



Quick Guide to Email Notifications

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Software Release: 7.5.3.9_#489
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Published: September 2018

Clockwise Email Notifications

Clockwise has the ability to send email notifications to all users based on their roles or actions within the site. Employees can receive reminders or alerts about their own timesheet or leave request while supervisors can be notified about any issues with their employees.

Setup Notes

Email notifications can be accessed and configured by using the Administrator menu and choosing “Notifications” on the list. To turn them on, click the title of the reminder and “Enabled” in the menu to the right. Once enabled, you are able to choose the configuration options and save at the bottom.

The scheduled sent time is based on the time zone configuration for the site - not the employee profile time zone.

Email addresses must be saved on the employee profile and can be updated by Administrators or Employees.

Managers and Backup Managers will only receive emails for the employees that are in the groups they are assigned over.

Configurable Options

- Emails sent to users can also be viewed and dismissed on the home page of the Clockwise site when they log in.
- The “From” address on the email can be changed to a company or easily recognizable address.
- Email send times and dates can be customized. For example, you could schedule the Timesheet Not Submitted email at 6pm the last day of the period and again the following morning.
- There is a feature that allows the manager of the group and of the parent group to receive notifications about all employees listed.

Please contact your setup representative or technical support to make any modifications listed above.

Employee Timesheet Reminders/Notifications

Scheduled Daily Timesheet Reminder

Daily Timesheet Reminder can be enabled for employee, manager and/or backup manager for any days of the week and/or weekend.

Notification trigger: if an employee does not have an entry (hours worked or leave) saved on their timesheet for that particular day

Recipient	Employee
Subject	Daily Timesheet Reminder
Email Body	You have not yet charged time for the following date: *TIMESHEET END DATE*. Please remember to charge your hours daily.

Recipient	Manager
Subject	Daily Timesheet Reminder
Email Body	Employee: *EMPLOYEE NUMBER* - *LAST NAME* *FIRST NAME* has not yet charged time for date: *TIMESHEET END DATE*.

Recipient	Backup Manager
Subject	Daily Timesheet Reminder
Email Body	Employee: *EMPLOYEE NUMBER* - *LAST NAME* *FIRST NAME* has not yet charged time for date: *TIMESHEET END DATE*.

Timesheet Acknowledged

Notification trigger: a manager has opened the timesheet but not approved. There is an advanced configuration setting that must be turned on for this email to send.

Recipient	Employee
Subject	Timesheet Acknowledged
Email Body	Your timesheet ending date *TIMESHEET END DATE* has been acknowledged.

Employee Timesheet Ready for Approval

Notification trigger: employee clicks "Submit" on the timesheet

Recipient	Manager
Subject	Employee Timesheet Ready for Approval
Email Body	Timesheet ending date *TIMESHEET END DATE* for employee *FIRST NAME* *LAST NAME* is ready for approval.

Recipient	Backup Manager
Subject	Employee Timesheet Ready for Approval
Email Body	The timesheet with an ending date of *TIMESHEET END DATE* for employee *FIRST NAME* *LAST NAME* is ready for approval.

Timesheet Export Service Finished

Notification trigger: timesheets export file is finished exporting

Recipient	Accountant
Subject	Timesheet Export Service Finished
Email Body	Timesheet Export Service finished at *TIMESHEET EXPORT TIME* with following results.*TIMESHEET EXPORT RESULT*

Timesheet Export Service Started

Notification trigger: user with accountant role has submitted the page to create the export file

Recipient	Accountant
Subject	Timesheet Export Service Started
Email Body	Timesheet Export Service started at *TIMESHEET EXPORT TIME*

Employee Reaches Overtime Threshold

Notification trigger: employee timesheet contains enough hours to go over the threshold

Recipient	Manager
Subject	Employee Reached Overtime Threshold
Email Body	Employee *FIRST NAME* *LAST NAME* has reached the threshold of overtime.

Recipient	Backup Manager
Subject	Employee Reached Overtime Threshold
Email Body	Employee *FIRST NAME* *LAST NAME* has reached the threshold of overtime.

Employee Submit Timesheet

Notification trigger: employee clicks "Submits" on the timesheet

Recipient	Manager
Subject	Timesheet Submitted
Email Body	Employee *FIRST NAME* *LAST NAME* submitted timesheet. Timesheet ending date *TIMESHEET END DATE*.

