



# EMPLOYEES START-UP GUIDE

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# 1

## WHAT DO I DO IF I FORGET MY PASSWORD?

NOTE – The TimeWellScheduled support team can NOT reset passwords for you due to privacy and security reasons. You MUST use one of the options below.

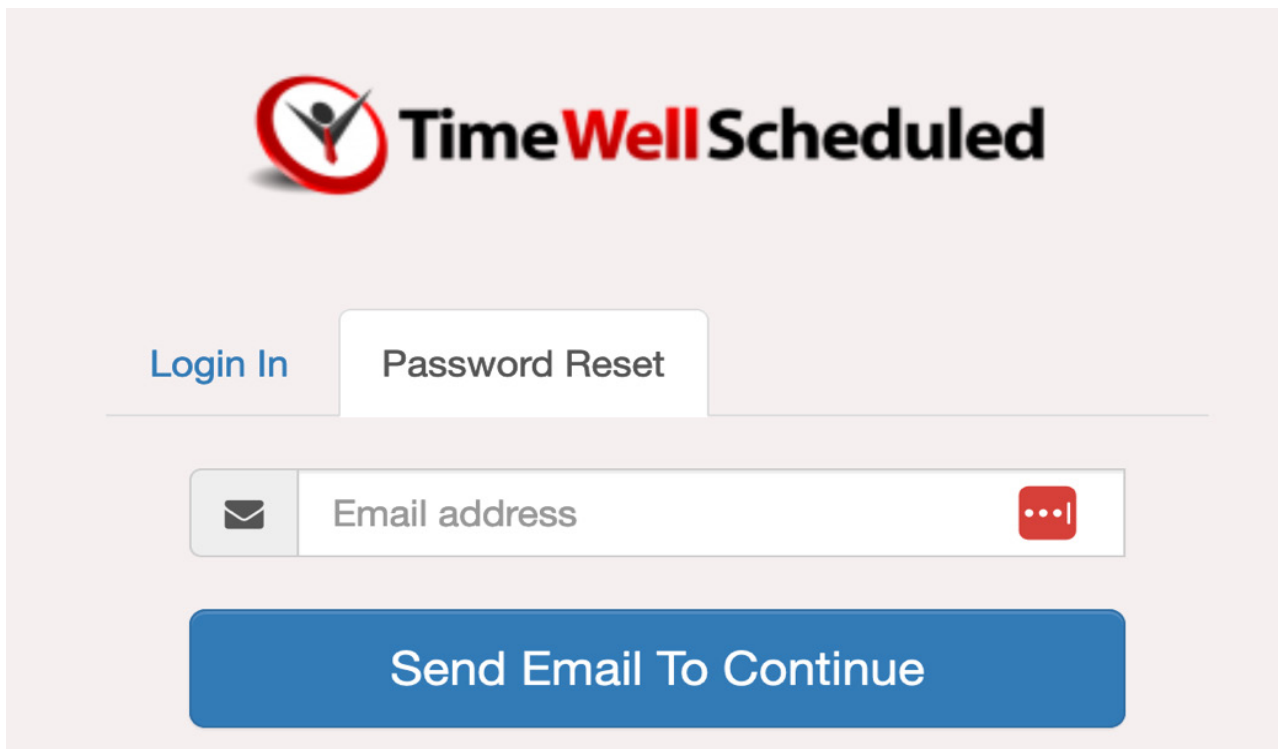
### If you're an administrator

on the site, have another admin reset your password:

1. Go to EMPLOYEES
2. Find your name, click EDIT
3. In the GENERAL TAB, click SET PASSWORD

### If you're an employee

1. Speak to your manager/admin, they can reset your password
2. To email you a password:
  - a. Go to timewellscheduled.com
  - b. Click EMPLOYEE LOGIN
  - c. Click the PASSWORD RESET tab
  - d. Enter your email, click the SEND EMAIL button



The screenshot shows the TimeWellScheduled logo at the top. Below it are two tabs: "Login In" and "Password Reset". The "Password Reset" tab is active. Underneath the tabs is a text input field with an envelope icon on the left and a red speech bubble icon on the right. The text "Email address" is inside the field. Below the input field is a large blue button with the text "Send Email To Continue".

