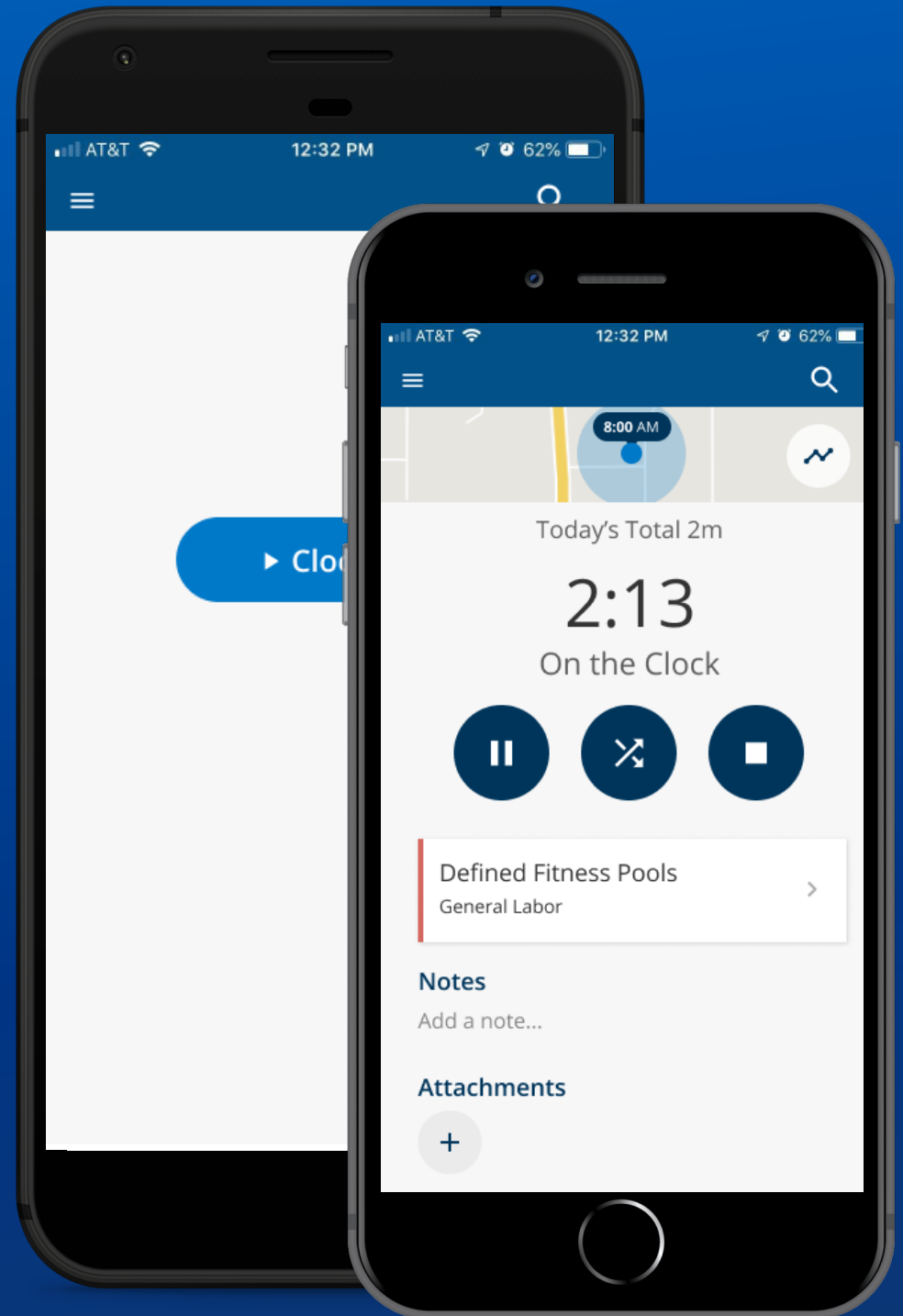




ClockShark

Mobile App Guide



For Android and IOS Devices

Welcome to ClockShark

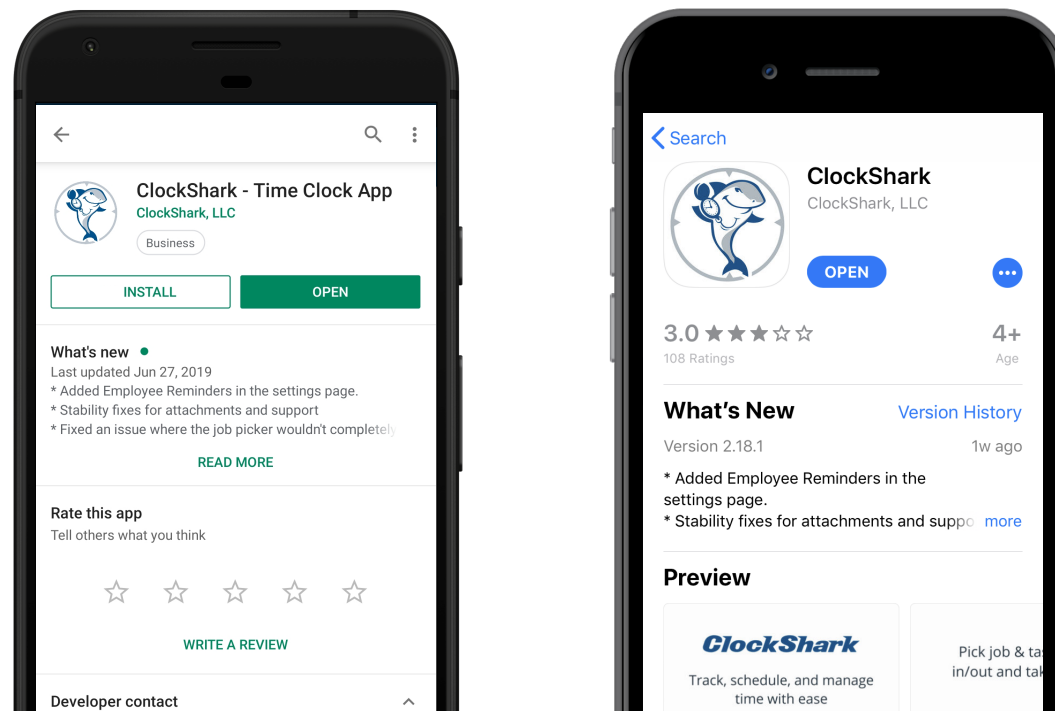


Your company has decided to use ClockShark to make timesheets as easy as possible. We all know that payroll, job costing, and billing customers require accurate time records. But paper timesheets are a pain for everyone, because they are inefficient and difficult to use. Writing hours on a piece of paper wastes your valuable time. When you are recording your time, we want to make that as fast and easy as possible, so you can get on with your job.

