push gateway configured. Ask your administrator.

FREQUENTLY ASKED QUESTIONS

Can a template contain scripts?

No. Scripts, event handlers and unsafe links are removed from HTML before saving and sending.

© 2026 Kloktoba. All rights reserved.

Do I see other organisations' templates?

Never. Everything is limited to your own organisation.

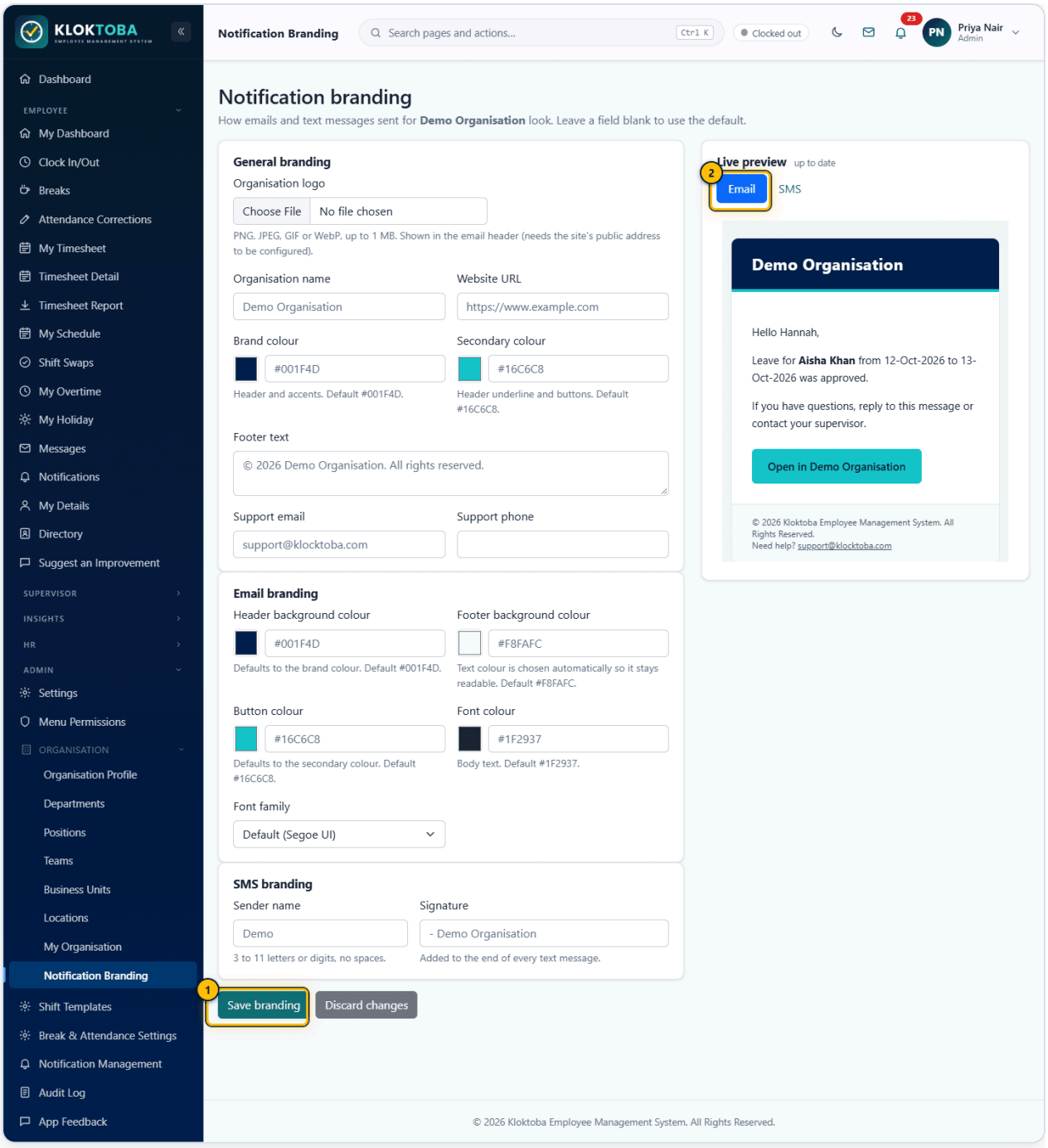
9.6 Notification Branding

Purpose	Applies your logo, colours and wording to every email and SMS the system sends.
Business benefit	Messages look like they come from your organisation.
User roles	HR Admin

STEP-BY-STEP INSTRUCTIONS

1. Open **Admin > Organisation > Notification Branding**. On **General**, upload a logo (PNG, JPEG, GIF or WebP) and set the organisation name, brand and secondary colours, footer, support email and phone, and website.

© 2026 Kloktoba. All rights reserved.



SS-071 – Notification Branding. Viewed as: Admin.

1. Save branding
2. Email styling tab

2. On **Email**, set the header and footer background, button colour, font family and font colour. On **SMS**, set the sender name and signature.

3. The preview on the right updates as you change a setting. Select **Save branding**.

EXPECTED RESULT

Every notification, including password resets and leave emails, uses the saved branding automatically. Text colours are adjusted to stay readable.

© 2026 Kloktoba. All rights reserved.

COMMON ERRORS

Error or mistake	What to do
Colour rejected	Use a hex colour such as #1F6FEB.
Logo rejected	The file must be a real image up to the size limit; renaming another file type does not work.

TROUBLESHOOTING

Problem	Solution
The logo does not show in an email	Some mail programs block images until you allow them.

FREQUENTLY ASKED QUESTIONS

What if I set nothing?

Kloktoba's standard look is used.

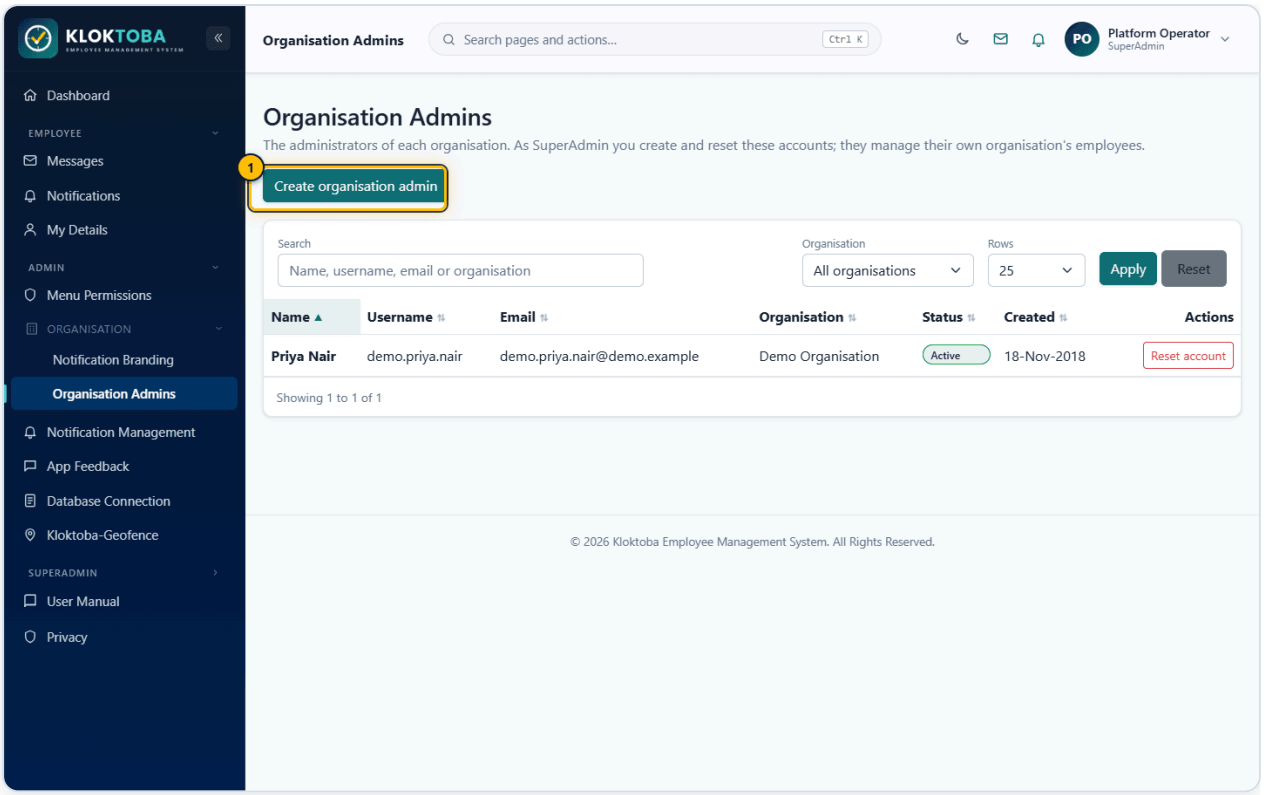
9.7 Organisation Admins and platform administration

Purpose	The SuperAdmin creates and looks after each organisation's administrators and the platform.
Business benefit	Each organisation gets a named administrator, and organisations stay separate from the platform operator.
User roles	SuperAdmin

STEP-BY-STEP INSTRUCTIONS

1. Open **Admin > Organisation > Organisation Admins** and select **Create organisation admin**. Enter a username, first and last name, email and the organisation. The role is always Admin.

© 2026 Kloktoba. All rights reserved.

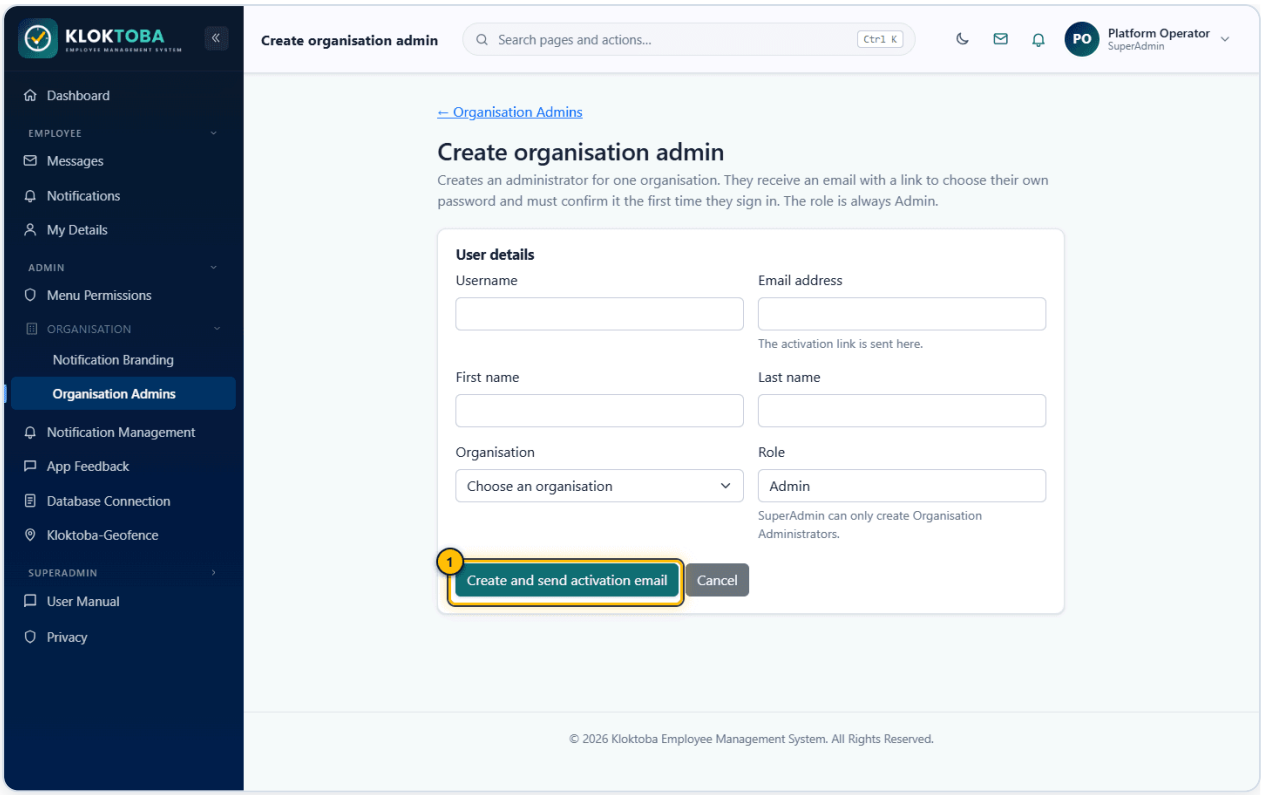


SS-072 – Organisation Admins. Viewed as: SuperAdmin.

1 Create an organisation admin

2 Under **How will they sign in for the first time?** choose to email them a link to choose their own password (the default), or **Set a temporary password now** - type it twice and decide whether they must choose their own password at first sign-in (recommended). A temporary password is never emailed: give it to them yourself. Select **Create organisation admin**; the creation is recorded with the date and who created it.

© 2026 Kloktoba. All rights reserved.



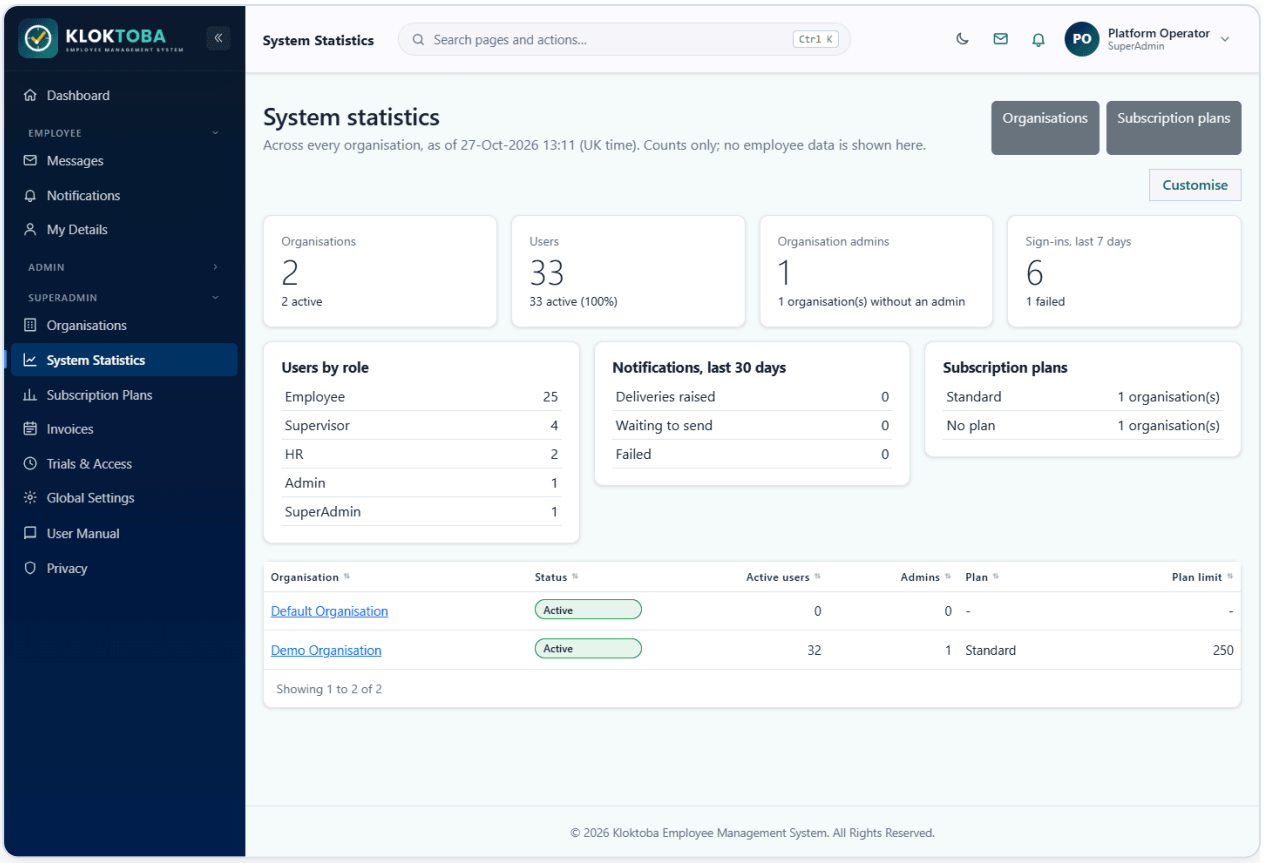
SS-073 – Create an organisation admin. Viewed as: SuperAdmin.

1. Sends an activation email; a password change is forced at first sign-in

3. From the list, **Deactivate** stops an admin signing in (their account and history are kept) and **Activate** lets a deactivated admin sign in again. **Reset account** emails a new activation link, and **Set password** sets a temporary password instead (optionally to be changed at first sign-in). Every change is recorded in the audit log, never the password itself.

4. **System Statistics** shows organisations, users and notification volumes. **Organisations** creates, edits, activates and deactivates organisations and assigns a **Subscription Plan**; **Global Settings** holds platform-wide settings.

© 2026 Kloktoba. All rights reserved.



SS-074 – System statistics. Viewed as: SuperAdmin.

5 On **Global Settings > Password policy** set the rules every password must meet - a minimum length (6 to 64 characters) and whether it needs an uppercase letter, a lowercase letter, a number and a symbol - and after how many days passwords expire (0 = never). The rules apply from the next time anyone sets a password and are shown under every password box. When a password is older than the expiry, the next sign-in goes straight to **Change Password**. Changes are recorded in the audit log.

EXPECTED RESULT

The organisation has an administrator who then runs everything inside it.

COMMON ERRORS

Error or mistake	What to do
Username or email already used	Both must be unique.

TROUBLESHOOTING

Problem	Solution
The admin cannot sign in	Their organisation may be deactivated; reactivate it under Organisations.

FREQUENTLY ASKED QUESTIONS

Can a SuperAdmin approve leave or edit employees?

© 2026 Kloktoba. All rights reserved.

No. SuperAdmin cannot create or edit employees, approve leave, manage attendance or do HR work; that belongs to each organisation's Admin and HR.