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## If a password reset says you're your email isn't on file

If you try a password reset and receive a message your email is not on file, you will need to have a manager/owner add your email.

## If a password reset doesn't send you an email

If you try a password reset and don't see it in your inbox,

1. Check your spam/junk mail folder
2. Your email may be blocked, have your manager/owner [check your email status](#) in the administrator section of the website.

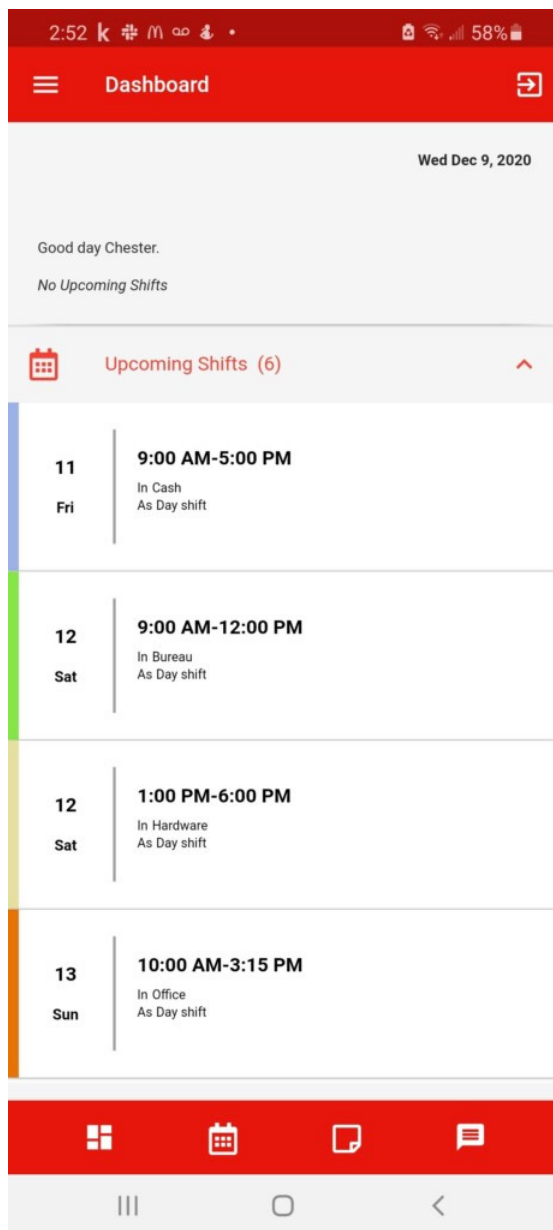
## 2 EMPLOYEE APP – HOW TO INSTALL

Download the app for Android [here](#), or iOS [here](#).

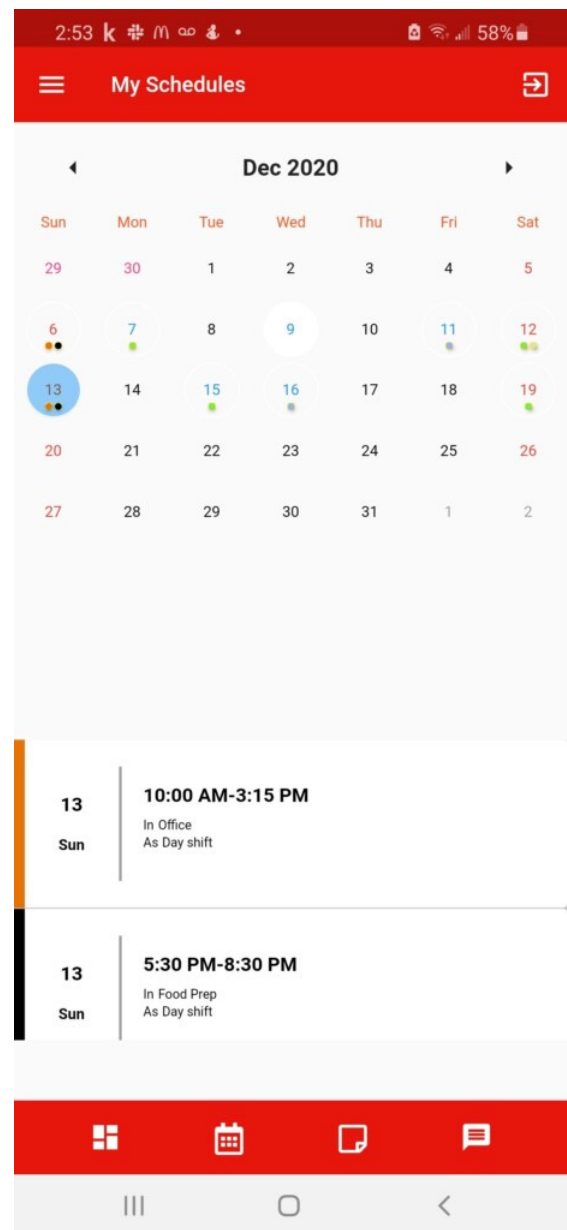
Once you install, enter your email and password.

