

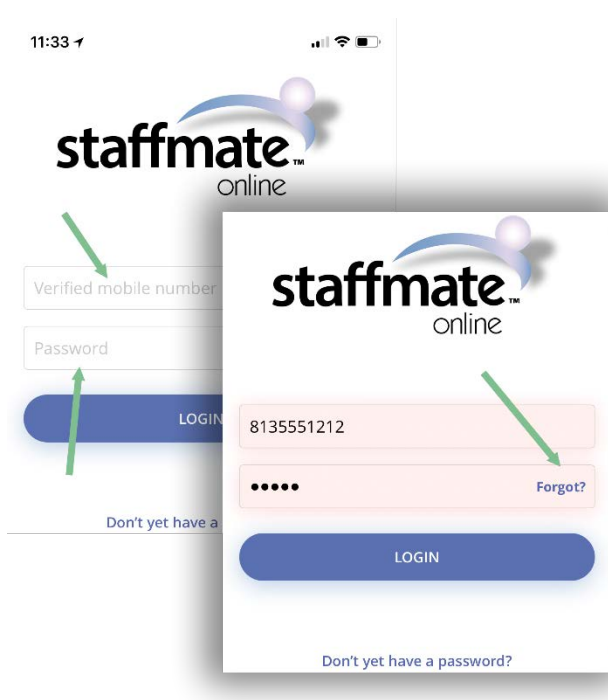


# iOS & Android Mobile Apps: Getting Started

The StaffMate Online iOS & Android apps are now available in the Apple App Store & Google Play Store. As such, we wanted to provide documentation to help prepare our users for enjoying the features of the apps right from the word 'Go!' Below is all you need to know to get started using the full benefits of our apps. So, let's dive right in!

## THE LOGIN SCREEN

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**NOTE:** In order to use the app, you must have already verified your mobile phone number by logging into the web version of your account and following these simple instructions:

[https://staffmate.com/20170811\\_SMSSMI.pdf](https://staffmate.com/20170811_SMSSMI.pdf)

To log in, simply enter your **VERIFIED** mobile phone number\*\* and your account password.

\*\* Do not enter country codes, international codes, parentheses, dashes, leading "1s" or leading '0s" or login will fail. Simple, no formatting like 2025551010 is what is expected.

**If you receive a log in failure, it is due to one of the four following reasons:**

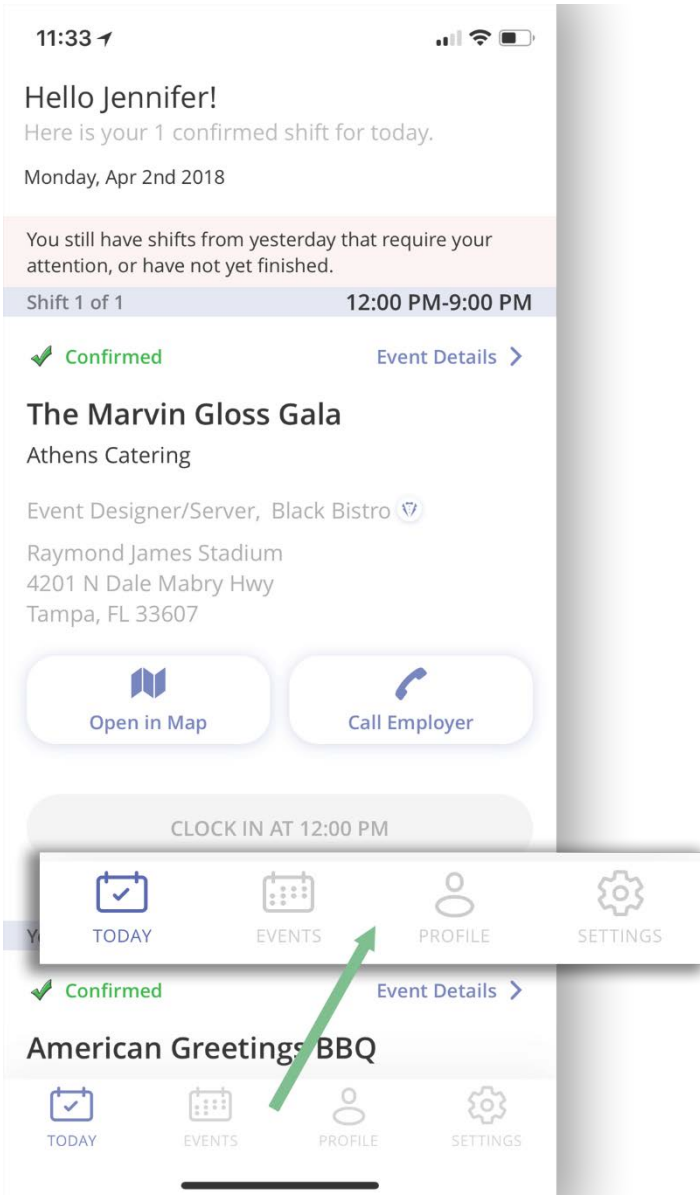
- 1) You have not yet verified your mobile phone number (see NOTE above).
- 2) Your Verified Mobile Number or Password was entered incorrectly.
- 3) You have forgotten your password (click the 'Forgot?' link for reminder).
- 4) You no longer work for that employer.

