ARCORO

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Frequently Asked Questions

Arcoro Time Unified Experience: Unified Time Cards

These are the questions administrators are most likely to ask about Unified Time Cards in Arcoro Time (formerly ExakTime), before and after their company is enabled. It is written to sit alongside the Unified Time Cards Administrator Training Guide, which walks through each task step by step. If your question is not here, your Arcoro contact is the fastest route to an answer.

The basics

What is Unified Time Cards?

It is one page, Timecards (Unified), where your administrators view, add, and correct time for every employee, whether that employee records time on a timecard or a timesheet. It brings together the work your team does today on the classic Timecards, Timesheets, and Bulk Time Entry pages.

Do we need to configure or set up anything?

No. Arcoro enables Unified Time Cards for your company on your enablement date. There is no configuration, no migration, and nothing your team needs to do beforehand. Locations, cost codes, equipment, and pay policies all come from your existing Arcoro Time setup.

When will we see it?

Arcoro will confirm your date in advance. Your administrators will see the change on their next sign in after that date.

Is our time data being moved or changed?

No. Unified Time Cards shows the same time records your team already captures, in a new layout. A change made on the unified page is the same record you see on the classic pages, and the reverse is also true.

Are the classic Timecards, Timesheets, and Bulk Time Entry pages going away?

Not yet. They stay fully functional through January 15, 2027, so every workflow you rely on today keeps working side by side with Unified Time Cards.

Do we have to switch everyone over on day one?

No. There is no forced switch. Your team can use Unified Time Cards for day to day time management and keep using the classic pages for anything they need in the meantime, moving between the two at any time.

Will Reg, OT, and OT2 be calculated differently?

No. Hours are still calculated by your pay policy, exactly as they are today. When you add or change time, the hours recalculate for you.

Does anything change for our employees?

No. How employees record time is unchanged, on the mobile app, a kiosk, or a timesheet. Unified Time Cards changes how administrators and supervisors review and manage that time.

Who at our company should be using it?

The administrators and supervisors who review and correct time. Share the training guide with everyone at your company who manages time in Arcoro Time.

Finding your way around

Where do I find Timecards (Unified)?

In the Arcoro navigation, select Time, then Time Management, then Timecards (Unified). If you are working in the classic Arcoro Time pages, open the Time Management menu at the top of the page, where Timecards (Unified) is the last item, below Bulk Time Entry.

How do I get back to the classic pages?

Select Back to classic timecards at the top right of Timecards (Unified). It takes you to the classic Timecards page, which shows the same time records.

Which dates and people do I see when the page opens?

The page opens on the current pay period and on the view marked as the default. If nobody has created a default view, that is All employees.

How do I look at a different pay period, a single day, or a custom range?

Use the Timeframe picker at the top of the page. Choose Pay period, Pay week, or Single day for current, previous, or next, or choose Date range to set your own dates. The arrows beside the picker step backward or forward by the same amount.

How do I check one jobsite without building a view?

Type the location into the search box. Search matches on employee name, employee ID, location, and cost code, so searching for a location shows only the employees with time recorded there.

I cannot find an employee I know we employ.

Check three things. Try a different identifier in search, such as the employee ID instead of the name. Confirm the timeframe covers the dates you are looking for. Then check the view you are on, because a view's filters decide who is included in the list. Switching to All employees is the quickest way to rule that out.

Is there a quick way to open every employee at once?

Yes. Select Expand all above the list to open everyone. It changes to Collapse all so you can close them again. You can also select anywhere on a row to open or close one employee.

Reading a time card

What do the Timecard and Timesheet tags mean?

Every employee now appears in one list, so each row carries a tag. Timecard employees record start and stop times. Timesheet employees record total hours worked. Both are managed on the same page.

What are the numbers on each employee row?

They are the totals for the timeframe you have selected: Reg, OT, OT2, Unpaid, and Total, shown in hours and minutes, for example 36:38. They let you see where attention is needed before you open anyone.

What does a dash mean?

A dash means there are no hours in that column, so the hours that need attention stand out. An employee with no time at all in the timeframe shows dashes across the whole row.

What does the red warning icon on an employee mean?

That employee has an exception to resolve. Open the employee and the day it happened is labeled, for example Missing stop time or Missing meal break.

Which exceptions are flagged?
Missing stop time, Missing start time, Missing location, Missing cost code, and Missing meal break. A single day can carry more than one of these labels at once.

What do the green and red dots beside a time mean?
A green dot means the punch was made inside the geofence for that location. A red dot means it was made outside the geofence. Open the punch to see how far outside it was.

Why is there a negative number in orange?
Negative values, such as an auto lunch deduction, are shown in orange so they are easy to spot. An auto lunch row is a system generated meal deduction from your auto lunch policy.

What is a virtual stop?
When an employee clocks in again at a different location or cost code, the stop time on the earlier record mirrors the start of the next one. That mirrored time is a virtual stop.

Can I still see the verification photo, rounding, and punch source?
Yes. Select the icon beside any start or stop time to open the punch details without leaving the page. You will see the verification photo, the recorded time after rounding alongside the actual punch time, where the punch came from and who created it, the geofence result, and any equipment and comments recorded with it.

How do I see how a timesheet employee's hours were split?
Select the hours value on their record. The timesheet details show the hours entered, how the pay policy split them into Reg, OT, and OT2, and who entered them and when.