Within the TimeWellScheduled employee app you can

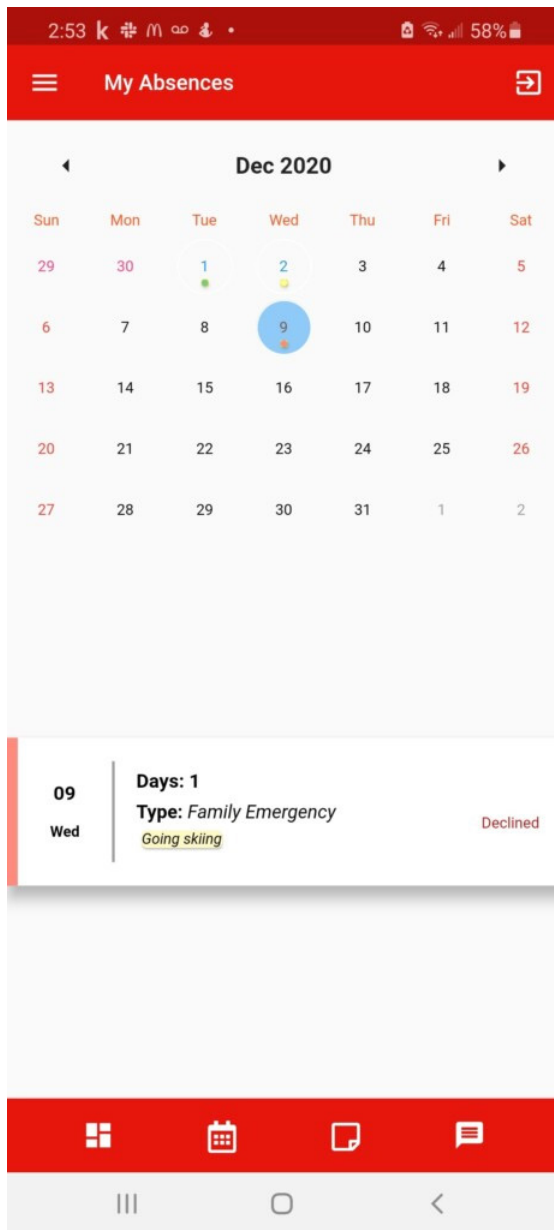
See the number of shifts, absences and messages at one glance