## INITIAL NAVIGATION INFORMATION

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The StaffMate Online Mobile App is divided into 4 main screens which you can access through the Icons anchored at the bottom of each App Screen: TODAY, EVENTS, PROFILE & SETTINGS

**TODAY SCREEN:** The TODAY screen displays all shifts for which you are confirmed for today PLUS any unresolved shifts from yesterday. This is where you can find vital event day information and (if your employer enables the feature) where you can clock in and out of your shifts.



**EVENTS SCREEN:** The EVENTS screen displays all of your upcoming events and opportunities. Just like the web version, the EVENTS screen displays upcoming events for which you are scheduled (confirmed, pending and action required) as well as any events that have been published for your consideration.

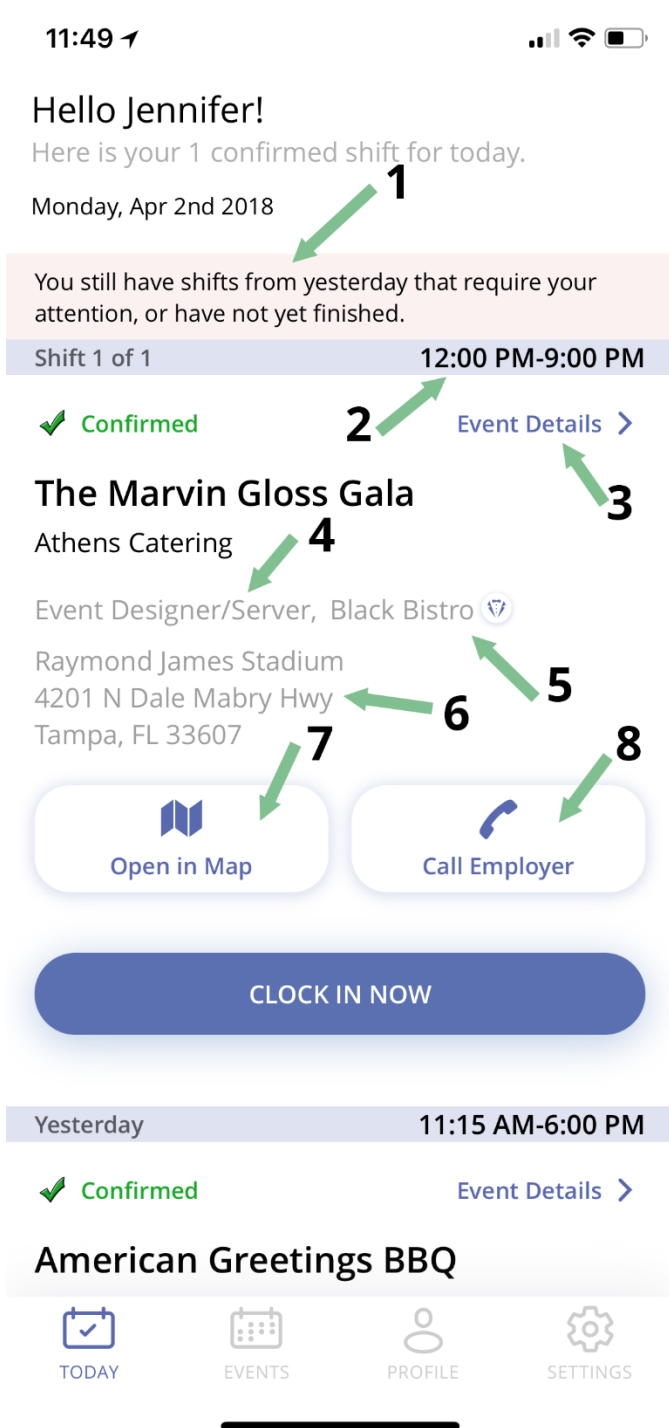
**PROFILE SCREEN:** The PROFILE screen is where you can update your profile pic, contact information, emergency contact data as well as manage your availability and Sorts, just like you currently do on the web version of your account.

