EmpMonitor User Guide

Version 2.0

EmpMonitor
Keep your workforce united

Table of Contents

1. Dashboards

Introduction to Dashboards

The dashboard is the place where the Admins/managers/Team leads can get a fast glimpse of what's going on in the company. The detailed representation and graphical insights make the whole EmpMonitor dashboard very user-friendly. The dashboards of each user are unique to their own login account and may have their own set of dashboards with the required functionalities.

The EmpMonitor dashboard provides four ways through which we can calculate productivity.

1.1 Accessing the Dashboard Menu
To start with the Dashboard, hover your mouse over the Dashboard option.
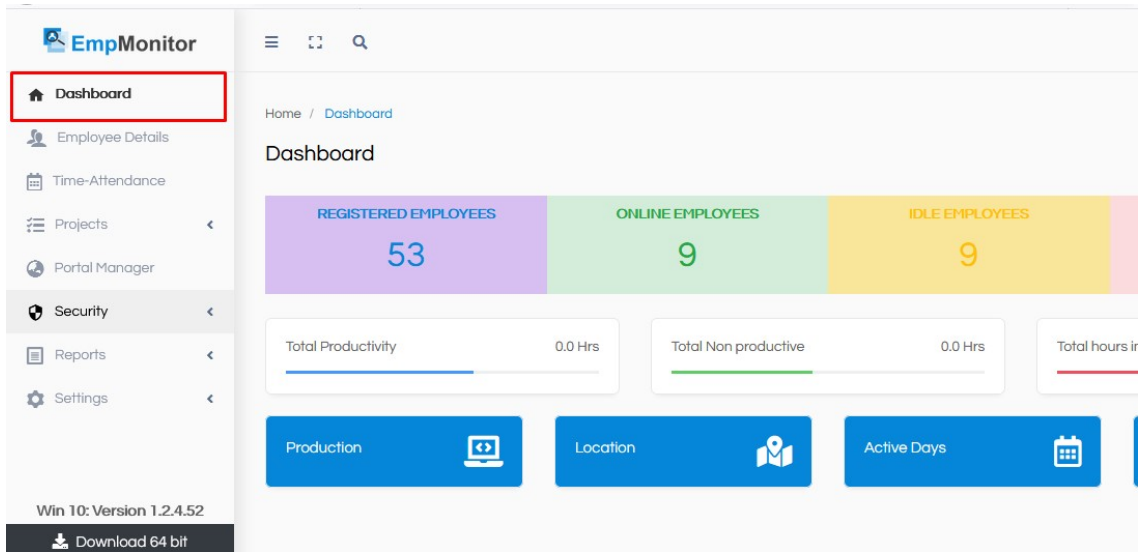
It will lead you to the Dashboard.

Comprises a list of registered, online, idle, and offline employees along with total productive, non-productive works within a day/ week/month.

Now, let's move ahead and know the ways to measure productivity -

1.1.1 Production
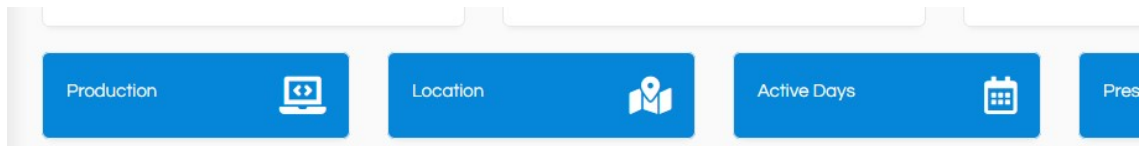On clicking the Production button on the dashboard, you can see the production details per employee.

The selected duration (either monthly or weekly) and location will show details of all the employees' productivity in the graph for those particular details.

1.1.2 Location
You can see the productivity based on different locations by clicking on the second option called location.

Duration and location can be selected from the dropdown, and the graph will show a production percentage for each location.

1.1.3 Active days
By clicking on the third option called active days, you can see the productivity according to the different days of a week.

If you hover on the graph, it will show the number of employees present on each day.

1.1.4 Presence
The fourth option is called Presence, which shows productivity according to the presence rate of the employees.

Clicking on it will show you the graph of different departments and locations against the presence percentage of employees.

Introduction to Widgets

Widgets are tiles that display snippets of information on a particular activity or KPI. EmpMonitor has many widgets you can place on your dashboard according to your need.

Widget Usage and Types

You can choose from two different types of widgets -

Productivity Widgets

Activity Category
Activity category by idle, active, productive, unproductive time.

Time Worked
The workers rank by the hours they've worked.

Activity Category
Breakdown Activity category breakdown in a bar graph format.

Activity Rating
The employees' rate by their productivity.

Employee Payroll
Shows how much money every employee spent.

Payroll Tasks
Shows the salary/wages spent on each task.

Task Hours
Displays the time spent per task.

Attendance Records
Provides detailed reports of the employees' logs, including login, logout time along with daily task reports.

Combined Report
Shows data concerning actions and efficiency in a combined table format with trend graphs comparing selected metrics.

Monitoring Widgets

Web Usage
Shows the spent time on every web page.

App Usage
Shows the spent time on each application.

Online Employees

Includes the data of all workers actually employed online.

Live Monitoring

Shows a live monitoring of the desktops of online employees.

Employees Status

Shows no of employees online, idle, late, absent, etc.

Detailed Screenshots

Shows the screenshots of the employees at desired intervals of time.

Activity Log

Shows a list of the activated employees for the given time range.

Keystroke Log

Provides the complete list of the screenshots which a user types in.

2. Monitoring Reports

2.1 Introduction to Monitoring Report

Monitoring reports are individual activity reports which are monitored by EmpMonitor, for example, web applications, productivity, working hours, and attendance. The data is displayed in the form of charts and graphs, which are easy to understand. The reports can also be accessed for a specific range of dates. They can be searched through staff, departments, or computers and also be exported in the form of PDF/CSV files. Each report screen has its own setting and can be customized.
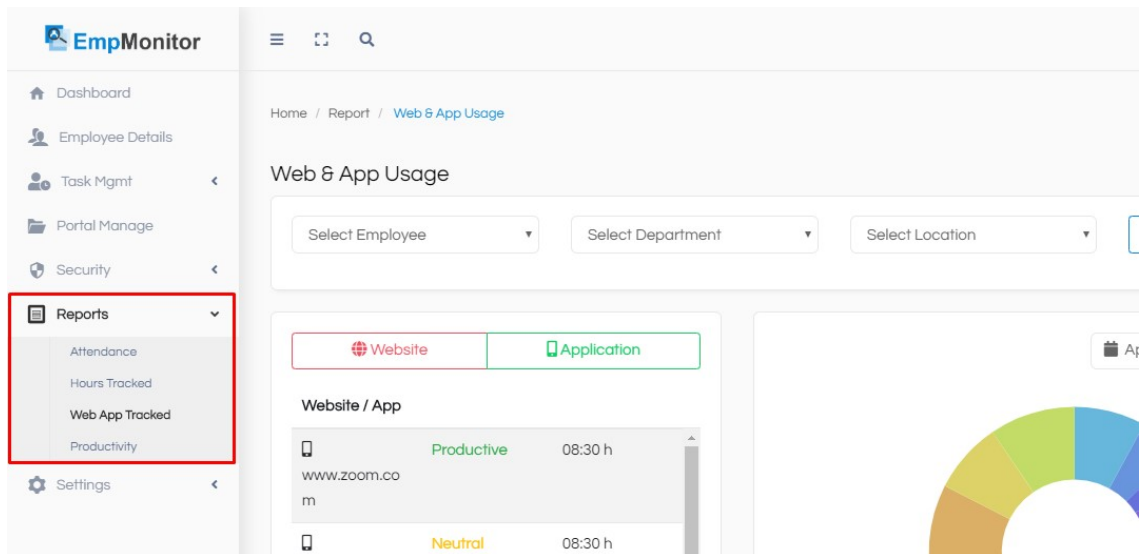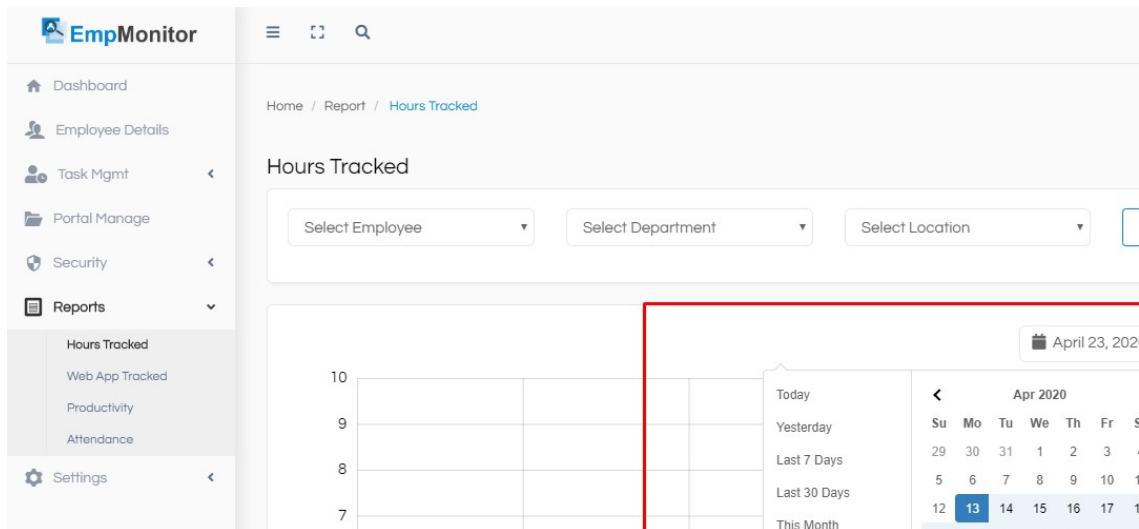

