Time Simple Android Application

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Note: Wi-Fi or mobile data is needed to use all the functions of the Time Simple app.

DOWNLOADING

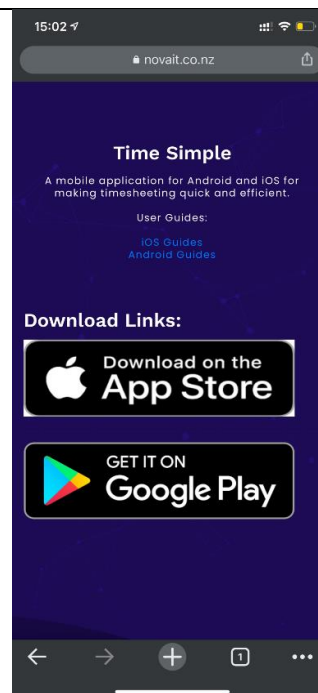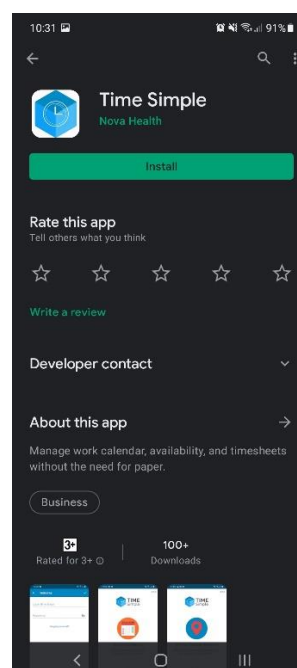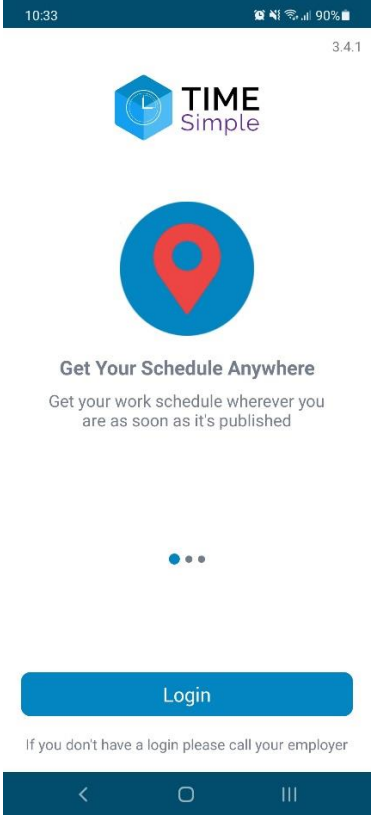| Download Time Simple app	
Download link. Google Play link https://play.google.com/store/apps/details?id=nz.co.nova.novait.timesimple Alternatively: Open the link on your phone browser: https://www.novait.co.nz/TimeSimple/download.php **What to do next:** 1. If you open the Nova IT link on your browser, you will see the page for the Time Simple apps (*Figure 1*). 2. Click on the download icon for Google Play (*Figure2*). 3. You will be redirected to the Google Play Store where you can download the app. Alternatively, you can search for the app on the Google Play Store and download straight from there or use the Google Play Store link above (*Figure 3*). 4. Close your browser, and on your home screen or app drawer you will see the app being installed. Once it is finished installing, you will see the Time Simple icon on your home screen or in your app draw. 5. Click on the app to open it.	 ***Figure 1*** *Download icon on the Nova IT website.* ***Figure 2*** *Download icon for Android* ***Figure 3*** *Time Simple Play Store page*
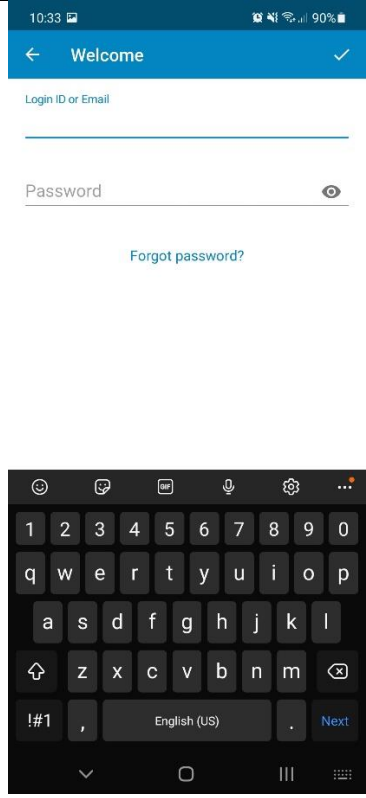
Logging into the app	
6. When you open the app for the first time, you will see the **Welcome** screen and the **Login** button (*Figure 4*). Tap on the **Login** button to login.	 *Figure 4 Time Simple Welcome screen*
7. Enter your login information. Once you have entered the login ID or email and password, tap on the ☑ at the top right corner of the screen to login. (*Figure 5*) If you are having trouble logging in, please follow the instructions in the next section to reset your password using the **Forgot Password?** link. *Please note that if your password changes, then it will be changed for both the website and the app.*	 *Figure 5 Time Simple Login screen*

