

Welcome to the team! This guide walks you step by step through the two digital helpers at the café: the **time clock** (the tablet in the dining room where you record your working hours) and the **staff portal** (the app on your phone for your shift schedule, availability, vacation, shift swaps and shopping lists). Keep this guide in a safe place — and if you have any questions, the management is always happy to help.

Note: the app itself is in German — this guide always shows the German button labels in quotation marks together with their English meaning.

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i Your credentials: You need three things, all issued by the management — your **username**, an **access password** for the portal (you change it to your own at your first login) and your personal **6-digit PIN**. You use the PIN both at the time clock and in the portal. Never share your PIN or password with anyone!

1.1 What is the time clock?

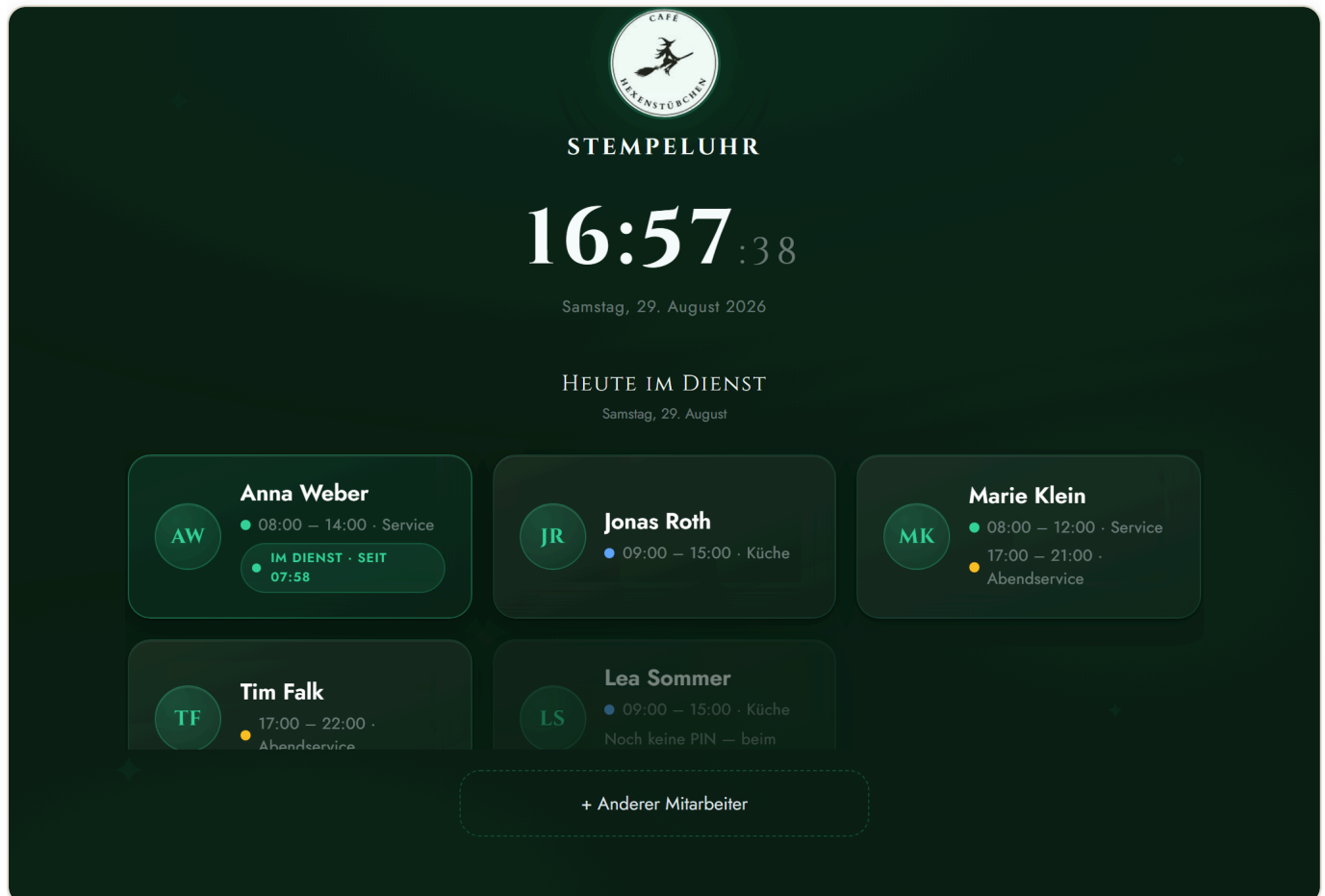
The time clock is the tablet permanently installed in the café. This is where you record your working hours: when you start work you clock **in** (“Kommen” = coming), and at the end of the day you clock **out** (“Gehen” = leaving). The system automatically calculates your working hours and breaks from these time stamps – you can review them any time in your staff portal under “Schichten → Zeiterfassung” (see section 2.4).

