



Timegate+ Employee App

Setup & Registration

Step 1

Following successful onboarding, you will receive a welcome email invitation to the email address you supplied us.

Please note this email address must be unique and cannot be used by another Timegate+ user.

The welcome email looks like this and contains your unique password needed for initial registration

Welcome to TEAM by WorkWave

You're Invited

A TEAM by WorkWave account has been created for you. To activate your account please download our app to proceed:



Your Password: 121cpGv2TpUV

If you are unable to login, please attempt the **Forgot your password?** option and/or reach out to your manager for additional assistance.

Step 2

Using the links in the email download the Timegate+ app to your phone, using "Google Play" for Android phones or "App Store" for Apple phones

The icon for the correct Timegate+ app looks like this

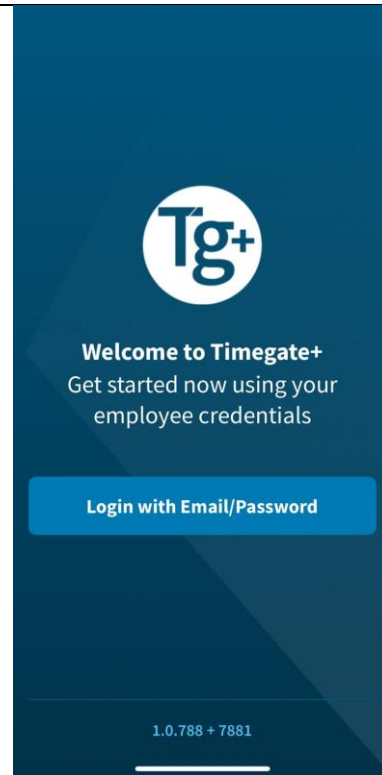




Step 3

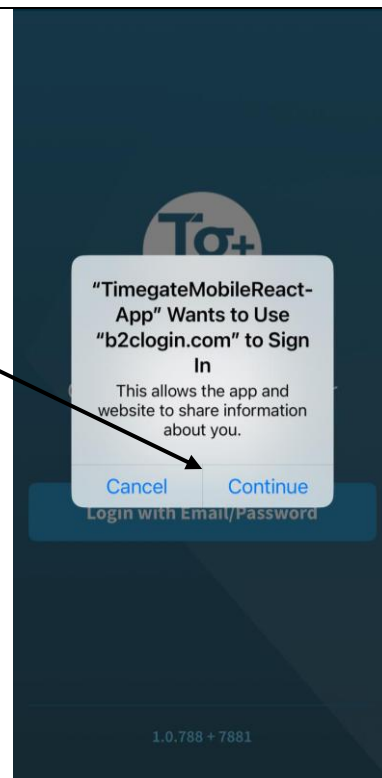
Once downloaded, open the app. The first screen will look like this

Tap "Login with Email/Password"

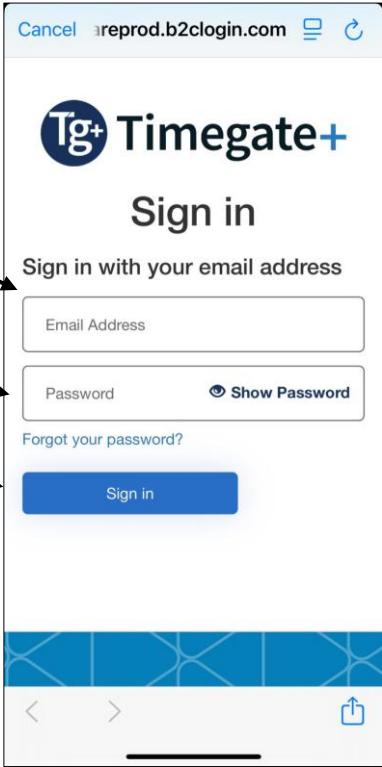


Step 4

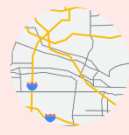
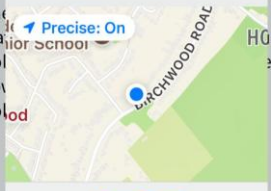
If the app asks for permission to Sign In, tap "Continue"





Step 5 Enter your email address Enter the password you received in the welcome email (Step 1) Tap “Sign in”	
Step 6 Enter the temporary password again Now select your new password and enter it into both boxes. Tap “Continue”	



Step 7 Tap “Continue”	Enable location access  Timegate+ needs to retrieve your location in the background when you are booked on. This will let your employer know where you are when you are booked on to your shifts. Continue Skip for now
Step 8 Tap “While using the app” on Android phones Or “Allow While Using App” on Apple phones	Enable location access Allow Timegate+ to access this device's location?  Precise  Approximate While using the app Only this time Don't allow Continue Skip for now Enable location access Allow “Timegate+” to use your location? Timegate+ will retrieve your location in the background when you are booked on.  Precise: On Allow Once Allow While Using App Don't Allow Continue Skip for now

Setup & Registration is now complete



Using the App

Step 1

When you arrive at your place of work to begin your shift, open the Timegate+ app.

