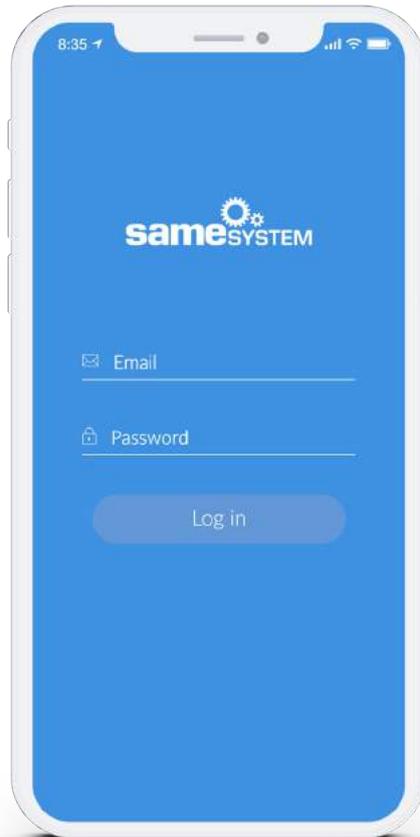# Check-In App Guide

⌂ **Home**

When opening the app for the first time, you will see a **Login Screen** (1), where you will need to enter your email address and password to your SameSystem account.
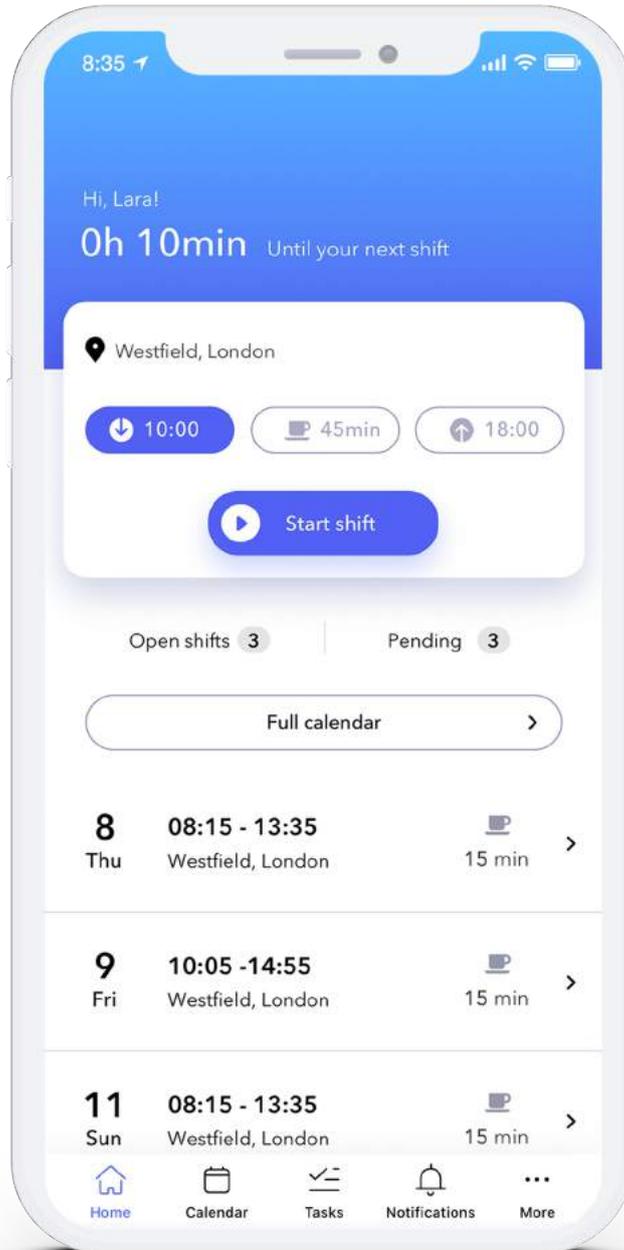
After entering your login information, you will now be viewing the **Home** (2). Here you will find your **Time Registration** (1), at the top of the screen, which is followed by a glimpse of your upcoming shifts for the next few days. At the bottom, you will see the dashboard with several differen **icons** (see image 3):

Tapping on each of these icons allows you to navigate throughout the different features of the Check-In app.

Please note: These icons are dynamic, and your dashboard might look slightly different than what is pictured in this guide as certain features are only available with the right permissions.

*indicates Store Manager use only

8:35

Hi, Lara!

0h 10min Until your next shift

📍 Westfield, London

⬇ 10:00   ☕ 45min   ⬆ 18:00

▶ Start shift

Open shifts 3   Pending 3

Full calendar >

8 Thu	08:15 - 13:35 Westfield, London	☕ 15 min	>
9 Fri	10:05 -14:55 Westfield, London	☕ 15 min	>
11 Sun	08:15 - 13:35 Westfield, London	☕ 15 min	>

🏠 Home   📅 Calendar   ✓ Tasks   🔔 Notifications   ⋯ More

🏠 Home – time registration and upcoming schedule

📅 Calendar – an overview of your shifts for the upcoming weeks/months

🔔 Notifications – a list of requests and acceptances (i.e. absences, open shifts)

✓ Tasks* – assess and review staff time registrations for the day

⋯ More – Contacts, Pending Requests*, Edit Profile, Register iBeacon*, Settings, Contact Support and Log-out
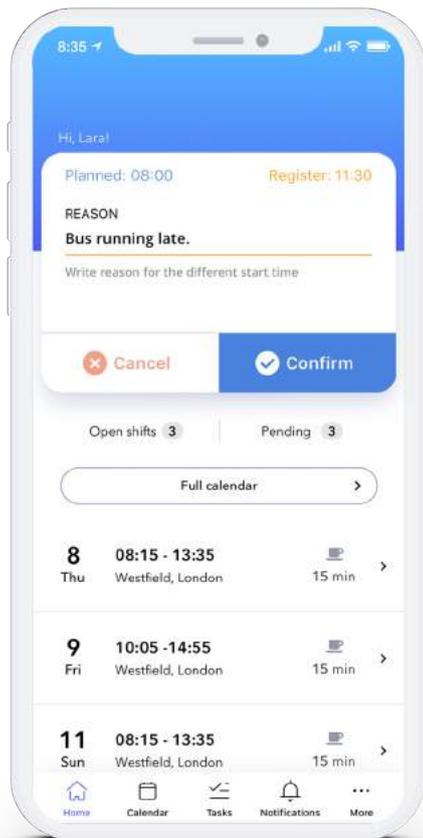
Time Registration

