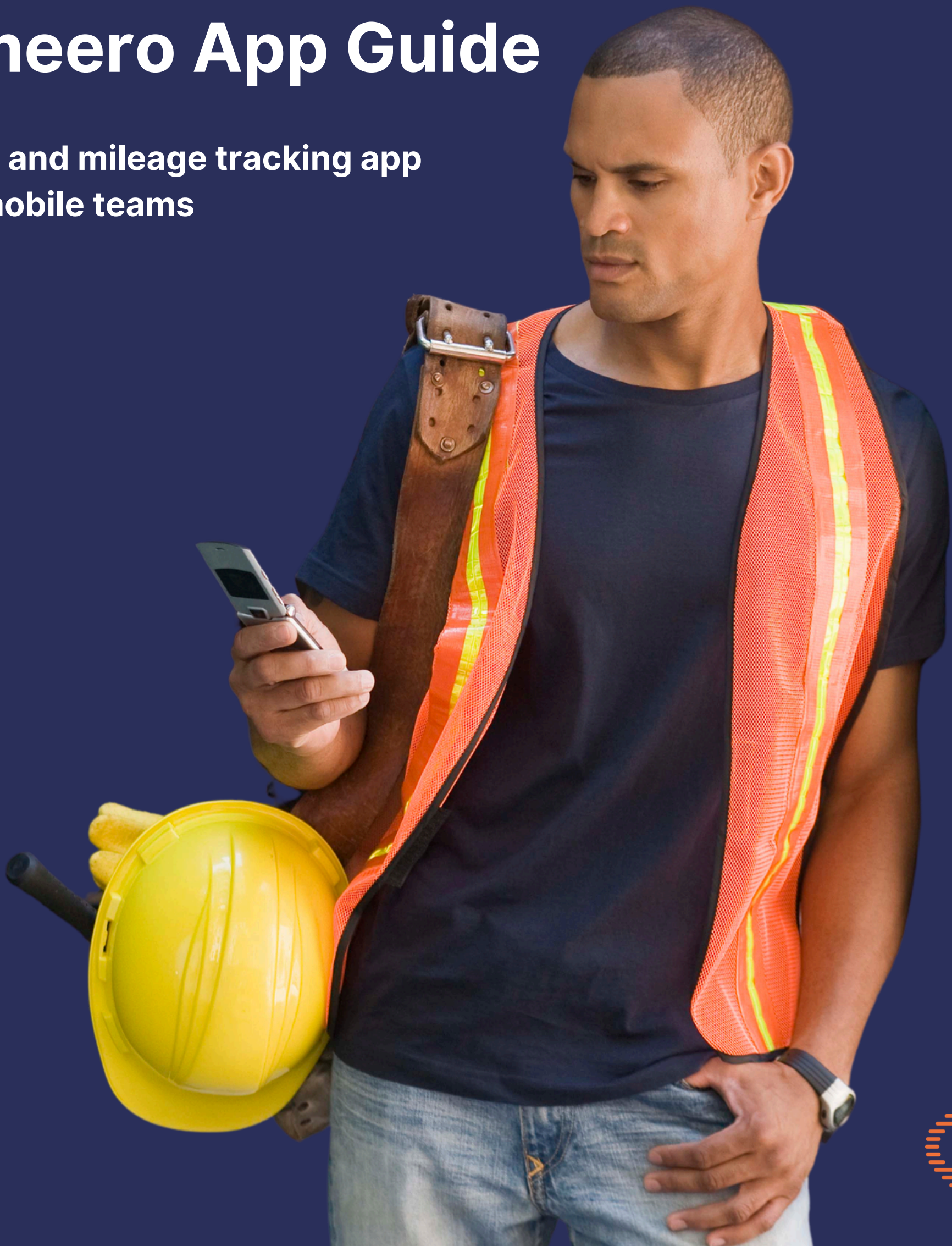
Timeero App Guide

Time and mileage tracking app for mobile teams



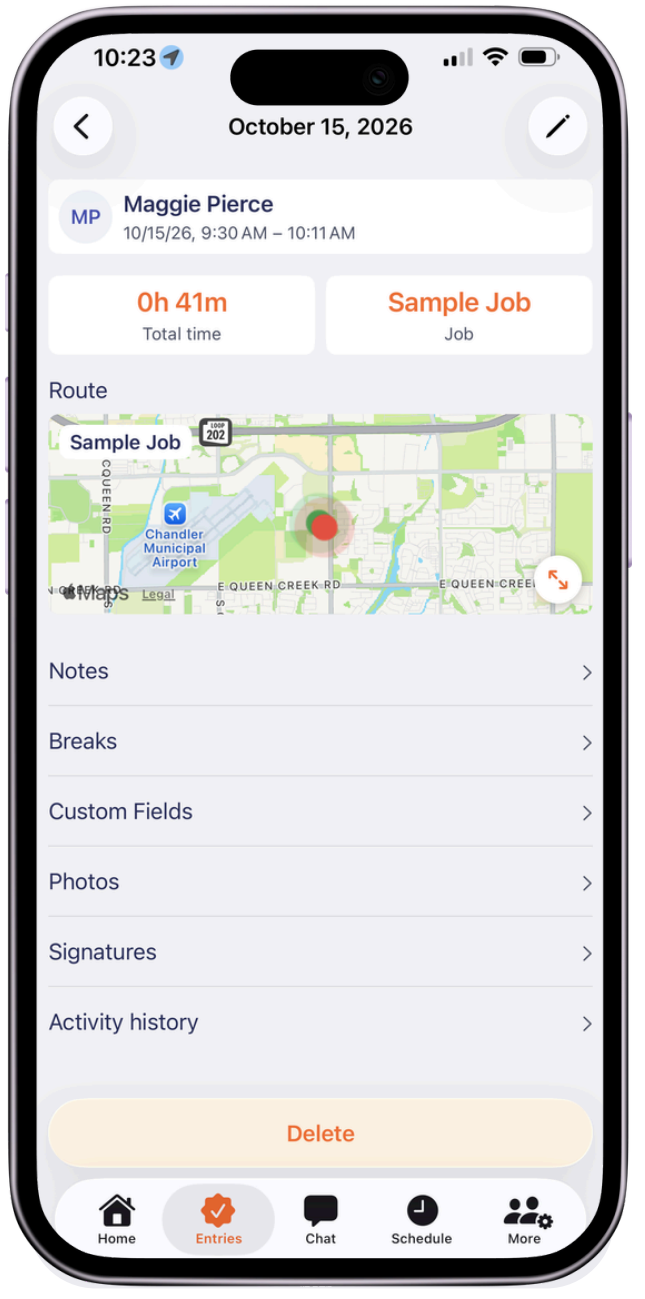
timeero

Welcome to Timeero

We know that filling out paper timesheets can be a pain – it's easy to make mistakes, lose track of hours, and even get paid incorrectly. That's why your company has chosen Timeero!

Here's what makes Timeero better:

- **Accurate and Efficient.** Timeero automatically records your work hours and location, so you can be sure you're getting paid correctly for all your hard work.
- **Simple and Convenient.** Clock in and out with just a few taps on your phone. Timeero is designed to be user-friendly so you can get back to your job quickly.
- **Secure and Private.** Your data is securely stored in the cloud, and **only** your work-related information during work hours is tracked. Even if you lose your phone, your timesheets are safe and accessible.
- **Support Whenever You Need It.** Have questions? Our friendly support team is here to help via phone, live chat, or email.