Recipient	Backup Manager
Subject	Timesheet Submitted
Email Body	Employee *FIRST NAME* *LAST NAME* submitted a timesheet. The timesheet has an ending date of *TIMESHEET END DATE*.

Recipient	Client
Subject	Timesheet Submitted
Email Body	Employee *FIRST NAME* *LAST NAME* submitted timesheet. Timesheet ending date *TIMESHEET END DATE*.

Timesheet Approved

Notification trigger: manager or client clicks "Approve" on the employee's timesheet

Recipient	Employee
Subject	Timesheet Approved
Email Body	Timesheet ending date *TIMESHEET END DATE* has been approved.

Recipient	Client
Subject	Timesheet Approved
Email Body	Timesheet for *FIRST NAME* *LAST NAME* with ending date *TIMESHEET END DATE* has been approved.

Timesheet Resubmitted

Notification trigger: timesheet has previously been submitted, unsubmitted then resubmitted

Recipient	Manager
Subject	Timesheet Resubmitted
Email Body	Employee *FIRST NAME* *LAST NAME* resubmitted timesheet. Timesheet ending date *TIMESHEET END DATE*.

Recipient	Backup Manager
Subject	Timesheet Resubmitted
Email Body	Employee *FIRST NAME* *LAST NAME* resubmitted a timesheet. The timesheet has an ending date of *TIMESHEET END DATE*.

Recipient	Client
Subject	Timesheet Resubmitted
Email Body	Employee *FIRST NAME* *LAST NAME* resubmitted timesheet. Timesheet ending date *TIMESHEET END DATE*.

Timesheet Unsubmitted

Notification trigger: user unsubmits their own timesheet or their employee's timesheet

Recipient	Employee
Subject	Timesheet Unsubmitted
Email Body	The timesheet belonging to *FIRST NAME* *LAST NAME* with ending date *TIMESHEET END DATE*

Recipient	Manager
Subject	Timesheet Unsubmitted
Email Body	The timesheet belonging to *FIRST NAME* *LAST NAME* with ending date *TIMESHEET END DATE*

Recipient	Backup Manager
Subject	Timesheet Unsubmitted
Email Body	The timesheet belonging to *FIRST NAME* *LAST NAME* with ending date *TIMESHEET END DATE*

Recipient	Client
Subject	Timesheet Unsubmitted
Email Body	The timesheet belonging to *FIRST NAME* *LAST NAME* with ending date

	TIMESHEET END DATE
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Timesheet Not Submitted

Notification trigger: employee has not submitted the timesheet before the creation of the next timesheet period

Recipient	Employee
Subject	Timesheet Not Submitted
Email Body	You have not submitted last week Timesheet. Please submit your timesheet as soon as possible.

Recipient	Manager
Subject	Employee Did Not Submit Timesheet
Email Body	Following employee(s) have not submitted their timesheets for the last week.*EMPLOYEE NAME*

Recipient	Backup Manager
Subject	Employee Did Not Submit Timesheet
Email Body	The following employee(s) have not submitted their timesheets for the last week.*EMPLOYEE NAME*

Recipient	Client
Subject	Employee Did Not Submit Timesheet
Email Body	Following employee(s) have not submitted their timesheets for the last week.*EMPLOYEE NAME*

Recipient	Timekeeper
Subject	Employee Did Not Submit Timesheet
Email Body	Following employee(s) have not submitted their timesheets for the last week.*EMPLOYEE NAME*

TS Updated By Someone Other Than Employee

Notification trigger: a user (that is not the employee) has made a change (edit hours worked/leave or added a comment) to a timesheet that is not their own

Recipient	Employee
Subject	Timesheet Is Update...
Email Body	Timesheet ending date *TIMESHEET END DATE* has been updated by *FIRST NAME* *LAST NAME*.

Timesheet Corrected

Notification trigger: after a timesheet has been processed, the Correction button will appear and the notification is sent once the employee or supervisors creates the correction timesheet

Recipient	Employee
Subject	Timesheet Correction Created
Email Body	A correction has been created for *FIRST NAME* *LAST NAME* timesheet. Timesheet ending date *TIMESHEET END DATE*.
Recipient	Manger
Subject	Timesheet Correction Created
Email Body	A correction has been created for *FIRST NAME* *LAST NAME* timesheet. Timesheet ending date *TIMESHEET END DATE*.

