



**SCHEDULER**  
Scheduling, Simplified.

# Pace Snapshot



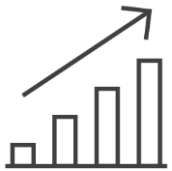
120 employees



In Business Since 1983



Headquartered in Naperville, IL



Privately Held – Well Funded



**Pace Scheduler is a proud associate member of:**



Illinois  
Association of  
Chiefs of Police



International  
Association  
Chiefs of Police



National Sheriff's  
Association



International  
Association of  
Campus Law  
Enforcement  
Administrators

# Pace Scheduler Goals

## **Simplify Scheduling**

We handle all parts of scheduling in one simple interface. Beats, rotations, time off, overtime, hire backs, vehicle & asset assignment, reporting, and more.

## **Eliminate Paperwork**

Pace Scheduler incorporates processes to capture all of the same data as previous paper forms. This data becomes searchable and easily accessible. It further retains detailed audit logs of who created, approved, or edited it.

## **Ease of use**

We provide users a simple workflow to make shift change requests, view their hours and exceptions, and manage their benefit time.

## **Show Trends and Patterns**

Pace Scheduler gives you data to help you quickly identify what is happening in your department. The goal is to give you actionable insights that you can use to help reduce overtime spending and identify any time off abuse.

## **Return on Investment**

Pace Scheduler helps departments realize significant time savings, improved efficiency, reduction in errors, and less paper.

# What Sets us Apart

## **Customer Service**

Our team understands that implementing a new scheduling software can be a time-consuming and challenging endeavor. We work alongside your team, utilizing our proven onboarding and training processes to ensure your implementation is completed successfully and efficiently.

## **One Size Does Not Fit All**

We understand that no two departments are alike when it comes to scheduling. Our open architecture approach is built to accommodate many different scheduling formats, has features which can be toggled on/off based on needs, provides scalability for any size department, and we offer custom development should your department need any features/tweaks not currently available in the software.

## **Constant Improvement**

The Pace Scheduler platform is constantly evolving to better fit the needs of our clients. We are continually adding new features and improvements based on client suggestions and feedback. This valuable input from our clients has played a large role in the success of our product.

## **Affordability**

Pace Scheduler understands that law enforcement budgets are tight, and need to be used effectively. We offer fair, fixed yearly subscription pricing that is easily budgeted. On average, our solution is 20-30% less expensive than competitors.

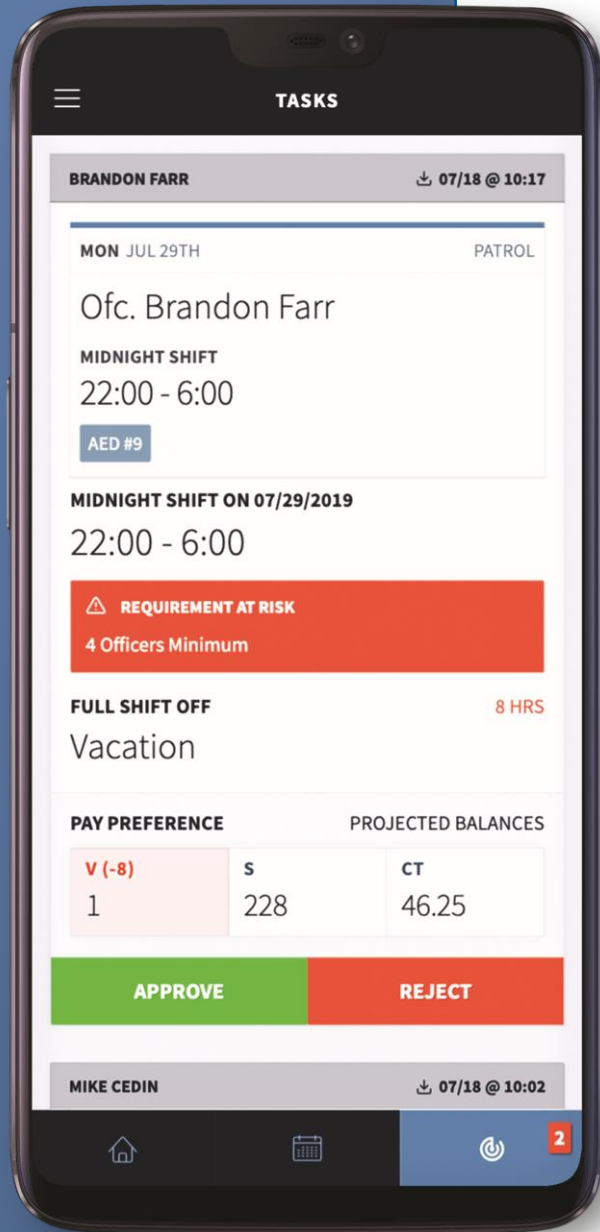
# How Can Pace Scheduler Help Me?