| Forgot Password/Reset Password	
8. If you forgot your password, simply tap on the **Forgot Password?** link on the **Login** screen. Please refer to *Figure 5* for the forgot password link. 9. Once you have tapped on the **Forgot Password?** link the app will redirect you to the forgot password page on the Nova IT website (*Figure 6*). 10. Enter your login ID or email address that you provided to your agency and your new password. Click on the *Reset Password* button. 11. A message will appear saying "Updated Login" (Figure 7). Your new password will now work with the app.	 ***Figure 6*** *The forgot password page on the Nova IT Website.* ***Figure 7*** *The forgot password page on the Nova IT website.*
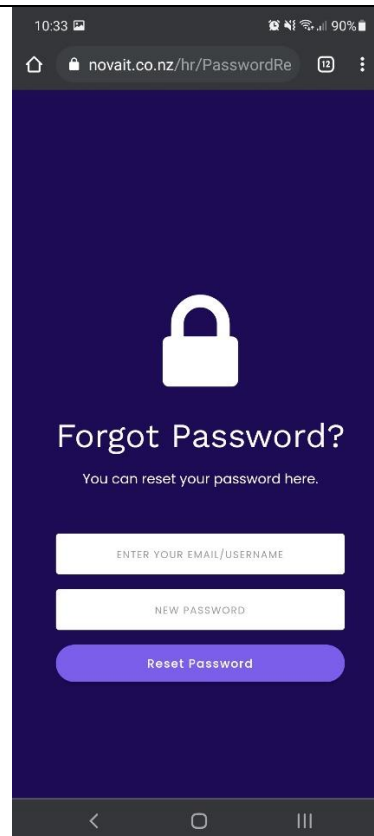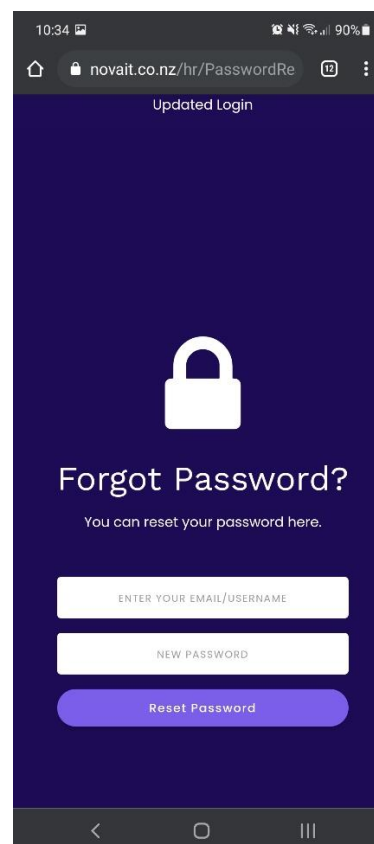
NAVIGATION

12. **Main Menu**. You can tap on the menu
    icon ☰ on the top left corner of the
    screen for the menu to navigate to other
    screens (*Figure 8*). Please also double
    check your name and details are correct.
    If you need to check what version of the
    app you have, it is located underneath
    your name.

13. Tap on the items on the list to navigate
    to the other screens in the app. For
    example, if you want to check your
    timesheets, you can tap on the
    Timesheets on the menu (*Figure 8*), and
    the app will redirect you to the
    Timesheets screen.
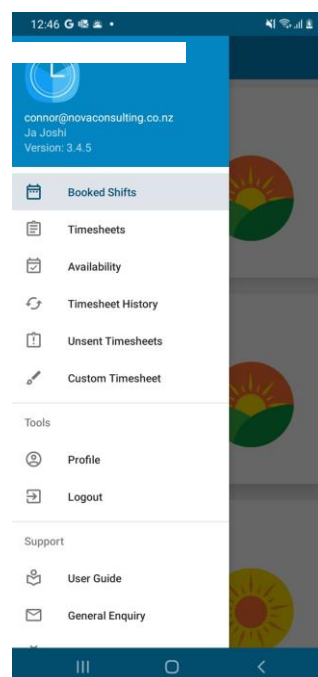
Figure 8 *Time Simple menu.*

How to Update Availability

14. If you are not already on the Availability
    screen, tap on the main menu ☰ and
    select **Availability**. There are two
    sections on the **Availability** screen, the
    calendar and availability (*Figure 9*).

