

EMPLOYEES START-UP GUIDE

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1 GENERAL

TimeWellScheduled is a web based time and attendance solution. This means you need nothing more than a web browser (Chrome, Firefox, Safari, Edge will all work) to do EVERYTHING within TimeWellScheduled.

You simply need to visit the website emailed to you when you signed up and enter your username and password.

As well, you can visit timewellscheduled.com and click EMPLOYEE LOGIN to reach your company's portal.

² HOW IT WORKS

As an employee, there are three sections of the site that are useful for you.

Punching In and Out

Read section #3 below on how to punch.

Other Features

Read section #4 below on how to punch.

Employee App

Use the employee app to check your schedule, messages, absences and more.

To install the app, follow these steps:

https://support.timewellscheduled.com/article/how-to-install-the-employee-app/

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HOW DO I ACTUALLY PUNCH IN?

Entry/Exit – Login to the entry screen and then, use the ENTRY button when your shift is starting, and EXIT when the shift is done.

Entry

Exit

Meal/Break – Once a shift has started, use these buttons when you take or arrive back from a meal or break.

Meal

Break

Dashboard Log In – this button is used to access all other functions within the site like my schedule, my availability, etc.

See the next section on these tools.

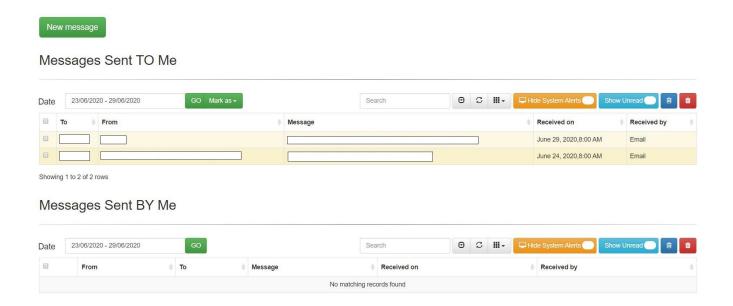
Dashboard Log In



4 OTHER FEATURES

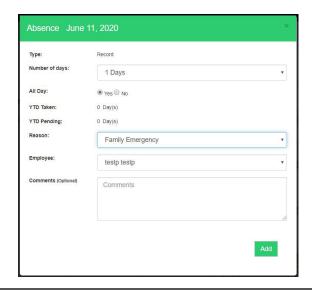
Messages

This is used to send/receive messages within the system. All notifications like absence requests approvals or schedules are sent here. All messages are sent via email (and soon voice/SMS) and MUST be acknowledged in the system, so you know they've been read.



Absence Request & Availability

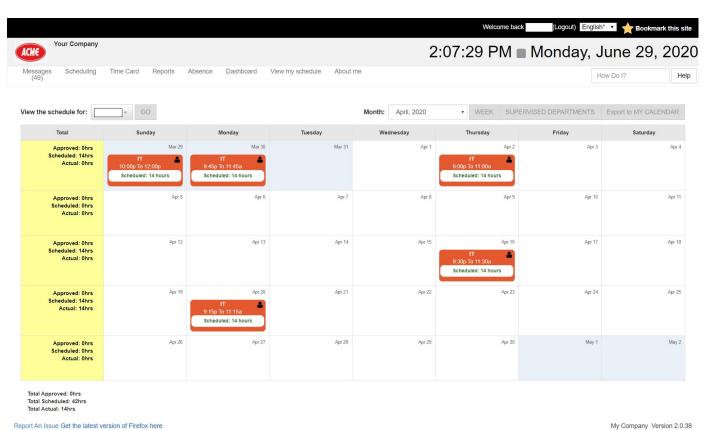
Employees can request time off. All requests, when added are pending until approved by their manager. Go to your Absence Request tab and select the date you are planning to request time off. You can then bring up the dialogue box and enter the details.





View My Schedule

On the schedule tab you can look and see where your absence requests are, your schedule and holidays.



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⁵ FAQ

I forgot my employee code!

You will need to speak to your manager to get this. The support team cannot provide this.

I forgot my password!

Visit timewellscheduled.com, click EMPLOYEE LOGIN.
Use the FORGOT password option to have the system email you a password reset link.
The support team cannot set your password.

Something is wrong with my schedule.

You will need to speak to your manager. They create and publish the schedule.

I need to request a day off.

Log into the site and click ABSENCES. Find the day you want off and click ADD. If there is no ADD button, that day is within a blackout period.

I can't see my schedule on the website or employee app.

Only PUBLIUSHED schedules are visible to staff. If your schedule has been created but you can't see it, speak to your manager.





I Need Help

If you're stuck, user our online help (HELP Button on the menu once you log in) that has videos and HOW TOs on the most common problems and questions.

Or visit support.timewellscheduled.com directly.

I Need MORE Help

Speak to your manager – they will likely know the answer. If that doesn't work, Email us at support@timewellscheduled.com where our team will be able to quickly help with any issues.

** NOTE – our team will NOT be able to reset your password or check schedules, etc Only your manager can do this.