- Easily Populate Schedule using permanent shift feature to assign custom rotations over any period of time.
- Quickly identify and fill staffing deficits
- Handle time off/OT requests electronically with the push of a button.
- Track benefit time
- Quickly assign beats and inventory
- Automate the vacation bidding process
- Mark special events, holidays, and recurring meetings on schedule easily, while specifying any “blackout dates” where no time off is allowed.
- Quick access to valuable reports (overtime, time off, benefit time, shift changes, etc.)
- Export to payroll software at no charge to you.
- Create/Post open shifts to fill coverage and extra duty assignments and let officers sign up electronically
- Full audit trail of all schedule changes.

# Scheduler

A modern web platform for 24/7 scheduling. We designed our application to suit the particular needs for our clients in a user-friendly and streamlined way. We've kept learning through our growth and added loads of features to our arsenal.

**REQUEST A FREE DEMO**



# Mobile App

Streamlined process for individual users to see their schedule and make requests. Supervisor notifications and optimized process for approving/rejecting shift change requests and addressing coverage shortages.





DAILY SHIFTS

Admins & users can see everything that has been planned for the day at a glance.

Exportable as PDF sign-in sheet.

Main Schedule

Print PDF for 1/26/2021

Print all PDFs for January 2021

<

Sunday  
01/24/2021

Monday  
01/25/2021

Tuesday  
01/26/2021

Wednesday  
01/27/2021

Thursday  
01/28/2021

Friday  
01/29/2021

Saturday  
01/30/2021

>

Tuesday 01/26/2021

Day Shift

Command Staff Meeting - 10AM

Export PDF

ID	NAME	HOURS	NOTES	ASSIGNMENT(S)	ASSET(S)
74	SGT Joseph Wilson	06:00 - 14:00 (Sergeant)		BEAT 110	
83	ON CALL	OFC Dale Dean	00:00 - 00:00 (Patrol)		RIFLE #ER109
83	OFC Dale Dean	06:00 - 14:00 (Training Class)			RIFLE #ER109
78	OFC Chuck Petillo	06:00 - 14:00 (Patrol)		BEAT 112	
50	OFC Randolph Trega	06:00 - 14:00 (Patrol)		BEAT 113	
86	OFC Albert McElroy	06:00 - 14:00 (Patrol)		BEAT 115	
65	OFC Henry Herd	06:00 - 14:00 (Patrol)		BEAT 114	AED #4
72	-	OFC James Stratton	06:00 - 14:00 (Personal Leave)		AED #6

Afternoon Shift

Export PDF

ID	NAME	HOURS	NOTES	ASSIGNMENT(S)	ASSET(S)
43	SGT Roger Griffith	14:00 - 22:00 (Sergeant)			
88	OFC Mike Cedin	14:00 - 22:00 (Patrol)			
75	OFC Edward Grimes	14:00 - 22:00 (Patrol)			AED #8
33	OFC Donald Hoover	14:00 - 22:00 (Patrol)			AED #9

## Add permanent shift

Shift time

Start date

Repeats

Repeats Offset (in number of days)

End date

If left blank, this will repeat indefinitely.

← back to start →

Su	Mo	Tu	We	Th	Fr	Sa
		8/1	8/2	8/3	8/4	8/5
8/6	8/7	8/8	8/9	8/10	8/11	8/12
8/13	8/14	8/15	8/16	8/17	8/18	8/19
8/20	8/21	8/22	8/23	8/24	8/25	8/26
8/27	8/28	8/29	8/30	8/31		
Su	Mo	Tu	We	Th	Fr	Sa
					9/1	9/2
9/3	9/4	9/5	9/6	9/7	9/8	9/9

Cancel

Save

## PERMANENT SHIFTS & ROTATIONS

Program in your day on/off rotations and use them to quickly generate an entire year's schedule.

This feature can also be used to generate On-Call schedules as well.