    a. On the calendar section you can find
       the select a date from the current
       month. Once the date is found, tap on
       the date to update your availability.
       Please refer to instruction 15 on how
       to use the calendar.

    b. Shift availability is where you can
       update your availability.
       Select the shift colour according to
       your availability for each day. Do this
       by tapping the button corresponding
       to the date and time you wish to
       change. Refer to instruction 16 for
       the availability colour codes.
       You can change your availability as
       often as you like. The app will send an
       update to your agency when you
       navigate out of the availability
       screen, or move between months
       (there is no submit button).
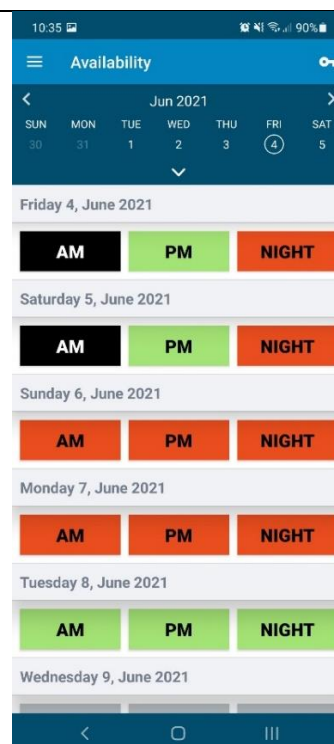
Figure 9 *Time Simple Availability screen*

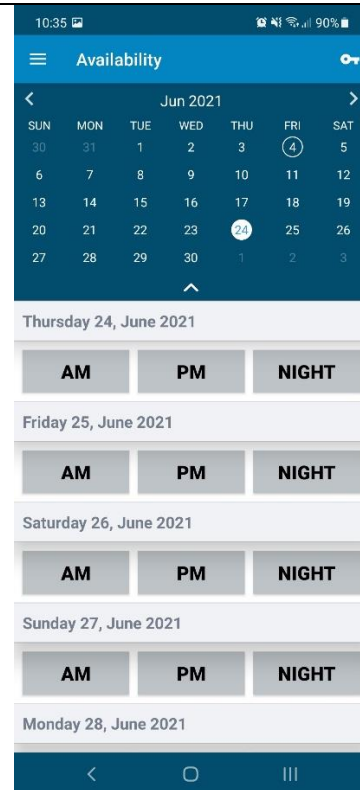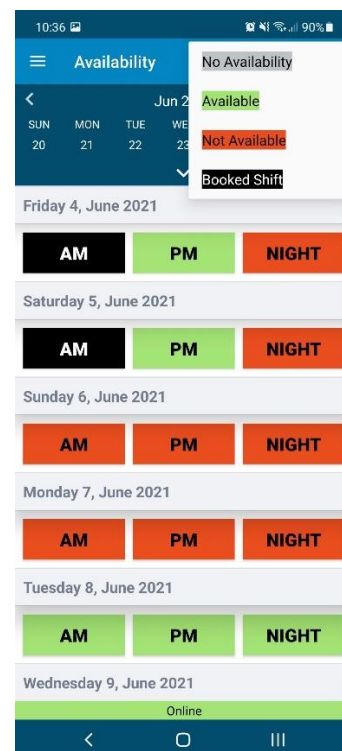|	
Navigation in the Availability Screen	
15. In the date picker section, there are a few different ways to navigate between dates (*Figure 10*). a. [<] left button to navigate to the previous month, or the previous week if the calendar is minimised. b. [>] right button to navigate to the next month, or next week if the calendar is minimised. c. A specific date can be selected on the calendar, and the availability screen will scroll to that date. d. Past dates will turn light grey, this is to indicate that they cannot be modified. You cannot navigate to dates that have occurred in the past.	*Figure 10 The date picker for Availability.*
Availability Colour codes	
16. The [key icon] icon on the top-right corner of the screen can tell you the meaning of the availability colour codes (*Figure 11*). a. **Black** button means you have been **booked** on a shift**.** You **cannot change** availability for this time. Contact your agency if you think this is incorrect. b. **Green** button means you are **available** to work for that time. c. **Red** button means you are **not available** to work for that time. d. **Grey** button means there is **no availability selected** for that time. You must update your availability, to either green (available) or red (not available). *Please note, you cannot change your availability for dates in the past, these boxes are greyed out.*	*Figure 11 Key icon that explains the colour code in the Availability screen.*
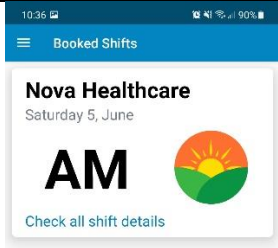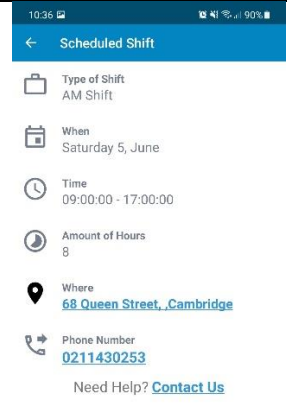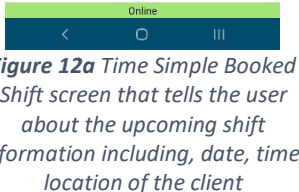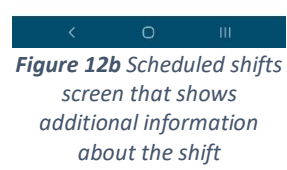
Booked Shifts	
View Shifts 17. Select the [menu icon] menu icon and navigate to **Booked Shifts** *(Figure 12a)*. This screen tells you all the shifts that you have been booked on, including the date, time, and location of your client *(Figure 12b)*. 18. Click on the **Check All Shift Details** link to view additional information about your shift *(Figure 12b)*.	
Cancelling Your Booked Shifts	
19. You are unable to change your booked shift from the app. Please contact your agency immediately if you wish to change the shift that you have been booked on.	*Figure 12a* Time Simple Booked Shift screen that tells the user about the upcoming shift information including, date, time, location of the client / *Figure 12b* Scheduled shifts screen that shows additional information about the shift
20. If you have not been booked on a shift, you will see the screen as displayed in *Figure 13*.	 *Figure 13* When there is no upcoming booked shift, the app will show the screen above.

