FAQs for admins

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Break regulations

How can I set a break rule?

Log in to Timebutler as an admin and click “Settings” > “More settings” in the lower left corner, then select Time Tracking on the right. Under the option Break Rule, you can choose the rule that best fits your needs. Finally, click the blue save button at the bottom of the page.

How can I assign a break rule to individual employees?

Log in to Timebutler as an admin and click “Employees” in the upper left corner, then click “Overview” below the small Employees heading. In the row of the desired user account, click the pencil icon🖊️. Adjust the option break rule and then click the blue save button at the bottom of the page.

Starting time recording

How can I start time tracking from a specific date?

To check or set the start date of time tracking, log in to Timebutler as an admin and click “Settings” > “more settings” in the lower left corner, then select Time Tracking on the right. Change the option Start of Time Tracking and click the blue save button at the bottom of the page.

Note:

The start date set here applies to all employees, except for those whose user account has a different start date defined.

I see a large negative balance in the working time account – why is that?

When a new employee joins the company, and you create a user account for them, you can specify not only the entry date but also an individual start date for time tracking. If the start date is not defined, the same issue as described above will occur.

To check or set the start date of time tracking for an employee, log in to Timebutler as an admin and click “Employees” > “Employees” > “Overview” in the upper left corner. In the row of the desired employee, click the green pencil icon 🖊️. Change the option Start of Time Tracking and click the save button at the bottom of the page. Timebutler will immediately recalculate the employee’s working time account.

Superiors and Representatives

How can I assign supervisors to employees?

When a user is created in Timebutler, at least one supervisor must be assigned. Leave and absence requests are automatically forwarded to the assigned supervisor.

To view or edit employee-supervisor assignments, log in as an admin in Timebutler and click “Settings” > “Assign managers” in the lower left corner.

How can I define an approval process?

You can assign one or multiple supervisors to each user. This allows leave requests to be approved by two or more supervisors. A multi-level approval workflow is therefore easily possible.

Log in as an admin in Timebutler and click “Settings” > “Assign managers” in the lower left corner. In the “Grouped by manager” tab, you can assign multiple supervisors to each user. The order of supervisors can be set by clicking on the “Employee List” tab.

How can I assign a substitute?

When a supervisor (or admin) enters their own vacation or sick leave, they can also select a substitute. If, during the supervisor’s absence, an employee submits a leave request (or any other approval-required request), Timebutler recognizes that the supervisor is absent and that a substitute has been assigned.

Invoices & Payment Methods

How can I access my invoices?

Invoices in Timebutler are automatically generated at the beginning of each billing period and, if needed, sent by email. They are always available in the customer portal under “Account Balance” > “Invoices”, where they can also be downloaded.

How can I update my billing address?

The billing address of your Timebutler account can be updated directly in the customer portal under “Account Balance” > “Account Balance” > “Edit Details”.

How can I view and edit my current payment method?

The payment method of your Timebutler account can be managed directly in the customer portal under “Account Balance” > “Account Balance” > “Edit Details”.

My invoice contains errors – what should I do?

If an invoice is incorrect, it can be canceled and reissued with the corrected details after payment has been received. To request this, please contact Timebutler Customer Support.

New and departing employees

How can I add additional employees to Timebutler?

New employees can be added in the customer portal with just a few clicks. Roles such as Employee, Supervisor, or Administrator can be assigned directly. Invited colleagues automatically receive an email with login details and can start using Timebutler right away.

To add a new employee, log in as an admin at **timebutler.de**, click **Employees** in the top left, and then select **Create user account**.

How should I handle accounts of employees who have left the company?

If an employee leaves the company, you should not delete their user account, as this would permanently erase all associated data. Instead, you can lock the user account.

To lock an account, log in as an admin at Timebutler, click **Employees** in the top left, then select **Overview**. Find the desired user account and click the padlock symbol 🔒 to lock it.

API

What is the Timebutler API?

The Timebutler API allows automated access to data and functions of the Timebutler platform, such as time tracking, absences, or user management.

How do I activate the API?

The API can be activated in the settings of your Timebutler account. Once activated, you will receive an API key required for all requests.

To activate it, log in as an admin at Timebutler and, on any page, scroll down to the footer area and click on the link “Interface (API)”. There you can enable or disable the two available interfaces, and you will also see the two API tokens displayed.

What type of authentication is used?

Timebutler uses API key–based authentication. Every request must include your personal key in order to gain access.

What functions does the API support?

The API allows you to:

- Retrieve and manage user and employee data
- Query or enter time tracking and absence data
- Export reports and evaluations

Where can I find the technical documentation?

The full technical documentation is available in the Timebutler Help Portal. It describes endpoints, parameters, sample requests, and return values.