Ofc. White	61				A	A	A	A	A	A
Ofc. Cedin	88	A				A	A	A	A	
Ofc. Grimes	75	A	S					A	A	A
Ofc. Prieur	49	A	A	A					A	A
Ofc. Smith	41	A	A	A	A					S
Ofc. Keiper	32	V	V	V	V	V				
Ofc. Hoover	33	A	A	A	A	A	A			
Ofc. Hunt	66			A	A	A	A	A	A	
14:00-22:00	Supervisors	1	1	2	1	1	1	2	2	
14:00-22:00	Officers	5	4	5	5	5	6	6	5	
		1	2	3	4	5	6	7	8	
	ID	T	W	T	F	S	S	M	T	
Sgt. Graves	57			M	M	M	M	M	M	
Sgt. Swartz	90	M	M	M				CT	CT	
Ofc. Gordon	54				M	M	M	M	M	
Ofc. Ohare	67	M				M	M	M	M	
Ofc. Paus	38	M	M				M	M	M	
Ofc. Farr	35	M	M	M				M	M	
Ofc. Zellers	68	M	M	M	M				M	
Ofc. Heller	56	S	M	M	M	M				
Ofc. Cooper	81	M	M	M	M	M	M			
22:00-06:00	Supervisors	1	1	2	1	1	1	1	1	
22:00-06:00	Officers	5	5	4	4	4	4	4	5	
		1	2	3	4	5	6	7	8	
	ID	T	W	T	F	S	S	M	T	
DC Torres	64	Ad	Ad	Ad	Ad			Ad	Ad	
Sgt. Ramsey	42	Ad	Ad	Ad	Ad			V	V	
Records Cano	46	Ad	Ad	Ad	Ad			Ad	Ad	
Records Hill	60	Ad	Ad	CT	CT			Ad	Ad	

Afternoon Shift  
14:00 - 22:00
+ Additional Time

[← Back](#)

REQUEST FOR FULL SHIFT OR PARTIAL:

Full Shift

HOURS NEEDED FOR REQUEST

8

CURRENT HOURS BALANCES

V (-12)	S (125)	CT (8)
-12	117	8

SELECT TIME OFF/COMP TIME TYPE:

Sick Day

☒ ONLY USE ONE TYPE

SUBMIT TO SUPERVISOR

Frank Hill

COMMENTS (OPTIONAL)

Not feeling great, need to take tomorrow off.

Submit Request

Cancel

## ONLINE REQUESTS

Save time by bringing your department on our request tooltip. Streamlined way to request overtime, time off, special assignments, or extra shifts.

Requests are automatically sent to the correct supervisor. We can tailor who is allowed to see & take action for requests.

When a decision is made, all relevant parties are notified of what happened.

POSTING OVERTIME

Create vacant shifts directly from the calendar.

Employees can request to work these, and enter their payment preference when they request it.

When making a decision, we have OT Lists that can be customized to show you anything you may need to make a decision on who gets OT.

Manage Change Requests

Shift Claim - 8 hrs

14:00 - 22:00

Friday, 11/29/2019

Patrol

Walmart Detail

(Not filled) x2

Proposed by Mike Cedin at 11:48AM on 04/02/2019

Mike Cedin

Walmart Detail - Requested as OT Pay

Notes (optional)

Approve ✓ Reject ✕

Jim Keiper

Walmart Detail - Requested as 4.0 hrs CT, 4.0 hrs OT

Dale Dean

Walmart Detail - Requested as Comp Time

James Stratton

Walmart Detail - Requested as Comp Time

Last Occurance OT

NAME	LAST I
Sgt. Aaron Rice	04/13/2019
Ofc. Albert McElroy	04/04/2019
Ofc. Jim Prieur	04/02/2019
Ofc. Roland Sander	03/18/2019
Ofc. Jack Ohare	03/17/2019
Ofc. Mike Cedin	03/09/2019
Ofc. Sam White	03/07/2019
Ofc. Wade Valentin	02/22/2019
Ofc. Dale Dean	02/10/2019
Ofc. Steve Cooper	02/07/2019
Ofc. Bruce Heller	01/09/2019
Ofc. Chuck Petillo	12/31/2018
Sgt. William Graves	12/24/2018
Ofc. Henry Herd	12/22/2018
Ofc. Edward Grimes	12/21/2018
Ofc. Gregory Gordon	12/12/2018
Sgt. Frank Hill	12/06/2018
Ofc. James Stratton	10/11/2018



MINIMUM STAFFING

Enter your staffing level requirements. As you make changes to your schedule, the minimum staffing counts are re-calculated.

These will warn officers when making requests and supervisors when approving/rejecting.

You can also create one-off “boosts” coverage to your levels for holidays, parades and other events.

Diver even deeper into your staff levels with our Hourly Coverage View.

