



How do I make Multi User Mode work?

A GUIDE FOR USING MULTI-USER MODE WITH RFID/NFC FOR MAKING CALLS IN TIMEGATE

INTRODUCTION

Using the Timegate Employee app in Multi User Mode lets employees working on a Timegate site to share a single device (such as a wall-mounted tablet) to make their on/off/check calls. Multi User Mode can be configured to take calls in three different ways - an employee makes their call entering their details, using a QR Code, or by using an RFID/NFC tag. Within this help sheet we guide you through the steps needed to **implement and use Multi User Mode with RFID/NFC tags for a site:**

- » Configuring your employees in Timegate to make calls using an RFID/NFC tag
- » Setting up the Timegate Employee app to work in Multi User Mode
- » Make on/check/off calls using the Timegate Employee app

Multi User Mode supports making calls for duties that are both scheduled and flexible. It also supports auto duty create.

Multi User Mode can only be used to log multiple users into one Timegate site (using one SIN). If you have a physical site that encompasses more than one Timegate site set up (such as security and cleaning), each Timegate site will require its own individual tablet/phone configured to take calls for its SIN. In this example, one device is needed for "Security" with another for "Cleaning".

RFID/NFC tag functionality requires the mobile phone or tablet that is being used to be capable of reading RFIDs. Please refer to the manufacturers specifications for your device to determine this. If RFID/NFC is not supported on the device, the option to enable it for Multi User Mode within the Employee App will not be available.

CONFIGURING YOUR EMPLOYEES IN TIMEGATE TO MAKE CALLS USING AN RFID TAG

Timegate needs some minor configuration to enable your employees to use RFID/NFC tags to make their calls. This involves adding an employees RFID/NFC tag code to their employee record. There are two ways you can do this configuration that are covered in this section:

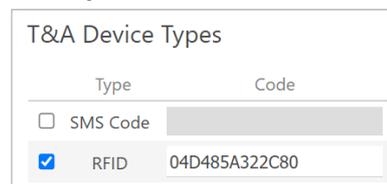
- » Within Timegate
- » Within the Timegate Location Manager app.

Configuring employees within Timegate

For each employee:

1. From the Timegate menu, select **Set Up | Employee**
2. Select the employee that you wish to update

3. Select the **Ops** tab and locate the **T&A Device Types**



Type	Code
<input type="checkbox"/> SMS Code	
<input checked="" type="checkbox"/> RFID	04D485A322C80

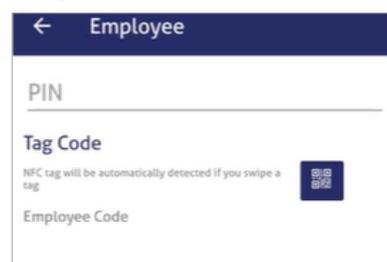
4. Check the **RFID** checkbox
5. Enter the **RFID** number allocated to the employees card
6. Select **Save**

TIP: If you are able to program the RFID/NFC tags, it may simplify this process by coding them to be the same as the employees PIN. This would save time compared to entering the lengthy default codes stored on the card.

Configuring employees using Timegate Location Manager app

An alternative way to populate the **RFID** field for an employee is through a mobile device that can read and write RFID/NFC tags. To do this, you will first need to download the Timegate Location Manager app:

1. Install the **Timegate Location Manager** app from Google Play or the Apple App Store
2. Open the app
3. Enter your **Timegate Code**
4. Enter your **Username** (this is what you use to sign into Timegate on the FM Cloud)
5. Enter your **Password** (your Timegate one)
6. Select **Login** to open the **Maintenance** screen



7. Select **Employee** to load the following **Employee** screen
8. Enter their Timegate **PIN** using the on screen keypad
9. Place the RFID/NFC tag on the device reader —this is likely to be on the back, but could be located elsewhere in the device. This will scan for the RFID.NFC code automatically and update the **RFID** field in their employee record.

