

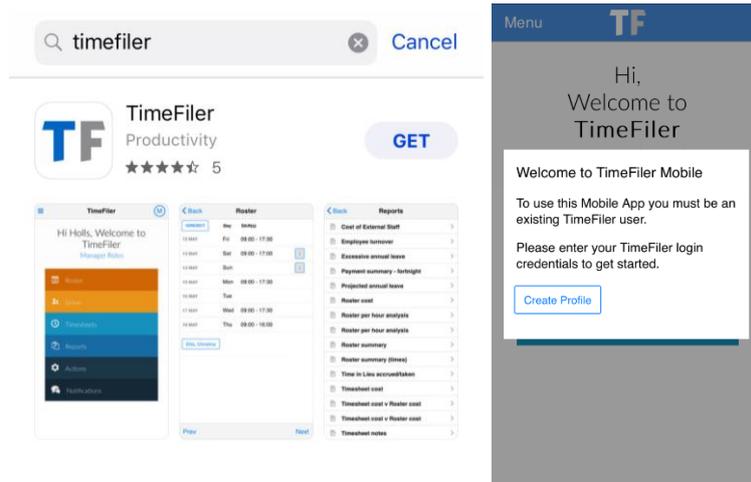


How to Install and Use the Mobile App

Installing the Mobile App

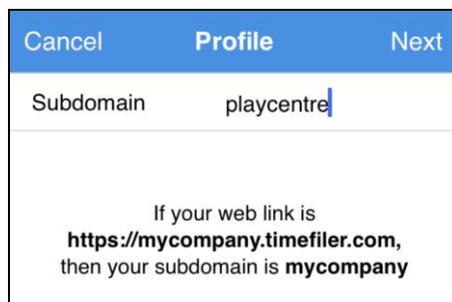
Step 1:

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



Step 2:

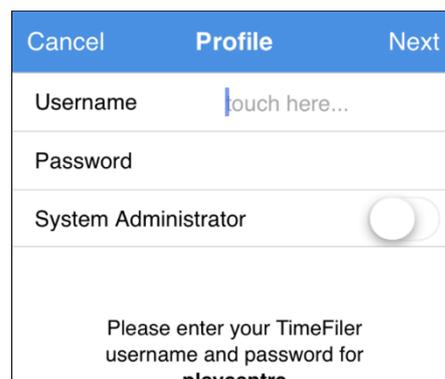
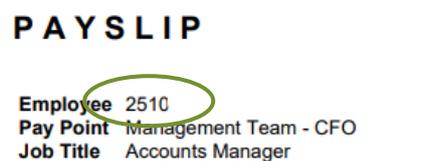
Type in 'playcentre' in the subdomain



Step 3:

Type in your Employee ID in your Username, and your initial password is your IRD number.

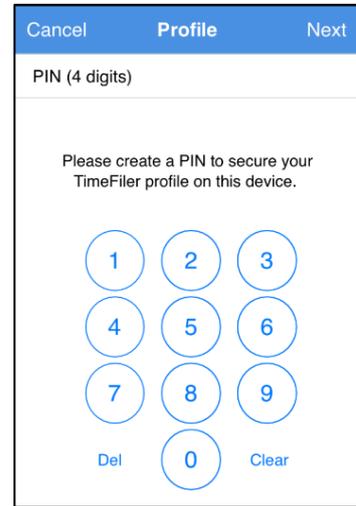
Your employee ID is found on your payslip. It is the 4-digit code before your name.



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.

The next sections will guide you through using the Roster, Leave, Payslips and Timesheets options in the Mobile App.

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:

Occasionally the App may crash or 'freeze' when you are using it. We recommend when this happens, to delete the App using step 1 below, followed by reinstalling the App from the instructions at the start of this guide.



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:

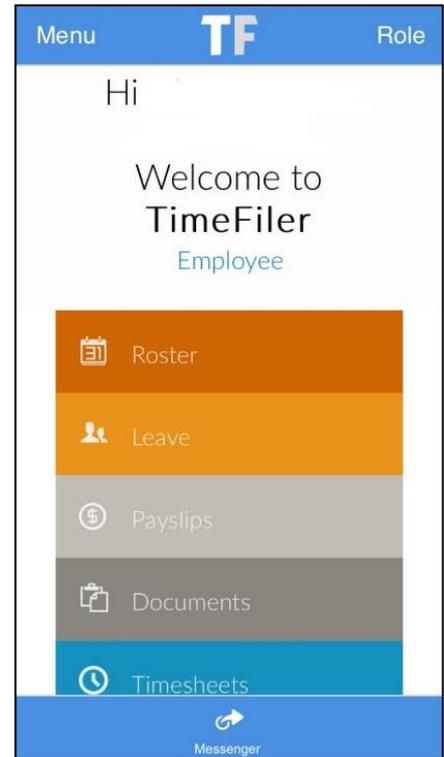
TimeFiler Mobile App Introduction Video:

<https://www.youtube.com/watch?v=iEfjsKyaryI>

Mobile App Options:

The TimeFiler Mobile App has five main options available from the start menu:

- Roster – this option shows you what hours you are rostered to work each day
- Leave – this option allows you to apply to take leave. Please note that this option should be used for leave that you wish to take at a future date. For example, if you are planning a holiday in a few days' time, or later in the year, or if you have a hospital or medical appointment coming up, then use this option to apply for your leave. For any leave taken without prior approval (such as sick leave that was not planned for), please add the leave taken directly into your timesheet (see instructions below for Timesheets).
- Payslips – this option allows you to view your payslips
- Documents – this option allows you to view any documents that have been uploaded to your employee record
- Timesheets – this option allows you to view and make any changes to your current timesheet, and to submit your timesheet for approval at the end of the pay period.