Day Shift

		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
	ID	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
SGT J. Wilson	74	D	D	V	D	D	112		112	D	D	D	D	D	D	D				113	D	D	D	D	D	110	110		D	D	D	D
SGT Rice	71	H	D	D	D	D	111	D		V	V	V	D	D	D				D	D	CT	CT	112	D				T	T	D	D	D
OFC Dean	83			D	PL	111	110	D	D			D	V	D	D	D	OIC				D	112	D	D	D		T				D	D
OFC Sander	45	D	D	D	D	110	D				V	D	112	D	D	D				112	D	D	111	D	D				D	D	D	D
OFC Petillo	78	D			D	D	112	D	D	D	D				D	D	D	D	D	113	D			D	D	110	112	D	D			
OFC Stratton	72	D	D				D	V	D	D	D	D				D	D	D	LD	LD	LD				D	110	PL	PL	D	D		
OFC Trega	50	D	D	D				D	110	CT	D	D	110			D	D	D	D	110	D	D				111	113	D	D	D	D	B
OFC McElroy	86	H	D	D	D			D	111	D	D	D	111	D				D	D	111	SUS	SUS	110				115	D	D	D	D	D
OFC Herd	65	D	D	D	D	V	D			D	D	V	D	D	D			D	D	V	D	D	D	D			114	D	D	D	D	D
OFC White	61	H	D	D	D	D				D	D	D	D	D	D				D	113	D	D	D	D	D			D	D	D	D	D
Support		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Extra Shifts		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
06:00-14:00	Supervisors	1	2	1	2	2	2	1	1	1	1	1	2	2	2	1	0	1	1	2	1	1	2	2	1	1	1	0	1	2	2	2
06:00-14:00	Officers	5	6	6	5	4	5	4	5	5	6	5	6	4	5	5	4	5	5	5	5	5	5	5	5	4	4	5	7	6	5	5

Afternoon Shift

		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	ID	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
SGT F. Hill	84	A	A	V	A	A				A	A	V	A	A	A		A
SGT Griffith	43	A				A	A	A	A	A	A				V	A	A
OFC Valentin	44	A	A	A	A	A				A	A	A	A	A	A		
OFC Cedin	88	A	A	A				A	A	A	A	A	A				A
OFC Grimes	75	H	A	A	A				A	A	A	A	CT	A			

Officers

Hourly Coverage View

06:00 - 14:00 - 4 People

1. OFC Chuck Petillo

2. OFC James Stratton

3. OFC Randolph Trega

4. OFC Dale Dean

< 2021/01/07 >

Day Shift

Hourly Coverage

+ Extra Shift

	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00
SUPERVISORS								
1	SGT Aaron Rice							
OFFICERS								
1	OFC Dale Dean							
2	OFC Chuck Petillo							
3	OFC Randolph Trega							
4	OFC Albert McElroy							
5	SHORTAGE							
TIME OFFS								
1	James Stratton (Vacation)							

# INVENTORY MANAGEMENT

Track every piece of inventory that you wish to get a usage report on.

This report includes who it was assigned to, when, and what assignment they took it on.

This is yet another item that completes the picture of what goes on at your department.

< Sunday 08/06/2017 **Monday 08/07/2017** Tuesday 08/08/2017 Wednesday 08/09/2017 Thursday 08/10/2017 Friday 08/11/2017 Saturday 08/12/2017 >

Add Asset(s)

Filter Assets Cars

Asset Usage Report

Assets			
TYPE ↕	NAME ↕	ASSET ASSIGNMENTS	
Cars	SQUAD #01	Available Now	<div>Assignedit   remove</div>
Cars	SQUAD #02	Randolph Trega (06:00 - 14:00) <a href="#">+ Add Scheduled Assignment</a>	<div>Returnedit   remove</div>
Cars	SQUAD #03	Chuck Petillo (06:00 - 14:00) <a href="#">+ Add Scheduled Assignment</a>	<div>Returnedit   remove</div>
Cars	SQUAD #04	Wade Valentin (06:00 - 14:00) <a href="#">+ Add Scheduled Assignment</a>	<div>Returnedit   remove</div>
Cars	SQUAD #05	James Stratton (06:00 - 14:00) <a href="#">+ Add Scheduled Assignment</a>	<div>Returnedit   remove</div>
Cars	SQUAD #06	Available Now	<div>Assignedit   remove</div>
Cars	SQUAD #07	Available Now	<div>Assignedit   remove</div>
Cars	SQUAD #08	Available Now	<div>Assignedit   remove</div>
Cars	SQUAD #09	Available Now	<div>Assignedit   remove</div>
Cars	SQUAD #10	Available Now	<div>Assignedit   remove</div>

PACE Scheduler | Demo Police Department

Demo Admin

Demo Police Department

Daily Shifts

Calendar

Assignments

My Schedule

My Preferences

Pending Actions (0)