Use the **Time Registration** at the top of your **Home** screen to sign in at the beginning of a shift by tapping on **"Start Shift"** (4). If you are late to a shift, you will be required to enter a reason for the delay in start time, for example, heavy traffic or personal circumstances. Once entered, tap on **"Confirm"** (5) in order to register your starting time.
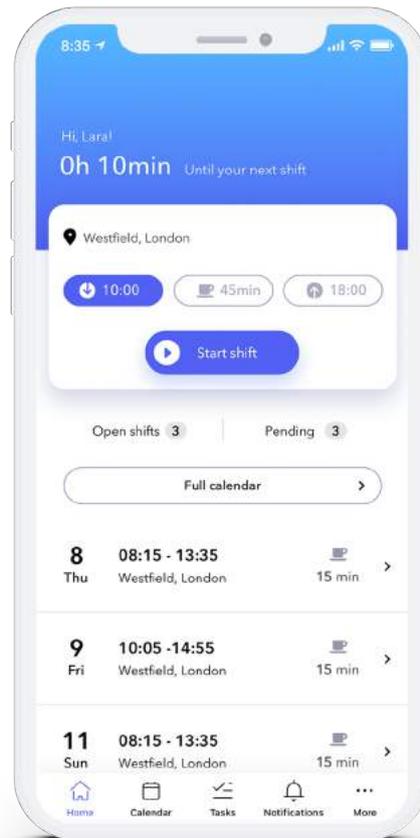

4. Start Shift

The Time Registration function also allows you **to record any breaks taken during a shift**. If your break is different from the original planned break for the shift, you have the ability to adjust accordingly. Just as with starting the shift at a different time than planned, you will be asked to enter the reason for the change in the time of your break. Once entered, tap **"Confirm"**.

*indicates Store Manager use only

5. Confirm
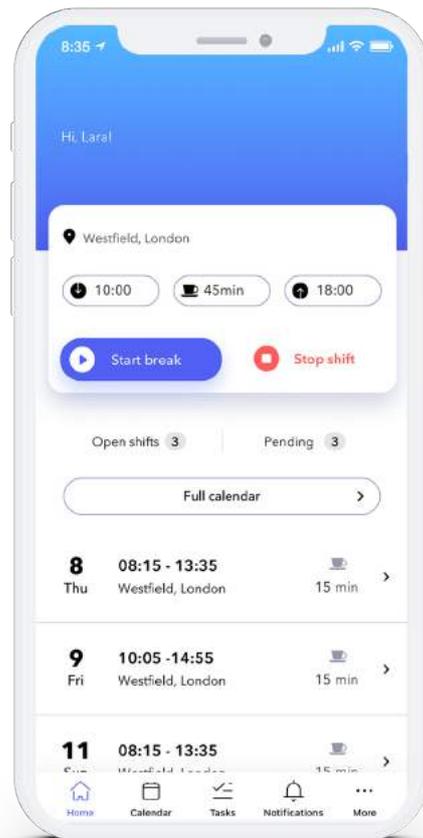
6. Stop Shift

And finally, the Time Registration function is also where you will record when you **end a shift**. This can be done by tapping on **"Stop Shift"** (6). Again, if you end your shift differently than what was planned - earlier or later - you will be required to enter a reason.

📅 Calendar

The **Calendar** provides an extensive overview of your personal schedule. To view planned shifts for the next month, swipe up from the bottom of the screen.

It not only shows assigned shifts and absences, but also open shifts that you can request. Each type of shift is indicated by a coloured dot:
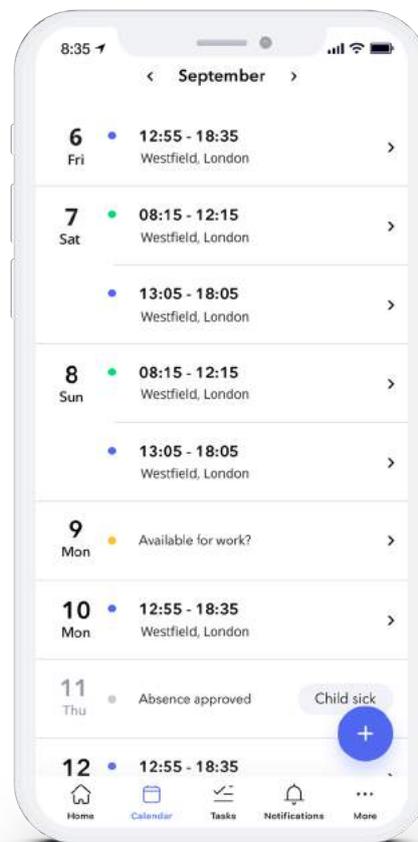
Calendar

- 🔵 Blue - a shift that has already been assigned to you

- 🟢 Green - an open shift, a shift that you have the ability to request

- 🔴 Red - a confirmed absence

- 🟡 Yellow - a pending shift, either an assigned shift that you have requested absence from and are now awaiting approval from the substitute or manager, or an open shift that has been requested and waiting for approval

*indicates Store Manager use only

6
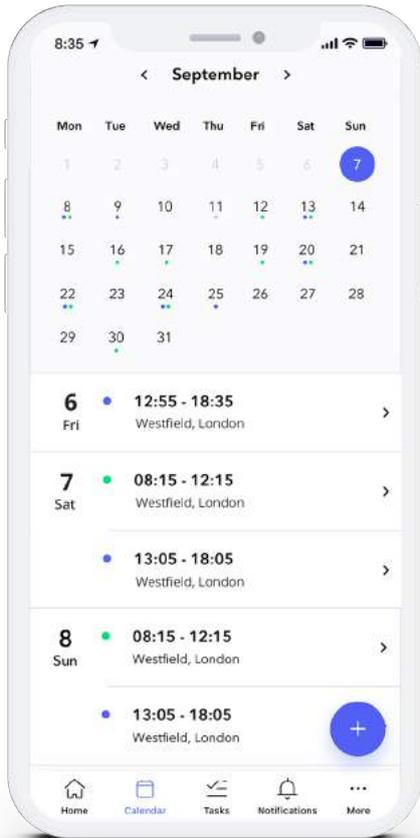
Coming Soon: If you prefer to see your schedule in **calendar view**, simply tap the name of the month found at the top and center of the screen. To view a different month, simply swipe to the left to move forward and swipe to the right to move backwards. To revert this, tap the name of the month again to remove the calendar view.

Calendar view

When in **Calendar**, you also have the ability to see each of your **assigned, pending and any open shift's details**, such as its duration, planned breaks and department location, by tapping on a specific day.

If you have requested absence or requested to take an open shift which is still awaiting approval, this can also be seen in details.

Additionally, you have the ability to see which colleagues are also scheduled to work that day.

Shift details
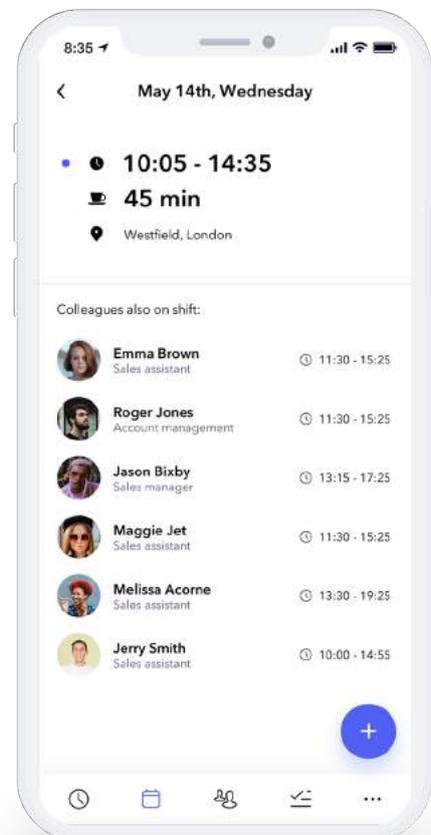
Requesting absence

When looking at a specific assigned shift's details, you have the ability to **request absence**. At the bottom right of the screen, tap ➕ and then tap the option to **"Request absence"**.

