# STAFFMATE ONLINE

*• Quite simply the most efficient way to schedule YOUR service staff •*

## StaffMate: Logging In & Logging Out

## User Names & Passwords

When you first enter an employee into StaffMate, they are automatically assigned a random and unique user name and password. This user name and password, along with detailed instructions, are automatically sent to the staff member via email. **User names and passwords must be at least 5 characters in length and are always case-sensitive**, which means that the user name *StaffMate* is **not** the same as the user names *staffmate* or *STAFFMATE*.

## Log In Reminders

If you have forgotten either your user name or password, from the log in screen, click on the link entitled *forgot password?* and enter the email address StaffMate has on record for you. If the email address is located by our database, your user name and password will be immediately emailed to that email address. It is strongly recommended that once you receive your user name and password via email that you immediately log in and change your password to protect your privacy.

As an Admin, if you have forgotten your user name and password and the email address you have on file with StaffMate is no longer an email address to which you have access, please call or email StaffMate Support for user name and password retrieval. Email support@staffmate.com or call 1-888-STAFF-411 (1-888-782-3341).

If a staff member calls because they have forgotten their User Name and/or Password and they no longer have access to the email address StaffMate has on record for them, simply update that staff member's email address to one to which they have access and instruct the employee to return to the log in screen, click the *forgot password?* Link and enter the new email address when asked to do so. They will receive their user name and password via email automatically.

## Logging Out

In order to keep your information and scheduling as secure as possible, please use the *LOGOUT* link on the upper right hand side of any page to log out each time you are ready to leave the StaffMate service. If you forget to use the LOGOUT link, please log back in and log out properly. Failure to do so can compromise your information by the next person who uses your computer.