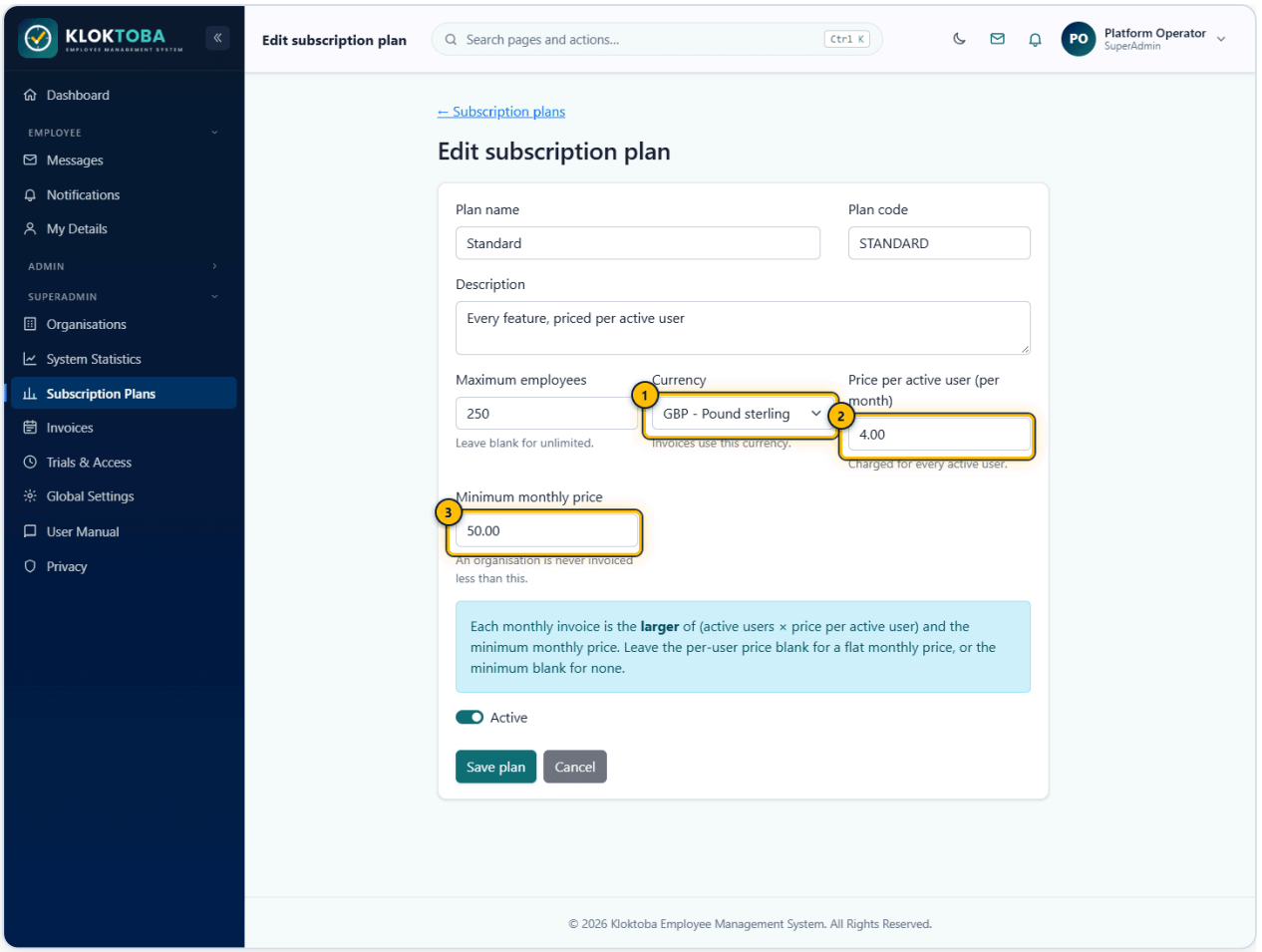
9.8 Subscription plans, invoices and trials

Purpose	Lets the SuperAdmin price each organisation's subscription, invoice it every month, give new organisations a free trial, and switch off organisations that do not pay.
Business benefit	Billing is handled in one place, in the right currency, and unpaid or expired accounts cannot keep using the system.
User roles	SuperAdmin

STEP-BY-STEP INSTRUCTIONS

1. Open **SuperAdmin > Subscription Plans** and create or edit a plan. Choose the **Currency** (for example GBP, USD, EUR or NGN), the **Price per active user (per month)** and, if wanted, a **Minimum monthly price**. Each invoice is the larger of (active users × price per active user) and the minimum, so a small organisation never pays less than the minimum. Leave the per-user price blank for a flat monthly price. Invoices use the currency of the plan.

© 2026 Kloktoba. All rights reserved.



SS-079 – Subscription plan with currency. Viewed as: SuperAdmin.

1. Currency used for pricing and invoices
2. Price per active user per month
3. Minimum monthly price

2. Assign a plan to an organisation on **SuperAdmin > Organisations**. An organisation with no plan is not invoiced.

3. Set who each organisation is billed to: on **SuperAdmin > Organisations** select **Bill to** beside the organisation and enter the billing name, who to mark invoices for the attention of, the accounts email and phone, the billing address, the organisation's VAT / tax number and an optional purchase order number. The organisation's own Admin can keep these up to date at **Admin > Organisation > Billing Details**. Invoices show them under **Billed to**; until they are saved, the organisation's name and profile address are used.

4. Open **SuperAdmin > Platform Owner** (also on **Global Settings**) and enter your business details - legal and trading name, company and VAT numbers, address and billing contact - and the **bank account** organisations pay into: account name, bank, account number and sort code and/or IBAN and SWIFT / BIC, plus optional payment instructions, and upload your **logo** (PNG or JPEG, up to 1 MB). Every invoice then shows your logo and business details in its footer and your bank account under **How to pay**, below the Kloktoba header, with the invoice number as the payment reference. Bank details are checked (for example the IBAN check digits) and the audit log never records the full account number or IBAN.

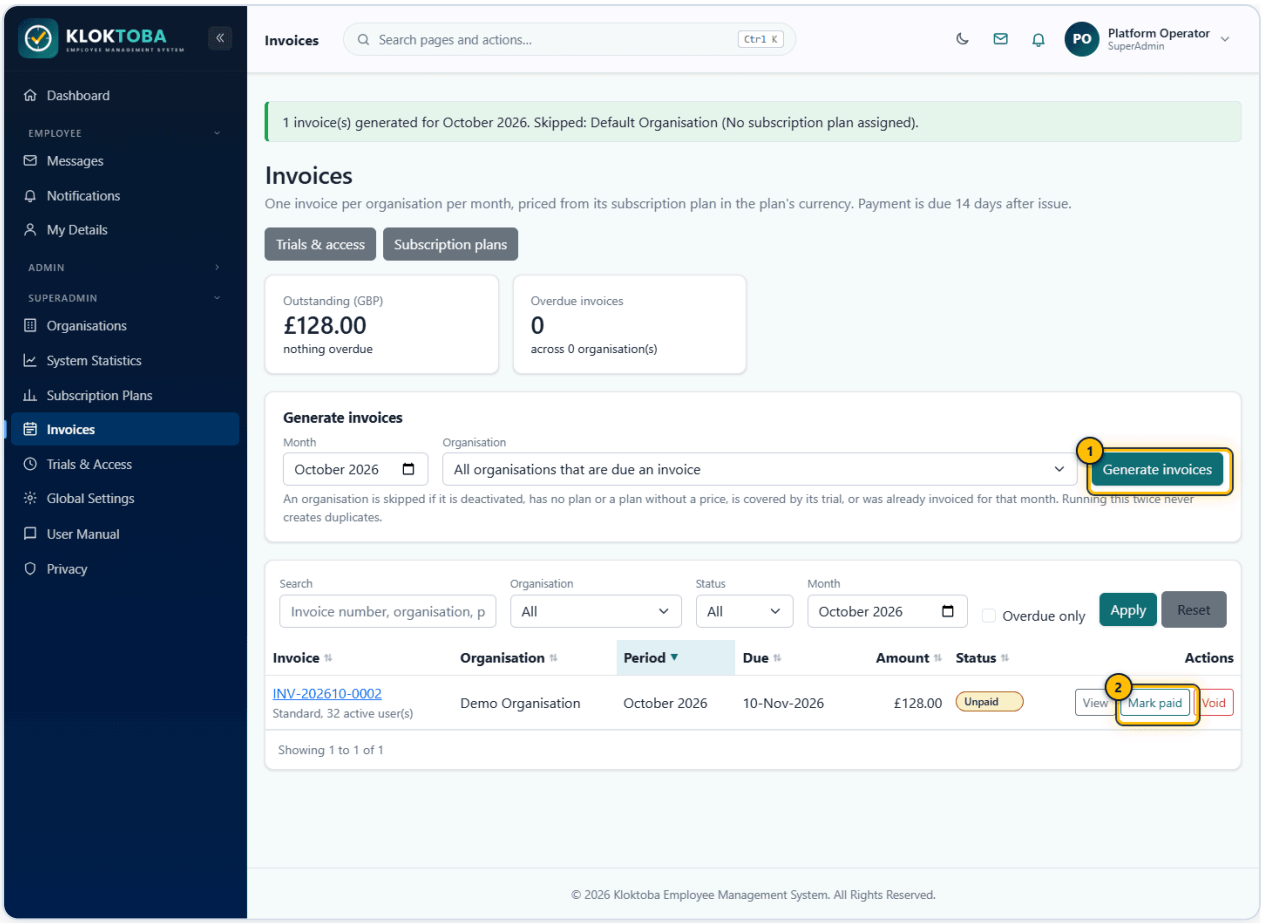
© 2026 Kloktoba. All rights reserved.

5 To have invoices paid automatically by **Direct Debit** through GoCardless, the organisation's Admin (or SuperAdmin) opens **Billing Details** and selects **Set up Direct Debit**. GoCardless's secure page opens, already filled in with the bill-to details; the payer enters their bank details there (Kloktoba never sees or stores them) and is brought back to Billing Details, which then shows the Direct Debit as **Being set up** and later **Active**. Direct Debit is available for invoices in GBP, EUR, USD, CAD and AUD; it can be cancelled at any time with **Cancel Direct Debit**.

6 When you **Generate invoices**, each new invoice for an organisation with Direct Debit is sent to GoCardless at once, to be collected on its **due date** (or the first day the bank allows, if later). The invoice list and the invoice show the Direct Debit status and collection date. When GoCardless confirms the payment the invoice is marked **Paid** automatically, with the GoCardless payment as its reference; a failed payment leaves it unpaid, and a charge-back makes it unpaid again. On an unpaid invoice, **Collect by Direct Debit** (or **Try Direct Debit again** after a failure) sends it to GoCardless, and **Check Direct Debit status** fetches the latest status. Voiding an invoice cancels its payment if it has not yet gone to the bank.

7 Open **SuperAdmin > Invoices**. Choose a **Month** and an organisation (or all organisations) and select **Generate invoices**. Each organisation gets one invoice per month, due 14 days after issue unless you choose another **Due date** (any day from today up to a year ahead) before generating. The number of **active users** (active accounts in that organisation, never the SuperAdmin) is counted on the day you generate. Organisations that are deactivated, have no plan or price, are covered by a trial, or were already invoiced are skipped, so generating twice never creates duplicates.

© 2026 Kloktoba. All rights reserved.



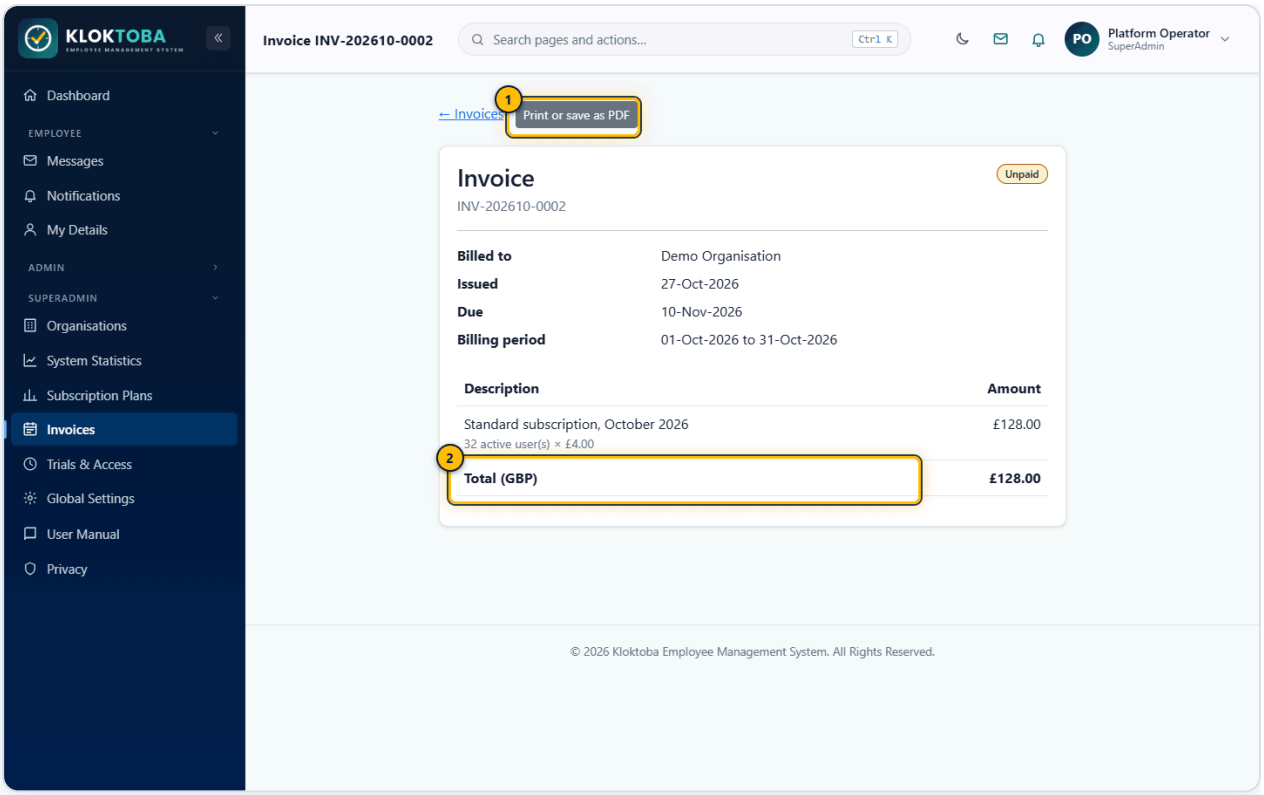
SS-076 – Invoices and overdue accounts. Viewed as: SuperAdmin.

1 Generate invoices for a month

2 Record a payment

8 Select an invoice number to open a printable invoice that shows how the amount was worked out (active users × price, or the minimum applied). Use **Mark paid** to record the date and a payment reference, or **Void** (with a reason) to cancel an unpaid invoice; a voided month can be invoiced again. To give an organisation more (or less) time, use **Due date** on the invoice list or **Change due date** on the invoice: an unpaid invoice can be due any day from its issue date up to a year after. A later due date takes it out of the overdue count, and a Direct Debit payment that is still only scheduled moves to the new date.

© 2026 Kloktoba. All rights reserved.



SS-077 – A printable invoice. Viewed as: SuperAdmin.

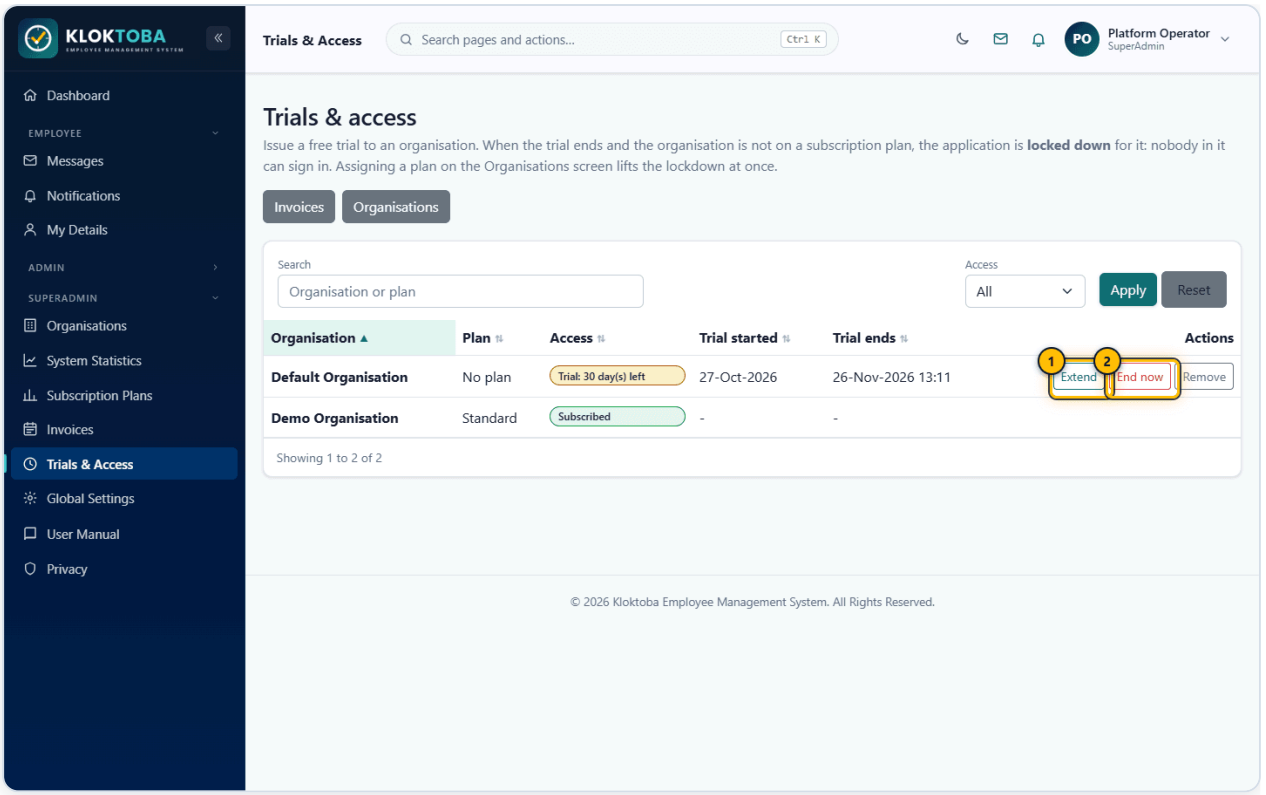
1. Print or save as PDF
2. Total in the plan currency

9. To send an invoice to the organisation, open it and select **Email invoice**. It goes to the **billing email** on the organisation's Billing Details, with the organisation's **contact email** (from its profile) copied in, and the invoice is attached as a PDF. The panel shows both addresses before you select **Send email**. If the organisation has no billing email yet, the panel says so and links to Billing Details. A paid invoice can be sent again for the organisation's records; a void invoice cannot be sent. **Download PDF** saves the same PDF that is attached. While an unpaid invoice's organisation has no Direct Debit (and GoCardless is set up), the invoice, the PDF and the email also explain how its Admin can set one up from **Billing Details**, so future invoices are collected automatically. Each email sent is recorded in the audit log.

