Common Questions about TimeForge

Below is a list of frequently asked questions (FAQ) and short answers. Can't find what you're looking for? Our friendly Support Team is here to help.

Users & Locations

How many employees can I add to my TimeForge account?

If you're on the **Scheduling Lite** plan, you can add up to 10 employees.

Otherwise, you can add as many employees as you like!

How many locations can I add to my TimeForge account?

As many as you'd like!

I have a lot of employees, but most of them don't work every week. Will I be billed for all of them?

TimeForge bills proactively, in 30-day billing cycles, based on the number of employees in your account at the time you're billed.

This means that if you signed up for TimeForge Scheduling on January 1, and you have 10 active employees, you'll be billed for all 10. If, on February 1, you have 12 active employees, you'll be billed for 12.

Some TimeForge customers that have seasonal businesses will terminate (in TimeForge) the employees who don't work during certain seasons. During those months, they will only be billed for the employees who are active/not terminated. Then, when the busy season arrives, they re-instate the terminated employees and are billed for those employees again.

What counts as a user in TimeForge?

Employees, supervisors, and managers are all considered users in TimeForge.

In TimeForge, there are three "employee types" to choose from: employee, supervisor, and manager. All three are considered users. Active users are employees, supervisors, and managers in your

---

TimeForge account that have not been terminated. TimeForge bills based on the number of active users in your account at the beginning of your payment cycle.

Will TimeForge help my employees if they have trouble logging in?

Absolutely! Customer Support is our number one priority.

Anyone who is having trouble logging in can call us at 866-684-7191 or send us an email. We're here to help!

Will I still receive alerts if I log in with a username instead of an email address?

Absolutely! If you have an email address in TimeForge, you will receive email alerts, even if you log in with a username instead of an email address.

If you have an email address in TimeForge, and you set your account to receive certain alerts, you will receive the alerts both as emails and as TimeForge messages. If you do not have an email address anywhere in TimeForge, you will still receive alerts, but as TimeForge messages only.

Can my employees share an email address in TimeForge?

Because each email address is uniquely tied to an account in TimeForge, each employee must have their own unique email address. An email address cannot be used more than once in TimeForge.

Software & Integrations

Does TimeForge have an API or a web service?

Sure does! TimeForge can integrate with several point of sale and payroll systems to pull attendance, sales, employee, and other data into TimeForge and then push schedules to the point of sale. TimeForge can also be used with timeclock hardware, which is controlled by web services.

Do I have to download anything to use TimeForge?

Nope! TimeForge is a web-based application that exists "in the cloud." This means you only need internet access and a web browser in order to use it.

Unless you are integrating TimeForge with another program, you will never have to install or download software. You will be able to access the features of your account and retrieve your data securely from the internet--anywhere, any time. See our Security page to learn more about how your data is stored.

Scheduling

Can TimeForge handle shifts that extend past midnight?

Definitely! TimeForge is great at handling shifts where employees work through midnight.

If an employee works past midnight, TimeForge can simply record the attendance on the day the shift started. Or, you can choose to have the attendance split at midnight, so that anything after midnight appears on the next day's attendance.

Is TimeForge designed to schedule appointments?

TimeForge is designed to schedule employees, not to schedule appointments.

Although TimeForge is not an appointment scheduling software, the TimeForge Events feature may accommodate your needs.

Schedule an event

Sales

What is the difference between actual and forecasted sales?

Actual Figures are your real-life sales numbers that are either imported from a CSV file or are pulled from your POS system.

System Forecasts are generated by an algorithm that looks at historic sales data in your account and makes educated guesses about what your upcoming sales numbers might be.

Features & Payment Options

Why am I stuck on a Payment Options page when I log in?

Your free trial has expired.

Once your free trial expires, TimeForge requires payment to continue using the service. The Payment Options screen allows you to choose which features you want, then enter in your payment information through our secure portal. Once that's done, you can access any page in TimeForge and all the data from your free trial, for as long as you subscribe.

Why am I being prompted for payment information for Scheduling Lite?

Our Terms of Service state that we require a valid credit card for all TimeForge accounts, whether they're paying accounts or free accounts. As long as you have fewer than 10 employees, we'll never charge you for Scheduling Lite.

How do I get additional features turned on for my account?

TimeForge is highly customizable and can be configured to suit your needs. For example, you may want to start with the basics, then add features individually as you see fit or as your business grows.

To add additional features to your account, call us at 866-684-7191. We'll be happy to help!

How do I request new features or reports?

TimeForge grows and evolves based on customer feedback.

We're always looking for ways to improve TimeForge. If you ever think of something that could really benefit your business (that TimeForge doesn't already offer), just let us know. You can put in a request with our Support Team or give us a call at 866-684-7191. We'd love to hear your ideas!

Accounts & Access

How do I request a demo of TimeForge? Can I try it out, first?

At TimeForge, we truly value our customers, and we make it our goal to show them how our software can help them save time and money.

Often, our customers request a demo of TimeForge, or a walk through of some features and modules that they want to customize for their business. During these demos, customers can see our screen, and we'll also be connected in a conference call so that we can explain how TimeForge's features work and how their business can take advantage of the software.

To set up a demo of TimeForge, all you have to do is contact us. We're happy to schedule a demo for a time that works best for you.

And if you don't have TimeForge yet, you can always start your free trial from our website!

How do I access my data after I cancel my TimeForge account?

Once you cancel your TimeForge account, you can no longer access your TimeForge data.

When you cancel your TimeForge account, it is assumed that you no longer need access to the information stored in the account. However, TimeForge features many handy reports that allow you to track all of the important information in your account, so just make sure you run any necessary reports *before* you cancel your account, and save those files to your computer.

Is TimeForge available to businesses outside the USA?

Absolutely! TimeForge has customers in several countries.

TimeForge is a powerful labor management tool with the ability to internationalize. Currently, TimeForge is being used in multiple countries, such as Australia, India, Canada, and Germany. TimeForge values its customers and works hard to accommodate everyone, no matter where they're based.