



CITADEL™

GT2000 Touch Tablet Time Clock

Product Manual

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01

INTRODUCTION

Setting up your Citadel Time Clock requires an interaction between your Time Clock and Cloud Portal.

First we'll begin in the Cloud, and then we'll finish with the Time Clock.

Once you've completed the following 5 easy steps, your employees will be ready to use the time clock.

1

CREATE YOUR
ACCOUNT

2

ADD DEPARTMENTS
AND EMPLOYEES

3

ACTIVATE YOUR
TIME CLOCK

4

HANG YOUR
TIME CLOCK

5

ADD EMPLOYEE
FINGERPRINTS

02

CREATE YOUR CITADEL ACCOUNT

⚠ Before you can set up your new Citadel Time Clock, you will need to set up your Citadel Cloud Account.

Open your web browser and visit **Signup. MyCitadelTime.com** and follow the prompts.



Here are some helpful tips to make the setup as smooth as possible.

The **Activation Code** will be found on a card inside the box. If the **Activation Code** is missing, please contact **Customer Support**.

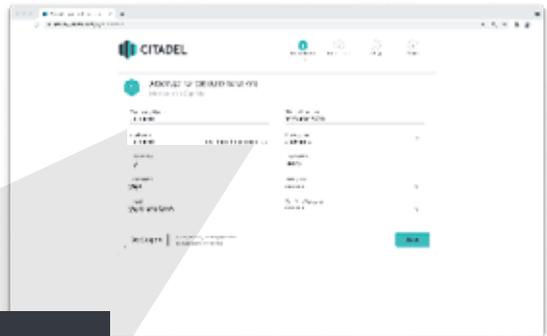


QUESTIONS? Call 800-518-8925 or Email Support@MyCitadelTime.com

Citadel supports an unlimited amount of users at \$3/user/month. Select how many users will be on your account, which is defined as any individual who has access to the Citadel time clock, cloud portal or mobile app. This includes employees, supervisors and administrators.



Your login URL is going to become the “**web address**” for your company’s Citadel Portal. For example, Smithtech may become **smithtech.MyCitadelTime.com**



smithtech.MyCitadelTime.com

03

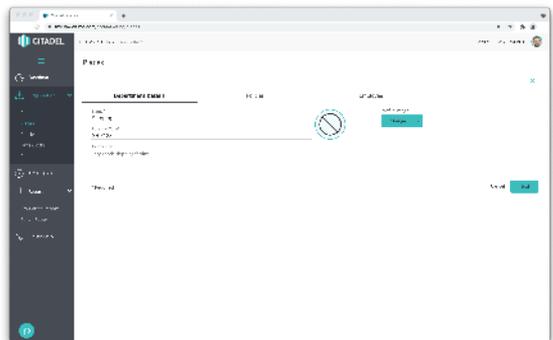
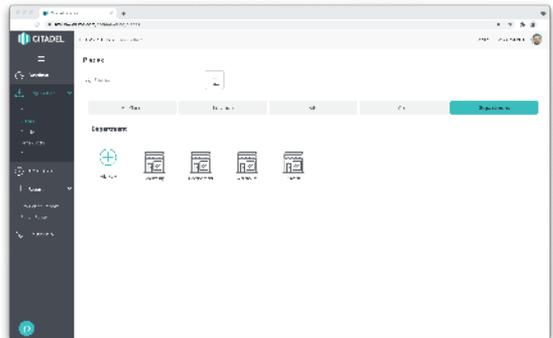
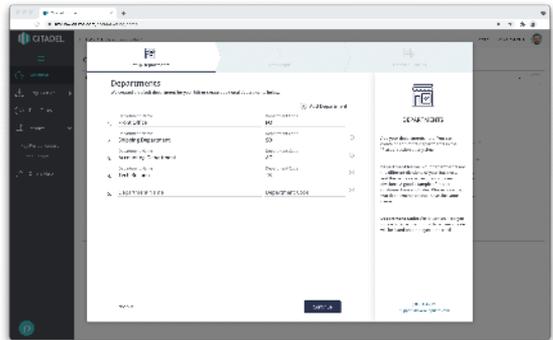
ADD DEPARTMENTS

Departments are used to group employees together within the Citadel system. The Citadel Setup Wizard will create a default department called **Home**, which can be modified as needed.