Please refer to the following sections for more detailed instructions on how to use each of these options.

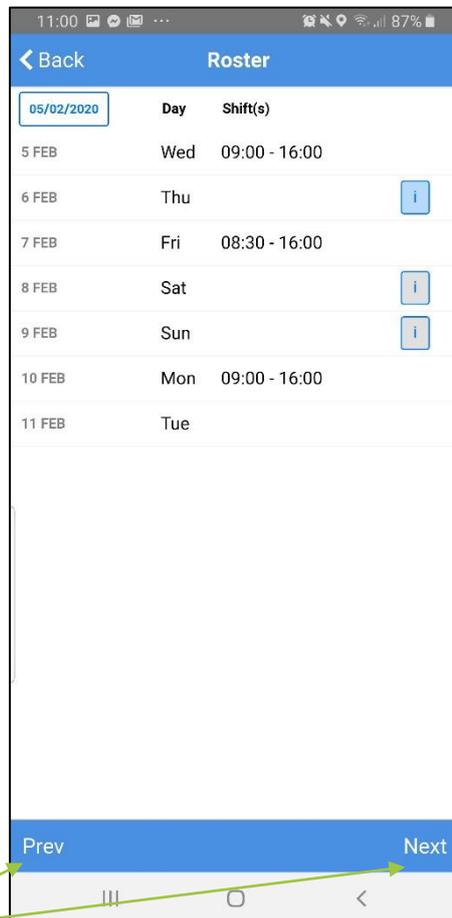
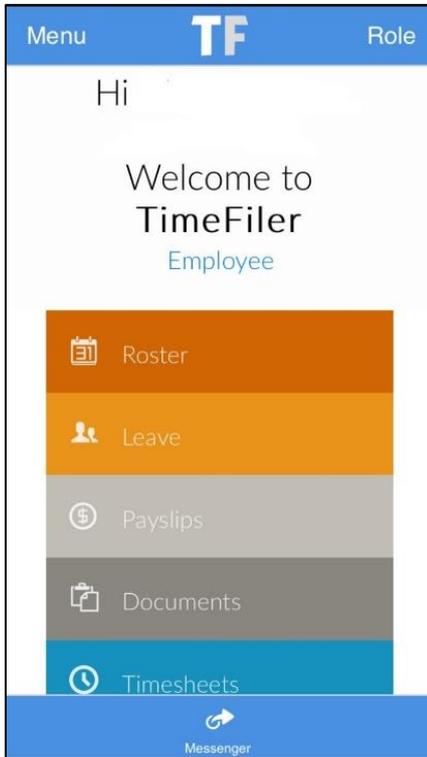
Rosters:

The TimeFiler Mobile App will allow users to view their current roster, that has been set up in TimeFiler, based on the employee's most recent employment schedule.

To view your rostered hours:

1. Select the first option "Roster"

The roster screen will open to the current week, and the first day to be displayed will be today

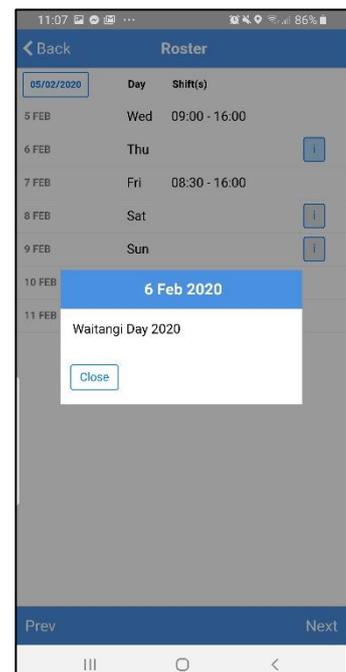


Users can view previous or future dates rostered by clicking on "Prev" or "Next" at the bottom of the Mobile App screen.

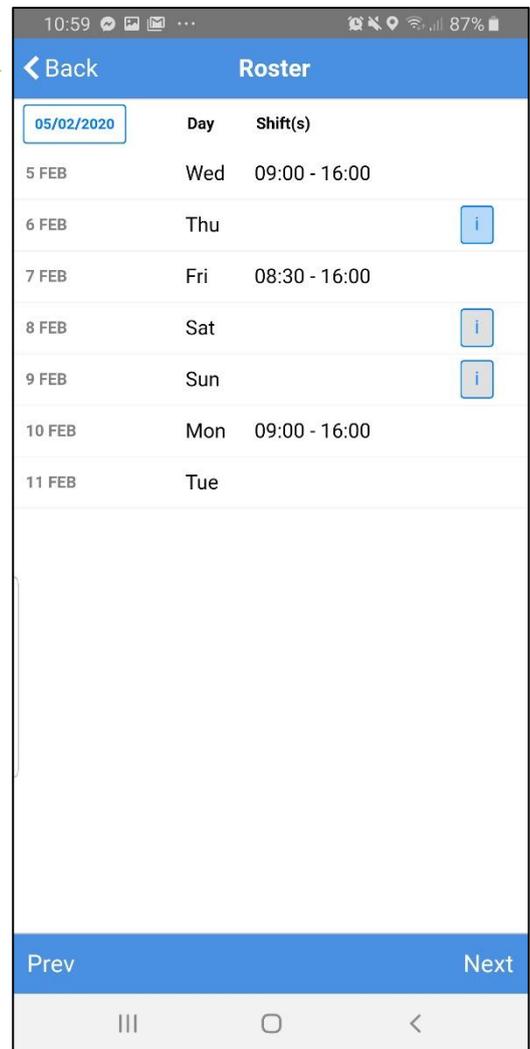
You will note that there are some information boxes beside some dates of the roster, either blue or grey in colour



If you click on the blue "information" box, a second pop up box will appear, with additional information on the date selected. In this example you will see that the date selected is a Statutory Holiday – Waitangi Day



When you have finished viewing your rostered hours, select the Back option to take you back to the main menu.