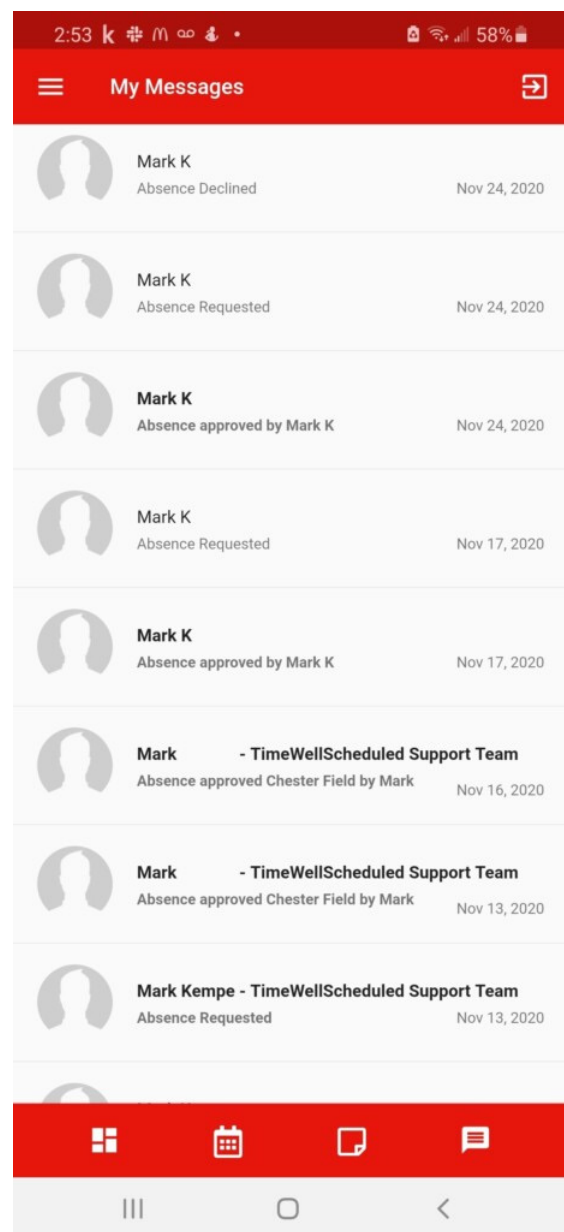
Check your schedule – click any date that has a coloured dot.



Check your absences – click any date that has a coloured dot.



Check your messages



### 3 | CHECK YOUR SCHEDULE

To check your schedule,

1. download the [employee app](#)
2. Via the website
  - a. visit [timewellscheduled.com](https://timewellscheduled.com)
  - b. click EMPLOYEE LOGIN
  - c. enter your employee information
  - d. once logged in, click VIEW MY SCHEDULE

On this page, you will be able to view your schedule for the current month. This schedule will indicate the department you will be working in, as well as the times.

Tuesday	Wednesday
27	28
4 Management 9:00 AM To 7:00 PM	5

You can also review any requests that have been approved or pending. As well, you will be able to see any personal times that you are unavailable to work, that has been approved by management.

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## 4 | HOW DO I UPDATE MY PERSONAL INFORMATION?

To update your personal information,

1. Go to TimeWellScheduled.com
2. Go to EMPLOYEE LOGIN
3. Log in
4. Go to ABOUT ME
5. Change the information as needed

NOTE – any changes you make here WILL alert your manager (ex. in case of address change, they are alerted)

## 5 | WHERE CAN I GET MY PAY STUBS FROM?

TimeWellScheduled does NOT manage payroll, we provide a method to export your time cards to your company's payroll provider.

You will need to speak to your manager to get your pay stubs.