Admin

GROUPS SHOWN: Day Shift - 06:00 - 14:00

SHOW 7 DAYS STARTING: 08/06/2017

SHIFT TIMES SHOWN: Day Shift

Export PDF

Assignments	8/6 SUN	8/7 (TODAY) MON	8/8 TUE	8/9 WED	8/10 THU	8/11 FRI	8/12 SAT	8/13 SUN
AREA 110	-	<div>Day Shift</div> <div>Ofc. Randolph Trega</div> <div>SQUAD #02 EVDC RM #2</div> <div>Repeat Assignments &gt;</div>	<div>Day Shift</div> <div>Trega</div>	<div>Day Shift</div> <div>Trega</div>	<div>Day Shift</div> <div>Trega</div>	-	-	-
BEAT 111	-	<div>Day Shift</div> <div>Ofc. Chuck Petillo</div> <div>SQUAD #03</div> <div>Repeat Assignments &gt;</div>	<div>Day Shift</div> <div>Sander</div>	<div>Day Shift</div> <div>Sander</div>	<div>Day Shift</div> <div>Sander</div>	<div>Day Shift</div> <div>Petillo</div> <div>Sander</div>	<div>Day Shift</div> <div>Petillo</div> <div>Sander</div>	<div>Day Shift</div> <div>Petillo</div> <div>Sander</div>
BEAT 112	-	NO ASSIGNMENTS	-	-	-	-	-	-

Available

8/7 (TODAY) Day Shift : BEAT 111

Search People...

Day Shift

Ofc. Albert McElroy

Sgt. Aaron Rice

Sgt. Joseph Wilson

Show non-beat people >

## BEAT/POST ASSIGNMENTS

With a schedule in place, assign your resources (your valued employees) to the posts/beats/areas where they will work.

The “Assignments” tab is modeled after a supervisor’s roll call process.

You can also assign assets like squad cars, keys, rifles, AED devices, etc.

The more you track in Scheduler, the more our reports shine.



+ Create Certification

Certification:			
PERSON	CPR CERTIFICATION	EOD CERTIFICATION	SNIPER QUALIFICATION
Alan Bailey			
Joe Bell			
Bruce Bennett			
Johnny Bennett			
James Bond			
Timothy Brown			
William Cano	Received: 2020-01-01 Expires: 2021-01-01 <a href="#">edit</a>   <a href="#">remove</a>		
Steven Carter			
Mike Cedin		Received: 2019-08-01 Expires: 2020-04-06 <a href="#">edit</a>   <a href="#">remove</a>	
Benny Clark			Received: 2019-08-01 Expires: 2019-10-31 <a href="#">edit</a>   <a href="#">remove</a>
Joshua Coleman			
Kevin Cooper			
Steve Cooper			
Bobby Davis			
Dale Dean			
Randy Edwards			

CERTIFICATION TRACKER

Track all of your important certifications, and setup reminders to let you know when they are going to be expiring.

These reminders will alert the person with the certification as well as their supervisor via email, text, or both.

The dashboard will show who’s certifications are coming up for renewal.

+ Create Certification Alert

Certification Alerts:						
CERTIFICATION TYPE	BACKGROUND COLOR	DAYS BEFORE EXPIRATION	PEOPLE TO NOTIFY	TYPE OF NOTIFICATION		
CPR Certification EOD Certification Sniper Qualification		60	Employee and Admin	Email and Text	<a href="#">edit</a>	<a href="#">remove</a>
CPR Certification EOD Certification Sniper Qualification		30	Employee and Admin	Email and Text	<a href="#">edit</a>	<a href="#">remove</a>

+ Create Certification Alert

## BENEFIT TIME & ACCRUALS

Set up your time banks to automatically accrue according to your union contracts with employee-specific rates.

Overtimes & time offs can be set up to automatically deposit/withdraw time in or out of specific time banks.

Users can see their benefit time bank balances whenever they want.

Time Off Bank Index					
NAME	ABBREVIATION	ACCRUAL RULES	TIME OFFS USING THIS BANK	ACTIVE	EDIT/REMOVE
Vacation Time Bank	V	6.00 hrs. per month (starting 09/01/2016)	Holiday Personal Leave Vacation	✓	<a href="#">Edit</a> <a href="#">Remove</a>
Sick Time Bank	S	6.00 hrs. per month (starting 09/01/2016)	Sick Day Bereavement	✓	<a href="#">Edit</a> <a href="#">Remove</a>
Comp Time Bank	CT		Comp Time Jury Duty FMLA	✓	<a href="#">Edit</a> <a href="#">Remove</a>

ce Department

Mike Cedin

Demo Police Department

My Preferences

Pending Actions (0)

User Help Documentation

Hours Breakdown Report

Edit Information

Change Password

Logout

HOURS BALANCES

8

119

-18

CT

S

V

ifts

ming Shifts

Shifts

# Hours Report

[Generate Report](#)