Frequently Asked Questions for Rosters:

Question: My roster does not appear to have my correct days or hours of work.

Answer: Your roster has been set up with the most up to date Employment Schedule information that has been provided to the Payroll Team. If your days or hours of work have changed, please contact your Manager to ensure a new Employment Schedule is prepared. Once your new schedule has been signed, your Manager will send a copy to the Payroll Team to be updated in TimeFiler.

Leave:

There are two ways to manage your leave in TimeFiler:

1. Apply for the leave in advance – if you know you will be taking leave in the coming days, weeks or later in the year, then please use the “Leave” option in the TimeFiler Mobile App. Typically, the leave application can be made at least 1-2 days in advance of taking the leave, to allow for your manager/s to approve the leave. When a leave request has been made in advance in the TimeFiler Mobile App, and the manager/s have approved the leave prior to the date of the leave taken, then the leave will automatically update into your timesheet on the date of your leave.
2. If you have taken the leave and had not been able to apply for it in advance, ie you were sick and notified your manager/s, and now need to record the leave taken. In these instances, you will need to add the leave into your timesheet, rather than applying for the leave as above. This is because all timesheet entries update daily (overnight) in TimeFiler. If a leave application has not been submitted AND approved at least one day in advance of the leave taken, TimeFiler cannot send this information to your timesheet after the date it occurred.

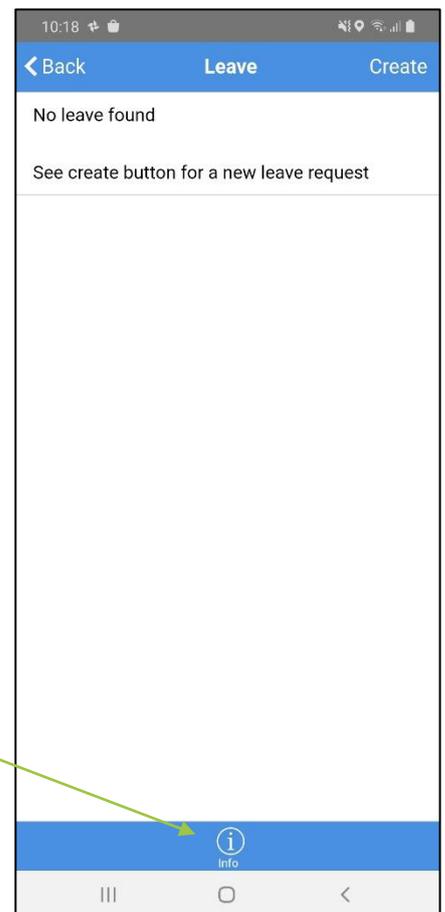
Option 1: Apply for Leave you are planning to take at a future date:

1. From the Main Menu, select the option “Leave”

The screen will show any current Leave that has been applied for and/or approved

In this example, there are no current leave requests in TimeFiler.

2. To check your leave balances available before creating a Leave Request, click on the *i* information button at the bottom of the screen

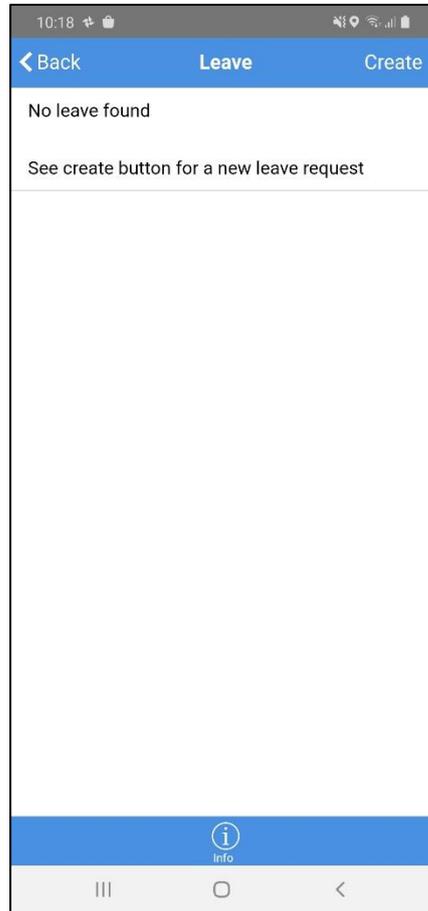


The screen will now display your leave balances:

Leave Info	
Date	29/01/2020
AL (outstanding)	6.56 Hours
AL (accrued)	58.2 Hours
AL (total)	64.76 Hours
Alt Hols	0 Days
Sick	5 Days

To return to the Leave menu to create your new leave request, select the “Back” option at the top left of the screen.

3. Select "Create"



4. Select the leave type that you are applying for, from the drop-down menu beside the line "Reason"

Enter the first date of the leave beside the "Start Date"

Enter the last date of the leave beside the "End Date"

Enter a comment (optional)

If you need to upload any further documentation relating to the leave, such as a Doctors Certificate, please take a photo of the certificate, and use the "Photo Upload" button to attach a copy of the certificate to the leave application.

If the leave you are taking is not for a full day, for example you are taking leave from your afternoon session of work, but still working your morning session, then please select "Part Day Details" in the lower half of the screen. This will then ask you to confirm the start and end time of the leave being applied for.