You will be directed to the **Fill in absence** screen. In the textbox under the header **"Absence Request:"**, you have the ability to type in a comment regarding your request and to choose what type of absence it is.
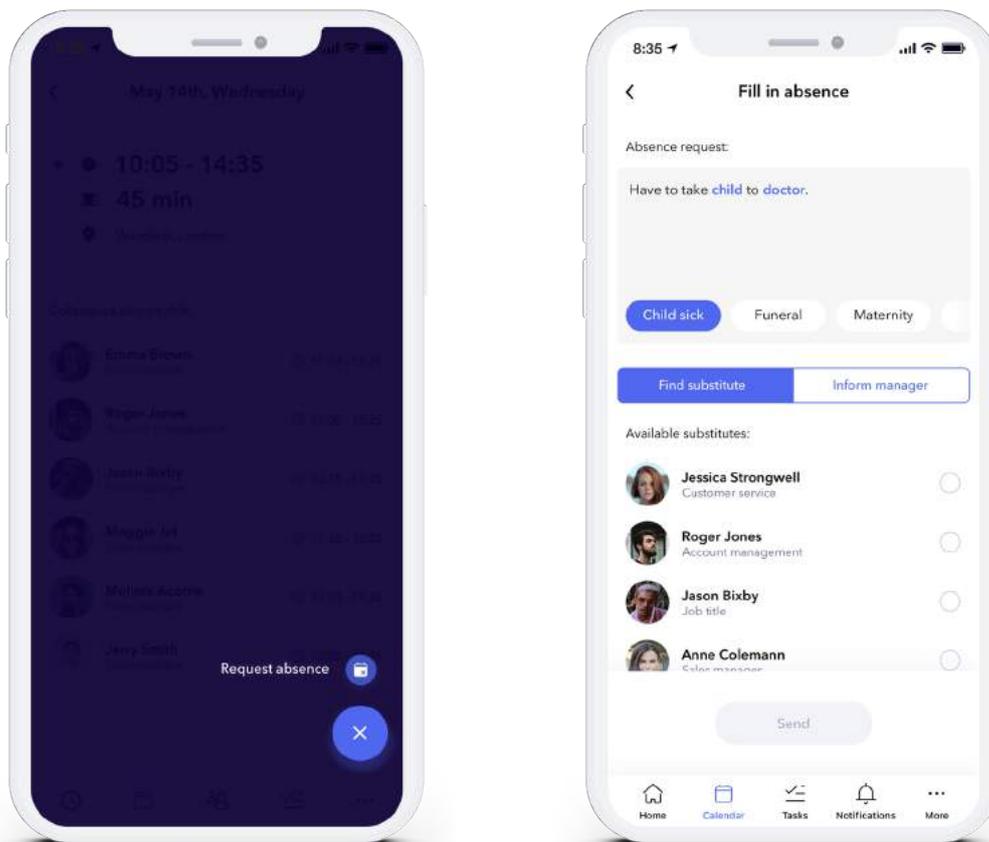

Request absence

Available substitutes

Below the textbox, you can see **"Available substitutes"** tor colleagues that are currently not scheduled to work the day you are requesting absence for. Select the colleague you wish to request to substitute for you by tapping the circle to the right of their name. Then tap **"Send"** at the bottom of the screen. Alternatively, tap **"Inform manager"** and your manager will receive a notification of your absence request and can find a substitute to fill that shift.

*indicates Store Manager use only

Requesting an open shift

As with assigned shifts, tap on the open shift to see more details. You now can see where and when the open shift begins, and who you will be working with. To request the shift, tap the request button. If you are unable to take this open shift, tap the reject button. That way the open shift will not appear again, and your manager will be aware that you are unavailable to work the shift.
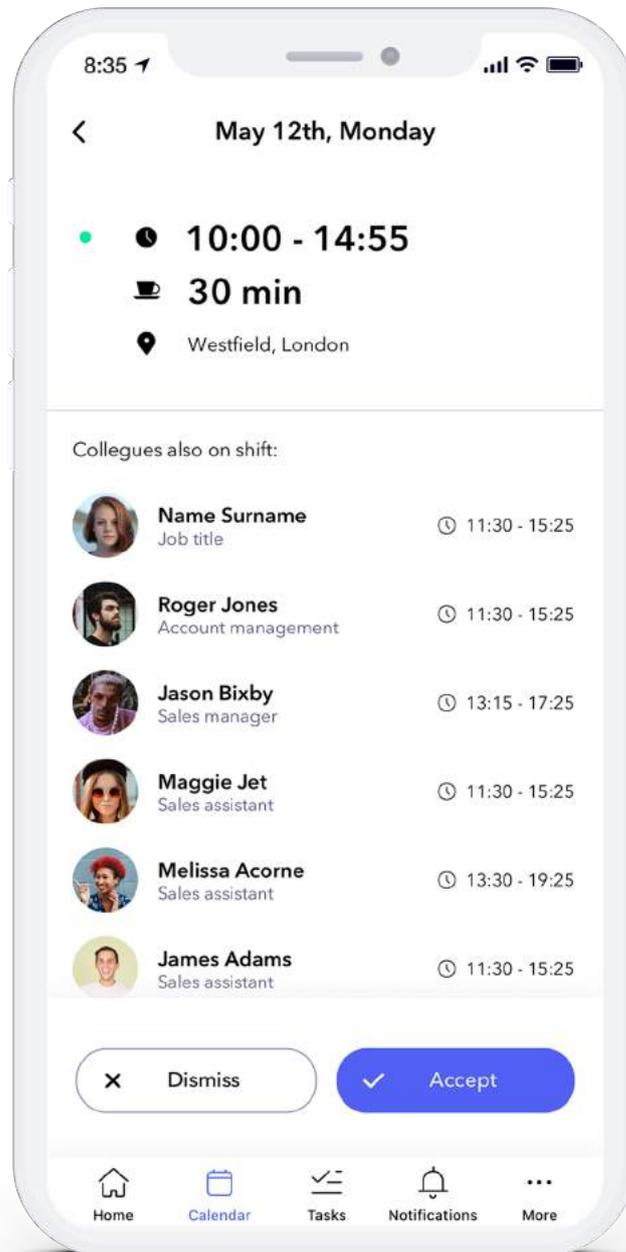

Open shift details

✓— Tasks*

Tasks is where store managers are able to confirm all staff registrations for the current day and make adjustments where needed.

