



HARBORTOUCH ONLINE FREQUENTLY ASKED QUESTIONS

How often are my reports updated on Harbortouch Online?

Reports are updated every 10 minutes.

I don't have a POS system. What reports and other data can I view on Harbortouch Online?

- Transactions
- Batch Details
- Deposits
- Chargebacks
- Statements

I have a Hospitality POS system. What reports can I see?

- Restaurant Financial Overview
- Sales and Labor Statistics
- Detailed Tickets
- Detailed Product Mix By Group
- Payroll
- Payroll for Hours Worked

Can I get these reports emailed to me?

Yes, when viewing any report you can click the “Subscribe” button to send via email. You will be prompted with various options including the file type you would like to receive.

The screenshot shows a 'Subscribe to Report' dialog box with the following fields and options:

- Subject ***: Notification Report: Payroll
- Email address ***: (Empty field with a red border and the error message "Email address cannot be blank" below it)
- Frequency ***: Radio buttons for Monthly, Weekly (selected), and Daily
- Day of Week**: Dropdown menu showing Sunday
- EST Time ***: 2:45 PM
- Export type ***: Radio buttons for All (selected), Excel, Csv, and QuickBooks

At the bottom right, there are two buttons: a blue 'Subscribe' button and a grey 'Cancel' button.



How can I cancel a report subscription?

You can cancel subscriptions in the “Manage Subscriptions” section. This button can be found on any individual report page but also on the main menu under “Account Management”.

I have a few other people that I want to provide access but I want to make sure they can only access certain items. Can I do this?

Yes, you can set up granular user permissions. To do this, open the “Users” page under “Account Management”. For every option in Lighthouse, there is a permissions option. For example, you can allow a manager to edit the menu but not edit employees or you can allow an accountant to view only reports.

I have started making modifications to my POS menu from Lighthouse. How soon do these changes take effect on my POS system?

These changes will go live on your POS system within a few seconds. If your POS is not online, the changes will apply as soon as it connects to the internet.

I have to let my staff know about a big event coming up soon. How do I do this?

If you have a POS system, you can communicate with your staff using the Lighthouse Messages system. Open “Account Management” and choose “Messages”. Simply start typing in the employee names or job levels that you want to receive your message. Any employees or jobs matching what you have typed will appear automatically. Once you have selected all of your recipients, type your message and hit “Send”.