You can add more departments at this time by following the prompts in Wizard.

To add additional departments in the future:

1. Click on the Places tab from the sidebar navigation.
2. Select the Departments tab at the top right.
3. Click the Add New button ⊕
4. Provide department details, if desired, and select an icon or image for the department.



04

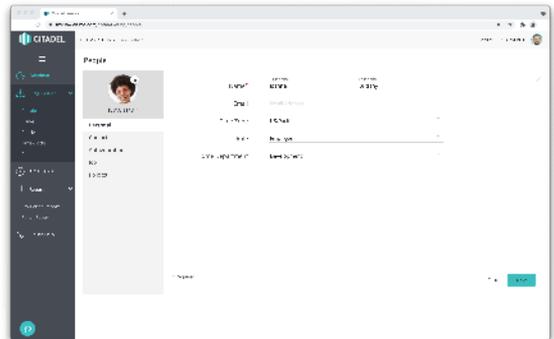
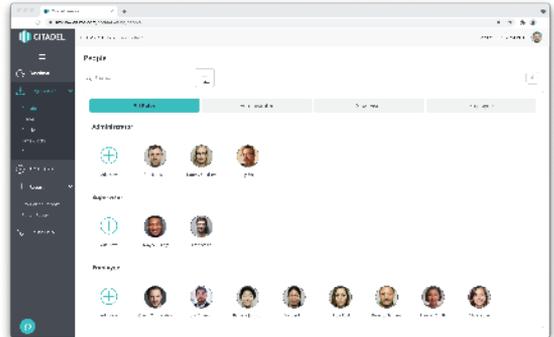
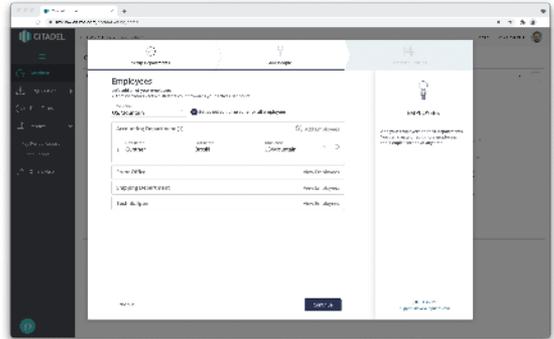
ADD EMPLOYEES

Citadel supports an unlimited number of users at \$3/user/month. A user is defined as any individual who has access to the **Citadel time clock, cloud portal, or mobile app** and includes **employees, supervisors, and administrators**.

Follow the Setup Wizard to easily add employees whose time you want to track and assign them to the departments you have previously made by simply filling out the required fields.

You can add users at any time by clicking the **People** tab in the sidebar navigation menu. Here you can also add supervisors and administrators, which gives these users managerial access to the cloud, and enable punching privileges.

Remember: Anyone who has access to the **Citadel time clock, cloud portal, or mobile app** is considered as an active user regardless of their role or punching privileges.



05

SELECT PAY PERIOD, BREAK & OVERTIME RULES

After employees are set up, you will be guided to set up your pay period policy. You must choose a pay period to complete the **Setup Wizard**. Any policy created in the **Setup Wizard** is applied to all departments you add in the setup Wizard.

There are four pay periods to choose from: **WEEKLY**, **BI-WEEKLY**, **SEMI-MONTHLY** and **MONTHLY**.

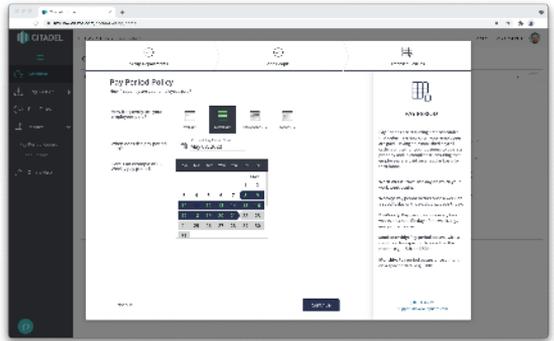
Choose the weekly pay period if employees are paid once a week, for a total of 52 paychecks per year.

Choose the bi-weekly pay period if employees are paid every two weeks, for a total of 26 paychecks per year.