When entering the start and end time of the leave, please make sure it is during the hours that you are rostered to work.



Where an incorrect time has been entered (for example a start time of the leave as 8.30am, but the roster has a start time of 9am), a red/critical warning will show at the top of the screen with a message asking the start time to be corrected.

- Once you have completed your leave request, select "Submit" at the top of the screen.

A message will show that the leave application has been sent to your Manager, and you will receive a notification when your application has been approved or declined.

Click on the "OK" at the bottom of the notification to return to the Leave Menu.

Your leave request is now shown as (Submitted).

Once the leave request has been approved, the status will be updated to (Approved).

An Important Note: TimeFiler will only allow you to apply for leave on days that you are rostered to work.

Applying for Annual Leave during the School Holidays:

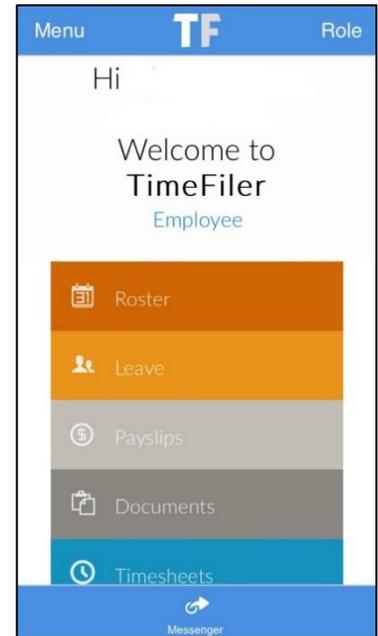
Employees can apply to take Annual Leave during the School Holidays, but please note that when creating the leave request, you may see a warning on the screen telling you that you are not rostered on the days you have applied for leave, and Leave Without Pay has been generated.

This is because rosters are turned off in TimeFiler during School Holidays, for employees who normally work during Term time only. Please contact your Manager if you receive a warning on your Leave Request during the School Holidays – they will contact the Payroll Team to have a setting turned on to allow the leave to be recorded on your usual Term time days and hours of work.

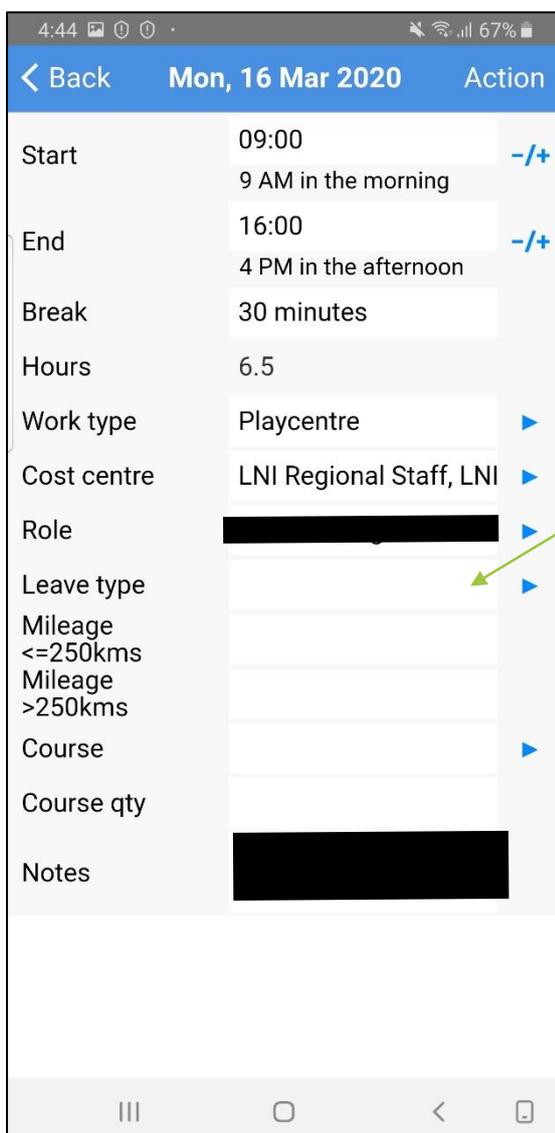
Option 2: Record Leave in your timesheet (for leave that has not been previously applied for and approved):

1. From the Main Menu, select the option “Timesheets”.

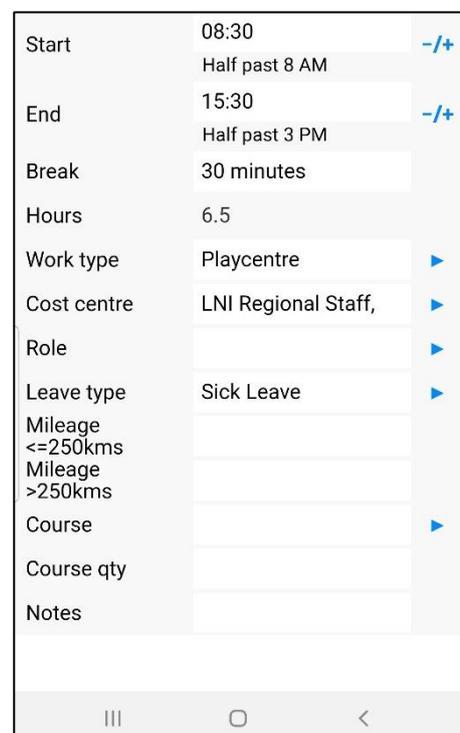
The screen will show the days for the current fortnight.