The app should open to the home screen and show your status

Enter the site identification number (SIN)

Tap "Book On"

The screenshot shows the app's home screen. At the top, under the heading 'Status', there is a toggle switch labeled 'Booked off'. Below this is a text input field labeled 'Enter SIN'. A prominent blue button labeled 'Book On' is positioned below the input field. Further down, under the heading 'In progress', there is a button labeled 'Book on to see activity'. The bottom of the screen features a navigation bar with a house icon labeled 'Home' and a hamburger menu icon labeled 'Menu'.

Step 2

When your shift is complete, open the Timegate+ app.

The home screen will show where you are booked on

Tap "Book Off"

The screenshot shows the app's home screen after a shift. The top section has a dark blue header with the text 'AIM HOUSE - OFFICE CLEANER' and a 'View site info' link. Below this is a white button labeled 'Book Off'. The main content area below has the text 'When applicable to the site, your check call schedule will display here'. The bottom navigation bar remains the same with 'Home' and 'Menu' icons.



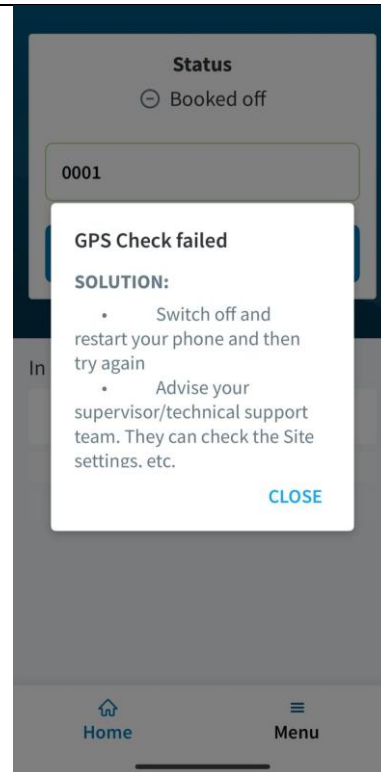
Troubleshooting

GPS Errors?

If you get an error message related to “GPS” when booking on or off, then you are either not in the right location, or your phone cannot communicate with the GPS signal.

Check your location or move to an area where you have signal and try again.

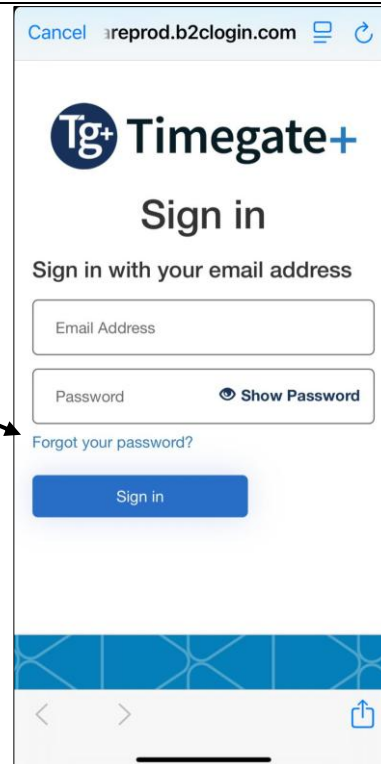
If problems persist contact your line manager and report.



Forgotten Password?

Step 1

At the “Sign In” screen, tap “Forgot your password?”





Step 2

Enter your email address

Tap "Send verification code"

Step 3

You will receive an email with a verification code

If you do not receive an email within a few minutes, check your Junk or Spam folder.

If it's not there, repeat the process, ensuring that you type in the correct email address.



Step 4

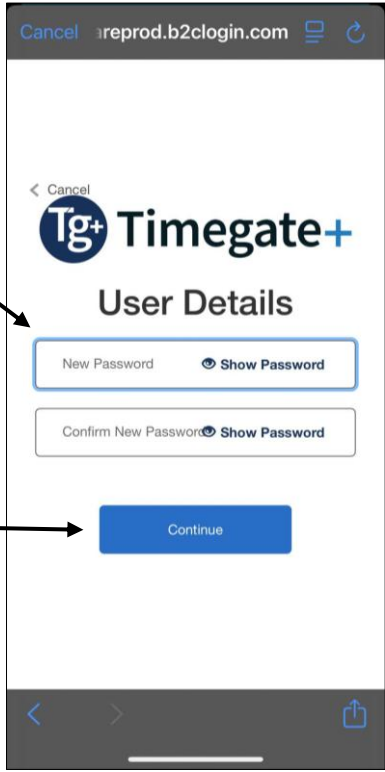
Once you have received the verification code, enter it into the app

Tap "Verify code"

Step 5

Once the code is accepted, tap "Continue"



Step 6 Enter a new password in both boxes Please be sure to remember your password. Tap "Continue" If completed successfully you will be signed in automatically.	
No Welcome Email Received? Please send an email to timegate@aimcleaning.co.uk from the email address you wish to use and state your full name and the site you work at. Once received we will update our records and send you a new welcome email.	

Contact Us

Email timegate@aimcleaning.co.uk

Telephone 01322 625650