10. The **Overdue accounts** panel lists organisations with overdue unpaid invoices. When an organisation has **three** overdue unpaid invoices, select **Deactivate** (or **Deactivate all at the limit**) and confirm. Nobody in that organisation can then sign in until you activate it again on the Organisations screen. The reason and date are recorded.

11. Open **SuperAdmin > Trials & Access** to issue a trial of 1 to 365 days to an organisation that has no plan, **Extend** it, **End now** or **Remove** it.

© 2026 Kloktoba. All rights reserved.

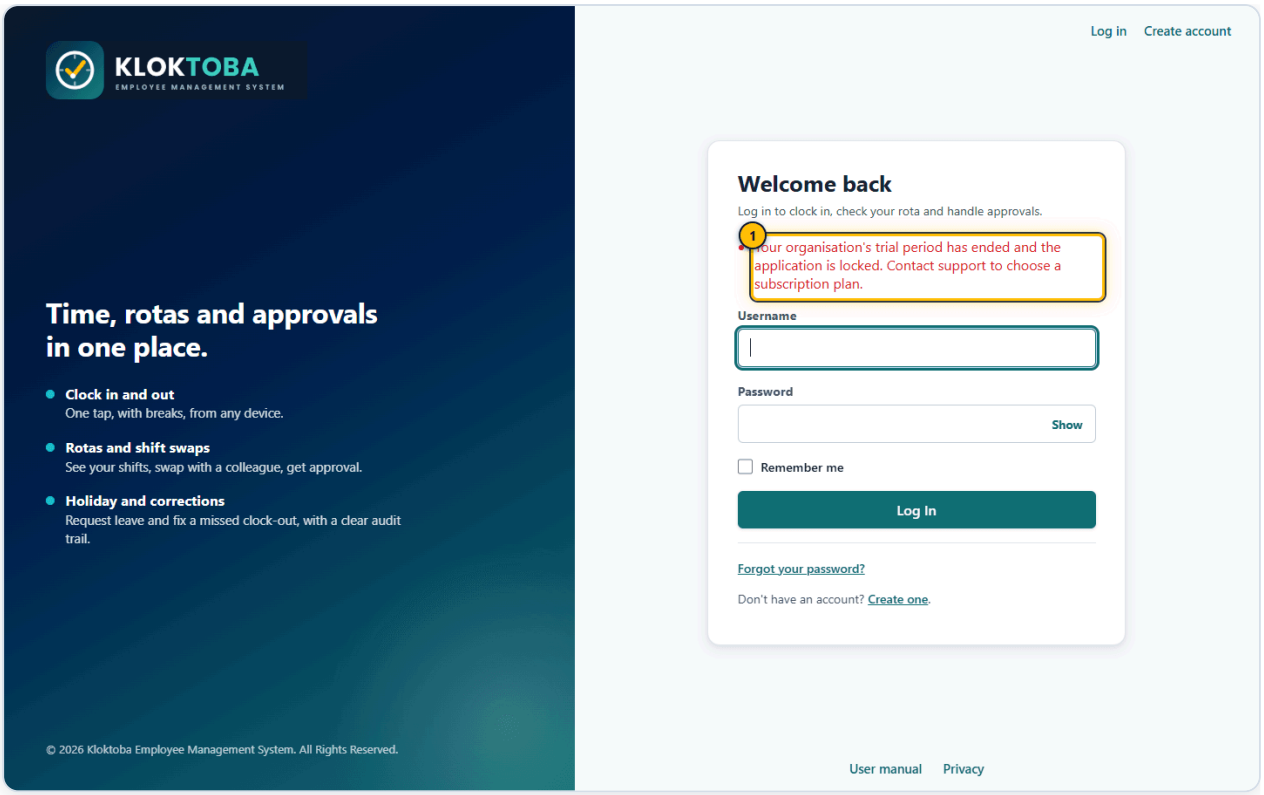


SS-078 – Trials and access. Viewed as: SuperAdmin.

1. Issue a trial of a number of days, or Extend one that is running
2. End a trial now (locks the organisation unless it has a plan)

12 When a trial ends and the organisation has no subscription plan, the application is **locked down** for that organisation: everyone in it is signed out and sees a message on the sign-in page. Assigning a plan lifts the lockdown at once.

© 2026 Kloktoba. All rights reserved.



SS-080 – Sign-in blocked after a trial ends. Viewed as: Signed out.

1. The lockdown message everyone in the organisation sees

EXPECTED RESULT

Invoices, payments, deactivations and trial changes are all recorded in the audit log. Other organisations are never affected.

COMMON ERRORS

Error or mistake	What to do
Cannot invoice a future month	Choose the current month or an earlier one.
The due date cannot be before the issue date	Choose a due date on or after the day the invoice was issued, and no more than 365 days after it.
The due date can no longer be changed	The invoice is paid or void, or its Direct Debit payment has already gone to the bank.
Deactivate refused	The organisation needs three overdue unpaid invoices. Invoices that are paid, voided or not yet due do not count.
Cannot issue a trial	The organisation is already on a plan or is deactivated.
GoCardless cannot collect payments in this currency	Direct Debit works only for GBP, EUR, USD, CAD and AUD plans. Invoices in other currencies are paid by bank transfer.
Direct Debit is not available	GoCardless has not been configured on the server (GoCardless:AccessToken). Invoices are paid by bank transfer until it is.

© 2026 Kloktoba. All rights reserved.

TROUBLESHOOTING

Problem	Solution
An organisation was not invoiced	The Generate message lists why: no plan, no price, covered by a trial, deactivated or already invoiced.
Users still locked out after paying	Paying does not reactivate an organisation. Activate it on the Organisations screen.
Users locked out after a trial	Assign a subscription plan, or extend or remove the trial.
A Direct Debit invoice is still unpaid after its collection date	Open the invoice and select Check Direct Debit status. Bank payments take a few working days to be confirmed; if the payment failed, select Try Direct Debit again or ask the organisation to pay by bank transfer.

FREQUENTLY ASKED QUESTIONS

Which currency is an invoice in?

The currency of the plan when the invoice was generated. Changing the plan later does not change invoices already issued.

Which users are charged for?

Active accounts in the organisation on the day the invoice is generated. Deactivated, pending and rejected accounts are not counted.

What if an organisation has hardly any users?

It is charged the plan's minimum monthly price instead.

Can an organisation admin see invoices?

No. Billing is only for the SuperAdmin.

Are existing organisations locked?

No. Only an organisation that has been given a trial and has no plan is locked when the trial ends.

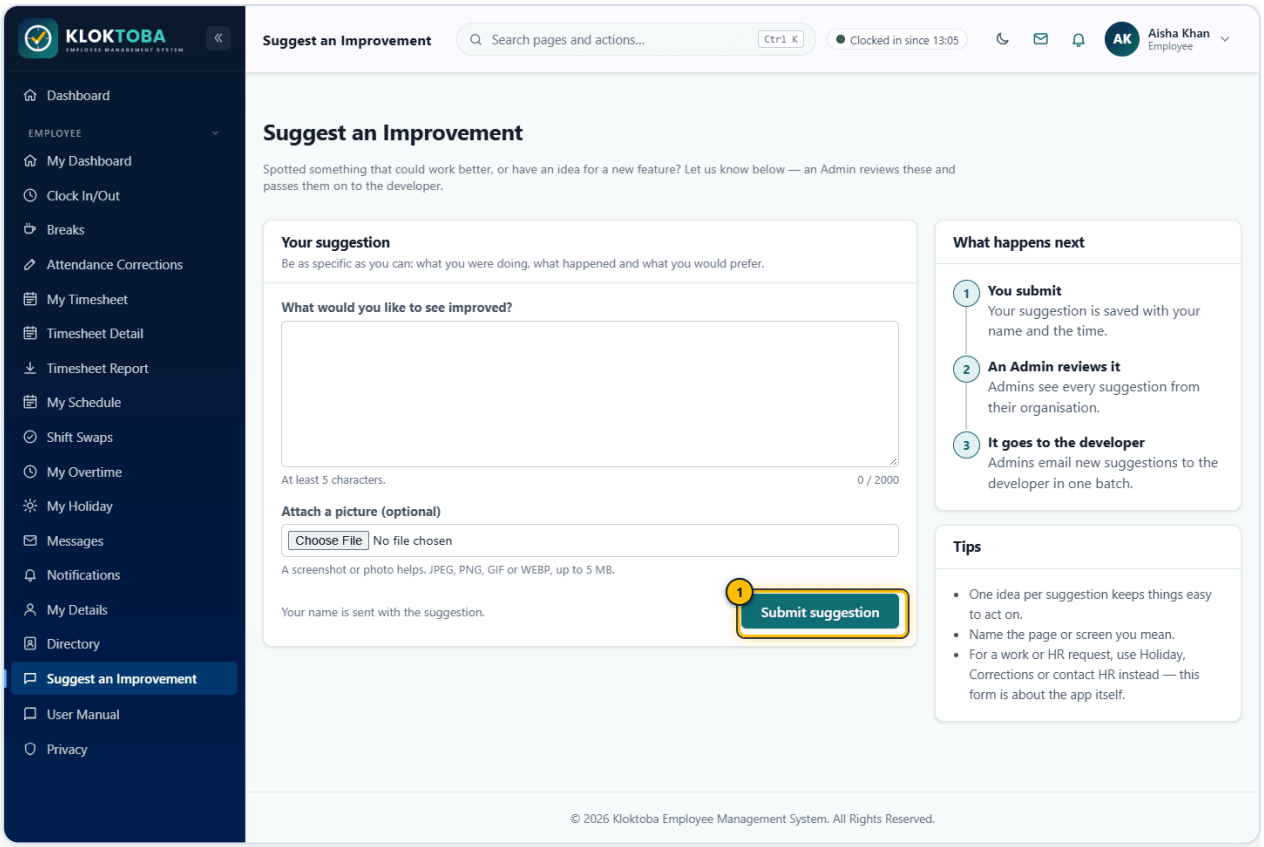
9.9 Suggestions and App Feedback

Purpose	Collects improvement ideas about the application.
Business benefit	Direct line from staff to the product owner.
User roles	Employee Admin

STEP-BY-STEP INSTRUCTIONS

1. Anyone: open **Suggest an Improvement**, describe what to improve (5 to 2,000 characters), optionally attach a picture, and select **Submit suggestion**.

© 2026 Kloktoba. All rights reserved.

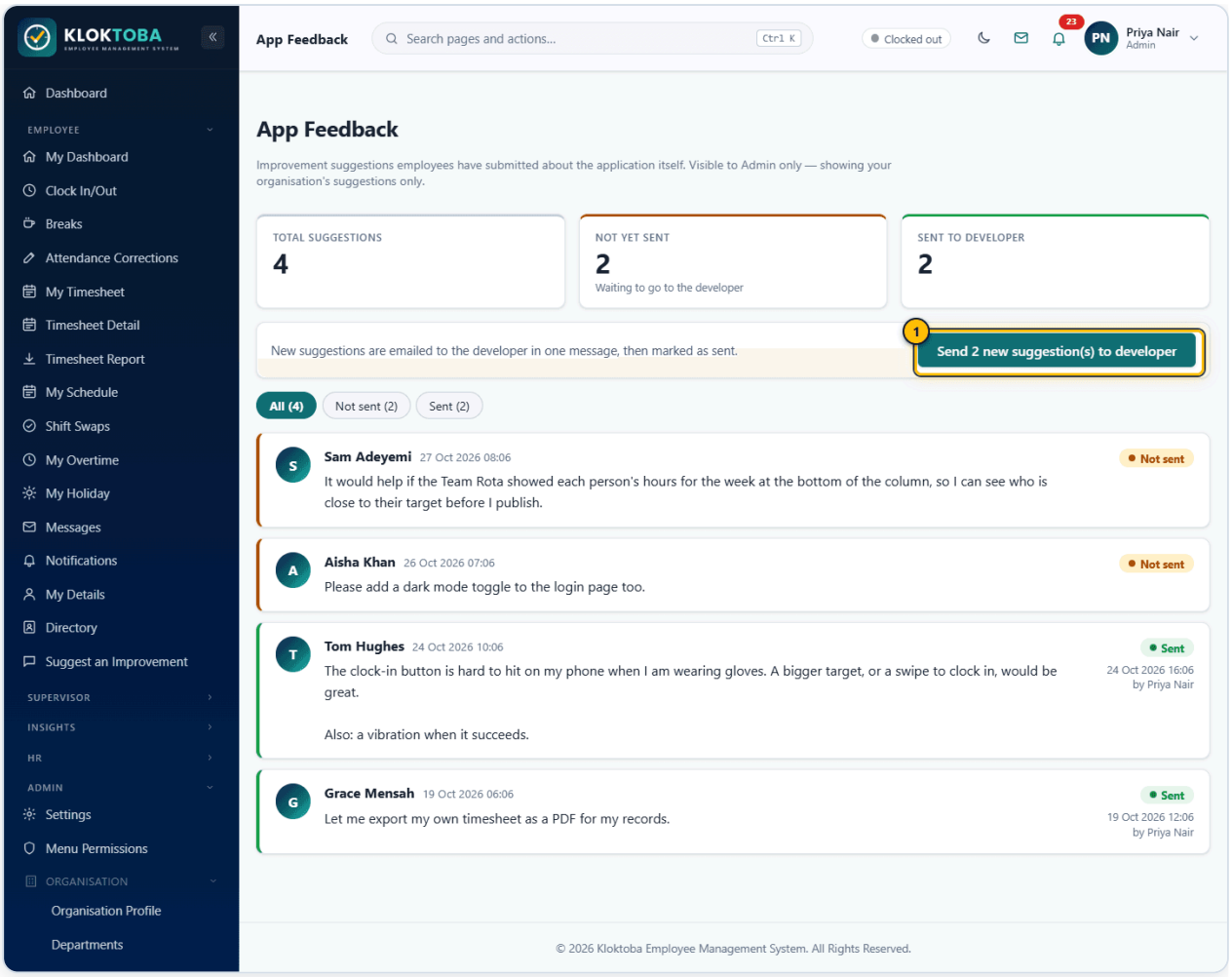


SS-066 – Suggest an improvement. Viewed as: Employee.

1. Submit suggestion

2. Admin: open **App Feedback** to see suggestions and select the send button to email all new ones to the developer in one message. They are then marked as sent.

© 2026 Kloktoba. All rights reserved.



SS-057 – App feedback. Viewed as: Admin.

1. Send new suggestions to the developer

EXPECTED RESULT

Submitters see a confirmation. Sent suggestions are never emailed twice.

COMMON ERRORS

Error or mistake	What to do
Suggestion too short	Enter at least 5 characters.

TROUBLESHOOTING

Problem	Solution
Send button disabled	There are no new suggestions to send.

FREQUENTLY ASKED QUESTIONS

Is this for HR requests?

No. Use Corrections, Holiday or contact HR for work requests.

© 2026 Kloktoba. All rights reserved.

CHAPTER 10

User and Role Management

Accounts, roles, who can see which menu, and security controls.

10.1 User accounts

Accounts are created by self-registration with approval (Chapter 2) or by HR and Admin with Add Employee (Chapter 3). Account status can be Active, Deactivated, or awaiting approval or rejected for self-registrations.

- **Reset a password:** Employee List or Team Members, then **Send password reset link**.
- **Set a temporary password:** HR or Admin on the Employee List (**Set password**), for anyone in their organisation whose role is not above theirs, or when creating an employee choose **Set a temporary password now** instead of the emailed link. Tick whether they must change it at first sign-in. SuperAdmin does the same for Organisation Admins.
- **Deactivate or activate:** Admin on the Employee List, for anyone in their organisation (including registrations waiting for approval). SuperAdmin does the same for Organisation Admins on **Organisation Admins**. History is kept.
- **Promote to Admin:** Admin > Organisation > My Organisation, choose a person under **Admins** and select **Promote**.
- **Organisation Admins:** only a SuperAdmin creates these, on **Admin > Organisation > Organisation Admins** (Chapter 9).

10.2 Roles

Kloktoba has five roles: **Employee**, **Supervisor**, **HR**, **Admin** and **SuperAdmin**. Change a person's role on **Edit Employee**. HR can assign Employee, Supervisor or HR; Admin can also grant Admin. A SuperAdmin account is created only through the one-time setup page, and Organisation Admins only by a SuperAdmin. A role change takes effect the next time the person signs in. Role definitions are fixed; you cannot create custom roles.

10.3 Permissions: Menu Permissions

Purpose	Chooses which roles see each navigation item.
Business benefit	Tailor the sidebar so people only see what they need.
User roles	Admin SuperAdmin

STEP-BY-STEP INSTRUCTIONS

1. Open **Admin > Menu Permissions**. Roles are columns and menu items are rows.

© 2026 Kloktoba. All rights reserved.



SS-054 – Menu permissions (role access). Viewed as: Admin.

1. Roles across the top, menu items down the side
2. Tick or untick a box to show or hide an item for a role.
3. Changes apply within a few minutes and are recorded in the audit log.

© 2026 Kloktoba. All rights reserved.

EXPECTED RESULT

The sidebar updates for that role. Admin and SuperAdmin can never be locked out of Menu Permissions.

COMMON ERRORS

Error or mistake	What to do
Cannot remove Menu Permissions for Admin	Admin and SuperAdmin must always see this page.

TROUBLESHOOTING

Problem	Solution
A user still sees the old menu	Wait a few minutes (menus are cached) and sign in again.

FREQUENTLY ASKED QUESTIONS

Does hiding a menu item stop access?

Showing or hiding is a convenience only. Every screen is separately protected, so hiding never grants access and showing never bypasses security.

10.4 Security controls

Control	Detail
Passwords	Rules and expiry set by SuperAdmin on Global Settings > Password policy (default: at least 8 characters, no expiry); stored securely; reset links last 24 hours and work once; temporary passwords are never emailed.
Generic sign-in errors	The same message for a wrong username or password, to avoid revealing which accounts exist.
Sessions	Sign-in lasts up to 8 hours with activity, or 30 days if Remember me is chosen.
Role-protected screens	Every screen checks permission regardless of menu visibility.
Organisation scoping	HR, Admin and Supervisor see only their own organisation. SuperAdmin manages organisations but not their employees or records.
Approvals	Self-registrations need manager and HR/Admin approval.
Multi-factor authentication	Not currently available.