Important: Always clock in and out **yourself, and only for yourself** – right when you start and right when you finish. If you forget to clock in or out, tell the management immediately so the time can be corrected in the system.

1.2 The start screen “Heute im Dienst” (on duty today)

At the top of the screen you see the current time and date, and below the heading “Heute im Dienst” a tile for every person scheduled to work today. Each tile shows:

- a **circle with initials** and the full name,
- the **time window** of the shift (e.g. “08:00 – 14:00 · Service”) with a **coloured dot** in the colour of the shift type,
- for a **split shift** (two shifts on the same day) **both time windows stacked in one tile**,
- a green pulsing badge **IM DIENST · SEIT 08:02** (“on duty since 08:02”) when the person is currently clocked in – the whole tile then has a green tint.



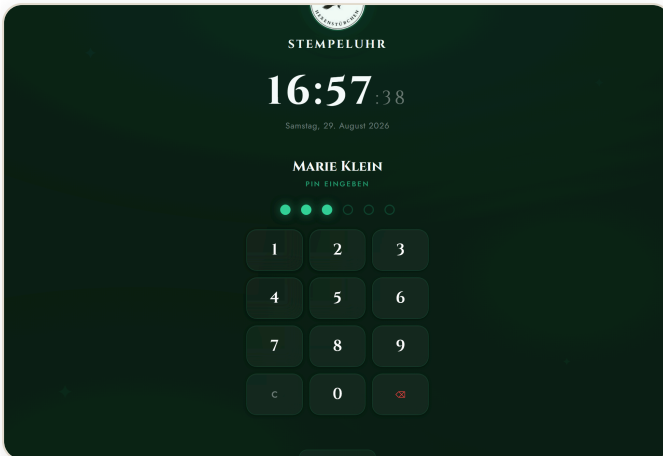
This is the start screen: Anna is already clocked in (green tile with the “im Dienst” badge), Marie has a split shift with two time windows in one tile, and Lea has no PIN yet (faded tile). At the bottom is the “+ Anderer Mitarbeiter” (other employee) button for people stepping in.

If many colleagues are scheduled, the view automatically becomes more compact and the list can be scrolled with a finger.

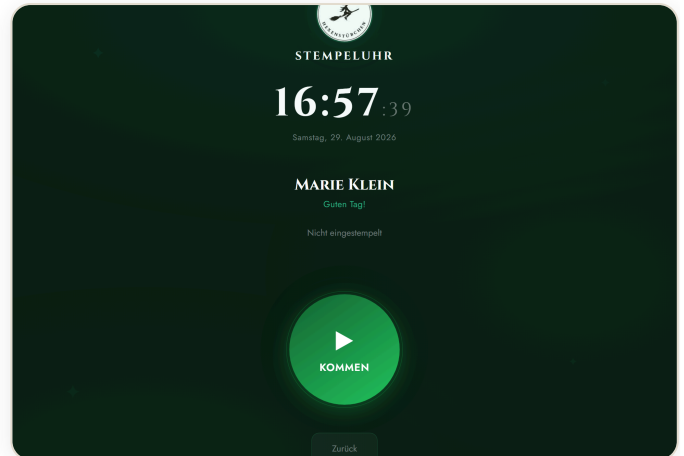
1.3 Clocking in – “Kommen”

- 1 **Tap your tile.** Find the tile with your name on the start screen and tap it.

- 2 **Enter your PIN.** Your name appears with a number pad. Enter your 6-digit PIN – the six dots fill in with each digit. After the sixth digit it continues automatically (no “OK” needed).
- 3 **Tap the green button.** You see a greeting and the big round button **Kommen** (clock in). Tap it – done!
- 4 **Wait for the confirmation.** “ Eingestempelt!” (clocked in) appears with your name and the time. After 3 seconds the tablet automatically logs you out and returns to the day plan – ready for the next person.



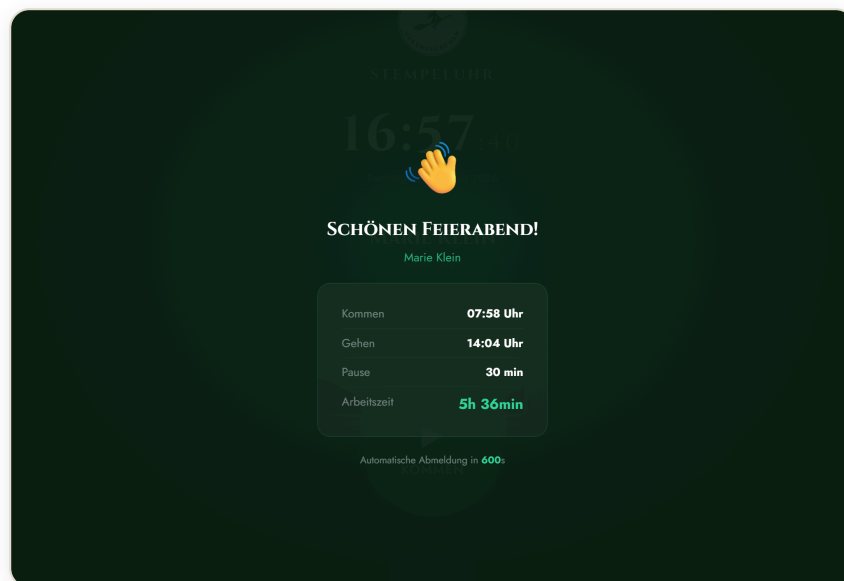
Step 2: PIN entry – the dots fill in with each digit.