# 6 | EMPLOYEE APP – HOW TO ADD MY AVAILABILITY

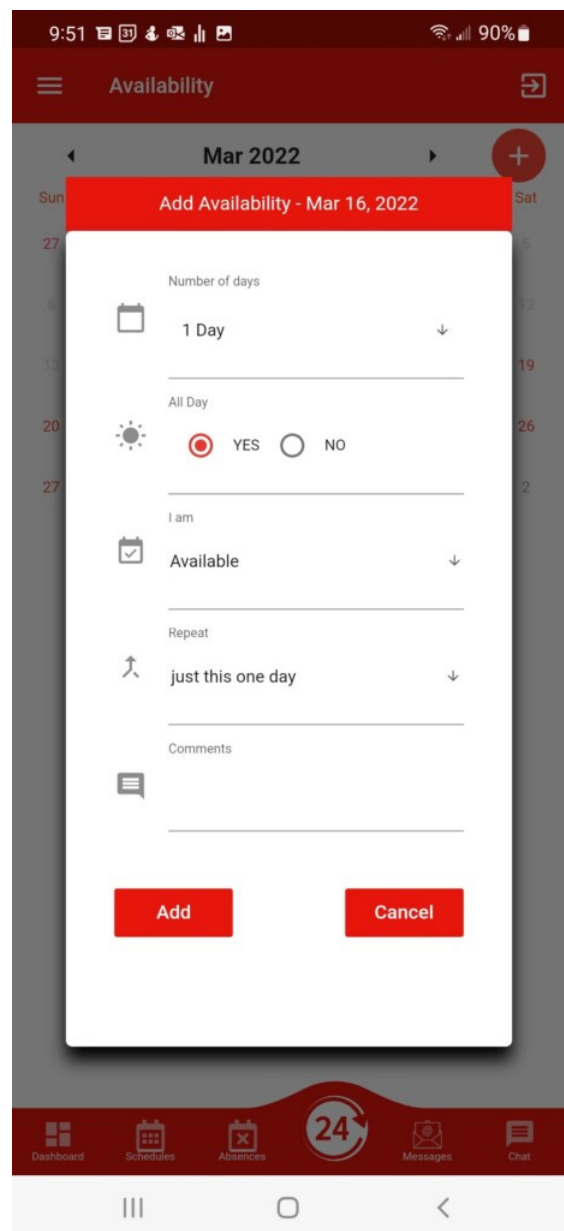
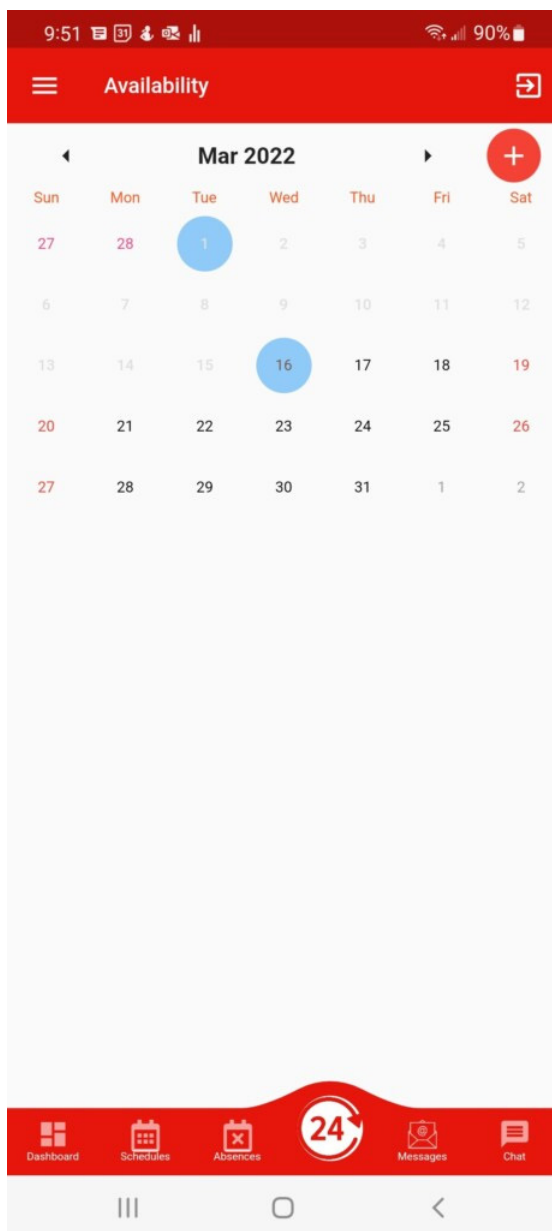
To add your availability in the app

1. Click the AVAILABILITY icon at the bottom, and select the day you want to add

NOTE – if a day is unavailable that is due to a black out period or a setting added by you company