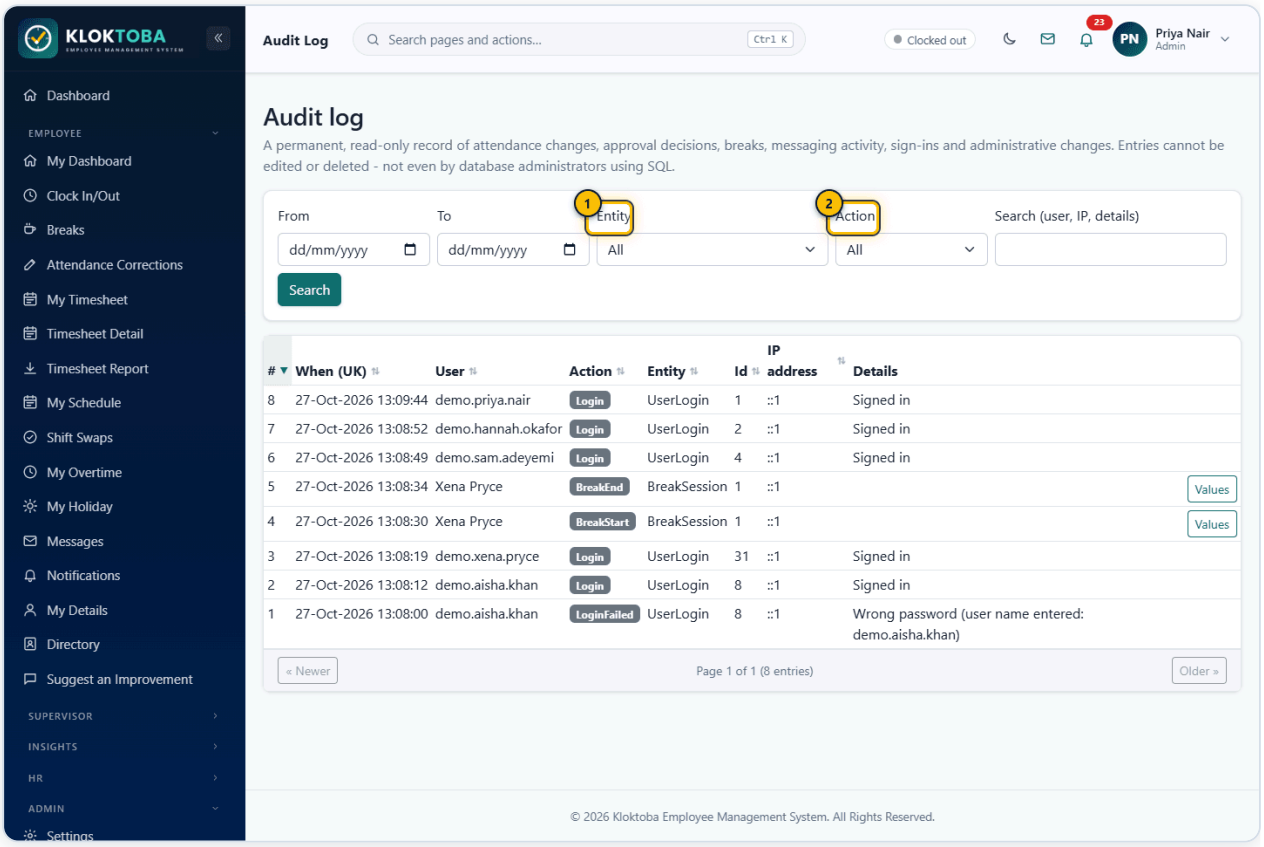
10.5 Audit log

© 2026 Kloktoba. All rights reserved.

Purpose	A permanent, read-only record of attendance changes, approvals, breaks, messaging, sign-ins and administrative changes.
Business benefit	Evidence for investigations, compliance and support.
User roles	HR Admin

STEP-BY-STEP INSTRUCTIONS

1. Open **Admin** > **Audit Log**.



SS-056 – Audit log. Viewed as: Admin.

1. Filter by entity
2. Filter by action

2. Filter by date range, **Entity** and **Action**, or search by user, IP address or details.
3. Page through results with **Newer** and **Older**.

EXPECTED RESULT

Entries cannot be edited or deleted, even by database administrators using SQL.

COMMON ERRORS

Error or mistake	What to do
No results	Widen the date range or clear filters.

© 2026 Kloktoba. All rights reserved.

TROUBLESHOOTING

Problem	Solution
I cannot find an action	Use the Entity filter first, then Action.

FREQUENTLY ASKED QUESTIONS

Are exports logged?

Yes. Every export is recorded.

© 2026 Kloktoba. All rights reserved.

CHAPTER 11

Reports and Analytics

Built-in reports, live analytics and exports.

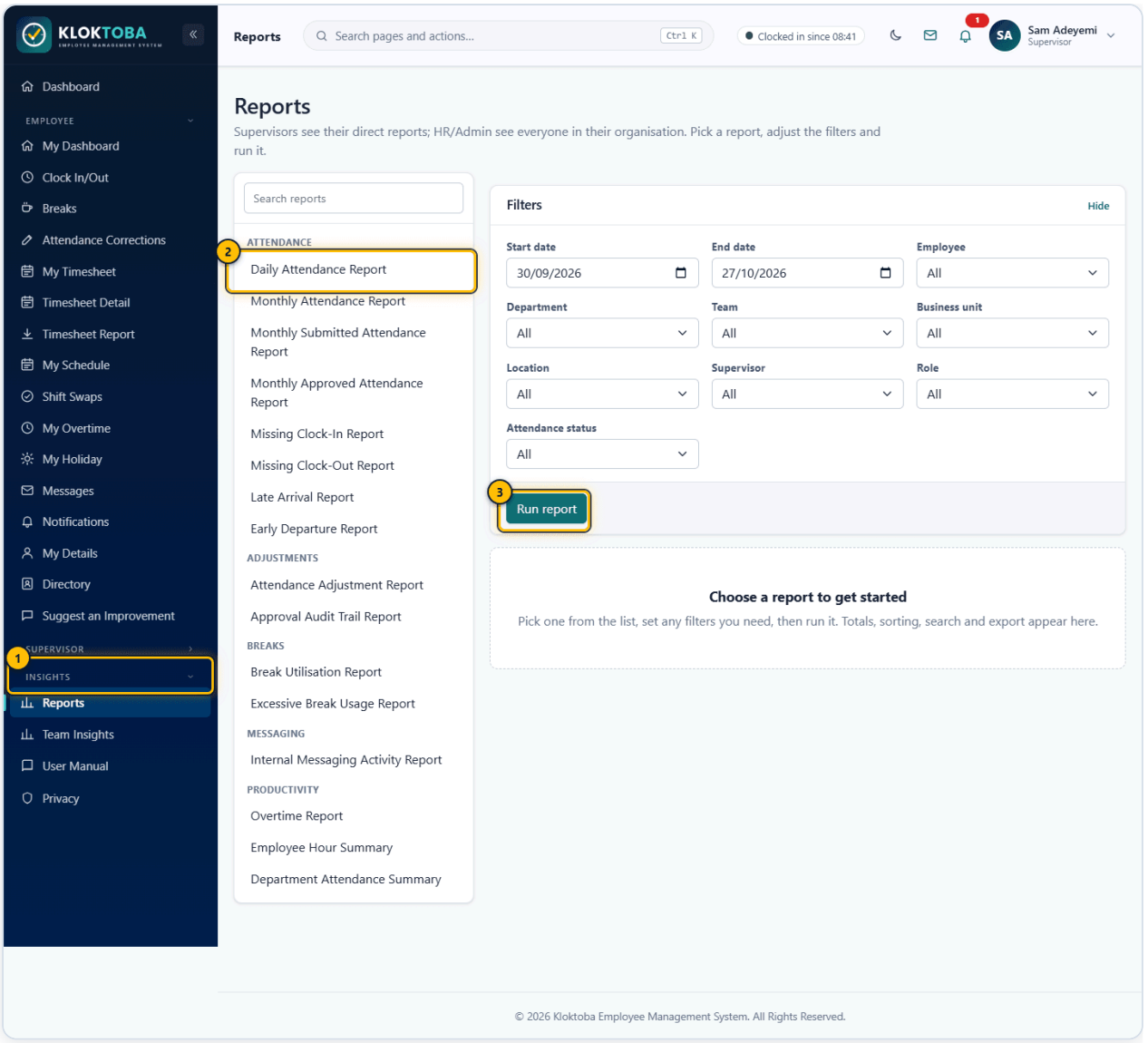
11.1 Running a report

Purpose	Produces tabular attendance, adjustment, break, messaging and productivity information.
Business benefit	Answers management and compliance questions without spreadsheets.
User roles	Supervisor · HR · Admin

STEP-BY-STEP INSTRUCTIONS

1. Open **Insights > Reports**. Supervisors see their direct reports; HR and Admin see their whole organisation. People whose clocking is switched off are left out of attendance reports.

© 2026 Kloktoba. All rights reserved.



SS-058 – Reports - choose a report. Viewed as: Supervisor.

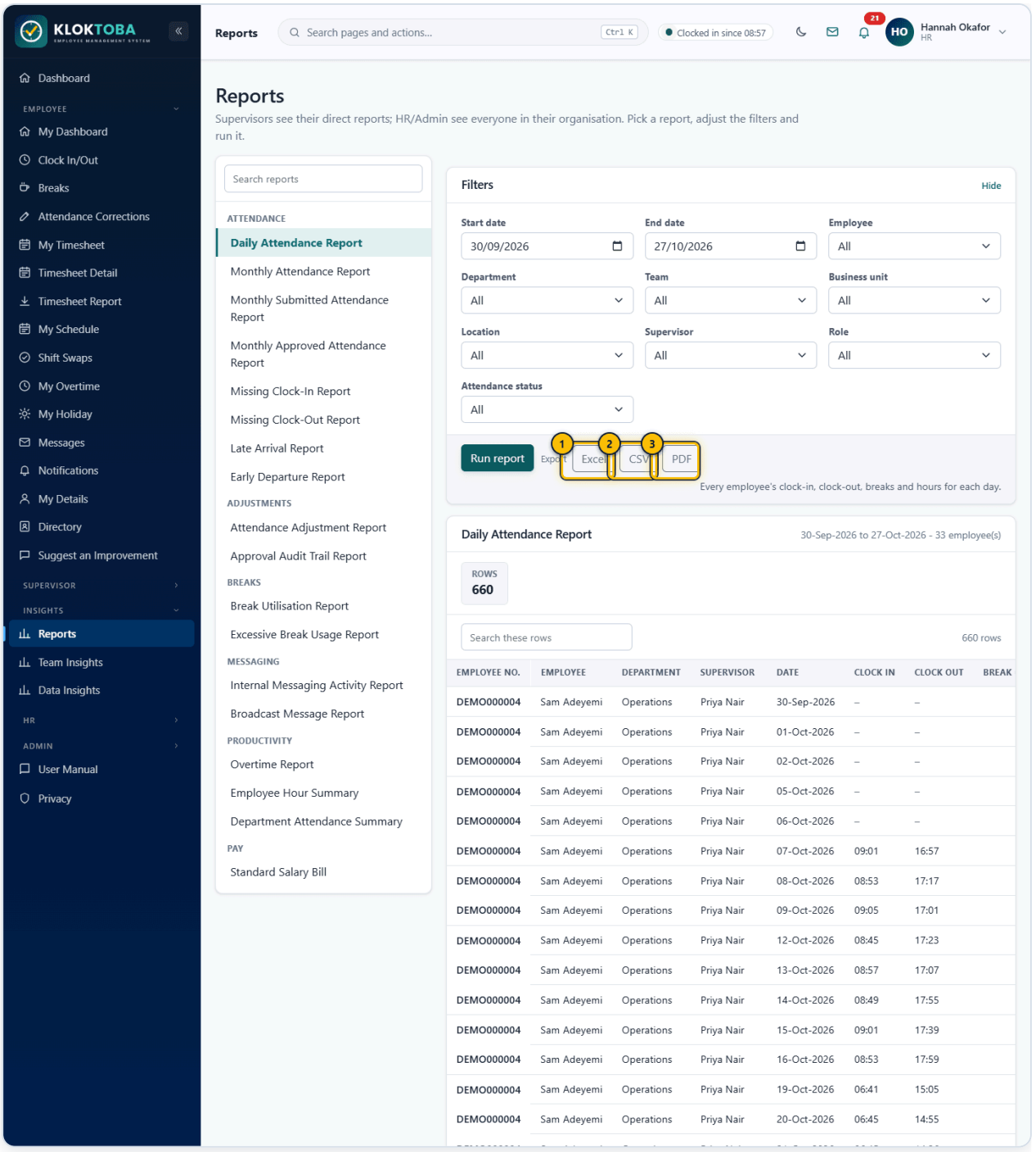
1. Insights group: Reports and Team Insights
2. Pick a report
3. Run report

2. Choose a report from the list: Daily and Monthly Attendance, Monthly Submitted Attendance, Monthly Approved Attendance, Missing Clock-In, Missing Clock-Out, Late Arrival, Early Departure, Attendance Adjustment, Approval Audit Trail, Break Utilisation, Excessive Break Usage, Internal Messaging Activity, Broadcast Message (HR and Admin), Overtime, Employee Hour Summary, Department Attendance Summary and Standard Salary Bill (HR and Admin).

3. Set filters: dates, employee, department, team, business unit, location, supervisor, role and attendance status.

4. Select **Run report**. Use the search box and column sorting on the results, which also show totals.

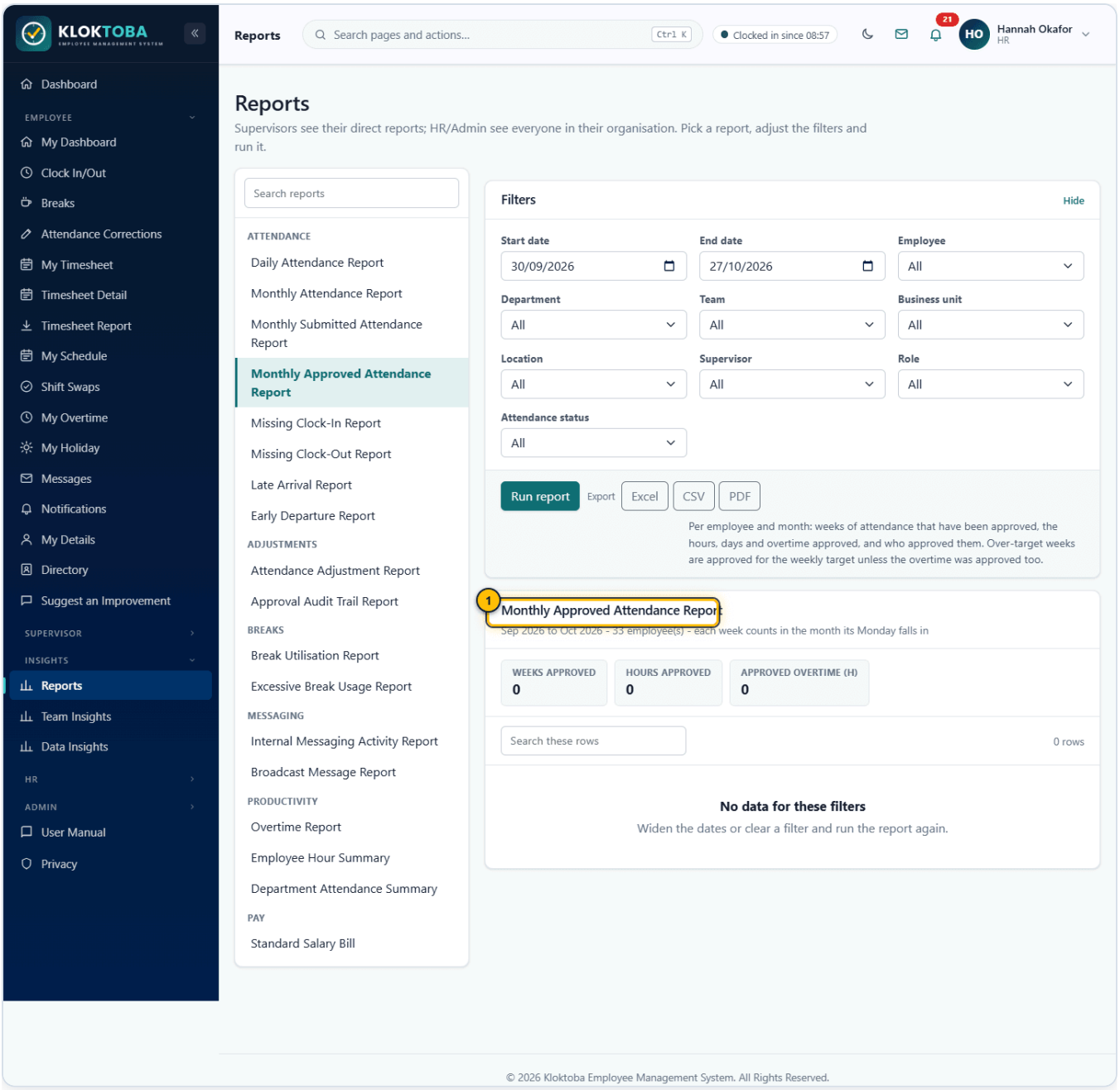
© 2026 Kloktoba. All rights reserved.



SS-059 – Attendance report results and export. Viewed as: HR.

1. Export to Excel
2. Export to CSV
3. Export to PDF

© 2026 Kloktoba. All rights reserved.



SS-088 – Monthly Approved Attendance report. Viewed as: HR.

1 Monthly approved (and submitted) attendance reports

EXPECTED RESULT

Results appear below the filters. Export controls are enabled after a run.

COMMON ERRORS

Error or mistake	What to do
No rows	Widen the date range or relax filters.

© 2026 Kloktoba. All rights reserved.

TROUBLESHOOTING

Problem	Solution
Export buttons are disabled	Run a report first. Export is available to HR and Admin.

FREQUENTLY ASKED QUESTIONS

Which formats can I export?

Excel, CSV and PDF.

How do the monthly submitted and approved reports work?

Each week belongs to the month its Monday falls in. **Monthly Submitted Attendance** counts, per employee and month, the weeks worked, submitted, pending, approved, rejected and not submitted, and the hours submitted. **Monthly Approved Attendance** shows the approved weeks, the hours worked in them, the **Hours Approved** (over-target weeks count at the weekly target unless the overtime was finally approved), approved overtime and who approved them.

