



How do you configure & use the Timegate App?

EMPLOYEE APP (IOS & ANDROID, MULTI & SHARED USER SET UP) FOR MANAGERS/SUPERVISORS

PRE-REQUISITES & OTHER HELP SHEETS

What do I need to configure the Employee App? As a supervisor or manager setting up tablets or smartphones to run in either **Multi** or **Shared User** mode, you will require **Timegate Code**, **PIN**, **SIN(s)**, **Timegate Username**, and a **Timegate Password**. Your manager/supervisor can provide these if you don't have them. You must also confirm with your Timegate administrators that you have the correct Functional Role assigned to your **Timegate Username** (**Administrative Functions (Web Client)** needs to be enabled as does **Service Delivery maintenance**)

KEY TERMS

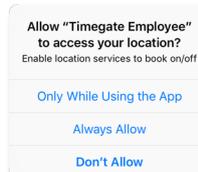
- » **Timegate Code** - your company's unique code for accessing the Employee App. You will only need this during configuration
- » **PIN** - Unique Employee App logon code. This is required every time the Employee App is used
- » **SIN** - Unique code for a site. One or more of these may be needed by users. It may be necessary to remember this/these every time the Employee App is used
- » **Timegate Username** and **Password** - Used for accessing Timegate, but sometimes needed to set up the Employee App

Want help downloading the App, or setting it up in Single User Mode? Check out and share these Timegate Employee App guides:

- » All User Modes - Getting Started
- » Single User Mode - Set Up and Usage

A NOTE ON PERMISSIONS

Should I allow the App to access location and other services? Yes. The app will not run correctly without location information. If requested, allow the Employee App to access the camera, mobile data and storage



CHOOSE YOUR CONFIGURATION MODE

I've opened up the Employee App, what should I do now?

- » Enter your **Timegate Code**.
- » Select **Mode**. Choose **Multi User** or **Shared User Mode**
- » Select **OK** (if required)

CONFIGURING SHARED USER MODE

How do I configure the Employee App for Shared User Mode? After **Shared User Mode** registration, the following screen loads. Enter your **Timegate Username** and **Password**:

The Shared User menu is loaded. This landing page will open by default in the future. The user can choose to Book **On**/Make a **Check** call/Book **Off**/leave **Voicemail**/raise an **SOS**. They are also able to **Log Off** so that another person can log on to either the same or a different site.

Please Note: If you are unable to access/open Shared User Mode, ask your Timegate administrator to check that you have the correct Function Roles assigned to your Username.

USER MODES



What's Single User Mode? A **Single User** uses the app on a tablet or smartphone at one or more sites. Users can configure this themselves, on their own device. A separate help sheet is available to them



What's Shared User Mode? **Many users** can share use of the app on a single device across **one or more sites**. End users cannot set this up. A **Timegate ID** and **Password** are needed for set up



What's Multi User Mode? **You and/or others** use the app on a device in one place, e.g. wall-mounted tablet or a tablet scanning employees at an event. Needs **Timegate ID** and **Password** to set up

CONFIGURING MULTI USER MODE

How do I configure the Employee App for Multi User mode?

After **Multi User Mode** registration, the following screen loads.

Enter your **Timegate Username** and **Password**:

Now, you will be presented with the settings page:

Once saved, the Timegate Multi User menu is loaded. This will be the landing page when opening in the future. The user can choose to Book **On**/ Make a **Check** call/Book **Off**/leave **Voicemail**/raise an **SOS** for themselves or others

RFID/QR CODE BASED CALLS IN MULTI USER MODE

Want to use RFID/QR codes to speed up calls? Select to show **Settings**. Enter your **Timegate Username** and **Password**. Select either **Calls via ID Card Scan** (for RFID) or **Calls via QR Card Scan**. You cannot select both. Make sure your team have RFID/QR code details saved in their employee record. **Login** to the Employee App using **Multi User Mode**. Select Call Type (**On/Check/Off**). Scan code(s) (place device on RFID tag/use camera to read QR code). The individual will now have their **On/Check/Off** call taken.

Please Note: These can be taken in rapid succession, one after another without needing to reselect call type, saving lots of time

ON, OFF & CHECK CALLS

Task	Multi User	Shared User
Book On	Select Book On. From pop-up, enter SIN. Select OK	Select On. From pop-up, enter PIN. Select OK
Book Off	Select Book Off. Enter SIN. Select OK	Select Off. Enter PIN. Select OK
Check Call	At your check call time and location, select Check Call	At your check call time and location, select Check

EMPLOYEE APP SETTINGS

Can anyone change settings? Yes. Select , then **Settings**. In Multi User Mode you will need to enter your **Timegate Username** and **Password** then select **Login**. After making changes, select **Save** before leaving the page.

The following settings are available to change in both User Modes:

- **Language** - Some company's provide multi-language support e.g. English/French. Select Language, Choose the required language. Select **OK**
- **Notification Time Out** - This is the amount of time that notifications are shown on screen. Select your required time in seconds
- **GPS Retrieval Interval** - This value is the number of seconds that the system waits between taking GPS location readings for your device (when enabled)