Recipient	Backup Manager
Subject	Timesheet Correction Created
Email Body	A correction timesheet has been created for *FIRST NAME* *LAST NAME*. The ending date for the timesheet is *TIMESHEET END DATE*.

Recipient	Client
Subject	Timesheet Correction Created
Email Body	A correction has been created for *FIRST NAME* *LAST NAME* timesheet. Timesheet ending date *TIMESHEET END DATE*.

Timesheet Rejected

Notification trigger: supervisor rejects an employee's timesheet

Recipient	Employee
Subject	Timesheet Rejected
Email Body	Timesheet ending date *TIMESHEET END DATE* has been rejected.

Employee Profile Reminders/Notifications

Paystub Withdraw Consent

Notification trigger: employee clicks the link to withdraw consent

Recipient	Accountant
Subject	Pay Stub Consent Withdraw
Email Body	*FIRST NAME* *LAST NAME* employee NO.: *EMPLOYEE NUMBER*- has withdrawn his/her consent for online accessing of pay stub.

Recipient	Employee
Subject	Pay Stub Consent Withdraw
Email Body	*PAYSTUB WITHDRAW MESSAGE*-Your consent has been withdrawn to view your pay stub online. If you have any question please send an email to *CONTACT EMAIL*Thanks.

Paystub Accept Consent

Notification trigger: employee clicks the link to consent to electronic viewing of pay stubs

Recipient	Accountant
Subject	Pay Stub Accept Consent
Email Body	*FIRST NAME* *LAST NAME* employee NO.: *EMPLOYEE NUMBER*-has consented to view pay stub electronically.

Recipient	Employee
Subject	Pay Stub Accept Consent
Email Body	If you wish to revoke your consent, click the Withdraw Consent link on your pay stub screen. If you have any questions, please send an email to *CONTACT EMAIL*

Employee Import Service Errored

Notification trigger: there is an error in the import file and not all records were imported

Recipient	Administrator
Subject	Employee Import Service Errored
Email Body	Some errors occurred during the employee import. Please check error log for details.

Employee Paystub Posted

Notification trigger: accountant has posted pay stubs and user has consented to see them online

Recipient	Employee
Subject	Your pay stub has been posted
Email Body	Your pay stub for the last pay period has been posted and it is ready for you to view.

Employee Password Changed

Notification trigger: employee clicks "Forgot Password" link on the login page

Recipient	Employee
Subject	Your New Password Setup
Email Body	Your temporary password is *TEMP PASSWORD*. Please change your password at first login.

Employee Personal Information Changed

Notification trigger: employee or other user has changed a field on the profile

Recipient	Employee
Subject	Personal Information Changed
Email Body	Your personal information has been changed in the database. The following field(s) were modified: *PROFILE FIELD(S)*.

Recipient	Manager
Subject	Employee Personal Information Changed
Email Body	Employee *FIRST NAME* *LAST NAME* personal information has been changed in the database. The following field(s) were modified: *PROFILE FIELD(S)*.

Recipient	Backup Manager
Subject	Employee Personal Information Changed
Email Body	Employee *FIRST NAME* *LAST NAME* personal information has been changed in the database. The following field(s) were modified: *PROFILE FIELD(S)*.

Recipient	Human Resources
Subject	Employee Personal Information Changed
Email Body	Employee *FIRST NAME* *LAST NAME* personal information has been changed in the database. The following field(s) were modified: *PROFILE FIELD(S)*.

Assign Role to Employee

Notification trigger: administrator gives additional access to a user

Recipient	Employee
Subject	New Role Assigned
Email Body	A new role: *ROLE* has been assign to you on *TODAY DATE*.

New Employee Added

Notification trigger: administrator has created a new profile

Recipient	Human Resources
Subject	New Employee Added
Email Body	A new employee was added to the database on *TODAY DATE*. Employee Name: *FIRST NAME* *LAST NAME* and employee number: *EMPLOYEE NUMBER*.

W-2 Withdraw Consent

Notification trigger: employee clicks the link to withdraw consent

Recipient	Accountant
Subject	W-2 Consent Withdraw
Email Body	*FIRST NAME* *LAST NAME* employee NO.: *EMPLOYEE NUMBER*- has withdrawn his/her consent for online accessing of W-2 form(s).