**SETTINGS SCREEN:** The SETTINGS screen is where you can find important employer contact information, update how you wish to receive shift & event notifications from your account, link employers to your mobile app (for those who work for multiple companies using StaffMate Online) and log out of the mobile app.

# EXPLORING THE TODAY SCREEN

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1) If you have unresolved shifts from yesterday (forgot to clock out, shift spanned into a new day, etc.), you will see a reddish banner near the top of your screen alerting you to the fact that you have "Yesterday Shifts" to resolve at the bottom of your TODAY screen.



Next, you'll see shift information for each shift for which you are **CONFIRMED** for today:

2) Your Scheduled Shift Times.

3) **Event Details >** to get detailed information regarding this event. Also, if timekeepers have been assigned for this event, they will be listed at the bottom of the event details screen so you will know with whom to clock in & out at the event.

4) Your Scheduled Position Title.

5) Attire/Uniform Title with icon link to additional description and photo, if provided by your employer.

6) Job/Venue Location and Address, if provided by your employer.

7) **Open in Map >** to get detailed driving directions in your favorite map app or to hail an Uber® or Lyft® (Uber® & Lyft® available now in iOS, coming soon in Android).

8) **Call Employer >** to call the person in charge assigned by the scheduling coordinator to receive calls regarding this particular event on event day.

11:46



# ← 3 → Event Details The Marvin Gloss Gala

**Date** **Start**

Mon Apr 2, 2018 12:00 PM

**Location/Venue**

I-75 North to I-4 West to I-275 South to Himes Avenue North (exit 41B) or North Dale Mabry (exit 41A).

or

I-75 North to I-275 North to North Dale Mabry (exit 41A).

**Address**

Raymond James Stadium  
4201 N Dale Mabry Hwy  
Tampa, FL 33607



**Attire**

Black Bistro - Black Button Down Shirt, long sleeves  
Black Slacks  
Black Socks, Shoes, Tie

**Event Details**

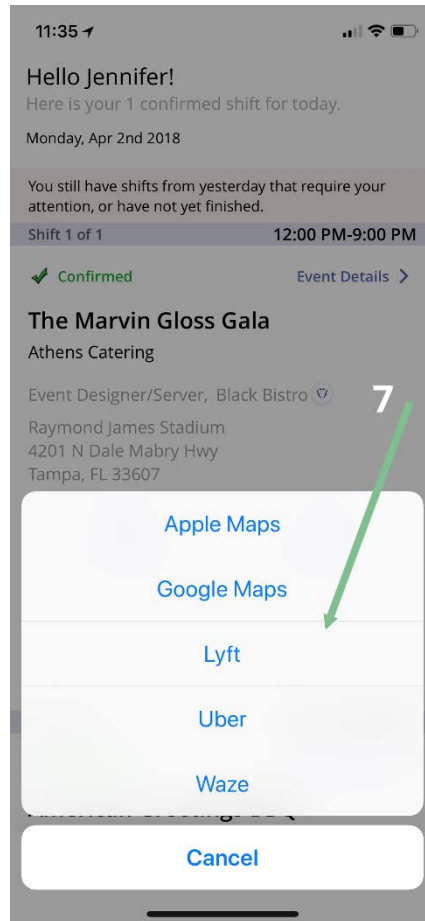
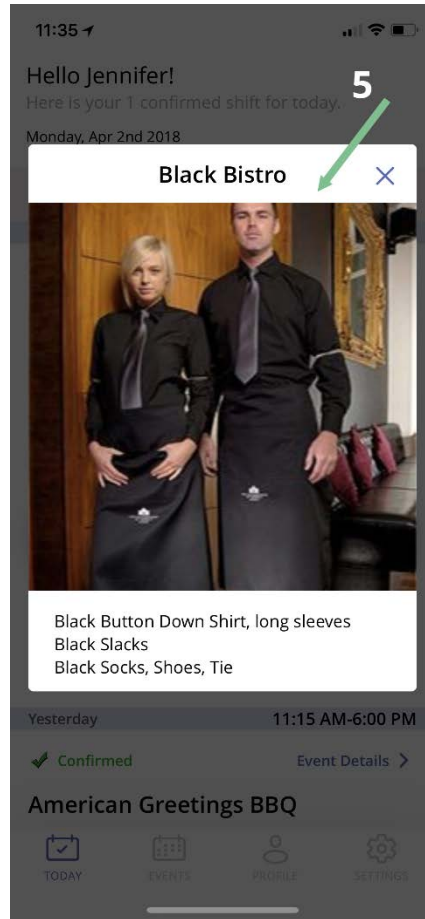
Gala guests will enjoy cocktails, a sumptuous dinner followed by a live auction, outstanding live entertainment and the presentation of the Excellence in the Arts Award.