2.2 Accessing the Monitoring Report Menus

- To access a monitoring report, hover your mouse over the Reports menu, and then
- Select a report from the sub-menu.

2.3 Performing Common Reporting Tasks

2.3.1 Setting a Data Range

- Each monitoring report screen has a date selector at the top-left corner. Click on the dates selector.
- From the dates-selector window, select a start date and an end date.
- Click on the APPLY button.
- You can also select from the predefined date-sets (i.e. Today, Yesterday, Last 7 Days, Last 30 Days, This Month, Last Month).

2.3.2 Sorting the Report Columns
The columns of the report are sortable (i.e Date/Time, Employee, etc). Sort by the Ascending or Descending order by clicking on the specific column's list.
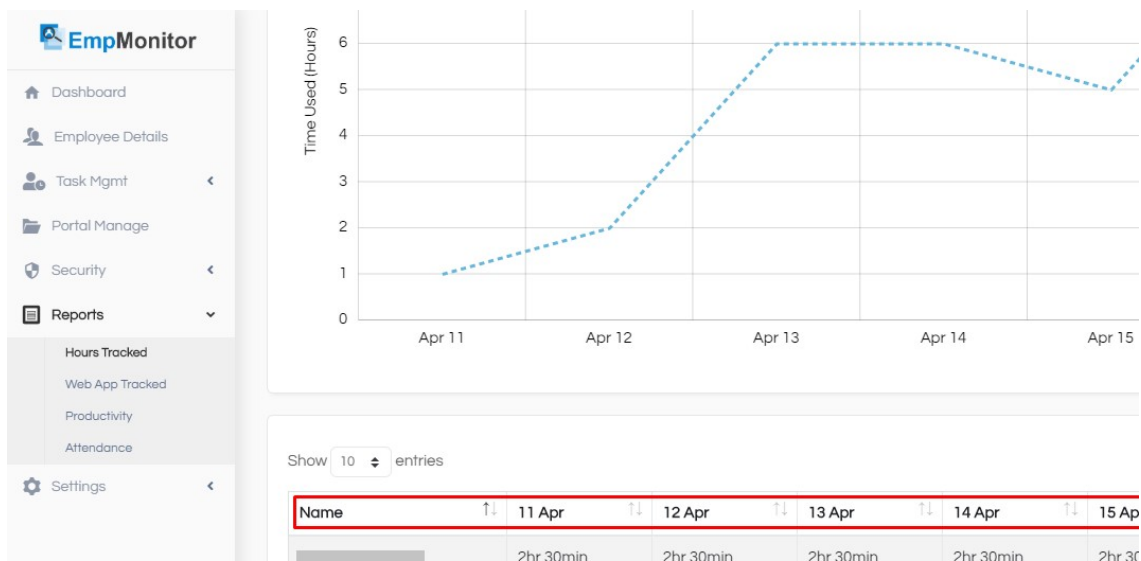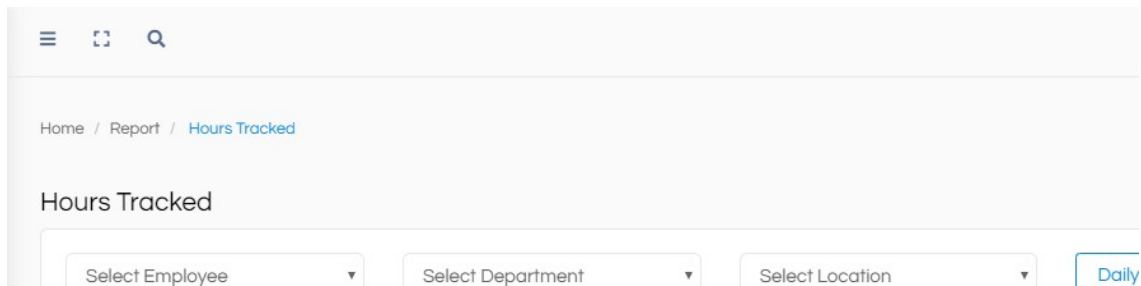
2.3.3 Searching in a Report

In the monitoring reports, you can search for any particular element (i.e. operation, application name, website, document).

1. Each report screen has a Search bar near at the top-left corner. Type your text and click the search button or press Enter.
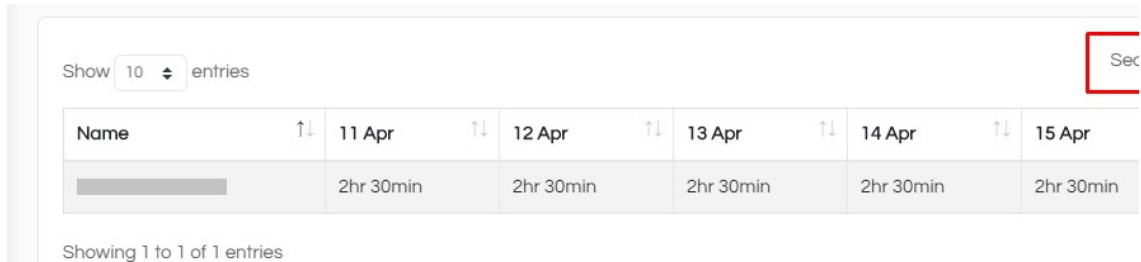
### 2.3.4 Exporting Reports

Export monitoring reports in PDF or CSV format.

Click on the export button or download button to download the report.