Step 3: The green “Kommen” (clock in) button. When clocking out, the red “Gehen” (clock out) button with a running timer appears here instead.

1.4 Clocking out – “Gehen”

- 1 **Tap your (green) tile** and enter your **6-digit PIN** again.
- 2 **Check your status.** At the top it says “Eingestempelt seit ...” (clocked in since ...) and a running timer shows your working time so far.
- 3 **Tap the red button:** **Gehen** (clock out).
- 4 **Read the summary.** “ Schönen Feierabend!” (have a nice evening) appears with an overview: **Kommen** (clock-in), **Gehen** (clock-out), **Pause** (break – applied automatically if any) and your **Arbeitszeit** (working time) for the day. After 7 seconds the tablet logs itself out.



Step 4: The end-of-day summary with clock-in, clock-out, break and working time – then the tablet logs out by itself.

Split shift? No problem: simply clock in and out again for each shift (e.g. “Kommen”/“Gehen” in the morning and once more in the evening). All times of the day are added up.

1.5 Stepping in at short notice? – “+ Anderer Mitarbeiter”

You are working today but are not on the day plan? Then tap **+ Anderer Mitarbeiter** (other employee) below the tiles. A list of all employees opens – tap your name, enter your PIN and clock in as usual. Afterwards a tile appears for you on the day plan too. **← Zurück** (back) always returns you to the

day plan.

1.6 PIN entry, errors & notes

Situation	What it means – and what to do
Wrong PIN entered	The six dots turn red and briefly “shake”, the entry clears. Simply enter it again.  clears the whole entry,  deletes the last digit.
Tile is faded and says “Noch keine PIN – beim Chef melden” (no PIN yet – see the boss)	No PIN has been assigned to you yet. Talk to the management – they will create your PIN in the system.
Nothing tapped	After 60 seconds without input the tablet automatically logs out and returns to the day plan – for security reasons.
“Die Freischaltung dieses Geräts ist abgelaufen...” (device activation expired)	The tablet itself needs to be re-activated by the management. Please let them know – your recorded times are not lost.
Forgot to clock in or out	Report it to the management immediately. The time will be added or corrected in the system.

2 The Staff Portal

ON YOUR PHONE · SHIFT SCHEDULE, AVAILABILITY, VACATION & MORE

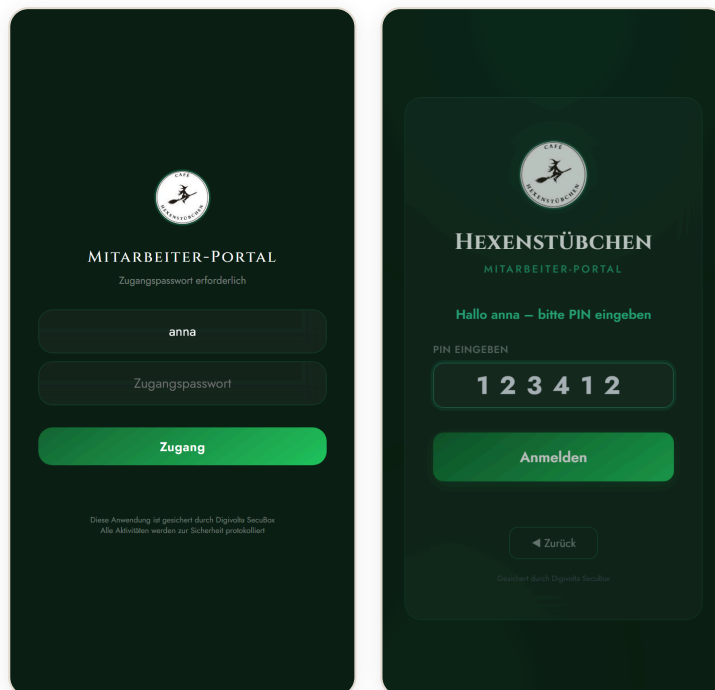
2.1 Address & first login

Open the portal in the browser on your phone (or PC) at: **panel.hexenstuebchen-buedingen.de**

Tip – use it like an app: Add the page to your home screen (iPhone: share icon → “Add to Home Screen”; Android: menu : → “Add to Home screen”). The portal will then start like a normal app.

