Fube

GUIDE

How to review and resolve clock-in issues in Fube



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> Closing the month's time records usually starts with the same scene: a spreadsheet full of clock-ins and a handful of odd gaps. This day only has a clock-in, this other one has two hours too many, and was this clock-in from outside the workplace remote work or a mistake? Editing the sheet ‘by eye’ until it adds up is quick, but it wipes out the trail of what actually happened. This guide is for the manager or HR administrator who wants to review what deviated and resolve it with a record, instead of correcting blindly.

In Fube, every clock-in anomaly is recorded as an **incident**, with its type, its severity and its status. And when an employee needs to correct one of their clock-ins, they don't change it themselves: they **request** it, and you approve or reject it. The result is that the month-end close is documented automatically, without depending on who remembers what.

And if what you want is the inbox —everything you have pending resolution, all in one place and without navigating between screens—, skip straight to the **requests panel**, explained further down.

Before you start

To review and resolve incidents you need:

- **Permissions for the HR area.** Full incident management —viewing the list, resolving, ignoring or deleting— is reserved for those with time tracking permission. Each employee, on the other hand, only sees **their own** from their portal, with no access to anyone else's.
- **Recorded clock-ins.** Incidents are generated from your team's working time record; without clock-ins there are no deviations to detect.

It's also worth knowing **when they appear**, because it's the first question that comes up: detection runs overnight and covers the previous day. In the early hours, Fube first closes any clock-ins that were left open, then recalculates the day's balances and finally looks for deviations. So today's incidents will show up tomorrow; there's nothing to refresh. There are three exceptions that appear immediately: **Clock-in on a holiday**, when clocking in; **Outside permitted zone**, when clocking in or out outside the radius; and **Manual entry**, when creating or editing a clock-in by hand.

It's worth being clear from the outset that an incident **is not a sanction**: it's an alert that something went outside what was expected so that you can look at it. Most are as everyday as a clock-out someone forgot to record.

Step 1 — Open the incident list

Go to **Team > Issues > Issues**. Fube shows the list sorted by date, with the most recent at the top. Each row has the essentials to decide without opening anything: the **employee**, the incident **type**, its **severity** and its **status**.

Every incident starts with the status **Open**. As you deal with them, they move to **Resolved** or **Ignored**, so the list always reflects what is still pending review.

Step 2 — Filter to look at what matters first

There's no need to go through the whole month in one go. The list can be filtered by employee, by type, by status and by severity. Two useful shortcuts when closing the month: filter by status **Open** to see only what's pending, and by severity **High** to start with what's urgent.

However, the severity of each type is set by Fube and **isn't always what you'd expect**. Before building your closing routine around a filter, look at this table, because half of the false 'nothing comes up' cases come from here:

Severity	Which types fall here
High	Missing clock-in · Missing clock-out
Medium	Insufficient hours · Schedule deviation · Outside permitted zone · Automatic close · Insufficient minimum rest
Low	Excess hours · Clock-in on a holiday · Manual entry · Missing mandatory break

The most confusing case is the **automatic close**: it looks informational but it's **medium**, not low. If you filter by *Low* to clear in one go 'what doesn't need action', automatic closes won't show up — and they're precisely the ones worth looking at, because behind each one there's a working day whose actual clock-out time nobody has confirmed.

Step 3 — Understand the type of each incident

Before resolving, it's worth knowing what each type is telling you. Fube recognises **twelve**:

- **Missing clock-in** — no clock-in was recorded on a working day.
- **Missing clock-out** — no clock-out was recorded (the most common oversight).
- **Insufficient hours** — the hours worked fall below the scheduled hours.
- **Excess hours** — the hours worked exceed the scheduled hours.
- **Clock-in on a holiday** — a clock-in was recorded on a public holiday, during an approved absence or on a non-working day according to the assigned schedule. An employee with no schedule at all isn't flagged for a non-working day, because there's nothing to show that they weren't due to work that day.
- **Outside permitted zone** — a clock-in, clock-out or break was recorded outside the workplace's geofence. A clock-in outside the radius only counts if the workplace allows clocking in with an incident; a clock-out or break always counts.
- **Automatic close** — the system closed, in the early hours, a clock-in that had been open for more than twelve hours.
- **Manual entry** — an administrator created or adjusted a clock-in by hand.
- **Schedule deviation** — the clock-in or clock-out time differs noticeably from the scheduled time.
- **Insufficient minimum rest** — **less than twelve hours** passed between the end of one working day and the start of the next.
- **Missing mandatory break** — a working day of **more than six hours** without the fifteen-minute break.
- **Other** — uncategorised anomaly.

