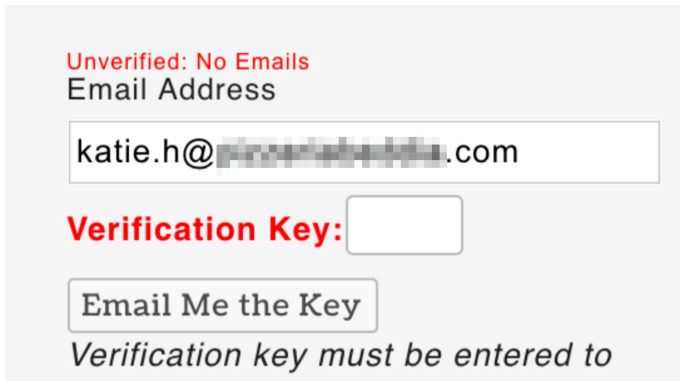


Logbook Troubleshooting Email Non Receipt

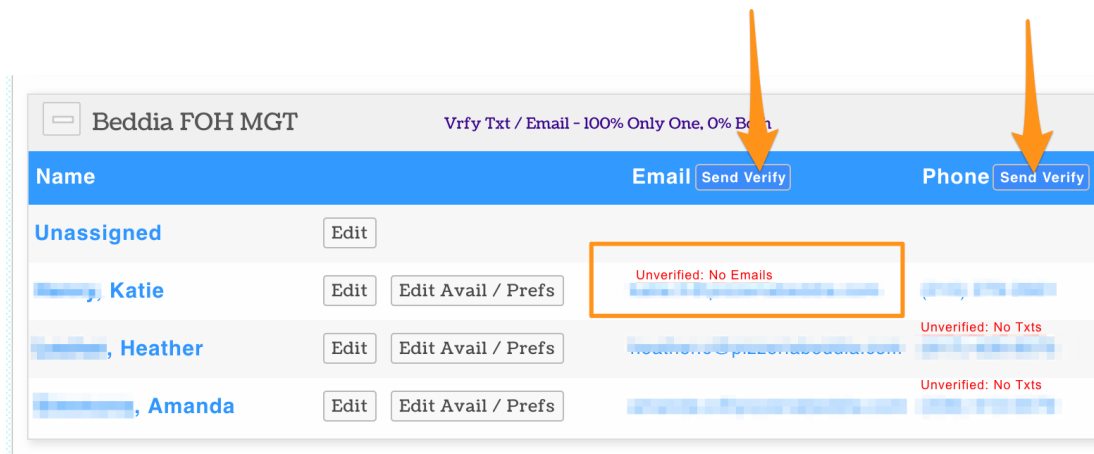
Last Modified on 12/24/2023 2:36 pm MST

1. Verifying Email Addresses Potential recipients must have verified their email address, or re-verified it if the address changes. From an employee's profile page, they can press "Email Me the Key" to create a verification email.



Unverified: No Emails
Email Address
katie.h@pizzabeddia.com
Verification Key:
Email Me the Key
Verification key must be entered to

From the Employee Page, you can see at a glance the status of all email or mobile numbers, that are UN-Verified, as showed below with Red warnings. Pressing the "Send Verify" buttons will ping everyone in a department to verify their address or mobile numbers.



Name	Email	Phone
Unassigned	<input type="button" value="Send Verify"/>	<input type="button" value="Send Verify"/>
Katie	Unverified: No Emails	
Heather		Unverified: No Txts
Amanda		Unverified: No Txts

2. Permissions Intended Logbook recipients must have permission to receive logbook entries FOR THE SCHEDULE WHERE THE LOGBOOK ENTRIES ARE MADE. A manager of a given schedule with a permission L2 or above (or a full admin) will automatically have the required permission. If you look at Alex' permissions below, Alex has NO permission for Beddia FOH MGT - which is the schedule where the logbook entries are made. Alex should be give the permission level called "View Logbook". While the setup requires some steps, it allows for limitless permutations of who can write and view where...

Edit Profile for Alex Valletta

Edit Availability & Days Off

Profile Schedules / Roles Salary / Wages **Permissions** Emp

Admin
Unlimited access to all program functionality
 OFF

Employee (No Permissions) ▾

Pizzeria Beddia

FOH
Beddia FOH Employee (No Permissions) ▾

BOH
Beddia BOH Manager (L3) ▾
approved by C Kline

MGT
Beddia FOH MGT Employee (No Permissions) ▾
Beddia BOH MGT Employee (No Permissions) ▾

3. Admin Alerts Once permissioned, you can verify that an alert is turned on for an employee under their 'Admin Alerts'

Edit Profile for Katie Henry

Edit Availability & Days Off Back to Employee List

Profile Schedules / Roles Salary / Wages Permissions Employee Alerts **Admin Alerts** Employee Reminders, Certs & Custom Input

