Using the Paychex Time App

The Paychex® Time app gives Paychex Flex® Time & Attendance (Paychex Time and Labor Online) users an easy way to punch time from a personal device, such as an Apple® iPhone®, Apple iPod touch®, or Android™-powered smartphone.

The Paychex Time app gives your employees 24/7 wireless Internet access to clock in and out of work with the tap of an icon.

Get Registered

Before using the Paychex Time app for the first time, you must complete your Paychex Flex application account registration using a desktop or laptop computer connected to the Internet.

For assistance in registering or connecting to Paychex Flex, please contact your local Paychex branch representative.

For assistance in registering or getting connected to Paychex Flex, employees must contact their company administrator.

Get Access

Before your employees can use the Paychex Flex Time & Attendance mobile punch functionality, your company must be set up to use the Paychex Time app by the Time and Attendance Service Center. For assistance, please call 866-933-3185 (toll free).

Get the Paychex Time App

You may download the Paychex Time app for your personal device from the Apple App Store℠ or Google® Play™.

Important! The Paychex Time app is only available to users with a Paychex Flex account who access www.paychexflex.com for their online services.

Users who access these sites directly cannot use the Paychex Time app:

- www.mypaychex.com
- online.paychex.com
- benefits.paychex.com
What Can Employees Access With the App?

The Paychex Time app enables employees to punch their time from a personal device based on assigned payroll policies. Payroll policies are set up during the implementation process.

Punch options available in Paychex Time include:

- Clock In
- Clock Out
- Start Meal
- End Meal
- Start break
- End break
- Transfer
- Call back

By default, the next logical punch option displays. For more details on how employees complete these punch actions, refer to the Using the Paychex Time App (Employee Users) learning aid.

Where Can Employees Access the App From?

The Geolocation and Geo-fencing features are available only if your company or organization subscribes to the functionality.

GEOLOCATION

The Geolocation feature allows the Paychex Flex Time application to register the location of an employee’s clock punches from a mobile device. For the feature to work, Paychex must first turn the feature on. Once the feature is on, an employee logs in to the Paychex Flex Time mobile app and receives a prompt to allow the application to access his punch location. The employee clicks Allow to allow the app to access his location.

If an employee opts out sharing his location and the application is unable to obtain a punch location, an error message displays. If this happens, the employee must punch from a valid location or contact his administrator for assistance.
GEO-FENCING
Geo-fencing further defines the geographic areas or ranges ("fences") where employees can clock in and clock out from using a mobile device. This helps prevent employees from recording work time from non-work locations.

The Geolocation and Geo-fencing features are set up in the Paychex Flex Time application using a simple drag-and-drop functionality. Once fences are set up, employees are then assigned to the fences and can use mobile devices to record work time from the designated geographical fences.

If an employee clocks in or out from a location not defined in the fence, an error displays.

How Do Employees Access the App?
Employees must be designated to clock in/out through the Web in Employee Defaults and Web Access. To allow employees access to clock in/out through the Web:

1. Navigate to Admin | Home | Edit Employee.
2. Under Web Access Settings, select Allow this employee to clock in/out via a mobile device.
App Security

App users can stay logged in to the app for 72 hours by selecting Stay logged in. When selected, the app extends the logged-in time to a full 72 hours. If Stay logged in is not selected, the user is logged out after being idle for five minutes. If the app logs a user out after being idle, he must log back in from the Log In screen.

Users may log out at any time by tapping Log Out on the side navigation panel ( ).

TOUCH ID
You may log in to the app using Apple Touch ID® on Apple iOS devices that have Touch ID functionality, such as the iPhone and iPad. After Touch ID is enabled for the first time, you are prompted to place and hold your finger on the home button. After validating your setup, you may manage the functionality by using the side navigation panel. (This feature is not available for Android-powered devices.)

Paychex apps and procedures employ strict security standards. You can also protect your data by:

» never leaving your smartphone unattended in public places.

» setting your smartphone to lock or time out. Require a password.

» regularly checking for operating system updates to ensure you have the latest security features.

» downloading apps only from an approved marketplace.

Need Further Assistance?

FORGOTTEN PASSWORD OR USERNAME
If you forgot your password or username, tap and then tap Forgot Username or Password?.

From the Log In screen, enter your email address, security verifiers, and username (for password resets), and tap Continue.

FEEDBACK
To provide Paychex with feedback about your experience with the Paychex Time app, tap and then tap Send Feedback from the side navigation panel.

OTHER ASSISTANCE
For further assistance, please contact the Time and Attendance Service Center at 866-933-3185 (toll free).