Timeero makes time tracking hassle-free.
Welcome to the team! 😊

Getting Started with Timeero

Step 1. Download the App

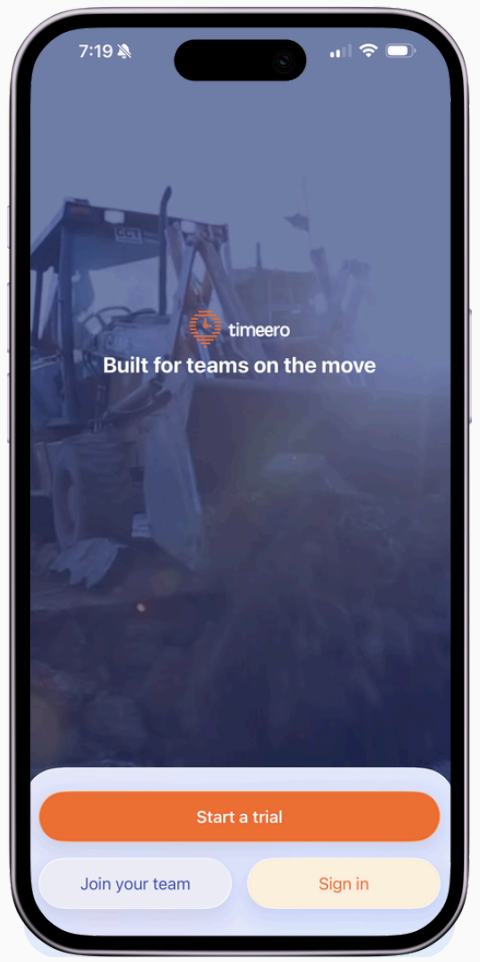
Timeero is available for free on your smartphone or tablet! Download it from the Apple App Store or Google Play Store.

Search for "Timeero" and make sure the app logo looks like this so you know you're installing the right app:



Step 2. Log In

If you're an employee, you should have received an email invitation from your administrator with login instructions. If you haven't, check your spam folder or ask your administrator to add you to Timeero. If you're an administrator, use the email and password you created when you signed up for Timeero.

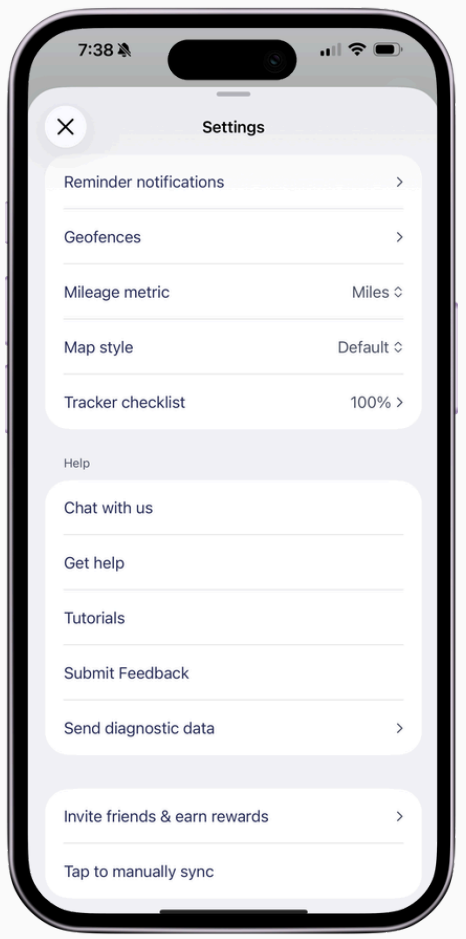


Step 3. Allow Location Access

Timeero needs to access your location to record your work hours accurately. When prompted, be sure to allow location access for the app.

Step 4. Optimize the Settings

To make sure Timeero accurately tracks your work hours, let's optimize the settings: using the **Tracker Checklist**. Tap Fix to correct any settings that aren't marked as "Done." You should see "100%" on the Tracker Checklist – you're good to go!