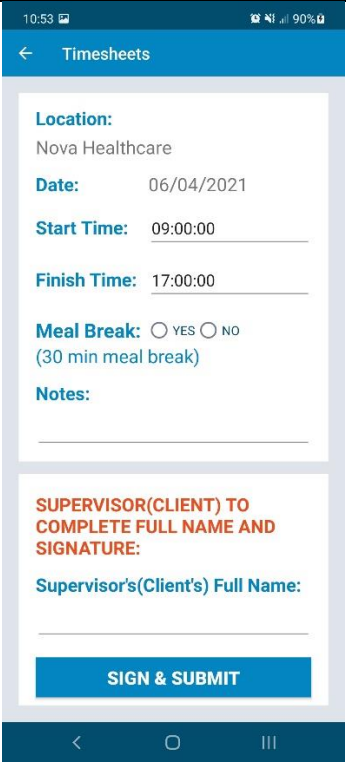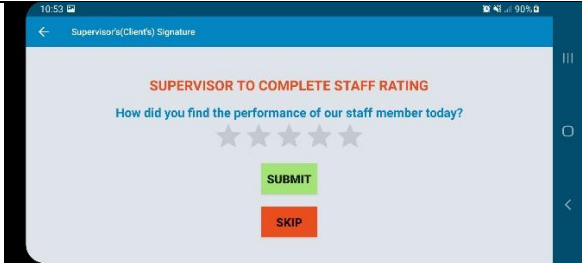| Timesheets	
21. The **Timesheets** screen is where you will need your supervisor to sign your timesheet after you finish each shift. 22. Tap on the ☰ icon and select **Timesheets**. You will see your most recent shift as well as the other upcoming shifts (*Figure 14*). You will need the timesheet at the end of your shift, to review your shift and to get the signature from the shift supervisor. 23. Wi-Fi / mobile data Ensure that you have access to Wi-Fi to complete your timesheet. The facility may provide you with Wi-Fi credentials. Alternatively, if this is not available then you will need to use your mobile data. If you cannot get access to Wi-Fi and have no mobile data available, then you can get your timesheets signed offline, however, <u>please note that you will need to connect to the internet again before your timesheets can be successfully submitted.</u> For more about offline timesheets, please refer to the Offline Functionality section on page 16. *Please note if you are having difficulty using the app to submit your timesheets, please use a paper timesheet and then contact your agency.*	10:37 ☰ Timesheets **Nova Healthcare** Saturday 5, June **AM** Review For Submission < ○ III ***Figure 14*** *Time Simple Timesheets screen.*
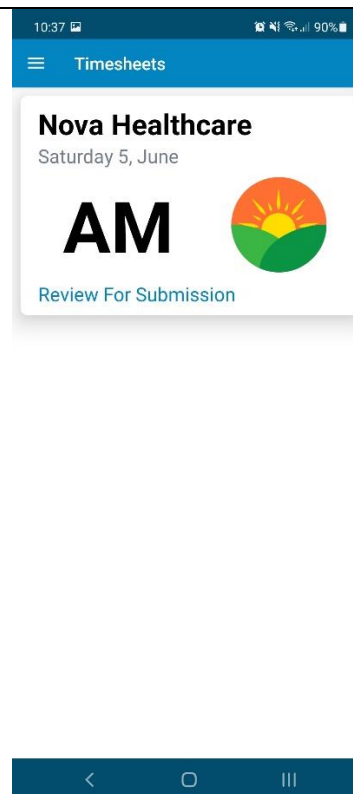
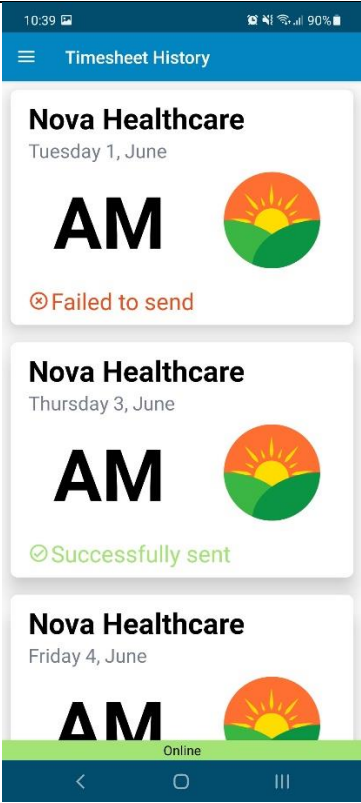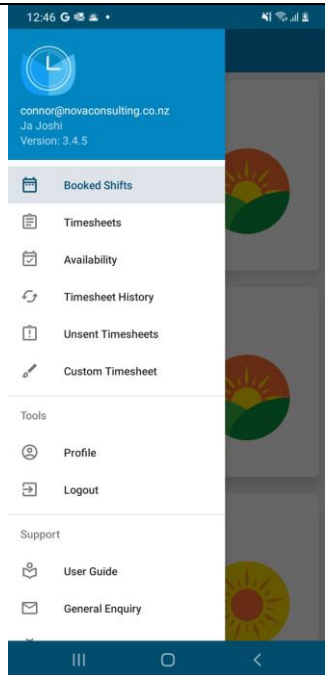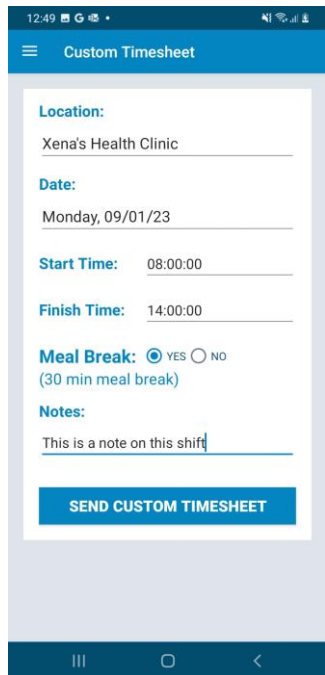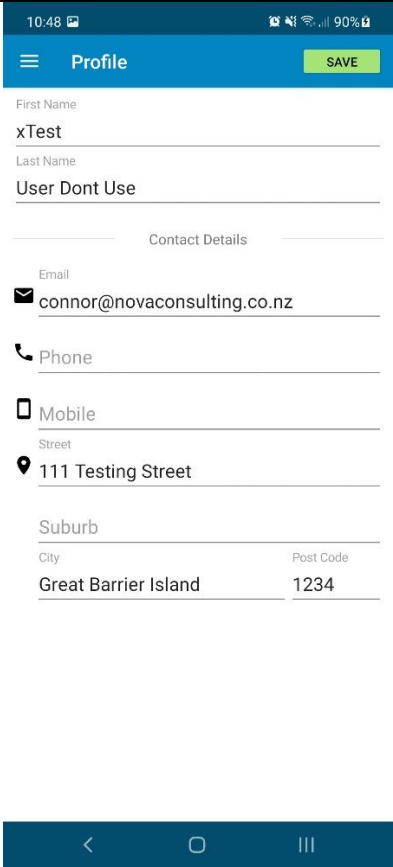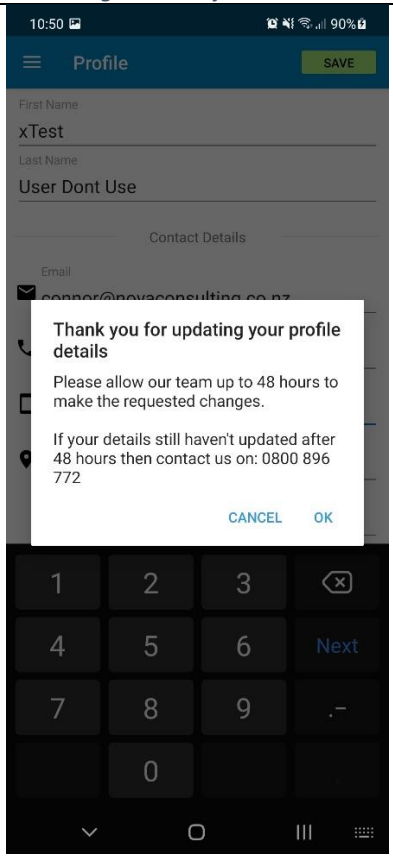|	
Review Your Timesheets	
24. Tap on *Review For Submission* (*Figure 14*) on the shift that you just did. The app will let you review the shift location, date, start and finish time, break, and you can put a note about that shift (*Figure 15*). If you change the start time, finish time, or select no for meal break, you must leave a note explaining why. You can make modifications on the shift start and finish time, if approved by a supervisor (client). After leaving a note dismiss the keyboard by tapping somewhere else on the screen. 25. Give the timesheet to your supervisor to review and sign your shift. Please refer to the next instruction on who can sign your timesheet. After they have written their name, press **Sign and Submit**.	 **Figure 15** *Time Simple Timesheets Review screen*
Who can Sign your timesheet?	
26. **The supervisor signing your timesheet must include their name prior to signing.** The person who can sign your timesheet must be one of the following: - **The client / client's family (if a private palliative client)** - **Registered nurse on duty** - **Senior healthcare assistant** - **Facility manager** - **Clinical nurse** • In the unlikely case that your client cannot physically sign your timesheet, or you cannot find the above-mentioned persons you must: - Add a note to the timesheet with a reason to justify why the timesheet could not be signed - Add the client / supervisor name you would expect to sign the timesheet - Click the sign & submit button	