In **Tasks**, you have the ability to see which employees are **On duty**, **No shows** and employees who have **Deviated** from their planned shift (1). These three conditions require action from the store manager. Below that, you will see how many of the employees scheduled to work that day have **Confirmed** time registrations, which requires no action.
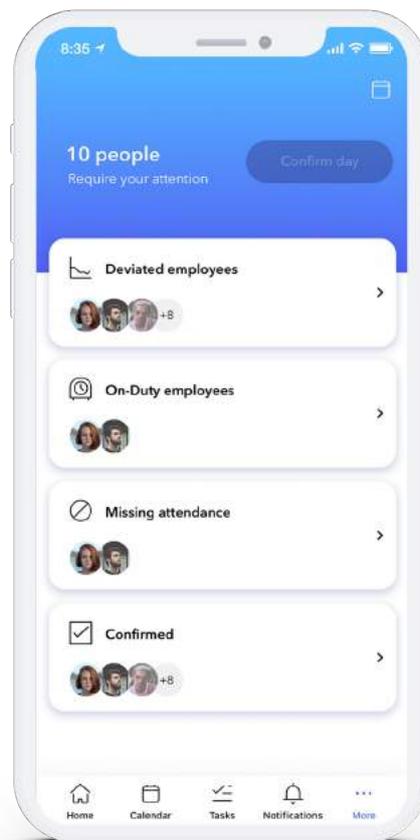

1. Manager Approval

If all employees scheduled that day are confirmed, you can **"Confirm day"** by tapping on the button found on the right towards the top.

*indicates Store Manager use only

Approving Staff Time Registrations

When action is required, tap on either **On Duty employees, No show employees** or **Deviated employees** in order to review and confirm that individual's time registration. Simply tap on one of these three boxes to review the time registrations entered from that staff member. Swipe left to right, and vice-a-versa, to switch between staff time registrations (2).
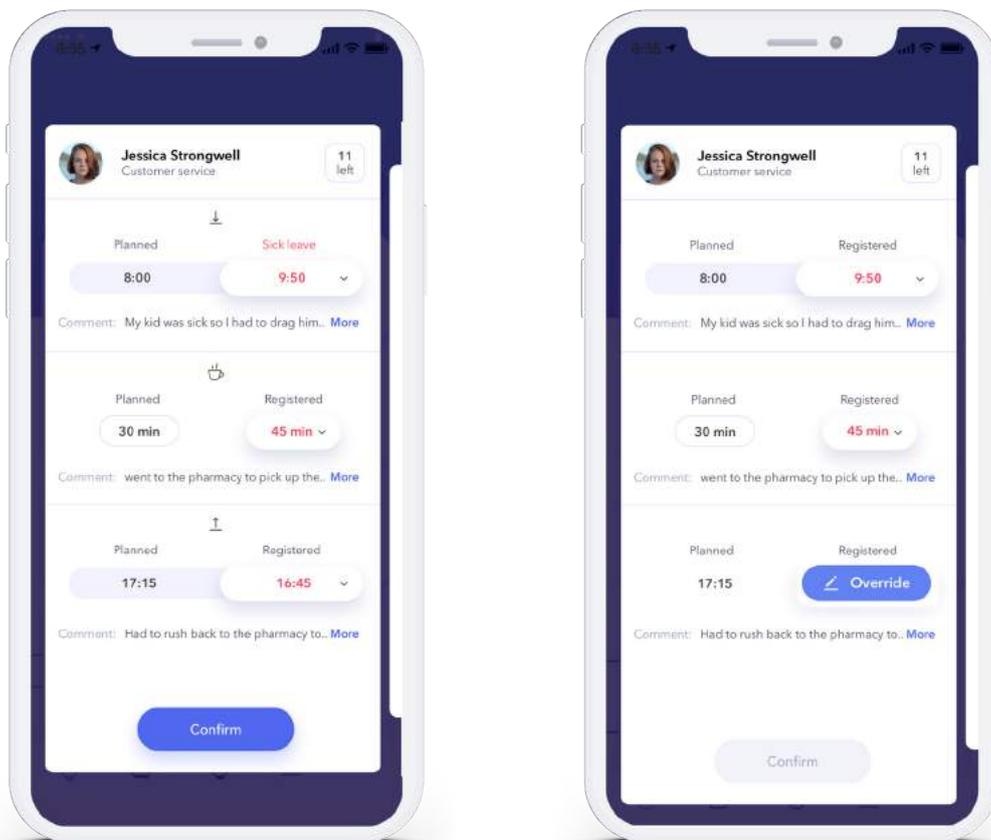
2. Individual time registration

3. Override

If the employee has not registered anything, a store manager has the ability to **"Override"** (3) these conditions by tapping on an individual's shift and adjusting the **Start Time, Break** or **Stop Time**. Once the correct adjustments have been made, tap **"Confirm"**. TThis employee's time registration is now confirmed.

Follow these steps until all employees scheduled for the current day have been confirmed. Remember to **"Confirm Day"** when finished.

Approving Pending Deviations from previous days

In the top right corner of the start page, you can review pending deviations from previous days that have yet to be confirmed by tapping on the calendar icon ▢.

Follow the same steps as confirming employee time registrations for a current day.

