

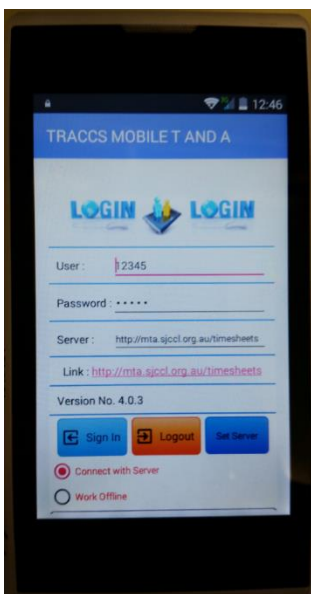
TRACCS MOBILE APPLICATION USER GUIDE

Date: 06/09/2017 App version: 4.1.3

A QUICK LOOK AROUND YOUR DEVICE



1. Press the **Traccs Mobile App** Icon to commence



2. If your Username is not present then touch the **User** field area and delete the current name and type in your User Name.

Once finished press the **next** button on the touchscreen keyboard

3. If your password is not present then touch the **password** field area and delete the current password and type in your password.

Once finished press the **next** button on the touchscreen keyboard

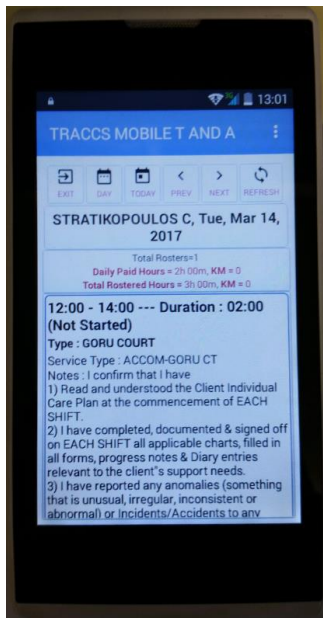


4. Enter **Server** Address. Most phones should already have this entered however if not, the **Server** Address is <http://mta.sjccl.org.au/timesheets>

Then press the done button on the touch screen keyboard.

If you have only just typed in the server address then press the **Set Server** Button, and then press it again to **Save Server**.

5. Press the **sign in** button on the screen, if you are prompted upon login, press **Cancel**.



6. Take note of the icons at the top of the screen of the **Day View**:

Exit – Returns you to login screen

Day – allows you to change the day you are looking at

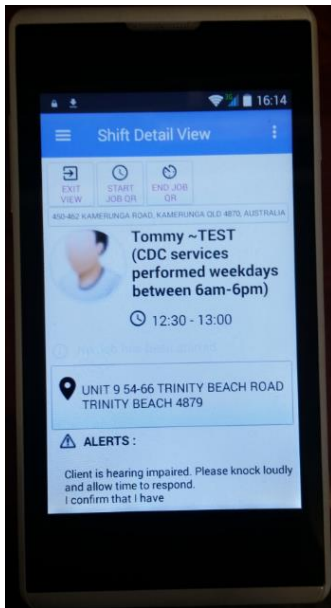
Today – Changes view to look at today's shifts

Prev – Changes day to 1 day earlier

Next – Changed day to 1 day later

Refresh – Manually forces a refresh request

7. Select the appropriate shift from the **Day View**



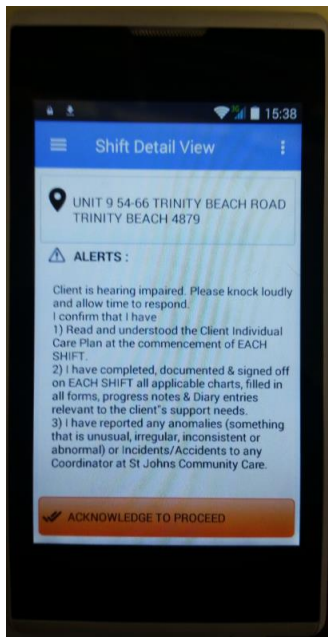
8. Read the **Shift Detail View**. Note the following buttons:

Exit View – Returns to Day view

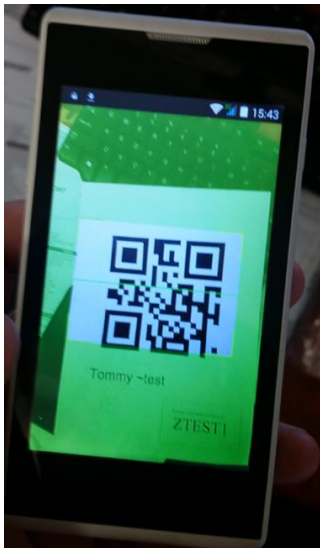
Start Job QR – Starts the job

End Job QR – Closes the job

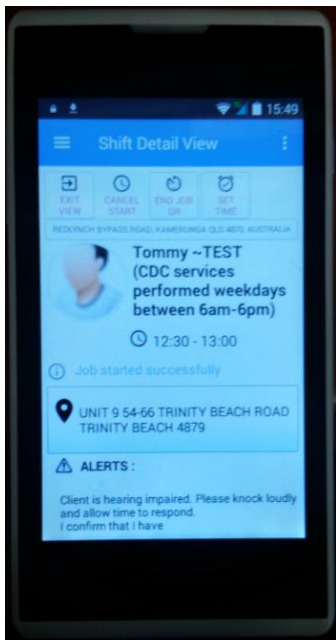
Address – The address is listed with a location marker .