- Write "N/A" into the signature box and click Sign and Submit to submit your timesheet - Email your agency using the **General Enquiry** option in the app menu to directly email your agency's email address with the explanation of your situation.	
Sign Your Timesheet	
Staff Rating	
27. After Providing the supervisor name the supervisor will now be able to rate the staff members performance for that shift by pressing one of the stars (*Figure 16*). Then press **Submit** to go to the **Supervisor's(Client's) Signature** screen. They also have the option of skipping the staff rating by tapping **Skip**.	 *Figure 16* The star rating view, for the supervisor to fill out.

28. The shift supervisor should add their signature by drawing with their finger (*Figure 17*) before moving to the rating view. To do this, the supervisor can draw directly into the white box. To reset their signature, the supervisor just needs to press **Clear**. 29. Tap on **Submit** to submit your **Timesheet**. 30. The app will update the **Timesheets** screen, the shift that you just submitted will be removed from the **Timesheets** screen and only upcoming shifts will remain in that screen.	 *Figure 17* Supervisor signature screen
Timesheet History	
31. The **Timesheet History** screen (*Figure 18*) shows a list of all your prior timesheets, up to 10 days before the current day. Each timesheet will show a label that says whether the shift was successfully sent. 32. A shift would show Successfully Sent if it has been sent from your device and received by us. A shift with this method will show up as soon as it has been successfully sent. 33. A shift would show Failed to Send if the shift failed to be sent within 48 hours of the shift date and time, or if we were unable to receive it.	 *Figure 18* Timesheet History Screen

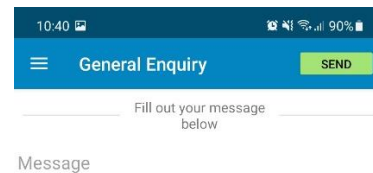| Custom Timesheet	
34. Tap **Custom Timesheet** in the *Time Simple Menu* (*Figure 8*), it will bring you to the **Custom Timesheet** screen (*Figure 19*), which allows you to send a custom timesheet whenever needed.	 ***Figure 8*** *Time Simple menu.*
35. The app will let you input the shift location, date, start and finish time, break, and a note about that shift (*Figure 19*). After leaving a note you can dismiss the keyboard by tapping Date, Start Time or Finish Time on the screen. 36. Carefully review all the information you input before you tap on **SEND CUSTOM TIMESHEET**. The app will return to the **Booked Shifts** screen automatically after the timesheet has been sent successfully.	 ***Figure 19 Custom*** *Timesheet Screen*

13

Profile Screen	
37. When coming to the **Profile** screen you will be greeted with a list of text boxes which will be populated with your personal information (*Figure 19*). 38. You can change all information underneath the **Contact Details** separator. This can be done by simply tapping on the text boxes and adding the information that needs updating.	 ***Figure 20*** *Profile screen*
39. When the user presses **Save** after making their changes, they will be prompted with a message stating changes should go into effect within 48 hours (*Figure 20*). 40. Your agency will be notified once the user clicks **OK** on the prompt	 ***Figure 21*** *Saving Profile Screen*