Employee parking is available in the south lot and employee entrance is on the east side of the building, entry code 2399.

Please check in with on-site timekeepers or clock in & out on your StaffMate Online Mobile APP.

**Employer**

Athens Catering  
Timekeepers  
Jennifer Keaton



# THE TIME CLOCK INTRODUCTION


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If your employer has chosen to enable the time clock for a particular event, you will see a Time Clock button on your confirmed shift. If you do not see a button for an event, check the Event Details screen to see if the scheduling coordinator has assigned Timekeeper(s) or On-Site Managers (OSMs) for this event with whom you can check in (Timekeepers & OSMs can record your timeclock entries for you on their own devices using StaffMate Online). If neither the button or OSM/Timekeeper options exists, your employer has either chosen not to enable the time clock feature or has a paper sign-in method they prefer at the events. Check with your employer if you have any questions about how they expect you to record your time.

Before exploring, we should cover a few important notes:

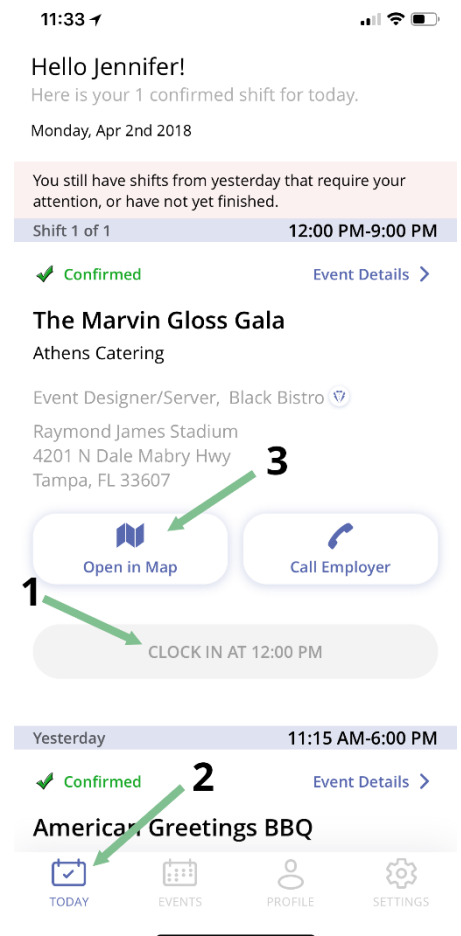
**1) TIMECLOCK PADDING:** First, your employer designates a set amount of time prior to a scheduled shift start time that you are able to clock in. Until you are within the allowable shift start range, our clock in buttons will read "CLOCK IN AT <SHIFT START TIME>", so discuss with your employer how many minutes you are allowed to clock in early, if any.

The CLOCK IN NOW buttons become active at the number of minutes prior to your shift that your employer has designated as acceptable. **Example:** if your shift begins at 5pm and your employer allows staff to clock in no more than 5 minutes early, the button will read "CLOCK IN AT 5:00 PM" until 4:55 PM when the button (on refresh) will switch to "CLOCK IN NOW".

**2) TODAY SCREEN REFRESHING/RELOADING:** You can refresh or reload the TODAY screen at any time by clicking the TODAY icon  in the navigation bar at the bottom of the app.

**3) GPS, GEOFENCING AND COORDINATES:** The StaffMate Online app will ask your permission to know your location. It is important for you to grant this permission. StaffMate Online has been trusted with the privacy of its users for over 15 years and we have no interest in the data "location services" provide other than to provide you, the end user, with the best possible experience with location-based features like mapping, directions and ridesharing.

