

Bot Alerts Are Incorrectly Displaying Time

The bot alerts are incorrectly interpreting the time zone. The time entered was from 11:16 am to 12:30 pm and was entered at 16:30, but the alert message is as follows:

Hi **Tim** !

Your recent time entry **141533** (Ticket #: **[NA]**) was logged **240** minutes late.

Time Entry Type: - **Remote Support** , from: **2022-05-03 12:16 NZDT** to **2022-05-03 13:30 NZDT** , entered **2022-05-03 17:30 NZDT**

Because the user's previous time zone is set to use daylight saving time, the time is one hour ahead of the standard time. To resolve the issue, you need to manually switch the time zone settings for the user to the standard time.

To switch from daylight saving time to standard time:

- 1. On the MSPbots dashboard, go to **Apps > Attendance** to open the Attendance tab.
- 2. On the Attendance tab, go to **Settings > Users Work Schedule**.

The screenshot shows the MSPbots Attendance tab. The top navigation bar includes 'Refer and Earn', 'Forum', 'KB', and 'Request New Feature'. The main content area shows the 'Attendance' tab with a clock display showing '05:52:09 09/07'. Below the clock are buttons for 'IN', 'Manager', 'Recur', 'Member', and 'In progress status'. A dropdown menu is open, showing options: 'Team member', 'Users Work Schedule' (highlighted with a red box), 'File Time Off', and 'Assign License'.

- 3. Search the employee's name on the **UsersWorkSchedule** tab.
- 4. Click **Edit** on the row corresponding to the user's schedule and adjust the time zone accordingly.

| <input type="checkbox"/> | USER N...↓↑ | TIME ZONE | Attenda...↑↓ | SHORT NAME | ACTION | Manager | Title | Location | TIME ZONE OFFSET |
|--------------------------|-------------|------------------|-------------------------------------|------------|--------|--------------|---------------|----------|------------------|
| <input type="checkbox"/> | Tim | Pacific/Auckland | <input checked="" type="checkbox"/> | NZDT | Edit | | Sales Supp... | N/A | +13:00 |
| <input type="checkbox"/> | | Pacific/Auckland | <input checked="" type="checkbox"/> | NZST | Edit | Damien Po... | Service En... | N/A | +12:00 |
| <input type="checkbox"/> | service | Pacific/Auckland | <input checked="" type="checkbox"/> | NZST | Edit | N/A | N/A | N/A | +12:00 |

- 5. Click **Confirm** to save the new setting.