2.3.5 Using the Report Filters

Monitoring reports have a collection of common filters that allow you to narrow down the number of items displayed. You can filter by employees, department, location, and so on. In addition, each report also has its own filters unique to its content.
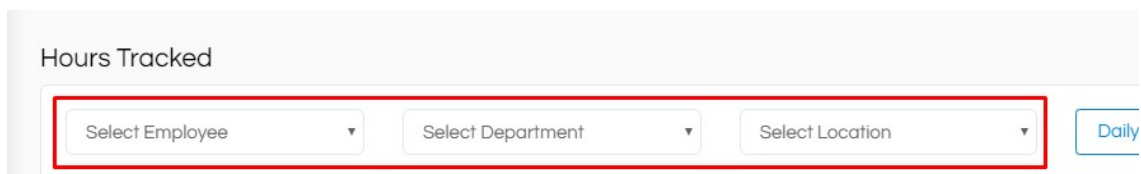
2.4 Web Pages & Applications

Web Pages & Applications report shows all the applications used and all the websites users visited. You can also access the report by individual website/ app in addition to the standard report filters, or aggregate the items through related apps/websites. Unproductive or Custom class. This classification can also be used to measure employee productivity later.
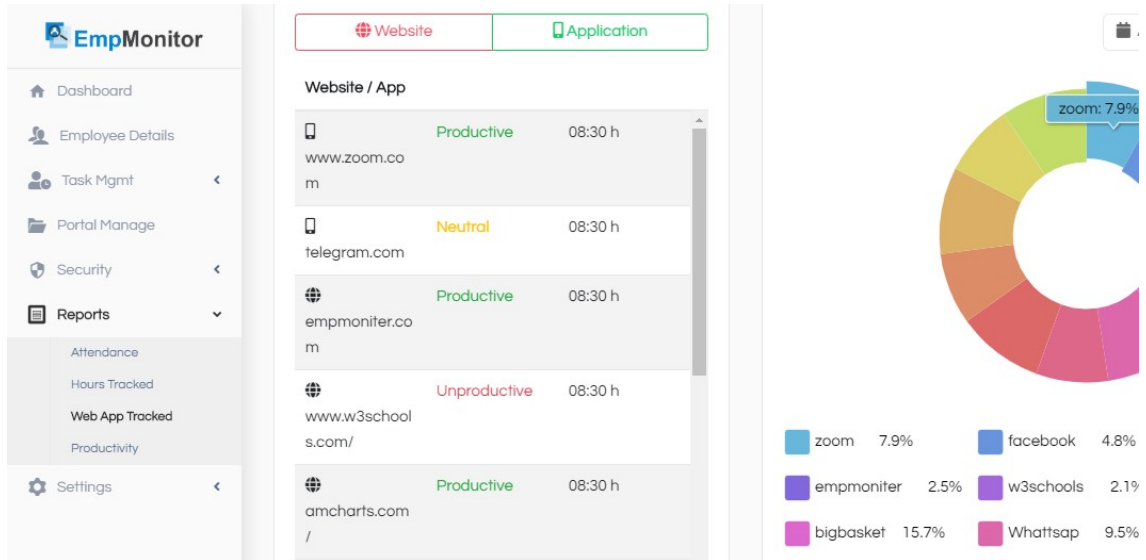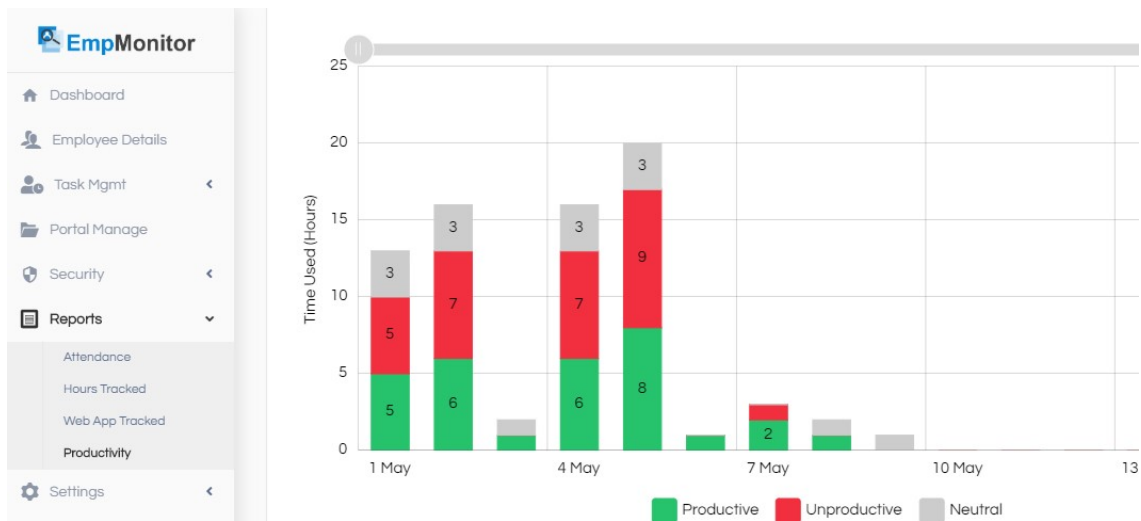
3. Productivity

Introduction to the Productivity Report

The Productivity report allows you to track the productivity and performance of employees. It indicates how efficient, productive, unproductive hours of each employee are.

Productivity report aggregates data from the activity monitoring, employee profiles, web and app classification, and other configuration settings such as departments, schedules, user input, etc.

Accessing the Productivity Menu

- Hover over the Reports menu, then
- Click on the Productivity Tab.

Time Worked Report

The report comes with the following special graphical interface.

Productive:

It provides the complete insights into the productivity and non-productive applications, depending on the descriptions and regulations you added in the report sheet of Applications and Web pages.

Non-productive:

Any time not spent on Successful websites/applications is graded as non-productive.

Neutral:

Get to know the time duration when employees are neither very much productive nor less-productive.

4. Monitoring Center

Introduction To Real-time Monitoring

EmpMonitor visually captures every action a user does in real-time while on a machine. This information is also saved by the program along with meta-data and indexes for later processing. Therefore the control widgets support the viewing functionality of both Live View and History.

Live Mode:

With the Live Mode, the monitoring widget turns into a fully functional remote desktop client. You can view a real-time screen of the user's desktop, take remote control of it, freeze input, lock out the user. Note that the Live Mode Is available only when a user is online.
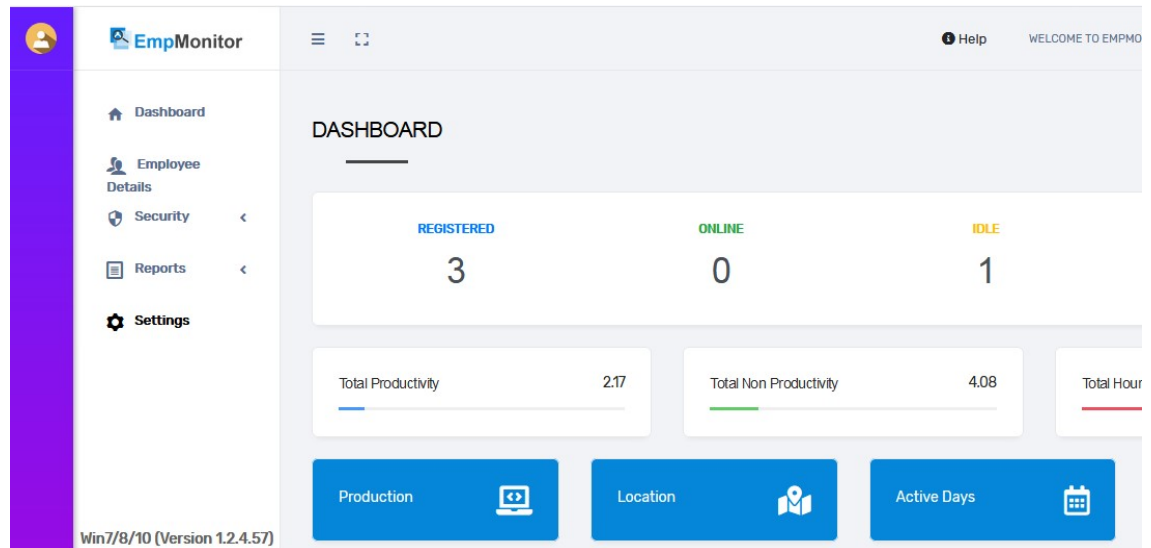
History Playback Mode:

For the History Playback Mode, you can use the Session Player to view user recordings of previous desktop sessions.
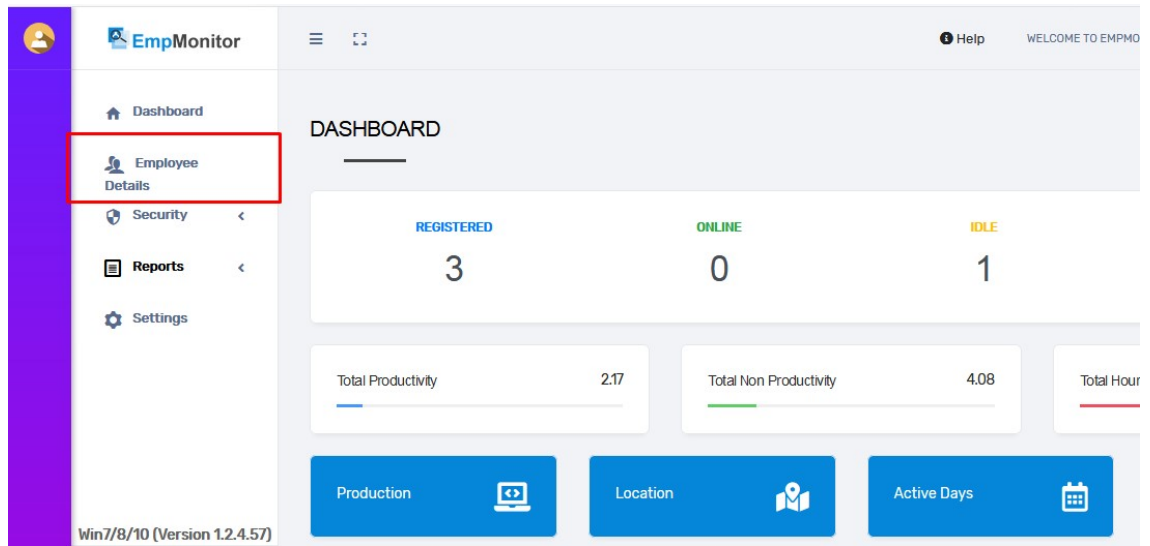
Both modes provide detailed notifications and activities related to users.
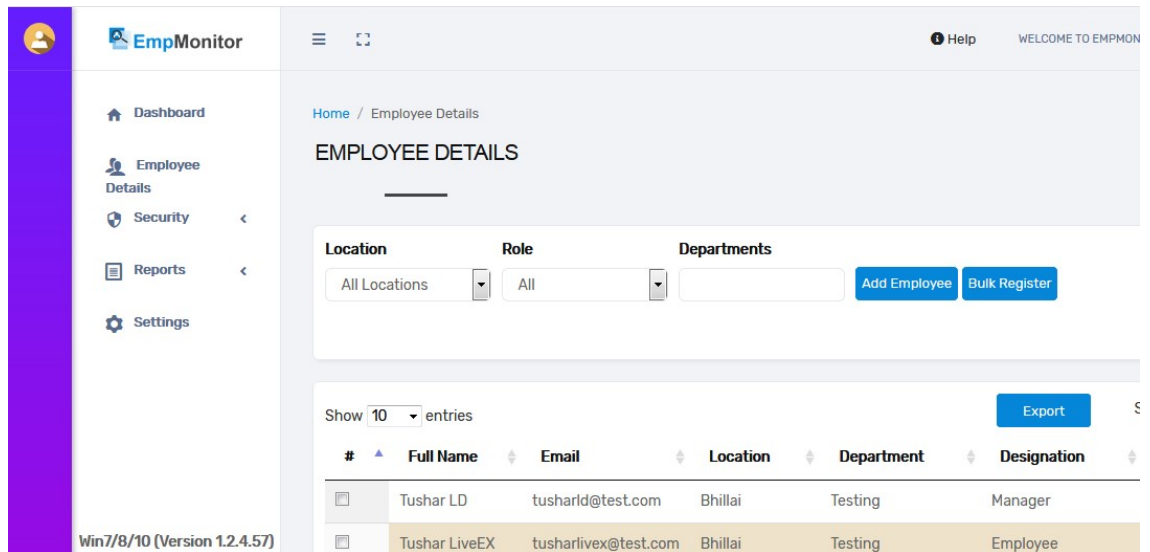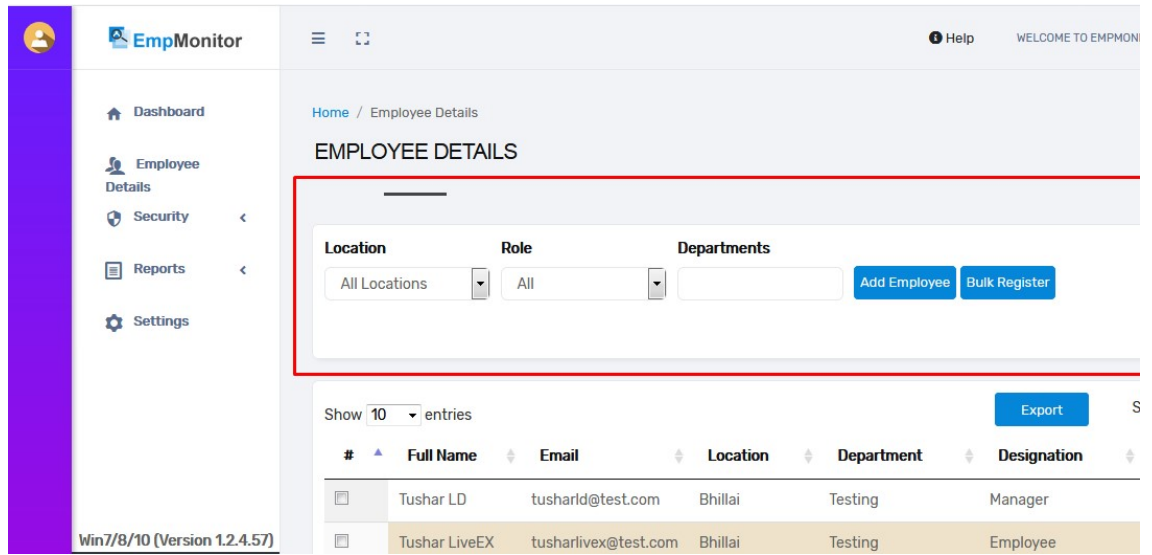
Basic Navigation