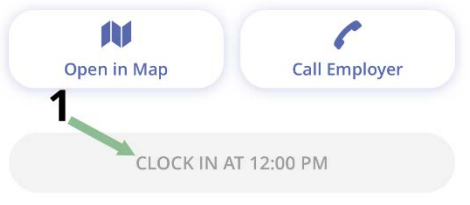
Additionally, our clients, your employers, do have an interest in your location when you clock in and out of your shift. It is in the interest of all who work hard and fair to make certain that those who do not aren't rewarded by receiving pay for the extra work YOU are doing on site while they are still 5 minutes away.



## USING THE TIME CLOCK

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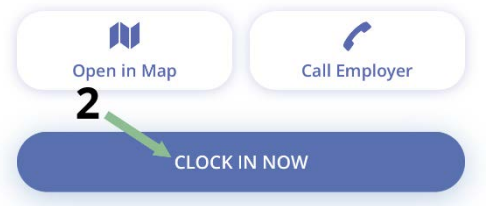
4201 IN DATE ROADWAY HWY  
Tampa, FL 33607



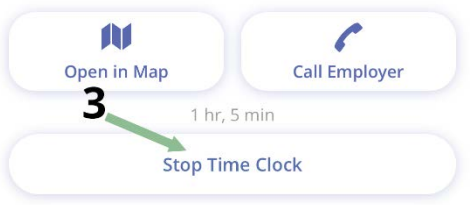
1) **CLOCK IN AT 12:00 PM** => Wait to clock in until the number of employer-specified acceptable minutes before your shift start time.

2) **CLOCK IN NOW** => Click this button to Clock In to your shift and time will begin recording.

4201 IN DATE ROADWAY HWY  
Tampa, FL 33607



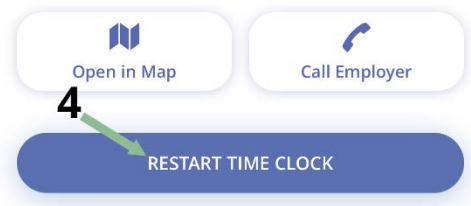
4201 IN DATE ROADWAY HWY  
Tampa, FL 33607



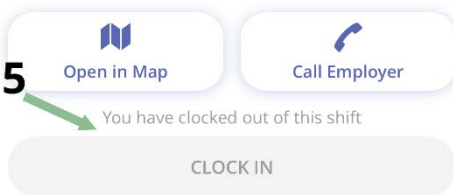
3) **Stop Time Clock** => Click this button to Clock Out for Breaks\*\*\*, Meals\*\*\* or to End Your Shift.

4) **RESTART TIME CLOCK** => Click this button when you are returning from Meal or Break\*\*\*

4201 IN DATE ROADWAY HWY  
Tampa, FL 33607



4201 IN DATE ROADWAY HWY  
Tampa, FL 33607



5) **DEACTIVATED CLOCK IN (iOS) CLOCKED OUT (Android) BUTTON** => Means you have clocked out of this shift. (Report to supervisor or scheduling coordinator if you feel you need to add time after you have clocked out of your shift.)

\*\*\* Please check with your employer regarding their policies for clocking in & out for breaks and meals as each employer has their own method for accounting for these periods of time.

## REASONS FOR STOPPING THE TIME CLOCK

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### When you click the "Stop Time Clock" button:

12:55

← Stop Time Clock

Please select a reason for stopping the timer:

Break

Meal

Shift End

Forgot to Clock out At 9:00 PM

Confirm Stop Clock

An employee must take a ten minute rest period during four consecutive hours of work and cannot work more than five consecutive hours without a thirty minute unpaid meal period.

1) You will be asked to select the reason for your clock out: **Break, Meal, Shift End** or **Forgot to Clock Out At...**

2) Employers may choose to include a government-mandated or company policy disclaimer/statement below the Confirm Stop Clock button. If your employer has included such a statement, ***please take the time to read this prior to EACH TIME you clock out of a shift*** as it can change frequently, and you are agreeing to the employer-generated statement each time you choose to clock out.

3) In order to successfully complete clock out, click the **"Confirm Stop Clock"** button after making a reason selection and reading the statement.