You're ready to start tracking your time with Timeero. 👍

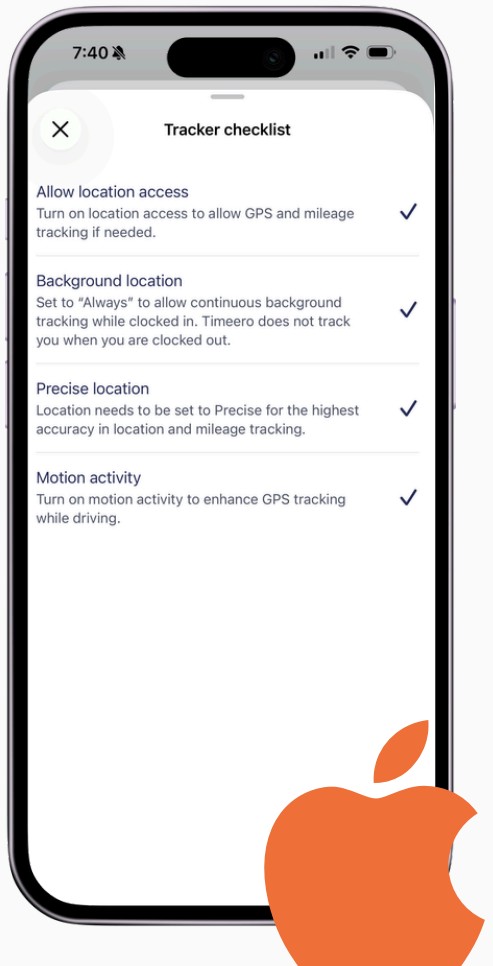
Tracker Checklist Explained

The Tracker Checklist in the Timeero app helps you optimize your phone's settings for accurate time and mileage tracking. Here's what to check:

1. **Location Services**
   - Timeero needs access to your location to track your work hours and mileage accurately.
   - ***What to do?*** Make sure location services are "**Allowed Always.**" This allows Timeero to track your mileage even when the app is running in the background.

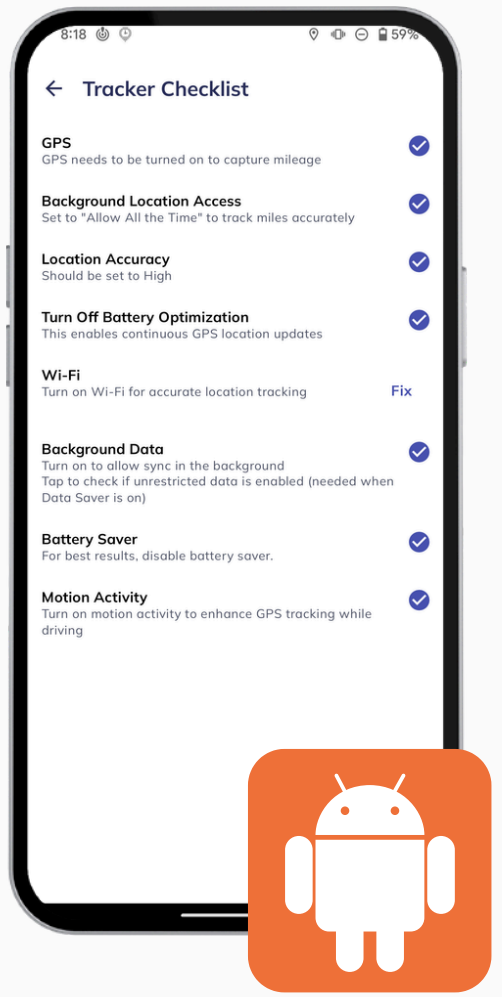
2. **Precise Location**
   - This setting ensures the most accurate location tracking possible.
   - ***What to do?*** Make sure "Precise Location" is turned on.

3. **Motion & Fitness (iOS):**
   - This setting allows Timeero to detect when you're moving, which helps with accurate mileage tracking.
   - ***What to do?*** Make sure this setting is enabled.



4. **Background Data (Android):**
   - Allow Timeero unrestricted access to background data so that all of your data can sync properly
   - ***What to do?*** Tap to check if unrestricted data is enabled.

5. **Battery Optimization (Android)**
   - Turning off battery optimization for Timeero prevents your phone from closing the app in the background, which could interrupt tracking.
     What to do? Disable battery optimization for Timeero.