Logging in takes up to four steps (steps 1, 2 and 4 only the first time):

- 1 **Activate the device (only the first time on each device).** Enter your **username** and your **access password**, confirm the security checkbox (captcha) and tap **Zugang** (access). The portal remembers your device – next time you start directly at the PIN.
- 2 **Change the initial password (only at your very first login).** If you received a starting password from the management, you now have to set your **own password**: at least **8 characters**, entered twice, then save.
- 3 **Log in with your PIN.** Enter your 6-digit PIN and tap **Anmelden** (log in).
- 4 **Accept the privacy policy (one time only).** At your first login the portal shows the privacy policy. Scroll all the way to the bottom, tick the checkbox and tap “Gelesen & akzeptiert” (read & accepted). Only then does the portal open.



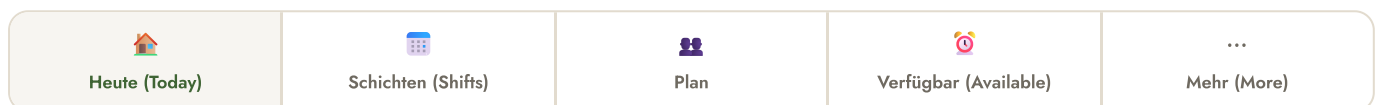
Step 1: Activate the device with username + access password (the security checkbox also appears here).

Step 3: From then on, your 6-digit PIN is all you need.

Security: After several failed attempts, access (or your IP address) is temporarily **locked** – only the management can unlock it. Your session also ends automatically after **8 hours**; simply log in again with your PIN.

2.2 How the app is organised

At the top is the header: on the left the menu (opens the “Mehr” area = More), on the right the **bell** for notifications (a red counter shows unread items). At the bottom is the main navigation with five areas:

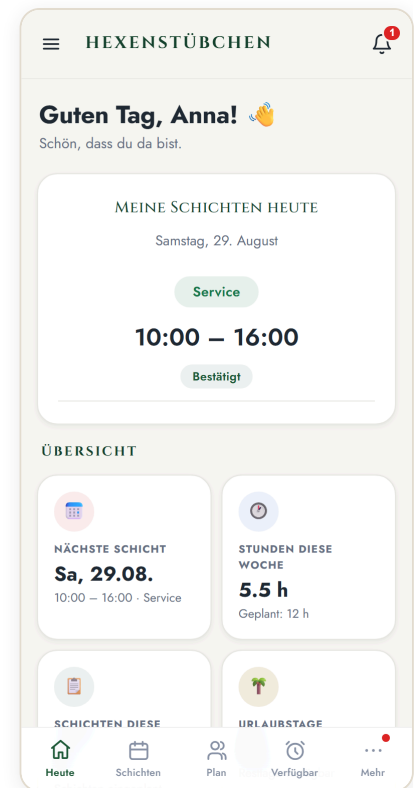


A small dot on the “Mehr” icon means: there are open swap offers. Vacation, shift swap, supplies and the settings all live in the “Mehr” area.

2.3 The “Heute” tab – your start screen

Here the portal greets you and shows everything that matters for the day:

- **Meine Schichten heute (my shifts today):** shift type, time and status – **Bestätigt** (confirmed) or **Geplant** (planned). If you are off, it says “Heute keine Schicht geplant” (no shift planned today).
- **Übersicht (overview, 4 tiles):** your **next shift** (day, time, shift type), your **hours this week** (worked, with planned hours below), the number of your **shifts this week** and your remaining **vacation days**.
- **Arbeitszeit heute (working time today):** your clock-in/out times for today. While you are clocked in, it shows a green “aktiv”.
- **Letzte Tage (recent days):** your most recently recorded working days with times and hours.



The “Heute” tab with today’s shift and the overview.

2.4 The “Schichten” tab – month view & time tracking

Use the arrows ◀ ▶ to switch the month. The tab has four parts:

1. Calendar

Days with a shift are highlighted in colour and carry **coloured dots** – one colour per shift type (legend below, “today” is marked in green). **Tap a day** and the view jumps straight to the matching shift in the list.