2. Click the +

3. Complete the form and click ADD



# 7 | EMPLOYEE APP – HOW TO ADD MY ABSENCE

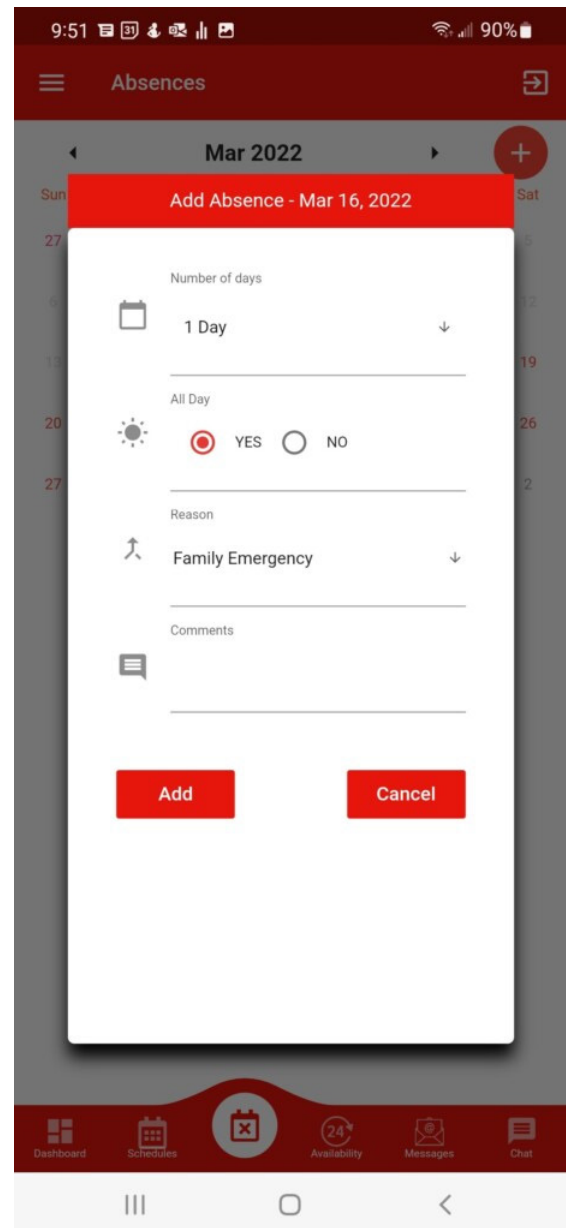
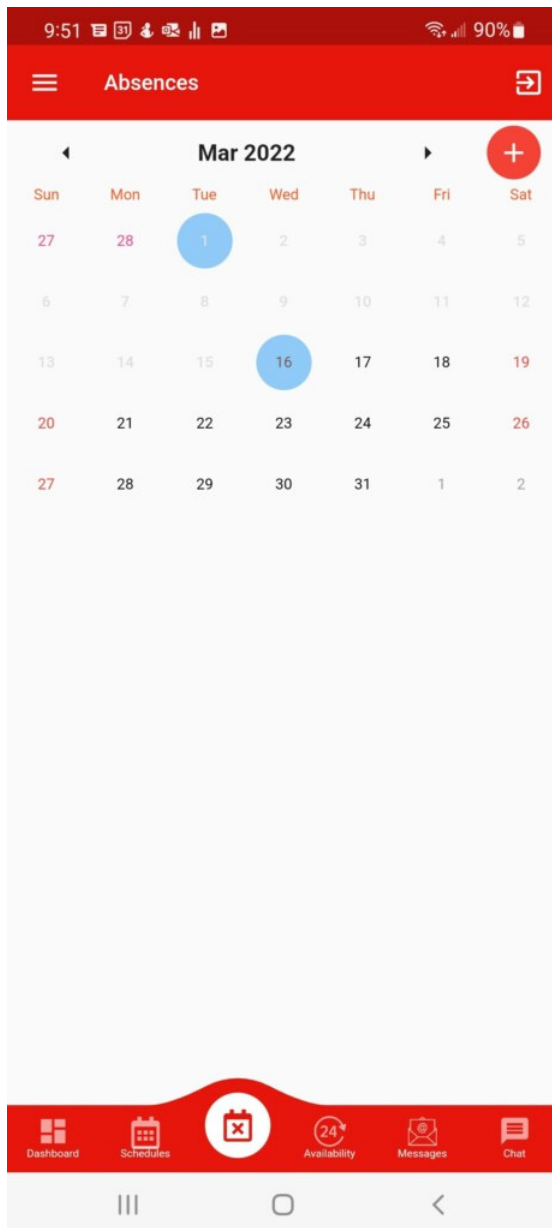
To add your absence in the app

1. Click the ABSENCE icon at the bottom, and select the day you want to request off

NOTE – if a day is unavailable that is due to a black out period or a setting added by you company

2. Click the +

3. Complete the form and click ADD



## 8

# EMPLOYEES – HOW DO I CHANGE MY ALERTS?

To turn on or change your alerts,

1. Go to [timewellscheduled.com](https://timewellscheduled.com), click EMPLOYEE LOGIN and log in
2. Go to ABOUT ME in the menu
3. Click the Alerts tab
4. Pick which alerts to turn ON or OFF