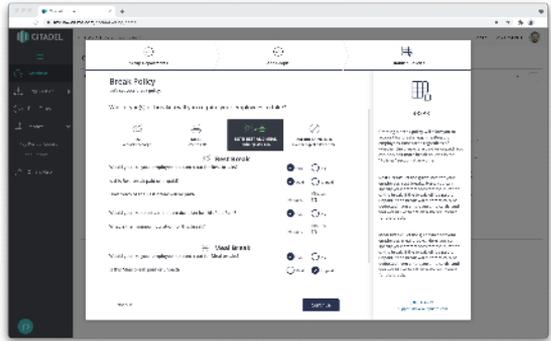
Choose the semi-monthly pay period if employees are paid twice per month, for a total of 24 paychecks per year.

Choose the monthly pay period if employees are paid once a month, for a total of 12 paychecks per year.

Once you have set up your pay period policy, you will see a calendar view depicting the pay period policy you created.



Next, you will be given the opportunity to create break and lunch time policies. You can specify your preferences for the following: the duration of lunch or break time, if lunch or break time will be paid or unpaid, if lunch or break time will automatically be deducted from employee time cards, and if you would like to set an auto recurrence for lunch or break time.



After you have set up break and lunch time policies, select the overtime rules. You will be asked to choose as many of the following overtime settings as you need:

Daily—After how many hours worked in one day will overtime begin to accumulate?

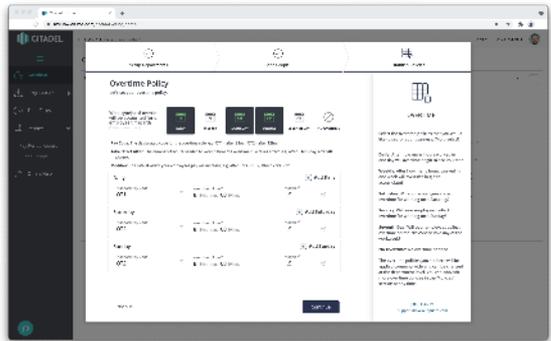
Weekly—After how many hours worked in one week will overtime begin to accumulate?

Saturday—Will your employees collect overtime for working on a Saturday?

Sunday— Will your employees collect overtime for working on a Sunday?

Seventh Day—Will your employees collect overtime on the 7th consecutive day of the workweek?

No Overtime—No overtime needed.



This completes the **Setup Wizard** process. **Congratulations!** Now you are ready to start tracking time and attendance with Citadel. From now on, whenever you open your Citadel account the portal will open to the **Dashboard**.

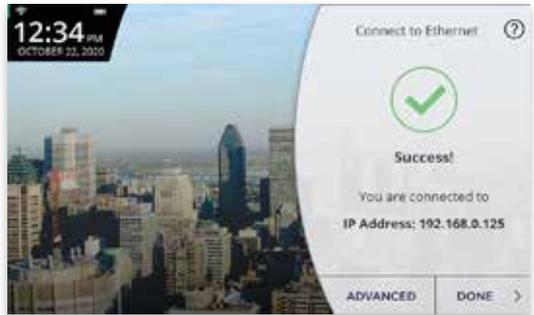
06

ACTIVATE YOUR TIME CLOCK

Your time clock allows you to connect to the Internet via **LAN** or **WiFi**.

ACTIVATION VIA LAN

1. Attach a **LAN** cable to your clock and router, and then plug your clock into a power outlet.
 - a. Follow the onscreen prompts to confirm your network selection.
 - b. The clock will check for any needed updates once the connection is established, to make sure you have the most up-to-date version of the clock firmware possible!



ACTIVATION VIA WIFI

1. Plug your clock into a power outlet.

- a. Follow the onscreen prompts to select your WiFi Network.
- b. Enter your password onscreen.
- c. The clock will check for any needed updates once the connection is established, to make sure you have the most up-to-date version of the clock firmware possible!



07

WALL MOUNT

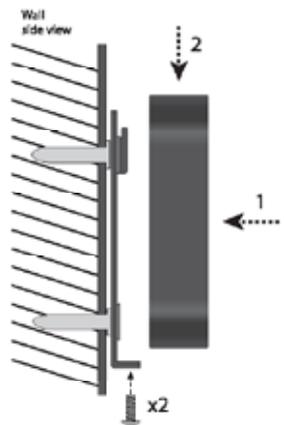
Included with your time clock, you will find a metal back plate, a LAN cord, a power adapter, four drywall anchors, four screws, and two small bracket screws. You will need your own Phillips-head screwdriver.