Security and Privacy

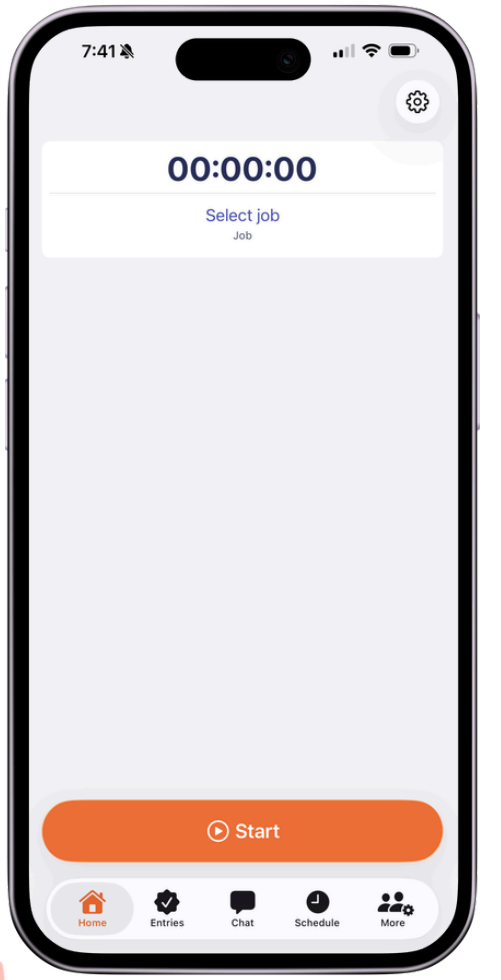
Timeero is committed to protecting your privacy. Timeero only captures your location when you're clocked in. We do not track your location when you're off duty.

Clocking In and Out

Step 1. Open the app and log in if you need to. You should only need to log back in if you have reinstalled the app or manually logged out, otherwise it will remember you.

Step 2. Click the **"Start"** button. If your admin has jobs enabled, you will be asked to select one from the list. You may also be asked to select a task.

Step 3. At the end of your day, open the app back up, tap **"Stop."**



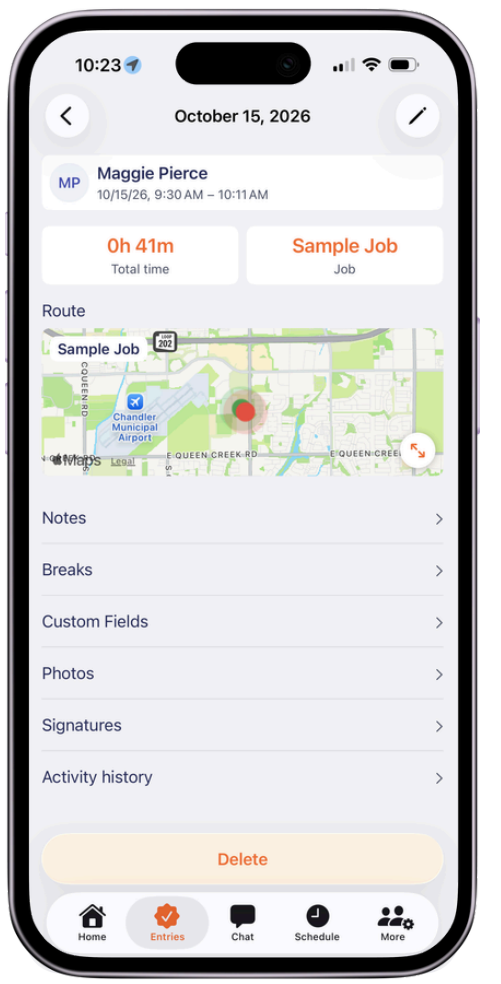
Keep Timeero Active

For Timeero to function correctly, it needs to remain active in the background. Avoid force-closing the app, as this will interrupt tracking and could lead to inaccurate time and mileage records.

Syncing

Timeero works offline, so you can continue to use the app even without an internet connection. Your data will automatically sync with the cloud when you're back online.

