

How to Change the Attendance Schedule for a Different Time Zone

You can change the time zone setting in the Users Work Schedule under Settings of the Attendance Manager if you have employees working in different regions of the world.

What's in this article:

- [User issue and background information](#)
- [How to adjust the time zone in a user's work schedule](#)

User issue and background information

Attendance Manager users whose shifts extend beyond midnight are logged out before the end of their assigned work schedule and receive the following message:

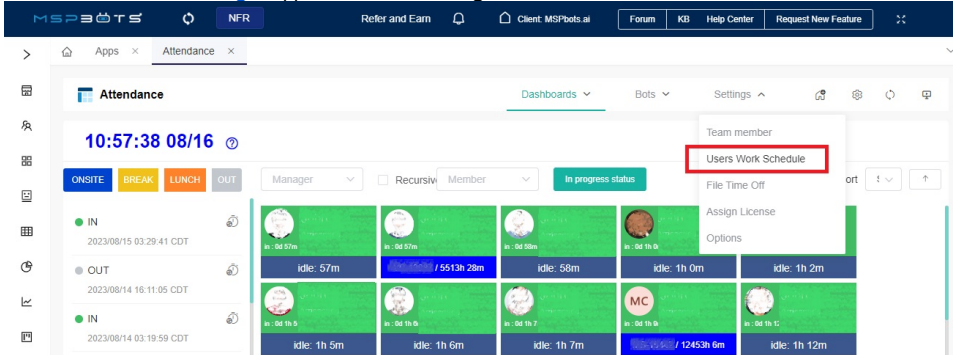
Message Detail [1486609926465630209]:
You did not update your status OUT today, MSPbot has already updated your OUT according to the work schedule.

An employee whose work schedule is set to 6:00 PM to 2:00 AM Europe/Amsterdam (UTC+02:00), for example, is logged out automatically at midnight occurs because the Attendance Manager follows Central Standard Time (CST) UTC05:00 and changes the status of all logged users to OUT at midnight (12:00 AM CST). This setting can cause work schedule issues for people working in different time zones. To avoid these issues, [change the time zone](#) in the Users Work Schedule to another setting like America/Chicago (UTC-05:00).

How to adjust the time zone in a user's work schedule

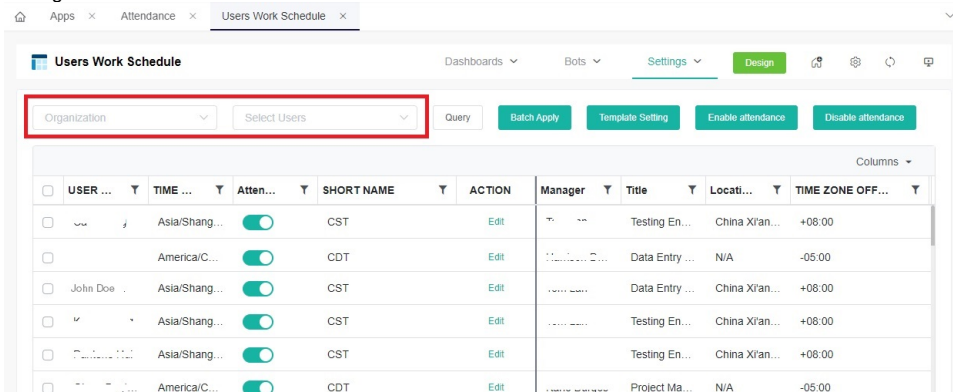
Only users with the admin role can modify the time zone settings.

1. On the [Attendance Manager](#) app, hover over **Settings** and select **Users Work Schedule**.



Alternatively, you can go to **Settings > Work Schedule** in the MSPbots app.

2. Select an organization from the **Organization** dropdown list then go to the **Select Users** dropdown list and select the user whose work schedule settings need to be modified.



3. Next, go to the **Action** column and click the **Edit** button for the selected user.

The screenshot shows the 'Users Work Schedule' interface. At the top, there are tabs for 'Apps', 'Attendance', and 'Users Work Schedule'. Below the tabs, there's a search bar with 'John Doe' and buttons for 'Query', 'Batch Apply', 'Template Setting', 'Enable attendance', and 'Disable attendance'. A table lists users with columns: USER, TIME, Atten..., SHORT NAME, ACTION, Manager, Title, Locati..., and TIME ZONE OFF... The 'Edit' button in the ACTION column for John Doe is highlighted with a red box.

4. Select **America/Chicago (UTC-05:00)** from the **Working Time Zone** dropdown list.

The screenshot shows the 'Working Time Zone' selection dialog. The 'Template' dropdown is set to 'Please select Template'. The 'Time Zone / Location' dropdown is set to 'America/Chicago' and 'UTC-05:00' is displayed. The 'Template Time' section shows 'From' 08:00 and 'To' 17:00. The 'DAY' section shows 'MONDAY' through 'SUNDAY' with corresponding 'From' and 'To' times.

Example A. If your work schedule is 6:00 PM to 2:00 AM (Europe/Amsterdam (UTC+02:00)), it will be adjusted to 11:00 AM to 7:00 PM America /Chicago (UTC-05:00).

Once the time zone is changed, the time in the MSPbots app will adjust automatically to match the new time zone.

5. Update the **Template Time** manually based on your chosen time zone. Based on Example A above, enter 11:00 in the **From** field and 19:00 in the **To** field.

The screenshot shows the 'Working Time Zone' selection dialog with the 'Template Time' section highlighted. The 'From' field is set to 11:00 and the 'To' field is set to 19:00. The 'DAY' section shows 'MONDAY' through 'SUNDAY' with corresponding 'From' and 'To' times.

6. To eliminate the task of setting the working hours separately for each day, click the **Schedule Unify** button for each day of the week to directly apply the Template Time.

7. Click **Confirm**.