What does the Recalculate button do?
Recalculate, the circular arrow on an employee row, reruns the pay policy calculation for that employee.

Adding and correcting time

How do we enter the same time for a whole crew, the way we use Bulk Time Entry today?
Select Add time at the top of the page, choose Timecard or Timesheet, select as many employees as you need, fill in the details, and select Add time. It is the same action whether you are adding time for one employee or many.

Why is an employee missing from the Add time employee list?
The list only shows employees who use the type of time you picked. If you chose Timecard, timesheet employees are left out, and the reverse is also true. This stops a timesheet employee being given punch times by mistake. Start again and choose the other type.

Which fields are required when adding time?
For a timecard, the date, start time, location, and cost code. For a timesheet, the date, hours worked, location, and cost code. Equipment and comments are optional.

Can I type in Reg, OT, or OT2 hours myself?
No. They are never typed in. Your pay policy calculates them whenever time is added or changed, and a note in every add and edit window says so.

Can I save a timecard record without a stop time?
Yes. Turn off Add stop time and the record stays open. The employee's next entry on the mobile clock, or a stop you add later, closes it.

Is there a faster way to add time for one employee on one day?

Yes. Open the employee and select the plus sign on that day's header. The add time form opens with the employee, the date, and the type of time already filled in.

How do I add a meal break?

Select Add meal break, the button beside the plus sign on a day header. The employee, the date, and a cost code of Meal Break are set for you, and the cost code is locked. Enter a start time, keep or change the duration, which starts at 30 minutes, choose the location, and save. Setting a start time and duration for a manual meal break is new with Unified Time Cards.

What happens when I add a meal break to a day that already has time on it?

The break splits the record it falls in. Work resumes at the end of the break on the same job, location, and cost code the employee was working on, the break minutes show as Unpaid, and the pay policy recalculates the day. The training guide walks through a worked example.

Why is Add meal break not showing for some employees?

Add meal break does not appear for employees on an auto lunch policy, because their meal deduction is created for them.

Can we edit auto lunch rows?

Yes. Times and assignments on an auto lunch row can be edited. Because the row is system generated, there are no punch details to open.

How do I fix a missing stop time, start time, location, or cost code?

Select Edit on that record, fill in what is missing, and select Save changes. The exception clears once the record is complete, and the row, the daily total, and the employee's totals update straight away.

How do I move a record to a different day?

Select Edit and choose a different Date. The record moves to that day when you save.

I changed a virtual stop, and the next record's start did not change. Is that right?

Yes. Changing a virtual stop sets a hard stop on that record only. The next record's start is not affected, so the two times will no longer match. The edit window explains this before you save.

How do I remove a record entered in error?

Select Delete on the row.

Saved views

What is a view?

A view is a saved way of looking at the employee list. It decides who is included and how they are organized. You can switch views from the View picker at the top of the page, and create or change views in the View manager.

Can we change the All employees view?

No. All employees is the built in system view. It includes everyone in the selected timeframe, sorted by employee, and it cannot be edited or deleted. Create your own views for anything more specific.

How do I get the page to open on my crew instead of everyone?

Create a view filtered or grouped to your crew and turn on Default view when you save it. Only one view is the default at a time, so choosing a new default replaces the old one.

What can we group, filter, and sort by?

Employee, employee category, employee group, location, location group, job, cost code, and time entries. Grouping and sorting each go up to two levels, for example by crew and then by location.

Can I see total hours for each crew or location?
Yes. When a view is grouped, each group shows how many employees it holds and their total hours.

How do I find employees who have no time recorded?
Filter on Time entries. It shows whether each employee has time in the selected timeframe, which makes it quick to find anyone who has not clocked in.

I added a filter, but everyone still appears.
A filter with no values selected includes everyone. Open the view, pick the values you want to include, and save.

Does search still work when a view is applied?
Yes. Search works on top of any view, so you can narrow a grouped or filtered list further without changing the view itself.

What happens if someone deletes our default view?
If the current custom default view is deleted, All employees becomes the default again.

What stays on the classic pages

How do we approve time?
Pay period and daily approvals stay on the classic Timecards and Timesheets pages for now. If your process is to review time and then approve it, review and correct in Unified Time Cards and approve on the classic pages until approvals move over.

Where are custom fields, mobile form responses, Field Notes, and Quick Print and Quick Email?
They are not on Unified Time Cards yet. Mobile form responses and the form editor, custom fields on time cards, the Field Notes quick link, and Quick Print and Quick Email all remain on the classic Timecards and Timesheets pages.

Will those workflows come to Unified Time Cards?
Arcoro will keep closing the gap based on customer feedback and the most commonly used features and workflows. This is the first release of the unified time management experience, and it is why the classic pages stay fully functional through January 15, 2027.

What happens to the classic pages after January 15, 2027?
The classic pages are confirmed as fully available through that date. For plans beyond that date, speak with your Arcoro contact.

We rely on a workflow that is not on the new page yet. What should we do?
Keep using the classic pages for it, and tell us. That feedback shapes what moves over next.

If you still need help

- For anything about your enablement date or your configuration, your Arcoro contact is the fastest route.
- For an issue after you are enabled, use the Support link in your navigation.
- For step by step instructions and screenshots, see the Arcoro Time Unified Time Cards Administrator Training Guide.
- When you report something, the employee ID, the date, and the name of the screen involved are the details that get you an answer quickest.