



How do I used Forms on duty?

A QUICK START GUIDE TO FORMS

BASICS

What are Forms? Forms enable you to enter information into your smartphone using the Timegate Employee App, when you are logged onto a duty. Designed around your needs, they are intuitive and easy to complete. They comprise a variety of questions with different ways of answering them. Some answers require you to enter text, whilst others may involve you annotating images on your phone screen

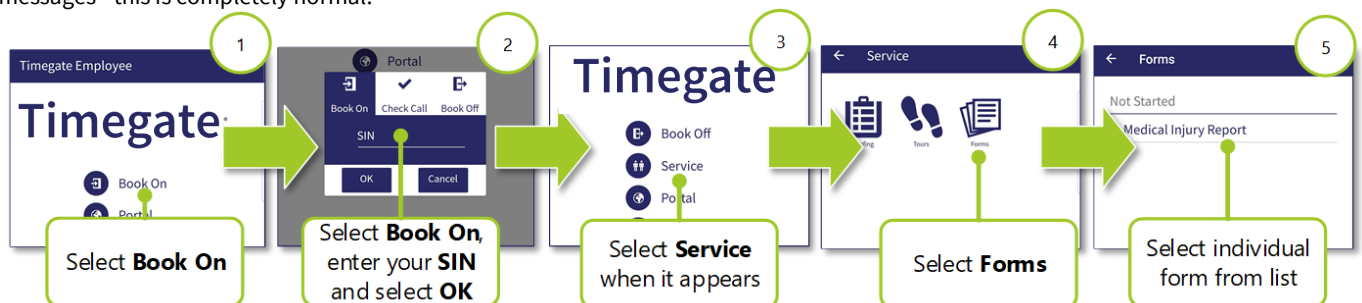
How will they benefit me? Whilst doing your duties, you will be able to use forms to capture information clearly and effectively. This will then be automatically sent to your management team so that they can act upon them in a timely manner

What do I need to use forms? To use Forms, you will require a smartphones that is capable of running the Timegate Employee App and Service Delivery. Android 4.4 (Kit-Kat) and iOS version 9.0 are the minimum requirements

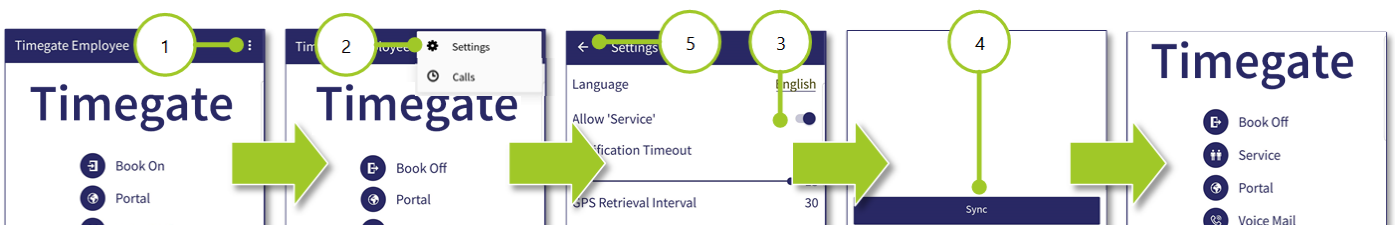
Where can I get the app from? Download the **Timegate Employee app** from either the **Apple App Store** or **Google Play**. A separate app installation guide is available on request

ACCESSING FORMS WHEN ON DUTY

How do I access forms from within the app? Open the Timegate Employee app on your smartphone and log onto your duty using your details. Firstly, select **Book On** to your shift (**Step 1**), when prompted select **Book On** and enter your **SIN** (**Step 2**). Once your call has been accepted, and you are successfully Booked On, a **Service** icon appears. Select **Service** (**Step 3**). A **Service** screen opens. Select **Forms** (**Step 4**). Available forms are shown on the screen. Alternatively (but not illustrated below) if the form has been allocated to either an Incident or Tour open the Incident or Tour. Select the **Form** to open it (**Step 5**). Throughout this process, you may receive **Data Sync** messages - this is completely normal!



I can't see Service - what should I do? If **Service** doesn't appear on your screen, select **⋮** (**Step 1**), then select **⚙️ Settings** (**Step 2**). Ensure **Allow "Service"** is selected in the **Settings** screen (**Step 3**). Select **Sync** (**Step 4**). Return to main screen by selecting **←** (**Step 5**). If this doesn't work, select **Log out** and then close the app. Relaunch the app and then log back in. If you still cannot see **Service**, speak to your supervisor to get help



I can't see Forms - what should I do? Simply select **Sync** at the bottom of the **Service** screen. If this doesn't work, return to main screen by selecting ←. Select **Log out** and then close the app. Relaunch the app and then log back in. If you still cannot see **Forms**, speak to your supervisor to get help

QUESTION STYLES

Image

Annotate the image directly with responses

Signature

Sign on the screen / get others to sign

Pick List

Select answer from pre-defined list

Star Rating

Select a number of stars

General Response

Enter your answer in space provided

Toggle

Select a tick or cross

Forms User Interface

KEY

1. Select ← to return
2. Question name / Form name
3. Form Summary Status showing questions completed / requiring completion whereby:
 - ✔ - complete; ○ optional question - incomplete; and ⊕ mandatory question - incomplete
4. Question number, total number of questions and Section name
5. Question Status (as per number 3 above)
6. Select item next to ▶ to view more
7. Select ? for Help
8. Select || to Pause Form
9. Select ■ to Stop Form completion
10. Select ▶ to Start completing Form
11. Select ⊗ to cancel answer to question

USING FORMS

How do I work through a Form? The diagram above shows the flow through a form from not started, to completed. In (A) Select the form of choice. Form Summary Screen (B) will be displayed. Select ▶ to view the one time help screen (C). Select **OK**. Complete the various questions (D), scrolling from one to another. When you wish to pause), Select ← to return. If you complete the last question and swipe, you will return back to the Form Summary Screen (B)

How do I navigate between questions? Swipe your finger backwards or forwards to navigate through questions

How do I pause a Form prior to completion? To pause, go to Screen (E) shown above and select ||

How do I submit a completed Form? To submit a completed form, go to Screen (E) shown above. Select ■

How do I restart a Form that is In Progress? To restart a form in process, go to Screen (A) once you have **Booked On** and selected **Service**. Choose the **Form** you wish to restart by selecting it from the list of forms **In Progress**

Should I regularly update my version of the app? If your version of the app is not kept up-to-date, you will likely get “**Unsupported Form**” (when forms use new question types) or “**Unexpected Error**” messages for other incompatibilities