To instantly update your app with the latest information (like a new job added by another administrator), go to Settings and choose **Tap to manually sync.**

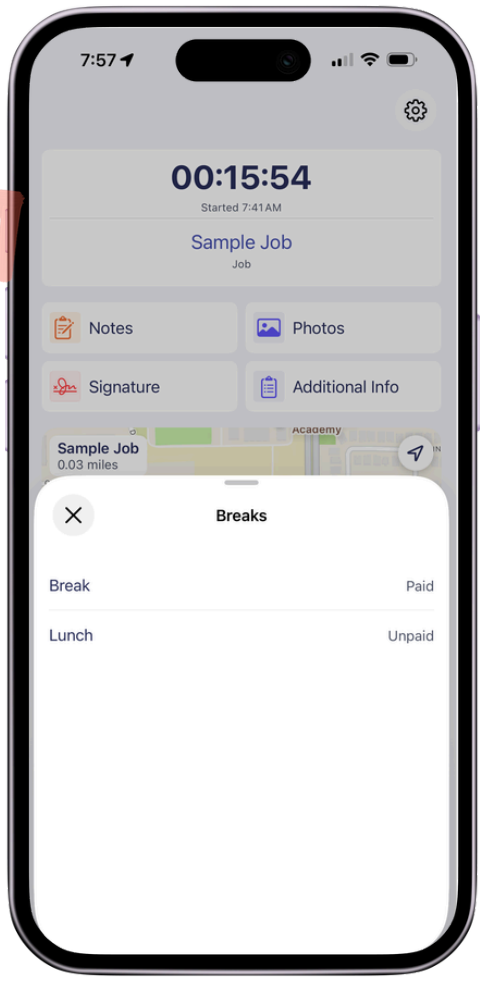


Taking Breaks

If your admin has enabled breaks, you'll see another button that says **"Start Break"** once you're clocked in.

To begin a break, click that button and then select what type of break you are taking - your admin will set these up, so make sure to ask them if you have any questions about which one to pick.

While you are on break, tracking will pause. When you're done with your break, click the **"End Break"** button and tracking will resume and you can continue your work day!



Adding Details to Your Timesheets

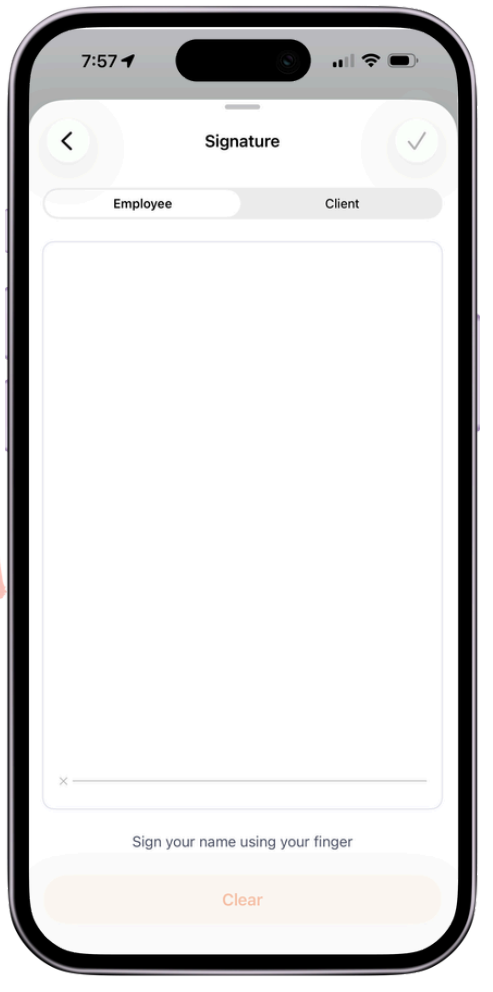
You can add photos, notes, and even signatures to your timesheets for added verification.

If enabled by your administrator, you can capture employee or client signatures directly within the app. This can be useful for confirming work completion, deliveries, or other important tasks.

To add a signature, choose **Add Signature** and have the employee or client sign their name on the screen. Save the signature.