MOUNTING YOUR TIME CLOCK ONTO YOUR WALL

1. Select a location for your time clock near a power outlet and LAN port (if applicable).
2. Place the provided mounting template against the wall (shown at right). Drill holes through the targets using a 1/4" (6.35mm) drill bit.



3. Insert drywall anchors into the center of the wall marks.
4. Align the metal back plate with the holes. Ensure that the prongs are facing away from the wall. Then secure the back plate to the wall with the included screws.
5. Attach the power adapter and the LAN line (if applicable).
6. Align the two slots on the back of the clock with the two prongs on the back plate. Push down slightly to ensure the clock is securely fastened.



7. Optionally screw the time clock to the metal back plate with the included bracket screws at the bottom of the time clock.



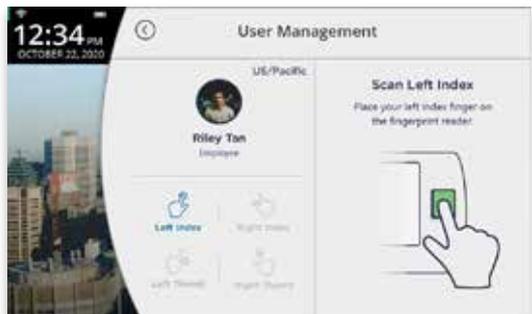
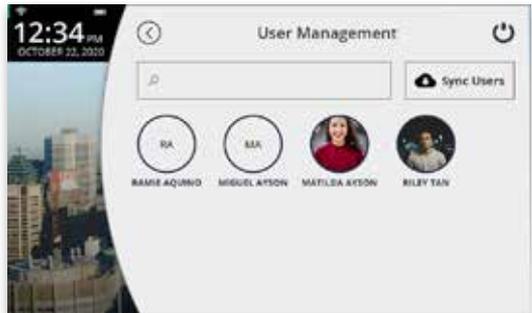
08

FINGERPRINT TEMPLATES

Citadel features a biometric fingerprint reader that allows your employees to use their finger to punch in or out.

REGISTERING FINGERPRINT TEMPLATES

1. Before registering finger templates, please ensure you have added the employee in your online Citadel account.
2. Enter your **Administrator PIN**
 - a. The **Administrator PIN** can be found in the cloud account under **Time Clocks**.
3. Select **Employee**
4. Select the employee you wish to register finger templates for from the list.
5. Select a finger, and follow the prompts onscreen.
6. Repeat steps 1-5 for every employee that will need to use this clock.



ADMINISTRATOR MENU OPTIONS

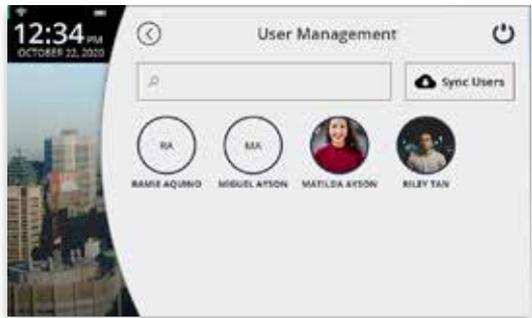
The **Administrator** menu can be accessed with the **Administrator PIN** you chose during setup. It includes options for **User Management** and **Time Clock Management**. You can locate your **PIN** in your cloud account by selecting **Organization** from the sidebar navigation and then clicking on **Time Clocks**. Here, you will find a list of all the time clocks you have added to your Citadel account. Select a time clock and the **PIN** number will be displayed.

Here are the different settings and tools within the **Administrator** menu:

1. User Management

Tap **User Management** to display a searchable list of employees by name.

- a) Select an employee to register and test fingerprint templates.



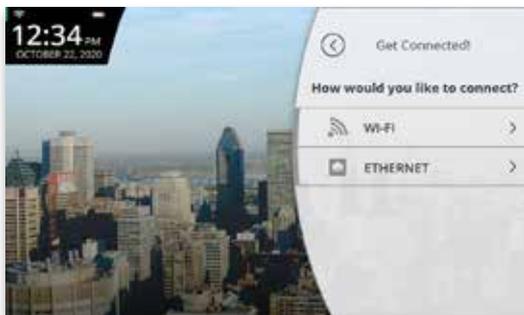
b) Select an employee and tap camera icon to take employee profile picture.

c) Tap **Sync Users** to update list of employees. The clock checks for updates every minute; however, if necessary, you can initiate a sync to get the latest user updates.