NOTE – if you do not want any email alerts, please speak to your manager to remove your email from our system

If sending alerts by email, use this email address:

- Alert me  before the end of my break
- Alert me  before the end of my meal
- Alert me  before the start of my shift if I have NOT clocked in
- Alert me  after the end of my shift if I have NOT clocked out
- Alert me when there is an open shift to take

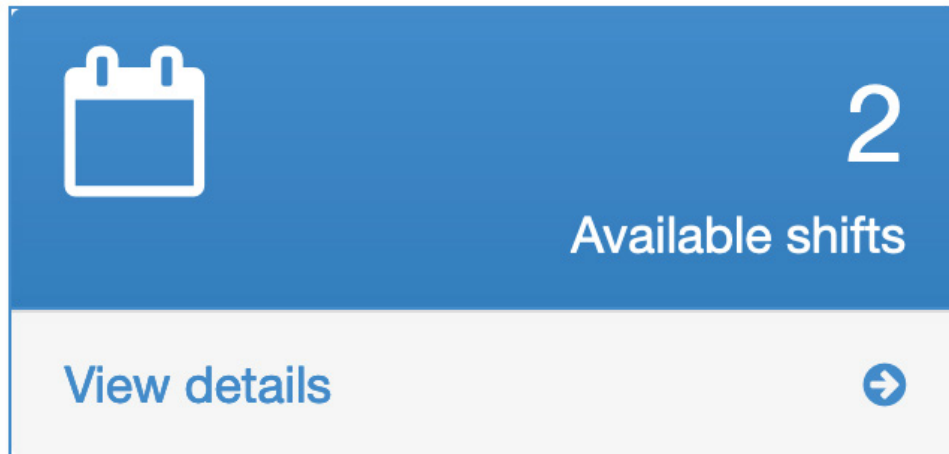
Message

[Unread Messages](#)

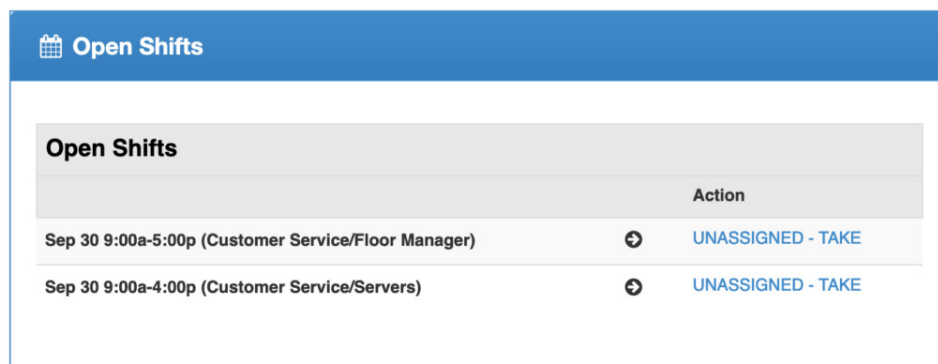
# 9 | HOW TO TAKE AN OPEN SHIFT

When you log into the site, you will see any available OPEN SHIFT if they are in your department and role. They will show up



1. Dashboard – along the top:



2. Dashboard – under the schedule



The image shows a table titled 'Open Shifts' with a blue header. The table has three columns: Shift Description, Action, and another Action. The first row describes a shift on Sep 30 from 9:00a-5:00p for Customer Service/Floor Manager. The second row describes a shift on Sep 30 from 9:00a-4:00p for Customer Service/Servers. Both rows have a blue circular arrow icon in the second column and the text 'UNASSIGNED - TAKE' in the third column.

Open Shifts		
Open Shifts		Action
Sep 30 9:00a-5:00p (Customer Service/Floor Manager)		UNASSIGNED - TAKE
Sep 30 9:00a-4:00p (Customer Service/Servers)		UNASSIGNED - TAKE

3. Scheduling – on the day they are available

Sep 30

**Customer Service  
Servers**  
9:00a To 4:00p

**UNASSIGNED - TAKE**

**Customer Service  
Floor Manager**  
9:00a To 5:00p

**UNASSIGNED - TAKE**