2. Select the day that you need to record Leave.
In this example, we are creating a Sick Leave entry on the 16th March, and have selected this date:



Click on the down arrow beside the “Leave type” and select the type of Leave you are recording. In this example, we have recorded Sick Leave for the rostered hours.



3. Select “Save” at the top of the screen, to save the changes.
4. **Please note:** where you have worked part of the day, and taken a part day of leave, you will need to amend the start and end time of the hours worked, and then create a second entry for the day, to record the leave (for the time taken as leave).

Payslips:

To view copies of your payslips:

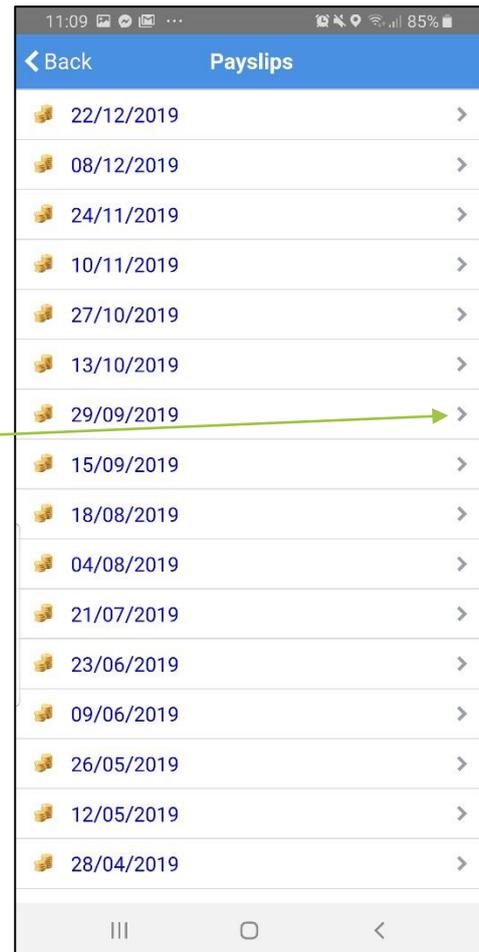
1. Select “Payslips” from the Main Menu options

The list of payslips will start with your most recent payslip at the top of the screen.

The date of the payslip is the last day of the pay period (fortnight). For example, the payslip for 22/12/2019 relates to the pay period of 9/12/2019 to 22/12/2019.

To view a payslip, select the date by clicking on the arrow to the side of the date

When you have finished viewing your payslip, click on the “Back” option at the top of the screen, to take you back to the Main Menu.



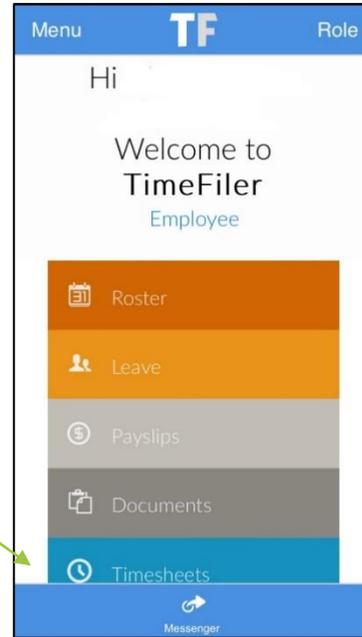
Timesheets:

The TimeFiler Mobile App allows users to view, amend and submit their timesheets.

Please note that the TimeFiler Mobile App looks slightly different during the School Holidays compared to School Term time. This section will cover how to use the TimeFiler Mobile App during School Term time. The next section will cover timesheets submitted during the School Holidays.

To check and/or update your timesheet:

1. From the Main Menu, select the last option "Timesheets"



< Back	Timesheet	Action
MONDAY, 18 FEB 2019	^	Add
TUESDAY, 19 FEB 2019	v	
WEDNESDAY, 20 FEB 2019	v	
THURSDAY, 21 FEB 2019	v	
FRIDAY, 22 FEB 2019	v	
SATURDAY, 23 FEB 2019	v	
SUNDAY, 24 FEB 2019	v	
MONDAY, 25 FEB 2019	v	
TUESDAY, 26 FEB 2019	v	
WEDNESDAY, 27 FEB 2019	v	

The timesheet dates shown in this screen are all dates of the current pay period, up until today.

In this example, the pay period started on Monday 18th February, and all dates of the pay period are showing up until today, which is Wednesday 27th February.

You can also see that Saturday and Sunday have a shaded tag covering part of the days, and labelled "Weekend"

When you click on a day, it will show any timesheet entries that have been brought into your timesheet from your roster. There is also an **Add** button at the bottom of the date selected.

Please view each day on your timesheet to ensure the hours recorded are correct, before submitting your timesheet for approval.

Please be aware that if your roster is set up with hours rostered to work on a day after you have submitted your timesheet, the rostered hours will still continue to update into your timesheet (even though you have submitted your timesheet). Before you submit your timesheet, it is also advisable to check your roster, to ensure there are no further rostered hours that are likely to update to your timesheet, after you have submitted a timesheet.

- To add extra entries to your timesheet, ie you have worked an additional session as a reliever:

Click on the date that you worked extra hours, then select the **Add** button at the bottom of the date

< Back	Timesheet	Action
MONDAY, 18 FEB 2019	Add	^
TUESDAY, 19 FEB 2019		v
WEDNESDAY, 20 FEB 2019		v
THURSDAY, 21 FEB 2019		v
FRIDAY, 22 FEB 2019		v
SATURDAY, 23 FEB 2019		v
SUNDAY, 24 FEB 2019		v
MONDAY, 25 FEB 2019		v
TUESDAY, 26 FEB 2019		v
WEDNESDAY, 27 FEB 2019		v

The following screen allows you to enter the details of the additional work:

Enter the Start time

Enter the time that you finished work

Enter the amount of time that you had a Break (if applicable), ie 00.30 for a 30-minute break

The total hours worked will show here

Select your "Work Type", please note this is only applicable for casual or fixed term staff.