## Hours Report Summary

	Standard Time					Overtime					OT Requested as Comp T	
PERSON	SERGEANT	PATROL	INVESTIGATIONS	ADMINISTRATION	COMMUNITY SERVICE OFFICER	OT - GRANT	OT - STANDARD	COURT TIME	OIC	OT - FIELD TRAINING	OT - GRANT (AS COMP TIME)	OT - STANDARD (AS COMP TIME)
William Cano	0	0	0	184.0	0	0	0	0	0	0	0	0
Mike Cedin	0	152.0	0	0	0	0						
Benny Clark	0	0	184.0	0	0	0						
Steve Cooper	0	176.0	0	0	0	0						
Dale Dean	0	176.0	0	0	0	0						
Brandon Farr	0	168.0	0	0	0	0						

## LIVE HOURS REPORTS

The hours report brings you an accurate totaling of all hours, specific to the minute for each employee.

Each time type is tracked in its own column by default.

We’ve created custom exports for: Munis, Abila, Paychex, ADP, BS&A, NOVAtime and many more...

Mark Liu

Demo Police Department

ferences

Pending Actions (5)

Admin

Report

Filter Job Types

Filter Groups

SHIFT DIFFERENTIAL

OVERTIME

Export to Excel

CSV Export to Munis

Pace Scheduler understands that communication between payroll and scheduling is critical to client workflow, therefore we provide an export to most payroll software platforms at no charge:



## PAYROLL REPORTS & TIME SHEETS

This report is there to represent a single pay period for each employee. Each user has access to their own timesheet, and it can be exported to PDF and Excel.

Administrators also have the ability to export an entire department at once in this format, to make pay period closing easier.

[illegible]

My friends call me Murphy. You call me... Robocop.

12	112	112	112				112	112
11	111	111	111	111				111
	D	D	D	D	D	D		
-	-	-	-	-				
2	2	1	0	0				
6	6	7	7	6				
on Shift - 14:00 - 22:00								
12	13	14	15	16				
S	S	M	T	W				
112	112							
	113	113	113	113				
115	115	115	115	115				
		A	A	A				
			112	112				
114								114
114	114							
111	111	111						
117	117	117	117					
119	119	119	119	119				
	111	111	111	111				
-	-	-	-	-				
1	2		1	1	1			

Day Shift  
06:00 - 14:00

AED #6

+ Additional Time  
+ On Call

Shift time

Day Shift

Time Off

☐ Time Off (Full day)

Overtime

+

Special Assignment

+

Beats

+

Shift History

Created Edited Removed

Changes made to Alex Murphy's 10/16/19 cell

--- Newest ---

Court Time removed by John Connor on 04/02/19 at 12:55

• Approval Status: APPROVED REMOVED

Court Time created by John Connor on 04/02/19 at 12:54

• Person: Alex Murphy

• Approval Status: APPROVED

• Start Time: 10/16/19, 14:00

• End Time: 10/16/19, 15:00

• Payment Preference: Paid as OT

Shift (10/16/19 06:00) edited by Martin McFly on 04/02/19 at 12:53

• Notes: My friends call me Murphy. You call me... Robocop.

Shift (10/16/19 06:00) created by Martin McFly on 01/03/19 at 07:50

• Person: Alex Murphy

• Location: Station 1

• Start Time: 10/16/19, 06:00

• End Time: 10/16/19, 14:00

--- Oldest ---

Close

**SHIFT HISTORY**

As changes are made to the schedule, they are all logged on your site.

When clicking on any cell in the grid, you can access the full logs of everything that happened to that cell (representing a single day for a single officer).

There are filters available to allow you to zero in on how your department is utilizing the schedule.

# IT Security

- The Pace Scheduler is a cloud-based software solution which therefore poses minimal risk to any internal IT networks.
- No highly sensitive data is stored anywhere within the Pace Scheduler databases. We do not collect social security numbers, payment information, health information, or external passwords.
- Pace Scheduler is hosted on the highly secured and available AWS technology infrastructure.
- These centers also provide environmental/disaster safeguards, network security safeguards, and system security safeguards that all comply with industry standards.
- The AWS data center operations have been accredited under ISO/IEC 27001:2013, ISO/IEC 27017:2015, ISO/IEC 27018:2014, ISO/IEC 9001:2015, SOC 1 and SOC 2/SSAE 16/ISAE 3402 (Previously SAS 70 Type II), PCI Level 1, FISMA Moderate, Sarbanes-Oxley (SOX)
- Database backups are taken and stored at regular intervals, no less than once per hour, and are also stored within the secure AWS technology infrastructure.
- The Pace Scheduler uses 256-bit secure sockets layer encryption for all communications with our servers.
- All data is password protected and multiple security and permission layers are enforced at the application level to ensure only the proper users view the data they are entitled to view.