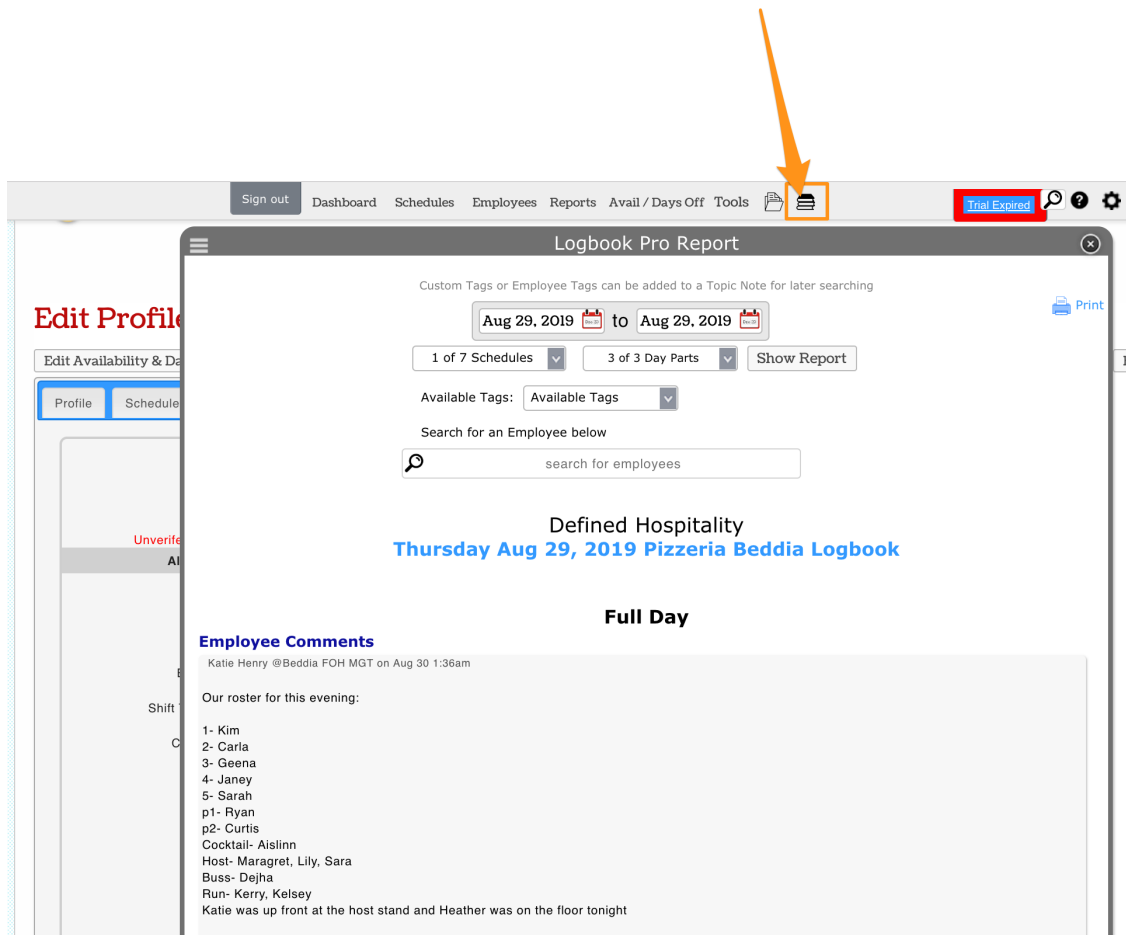
ON OFF Admin Alert Notifications

The Admin Email Alerts are ON by default

Alert Description	Schedules and Delivery Methods
All Clock-In Notes at Close of Business	3 of 3 Alert Deliveries ▾
Detail Daily / Weekly Analytics Email	3 of 3 Alert Deliveries ▾
Rollup Daily / Weekly Analytics Email	3 of 3 Alert Deliveries ▾
Daily Hourly Labor Email	3 of 3 Alert Deliveries ▾
Daily Logbook Email	1 of 1 Alert Delivery ▾
Daily Break Violations Email	<input checked="" type="checkbox"/> All Schedules <input checked="" type="checkbox"/> Pizzeria Beddia <input checked="" type="checkbox"/> Email * not verified *

4. Spam If an email message is not received, a user is encouraged to look in their spam folder and clear Teamwork emails.

Viewing the Report Manually If a user has missed the logbook email, or wishes to view any logbook entry from history, use the logbook icon from the toolbar, or in mobile, View Logbook from the admin menu



The following articles provide complete Logbook detail:

Logbook Overview: <https://support.dolceclock.com/help/logbook-overview>

Logbook Setup: <https://support.dolceclock.com/help/logbook-setup>

Logbook Entry: <https://support.dolceclock.com/help/logbook-use>