2. Meine Schichten (my shifts – list)

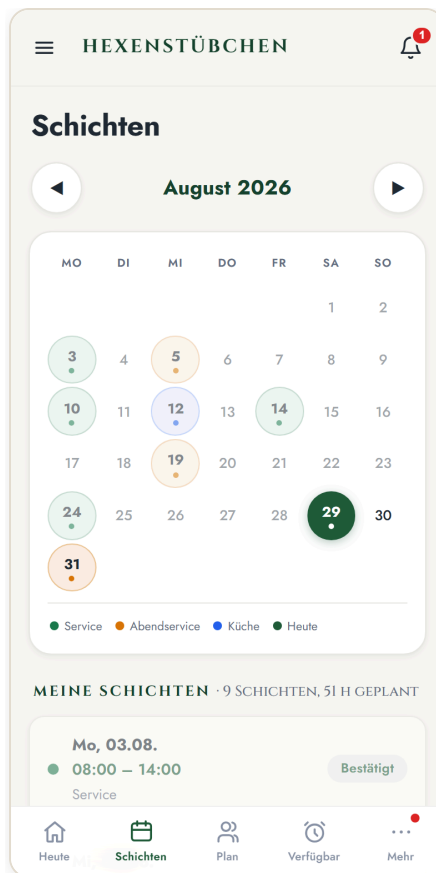
Each shift shows date, time, shift type and status: **Geplant** (planned) **Bestätigt** (confirmed) **Ausgefallen** (cancelled). If the management has enabled shift swapping, upcoming shifts also carry the buttons **“Abgeben”** (give away) and **“Tausch”** (swap) – see section 2.8; both only up to **2 days before** the shift. The button **“Zum gesamten Plan”** takes you to the team week plan.

3. Monatsübersicht (monthly overview)

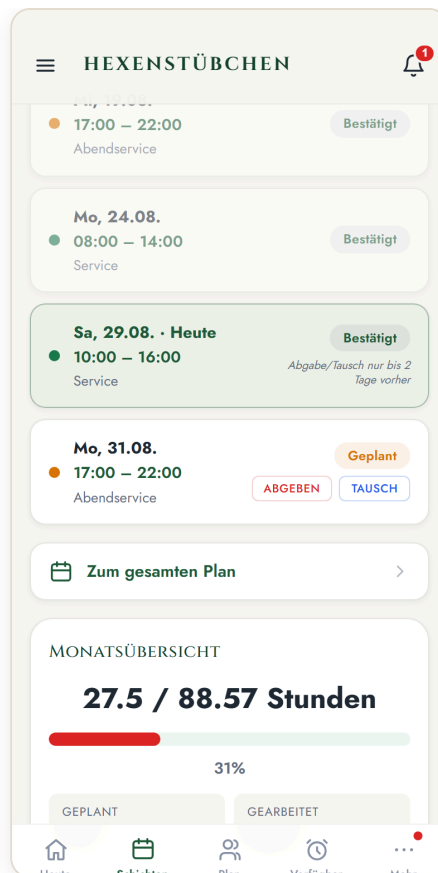
Your hours balance for the month: **actual / target hours** with a progress bar and percentage, plus **“Geplant”** (planned), **“Gearbeitet”** (worked), the **difference** (green = above target, red = below target), working days and break minutes.

4. Zeiterfassung (time tracking)

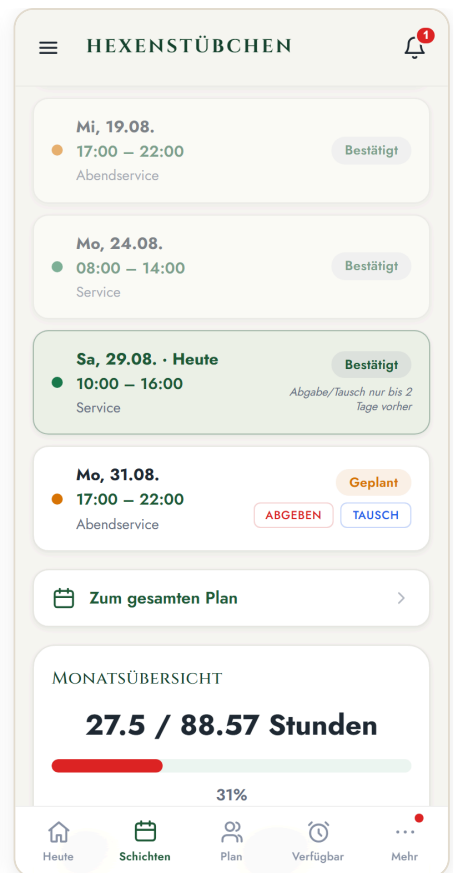
The collapsible **“Zeiterfassung”** card has its **own month filter** (up to 12 months back). It lists every recorded day with clock-in/out, break and hours – above it the totals **worked · target · difference**. This lets you double-check your payroll at any time.



The calendar: coloured days = shift, coloured dots per shift type, "today" in dark green.



The shift list with status and – if enabled – the "Abgeben" (give away) and "Tausch" (swap) buttons.

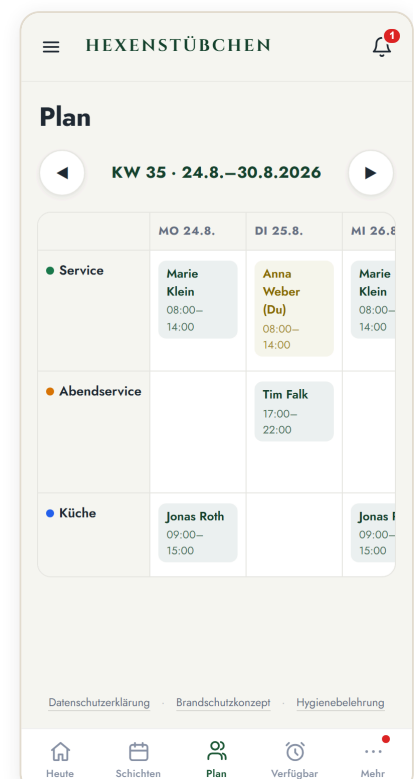


Monthly overview with actual/target bar; below it the time tracking with its month filter.

