



# Timegate+ Employee App User Guide

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# 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

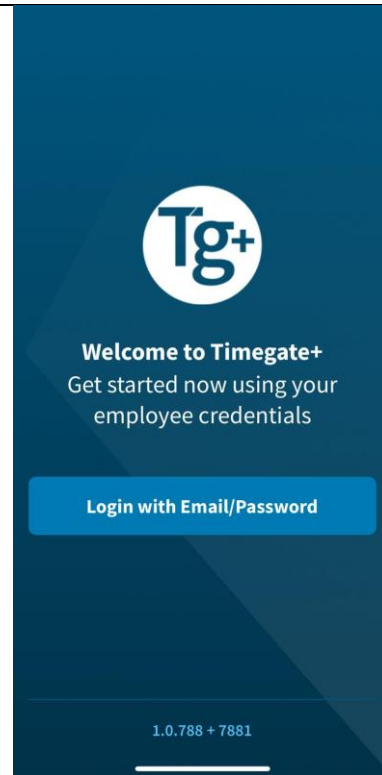




### Step 3

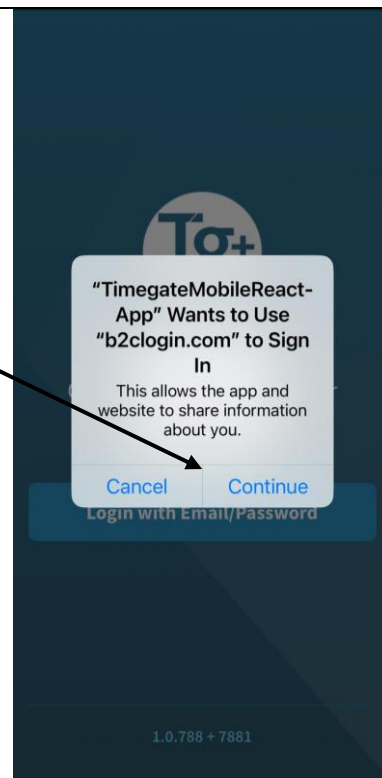
Once downloaded, open the app. The first screen will look like this

Tap "Login with Email/Password"

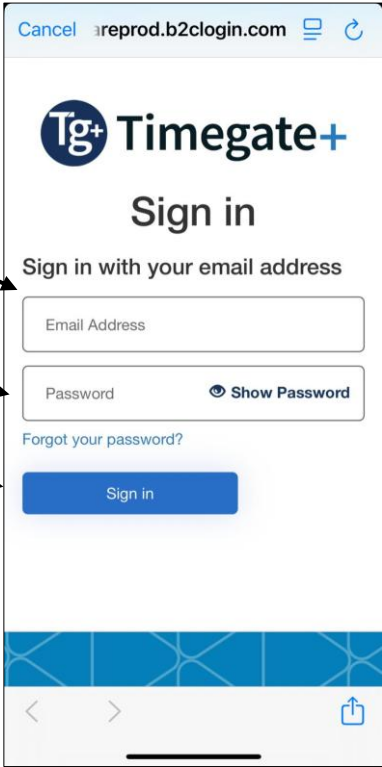



### Step 4



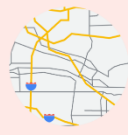
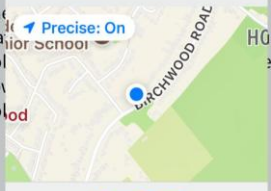
If the app asks for permission to Sign In, tap "Continue"