9. After reading all alerts and information, scroll down to bottom and press **Acknowledge to proceed**. Scroll to top and press **Start Job QR** button to open the QR Scanner.



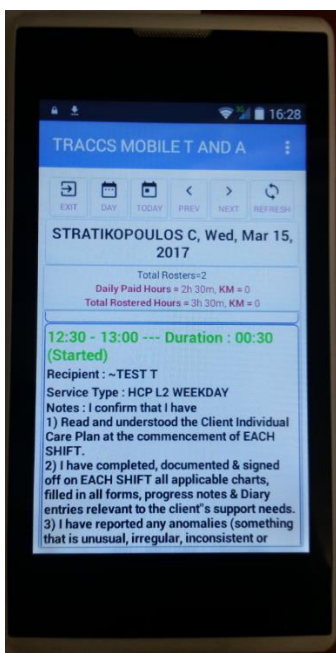
10. Scan the QR Code located inside the front cover of the Client file or from your Coordinator at the Centre you are working in. If you do not know where the QR Code is check with your Coordinator. Be sure to fit the QR code in the white rectangle. Ensure the QR is flat, and your phone is parallel to ensure the best scanning chance.



11. Take note of the **status message** to ensure the code scanned successfully. If there is any error's here, take a photo/screenshot of the message and contact your coordinator. To take a screenshot:

- Hold the **volume down** button & Hold the **power** button
- Wait until a screenshot is taken

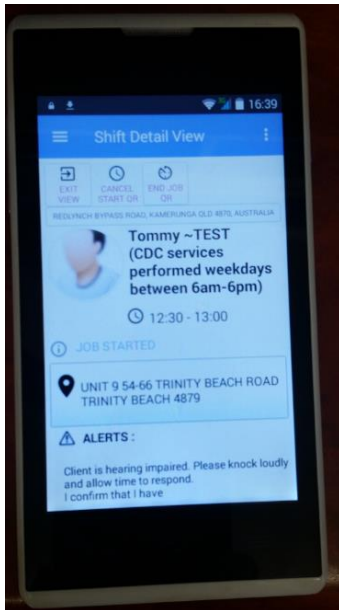
12. Press the **exit** button on the top left of the screen to return to **Day view**. Press the **Refresh** on **Day view** to force your phone to confirm the value is updated.



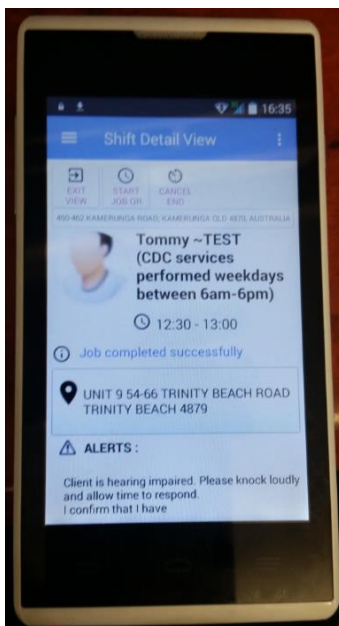
13. Shifts which have not been started are shown with **black writing**. Shifts that have been started and are in progress are **green**. Shifts which have been completed are **red**. Always check to ensure that the shift is showing as expected. Press **Exit** to leave the day and then press **Logout** to close the software. Perform your shift with the client.

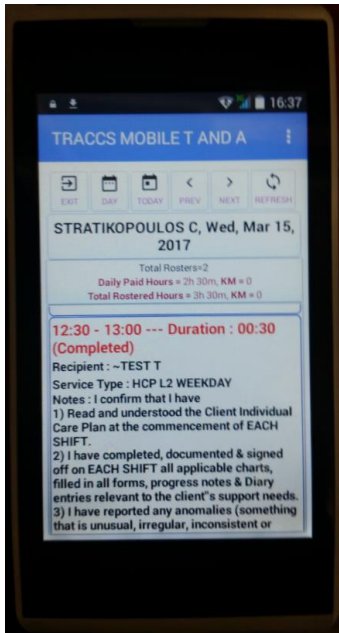
14. To end your shift, perform steps 5 – 8 again.

15. When in the **Shift Detail view**, press **End Job QR**.



16. Repeat steps 10-12 to scan the QR and ensure it states successful after scanning.





17. On the **Day view** you will see it is now showing as red. Press **Exit** to leave the day view, and then press **Logout** to leave the software.

MEAL BREAKS

If you work a minimum number of hours, you may be entitled to a Meal break between your shifts. This will appear in your day view.

You **do not** have to log in or out of Meal breaks which show as STF-MEAL BREAK-COMMUNITY.