In order to return to the current day, tap the calendar icon again and select the current day's date from the list.
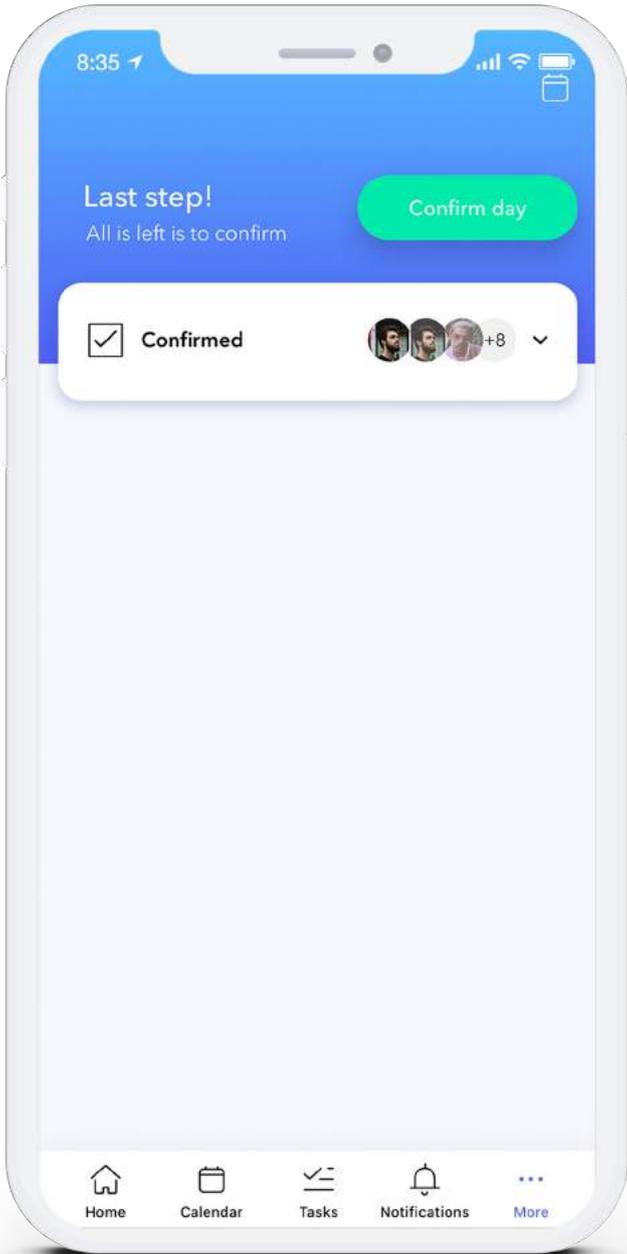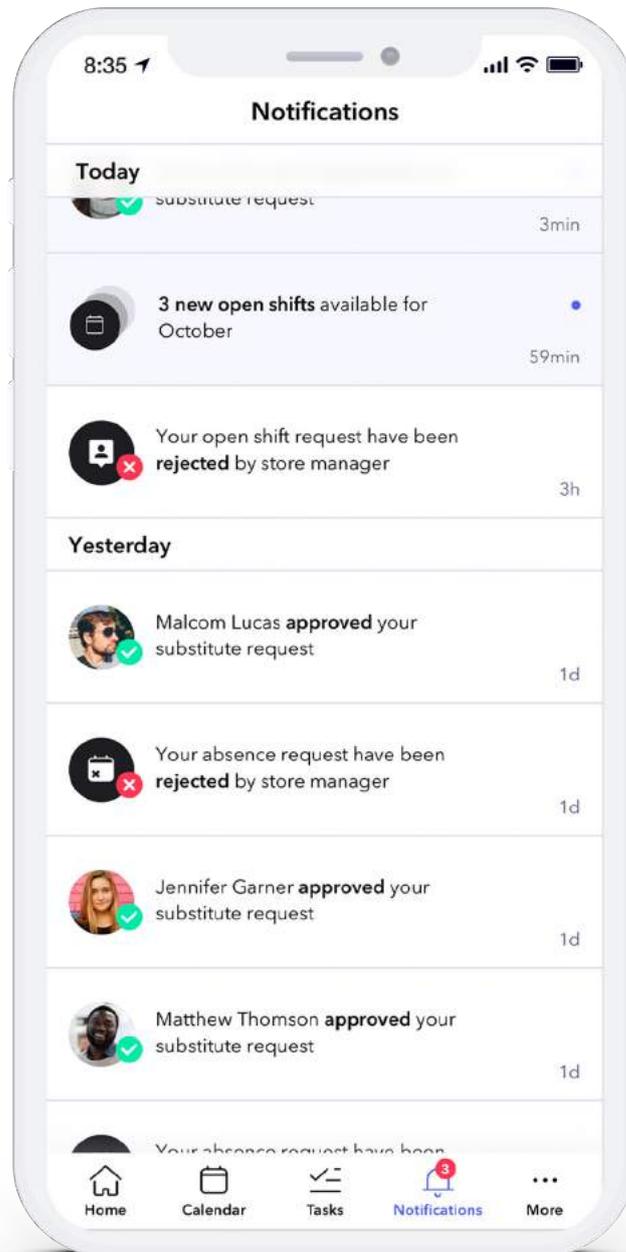

Confirm Day

*indicates Store Manager use only

🔔 Notifications

Have a complete history of all notifications within the Check-In App, such as absence requests from employees and real time updates on open shifts.


Notifications

••• **More**

In **More**, you can **edit your profile**, find the **Contact** information of colleagues, review **Pending Requests***, **Register iBeacon*** adjust your **Settings**, **Contact Support** and **Log-out** (1).

1. More

2. Edit

4. Contacts

Settings

In **Settings** you will find:

- Turn-on/off Check-in & Check-out notifications

  · Turn on to receive push notifications to remind you to enter your time registrations.

- Turn-on/off Report a bug

  · Turn on and shake your mobile to activate a pop-up when you have the options to: 1). Report a problem 2). Suggest an improvement 3). Talk to us.
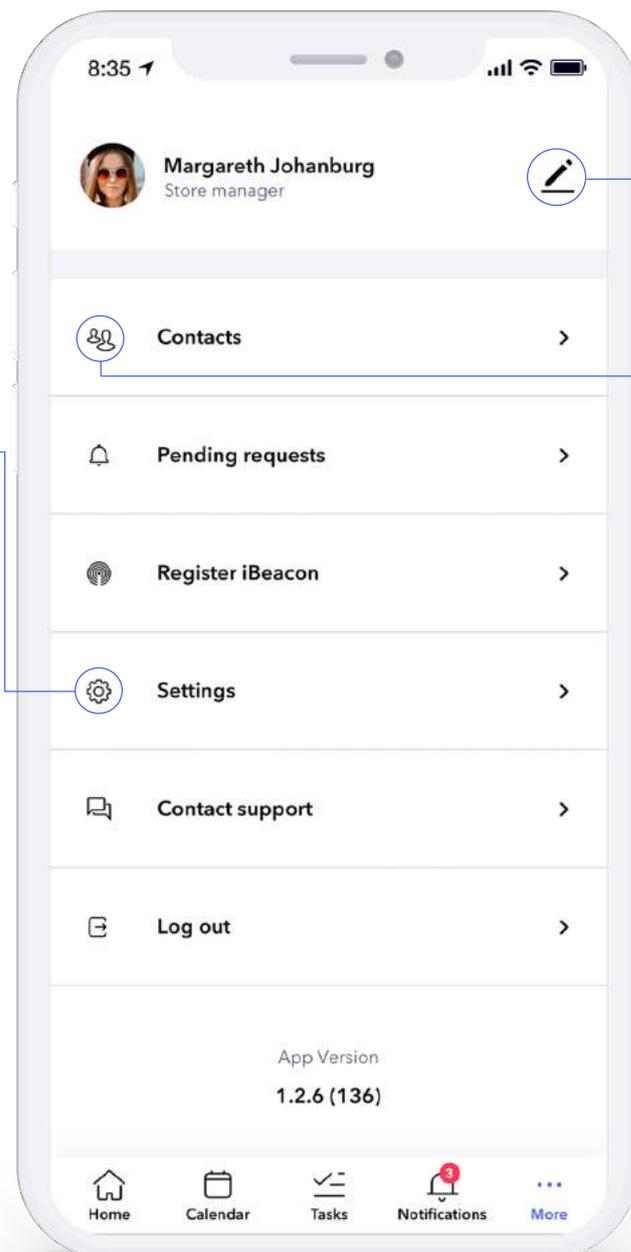
*indicates Store Manager use only
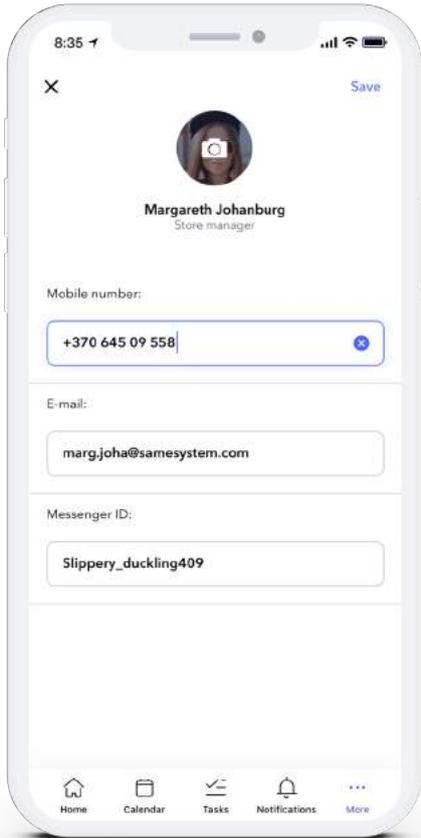
Editing your profile

You can edit your profile information by tapping on the edit icon ✎ found at the top right (2).