The two types of rest — the minimum rest between working days and the mandatory break — are the ones with direct legal consequences, and they deserve a paragraph of their own. Rest between working days is set by **article 34.3 of the Workers' Statute**, and the fifteen-minute break on working days of more than six hours by article 34.4 of the same text. Fube checks them daily and raises them automatically: they are not internal housekeeping notices, they are signs that on that day the working day went beyond what the law allows. Treat them as such, even if one of the two is classified as low severity.

Where applicable, the incident is **linked to the clock-in** that triggered it, so you can go from the alert to the specific record without searching for it by hand. You'll find details of what it detects and how it classifies them on the **time tracking incidents** page.

Step 4 — Resolve or ignore the incident

With the incident open in front of you, you have two options:

- **Resolve** — you mark it as dealt with. This is the option when you have checked what happened or corrected it (via step 5).
- **Ignore** — you dismiss it because no action is needed (an expected case, a false positive that you can already explain).

In both cases Fube records **who** closed the incident and **when**. There is no extra step to 'save the paperwork': the trail is generated by the action itself. That is why the month-end close is documented with no additional effort, and the module's history is **auditable**.

Step 5 — Approve or reject the corrections your team requests

This is the piece that stops you editing the timesheet blindly. When an employee notices that one of their clock-ins is wrong — they forgot to clock out, they clocked in late because of something unexpected — they do not change the record themselves: from their portal they **request a correction**. In that request they propose the clock-in or clock-out time that should appear and write a **reason**, which is mandatory.

That request reaches you in **Team > Issues > Changes**, and Fube notifies the company's owners and HR managers — except whoever made the request — that there is a new one. You review it like this:

- **Approve** — Fube applies the changes to the clock-in. When it does, the record stores **who edited it** and **why** — the reason the employee gave — so the adjustment is explained in the clock-in itself. The request changes to **Approved** and records who reviewed it and when.
- **Reject** — the clock-in **is left untouched**. The request changes to **Rejected** and it is recorded who reviewed it and when.

And there is one rule that cannot be bypassed even with every permission: nobody approves a correction to their own clock-ins. Even if you are the account administrator, if the request concerns one of your clock-ins, Fube rejects it and tells you to have someone else review it. This is segregation of duties, and it is worth knowing before setting up a team with only one person holding permissions: you need a second person for your own corrections.

The shortcut: everything pending on a single screen

The previous steps go screen by screen, which is how each workflow is best understood. For day-to-day work there is a shortcut: **Team > Issues > Requests** brings together in a single view **everything you have pending a decision**, with a counter for each item.

There are three tabs, and each one shows **only what is pending** — not the history:

Tab	What it shows you	Where it is explained
Absences	Unapproved holiday and absence requests	Manage your team's holidays and absences
Changes	The clock-in corrections your team has requested	Step 5 of this guide
Incidents	Incidents that are still open	Steps 1 to 4 of this guide

The orange or red number on each tab is the **pending count**, so at a glance you know whether there is anything to deal with without opening it. The actions are exactly the same as on each full screen: the only difference is that here you arrive with the ‘pending’ filter already applied.

The screen opens on **Absences**, which is usually what piles up most. And it does not replace the lists: when you need to find something already resolved, filter by severity or go over an entire month, the full list is still the one to use.

Step 6 — Let the employee say whether they agree

The workflow in the previous step goes from the employee to you. This one goes the other way, and it is the one that completes traceability: **when you are the one who changes a clock-in**, the person affected can respond.