2.5 The "Plan" tab – the team week plan

Here you can see **who works when** – the whole week as a table: one row per shift type, one column per weekday, with today's column highlighted. Your own entries are marked and carry the suffix **"(Du)"** (you). Use the arrows to switch the calendar week (KW).

Note: The plan only becomes visible once the management has **released** the week. Before that it says "Der Plan für KW ... ist noch nicht freigegeben" (the plan for this week has not been released yet).

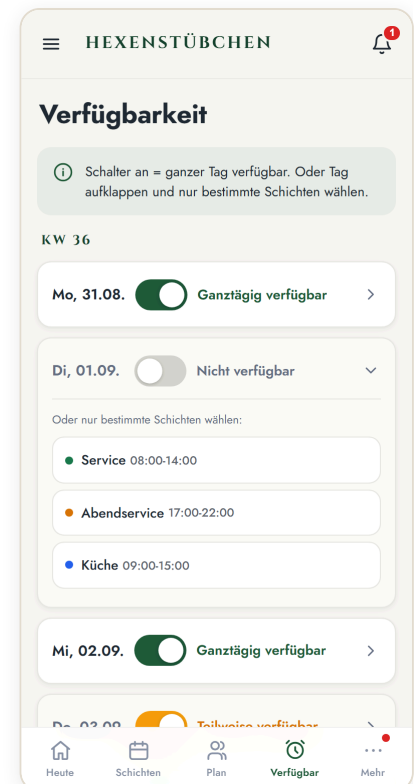


The week plan: your own shifts are marked in green with "(Du)".

2.6 The “Verfügbar” tab – reporting your availability

Here you enter for the **next four weeks** (starting next Monday) when you can work. The management uses exactly these entries for shift planning – the better you maintain this calendar, the better your schedule fits!

- **Toggle on** (green) = **available all day**. Toggle off = “Nicht verfügbar” (not available).
- **Only certain shifts?** Tap the arrow  on a day – the shift types unfold with their times. Select individual ones (they take on their colour). The day then shows “Teilweise verfügbar” (partially available, orange toggle). If you deselect the last shift, the day automatically jumps back to “available all day”.
- **Locked days:** With approved vacation or sick leave (“Genehmigt: Urlaub”) or if you have an open swap offer for that day yourself (“Tausch angeboten”), the toggle is locked.



Availability: Monday all day, Tuesday unfolded with shift selection, below a day marked “partially available”.

⚠️ Already scheduled? If you set yourself to “not available” even though you are already on the plan for that day, the portal asks whether it should send a **rescheduling request to the management**. Your shift remains valid until the management has rescheduled – switching off availability alone does not cancel a shift!

2.7 Vacation & sick leave *(Mehr → Urlaub & Krankmeldung)*

At the top you see your **vacation account** for the current year: **Reststage** (days left), **Genommen** (taken) and **Gesamt** (total) with a progress bar, plus any not-yet-approved (“pending”) days. Only your working days count; public holidays are deducted automatically.

Submitting a request

- 1 Tap **+ Neuen Antrag stellen** (submit new request).
- 2 Choose the **from** and **to** dates.
- 3 Choose the type: 🌳 **Urlaub** (vacation) or 🤒 **Krank** (sick).
- 4 Optional: add a reason (e.g. “family celebration”).
- 5 Tap **Absenden** (submit). If shifts already fall within the period, they are automatically reported to the management for rescheduling – the portal confirms this.

i Mind the lead time: Vacation requests need at least **2 days’ notice**. For short-notice cases please talk to the management directly. **Sick reports** are of course possible at short notice too – but please always call in addition.

Below the form you see all your requests with their status: **Ausstehend** (pending) **Genehmigt** (approved) **Abgelehnt** (rejected). For a rejection, the management's note is shown right there. You are also informed about the decision via a bell notification.



Vacation account with days left and the request list below.

2.8 Shift swap & giving away a shift *(Mehr → Schichttausch)*

i Only when enabled: The management can switch this feature on and off. If it is off, you will not see the menu item. For both giving away and swapping the rule is always: only up to **2 days before** the shift.

Giving away or offering one of your own shifts for swap

You start both from the **“Schichten”** tab, directly on the shift in question:

- **“Abgeben” (give away):** The management is notified and reschedules. The portal then asks whether it should set your availability for that day to “not available” right away.
- **“Tausch” (swap):** You can add a message (e.g. “Unfortunately I can’t make it that day”). Your offer then appears for all colleagues under “Offene Angebote” (open offers).

