# Synergy Acc2026 - Set Up Attendance Staff and Working Hours

Before staff can clock in, each person needs an attendance user record and a working-hour pattern. This guide shows how to create the working hours (either a duty-roster pattern or a fixed shift) and then the attendance user.

## Before you start

- Decide whether the staff member follows a Duty Roster (a different pattern each day) or a Fixed Time/Day shift (the same weekly hours).
- Have the person's code, name and attendance ID number ready.
- Fixed Time/Day shifts can only be saved at the head office database.

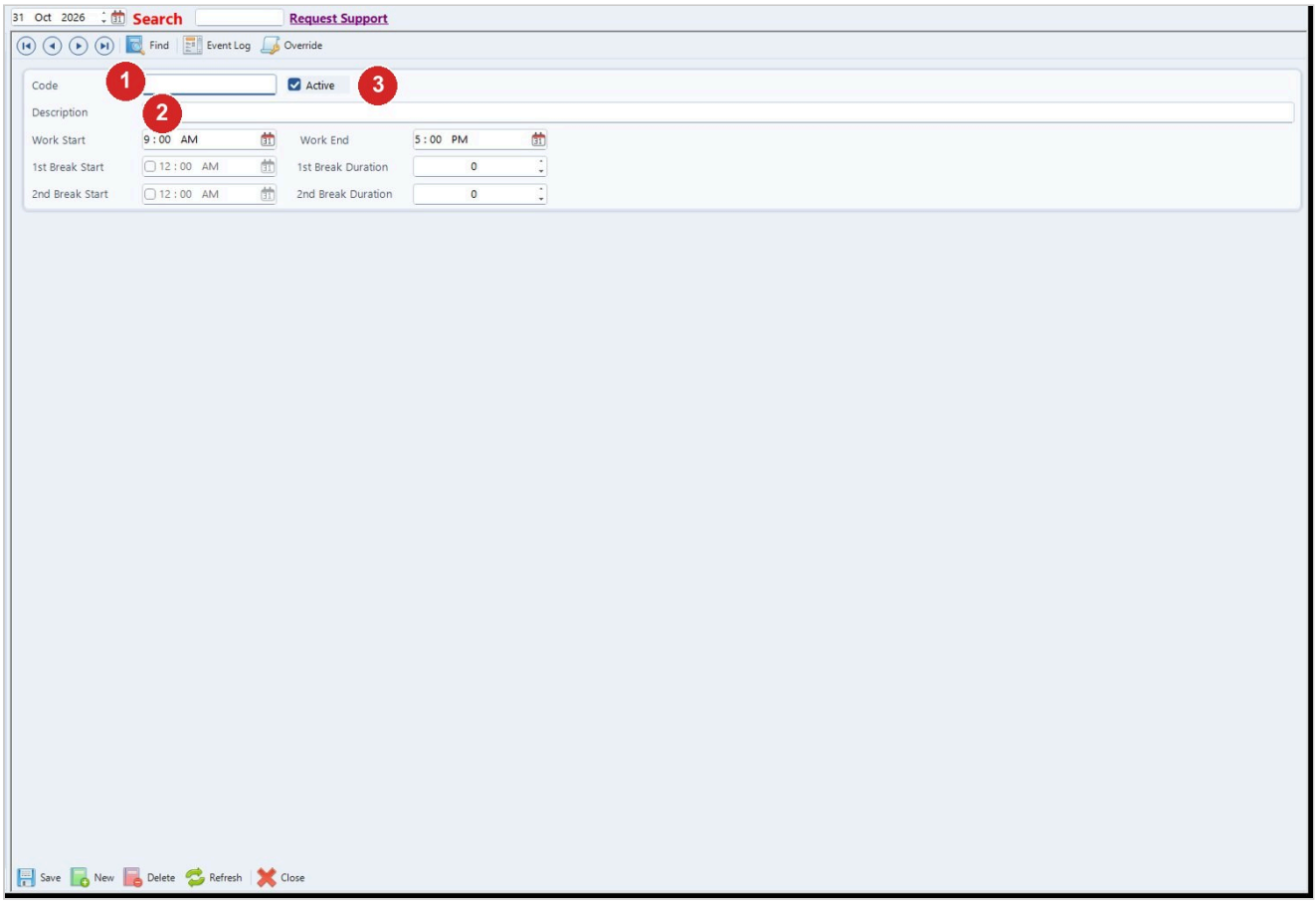
## Steps

### 1. Open the Duty Roster working hour screen

Go to Main > Attendance Management > Working Hour (Duty Roster). Use this for patterns that you will assign day by day in the Duty Roster.