1. Login the main dashboard.

2. Click on the Employee Details, on the left-side panel of the dashboard screen.
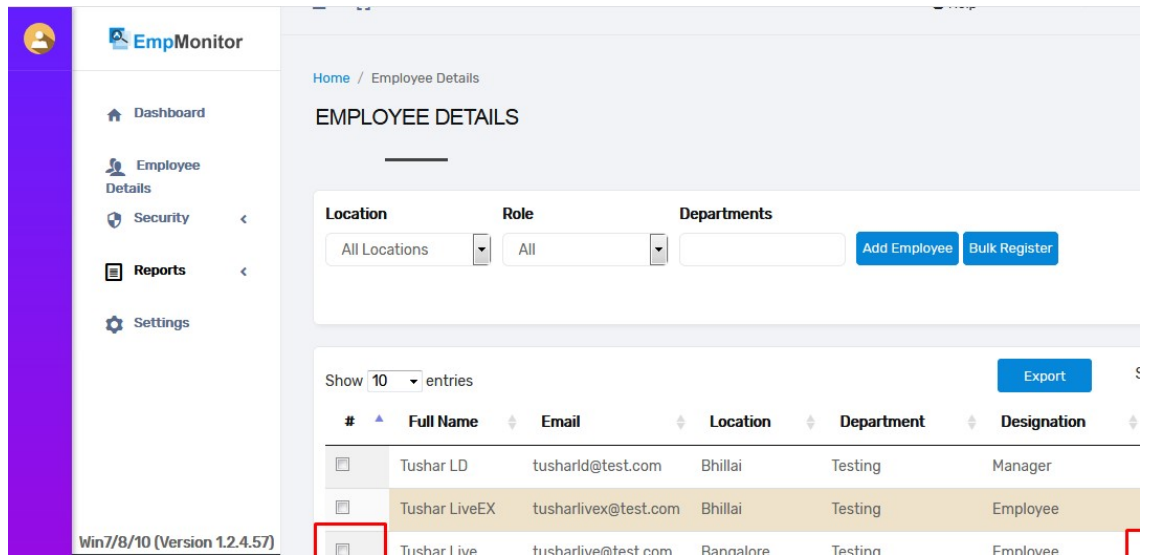

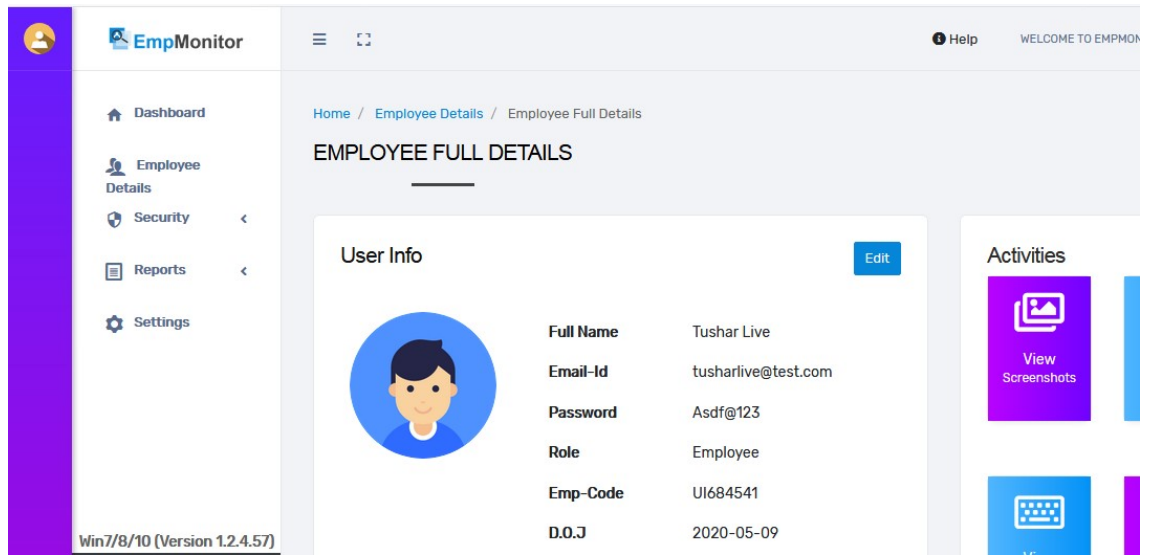3. It will lead you to the employee details page.

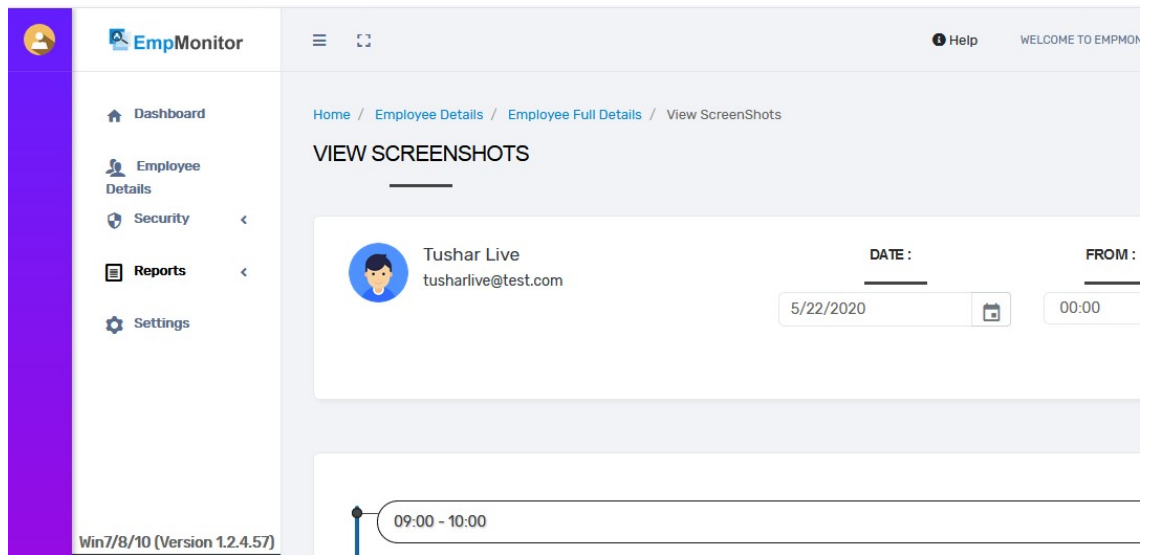4.   From here, you can add new employees, their roles, along with their department.

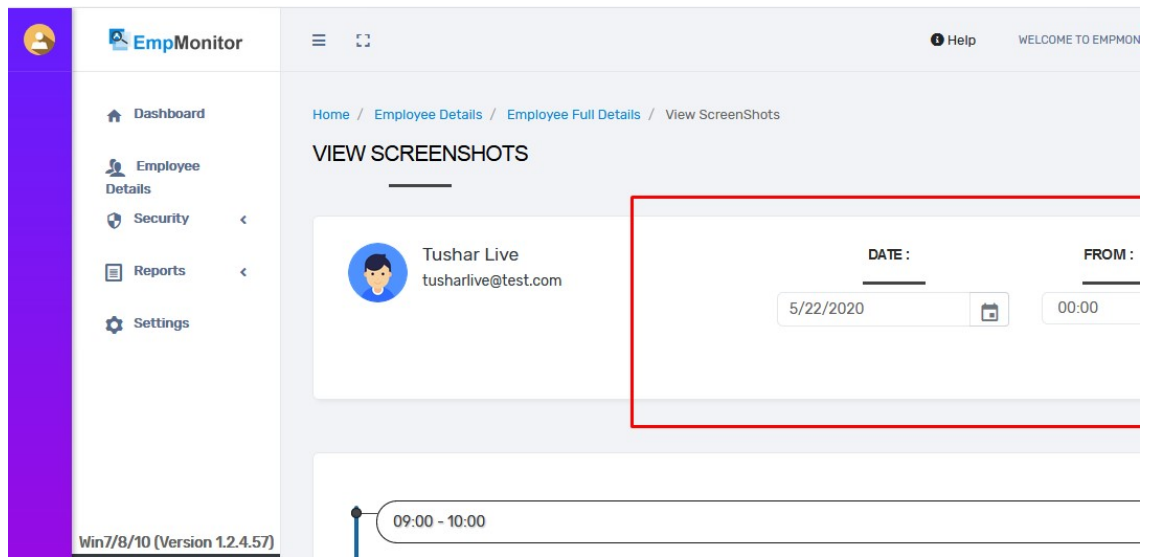5.   Then, check the user box and select the details option available.