14

How to Send Email	
41. If you wish to send an email to your agency to ask a question, you can do so by selecting **General Enquiry** from the main menu ▤ and an email template will show up (*Figure 21*).	
42. The **General Enquiry** screen provides a message box for users to type their message and then send straight to your agency email. This can be done by typing your message then pressing **Send**.	
43. If you wish to send an email to the developers of the app, Nova IT, you can use the **Suggest Improvement** screen, which can be selected from the main menu. A screen like **General Enquiry** will show up (*Figure 22*).	
44. The **Suggest Improvement** screen allows you to type out a message to Nova IT, detailing any ideas for improvements you may have for the app.	
	Figure 22 General Enquiry screen
What to do if you get an error message when using email:	
45. You need to setup Mail on your device, setting this up would mean that you will be able to use the email functionality on the app.	
	Figure 23 Suggest Improvement screen
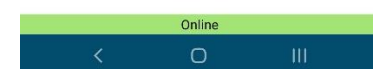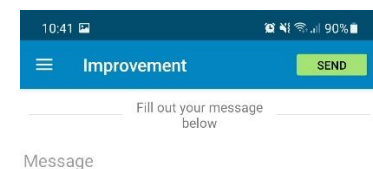
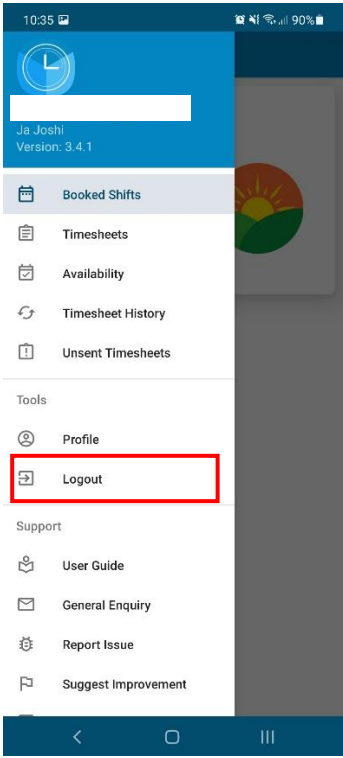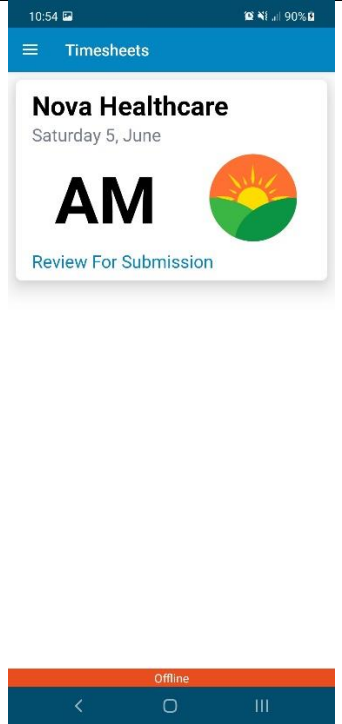| Close the app	
46. To close the app, simply press the **Home** button. *Please note, if you do not logout and just press the home button you will be automatically logged in when you next open the app.*	
Logout	
47. If you wish to logout from the app, simply tap on the icon on the left corner of the screen and select **Logout** (*Figure 23*). *Please note: You do not have to logout every time you finish using the app. Simple close the app by clicking on the home button on your phone. The next time you come back to the app you will be automatically logged in.* 48. The app will redirect you to the **Welcome** screen. Please refer to instruction 6 for the **Welcome** screen.	***Figure 24*** *Time Simple app menu that you can use to logout of the app.*

TROUBLESHOOTING

I need help using the app	
49. If you are experiencing issues with using the Time Simple app you can tap on **Report Issue** from the main menu icon and tell us what problem you are having. *Please note, the app is designed to work at all facilities, however, if you are having issues the default is to use a <u>paper timesheet</u>, which should then be sent to your agency, then follow up with contacting the office during business hours to explain your situation.* *Alternatively, if your request is urgent, please phone your agency.*	 ***Figure 25*** *Report Issue screen*

16

Contact Us	
50. If you need to contact your agency, you can select the **Contact Us** screen in the main menu [≡], from there you can click one of the two phone numbers to call your agency or click the email address to send them an email. Additionally, you can go to their website using the last link.	*Figure 26* Contact Us screen
Offline Functionality	
51. The Time Simple app supports limited offline functionality. While offline or in areas with poor network connectivity, you can still view information about your booked shifts and sign off timesheets. You can also still view the **Contact Us** screen, though some links may not work. 52. You will know when the app is offline, as an orange/red bar at the bottom of the screen will say offline. This will remain permanently until you regain network connectivity and refresh the app.	*Figure 27* Timesheets Offline