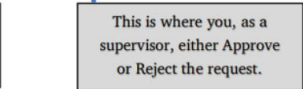
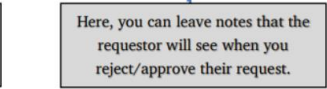
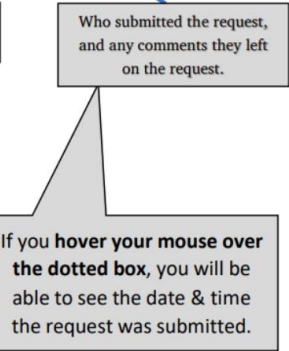
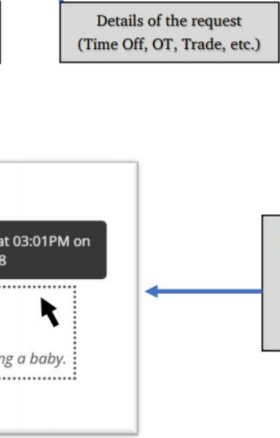
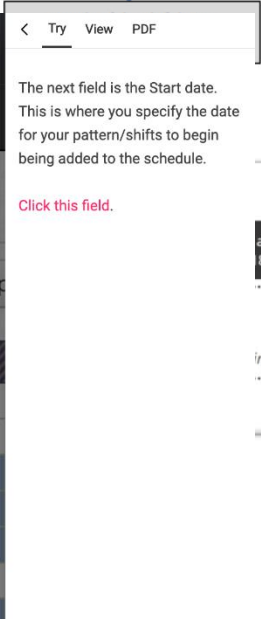
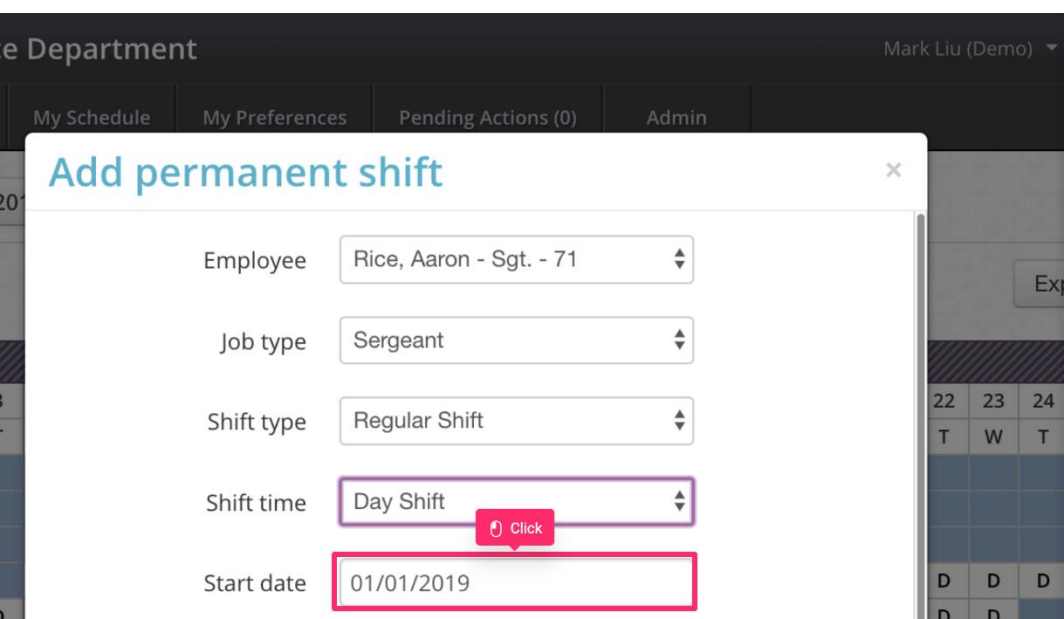
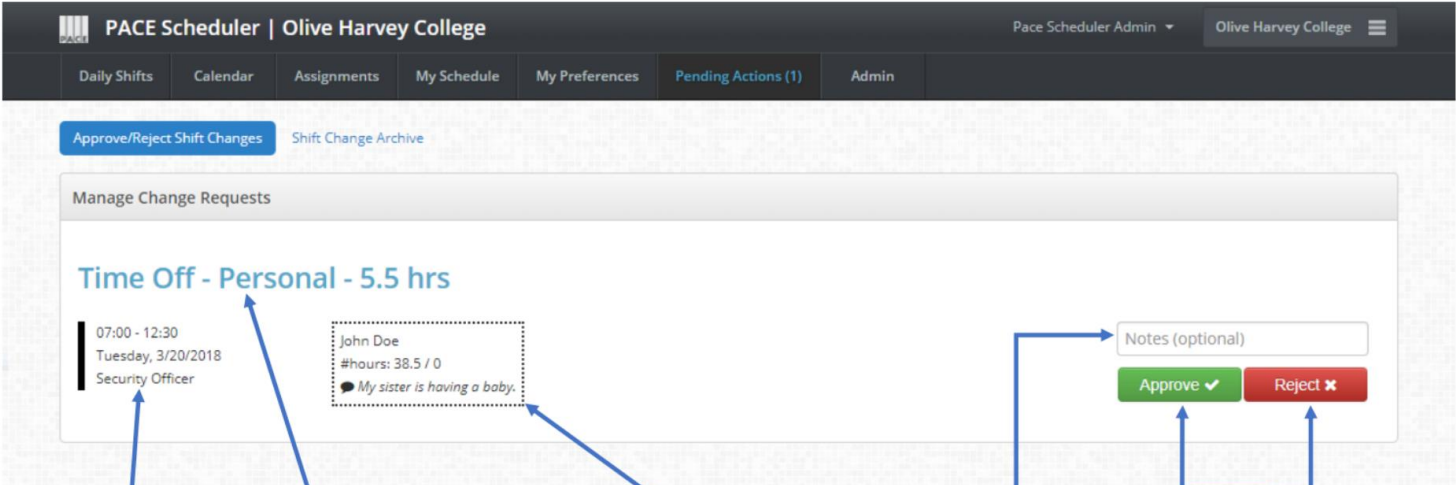