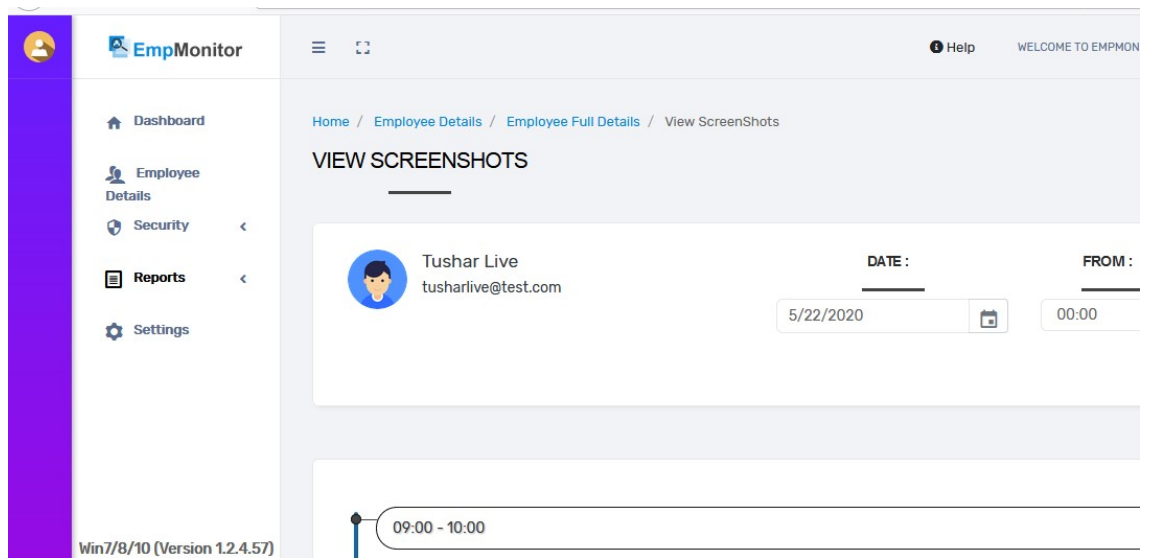6. It will lead to the " Employee Full Details" section.

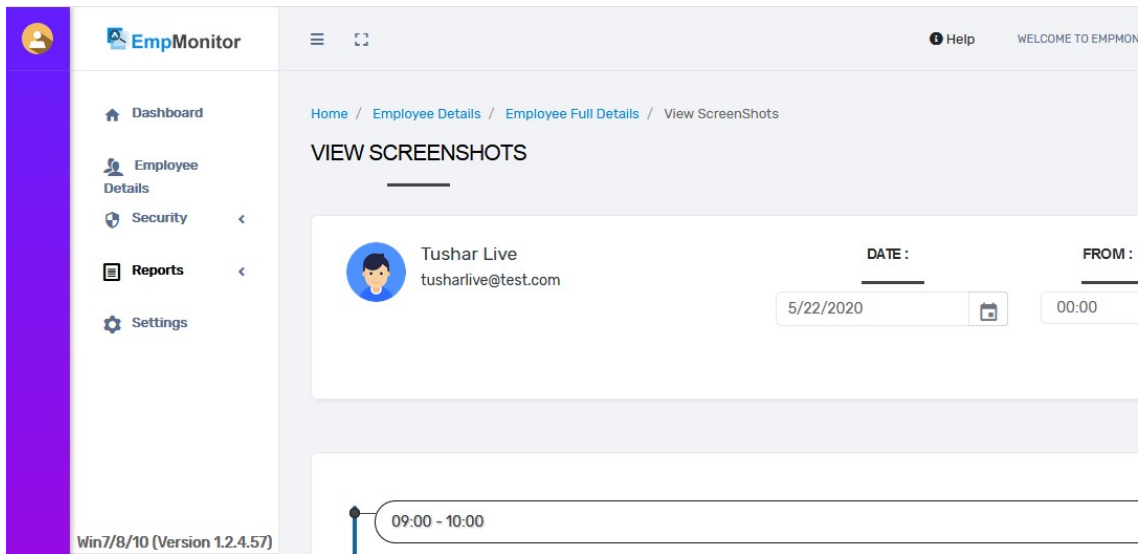7. Click on the "view screenshots" option available.

8.   Check the screenshots based on time, date.

9.   Search as per your requirement.

10.   Click on download, to access later.

4 Security Measures

The security reports help in conducting the company-wide risk assessment and security provision. The feature helps in monitoring traffic, keeps hackers away, blocks trojans, etc. The report also lets you plot risk trends by department, severity, the number of violations, tags(tags are used to identify a rule), etc. Firewall security helps to save company data and reduce threats. You can also filter by Department/Employee Rule, Categories, Days, Status, Actions.

Accessing the Security Menu

1.   You can access the Security report by clicking the Security menu.
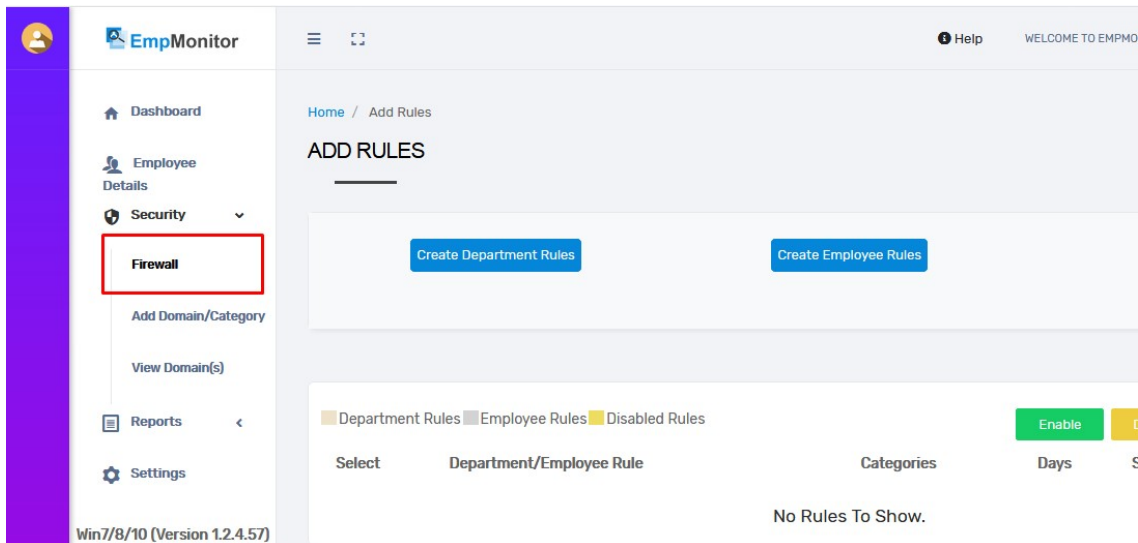
2.	You can control the top two graphs from the ADD RULES section.
3.	The first menu allows you to create department rules.
4.	The second menu allows you to create employee rules.
5.	The next system provides you the complete set of employees in the categories, days, status, action.