Select the "Cost Centre" you are working for from the drop-down menu

Add in mileage (if required)

Include a note for your manager, such as 'extra shift to cover'

Select "Save" at the top of the screen to save the changes.

- Once you have checked the hours worked for the fortnight are correct, to submit the timesheet:

Click on "Action" at the top right-hand side of the Timesheet screen.

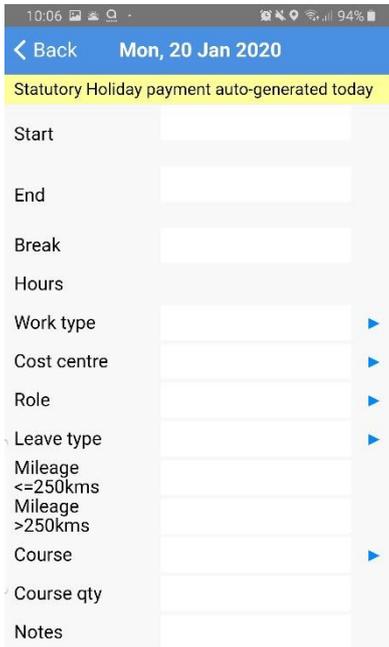
This will bring up a menu of options.

Click on "Submit" to submit your timesheet for approval.

< Back	Timesheet	Action
MONDAY, 16 MAR 2020		v
TUESDAY, 17 MAR 2020		v
WEDNESDAY, 18 MAR 2020		v
THURSDAY, 19 MAR 2020		v
FRIDAY, 20 MAR 2020		v
SATURDAY, 21 MAR 2020		v
SUNDAY, 22 MAR 2020		v
MONDAY, 23 MAR 2020		v
TUESDAY, 24 MAR 2020		v
<div style="text-align: center;"> <p>Create</p> <p>Delete</p> <p>Submit</p> <p>Cancel</p> </div>		

Information boxes in Timesheets screen:

The TimeFiler App will often have yellow  boxes on the screen listing the dates for the fortnight. If you click on the yellow i's, you can check what the information box means:



The screenshot shows a mobile app interface for a Statutory Holiday payment. At the top, there is a status bar with the time 10:06 and 94% battery. Below that is a blue header with a back arrow and the date "Mon, 20 Jan 2020". A yellow banner below the header reads "Statutory Holiday payment auto-generated today". The main area is a list of fields, each with a white input box and a blue arrow on the right side, indicating that the fields are clickable. The fields are: Start, End, Break, Hours, Work type, Cost centre, Role, Leave type, Mileage <=250kms, Mileage >250kms, Course, Course qty, and Notes.

In this example, a Stat Day has been generated. Please do not enter any time worked on a day that a Stat Day payment is being generated. TimeFiler will work out what your payment should be, according to your roster. TimeFiler will not accept ordinary hours worked to be entered on a Stat Day.



How to Review Timesheets before submitting:

The TimeFiler App has two ways of checking your timesheet, before submitting for your manager/s approval.

Option 1:

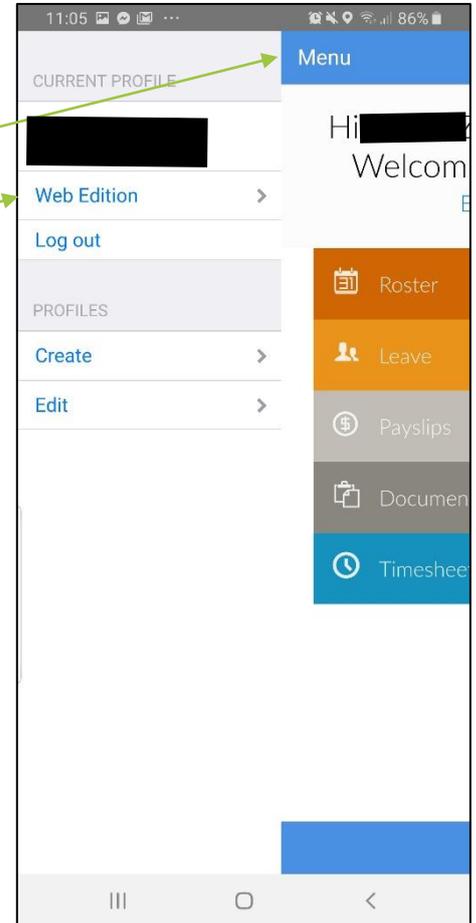
From the timesheet screen, you can click on each day of the fortnight in the pay period, and review all entries one by one.

Option 2:

From the Main Menu page, click on the “Menu” option in the top left-hand side of the screen

This will bring up another menu

Click on the option of “Web Edition”



The “Web Edition” will show your timesheet in full, as if you had logged into TimeFiler using a laptop or computer:

You can see from the example below, this screen will show you all of your timesheet entries for the full fortnight.

When you have finished viewing the timesheet in Web Edition, click on “Close” at the top of the screen.

