TEAM Software
by WORKWAVE

How do you get, set up and use the App?

TIMEGATE EMPLOYEE APP (IOS & ANDROID, SINGLE USER MODE) - SET UP & USAGE

BASICS

What do I need to configure the Employee App? If you are using your own iOS or Android phone or tablet to access Timegate, you will require your company's **Timegate Code,** your own **PIN** and one or more **SIN**s. Your supervisor will provide you with these, if you do not have them
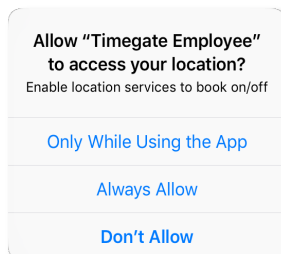
Where can I get the app from? the Apple App Store or Google Play

KEY TERMS

» **Timegate Code** - your company's unique code for accessing Timegate. You will only need to remember this when you configure the Employee App

» **PIN** - your own unique Timegate logon code. You will need this every time you use the Employee App

» **SIN** - the unique code for the site(s) that you work on. You may need multiple SINs. If you only work on one site, you will only need to remember this the first time you configure the App

A NOTE ON PERMISSIONS

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

Allow "Timegate Employee" to access your location?
Enable location services to book on/off

Only While Using the App

Always Allow

Don't Allow

CONFIGURING SINGLE USER MODE

The app is open, what now?

» Enter your **Timegate Code**

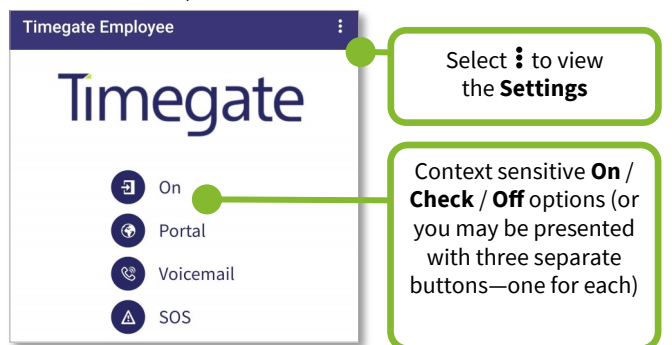» Select **Mode** (**Single User Mode**)

» Select **Register**

Timegate

Timegate Code

Single User Mode

Register

I've opened the app. How do I configure it for Single User mode? After selecting **Register,** you will see:
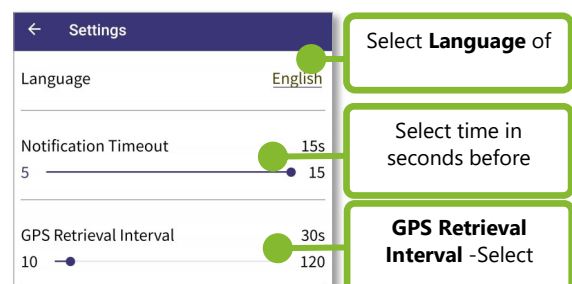
Login

1. Enter your **PIN**
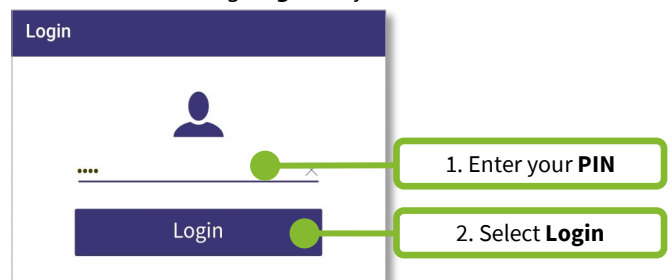
2. Select **Login**

Enter your **PIN** and select **Login** as shown. On successful completion you may be asked to enable the **Service** feature.