If you would like to change your photo, tap **"Edit"** in the right corner and then tap **"Save"**. You also have the ability to edit your mobile number, address, ICE contact person and number below, and more (entry fields are dependent on your department's setup) (3).

3. Edit

⚇ Contacts

Here is where you will be able to find the contact information on your colleagues and your department (4).

Simply tap on your department's or colleague's name in order to see their contact information such as the **department's address**, **mobile number**, **email and ICE contact** (5).
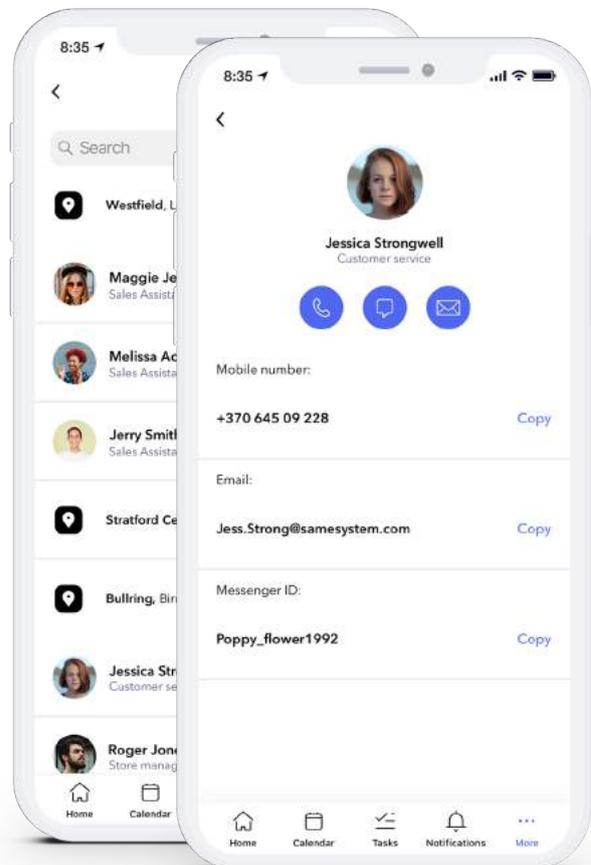
5. Contacts

Pending Requests*

As a store manager, within More you will find **Pending Requests**. By tapping on Pending Requests, you can see all the information regarding **leave requests** and **open shifts** of your store. The number in the red bubble next to the notification icon indicates the number of outstanding requests that require approval.
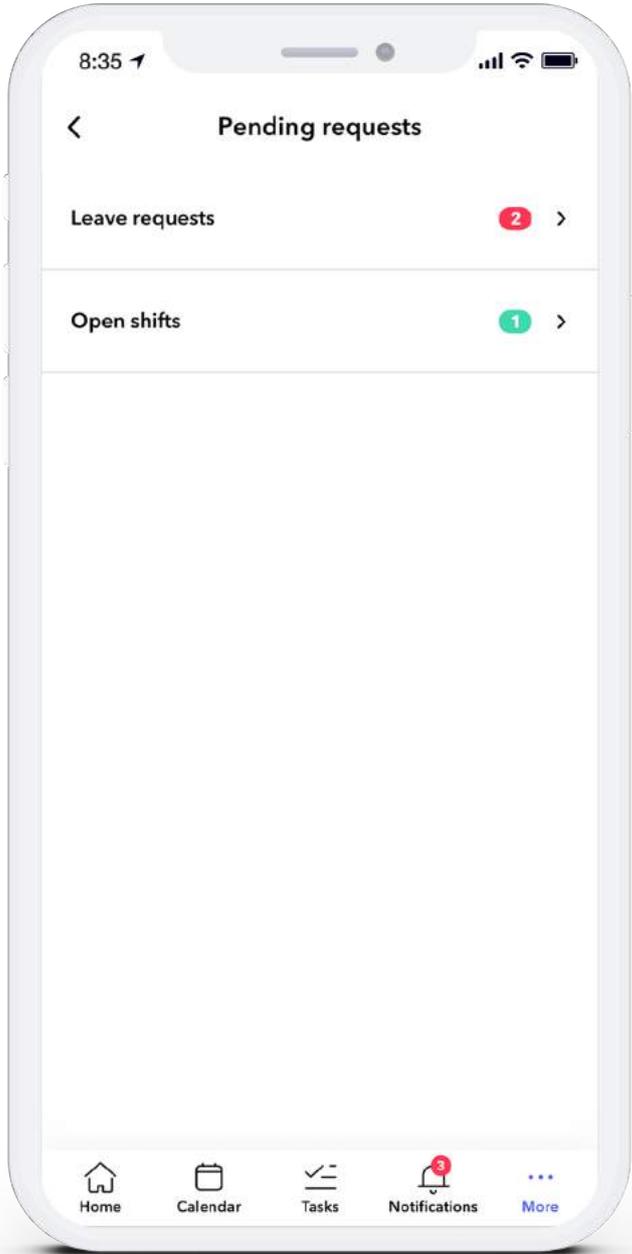
Pending requests

*indicates Store Manager use only

Leave requests

Here you can find all leave requests that need to either be **accepted** or **declined**.

When a shop manager declines a shift, the affected employee is notified with a message in their notifications tab that the shift has been declined.

After accepting a leave request, choose a replacement from the list provided or choose the replacement employee from the **open shift templates**.

Once an employee has accepted the **Open Shift**, all that is left to do is accept and finalize the replacement.