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



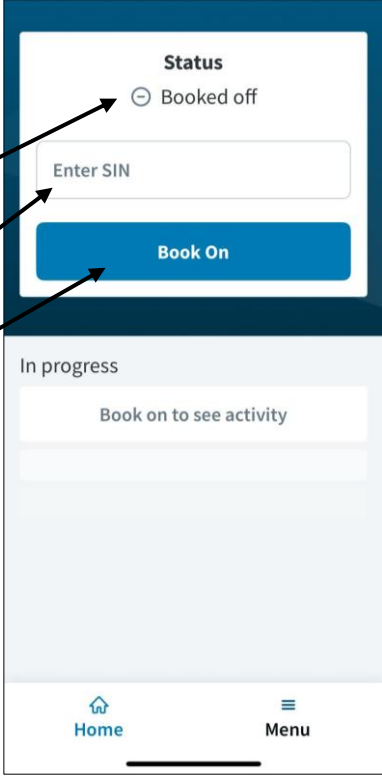
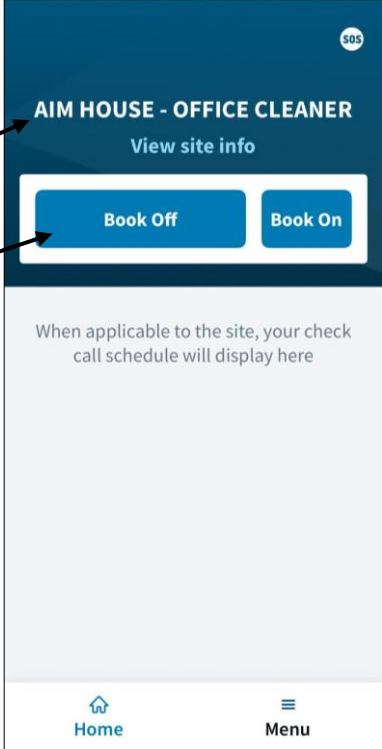
<p><b>Step 7</b></p> <p>Tap “Continue”</p>	<div data-bbox="815 194 1198 972"><p>Enable location access</p><p>Timegate+ needs to retrieve your location in the background when you are booked on. This will let your employer know where you are when you are booked on to your shifts.</p><p>Continue</p><p>Skip for now</p></div>
<p><b>Step 8</b></p> <p>Tap “While using the app” on Android phones</p> <p>Or “Allow While Using App” on Apple phones</p>	<div data-bbox="624 1010 1007 1778"><p>Enable location access</p><p>Allow Timegate+ to access this device's location?</p><p>Precise</p><p>Approximate</p><p>While using the app</p><p>Only this time</p><p>Don't allow</p><p>Continue</p><p>Skip for now</p></div> <div data-bbox="1007 1010 1390 1778"><p>Enable location access</p><p>Allow “Timegate+” to use your location?</p><p>Timegate+ will retrieve your location in the background when you are booked on.</p><p>Precise: On</p><p>Allow Once</p><p>Allow While Using App</p><p>Don't Allow</p><p>Continue</p><p>Skip for now</p></div>

Setup & Registration is now complete

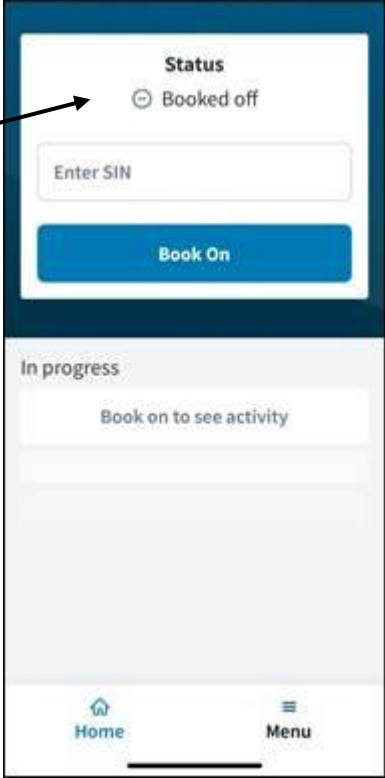
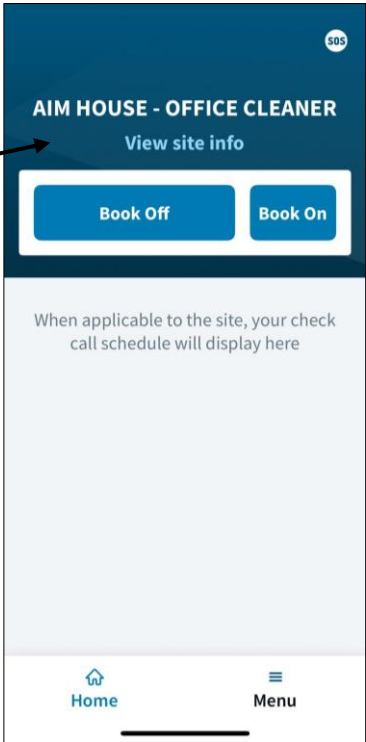


## Using the App

If you work for more than one cleaning company that uses the Timegate+ app, please see [the section](#) further down.