4.1 Firewall
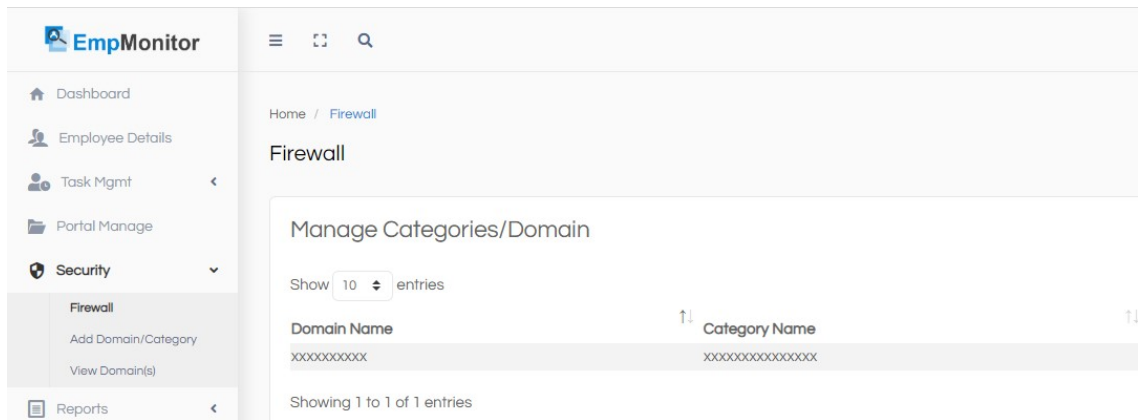
This firewall is a network security system that filters incoming and outgoing network traffic based on user-defined rules. By clicking on the Firewall, the user can see the list of firewall rules created by the admin. Rules can be created at two levels - Department or Employee represented by two blue buttons saying the same.
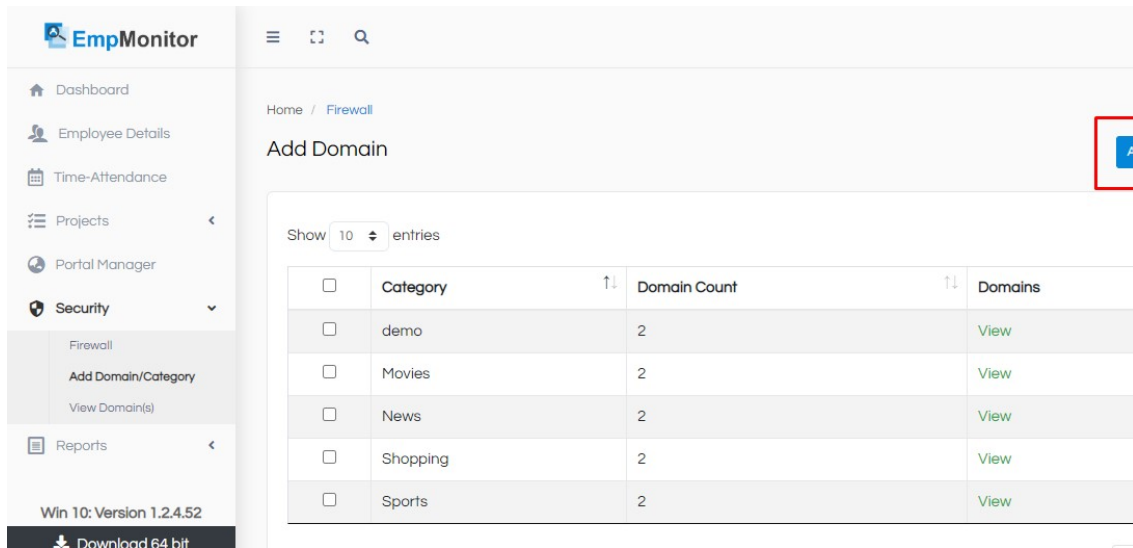
- Add categories e.g. video, travel, etc which clearly defines the category of domains the user wants to block.
- Add the domain of the website that will fall under the already defined category.
- Select Department and Select days and save changes. The rule would be added.

The same process to be followed for Employee Rules along with entering the location, department, and names of the employees for which the rule would be made.

Any rule can be edited by clicking on the green button under the column named action. Rules can be enabled or disabled anytime by the admin using the two green and yellow buttons that say the same. Rules can be deleted too by clicking on the bin shaped button, under the column named action.
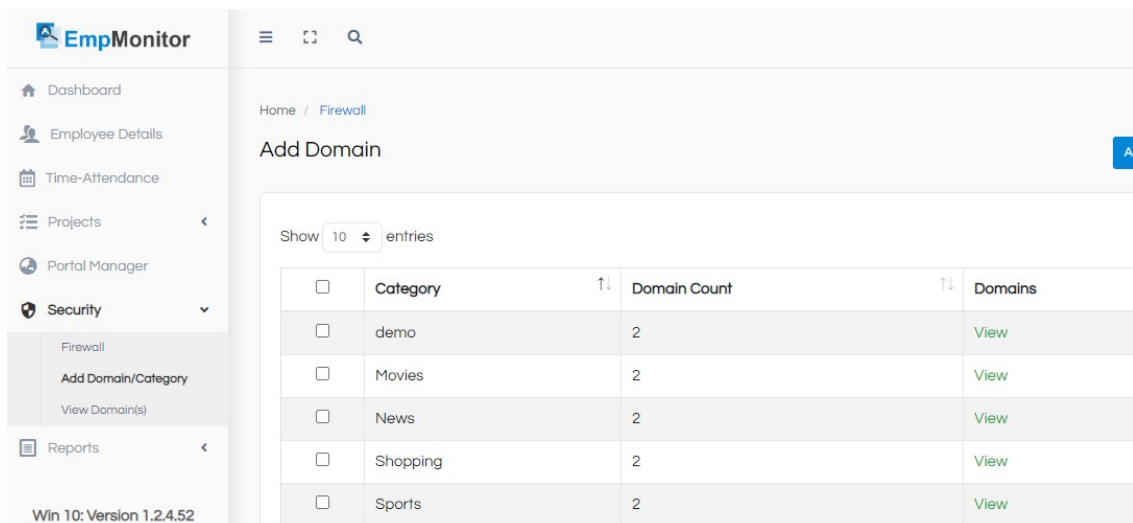
4.2 Add domain/Category

Domains and categories for the rules can also be created and managed separately through this option. Similarly, the categories and domains can be added here, and they would appear in the list on this screen. The user can edit any category name by clicking on the edit button under the column named actions. There's also an option to "upload bulk domain" which will allow users to upload a CSV file if they want to upload all the domains at once.

This option will allow the user to see the list of domains that are used in different rules under the firewall. The domain type can be changed by clicking on the blue-colored "Change type" under the third column. The last column will show for which departments and employees that domain has been used.
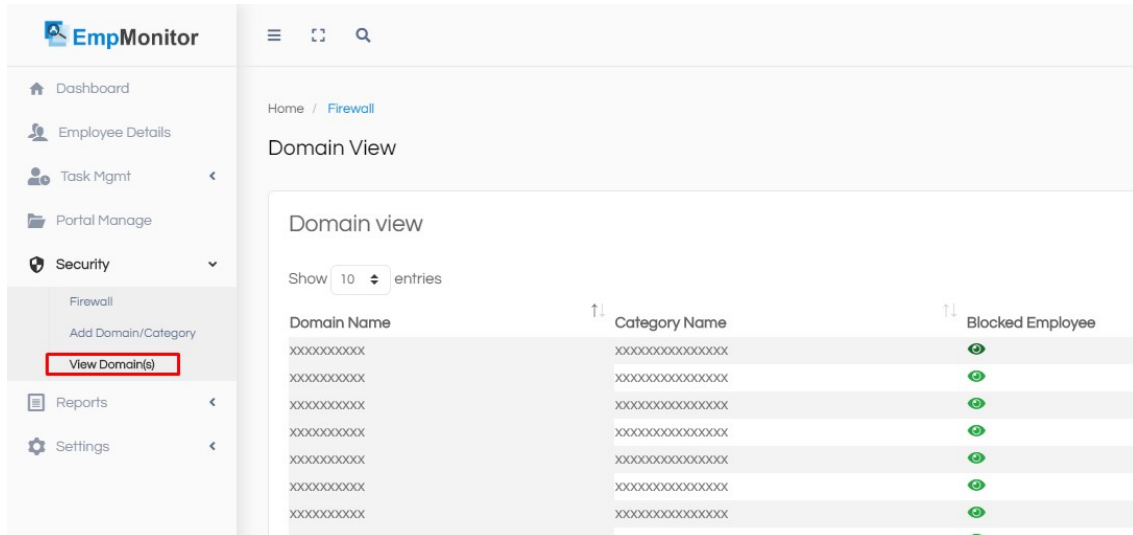
4.3 View Domain(s)

This option will allow the user to see the list of domains that are used in different rules under the firewall.