Tap **Enter Notes** to add any necessary information for your administrator.
Tap **Add Photo** to take a picture or attach one from your phone.

These details, including signatures, will be visible to your administrator as soon as your app syncs.

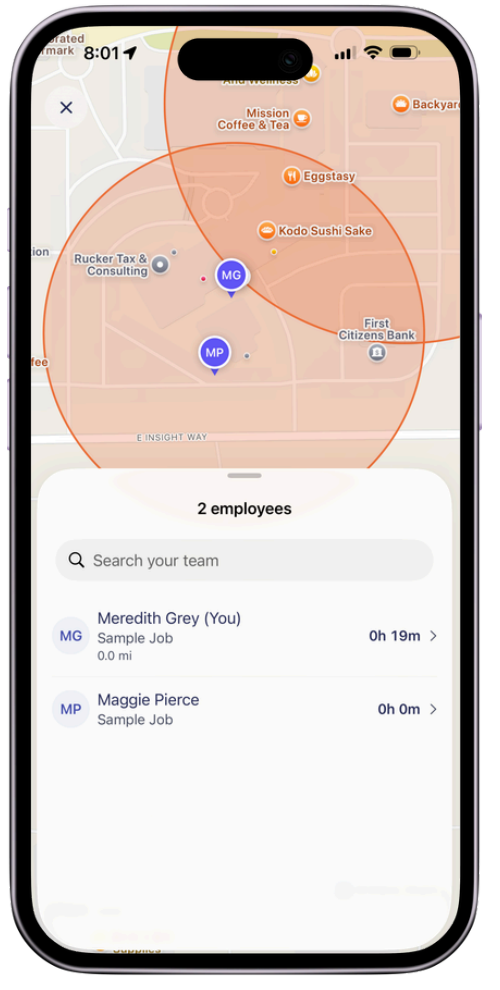


Administrative Features on the Timeero Mobile App

Employees with manager or admin privileges have access to special features on the Timeero mobile app.

See Who's Working

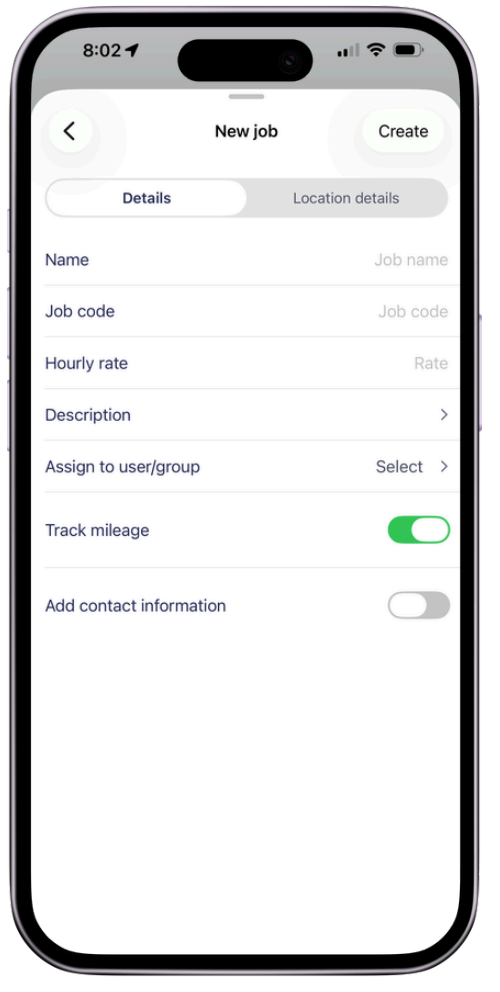
Want to see which employees are currently clocked in and where they are? Use the **"Who's Working"** feature to view a map with location pins showing each employee's position.



Manage Jobs

You can create, edit, and delete jobs directly from your phone. To make sure employees clock in from the correct work location, use the **"Require Geofence"** feature.

This requires you to enter a valid address for each job. To turn off geofencing, simply clear the address fields and toggle the "Require Geofence" switch.