## YESTERDAY SHIFTS

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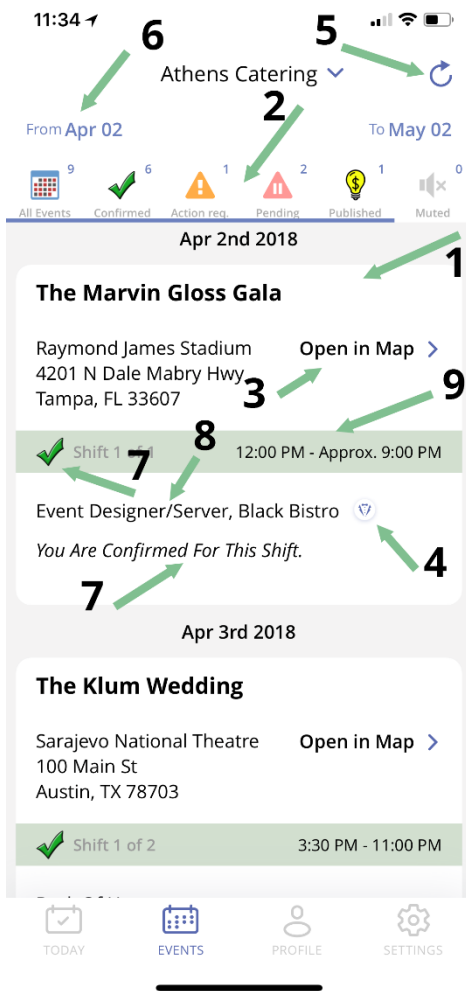
Generally, you will notice Yesterday Shifts when either you are working a shift that spans into a new day or when you have forgotten to clock out of a shift from the day prior. Here's how you handle each of these situations to resolve the Yesterday shift:

**SHIFT SPANNING INTO NEW DAY:** Simply clock out as usual when you end your shift by selecting the Shift End reason (#1 above), reading the statement and clicking the Confirm Stop Clock button.

**FORGOT TO CLOCK OUT OF A PREVIOUS DAY'S SHIFT:** In this case, clock out by selecting the "Forgot to Clock out At" reason, providing as accurate of a time as you can, reading the statement and clicking the Confirm Stop Clock button. Ultimately, it is up to your employer how they wish to treat "Forgotten Clock Out Issues" and reporting time this way does not guarantee that the time you provide after the fact will be honored by your employer.

# EVENTS LIST SCREEN

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On this screen, you will find all of your upcoming events and opportunities.

1) On each event card, you will find all of the relevant information for that event. **Click on the event to open more detailed information and to review, request, confirm, reject or retract shifts, just like you currently do on the web version of your account.**

2) Use the filters to display just the events you want to see in your list. When you want the complete list back, simply click the All Events filter icon.

3) If a venue address is provided, use the Open in Map > link to open directions in your favorite mapping app.

4) If Attire/Uniform information is available, click the Attire Icon to review information about what you should wear and how it should look.

5) Use the refresh button (iOS) or click the EVENTS icon (Android) to refresh your event list.

6) Click on the Date Range dates to open a calendar which allows you to jump to a date of your choosing and displays the next 30 days beyond that new Date Range start date.

7) This is your status for this shift and can be any of the following:

- a) **CONFIRMED** - - "You Are Confirmed For This Shift"
- b) **ACTION REQ** - - "**Action Required** - You must still accept this shift"
- c) **PENDING** - - "**Pending Approval** - Your request to work this shift is awaiting admin confirmation"
- d) **PUBLISHED** - - "Published to you for your consideration"

8) Your Scheduled Shift Position Title

9) Your Scheduled Shift Times

10) Date Range Calendar to Jump to a new List Start Date



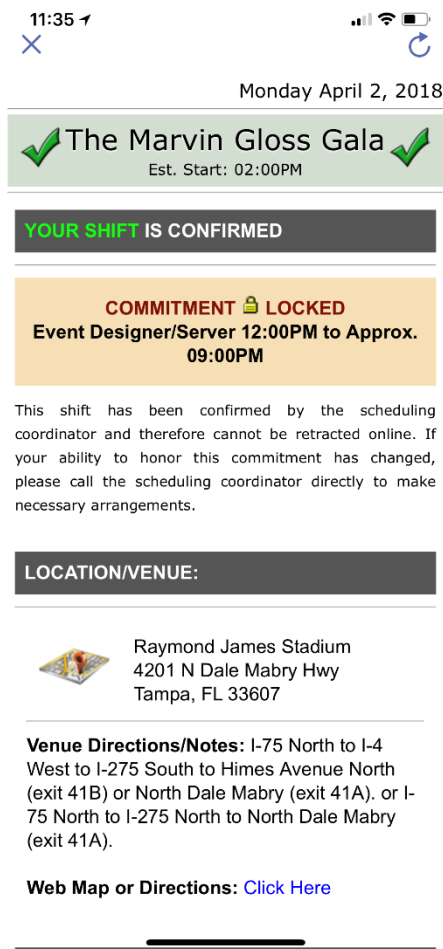
# REVIEWING EVENT DETAILS & GRABBING SHIFTS