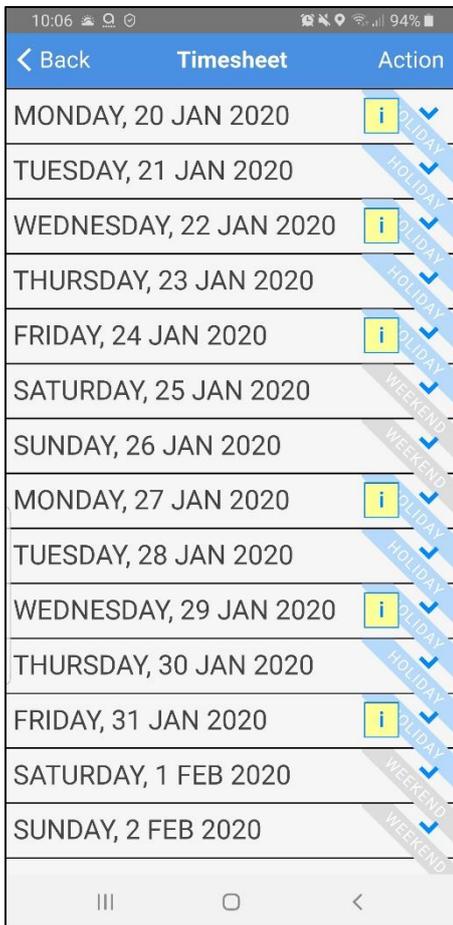
A screenshot of the 'Web Edition' timesheet view. At the top, a blue bar contains a 'Close' button with a green arrow pointing to it from the text 'click on “Close” at the top of the screen'. Below this is a navigation bar with 'My time', 'My leave', 'My payslips', 'My documents', 'My details', 'My password', and 'Close'. The main content shows 'My timesheet' for the period 20/01/2020 - 2/02/2020. Below this is a table with columns: Date, Start, End, Break, Hours, Work type, and Cost cent. The table shows entries for Mon 20/1, Tue 21/1, Wed 22/1, Thu 23/1, and Fri 24/1. The entry for Wed 22/1 is expanded, showing a start time of 08:30, end time of 15:30, a break of 00:30, 6.5 hours, and work type 'Playcentre' at 'LNI Regional Staff, LN'.

	Date	Start	End	Break	Hours	Work type	Cost cent
✗ +	Mon 20/1						
✗ +	Tue 21/1						
✗ +	Wed 22/1	08:30	15:30	00:30	6.5	Playcentre	LNI Regional Staff, LN
✗ +	Thu 23/1						
✗ +	Fri 24/1						

Please be aware that if your roster is set up with hours rostered to work on a day after you have submitted your timesheet, the rostered hours will still continue to update into your timesheet (even though you have submitted your timesheet). Before you submit your timesheet, it is also advisable to check your roster, to ensure there are no further rostered hours that are likely to update to your timesheet, after you have submitted a timesheet.

Timesheets During School Holidays:

TimeFiler records the dates of each School Holiday during the year (between Terms 1 and 2, 2 and 3, 3 and 4, and the Christmas Holiday period up until the start of Term 1 in the following year). During these School Holiday periods, rosters are turned off for staff who work "Term time only".



When a pay fortnight is opened during a School Holiday period, the timesheet screen will have a series of blue tags shading the days, with the label of "Holiday"

There are times when staff may need to submit a timesheet during the school holiday period. For example, if your Employment Schedule allows for planning time or Centre cleaning during the School Holidays.

When your timesheet is first created, all of your Term Time hours will be initially recorded as Leave Without Pay (unless you have already applied to take Annual Leave during the school holidays, and your manager has contacted the Payroll Team to turn a setting on to allow the Leave to be created during the School Holidays).

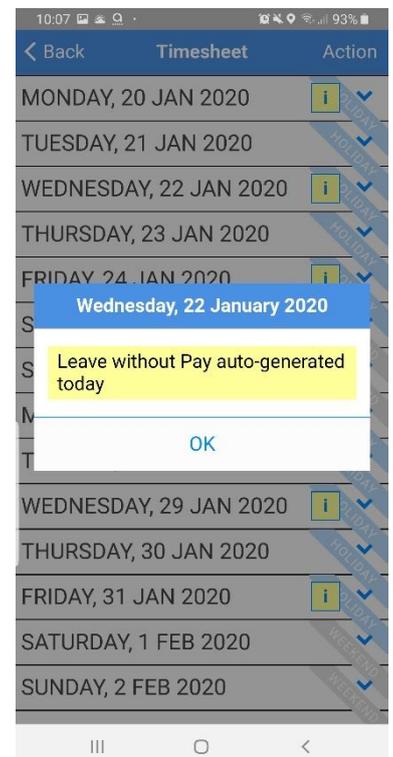
From the example shown here, you can see the "Holiday" tags, with a series of yellow i's (information boxes). If you click on one of the i's, you will see the following message – Leave without Pay auto-generated today.

Click "OK" to accept and to return to the timesheet screen.

If you need to add in some hours worked during the School Holidays, ie to complete some planning, or an additional clean at a Playcentre, you can submit some hours worked, while recording the rest of your usual rostered hours as Leave Without Pay.

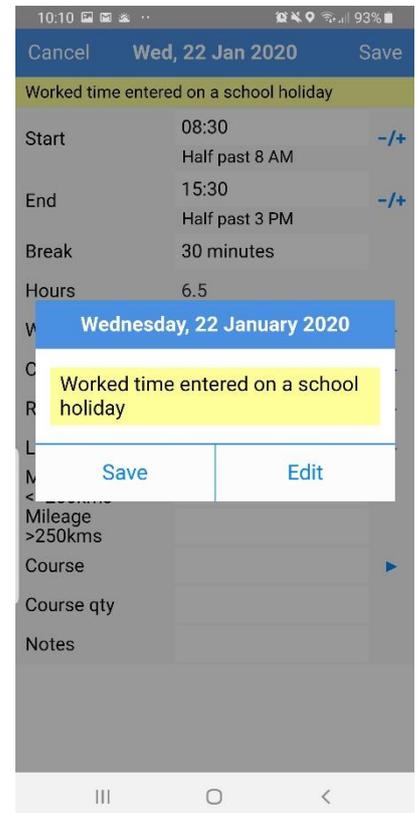
To do this, select the day that you have worked, and chose "Add" to add in some additional hours worked. Please note, the hours worked will need to be at a time that you are not usually rostered to work during Term time.