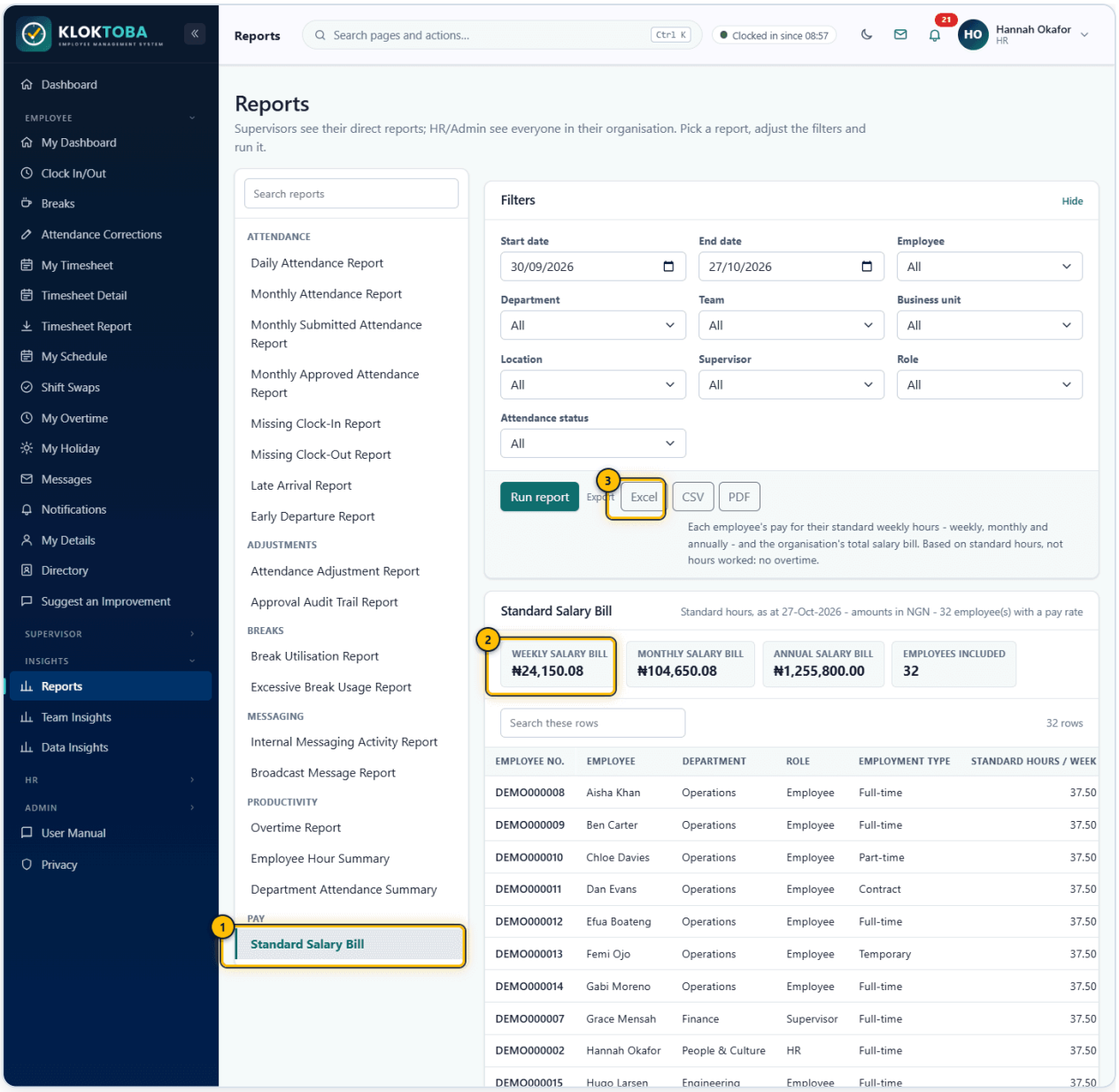
11.2 Standard Salary Bill

Purpose	Shows what the organisation pays for everyone's standard hours: each employee's pay weekly, monthly and annually, and the total salary bill.
Business benefit	A quick, consistent figure for budgeting that does not depend on hours worked.
User roles	HR Admin

STEP-BY-STEP INSTRUCTIONS

1. Open **Insights** > **Reports** and choose **Standard Salary Bill** under **Pay**.

© 2026 Kloktoba. All rights reserved.



SS-087 – Standard Salary Bill. Viewed as: HR.

1. In the Pay group (HR and Admin only)
2. Weekly, monthly and annual totals
3. Export to Excel, CSV or PDF

2. Optionally filter by department, team, business unit, location or role, then select **Run report**. Dates do not change the figures; the report shows pay as it stands today.

3. Read the totals: **Weekly salary bill**, **Monthly salary bill**, **Annual salary bill** and **Employees included**. Export to Excel, CSV or PDF if needed.

EXPECTED RESULT

One row per employee with a pay rate: Standard Hours / Week, Hourly Rate, Weekly, Monthly, Annual and Pay Basis (hourly rate or annual salary). Amounts are in the company currency.

© 2026 Kloktoba. All rights reserved.

COMMON ERRORS

Error or mistake	What to do
The report is not in my list	It shows pay, so only HR and Admin can see and run it.

TROUBLESHOOTING

Problem	Solution
Someone is missing	Employees with no pay rate, or a rate of zero, are not shown. Set a pay rate on their employee record.
An annual figure differs slightly from the stored salary	When an hourly rate is stored it is used (hourly rate x hours x 52), the same rule as Salary due on the Company Timesheet; the stored annual salary may have been rounded differently.

FREQUENTLY ASKED QUESTIONS

How is it calculated?

Standard hours are the person's weekly hours override, or the company standard. **Weekly** = hourly rate x standard hours; **Annual** = weekly x 52; **Monthly** = annual / 12. If only an annual salary is stored, it is spread over the standard hours.

Does it include overtime?

No. It is based on standard hours, not hours worked.

Are people who cannot clock in included?

Yes, if they have a pay rate. They are still on the payroll.

11.3 Analytics: Data Insights and Team Insights

Data Insights (HR and Admin) and **Team Insights** (Supervisor, for direct reports) are under **Insights**. They are live, read-only views recalculated each time you open them: headcount by role, the attendance trend, attendance analytics, hours against target this week and holiday use.

Section	What it shows and how to change it
Attendance trend	How many active employees clocked in on each day (or week). Choose a **Period** (This week, Last 7, 14 or 30 days, This month, Last 90 days, or a Custom range of up to a year); a preset applies straight away, a custom range when you select **Show trend**. Up to 35 days shows a bar per day; longer periods a bar per Monday-start week. Tiles show the average, the busiest day or week and who is clocked in now.
Attendance analytics	Choose a **Period** (Last 8, 12, 26 or 52 weeks, or a Custom range of up to a year) and what to **Compare** (**Week on week and month on month**, **Week on week** or **Month on month**). Tiles show scheduled days, the attendance rate, the unplanned absence rate, approved leave days and missing clock-ins to review. The comparison shows each week (or month) against the one before, with the change.

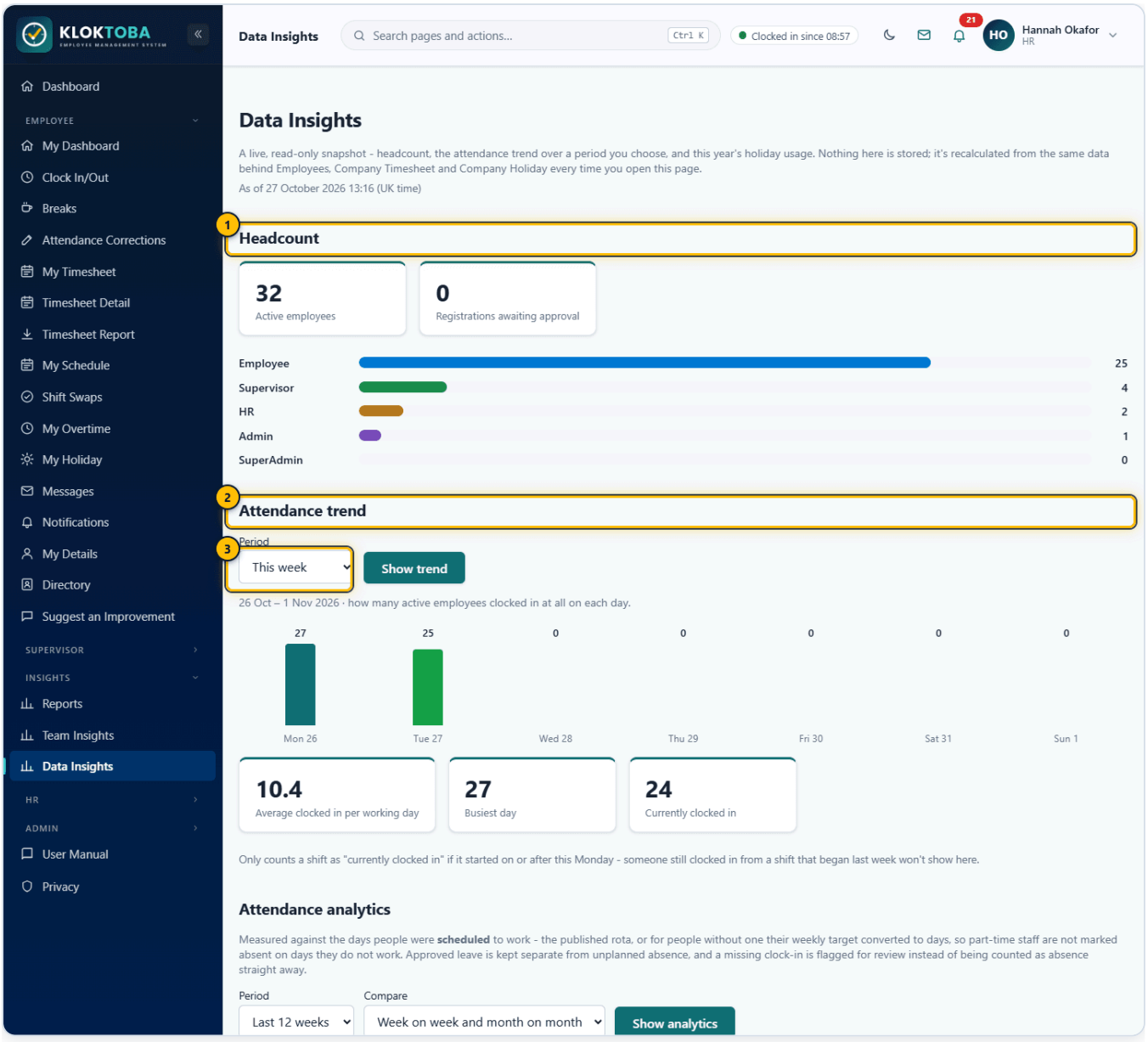
© 2026 Kloktoba. All rights reserved.

Section	What it shows and how to change it
Weekly attendance rate	Line chart: attended days divided by attended days plus unplanned absences, for each Monday to Sunday week.
Monthly absence rate	Line chart: unplanned absences divided by attended days plus unplanned absences, for each month. Approved leave is not included.
Lateness by department	Bars: late arrivals divided by days attended, per department. Late means after the start time plus the grace period.
Absence by weekday and week	Heat map of unplanned absences for each weekday in each week; darker cells are a larger share of that day's expected attendance. A dash means nobody was expected.
Missing clock-ins to review	Scheduled days with no clock-in and no approved leave, with a link to the Missing Clock-In report.

NOTE

Rates are based on **scheduled working days**: the published rota, or for people without one, the days their weekly hours imply (so part-time staff are not counted absent on days they do not work). **Approved leave** is shown separately and never counts as absence. A **missing clock-in** is listed for review for the first 7 days, or while a correction is pending, before it counts as absent.

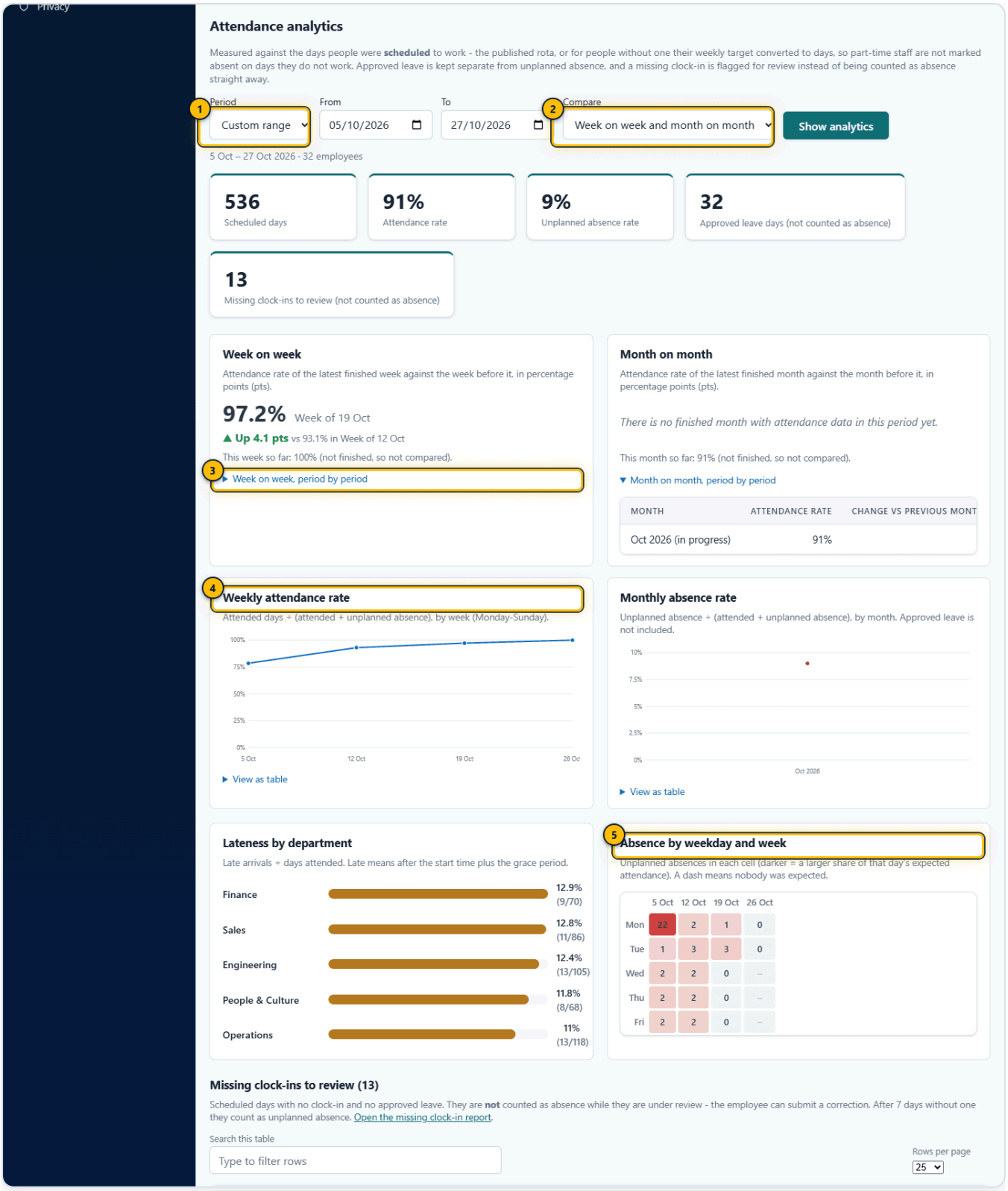
© 2026 Kloktoba. All rights reserved.



SS-060 – Data Insights: headcount and attendance trend. Viewed as: HR.

1. Headcount by role
2. Attendance trend
3. Choose the period (or a custom range)

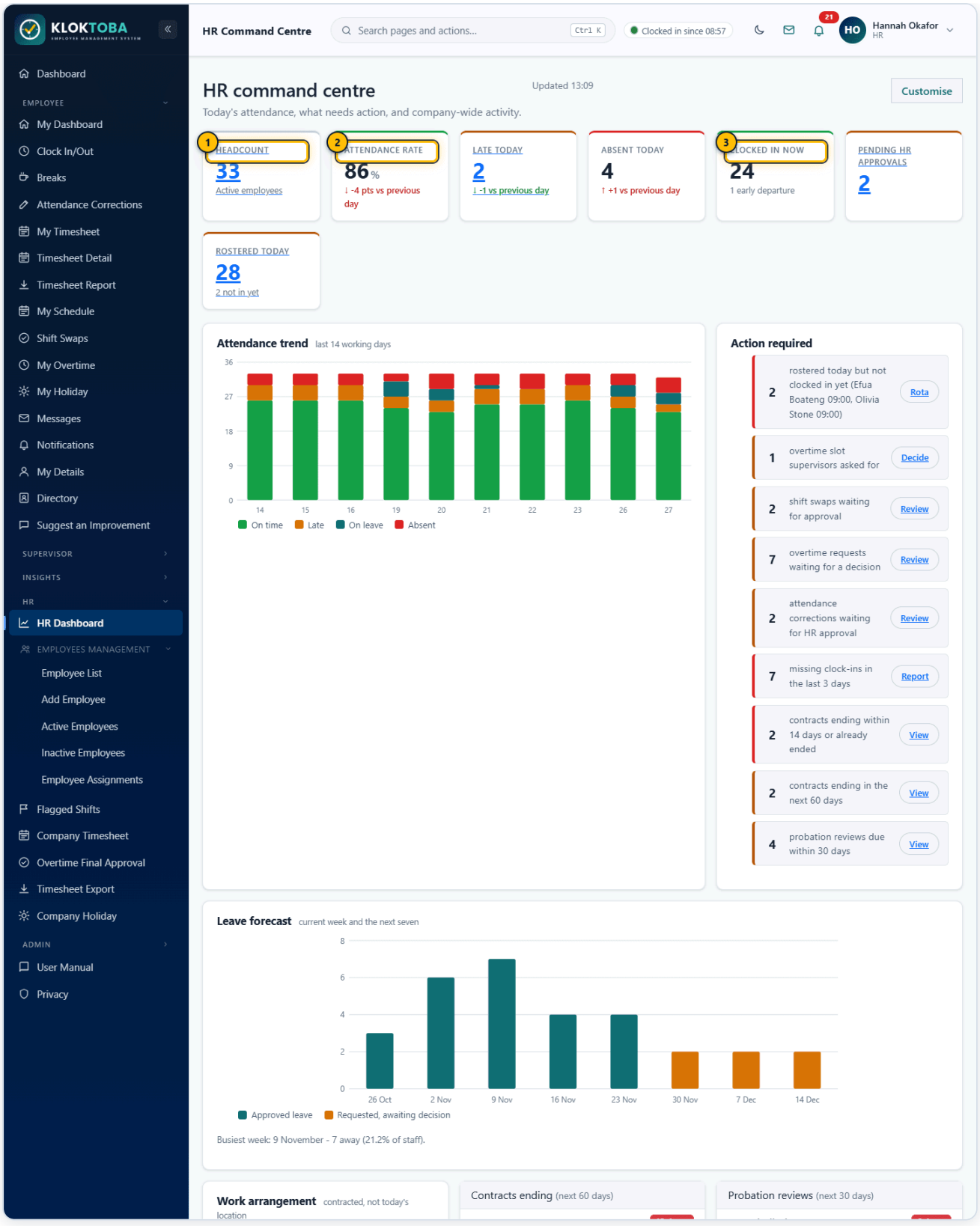
© 2026 Kloktoba. All rights reserved.