From **My clock-ins**, each employee sees their records with a status:

Status	What it means
Pending	They have not yet reviewed that clock-in
Agreed	They have accepted it as it stands
Disputed	They have disagreed, giving a written reason

In the company's clock-in list you have the **Disputed only** toggle to see at a glance what someone has rejected. And one consequence worth bearing in mind: **if you edit a clock-in that was already agreed again, the agreement is cancelled** and that person will have to review the new value. This is deliberate — an agreement applies to what was accepted, not to what comes afterwards.

For a company that uses time records as evidence, this is the part that really underpins it: it is not just that there is a record of who changed what, it is that **the person affected has had the opportunity to say they disagree**, and that is recorded too.

The other half of the trail: who has viewed the clock-ins

A clock-in's history records **edits**. There is a separate record for **views**: the **access audit**, in **Team > Hours and balances > Access audit**, which logs every time someone looks at the company's clock-ins, with the date, who accessed them, which employee the query concerned, what type it was and from which IP. You can filter by employee, by who accessed them and by date range, and export it to attach to a case file.

It is active for all companies and you do not need to switch anything on: it is not a setting of your account, but of the platform. That said, it logs access **from the date it went live**, so do not expect to find views from before that date. And bear in mind that **the log is kept in full**: a purge is planned for access entries older than two years, but it is disabled. An old access entry is still there. Export when you need to attach a period, not to save it from deletion.

It is mainly useful for two things: proving to an employee or their legal representatives who has viewed their clock-ins, and checking internally that only authorised profiles access working time data.

Edge cases and common mistakes

- **Informational incidents piling up.** Not everything calls for action. A manual entry you made yourself or excess hours already discussed can be **ignored** so the list stays clean without losing the record. What you should not do is dismiss them by severity: check the map in step 2 before relying on the filter.
- **A correction does not clear the incident.** Approving a change request adjusts the clock-in, but the associated incident stays open until you mark it as resolved. They are two separate actions on purpose: one fixes the data, the other closes the alert.
- **An employee wants to 'self-approve' a change.** They cannot. They create the request, but approving or rejecting it requires time tracking permission — and even with it, you cannot approve changes to your own clock-ins.
- **A blank reason.** The change request requires a reason: without one, Fube will not send it. That text is what later explains the correction within the clock-in, so it deserves a clear sentence, not just 'correct'.
- **A sudden batch of 'Mandatory break missing'.** This usually means your team takes breaks but the clock is not recording them as breaks, or that long working days are done in one go. Either is worth looking into: it is the rest required by article 34.4.
- **You look for today's incidents and they do not appear.** Detection runs overnight on the previous day. Come back tomorrow.

Frequently asked questions

Who can resolve or ignore an incident?

Only people with permission for the staff area. Each employee sees only their own incidents from their portal and cannot touch other people's or close them.

Is there a record of who resolved each issue?

Yes. When an issue is resolved or dismissed, Fube records the user and the time. The module's history is auditable, so the month-end close documents itself.

Does Fube correct clock-ins automatically?

No. The employee **requests** the change and a manager **approves or rejects** it. The only thing Fube does on its own is close, in the early hours, a clock-in that has been open for more than twelve hours, and even then it raises an issue so that someone confirms the actual time.

Is there a record of who has viewed the clock-ins?

Yes. The **access audit** is active for all companies and logs every time the clock-ins are viewed — who, when, which worker and from which IP — since it was introduced. Separately, the **edits** to each clock-in are always kept in its change history.

Does the audit trail cover me in a Labour Inspectorate inspection?

Fube organises, retains and makes the clock-in data traceable, and lets you export it. However, **it does not submit anything to any authority**, nor does it, on its own, guarantee compliance with your employment obligations. Traceability is a tool to make your records reliable; how to apply it and which obligations apply to you is best confirmed with your employment adviser.

Take the next step

Reviewing issues instead of editing a spreadsheet changes the month-end close: rather than an investigation, it becomes a review with each discrepancy assigned to someone and each correction explained. If you are still setting up time tracking, start by organising **your team's working time records** and **create your account** to activate it. Time tracking and HR is included in the Business and Elite plans; you can find the breakdown on the **pricing** page.

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