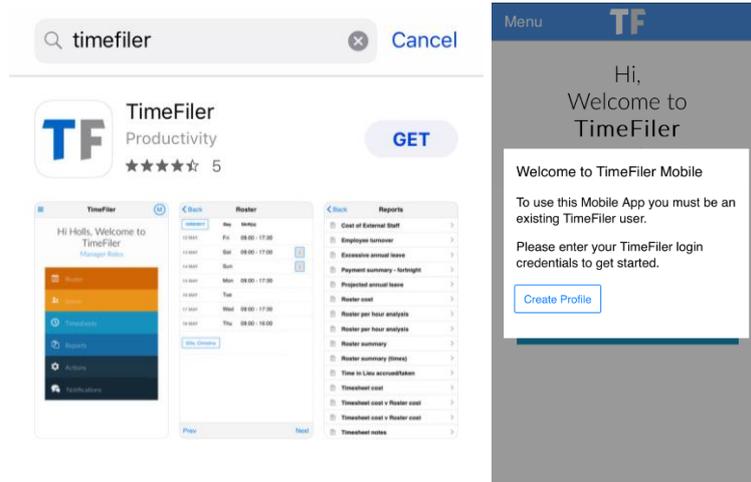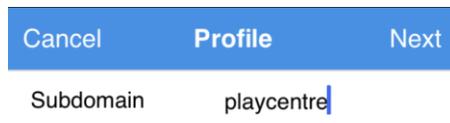# TimeFiler

How to Use the Mobile App

Step 1:

Installing the Mobile App
Go to Apple Store or Google Play Store to download the app. Search TimeFiler and install it.

Step 2:
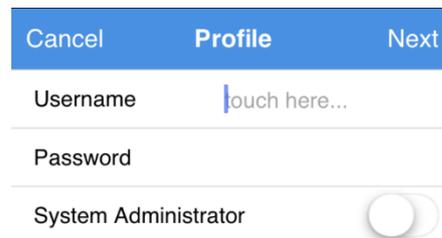
Type in 'playcentre' in the subdomain

Step 3:

Type in your Employee ID in your Username, and your initial password is your IRD number.
Your employee ID is found on your payslip. It is the 4-digit code before your name.

.

NB: IRD number must be 9-digits long with no spaces. If your IRD number is 12-345-678 you will need to enter a zero before your number ie. 012345678

Step 4:

Create a 4 digit PIN. Make sure it is easy for you to remember and store.

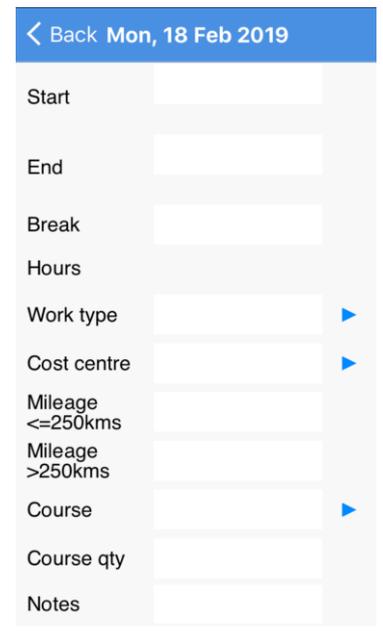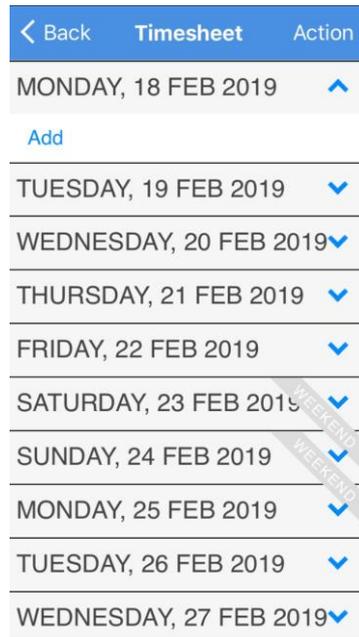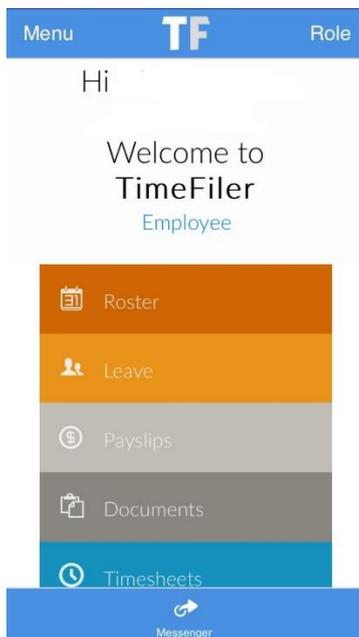**Step 5:**

Using the Mobile App

The App is simple and intuitive and users will navigate rosters, leave and timesheets in a similar way as they do when using the web application on the computer.

Check **How to Apply For Leave in TimeFiler** and **How to Complete a Timesheet in TimeFiler** PDF for detailed instructions.

Useful features of the Mobile App are:

1. **Employees who have multiple TimeFiler roles** can switch between them by simply tapping on the role name on the home screen. For example:

   - Managers can switch between being an employee and a manager

2. **Employees can share a mobile device** by having more than one logon profile on the device (e.g. a shared iPad in the office)

   To do this, click on the ☰ symbol and create an additional profile. The Wizard will step you through establishing the additional logon credentials and a PIN. A list of user profiles will appear under Profiles. Each user will access their profile using their PIN.
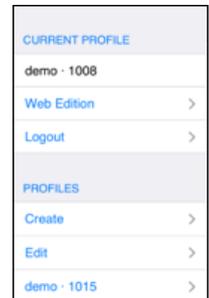
Basic troubleshooting:

1. Want to delete the TimeFiler App and start again?

   a. Simply hold your finger on the App icon and then tap 'X'

2. Want to 'kill' an App if it seems to have crashed or frozen?

   a. Simply double tap the device's home button and 'swipe up' the TimeFiler App screen

3. One employee (on a shared device) has forgotten their PIN

   a. The App will need to be deleted and reloaded and all sharing employees re-loaded

4. I have forgotten my password, who do I contact?

   a. Contact your Payroll Administrator who can re-set it for you

Other References:

TimeFiler Mobile App Introduction Video:

https://www.youtube.com/watch?v=iEfJsKyaryI