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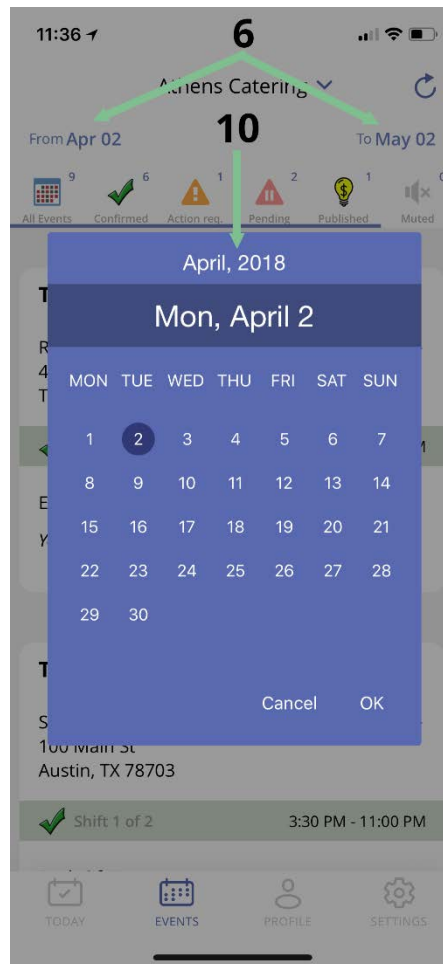
When you click on any event in the event list above, you will end up on the very familiar Event Details page where you can **review, request, confirm, reject or retract shifts, just like you currently do on the web version of your account, like...**

Review Event Details and view Confirmed and Pending Shifts  
Click 'Sign Up Now' to request a shift that has been published for your consideration.  
Click the 'Accept' or 'Reject' buttons to take action on a shift that has been selected for you.  
Retract your request to work a shift (if your employer has enabled this option).

## THE EVENT DETAILS PAGE REMAINS FAMILIAR



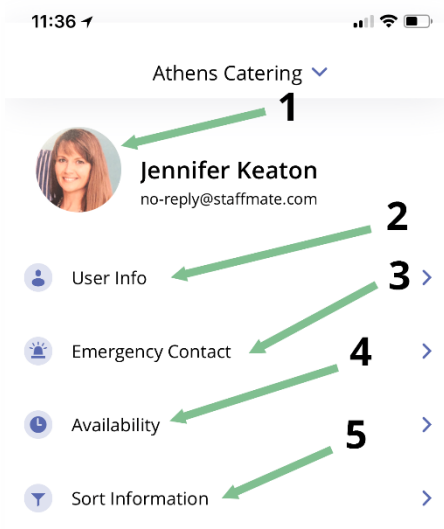
## USE THE CALENDAR TO SEE FUTURE & PAST EVENTS



## PROFILE SCREEN

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1) Simply click on your profile pic to update it with a selfie or a current photo in your device's library. You will be able to crop the photo prior to upload.



Just like you now do on the web site version of StaffMate Online, you can use the app to manage and maintain your:

2) **User/Contact Information**

3) **Emergency Contact Preferences & Data**

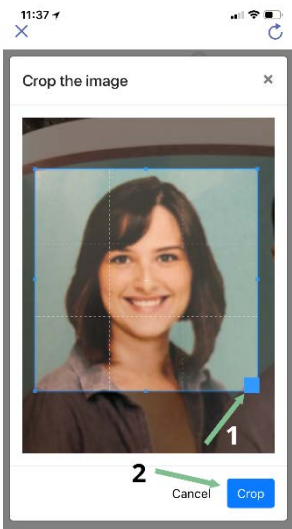
4) **Availability Calendar** (if available to you)

