

Record your time

Employee / Vendor Guide

Open: <https://time.vidkey.com>

Use your own account. You can open the portal on a computer or phone. The login page always has a link to this guide.

Sign in or set your password

1. Open the portal and enter the email address registered by your administrator.
2. If this is your first visit or you do not know your password, click **Forgot password?** and follow the email link to choose your own password. If no email arrives, ask the administrator to verify your account address.
3. Sign in. Your name and role appear at the top of the page. If they are wrong, stop and contact the administrator before entering time.

Submit one time entry

1. Choose the **Date** worked. Enter the actual **Start time** and **Stop time**; the form shows the calculated duration.
Example: 9:00 AM to 5:00 PM displays 8.00 hours.
2. Select the correct **Client / Job** and **Task** from the lists. Enter the required **Work order** number provided for the job.
3. Enter a **Billing rate** only if you have been given one. **Billable** starts checked; change it only if the work is non-billable.
Add brief, useful **Notes** describing the work.
4. Review all fields, then click **Submit time entry**. Wait for the green **Accepted** message and confirm the new entry appears at the top of **My entries**.

Time tip: The form counts the entire start-to-stop interval. For an unpaid break, use separate entries for the time before and after the break; do not include the break in worked hours.

After you submit

Check status, fix mistakes, and get help.

Your entry status

Status	What it means	What you can do
Submitted	Saved and waiting for approval.	Use Edit or Delete if it needs correction.
Approved	An approver accepted it.	Contact the approver if something is wrong.
Exported	Included in an accounting import batch.	Contact the administrator; do not enter a duplicate.

Correct or delete a submitted entry

1. Find the entry in **My entries**. The newest entries are at the top.
2. While the status is **Submitted**, choose **Edit**, change the fields, and click **Save correction**. You should see a confirmation. Or choose **Delete** and confirm the deletion.
3. If the status is **Approved** or **Exported**, Edit and Delete are no longer available. Tell your approver or administrator exactly which entry needs attention. Do not create a second entry for the same work unless instructed.

If something is missing or does not work

Issue	What to do
Client / Job or Task is not listed	Ask the administrator to add the exact QuickBooks name. Do not select a different job as a workaround.
Wrong work-order number or rate	Correct it while Submitted; otherwise contact the approver before accounting export.
No accepted message	Check My entries before trying again. If the entry is present, do not submit a duplicate.
Cannot sign in	Use Forgot password? and confirm you entered the registered email. Contact the administrator if it still fails.

Privacy: Keep your password to yourself. Do not put passwords, payment details, or other sensitive information in time-entry notes.