12:30 - 13:00 --- Duration : 00:30 (Not Started)
Type : ADMIN
 Service Type : STF-MEAL BREAK-COMMUNITY

You **do have** to log into and out of your meal breaks which show as STF-MEAL-BREAK

19:00 - 19:30 --- Duration : 00:30 (Completed)
Type : ADMIN
 Service Type : STF-MEAL BREAK

STANDARD SHIFT (Community Based Staff)

Depending upon your workload, you may have multiple shifts for the day with different clients. At each shift start and end, you must log in and log out of the shift at allocated times.

e.g.

Shift 1 – Recipient: ~**Test T**, Time: **0830-0900**, Service Type: **Domestic assistance**

Shift 2 – Recipient: ~**Testing T**, Time: **0930-1030**, Service Type: **HCP L2 Weekday**

Shift 3 – Recipient: ~**Testing D**, Time: **1100-1230**, Service Type: **Domestic Assistance**

Meal – Recipient: **Admin**, Time: **1230-1300**, Service Type: **STF-MEAL BREAK-COMMUNITY**

Shift 4 – Recipient: ~**Test D**, Time: **1300-1430**, Service Type: **HCP L2 Weekday**

In the above scenario, you will:

- Log into **Shift 1** at **0830**. Log out **Shift 1** at **0900**.
- Log into **Shift 2** at **0930**. Log out **Shift 2** at **1030**.
- Log into **Shift 3** at **1100**. Log out **Shift 3** at **1230**.
- **Do not** log into or out of the Meal Break
- Log into **Shift 4** at **1300**. Log out **Shift 4** at **1430**.

MULTI-SHIFTING (24 hr houses, Centre Based Staff, Admin Staff)

If you have **consecutive** shifts with the **same client or facility**, TRACCS uses a technique called multi-shifting that will allow log in to the first shift only, and log out of the first shift only, to close all consecutive shifts.

e.g.

Shift 1 – Recipient: ~**Test T**, Time: **0830-0900**, Service Type: **Domestic assistance**

Shift 2 – Recipient: ~**Test T**, Time: **0900-0930**, Service Type: **HCP L2 Weekday**

In this situation, you will log into **Shift 1** at **0830**, and then log out of **Shift 1** at **0930**. This will close **Shift 1** and **Shift 2** accordingly.

Note, if you have **consecutive** shifts with **different clients or facilities**, you must log in and out each shift accordingly.

MULTI-SHIFTING WITH MEAL BREAKS (24 hr houses, Centre Based Staff, Admin Staff)

If you have **consecutive** shifts with the **same client or facility**, and have a separating lunch break, your login process will be a combination of the Meal Break and Multi-shifting techniques.

e.g.

Shift 1 – Recipient: **Redlynch**, Time: **830-1200**, Service Type: **CBDC YOUNG STATE**

Meal – Recipient: **Admin**, Time: **1200-1254**, Service Type: **STF-MEAL BREAK**

Shift 2 – Recipient: **Redlynch**, Time: **1254-1700**, Service Type: **CBDC YOUNG STATE**

Taking note of the above steps already discussed, you will:

- Log into the start of **Shift 1** (e.g. 830am)
- Log into your **Meal** (e.g. 12pm)
- Log out of your **Meal** (e.g. 1254pm)
- Log out of your **Shift 1** (e.g. 5pm)

This means that throughout the day, your shifts will look as follows:

- At start of day (830am)
 - Shift 1 **Green**, Meal **Black**, Shift 2 **Black**
- After logging into Meal (12pm)
 - Shift 1 **Green**, Meal **Green**, Shift 2 **Black**
- After logging out of Meal (1254pm)
 - Shift 1 **Green**, Meal **Red**, Shift 2 **Black**
- At end of day (5pm)
 - Shift 1 **Red**, Meal shift **Red**, Shift 2 **Red**

Note: On **STF-MEAL BREAK** you will be prompted to scan a QR code, once you press start, it will be the same code matching that of your normal shift.

SYSTEM RULES

- You must scan the QR code to log on or off each shift. If you forget to log on or off from a shift then you must let your Coordinator know as soon as possible. If you do not notify within required timeframes you will be deemed as not following process and this may result into disciplinary action up to and including termination.
- You are expected to start and end your shift as per your roster. Any values outside of this may impact your next clients so you must ensure proper time management to provide a fair service to all clients.
- Your check in and check out times directly impact our billing, and as a result, your pay, if you do not perform the full duration of the shift, you may be deducted pay due to automatic processes.
- If you have not logged in within the required time of the commencement of your shift an email will be sent to your Coordinator alerting them that you have not logged on.
- If the Coordinator cannot locate you they may ask the Roster Clerks to send someone else to do that shift as well as making enquiries as to your safety etc.
- When logging off if you log off more than 5 minutes before the end of the shift again the system will alert your Coordinator and best efforts will be made to ascertain why you left early and if you are ok.
- If you are unable to reach your coordinator during business hours, please call the head office on 4039 9700 and Reception will help direct you to someone who can assist.