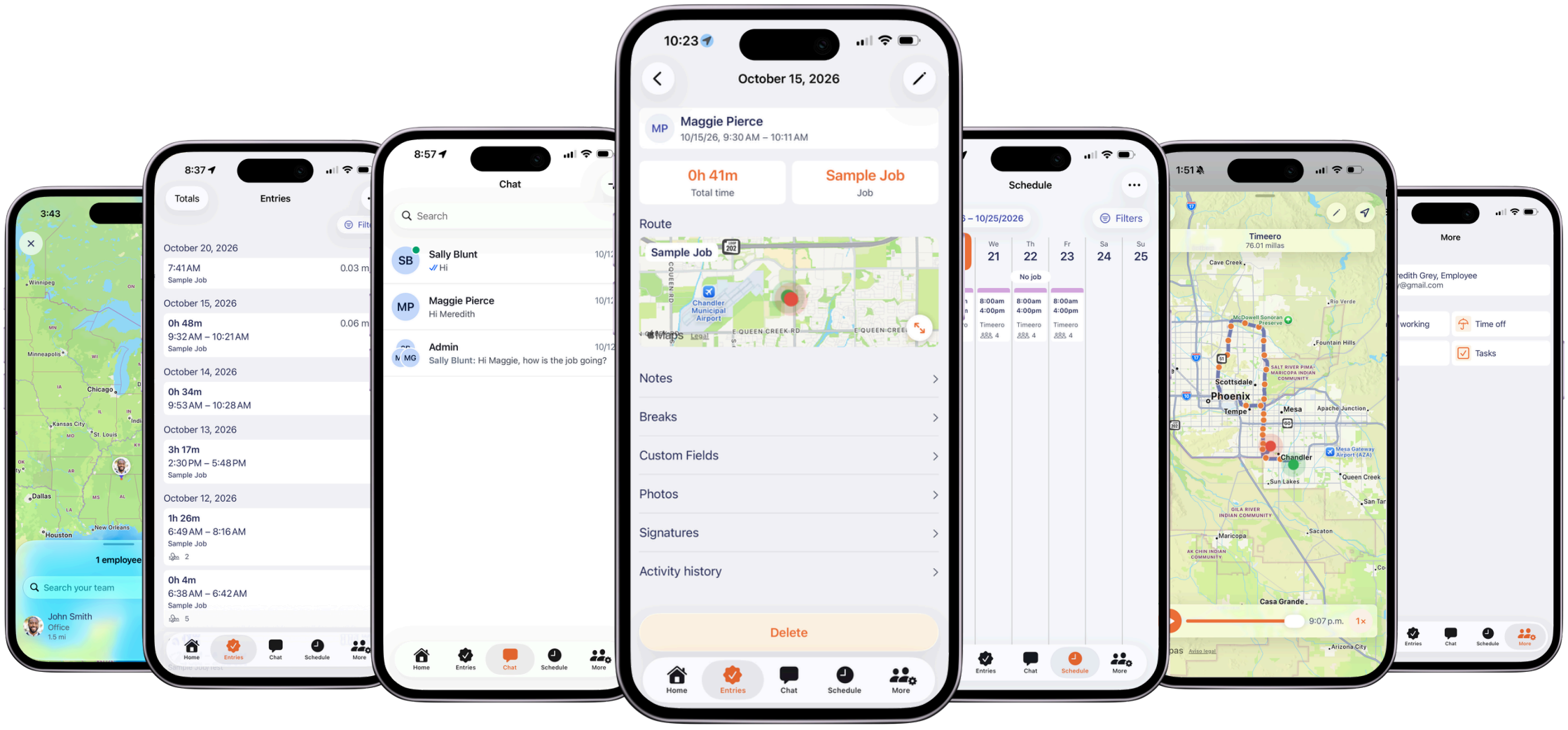
Need Help?

You can contact Timeero support in a few ways:

Phone: 1 (888) 998-0852

Email: hello@timeero.com

Chat: Access our chat support directly within the app.



timeero