

SUPPORT GUIDE · JUNO PORTAL

How to open and close a Financial Shift with Shift Logging

Product	Feature	Last reviewed	Status
Juno Portal	Shift Logging	8 October 2026	Version 1.0

Overview

Shift Logging in the Juno Portal records which Portal user was responsible for a Financial Shift, together with the time the shift was opened and closed. The responsible user, the Shift Operator, opens the shift at the start of their shift and closes it at the end. The operator's name, the open and close times and the shift duration are then shown in the Shift Report header and included in the Shift Report PDF and Excel exports.

Shift Logging answers one question: who was accountable for this Financial Shift. It is not a time-and-attendance, rota or payroll tool.

Applies to

Product	Juno Portal – Shift Reports
Feature	Shift Logging (shown as Reception Shift in the current Portal interface)
Audience	Operations Managers, Merchant Administrators and Reporting Users

What you'll achieve

After completing these steps, the Financial Shift is recorded against your Portal user. Once the shift is closed, a permanent shift record is written and the Shift Report shows who operated the shift, when it was opened and closed, and how long it lasted.

Before you start

- **Shift Logging must be enabled for the shift.** Shift Logging is off by default and is enabled per shift. Your 934 Customer Success Manager or a Merchant Administrator can enable it in **Hotel Settings** → **Shifts**: select the shift under **Configure shift**, then turn on **Enable Shift Logging**. Repeat this for each shift your hotel operates (for example Morning, Afternoon and Night).
 - **Your hotel's shifts and timezone must be correct.** Shift start and end times (including any overnight shift) are set in **Hotel Settings** → **Shifts**. The hotel timezone is set in **Hotel Settings** → **General**. All shift times are shown in hotel-local time.
 - **You need access to Shift Reports.** Shift Reports are available to the **Operations Manager**, **Merchant Administrator** and **Reporting User** roles in the Juno Portal.
 - **Closing a shift is permanent.** A closed Financial Shift cannot be edited or deleted. If something needs correcting, add a note on the following shift.
 - **Shift Notes are permanent and exported.** Do not enter guest details, card details or personal information about individuals in shift notes.
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Operational steps

Open the Shift Report

1. In the Juno Portal, open **Shift Reports**.
2. Select the account, date and shift. Where required, also select the department or terminal.
3. Run the report.
4. In the **Shift Report Results**, select the **Shift Log** tab.
5. Check the status badge in the **Reception Shift** panel:
 - **Not opened** – no shift has been opened yet for this shift.
 - **Shift open** – a Financial Shift is currently open.
 - **Shift closed** – the shift has been closed and the permanent record has been written.

Shift Report Results

9 transactions in 7 groups

3 Safepay transaction(s) are excluded because they carry no department attribution and this report is department scoped.

Export PDF

Export Excel

Morning Shift

6 Oct 2026 06:00 – 6 Oct 2026 14:00 (CEST) - 8h

Account	Shift Date	Department	Terminal
934 Demo Hotel	2026-10-06	Front Desk	All

Transaction Type

All Transaction Types

No shift registration

Source Breakdown

Juno: 7 transactions | Safepay: 0 transactions

Summary

Shift Log

Brand Breakdown

Transactions

Reception Shift

Records which Portal user is responsible for this financial shift.

Not opened

Open Shift

No completed financial shift recorded for this run yet.

The Shift Log tab before the shift is opened.

Open the Financial Shift

- At the start of your shift, select **Open Shift**. Your Portal user is recorded automatically as the Shift Operator – there is nothing to type.
- Optional: while the shift is open, enter a note in **Shift notes (optional)**, for example handover details for the next shift.

Close the Financial Shift

- At the end of your shift, return to the Shift Report for that shift.
- Select **Close Shift**. This writes the permanent Financial Shift record.

Summary

Shift Log

Brand Breakdown

Transactions

Reception Shift

Records which Portal user is responsible for this financial shift.

Shift open

Operator	Opened	Closed	Duration
	13:15	Open	0h 00m

Shift notes (optional)

e.g. Handover completed with late arrival cover

Close Shift

An open shift ready to be closed with **Close Shift**. The operator name is hidden in this example.

Expected result

- On the **Shift Log** tab, the status badge shows **Shift open** after you open the shift and **Shift closed** after you close it.
- The **Reception Shift** panel and the Shift Report header show **Operator**, **Opened**, **Closed** and **Duration**. While the shift is still open, **Closed** shows **Open** and the duration counts from the time the shift was opened.
- The exports created with **Export PDF** and **Export Excel** contain the same four fields.

Troubleshooting

The Open Shift button isn't shown

Likely causes:

- Shift Logging is not enabled for the shift you selected. It is enabled per shift, so it may be on for one shift and off for another.
- Your Portal user does not have a role with access to Shift Reports (Operations Manager, Merchant Administrator or Reporting User).

What to do: Check that you selected the **Shift Log** tab. If the button is still missing, ask your 934 Customer Success Manager to check your role and to turn on **Enable Shift Logging** for that shift in **Hotel Settings** → **Shifts**.

I can't open a second shift

Likely cause: Only one Financial Shift can be open at a time for the same shift and department.

What to do: Close the shift that is currently open before opening a new one.

The opened or closed times look wrong

Likely cause: Shift times are shown in the hotel's configured timezone. If the timezone is incorrect or not set, times can appear shifted.

What to do: Ask a Merchant Administrator to check the hotel timezone in **Hotel Settings** → **General**.

The Operator shows an email address or a short ID instead of a name

Likely cause: The Operator name comes only from the user's Juno Portal profile. If no full name or name is saved there, the Portal shows the email address instead, and as a last resort a short user identifier.

What to do: Add the user's full name to their Portal profile. Names are not taken from any other system.

Older Shift Reports have no operator details

Likely cause: This is expected. Reports for dates before Shift Logging was enabled have no operator record.

What to do: No action is needed. These reports still run as normal.

A closed shift contains a mistake

Likely cause: Closed Financial Shifts are permanent financial records and cannot be edited or deleted.

What to do: Add a note describing the correction on the following shift.

Staff Attribution (optional)

Shift Logging only uses Portal users that already exist. If your hotel also needs to associate additional named staff with a shift record, a Merchant Administrator or your 934 Customer Success Manager can turn on **Enable Staff Attribution** for a shift. Before it can be enabled, your organisation must accept a confirmation that it is responsible for storing and processing this personal data. Staff details are visible to users with Shift Report access and are included in PDF and Excel exports.

Most hotels do not need Staff Attribution. Leave it off if operator attribution is enough, if your hotel does not want to store named staff in the Portal, or if a lawful basis has not been confirmed and staff have not been informed. If Staff Attribution is later switched off, new shifts stop recording named staff immediately; existing shift records are kept as financial audit history.

Need more help?

If the steps above don't resolve the issue, contact 934 Support with your hotel name, the shift name and date, and the status shown in the Reception Shift panel.