When there are new open offers, you see a counter on the menu item and the dot on the **“Mehr”** tab.



Open offers: at the top an offer with the red “Bereits eingeteilt” (already scheduled) warning, below one with the “Übernehmen” (take over) button.

The “Schichttausch” area has three tabs

Tab	Content
Offene Angebote (open offers)	All shifts colleagues are offering for swap – with date, shift type, time, name and message. With Übernehmen (take over) you take the shift and are scheduled immediately. If you are already scheduled at that time, the card shows a red warning “⚠ Bereits eingeteilt” – then taking over is not possible.
Meine Angebote (my offers)	Your own swap offers with status Offen (open) Angenommen (accepted) Abgelehnt (rejected) – open offers can be cancelled here. For accepted ones you can see who took the shift.
Historie (history)	All completed swaps – shifts given away and taken over – for reference.

2.9 Supplies – shopping lists & stock *(Mehr → Warenwirtschaft)*

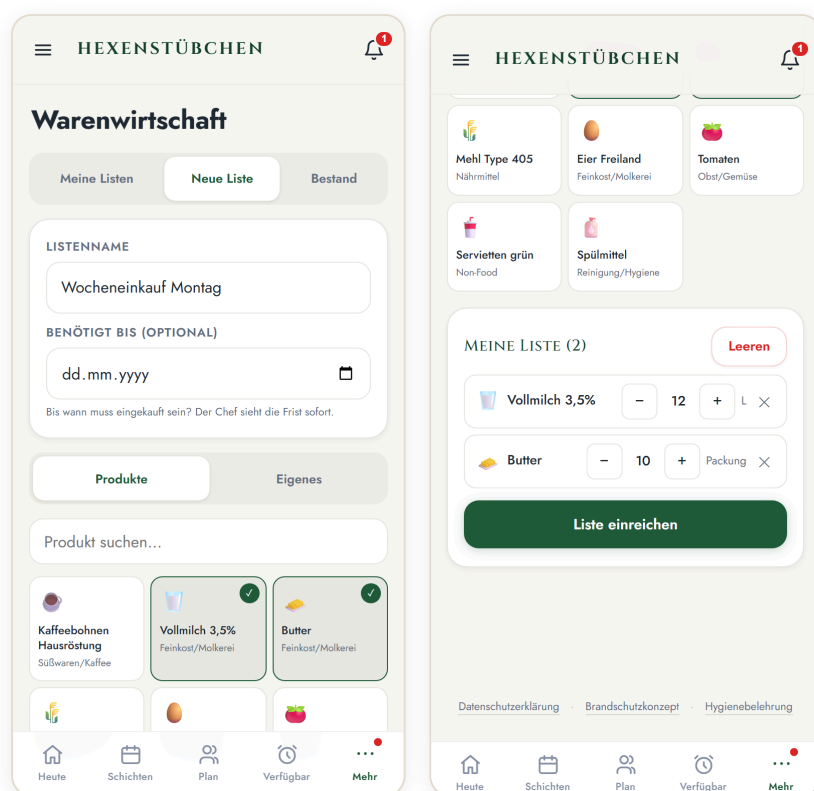
Here you report missing goods to the management. The area has three tabs:

“Meine Listen” (my lists)

Your shopping lists with status: **Offen** (open – still yours), **Eingereicht** (submitted – with the management) and **Archiviert** (archived – done). “Details” unfolds the items; open lists can be **submitted** here. A set deadline (“Benötigt bis” = needed by) is displayed – overdue deadlines appear in red.

“Neue Liste” (new list) – how to create a shopping list

- 1 Enter a **list name** (e.g. “weekly shopping Monday”) and optionally set a date at “**Benötigt bis**” (needed by) – the management sees the deadline immediately.
- 2 In the “**Produkte**” (products) tab, search the catalogue and **tap** products – they get a check mark and land in your list. Tapping again removes them.
- 3 Something missing from the catalogue? In the “**Eigenes**” (custom) tab, enter name, quantity and unit freely and tap “+ Zur Liste hinzufügen” (add to list).
- 4 At the bottom, in the “**Meine Liste**” card, adjust the **quantities** with **–** / **+** (for kg and litres in steps of 0.5). **×** removes an item, “**Leeren**” clears everything.
- 5 Finally tap **Liste einreichen** (submit list) – the management sees it immediately.



“Neue Liste”: list name, deadline and the product catalogue – tapped products get a check mark.