### 2. Enter the code and description

Both the Code and the Description are required.



| Step | What to do |
|---|---|
| 1 | Type a Code for the pattern. |
| 2 | Type a Description for the pattern. |
| 3 | Keep Active ticked so the pattern can be used. |

## 3. Set work start and end

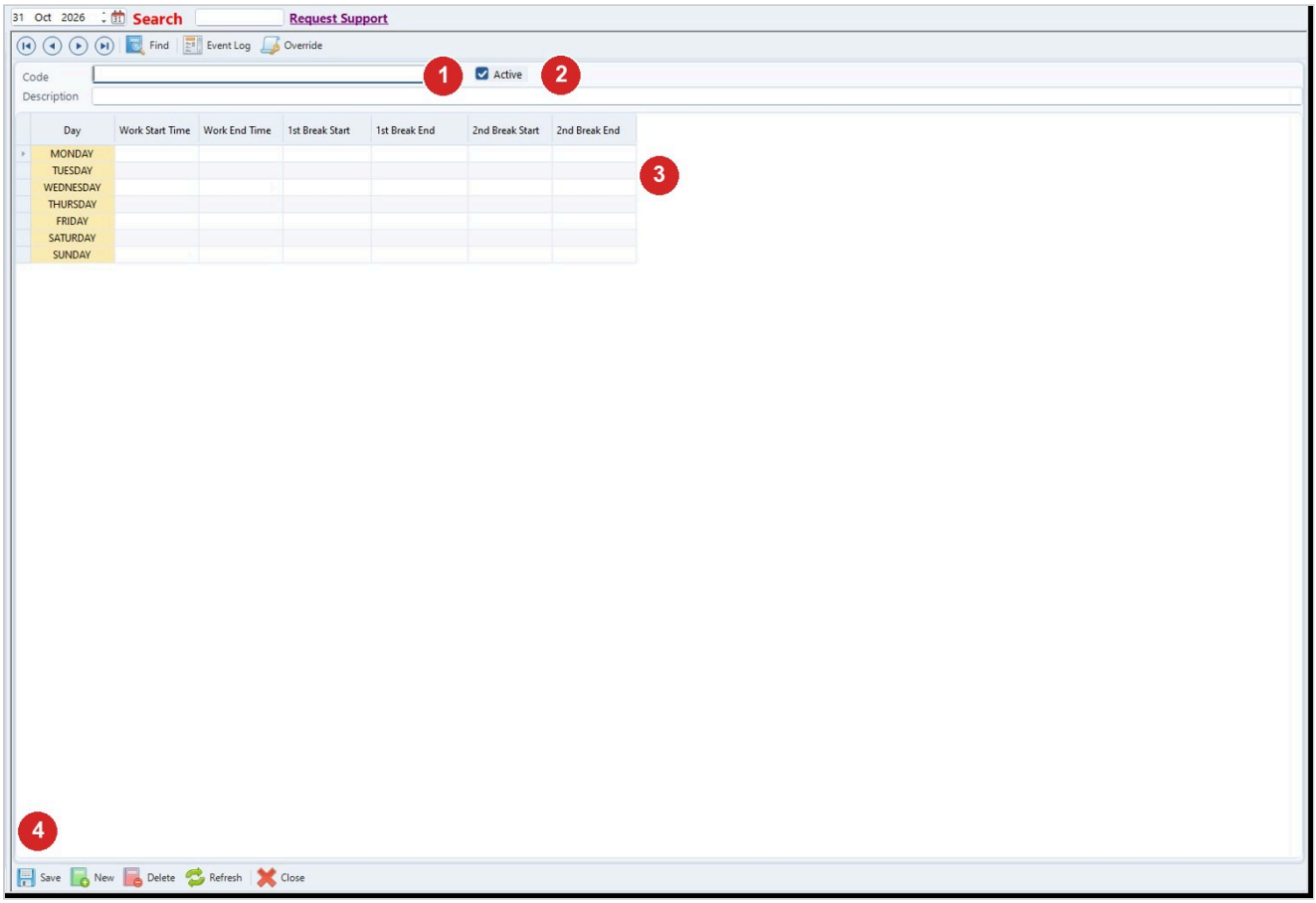
Set Work Start and Work End. A new record starts at 9:00 AM and 5:00 PM.

## 4. Add breaks if there are any

Tick the box next to 1st Break Start, set the time and enter the 1st Break Duration in minutes. Do the same for 2nd Break Start and 2nd Break Duration. If the box is not ticked, no break is saved. Then save.

## 5. Or open the Fixed Time/Day shift screen

For staff who work the same hours every week, go to Main > Attendance Management > Working Hour (Fixed Time/Day).




| Step | What to do |
|---|---|
| 1 | Enter the Code and Description. |
| 2 | Keep Active ticked. |
| 3 | Fill in the seven day rows with the work start and end, lunch start and end, and dinner start and end. Leave a time empty if it does not apply. |