SS-084 – Data Insights: attendance analytics. Viewed as: HR.

1. Analytics period
2. Compare week on week, month on month, or both
3. Comparison with the previous week
4. Weekly attendance rate
5. Absence heat map

© 2026 Kloktoba. All rights reserved.



SS-036 – HR command centre. Viewed as: HR.

1. Headcount
2. Attendance rate
3. Clocked in now

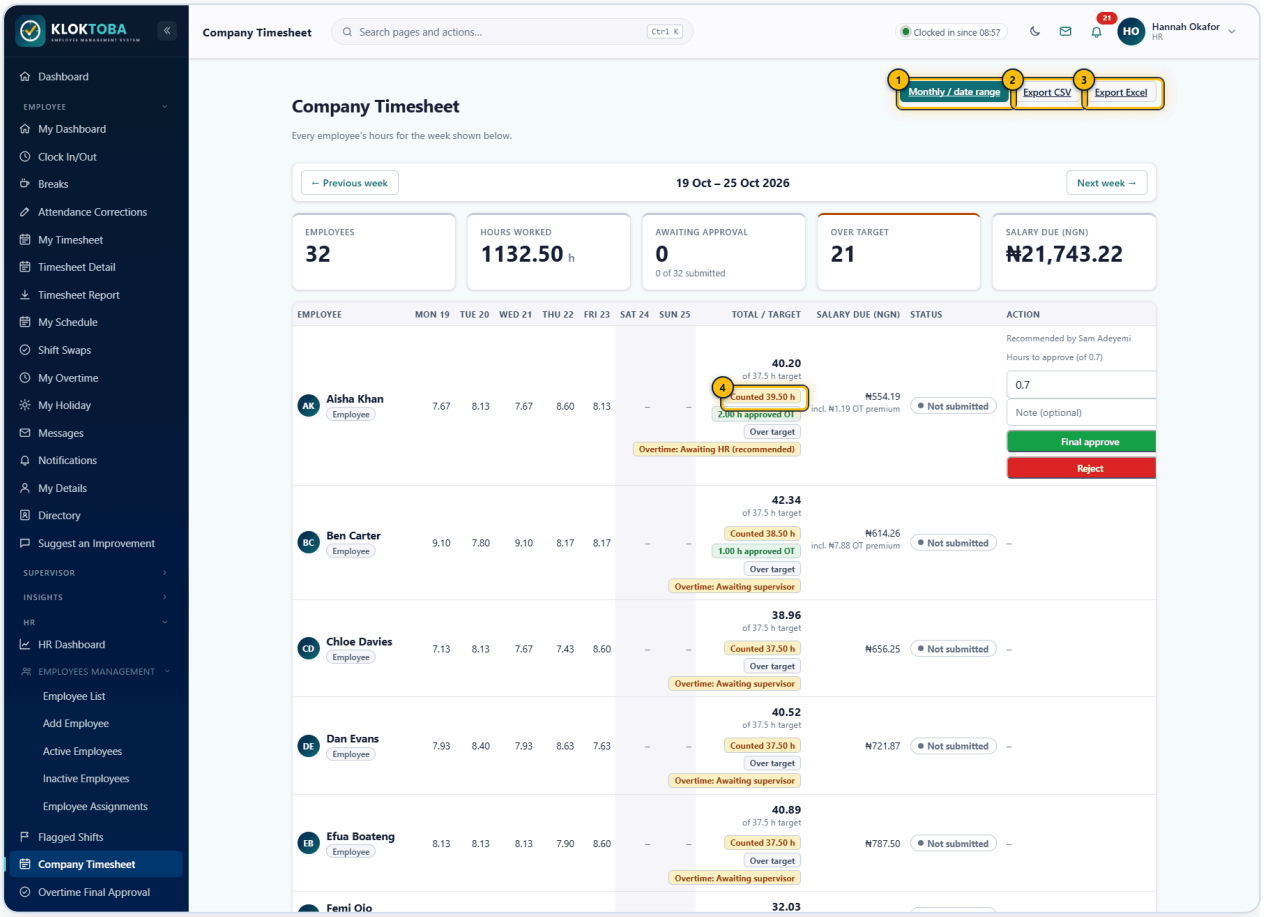
© 2026 Kloktoba. All rights reserved.

11.4 Timesheet exports

Purpose	Download attendance for any period.
Business benefit	Feed payroll and external systems; every export is audited.
User roles	HR Admin

STEP-BY-STEP INSTRUCTIONS

1 On **HR > Company Timesheet** choose a week and select **Export CSV** or **Export Excel**. Files include over-target and auto clocked-out flags, the overtime status, **Counted hours** (after the overtime rule), **Approved hours** and salary due where a pay rate exists.



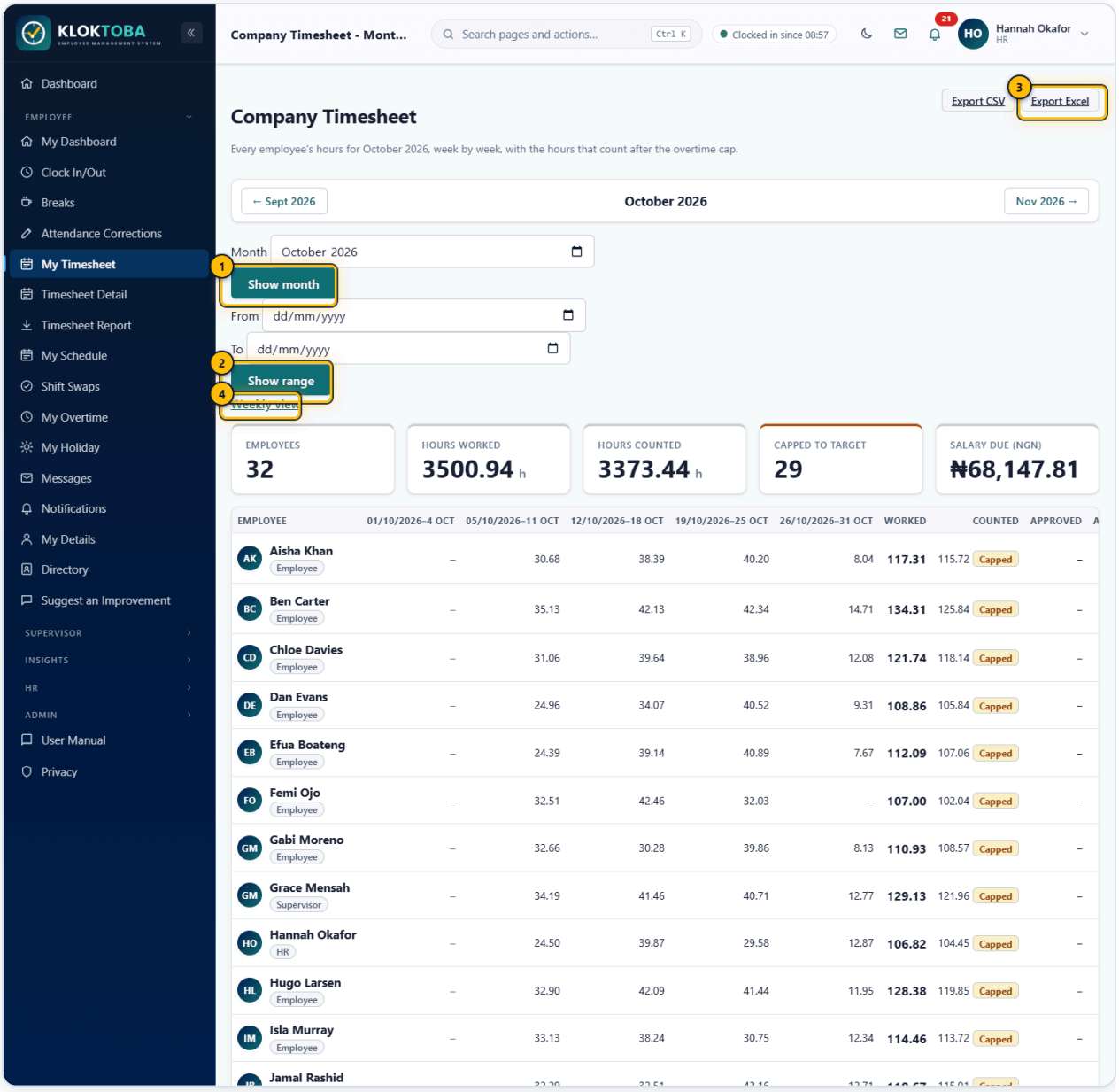
SS-061 – Company timesheet and exports. Viewed as: HR.

1 Month or date-range view
2 Export CSV
3 Export Excel
4 Hours that count until overtime is approved

2 For a month or any date range, select **Monthly / date range** on the Company Timesheet. Choose a **Month** and **Show month**, or **From** and **To** dates (up to 93 days) and **Show range**. The page shows

© 2026 Kloktoba. All rights reserved.

each person's hours day by day and week by week, the counted and approved hours and salary due; **Export CSV** and **Export Excel** download the same period. **Weekly view** returns to the week.

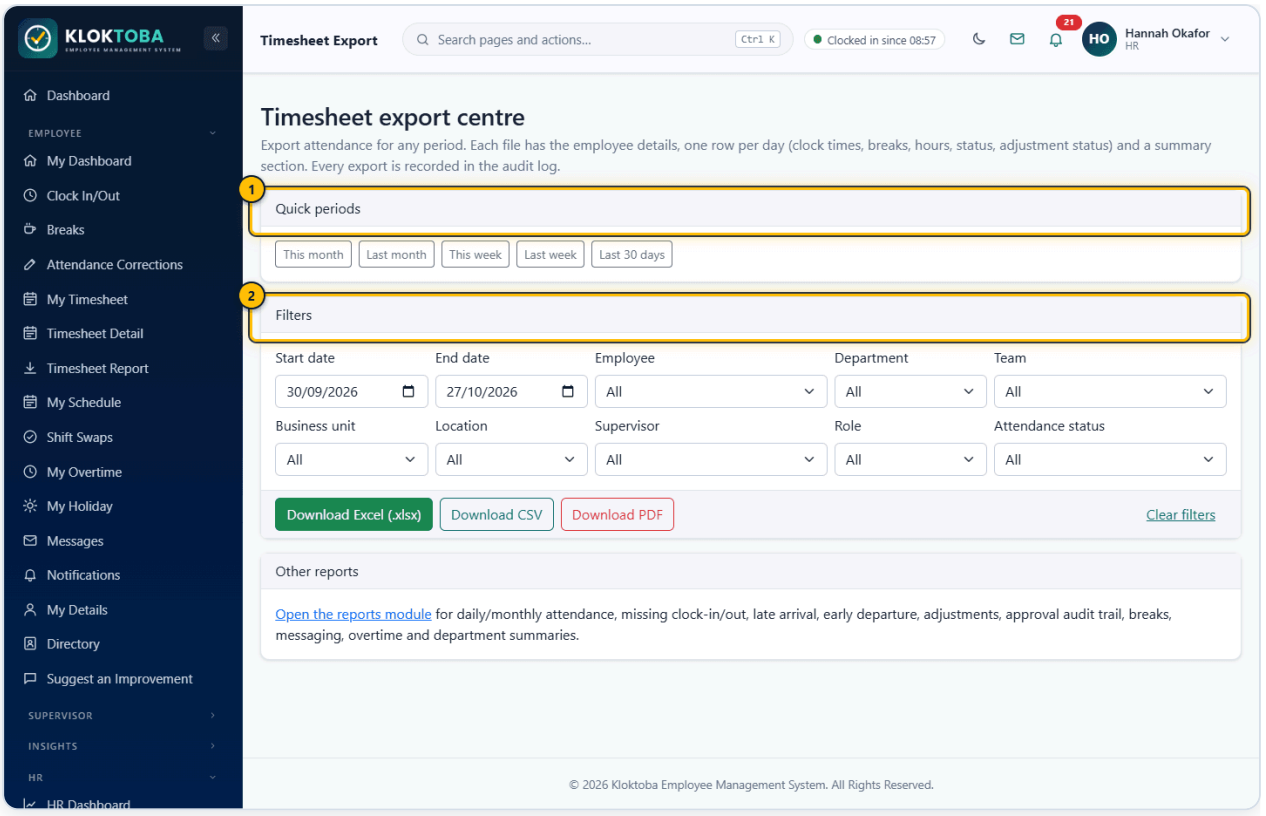


SS-085 – Company timesheet: month or date range. Viewed as: HR.

1. Choose a month
2. Or any date range (up to 93 days)
3. Export the same period
4. Back to the week

3 For any period open **Timesheet Export**, choose a **Quick period** or dates, filter by employee, and export. Each file has employee details, one row per day and a summary.

© 2026 Kloktoba. All rights reserved.



SS-062 – Timesheet export centre. Viewed as: HR.

1 Quick periods

2 Filters

EXPECTED RESULT

A file downloads; the export is recorded in the audit log.

COMMON ERRORS

Error or mistake	What to do
Salary due shows a dash	No pay rate is set for that person; they are excluded from the total.
Salary due is lower than hours x rate	Hours over the weekly target without approved overtime are not paid until the overtime is approved (Overtime).

TROUBLESHOOTING

Problem	Solution
Excel opens with strange characters	Import the CSV as UTF-8.

FREQUENTLY ASKED QUESTIONS

Does CSV include a title row?

No. CSV is pure data so it imports cleanly.

© 2026 Kloktoba. All rights reserved.

CHAPTER 12

Notifications and Messages

Alerts, announcements and how to control them.

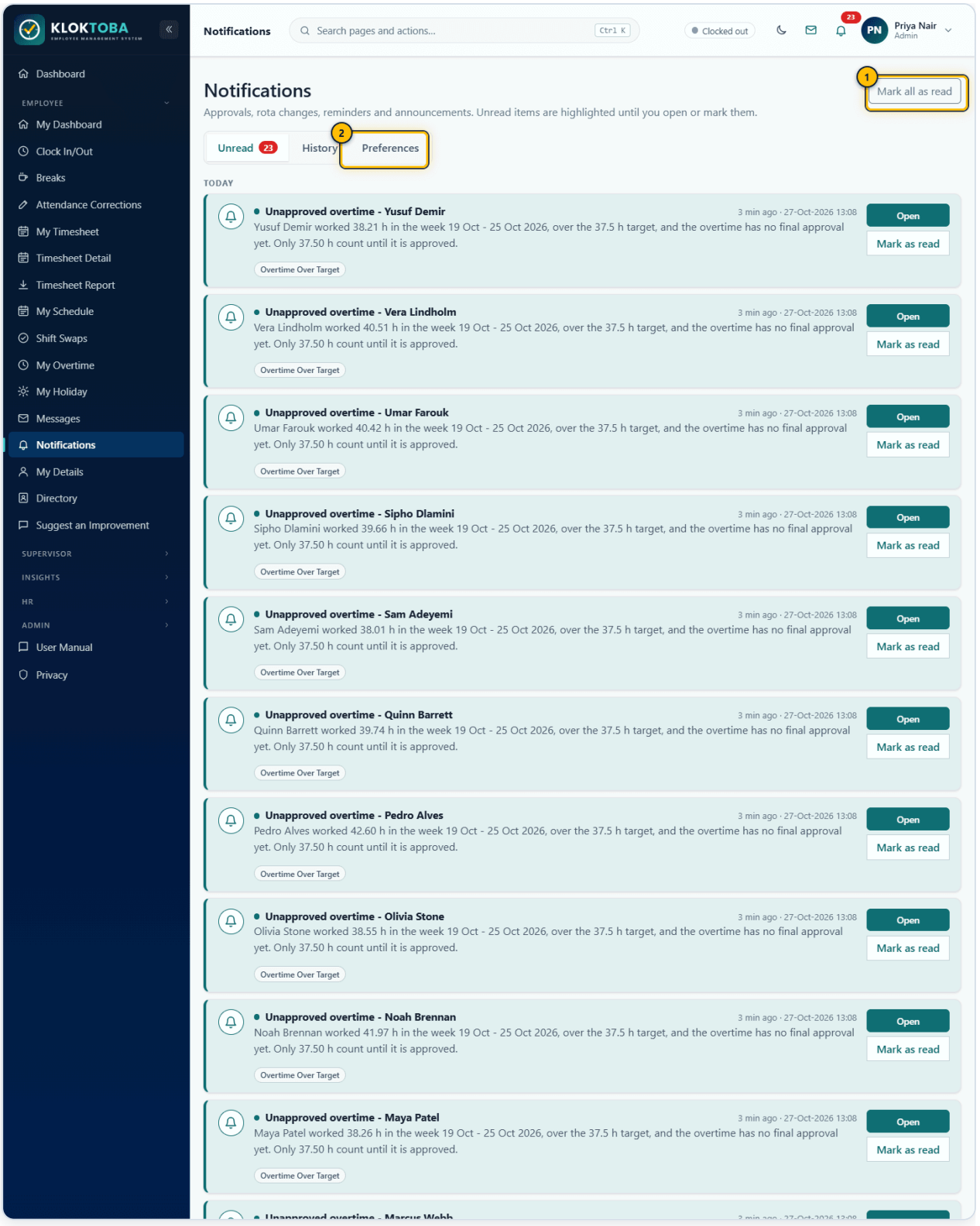
12.1 Notification centre

Purpose	Collects alerts about approvals, rota changes, reminders and announcements.
Business benefit	You never miss an approval or a missing clock event.
User roles	Employee · Supervisor · HR · Admin

STEP-BY-STEP INSTRUCTIONS

1. Select the **bell** in the top bar or open **Notifications**. Tabs show **Unread**, **History** and **Preferences**.

© 2026 Kloktoba. All rights reserved.