<p><b>Book On</b></p> <p>When you arrive at your place of work to begin your shift, open the Timegate+ app.</p> <p>The app should open to the home screen and show your status</p> <p>Enter the site identification number (SIN)</p> <p>Tap “Book On”</p>	
<p><b>Book Off</b></p> <p>When your shift is complete, open the Timegate+ app.</p> <p>The home screen will show where you are booked on</p> <p>Tap “Book Off”</p>	



<p><b>Current Status</b></p> <p><b>Booked Off</b></p> <p>If you see this screen you are currently <b>booked off</b>.</p> <p>Note the white background at the top and the status description 'Booked off'.</p> <p>Your next action is to enter the SIN number and push book on.</p>	
<p><b>Current Status</b></p> <p><b>Booked On</b></p> <p>If you see this screen you are <b>booked on</b>.</p> <p>Note the blue background at the top and the description of which site you are booked on to – in this example AIM House – Office Cleaner.</p>	



## Troubleshooting

### No Welcome Email Received?

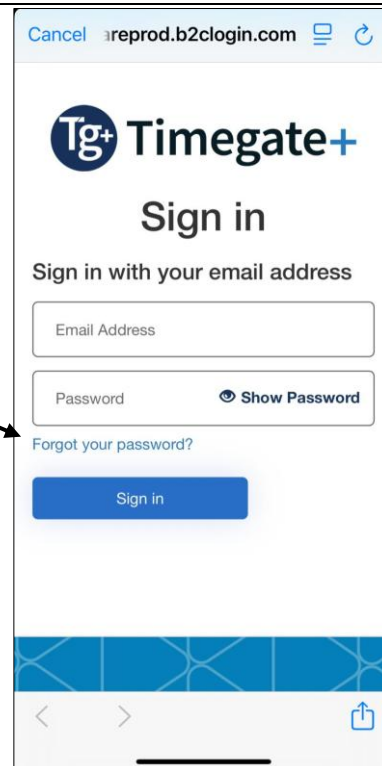
Please send an email to [timegate@aimcleaning.co.uk](mailto:timegate@aimcleaning.co.uk) from the email address you wish to use and state your full name and the site you work at.

Once received we will update our records and send you a new welcome email.

### Forgotten Password?

#### Step 1

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







## Forgotten Password?

### Step 2

Enter your email address

Tap "Send verification code"

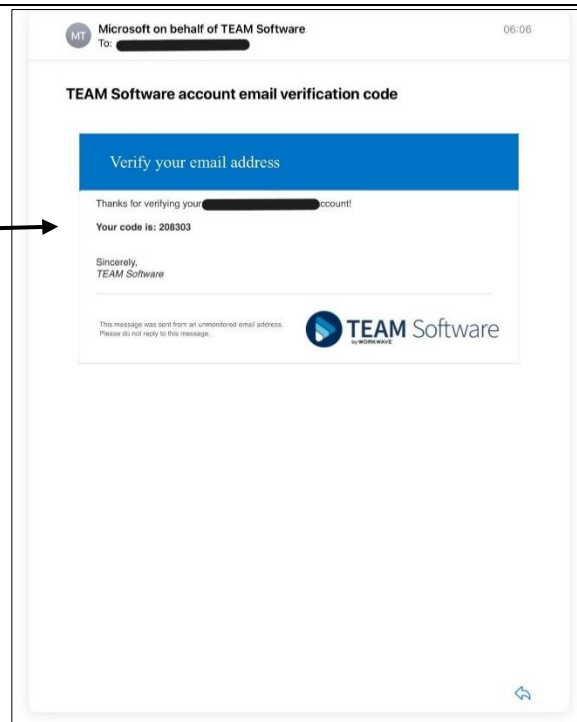
## Forgotten Password?