Note: This shift will appear as an Open Shift to the employee you sent the request to.
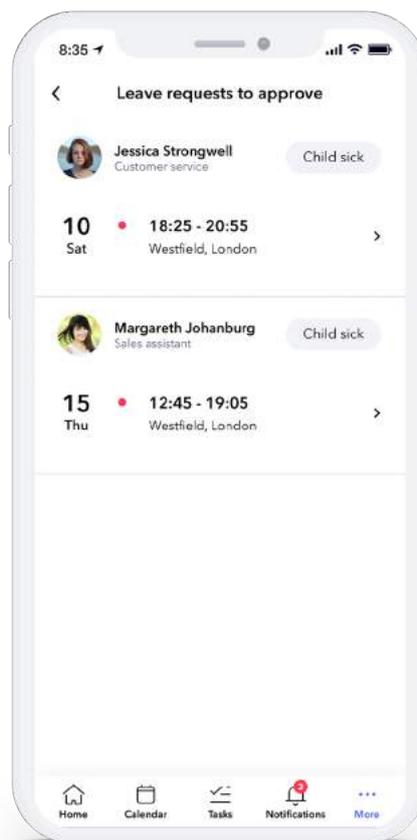
Leave requests

Open shifts

There are three different types of open shifts that can be viewed in the app: **Active**, **Automatic** and **Drafts**, as well as the ability to add a new open shift by tapping on the (icon) in the bottom right of your screen.
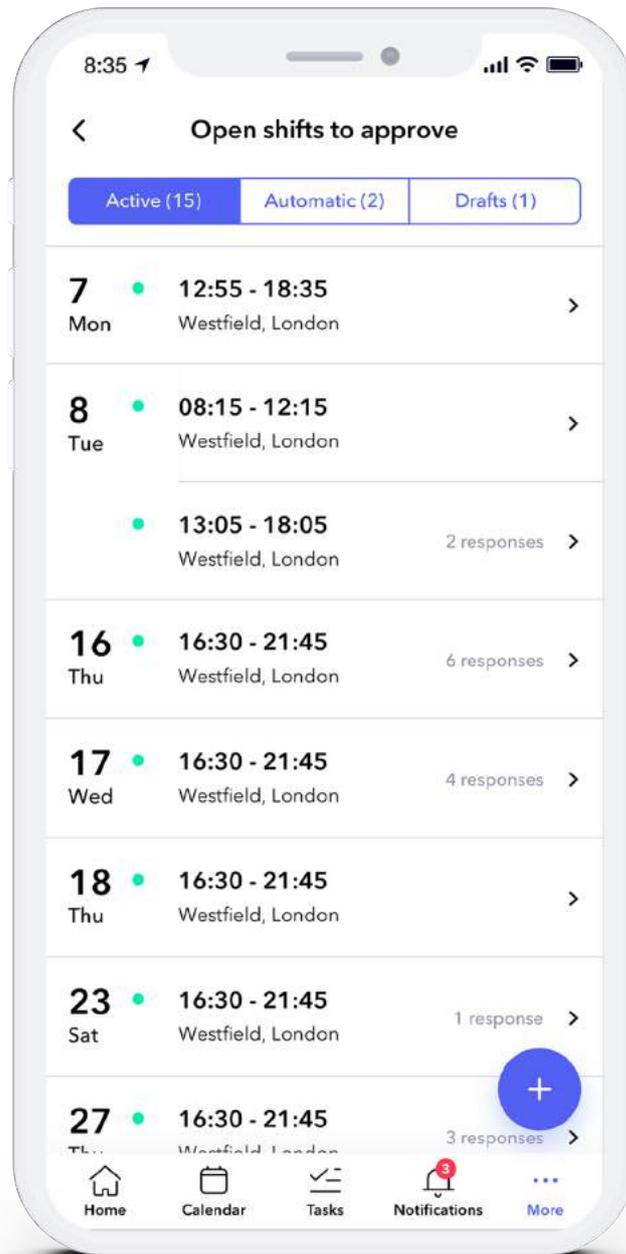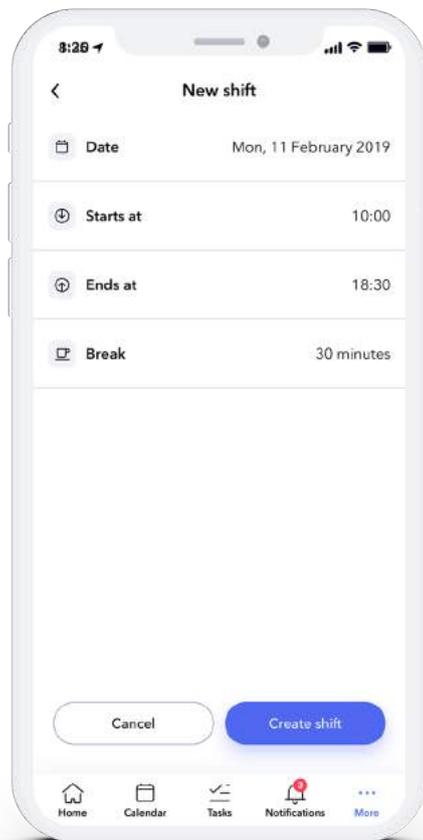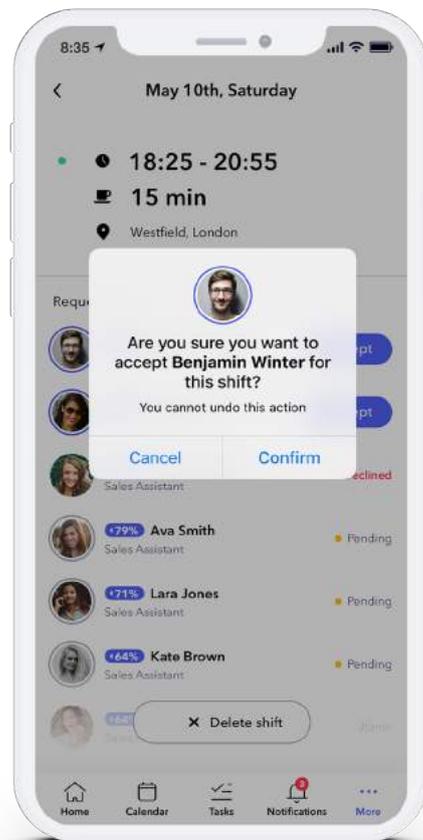
*indicates Store Manager use only

1. Active

When viewing Active Requests, you can see which employees have accepted to work an open shift. Here you can also view the date of that particular shift, it's duration, the department and how many employees have responded to the shift.

New shift

Confirm employee

By tapping on a date, you can select which employee can take the shift by hitting "**Accept**" and then confirming your choice.