ONBOARDING

We build your site for you and with your help to make sure everything is configured properly.

Once up and running, you have a searchable knowledgebase at your disposal with videos, interactive tutorials and cheat sheets to get the help you need.

Handling Requests from Your Subordinates



**NOTE**

If there is a request on this page, it has not been handled by anyone yet, and is awaiting approval/rejection.

As soon as a supervisor handles the request, the schedule will immediately update, and the request will be removed from this page. You can find previous requests in the "Shift Change Archive", or in the "Shift Change Report".



## Categories

### Administration

Learn how to organize and configure your staff, site, and overall experience. Time Banks, Minimum Staffing, Notifications, and more are all covered here.

### Cheat Sheets

These are dense 1-2 page instruction sets that give you information on specific features/tabs/webpages in as compact a format as possible.

### Interactive Tutorials

Step-by-step walkthroughs of some of our biggest features, with explanations, examples, and prompts, all controlled by you to give valuable hands-on ...

### Miscellaneous

Includes our FAQ, a bunch of one-off explanations, and anything else that didn't fit snugly into one particular category.

### Reports & Payroll

Info on the various reports and payroll functions in our system. From audit trails and timesheets, to custom exports and shift histories.

### Training Videos

A collection of online instruction videos, curated to help you get familiar with the software, or just to brush up on your knowledge. RECOMMENDED OR...

## CONTINUED SUPPORT

The Pace Scheduler team is here to assist whenever you need. We have a full Support Center full of useful documentation including videos, interactive tutorials, cheat sheets, and more!

The Support Center also includes a full ticketing system where you can submit support tickets, track their progress, and refer back to them at any time!

In addition, you can always reach us via phone or email at any time if needed.

Support Center

Search Tickets

Create New Ticket

Knowledge Base

Home

My Tickets

PA

TICKETS

All Tickets 5

Pending Tickets 2

Closed Tickets 3

My Tickets 0

STATUSES

New

Pace Replied

Pace Investigating

User Replied

User Investigating

Noted

Closed

All Tickets

Unresponded by agent Filter 1 - 5 of 5

You might see tickets not created by you since you are part of a group.

	STATUS	SUBJECT	RAISED BY	ASSIGNEE	CATEGORY	TICKET ID	LAST UPDATED	
	CLOSED	Welcome to Pace Scheduler!	Snake Plissken	Kolton	Support	#PACE00001148	6 months ago	
	CLOSED	Fw: Reports	Mark Liu	Mark Liu	Support	#PACE00001146	6 months ago	
	CLOSED	Test	Mike Cedin	Kolton	Support	#PACE00001035	7 months ago	
	PACE REPLIED	Test Subject	Snake Plissken	Kolton	Support	#PACE00001003	7 months ago	
	NEW	Durbak's Problem with Pace Scheduler	Megan Burnett	~	Support	#PACE00001987	23 hours ago	



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