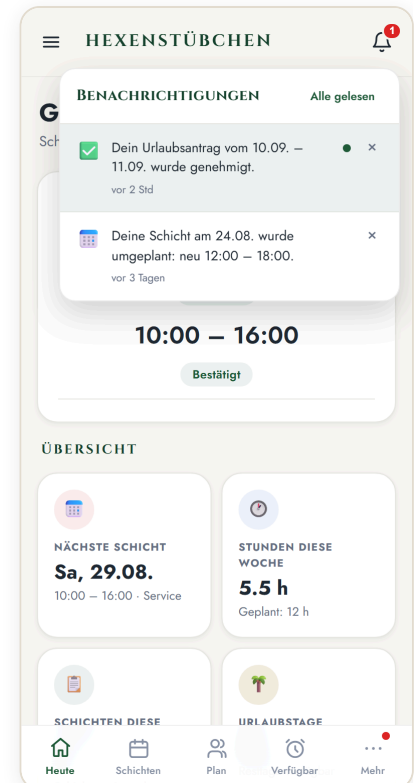
At the bottom the “Meine Liste” card: adjust quantities with –/+ and “Liste einreichen” (submit list).

“Bestand” (stock)

The current stock for reference (view only), with a search field and traffic-light colours: **green** = sufficient, **yellow** = below minimum stock, **red** = empty. Handy for checking what is really missing before creating a list.

2.10 Notifications – the bell

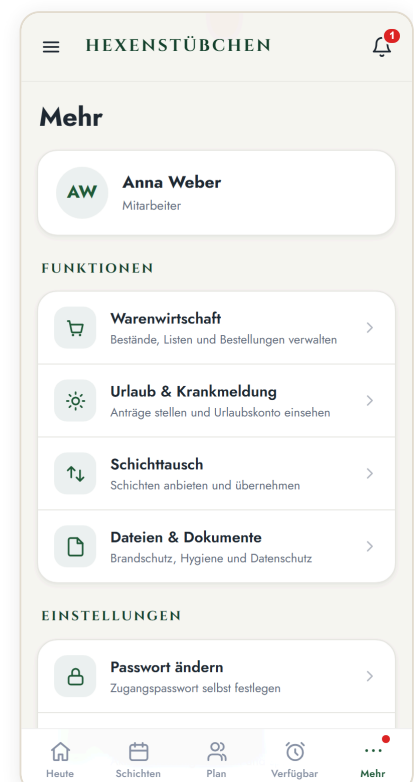
Via the bell at the top right, the portal informs you e.g. about **approved or rejected vacation requests** (including the reason) and about **rescheduling of your shifts**. The red counter shows unread messages. Tapping marks a message as read, the  removes it, “Alle gelesen” (all read) clears the list. New swap offers are additionally shown briefly as a pop-up.



The notification panel with one unread message.

2.11 Documents, password & logout (the “Mehr” area)

- **Dateien & Dokumente (files & documents):** fire safety concept and hygiene training as PDFs, plus the **privacy policy** – the latter opens a print view with proof of when you accepted it, and can be saved as a PDF.
- **Passwort ändern (change password):** enter your current password, enter the new password (min. 8 characters) twice, save.
- **Abmelden (log out):** ends your session immediately. Always log out on shared or third-party devices!



The “Mehr” area: supplies, vacation, shift swap, documents, settings and logout.

3.1 Frequently asked questions & problems

Problem / question	Solution
I forgot my PIN.	Talk to the management – they will assign you a new PIN in the system. The PIN applies to both the time clock and the portal.
I forgot my access password.	The management sets a new initial password for you. At your next login you set your own again.
“Ihre IP wurde gesperrt” (your IP was locked) / “too many attempts”	To prevent abuse, the system locks access after too many failed attempts. Please inform the management – they can lift the lock.
I forgot to clock in or out.	Report it to the management as soon as possible – the times will be corrected in the system. Do not try to “re-stamp”.
I have two shifts on one day.	For a split shift, the time clock shows one tile with both time windows. Clock in and out separately for each shift.
The week plan is empty.	The management has not released the week yet. As soon as it is released, the plan appears automatically.
I don't see the “Schichttausch” (shift swap) menu item.	The feature is currently disabled by the management.
The portal logs me out by itself.	Normal: the session ends automatically after 8 hours. Simply log in again with your PIN.
The time clock says the device activation has expired.	This concerns the tablet, not you. Please tell the management – they will re-activate the device.
My hours don't look right.	First check “Schichten → Zeiterfassung” in the portal (all recorded times are listed individually there), then contact the management with the specific day.

3.2 The key rules at a glance

Topic	Rule
Clocking in/out	Always yourself, only for yourself, right when work starts and ends.
PIN & password	Keep them strictly secret, never share them. PIN = 6 digits, password = min. 8 characters.
Vacation	At least 2 days' notice via the portal; clarify short-notice cases directly with the management.
Sick leave	Enter it in the portal and also call to let them know.
Giving away / swapping shifts	Only up to 2 days before the shift, and only if the feature is enabled. The shift remains yours until the management has rescheduled.
Availability	Keep it up to date for the next 4 weeks – it is the basis of your shift schedule.
Shared devices	Log out of the portal after use (Mehr → Abmelden).

 **Any questions?** The management is always happy to help – just talk to us or write to info@hexenstuebchen-buedingen.de.