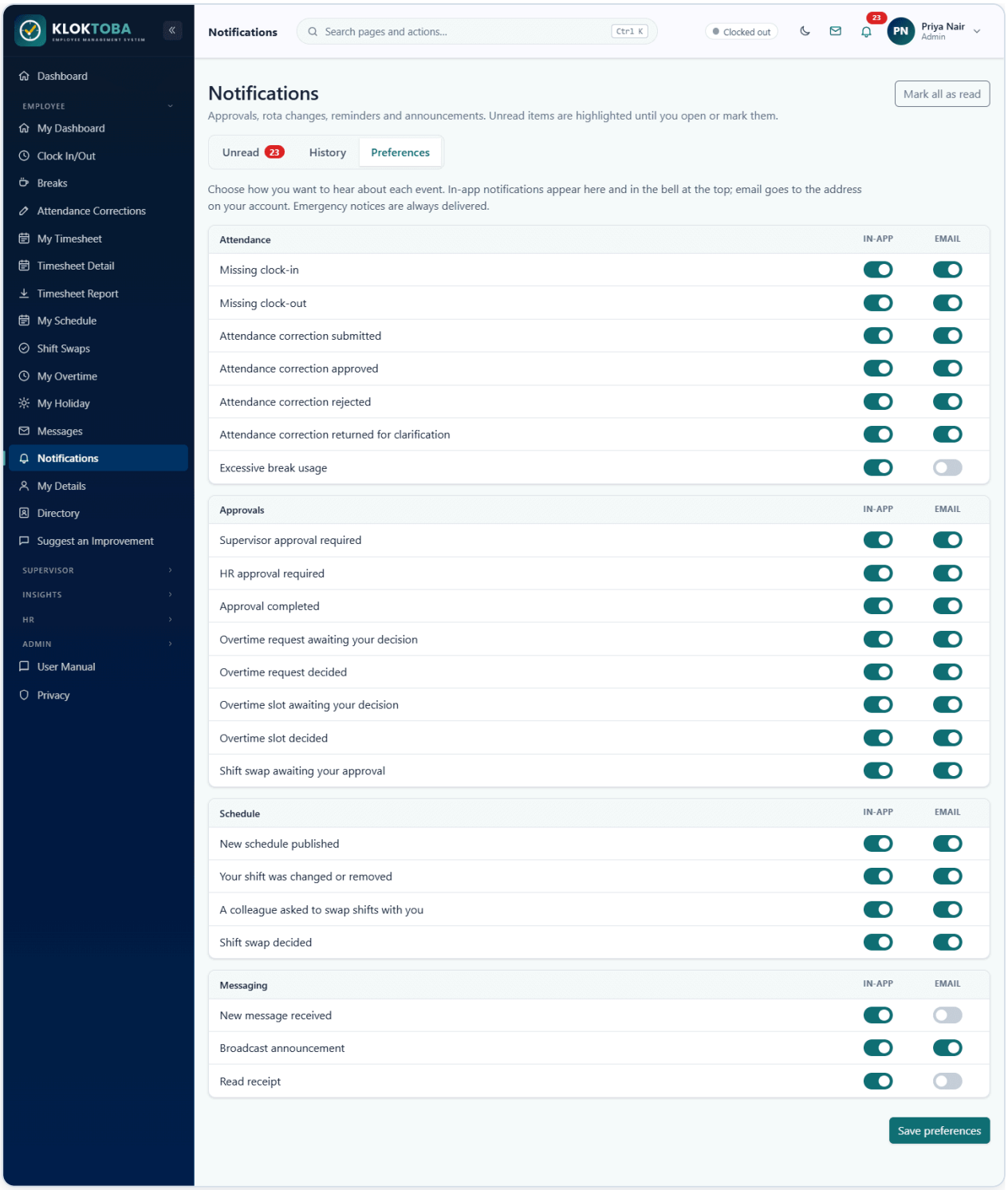
SS-063 – Notification centre. Viewed as: Admin.

1. Mark all as read
2. Notification preferences
3. A system alert

2. Select **Open** to go to the item, **Mark as read** for one, or **Mark all as read**.

3. Open **Preferences** to choose, for each notification type, whether you receive it in the app and by email.

© 2026 Kloktoba. All rights reserved.



SS-064 – Notification preferences. Viewed as: Admin.

undefined Approval notifications

When a correction, overtime request, slot or swap needs your decision, you receive a **Supervisor approval required** or **HR approval required** notification. When it is decided, the requester is told. Email notifications use the Kloktoba email template with your organisation's support address.

EXPECTED RESULT

Unread items stay highlighted until opened or marked read. The bell shows the unread count.

© 2026 Kloktoba. All rights reserved.

COMMON ERRORS

Error or mistake	What to do
Not receiving emails	Check your Preferences and that your account has an email address.

TROUBLESHOOTING

Problem	Solution
A notification disappeared	Check **History**.

FREQUENTLY ASKED QUESTIONS

Which events notify me?

Missing clock-in or clock-out, attendance correction submitted, approved, rejected or returned, approvals required, overtime requested or decided, schedule published, shift changes, swap requests and decisions, new messages, announcements and read receipts, excessive breaks, and (for HR and Admin) unapproved overtime: a week over target with no final overtime decision.

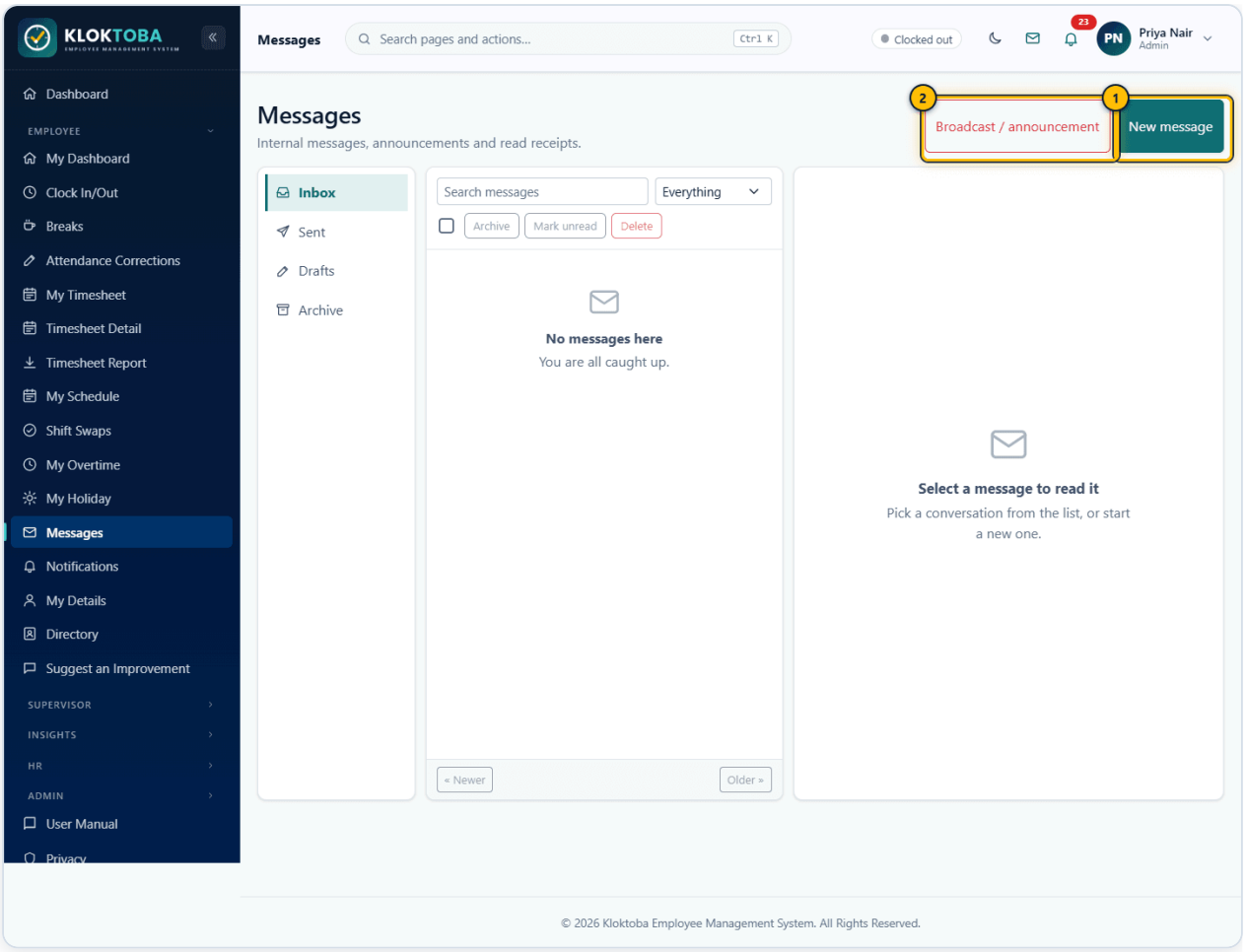
12.2 Messages and announcements

Purpose	Internal messaging with folders and broadcast announcements.
Business benefit	Keep work communication inside Kloktoba with read receipts.
User roles	Employee · Supervisor · HR · Admin

STEP-BY-STEP INSTRUCTIONS

1. Open **Messages**. Folders are **Inbox**, **Sent**, **Drafts** and **Archive**.

© 2026 Kloktoba. All rights reserved.



SS-065 – Messages. Viewed as: Admin.

1. New message
2. Announcements and emergency broadcasts

2. Select **New message** to write to a colleague. Select a message to read it; use **Archive**, **Mark unread** or **Delete**.

3. Authorised users can use **Broadcast / announcement** to send a company or department announcement or an emergency message.

EXPECTED RESULT

Messages show in the recipient's Inbox with an unread count in the top bar.

COMMON ERRORS

Error or mistake	What to do
Cannot broadcast	Broadcasts are limited to authorised roles.

TROUBLESHOOTING

Problem	Solution
Message not found	Check Archive or the Everything view.

© 2026 Kloktoba. All rights reserved.

FREQUENTLY ASKED QUESTIONS

Do broadcasts notify people?

Yes, as a broadcast announcement notification.

© 2026 Kloktoba. All rights reserved.

CHAPTER 13

Troubleshooting

Common issues, messages and where to get help.

13.1 Common issues

Symptom	Likely cause	What to do
"Permission to access location was denied."	Browser blocked location for the Kloktoba site.	Open site settings, set Location to Allow, reload, retry.
GPS chip never turns ready	Device location services are off.	Turn on location services; try Wi-Fi or mobile data; reload.
"You're already clocked in."	Open shift from earlier or another device.	Clock out of that shift first.
Clock buttons are disabled with a notice	Clocking switched off for your account.	Contact HR or Admin.
Cannot sign in after registering	Awaiting manager and HR/Admin approval.	Ask your manager or HR.
Reset link does not work	Expired (24 h) or already used.	Request a new one.
Cannot start a break	Not clocked in, limit reached or already on break.	Check status on Breaks; see break rules.
Timesheet hours look short	Unpaid breaks and lunch are deducted; missing clock-out.	Check Timesheet Detail; request a correction.
Cannot cancel holiday	Only Pending requests can be cancelled.	Contact your supervisor or HR.
Page not in my sidebar	Role or Menu Permissions do not include it.	Ask your Admin.
No overtime slot to book	Team has no approved slot.	Ask your supervisor to request one.
Cannot see Settings	It is in the Admin group.	Ask an Admin.
Cannot find Reports, Team Insights or Data Insights	They moved to the **Insights** group.	Open **Insights** in the sidebar.
Cannot find Shift Templates, Audit Log or the organisation settings	They moved to the **Admin** group (organisation settings are under **Admin > Organisation**).	Open **Admin** in the sidebar.
Week shows fewer hours than worked ("Counted")	Hours over the weekly target have no final overtime approval yet.	Supervisor recommends, then HR or Admin approve on **Overtime Final Approval**.

© 2026 Kloktoba. All rights reserved.

Symptom	Likely cause	What to do
Someone is missing from the Company Timesheet	Their clocking is switched off.	Turn on **Allow clocking in/out** on their employee record if they should clock.

13.2 Error messages

Message	Meaning
Invalid username or password.	Credentials did not match. Same message for both cases.
Permission to access location was denied.	The browser did not allow location access.
You're already clocked in. Please clock out first.	An open clock-in exists.
The password must be at least … characters long / must contain …	Choose a password that meets every rule listed under the password box (SuperAdmin > Global Settings > Password policy).
Your password has expired	Enter your current password and choose a new one; the policy sets how many days a password lasts.
Admin and SuperAdmin must always be able to see Menu Permissions.	You tried to hide the screen that controls menus from Admin or SuperAdmin.
Only Admin can manage menu permissions.	Your role cannot change menu permissions.

13.3 Frequently asked questions

- **Who can see my location?** Supervisors and HR can see the address recorded for each clock event on timesheets and reports. It is not tracked at any other time.
- **Why is a time different from my phone?** Kloktoba stamps events with server time, shown in UK time.
- **Can I use Kloktoba on my phone?** Yes. Use a current mobile browser and allow location.
- **What if I do not have a supervisor?** HR can set one on your employee record. HR and Admin can decide their own holiday where no one is above them.

13.4 Support contacts

First contact your **Supervisor** or **HR**. For application problems, email **support@klocktoba.com** (the address configured for this installation) and include your username, the page, what you expected and what happened. Use **Suggest an Improvement** for ideas.

© 2026 Kloktoba. All rights reserved.

CHAPTER 14

Best Practices

Recommended habits for compliance and security.

14.1 Attendance compliance

> **BEST PRACTICE**
> Clock in and out at the start and end of each shift, from the place you actually work. Do not leave shifts open overnight.

- Submit corrections as soon as you notice a problem, with a clear reason and attachment where helpful.
- Review My Timesheet every week and submit it for approval before the deadline your organisation sets.
- Take breaks using the Breaks page so unpaid time is deducted correctly.

14.2 Leave governance

> **BEST PRACTICE**
> Request leave early, check the balance first, and decide pending requests within a working day or two.

- Add a reason so approvers have context.
- Supervisors should check the rota and Team Attendance before approving.
- Use the decision note to explain rejections.

14.3 Supervisor responsibilities

- Clear **Action required** daily.
- Publish the rota in advance and use shift templates for consistency.
- Use **Return** on corrections rather than rejecting when you need clarification.
- Recommend or decline overtime promptly: hours over target are not paid until HR gives the final approval.
- Start each day on the **Approval Dashboard**.

14.4 Administrative guidelines

- Keep departments, positions, teams and locations tidy; deactivate rather than delete.
- Review Menu Permissions after changing responsibilities.
- Use the Audit Log for investigations.
- Set sensible break and attendance rules and review them yearly.

© 2026 Kloktoba. All rights reserved.

- Assign managers to everyone so approvals have an owner.

14.5 Security best practices

> **WARNING**
> Never share your password. Anyone using your account is recorded as you in the audit log.

- Use a long, unique password.
- Sign out on shared devices and do not use Remember me on them.
- Report lost devices to HR so the account can be reviewed.
- Admins: keep the number of Admin and SuperAdmin accounts small.

© 2026 Kloktoba. All rights reserved.

Appendix A Screenshot Index

All 90 screenshots were captured from the current build against a demonstration database with fictitious data. Yellow numbered markers identify the items described in each figure's key.

ID	Screenshot	Viewed as	Page	Used in
SS-001	Sign-in page	Signed out	`/Account/Login`	Chapter 2
SS-002	Sign-in error message	Signed out	`/Account/Login`	Chapter 2
SS-003	Forgot your password	Signed out	`/Account/ForgotPassword`	Chapter 2
SS-004	Create account (self-registration)	Signed out	`/Account/Register`	Chapter 2
SS-005	First-time SuperAdmin setup	Signed out	`/Setup/SuperAdmin`	Chapter 2
SS-006	Employee home dashboard	Employee	`/`	Chapter 2
SS-007	My attendance dashboard	Employee	`/Overview`	Chapter 2
SS-008	Clock In screen (before clocking in)	Employee2	`/Attendance`	Chapter 4
SS-009	After clocking in - confirmation banner	Employee2	`/Attendance`	Chapter 4
SS-010	Clock Out screen (while clocked in)	Employee2	`/Attendance`	Chapter 4
SS-011	Break Management - start a break	Employee2	`/Breaks`	Chapter 6
SS-012	Break in progress	Employee2	`/Breaks`	Chapter 6
SS-013	Break ended - today's breaks	Employee2	`/Breaks`	Chapter 6

© 2026 Kloktoba. All rights reserved.

ID	Screenshot	Viewed as	Page	Used in
SS-014	After clocking out - confirmation banner	Employee2	`/Attendance`	Chapter 4
SS-015	Attendance history - My Timesheet	Employee	`/Dashboard`	Chapter 5
SS-016	Daily timesheet detail	Employee	`/Timesheet`	Chapter 5
SS-017	My attendance corrections	Employee	`/Adjustments`	Chapter 4
SS-018	Attendance correction form	Employee	`/Adjustments/Create`	Chapter 4
SS-019	Correction approvals (Supervisor)	Supervisor	`/Adjustments/Approvals`	Chapter 8
SS-020	Correction approvals (HR final approval)	HR	`/Adjustments/Approvals`	Chapter 8
SS-021	Leave - allowance and request form	Employee	`/Holiday`	Chapter 7
SS-022	Leave request submitted - history	Employee2	`/Holiday`	Chapter 7
SS-023	Team Holiday - pending approval	Supervisor	`/Holiday/Team`	Chapter 7
SS-024	Company Holiday (HR/Admin)	HR	`/Holiday/All`	Chapter 7
SS-025	My schedule	Employee	`/Schedule`	Chapter 7
SS-026	Shift swaps	Supervisor	`/Schedule/Swaps`	Chapter 8
SS-027	My overtime	Employee	`/Overtime`	Chapter 7
SS-028	Overtime approvals	Supervisor	`/Overtime/Approvals`	Chapter 8

© 2026 Kloktoba. All rights reserved.

ID	Screenshot	Viewed as	Page	Used in
SS-029	Overtime slots (HR/Admin)	HR	`/Overtime/Slots`	Chapter 9
SS-030	Supervisor home dashboard	Supervisor	`/`	Chapter 8
SS-031	Team dashboard (Supervisor)	Supervisor	`/Overview/Team`	Chapter 8
SS-032	Team timesheets	Supervisor	`/Dashboard/Team?week=2026-10-19`	Chapter 8
SS-081	Overtime recommended by the supervisor	Supervisor	`/Dashboard/Team?week=2026-10-19`	Chapter 8
SS-082	Approval dashboard	Supervisor	`/ApprovalDashboard`	Chapter 8
SS-083	Employee timesheet report	Supervisor	`/TimesheetReport?employeeId=8`	Chapter 5
SS-033	Team members	Supervisor	`/Employees/Team`	Chapter 8
SS-034	Team rota	Supervisor	`/Schedule/Rota`	Chapter 8
SS-035	Team insights	Supervisor	`/Insights/Team`	Chapter 8
SS-036	HR command centre	HR	`/Overview/Hr`	Chapter 11
SS-037	Administrator home dashboard	Admin	`/`	Chapter 2
SS-038	Employee list	Admin	`/Employees`	Chapter 3
SS-039	Add Employee	Admin	`/Employees/Create`	Chapter 3
SS-040	Edit Employee	Admin	`/Employees`	Chapter 3
SS-041	Employee assignments	Admin	`/Employees/Assignments`	Chapter 3
SS-042	Directory	Employee	`/Directory`	Chapter 3

© 2026 Kloktoba. All rights reserved.