Recipient	Employee
Subject	W-2 Consent Withdraw
Email Body	*W2 WITHDRAW MESSAGE*-Your consent has been withdrawn to access your W-2 form(s) online. You will now receive a paper W-2 Form in the mail. If you have any

	question please send an email to *CONTACT EMAIL*Thanks.
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W-2 Accept Consent

Notification trigger: employee clicks the link to consent to electronic viewing of W-2 forms

Recipient	Accountant
Subject	W-2 Accept Consent
Email Body	*FIRST NAME* *LAST NAME* employee NO.: *EMPLOYEE NUMBER*-has consented to receive W-2 form electronically.

Recipient	Employee
Subject	W-2 Accept Consent
Email Body	*W2 ACCEPT MESSAGE*-Your consent was given to receive your W-2 Form electronically. You will no longer receive a paper copy of your W-2. To view your form login to the website and select W-2 Form from the Employee menu. If you wish to revoke your consent, click the Withdraw Consent link on your W-2 year list screen. If you have any questions, please send an email to *CONTACT EMAIL*.

Accounting Data Management Reminders/Notifications

New Org Added

Notification trigger: accountant adds a new Organization

Recipient	Accountant
Subject	New Organization Added
Email Body	A new organization: *ORGANIZATION* - added to the database on *TODAY DATE*.

New Group Added

Notification trigger: accountant or administrator adds a new group

Recipient	Accountant
Subject	New Group Added
Email Body	A new group: *GROUP DESCRIPTION* - added to the database on *TODAY DATE*.

New Charge Code Added

Notification trigger: accountant adds a new charge code

Recipient	Accountant
Subject	New Charge Code Added
Email Body	A new charge code: *CHARGE CODE* - added to the database on *TODAY DATE*.

Leave Management Reminders/Notifications

Employee Leave Request Update

Notification trigger: supervisor or timekeeper approves or rejects a leave request

Recipient	Employee
Subject	Your Leave Request Updates
Email Body	Your leave request for *NUMBER* hours of *LEAVE TYPE* leave *START DATE* and ending on *END DATE* has been *STATUS*

Employee Submit Request for Leave

Notification trigger: employee fills out and submits the request leave form

Recipient	Manager
Subject	Employee Request for Leave
Email Body	Employee *EMPLOYEE NAME* has submitted a request for *NUMBER* hours of *LEAVE TYPE* leave *START DATE* and ending on *END DATE*

Recipient	Backup Manager
Subject	Employee Request for Leave
Email Body	Employee *EMPLOYEE NAME* has submitted a request for *NUMBER* hours of *LEAVE TYPE* leave *START DATE* and ending on *END DATE*

Recipient	Schedule Manager
Subject	Employee Request for Leave
Email Body	Employee *EMPLOYEE NAME* has submitted a request for *NUMBER* hours of *LEAVE TYPE* leave *START DATE* and ending on *END DATE*

Leave Service Failed

Notification trigger: leave accruals are not posted correctly

Recipient	Administrator
Subject	Leave Service Failed
Email Body	Leave Service Failed - *LEAVE SERVICE FAILURE MESSAGE*

Leave Service Success

Notification trigger: leave accruals are posted correctly

Recipient	Administrator
Subject	Leave Service Success
Email Body	Leave Service Ran Successfully - *LEAVE SERVICE SUCCESS MESSAGE*

Leave Accrual Maximum Reached

Notification trigger: employee's leave balance has met the maximum amount and will not be able to accrue until some hours are taken

Recipient	Employee
Subject	Reached The Maximum Accrual Amount
Email Body	You have reached the maximum accrual amount for leave *LEAVE NAME*.

Recipient	Manager
Subject	Employee Reached The Maximum Accrual Amount
Email Body	Employee *EMPLOYEE NAME* has reached the maximum accrual amount for leave *LEAVE NAME*.
Recipient	Backup Manager
Subject	Employee Reached The Maximum Accrual Amount
Email Body	Employee *EMPLOYEE NAME* has reached the maximum accrual amount for leave *LEAVE NAME*.

Scheduling Reminders/Notifications

Employee Schedule Missing

Notification trigger: employee does not have a schedule posted

Recipient	Manager
Subject	Employee Schedule Missing
Email Body	Employee *EMPLOYEE NAME* scheduling is missing on *TODAY DATE*.

Recipient	Backup Manager
Subject	Employee Schedule Missing
Email Body	Employee *EMPLOYEE NAME* scheduling is missing on *TODAY DATE*.