If this is the case, select **YES**. The main screen will be shown:

Timegate Employee

Timegate

On
Portal
Voicemail
SOS

Select ⋮ to view the **Settings**

Context sensitive **On** / **Check** / **Off** options (or you may be presented with three separate buttons—one for each)

CHANGING SETTINGS

How do I change the settings? Select ⋮ to view and change the **Settings** screen. An example is shown:

Settings

Language   English

Notification Timeout   15s
5 ———————— 15

GPS Retrieval Interval   30s
10 ——— 120

Select **Language** of

Select time in seconds before
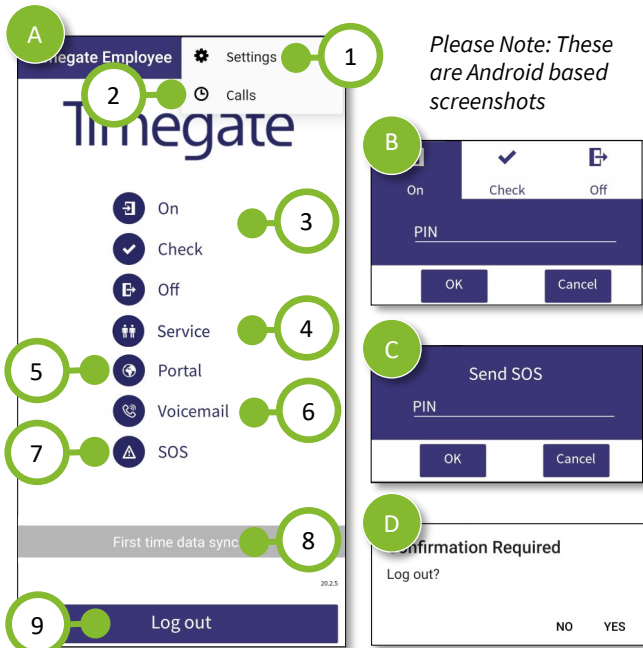
GPS Retrieval Interval -Select

LOADING THE APP, AND IT'S FEATURES

How do I load the app following set up? From your smartphone or tablet, select the Employee App icon (as shown)

What functions and information will I see? That depends upon your company's configuration. The next screen shot shows all the features/functions:

Please Note: These are Android based screenshots

1. Select ⋮ to show **Settings** (see previous page)

2. **Calls** - view your call information (On/Check/Off)

3. Book **On**/ Make a **Check** Call / Book **Off**—loads separate dialog box (B) as shown. On some systems, this will be a single **On/Check/Off** button

4. **Service** - Access duty information

5. **Portal** - select to launch the Employee Portal

6. **Voicemail** - select to call control room voicemail

7. **SOS** - select in an emergency. Launches dialog box (C). Enter PIN/SIN as requested to confirm request

8. Service data messages

9. Select Log out - launches dialog box (D). Confirm action appropriately

BOOKING ON/CHECK CALLS/BOOKING OFF

How do I Book On? To book on:

» Select **Book On**

» From the pop-up, enter your **SIN**

» Press **OK**

How do I Book Off? To Book Off:

» Press **Book Off**

» Enter your **SIN**

» Press **OK**

How do I make a Check Call? At your check call time and location, select **Check Call**

Can I preview Check Call times? You can preview this time along with any previous call history by selecting ⋮ then **Calls**. Alternatively:

» Press the **Check Call** notification that is displayed on your screen

» From the pop-up enter your **SIN**

» Select **OK**

Can I override the Call type? Yes. Select the Call type displayed. From the pop-up, select the **Call type tab** of your choice

MORE FEATURES

How do I open the Service features? Select **Service**. This provides you with additional functionality when you do your duty. This option will only be shown on screen if your company uses it

How do I open the Employee Portal? Select **Portal**. For this to work, your company must have enabled the option, and you must have an **email address** registered for the Employee Portal and a **password**

How do I leave a message / contact the control room? If set up on your system, select **Voice Mail** or **Control Room**. This will open a call to a pre-defined telephone number so that you can either leave a message or speak to a controller

How do I make a duress call? If you need to make an emergency duress call:

» Select **SOS** from the menu

» Confirm the **SOS Submission**

» Select **OK** to send or select **Cancel**