Add in the hours worked and "Save" the changes as you would in a normal timesheet.



You will see a yellow warning come up on the screen “Worked time entered on a School Holiday”. Click “Save” to save the entry. TimeFiler will still calculate your wages for the time worked.

Where you have worked hours during the School Holidays, please remember to submit your timesheet for your managers approval, as you normally would.



Timesheet Warnings:

TimeFiler has a number of warnings built into the system. The warnings are to help users and managers ensure the information in the timesheets are correct, to ensure employees are correctly paid. In the TimeFiler Mobile App, the warnings will show at the top of the screen. There can be more than one warning showing on the screen at the same time. The most urgent, or red, warnings will be at the top, with yellow warnings below the red.

For a timesheet to be able to calculate wages and/or a leave payment, each time entry in a timesheet must have the following fields completed:

- A start time (when you started work)
- And end time (when you finished work)
- Break (number of minutes where you had a break, such as a lunch break)
- Work Type (for casual employees only)
- Cost Centre (where you worked, such as the name of a Playcentre, or the name of your Regional Office or Programme area)
- Role (what role you were working in)
- Leave Type, where applicable (ie what type of leave are you taking, Sick Leave, Leave Without Pay, Annual Leave, etc)

For example:

The warnings here show that the employee has not selected their role, and therefore have the warnings “Please select a role for this entry” and “An hourly rate cannot be determined for this entry”. This means that TimeFiler cannot calculate the employee’s wages for this time entry. Once the employee’s role has been updated and saved, the top and bottom warnings will be removed.

Wed, 22 Jan 2020		
Please select a role for this entry		
Worked time entered on a school holiday An hourly rate cannot be determined for this entry		
Start	08:30 Half past 8 AM	-/+
End	15:30 Half past 3 PM	-/+
Break	30 minutes	
Hours	6.5	
Work type	Playcentre	▶
Cost centre	LNI Regional Staff,	▶
Role		▶
Leave type		▶

The warnings can be split into two groups –

- Warnings of an error in the timesheet or leave application, which must be fixed to ensure the employee is correctly paid, or leave is correctly recorded and paid. These warnings are typically highlighted in a dark pink/red colour.
- Warnings that inform an employee or manager, for example: that a leave entitlement has been used and Leave Without Pay will be recorded, or that an employee has worked more hours than they were rostered. These warnings are typically highlighted in a yellow colour.

Warnings involving an error in the timesheet:

Where any of the above listed fields have not been completed in a timesheet entry, a warning will appear such as:

- Please enter a start and/or end time for this entry
- Please select a role for this entry
- Please enter a Work Type

Please enter a Start Time for this entry

Please select a role for this entry

Please enter a Work type

All of the above warnings will need to be corrected, before a timesheet is submitted, to ensure that a wage payment is calculated in TimeFiler.

Where leave has been applied for in the Leave Application, but the leave wasn't fully approved before the date of the leave taken, the following errors may also appear:

- Approved leave entered via Leave Request, please add to Timesheet

Approved leave entered via Leave Request, please add to Timesheet (Sick Leave)

This warning means that the leave was approved by your manager, but not before the leave was taken. For this warning, you will need to update the time entry in your timesheet to include the leave taken.

- Unapproved leave entered via Leave Request, please add to Timesheet if req'd.
This warning means that the leave was not approved by your manager.
For this warning, you will need to update the time entry in your timesheet for the leave, if you have taken the leave.

Warnings involving an error in the Leave Request, or in a leave entry in a timesheet:

- Leave entries may not exceed rostered hours for the day

Leave entries may not exceed rostered hours for the day

This warning means that the leave request or the timesheet entry with leave entered, is for more hours than the current roster for that day. To correct the error, please check your rostered hours for the day, and update the leave request or leave entry in the timesheet, to the hours in your roster.

This can also occur where an employee's rostered hours have been recently changed, but the update has not been received by the Payroll Team. If this is the case, please follow up with your manager.

Yellow/Information Messages:

- **You have Annual Leave available, please use this instead** – if you have applied for, or recorded Leave Without Pay, but have Annual Leave available, this message will appear to remind that you have Annual Leave available to use.
- **This Leave was not previously approved** – if you have included leave directly into your timesheet, and the leave was not previously applied for, this message will appear. Your leave will be reviewed and approved by your manager, once you have submitted the timesheet.
- **You have exhausted your available AL, some (or all) will be paid as LWOP, You have exhausted your available SL, some (or all) will be paid as LWOP, or This leave type will not be paid, LWOP is payable instead** – this is highlighting that some or all of the Leave applied for/added to a timesheet has now been used up, and Leave Without Pay will be recorded.
- **Leave without Pay auto-generated today** – this message will often appear in a timesheet where the pay period is a School Holiday, for employees who are rostered to work during Term Time only.
- **Statutory Holiday payment auto-generated today** – this message highlights that the day is a Statutory Holiday, and TimeFiler has calculated a Stat Holiday payment.
- **Hours exceed rostered hours today** – this message appears to notify managers that the total hours worked are higher than the total rostered hours for the day
- **Worked time entered on a school holiday** – this message highlights that an employee has recorded hours worked, during a School Holiday.