2. Automatic

Here you can view all automatic employee replacements by open shift templates that are pending. Once accepted by an employee, a confirmation will appear under notifications and the shift will appear in the employee's calendar as a planned shift.
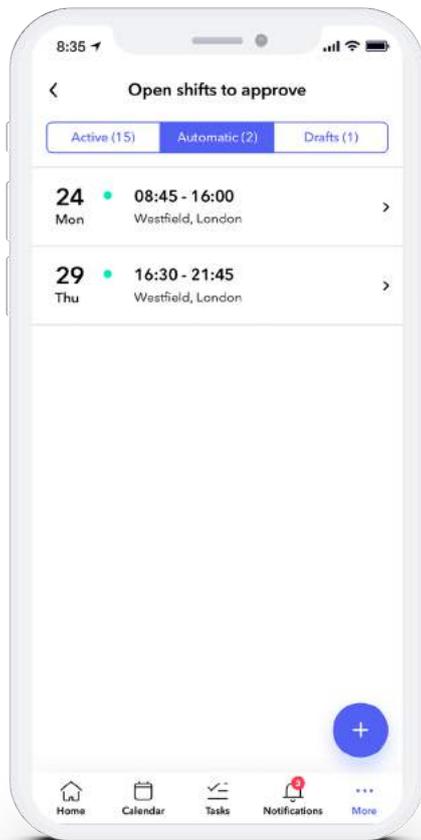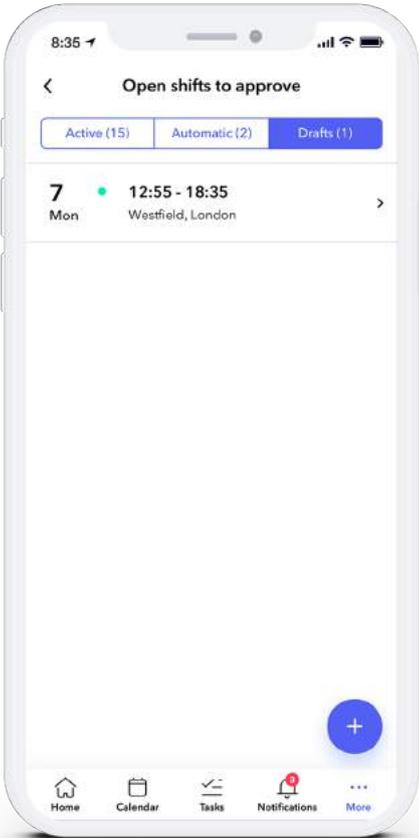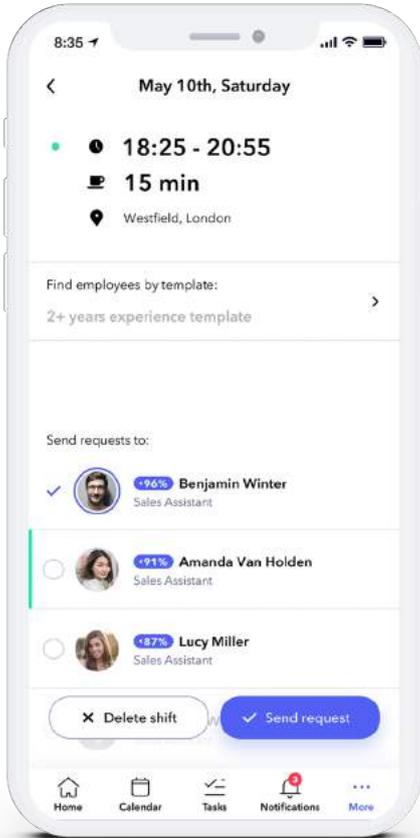

Automatic
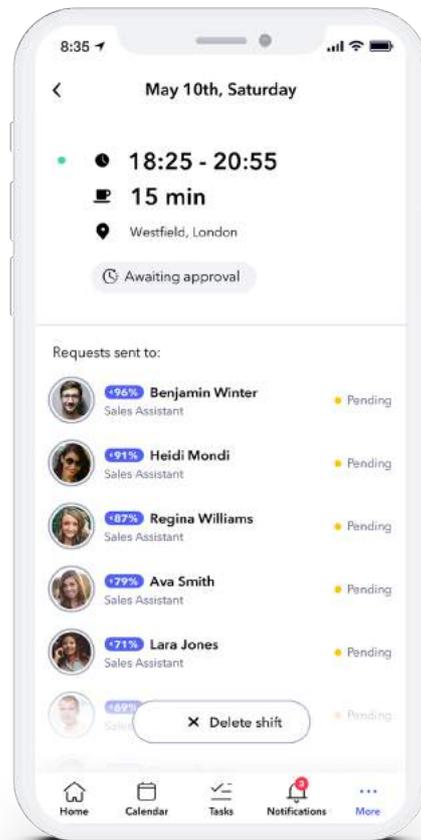
Pending employees

*indicates Store Manager use only

3. Drafts

Drafts are pending requests where the process has not yet been finalised, meaning that no requests have been sent out – to a specific employee or automatically. Tap on an individual open shift to either send a request to an specific employee or chose "Automatic send & accept".
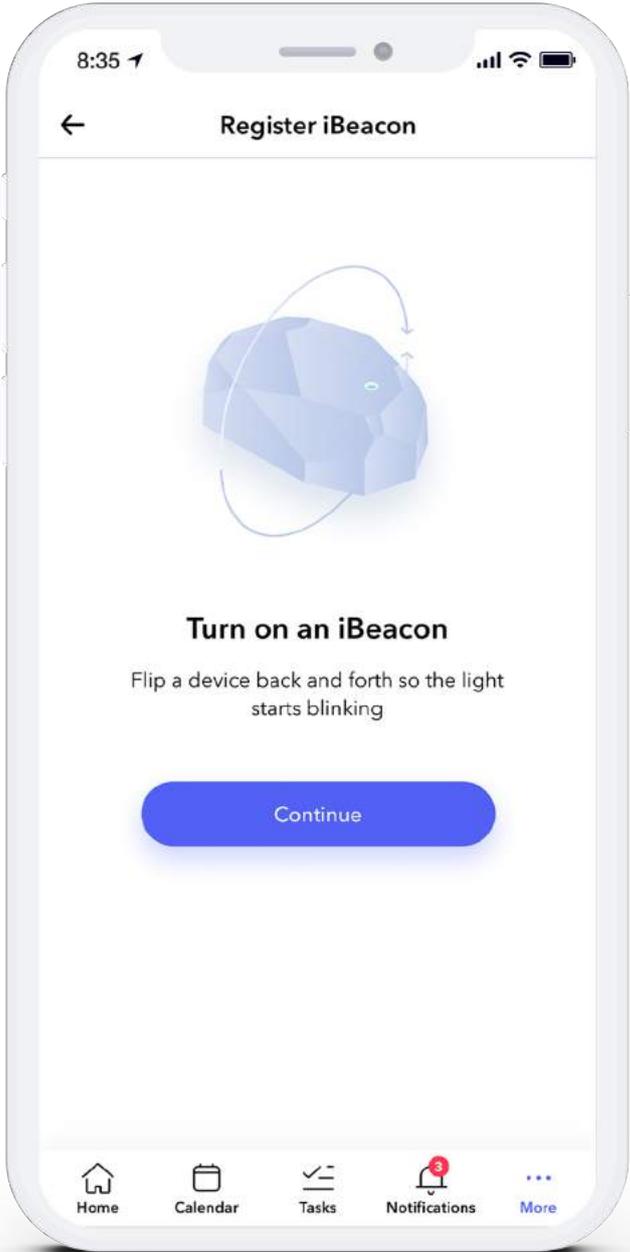

Drafts

Pending requests

Register iBeacon*

Simply follow the step-by-step instructions provided after tapping "**Register iBeacon**".

iBeacon

*indicates Store Manager use only

Contact Support and Log out

Contact Support

Chat with our support team to quickly answers or fix any issues.

Log out

Tap here to log out from the SameSystem app.