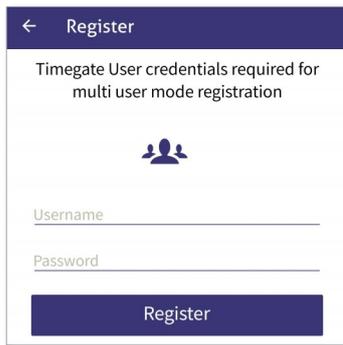
SETTING UP THE TIMEGATE EMPLOYEE APP TO WORK IN MULTI-USER MODE

Follow these steps to install the Timegate Employee app and configure it to run in Multi User Mode reading RFID/NFC tags:

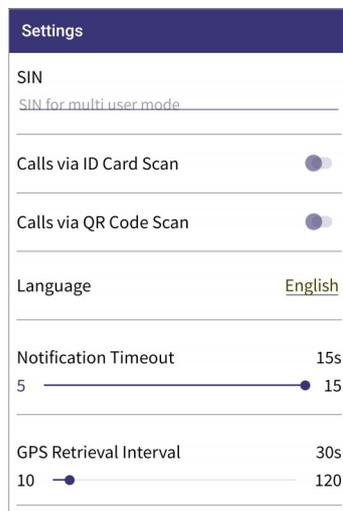
1. Install the **Timegate Employee** app from Google Play or the Apple App Store:



2. Open the app
3. Enter your **Timegate Code**
4. Change **Single User Mode** to **Multi User Mode**. Do this by selecting **Single User Mode** and scrolling through the three options that you see on screen until you see **Multi User Mode**. Select **Multi User Mode**
5. Select **OK**. You will be presented with the **Multi User Mode Registration** screen as follows:



6. Enter your **Username** (this is what you use to sign into Timegate on the FM Cloud)
7. Enter your **Password** (your Timegate one)
8. Select **Register**. The **Settings** page will load:



9. Enter your **SIN** for your site. **TIP:** If you don't know what this is, you can find it in Timegate, when you load up the site settings (**Set Up | Site**) —it's the number in brackets after the name of the site in the title of the page
10. Select **Calls via ID Card Scan** to enable it, allowing you to take calls using RFID/NFC (remember, if this setting is not visible, it means that the device either doesn't have a compatible RFID/NFC reader or it has not been enabled)
11. Scroll to the bottom of the screen and select **Save**. The Timegate Employee app main screen will load, ready to be used for the first time

Please Note: The first time a transaction is made on the device following initial set up, it is likely that you will be prompted **“Allow Timegate Employee to access this devices location?”** Select **ALLOW**. This is required for the app to run correctly. For each device that you are using, you will need to go through this process using different SINs as required.

Once this configuration has been completed, all details above will be stored in the Timegate Employee app for future use. Employees simply follow the steps below to make their calls.

MAKE ON/CHECK/OFF CALLS USING THE TIMEGATE EMPLOYEE APP

From the main menu within the Timegate Employee app, employees are able to make On/Check/Off calls. To do this:

1. Go to the physical device (tablet or mobile phone) that has been set up for the site (SIN) that you wish to make your call on
2. Select the type of call you wish to make from the options available (**On/Check/Off**). The following will be shown on the screen:



3. Place your RFID/NFC tag on the device reader—this is likely to be on the back, but could be located elsewhere in the device. This will scan the code automatically and take the call
4. Upon successful taking of the call the message **“Info Call Accepted”** is displayed in the bar above the Timegate logo in the Timegate Employee app
5. At this point, if the next employee wishes to make the same type of call, they can simply return to step 3 above. This speeds up the call taking process significantly when dealing with many employees waiting in line to make the same kind of call at the same time. If, however, they wish to make a different type of call, they can press **Cancel** before returning to step 2

Please Note: By providing employees with a device that has Multi User Mode enabled for them to make calls, they are not restricted to just using that device. It is only one method of making calls. Employees still have the option to use the Employee app on their individual devices (in Single User Mode) or to make their On/Check/Off calls over the telephone should they prefer.

MINIMUM REQUIREMENTS (FEB 2022)

- Timegate Employee app (in Multi User Mode with the ability to read RFID/NFC tags)** iOS 9 using an iPhone 7, or Android Lollipop (version 5)
- Timegate Location Manager app (to write read RFID/NFC tags and add to a Timegate Employee record)** iOS 9 using an iPhone 7, or Android Lollipop (version 5)
- All devices must be able to read RFID/NFC tags**

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