### 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.





## Forgotten Password?

### Step 4

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

Tap "Verify code"

The screenshot shows the 'User Details' screen of the Timegate+ app. At the top, there is a 'Cancel' button and the URL 'areprod.b2clogin.com'. Below the app logo, the title 'User Details' is displayed. A message states: 'Verification code has been sent to your inbox. Please copy it to the input box below.' There is a yellow input field containing a blacked-out code. Below this is a blue-outlined input field labeled 'Verification Code'. At the bottom, there are two blue buttons: 'Verify code' and 'Send new code'. A black arrow points from the text 'Tap "Verify code"' to the 'Verify code' button.

## Forgotten Password?

### Step 5

Once the code is accepted, tap "Continue"

The screenshot shows the 'User Details' screen of the Timegate+ app after successful verification. At the top, there is a 'Cancel' button and the URL 'areprod.b2clogin.com'. Below the app logo, the title 'User Details' is displayed. A message states: 'E-mail address verified. You can now continue.' Below this is a yellow box containing the email address 'saulbrown07@gmail.com'. At the bottom, there is a single blue button labeled 'Continue'. A black arrow points from the text 'tap "Continue"' to the 'Continue' button.



## Forgotten Password?

### 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.

Cancel reprod.b2clogin.com

Tg+ Timegate+

User Details

New Password Show Password

Confirm New Password Show Password

Continue

## App Status Refresh

If the app seems unresponsive, or you have issues booking on or off – open the app and pull down to initiate a refresh.

12:47

Pull down to refresh status

Status

Booked off

Enter SII

Loading

In progress

Book on to see activity

Home Menu

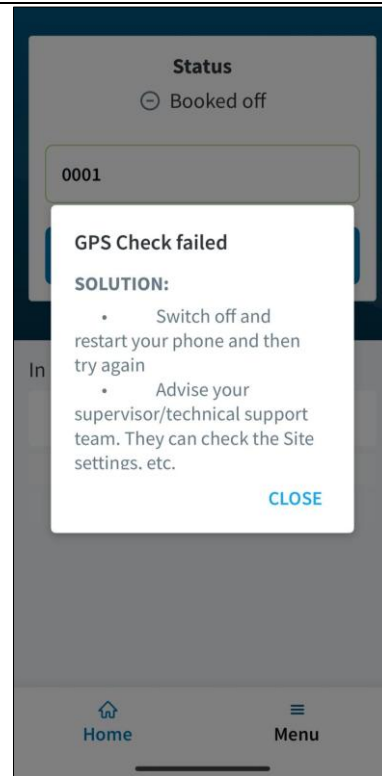


### GPS Errors?

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.

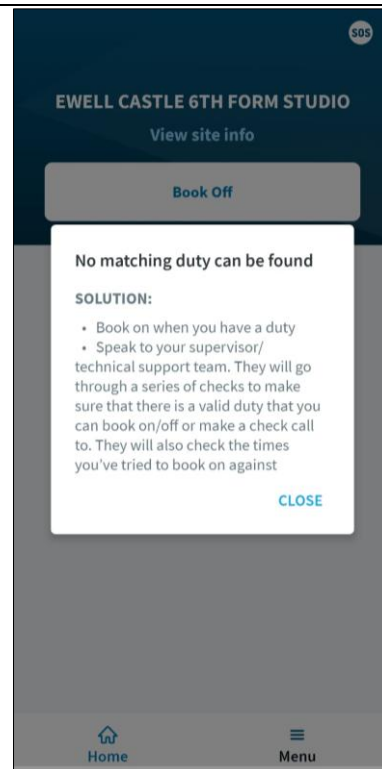
Check your location or move to an area where you have signal and try again.

If problems persist contact your line manager and report.



### No Matching Duty?

If you get an error message that “No matching duty can be found” when trying to book on, then contact your line manager reporting your location, the day and time you received the message.