ID	Screenshot	Viewed as	Page	Used in
SS-043	My Details	Employee	`/Account/MyDetails`	Chapter 3
SS-044	Account approvals	HR	`/Account/PendingApprovals`	Chapter 2
SS-045	Flagged shifts	HR	`/Attendance/Flagged`	Chapter 5
SS-046	Organisation profile	Admin	`/OrganisationSettings/Profile`	Chapter 9
SS-047	Departments	Admin	`/OrganisationSettings/Departments`	Chapter 9
SS-048	Positions	Admin	`/OrganisationSettings/Positions`	Chapter 9
SS-049	Teams and business units	Admin	`/OrganisationSettings/Teams`	Chapter 9
SS-050	Locations (work locations)	Admin	`/OrganisationSettings/Locations`	Chapter 9
SS-051	Shift templates	Admin	`/Schedule/Templates`	Chapter 9
SS-052	Break and attendance settings	Admin	`/Breaks/Settings`	Chapter 6
SS-053	Settings hub	Admin	`/Settings`	Chapter 9
SS-054	Menu permissions (role access)	Admin	`/AdminMenus`	Chapter 10
SS-055	My Organisation and Admins	Admin	`/Organisation/MyOrganisation`	Chapter 9
SS-056	Audit log	Admin	`/Audit`	Chapter 10
SS-057	App feedback	Admin	`/Feedback`	Chapter 9
SS-058	Reports - choose a report	Supervisor	`/Reports`	Chapter 11
SS-059	Attendance report results and export	HR	`/Reports`	Chapter 11

© 2026 Kloktoba. All rights reserved.

ID	Screenshot	Viewed as	Page	Used in
SS-060	Data Insights: headcount and attendance trend	HR	`/Insights`	Chapter 11
SS-084	Data Insights: attendance analytics	HR	`/Insights?arange=custom&compare=both&afrom=2026-10-05&ato=2026-11-01`	Chapter 11
SS-061	Company timesheet and exports	HR	`/Dashboard/All?week=2026-10-19`	Chapter 11
SS-085	Company timesheet: month or date range	HR	`/Dashboard/Period`	Chapter 11
SS-086	Overtime final approval	HR	`/Dashboard/OvertimeReview`	Chapter 5
SS-087	Standard Salary Bill	HR	`/Reports?report=salary-bill`	Chapter 11
SS-088	Monthly Approved Attendance report	HR	`/Reports?report=monthly-approved-attendance`	Chapter 11
SS-062	Timesheet export centre	HR	`/Export`	Chapter 11
SS-063	Notification centre	Admin	`/Notifications`	Chapter 12
SS-064	Notification preferences	Admin	`/Notifications`	Chapter 12
SS-065	Messages	Admin	`/Messages`	Chapter 12
SS-066	Suggest an improvement	Employee	`/Feedback/Submit`	Chapter 9
SS-067	Notification Management: templates	HR	`/NotificationManagement`	Chapter 9
SS-068	Edit a notification template	HR	`/NotificationManagement`	Chapter 9
SS-069	Notification triggers	HR	`/NotificationManagement/Triggers`	Chapter 9

© 2026 Kloktoba. All rights reserved.

ID	Screenshot	Viewed as	Page	Used in
SS-070	Notification history	HR	`/NotificationManagement/History`	Chapter 9
SS-071	Notification Branding	Admin	`/NotificationBranding`	Chapter 9
SS-072	Organisation Admins	SuperAdmin	`/OrganisationAdmins`	Chapter 9
SS-073	Create an organisation admin	SuperAdmin	`/OrganisationAdmins/Create`	Chapter 9
SS-074	System statistics	SuperAdmin	`/Platform`	Chapter 9
SS-075	Sorting the employee list	HR	`/Employees?sort=role&dir=desc`	Chapter 2
SS-076	Invoices and overdue accounts	SuperAdmin	`/Billing`	Chapter 9
SS-077	A printable invoice	SuperAdmin	`/Billing`	Chapter 9
SS-078	Trials and access	SuperAdmin	`/Billing/Trials`	Chapter 9
SS-079	Subscription plan with currency	SuperAdmin	`/SubscriptionPlans/Edit/1`	Chapter 9
SS-080	Sign-in blocked after a trial ends	Signed out	`/Account/Login?reason=trial-expired`	Chapter 9
SS-089	Sidebar: Insights and Admin groups	Admin	`/OrganisationSettings/Profile`	Chapter 2
SS-090	Kloktoba-Geofence map	Admin	`/Geofence?date=2026-10-19`	Chapter 4

© 2026 Kloktoba. All rights reserved.

Appendix B Change Log

Section updated	Description of change	Author	Date	Version
All	Complete rewrite. Replaced single in-app page with a 14-chapter manual.	Documentation (AI-assisted draft, pending human review)	27 October 2026	2.0
Cover, Contents, Version control	New cover page, clickable contents, version control page and executive summary.	Documentation (AI-assisted draft, pending human review)	27 October 2026	2.0
Chapter 2 Getting Started	Rewrote sign-in, password reset, registration and approvals; added system requirements, dashboards and a note that multi-factor authentication is not available.	Documentation (AI-assisted draft, pending human review)	27 October 2026	2.0
Chapter 3 Employee Management	Added employee numbers, organisation assignment (department, position, team, business unit, location), employment fields and the onboarding workflow.	Documentation (AI-assisted draft, pending human review)	27 October 2026	2.0
Chapters 4 to 6	Rewrote clock in/out; new coverage of lunch, flagged shifts, corrections, breaks and break rules.	Documentation (AI-assisted draft, pending human review)	27 October 2026	2.0
Chapter 7 Leave Management	Rewrote leave; new coverage of rota, shift swaps and overtime requests.	Documentation (AI-assisted draft, pending human review)	27 October 2026	2.0
Chapter 8 Supervisor Functions	New: team dashboard, approval queues, rota, team reporting.	Documentation (AI-assisted draft, pending human review)	27 October 2026	2.0
Chapters 9 and 10	New: organisation setup and structure, shift templates, overtime allowances, company settings, menu permissions, security controls, audit log.	Documentation (AI-assisted draft, pending human review)	27 October 2026	2.0
Chapters 11 and 12	New: reports, analytics, exports, notifications, messages.	Documentation (AI-assisted draft, pending human review)	27 October 2026	2.0
Chapters 13 and 14	Expanded troubleshooting and new best practices chapter.	Documentation (AI-assisted draft, pending human review)	27 October 2026	2.0

© 2026 Kloktoba. All rights reserved.

Section updated	Description of change	Author	Date	Version
Appendices	Added screenshot index, change log, workflow index, role access summary, coverage notes, accessibility review and audit summary.	Documentation (AI-assisted draft, pending human review)	27 October 2026	2.0
Notification Management and Branding	New: templates, triggers, history and audit for the 17 notification events; organisation branding applied to every email and SMS.	Documentation (AI-assisted draft, pending human review)	27 October 2026	2.1
Organisation Admins and SuperAdmin	New: SuperAdmin creates Organisation Admins only, with activation email and forced password change; SuperAdmin no longer performs employee, leave or attendance functions.	Documentation (AI-assisted draft, pending human review)	27 October 2026	2.1
Sorting	Every list sorts by clicking a heading (ascending, then descending) with filters and paging kept.	Documentation (AI-assisted draft, pending human review)	27 October 2026	2.1
Per-user pricing	Subscription plans are priced per active user per month with an optional minimum monthly price; invoices show the calculation.	Documentation (AI-assisted draft, pending human review)	27 October 2026	2.3
Subscription plans, invoices and trials	New: plan currency, monthly invoices, deactivation of organisations with three overdue unpaid invoices, trial periods and the lockdown when a trial ends.	Documentation (AI-assisted draft, pending human review)	27 October 2026	2.2
Navigation	New Insights group (Reports, Team Insights, Data Insights); Admin and Administration merged into Admin with an Organisation sub-group; Shift Templates, Break & Attendance Settings and Audit Log moved to Admin; collapsible sub-groups.	Documentation (AI-assisted draft, pending human review)	27 October 2026	2.4
Chapter 5 Overtime	Hours over target count only once approved; two-step approval (supervisor recommends, HR or Admin give final approval for all or some hours); new Overtime final approval and Employee timesheet report sections; break and clock-change rules for hours worked.	Documentation (AI-assisted draft, pending human review)	27 October 2026	2.4
Chapter 8 Supervisor Functions	New Approval dashboard; team timesheets now recommend overtime.	Documentation (AI-assisted draft, pending human review)	27 October 2026	2.4

© 2026 Kloktoba. All rights reserved.

Section updated	Description of change	Author	Date	Version
Chapter 11 Reports and Analytics	New Monthly Submitted and Monthly Approved Attendance reports, Standard Salary Bill, attendance trend and analytics charts with week-on-week and month-on-month comparison, and the monthly and date-range Company Timesheet with exports.	Documentation (AI-assisted draft, pending human review)	27 October 2026	2.4
Subscription plans, invoices and trials	New: Platform Owner - the business details and bank account printed on every invoice as From and How to pay; invoices also show the organisation's address.	Documentation (AI-assisted draft, pending human review)	27 October 2026	2.4
Subscription plans, invoices and trials	New: Bill to - who each organisation's invoices are billed to, set by SuperAdmin (Organisations > Bill to) or the organisation's Admin (Admin > Organisation > Billing Details).	Documentation (AI-assisted draft, pending human review)	27 October 2026	2.4
Subscription plans, invoices and trials	New: SuperAdmin sets the due date when generating invoices and can change it on any unpaid invoice.	Documentation (AI-assisted draft, pending human review)	27 October 2026	2.4
Subscription plans, invoices and trials	New: Direct Debit through GoCardless - organisations set it up from Billing Details; invoices are collected on their due date and marked paid automatically when GoCardless confirms payment.	Documentation (AI-assisted draft, pending human review)	27 October 2026	2.4
Subscription plans, invoices and trials	New: SuperAdmin emails an invoice as a PDF to the billing email, copying the organisation contact email, and can download the PDF.	Documentation (AI-assisted draft, pending human review)	27 October 2026	2.4
Subscription plans, invoices and trials	New: invoices show the platform owner's logo (uploaded on Platform Owner) and the Kloktoba logo, and explain how to set up Direct Debit when the organisation has not.	Documentation (AI-assisted draft, pending human review)	27 October 2026	2.4
Subscription plans, invoices and trials	Changed: invoices have a new design - a navy Kloktoba header, the status beside the dates, the amount due in a navy block, payment options side by side, and the platform owner in the footer.	Documentation (AI-assisted draft, pending human review)	27 October 2026	2.4
Employees and roles	New: Admin activates any account that cannot sign in (deactivated, waiting for approval or rejected) with one Activate button; SuperAdmin activates and deactivates Organisation Admins.	Documentation (AI-assisted draft, pending human review)	27 October 2026	2.4

© 2026 Kloktoba. All rights reserved.

Section updated	Description of change	Author	Date	Version
Employees and roles	New: temporary passwords - SuperAdmin for Organisation Admins, HR and Admin for their organisation - with a choice to force a change at first sign-in; a SuperAdmin password policy (length, character types, expiry).	Documentation (AI-assisted draft, pending human review)	27 October 2026	2.4
Screenshots	All screenshots recaptured from the current build with the new sidebar; 10 new (SS-081 to SS-090): overtime recommendation, approval dashboard, timesheet report, attendance analytics, monthly company timesheet, overtime final approval, salary bill, monthly approved report, sidebar groups and the geofence map.	Documentation (AI-assisted draft, pending human review)	27 October 2026	2.4
Chapters 3, 4, 12 and 13	Clock-in-disabled employees left out of timesheets and attendance reports; Kloktoba-Geofence map; unapproved overtime notification; new troubleshooting rows.	Documentation (AI-assisted draft, pending human review)	27 October 2026	2.4
Previous manual (in-app page)	Superseded. Sections for removed or renamed screens (for example "Pending Approvals" naming, "Company Timesheet" locations) were replaced by current screen names.	Documentation (AI-assisted draft, pending human review)	27 October 2026	1.x

© 2026 Kloktoba. All rights reserved.

Appendix C Workflow Diagram Index

ID	Workflow	Where it appears
FL-001	Employee attendance	Clocking in and out
FL-002	Leave approval	Approving leave
FL-003	Missed attendance (correction)	Manual attendance
FL-004	New employee onboarding	Adding an employee

Role access summary (default menu)

Menu items	Employee	Supervisor	HR	Admin
Dashboard, My Dashboard, Clock In/Out, Breaks, Attendance Corrections, My Timesheet, Timesheet Detail, My Schedule, Shift Swaps, My Overtime, My Holiday, Messages, Notifications, My Details, Directory, Suggest an Improvement	Yes	Yes	Yes	Yes
Team Attendance, Team Timesheets, Team Members, Team Holiday, Team Rota, Correction Approvals, Overtime Approvals, Overtime Slots, Account Approvals, Team Insights, Reports	No	Yes	Yes	Yes

© 2026 Kloktoba. All rights reserved.

Menu items	Employee	Supervisor	HR	Admin
HR Dashboard, Employee List, Add Employee, Active and Inactive Employees, Employee Assignments, Organisation Settings (Profile, Departments, Positions, Teams, Business Units, Locations), Flagged Shifts, Company Timesheet, Timesheet Export, Company Holiday, Shift Templates, Break & Attendance Settings, Data Insights, Audit Log	No	No	Yes	Yes
Settings, Menu Permissions, My Organisation, App Feedback	No	No	No	Yes

Defaults observed in the current build. Admins can change visibility under Menu Permissions. SuperAdmin sees everything Admin sees across all organisations.

© 2026 Kloktoba. All rights reserved.

Appendix D Coverage Notes: Brief versus Product

Where the documentation brief listed a capability that Kloktoba does not currently provide, this manual says so rather than describing something that does not exist.

Item in brief	What the product does	How the manual handles it
Multi-factor authentication screens	Not available in the application	Documented as not available (Chapter 2, Chapter 10).
GPS attendance verification (blocking by location)	Location is captured and stored with each clock event; there is no geofence or location check that blocks a clock-in	Documented as location capture, with a note.
Holiday calendar	No public-holiday calendar; "who is off in the next 14 days" is on the Dashboard and My Timesheet	Documented as such.
Role management and permission management screens	Five fixed roles; Menu Permissions controls menu visibility only; screens are protected separately	Documented as Menu Permissions.
User management as a separate module	Accounts are managed through Employees (create, edit, reset, deactivate) and Account Approvals	Documented under Employee Management and Chapter 10.
Email notification screenshots	Emails are sent only when a mail sender is configured; none in the demo environment	Described in text; screenshot to be added.
Registration pending, password reset form and logout confirmation screens	Reached only through a live registration or emailed link	Described in text; screenshots to be added.
Rejected or approved request screenshots as separate captures	Shown as statuses within the approval and history screens	Covered by SS-019 to SS-028.
Product spelling	User-facing text now reads "Kloktoba"; code identifiers, file names and the klocktoba.com addresses still use the older spelling	Rename identifiers and confirm the domain separately if wanted.

© 2026 Kloktoba. All rights reserved.

Appendix E Documentation Audit Summary

Findings from the audit of the previous manual (the single in-app User Manual page).

Area	Finding	Risk
Missing features	Breaks, corrections, rota, shift swaps, overtime slots and requests, reports, exports, messages, notifications, audit log, menu permissions, departments, positions, teams, business units, locations, employee numbers, directory details were not documented.	High
Outdated content	Described Settings as HR/Admin hub with an organisation-wide screens list that no longer matches the sidebar; used old screen names such as My Team, Pending Approvals, Data Insights, Company Holiday groupings.	High
Incomplete workflows	No workflow for corrections, onboarding or approvals beyond registration; no overtime or swap process.	High
Inconsistent terminology	Mixed "Team Timesheet" and "Team Timesheets", "My Team" and "Team Members", "Insights" naming.	Medium
Missing screenshots	The previous manual contained no screenshots at all.	High
Missing business process explanations	No benefits, roles per feature, errors or FAQs per feature.	Medium
Grammar and formatting	Long paragraphs, inconsistent muted notes, no consistent callouts or step numbering.	Medium
Navigation	One long page with a single contents list; no previous or next links, no cross references between chapters.	Medium
Branding	Product name came from configuration (Klocktoba); no cover, logo, tagline, version or copyright; no consistent look.	Medium
Troubleshooting	Six entries only; no error message list or support contacts.	Medium
Risks	Staff could not discover features; support load; inconsistent approvals; compliance gaps in how corrections and overtime are handled.	High

Accessibility review summary

Check	Result	Status
Font sizes	Body text 11 pt (print) / 16 px (web); headings scale up; tables 10 to 10.5 pt.	Pass
Colour contrast	Text colours on backgrounds checked to at least 4.5:1: navy #001F4D on white (16:1), dark teal #0F6F73 on white (5.9:1), callout text colours on their tints (all above 4.5:1). Teal #16C6C8 is used only decoratively, never for text on white.	Pass
Screen reader support	Landmarks (header, nav, main), skip link, table captions and header scopes, figures with captions, diagrams with titles.	Pass

© 2026 Kloktoba. All rights reserved.

Check	Result	Status
Alt text	Every screenshot has a descriptive alt text (80 of 80); diagrams have a title and description; decorative markers are hidden from assistive technology.	Pass
Keyboard navigation	All links are keyboard focusable with a visible focus outline. The manual documents Ctrl+K search in the application.	Pass
Heading hierarchy	One H1 per document; chapters H2; sections H3; feature parts H4. No levels skipped.	Pass
Hyperlink accessibility	Links use descriptive text (for example "Chapter 7" or a section name) and are underlined.	Pass
Annotated screenshots	Markers use shape and number as well as colour; numbered legends are real text.	Pass
Known limitation	Word version: screenshots carry alt text and the contents list is clickable, but page numbers in the contents are not generated.	Open

© 2026 Kloktoba. All rights reserved.