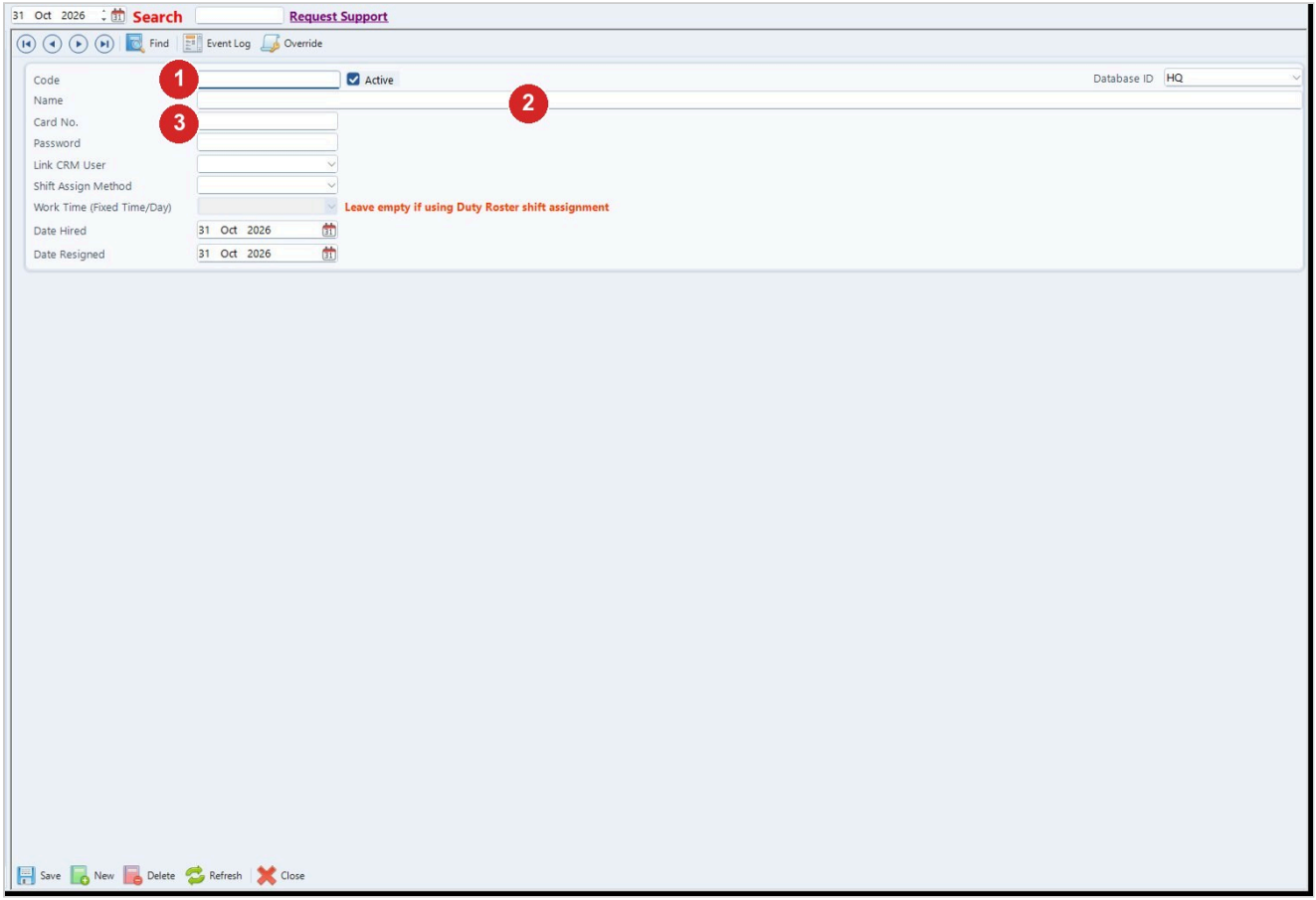
| Step | What to do |
|---|---|
| 4 | Save. |

## 6. Open Attendance User

Go to Main > Attendance Management > Attendance User (it is also under Main > Shared Masterfile). Start a new record.

## 7. Fill in the person's details

All three are required. Active is ticked by default.




| Step | What to do |
|---|---|
| 1 | Enter the Code. |
| 2 | Enter the Name. |
| 3 | Enter the person's attendance ID number (the box shown with the abbreviation No.). |

## 8. Choose the Shift Assign Method

Pick the Shift Assign Method. If it is the fixed-time method, choose the Work Time (Fixed Time/Day). If the person uses the Duty Roster, leave the work time empty.

## 9. Set the dates and save

Date Hired is today by default. Fill in Date Resigned only if the person has left; it cannot be earlier than Date Hired. Save the record.

## Tips

- The code from Working Hour (Duty Roster) is what you type into the Duty Roster later.
- Link CRM User on the Attendance User screen can only be changed at head office.

## Common problems

### Cannot save the Fixed Time/Day shift: 'Database ID can be created at HQ only'.

This shift can only be created at the head office database. Do it there.

### A break time was not saved.

The tick box next to the break start time was not ticked. Tick it, set the time and the duration, and save.

### The Attendance User will not save.

Read the message: Code, Name, the attendance ID number or the Shift Assign Method is empty, or the Fixed Time/Day work time is missing, or Date Resigned is earlier than Date Hired.

### Work Time (Fixed Time/Day) is greyed out.

It is only available when the Shift Assign Method is the fixed-time method.

*Draft: written from Synergy's support notes (checked by AI against the program), not yet reviewed by Synergy staff.*

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