5. Employees

1. Introduction To Employees

The Employee screen shows all the workers and other users. You can see when a user has signed in, from which device they have signed in, their status (i.e. active, idle, locked, etc.), and whether they are being monitored at the moment.

You can also perform actions such as add/import/delete/restore staff, lock/unlock their machines, etc from the Employees Details tab.

a. Accessing the Employees Menu
Click the EMPLOYEES menu to access its screen.

b. Adding a New Employee
At the top of the screen, press the NEW EMPLOYEE button. A pop-up window opens where you can edit the profile details of the employee, such as their personal information, account protection, monitoring options, etc. For a new employee, see the section below to learn how to enter those information.

Click on create department rules to create a new rule for the whole department. Add categories e.g. video, travel, etc, which clearly defines the category of domains the user wants to block. Add the domain of the website that will fall under the already defined category.

The rule would be added. The same process to be followed for Employee Rules along with entering the location, department, and names of the employees for which the rule would be made. Any rule can be edited by clicking on the green button under the column named action. Rules can be enabled or disabled anytime by the admin using the two green and yellow buttons that say the same. Rules can be deleted too by clicking on the bin shaped button, under the column named action.

c. Entering/ Editing Employee Profiles
It will lead to the employee details dashboard where you can enter/edit employee details such as their personal information, account information, authentication, and monitoring options when creating a new employee or editing an existing employee:

To add new employees...
- Click the ADD EMPLOYEE button to add the new employee, along with the role, department.

If you are editing an existing employee...
- Edit the details, either Delete, Suspend, Active.

Personal Info
You can enter the personal details of the user, such as names, contact information, department, position, etc. on the first tab of the employee details window. The employee can also upload a photo.

You will be able to see the contribution of the consumer on the Productivity widgets and the Productivity Report if you enter some wage/salary details.

You also add up the employees in bulk, by using Bulk Register.

d. Monitoring Option

You may decide which monitoring profile to use for this employee on-page, and also manually manage what they will be monitored for.

e. Export Employees

Also, export employees list offline to make the required changes.

6. Task Management

Task management feature streamlines the process of managing tasks. It gives managers more control over tasks and teams to work better together in a better way.

Monitoring Assigned Tasks

Organizations -
- Manage the daily assigned tasks using the accurate Timesheet feature.
- Select the work Timesheet name, assignee, status, progress, start date, end date, and also customize the actions.

Projects -
Provides clear insights about the project details, project module list, to-do list, project teams, project team members.

Modules -

Edit Task -
- Easily edit the organization name, project name, task, progress, start date, and end date.
- Click on Save to get the changes applied.

Project Edit -
Project name, module name, status, along with start and end date.

Module Edit -
Edit the module as per your requirements, module name, project name, and click on save to keep the changes.

Team Edit -
Edit the teams, their online status, Add up the required description, and get the changes done along with the reason. Save the changes once done.

Team -
Created team, add up their details, description, status, along with their organization name.

7. Portal Manage

Role-based access control lets you select exactly who can manage what. Grant explicit management and access rights to the account, service, and operation levels.

- Accessing Portal Manage, hover over, and click.
- You didn't add any portal, please add a portal to get all data!
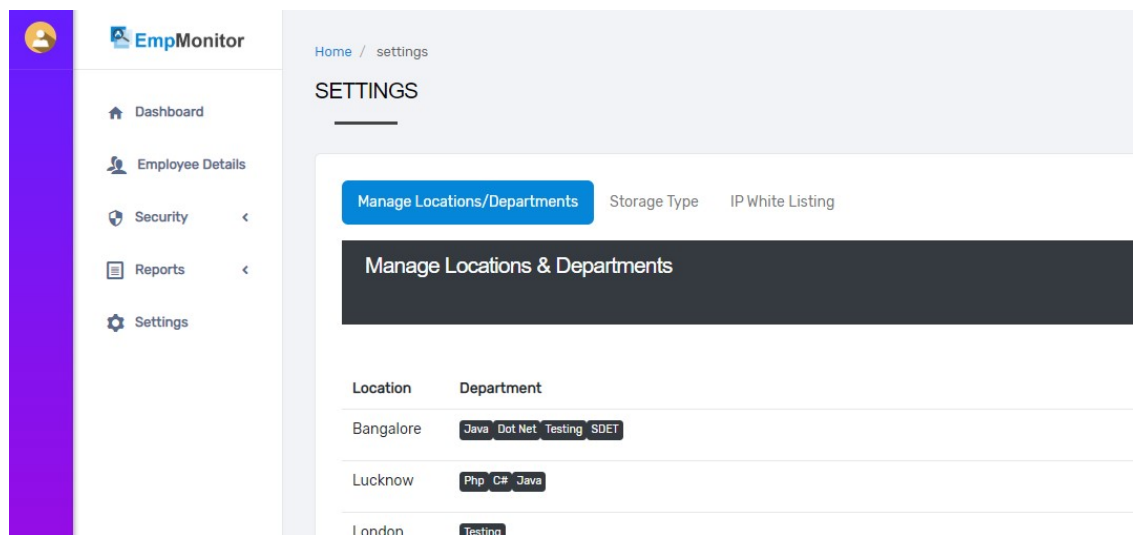- Re-authenticate the actions required.

8. Settings

Manage Locations & Departments

The settings allow you to manage your locations and departments, storage type, and IP White Listing.

On the left side of the dashboard, after clicking on Settings, you will get a screen where three tabs are present - Manage Locations/Department, Storage Type, IP White Listing.

Click on "Add Location & Departments" to add the same. After adding these details, it will be listed below in a row with three columns - Location, Department, and Action. Action would have four icons representing four kinds of actions that can be taken. They are - Rename location, Add Department to Location, Remove Department from Location, and Delete location. Likewise, you can add more locations and departments, and they will all be listed on this page.

8.1 Storage type

- By clicking on Add Storage, out of the two options - Google Drive and Dropbox, you can select where you want to store the data.
- Google Drive or Dropbox API details have to be entered to integrate EmpMonitor with them.

Here's how to get Google Drive API credentials:

- Log in with your Google account at https://console.developers.google.com
- Create a new project and select it to view the dashboard.
- Click on Library and search for Google Drive API and enable it.
- Now click "credentials" on the left side then "OAuth consent screen"
- Type the project name under "Application name" and save it.
- Click on "Create credentials" and select "OAuth Client ID" in the dropdown list.

Select "other" for the application name and type any name and click "create".
The client ID and client secret will be shown.

Here's how to get Dropbox API access token:

- Login to https://www.dropbox.com/developers/apps/create
- Choose Dropbox API on the first step and Full Dropbox access on the second.
- Give a name to your app. It will become a folder in your Dropbox account.
- Push the 'Create app' button.
- In the app's settings scroll down to the 'OAuth 2' block and hit the 'Generate' button near the 'Generated access token' text.
- After the token is generated, a string of letters and numbers can be seen, which looks something like this: **fkeqazcnlytdghf2hgfjh41hfghjhgk1jhk11fhyiko11ghkll….**
- This is your Dropbox API access token.

8.2 IP Whitelisting

- If a manager or team leads want to access the dashboard, then their IPs can be entered here by the admin to whitelist them.