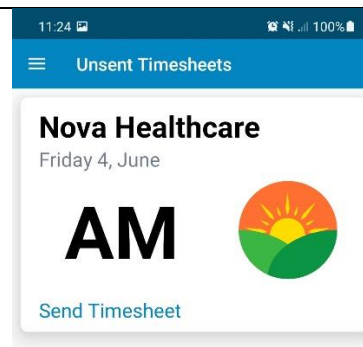| Submitting Timesheets offline	
53. You can still go through the process of submitting timesheets while not connected to the internet. Follow the process as described above from instruction 23 When you get to the **Signature** screen and press **Submit**, you will still be redirected back to the **Timesheets** screen. However, the timesheet will not have been sent. Instead, it will be stored on the phone until network connectivity is re-established. In most cases, when network connectivity is restored, the shift will be sent off automatically.	
54. You can see any stored timesheet by navigating to the **Unsent Timesheets** screen via the main menu. If there are any shifts that have not been sent yet, you will be able to see them here. If you have no shifts to be sent, you will see *Figure 28.* You can manually attempt to send these timesheets by tapping each one individually on **Send Timesheet**. Tap on it once, and then navigate back to any other menu. If you come back to **Unsent Timesheets**, you should see that it has disappeared. Alternatively, opening the app onto the **Booked Shifts** screen after network connectivity is regained will send the timesheets that are currently signed and stored on the device.	*Figure 28 Unsent Timesheets screen*
55. If you attempt to send a timesheet and it remains in the timesheet storage screen, something may have gone wrong. Try to send it again. If the problem persists, give your agency a call and explain the problem.	
56. If you try to view a screen that cannot be accessed while offline, you will see *Figure 29.* Clicking **Reload** will take you back to the **Booked Shifts** screen and attempt to reload the app.	*Figure 29 Empty Unsent Timesheets*
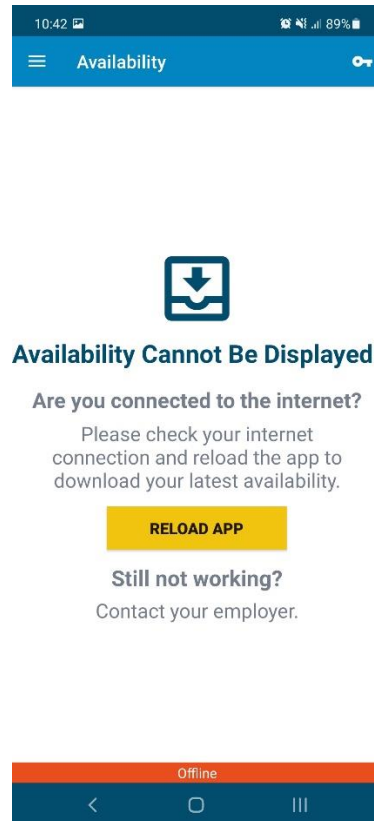
	Figure 30 *No internet connection*

FAQs

I try to install the app, but the Time Simple icon is greyed out.

You may have other updates that are pending and restricting the app from downloading. Try stopping the other apps from trying to update, then try and download the app again.

I did not receive an email to reset my password.

After requesting a reset password, you should receive an email immediately to finalise the process. If the email has not arrived, please try the following:

- Check your spam / junk folder in your email account.
- Contact the office to confirm which email address is set up for you on the website.

If the email still does not arrive, contact the office to reset the password on your behalf.

What do I do if my client cannot physically sign the timesheet?

Some clients for whatever reason are not physically able to sign a timesheet. If this is the case and there is no other relieving staff member to sign the timesheet on their behalf, then you will need to follow the process below:

1. Under the notes section, write an explanation why the client cannot sign the timesheet.
2. Under the Shift Supervisor Name enter your client's name
3. Click the Sign & Submit button
4. Write "N/A" into the box where the shift supervisor would usually sign their name.
5. Click SAVE

The payroll team will assess on a case-by-case basis and contact you if there are any queries regarding the above.

I have just downloaded the app; what should I do with the previous shifts I can see?

Once you have downloaded the app and logged in, you only need to submit your timesheets from that point forward. Any previous shifts should disappear after the next pay run, if you have sent in a paper timesheet.

I cannot login / do not know my login details

You can login with either your login ID or email address. Please contact your agency if you are not sure what these details are.

If you do not remember your password, click on the Forgot password? button. You will be redirected to the Nova IT website where you can go through the process of resetting your password. Once reset, open the app again and try logging in with your login ID or email address and the new password that you just created.

An update available message is restricting me from logging into the app.

From time to time we might release an update to the app with improvements and bug fixes. Therefore, if you see a message with Update Available, please follow the process to update to the latest version. <u>Please note, to use the app you must always have the latest version of the app installed.</u>

For more FAQs, visit https://novahealth.co.nz/android-faq/