5) **Sorts** (if available to you)

## UPDATING YOUR PROFILE PIC

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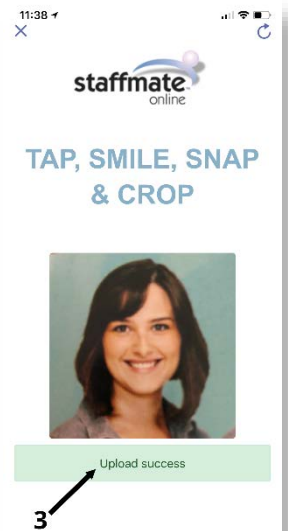
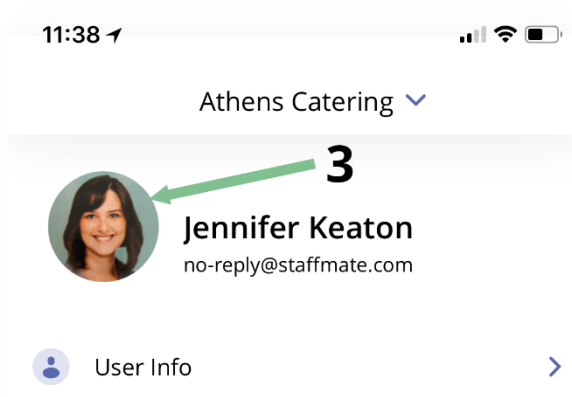
Once you click on your profile pic, you will be presented with an option to take a photo or use a current photo in your device's library.



1) Once you have either selected or taken a photo, you will use the blue box to size and crop your photo to your liking.

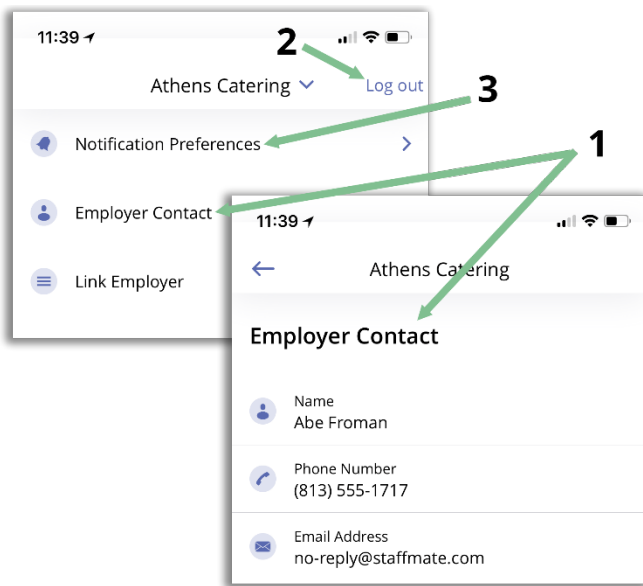
2) When done, click the Crop button.

3) Your pic will then be cropped and uploaded to your StaffMate Online account.



## SETTINGS SCREEN

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1) You have quick access to employer contact information directly from the Settings Screen.

2) This is where you can log out of the app.

3) Choose Notification Preferences to let us know how you'd like to receive each following type of communication from your account:

### FULL NOTIFICATIONS GUIDE:

[https://staffmate.com/StaffMateNotificationsGuide\\_v1.pdf](https://staffmate.com/StaffMateNotificationsGuide_v1.pdf)

**Job Placement Opportunities** - Choose how you prefer to receive a notification or reminder that a new work opportunity has been posted and is being offered for your consideration (aka: publishing an event).

### Scheduled & Worked Shift Notifications

- Choose how you prefer to receive notifications regarding details of events for which you are scheduled (including Confirmed, Pending & Action Required shifts).

### Evening-Before Scheduled Shift Reminders

- Choose how you prefer to receive Scheduled Shift reminders (like the 'You Work Tomorrow' Texts) prior to each of your scheduled shifts.

### Notifications on Event Day

- Choose how you prefer to receive notifications on Event Day which tend to be more immediate in nature like reminders to clock out, urgent last minute messages and changes from your employer, etc.

### Employer-Generated Notices

- Choose how you prefer to receive generic employer notices. These are messages typed by and sent by your employer to you that are not necessarily related to an event or your schedule. Examples: 'Make sure to RSVP for the employee holiday party' or 'The office will be closed on Monday due to weather'.