2. Time Clock Management

Tap **Time Clock Management** to access device settings.



a) Network Settings

i. Connect to **WiFi**.

1. Tap **WiFi** to choose from a list of available networks.

2. Enter Password.

3. Tap **Join**.



ii. Connect to **LAN**.

1. Plug in Ethernet cable and system will confirm account and display correct IP address.

2. Tap **Ethernet** to confirm Ethernet connection.



b) Update Software

i. Displays if update is available with option to update.

1. The clock will check for available updates. The clock's current software

version will be displayed on the screen.

2. The clock will either display a message stating Your Software Is Up To Date, or there will be an option to update the software.

3. After you choose to update the software, the clock will download the update and automatically restart in order to apply the update. Otherwise, the time clock will display a message that the software update was not successful. Please try again or come back later to update.



c) **Upload Database**

This will send your database to Citadel for diagnostic purposes.

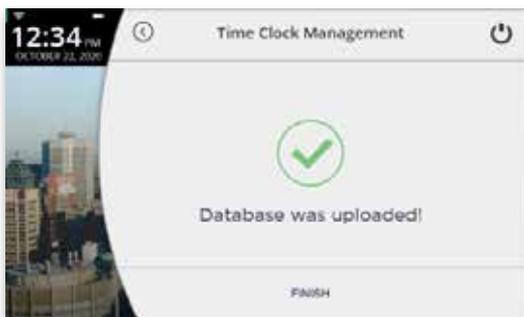
d) **System Settings**

i. **Volume Control**

- Slide from left to right to increase volume for all sounds on the clock.

ii. **Screen**

Brightness - Slide from left to right to increase the brightness level.



10

TROUBLESHOOTING

See the following table for help with the error messages that you might encounter with your time clock.

ERROR MESSAGE	NOTES
CANNOT CONNECT TO INTERNAL NETWORK	If clock is not currently plugged into any networking device or the networking device it is plugged into is not turned on or functioning.
SORRY, DEALER ID NOT FOUND	MyCitadelTime.com will report this error if the Dealer ID you entered is not valid. Please contact Citadel Support for assistance.
CANNOT CONNECT TO CITADEL SERVER	If a clock is placed into a functioning network, but is not able to communicate with the Citadel server.
CANNOT ACCESS THE INTERNET	If a clock is connected to the local network, but is unable to communicate with the Internet.
CANNOT LOCATE CITADEL SERVER USING DNS	If a clock is not able to properly resolve the hostname of the domain it is trying to contact because it either does not have a valid DNS server IP address to contact or the DNS server it is contacting cannot properly resolve the hostname for the server.
NO RESPONSE FROM DHCP SERVICE	If a clock is placed into a functioning network, is set to use DHCP, but gets no responses when attempting to contact a DHCP server during the Discover process of DHCP.



QUESTIONS? Call 800-518-8925 or Email Support@MyCitadelTime.com

CITADEL DEVICE LIMITED WARRANTY

This Warranty covers all Citadel Devices and any Devices which may now or in the future be connected to your Citadel Account.

- A. **Warranty and Warranty Periods.** Workwell Technologies, Inc. (“Workwell Technologies”) warrants only to the original Purchaser that the Device will be free from defects in material and workmanship for the time during which (i) the original Purchaser subscribes to the Citadel System, and (ii) until such time the Device has been replaced (the “Warranty Period”).
- B. **Workwell Technologies Obligation Under Warranty.** Workwell Technologies sole obligation under the above warranty shall be to repair or replace Devices and parts during the Warranty Period. Workwell Technologies does not assume responsibility for delays in replacement or repair of products or parts. Workwell Technologies may, at its sole discretion, replace Devices with refurbished Devices. This warranty gives end users specific legal rights, and particular end users may also have other rights which may vary from jurisdiction to jurisdiction.
- C. **DISCLAIMER OF ALL OTHER WARRANTIES.** NO OTHER WARRANTIES, EXPRESSED OR IMPLIED, ARE GIVEN, AND Workwell Technologies EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES, INCLUDING AND WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to particular end users.
- D. **Limitations.** No salesperson, representative, or agent of Workwell Technologies is authorized to make any guaranty, warranty, or representation that contradicts the terms contained in this Limited Warranty. Any waiver, alteration, addition, or modification to the warranties contained herein must be in writing and signed by