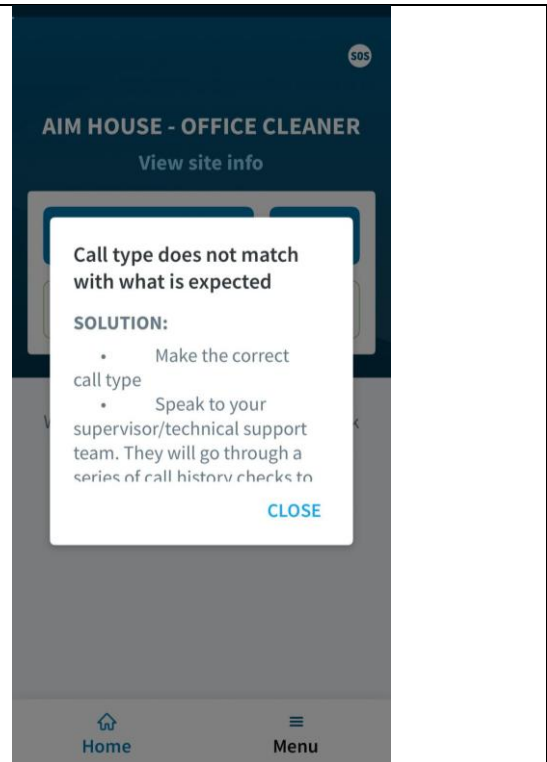


### Call Type Does Not Match?

If you get this error message when trying to book on, then you may not have successfully booked off from your last shift. Tap close and then tap “Book Off”. Then try to book on.

If you get this error message when trying to book off, then the system was expecting you to book on. Tap close and then tap “Book On”. Then try to book off.

If problems persist contact your line manager and report.





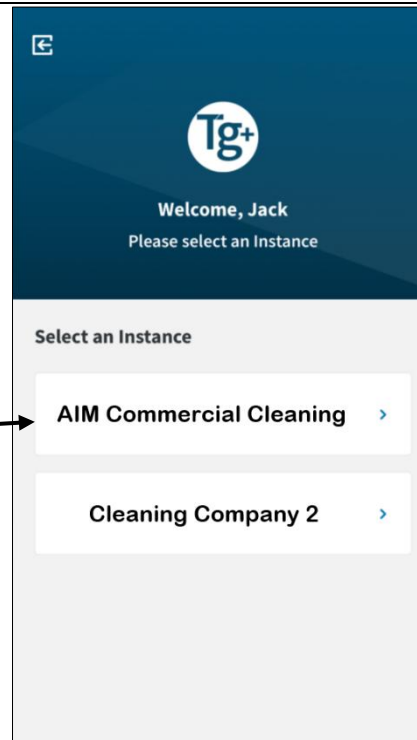
### Working For Multiple Companies?

If you work for more than one cleaning company that use Timegate+ you will need to log out completely from the app.

When you log back in you will now see this screen.

Select the correct cleaning company (instance) you require.

Continue to use the app as normal.



### Need To Switch Companies?

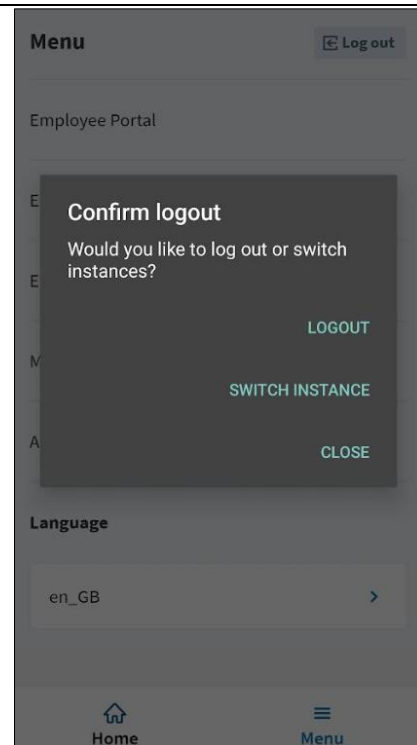
You can switch between cleaning companies by using the buttons at the bottom of the app, tap:

“Menu”

“Log out”

“Switch Instance”

Now select the company you require for the next job and continue as normal.



## Contact Us

Email [timegate@aimcleaning.co.uk](mailto:timegate@aimcleaning.co.uk)

Telephone 01322 625650