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.

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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.

0	USER N↓▼	TIME ZONE	Attenda	T SHORT NAME	٣	ACTION	Manager T	Title T	Location	TIME ZONE OFFSET
0	Tim	Pacific/Auckland		NZDT		Edit		Sales Supp	N/A	+13:00
		Pacific/Auckland		NZST		Edit	Damien Po	Service En	N/A	+12:00
0	service	Pacific/Auckland		NZST		Edit	N/A	N/A	N/A	+12:00

5. Click Confirm to save the new setting.