authorized representatives of Workwell Technologies to be valid, binding, and enforceable. Workwell Technologies does not assume responsibility for any specific application to which any products or parts are applied including, but not limited to, compatibility with other equipment. All statements, technical information, or recommendations relating to the products or parts are based upon tests believed to be reliable, but do not constitute a guaranty or warranty. Workwell Technologies SHALL NOT UNDER ANY CIRCUMSTANCES WHATSOEVER BE LIABLE TO ANY PARTY FOR LOSS OF PROFITS, DIMINUTION OF GOOD WILL, OR ANY OTHER SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES WHATSOEVER WITH RESPECT TO ANY CLAIM IN CONNECTION WITH Workwell Technologies PRODUCTS AND/OR PARTS. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to particular end users.

- E. What May Void the Warranty. This Limited Warranty shall be null and void in the following circumstances:
1. Modification or repair by the end user or any non-authorized Workwell Technologies service provider; or
 2. Improper use or installation, or damage by accident or neglect, by the end user or any third party, or intentional damage by the end user or any third party; or
 3. Failure of the end user or any third party to exercise caution to protect from electrostatic discharge damage and adverse temperature, or physical abuse; or



4. Failure by the end user to follow the Return Appointment Process set forth below.
- F. Return Appointment Process. As a condition precedent to the above Limited Warranty, the end user must:
1. Obtain a return material authorization (RMA) from Workwell Technologies, which will include an RMA number that must be prominently displayed on the outside of the shipping container. Returns without an RMA number may be rejected by Workwell Technologies and immediately returned to end user, freight collect.
 2. Ship the items being returned to Workwell Technologies, freight prepaid, together with a written description of the claimed defect.
 3. Pack the items being returned in the original packing carton or equivalent. Damage in transit is end user's responsibility and may be cause to void the warranty claim.
- G. Transportation Costs. Workwell Technologies will pay surface freight to return products covered by this Limited Warranty. However, if Workwell Technologies determines in the exercise of its reasonable but sole discretion that the product or part returned for warranty service is not defective, or does not otherwise qualify for warranty service, the end user shall be liable for all costs of handling and transportation.

CITADEL SAFETY INFORMATION

IMPORTANT SAFEGUARDS FOR SAFE OPERATION & USE

SAVE THESE INSTRUCTIONS.

THIS PRODUCT IS FOR COMMERCIAL USE ONLY.

The time clock is an electrical device. In order to reduce the risk of fatal electrical shock and fire, basic safety precautions should be followed, including the following:

1. Read all instructions before operating.
2. This time clock must be properly installed and located in accordance with these instructions before used.
3. Do not use outdoors.
4. Do not expose to water or any liquid.
5. Do not place objects into the time clock.
6. For best operation, plug the time clock into its own electrical outlet.
7. Do not operate the time clock with a damaged cord or plug.
8. If an extension cord is used, the marked electrical rating of the extension cord should be at least as great as the electrical rating of the time clock.
9. Plug the time clock into a surge protector or uninterruptible power supply (UPS). If a surge protector is not used and there is a power surge, your warranty may be voided.



CAUTION/WARNING



DANGEROUS VOLTAGE



DO NOT CONNECT
DAMAGED SUPPLY CORD

WARNING

RISK OF FIRE OR ELECTRIC SHOCK - DO NOT OPEN

WARNING: TO REDUCE THE RISK OF FIRE OR ELECTRIC SHOCK, DO NOT OPEN THE TIME CLOCK. NO USER SERVICEABLE PARTS ARE INSIDE. REPAIRS SHOULD BE COMPLETED BY AUTHORIZED SERVICE PERSONNEL ONLY.



QUESTIONS? Call 800-518-8925 or Email Support@MyCitadelTime.com



Questions?

Contact us

Contact us Monday-Friday 6am–5pm Pacific

Call 800-518-8925

Text 760-701-5268

Email Support@MyCitadelTime.com

Visit Support.MyCitadelTime.com



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TECHNOLOGIES

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Workwell Technologies, Inc.

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