To help make timesheets easy, we have created a free mobile app that you can download on your smartphone. With just a few taps in the app, you can specify what job and task you are working on. We'll handle the rest. No need to pencil in times, dates, and locations. We know you have better things to think about, so we'll handle as much as we can automatically.

To get started with the mobile app, it first needs to be installed on your smartphone. Search the app store on your phone for "ClockShark" or follow the link below.

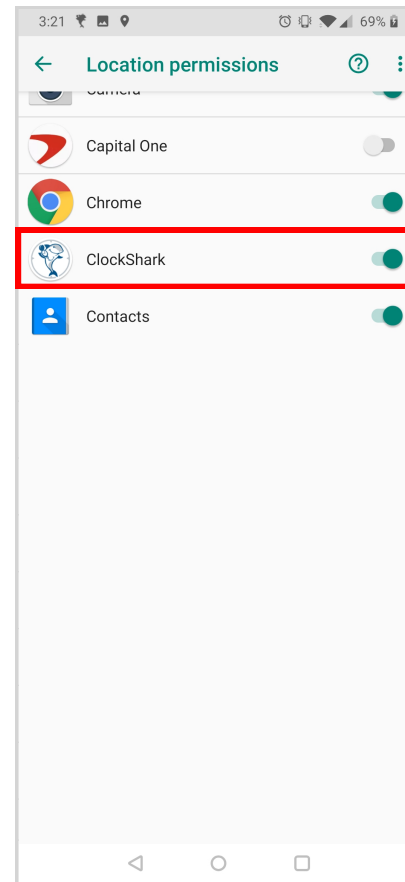
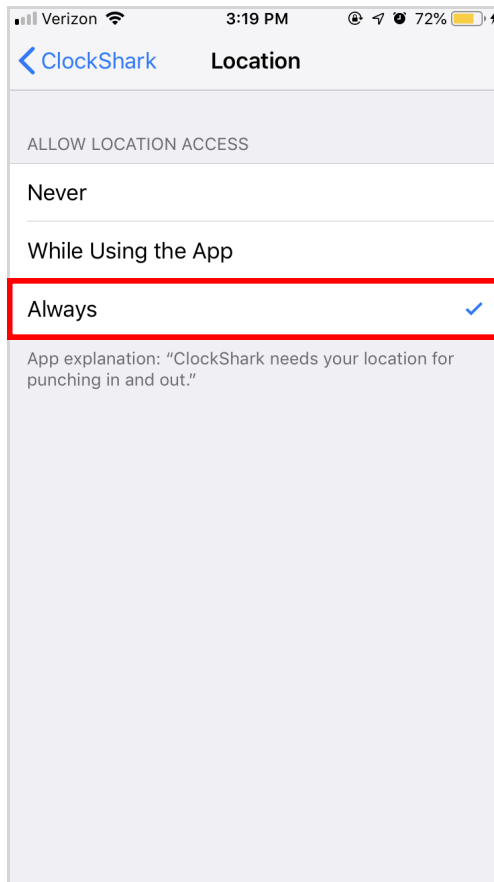
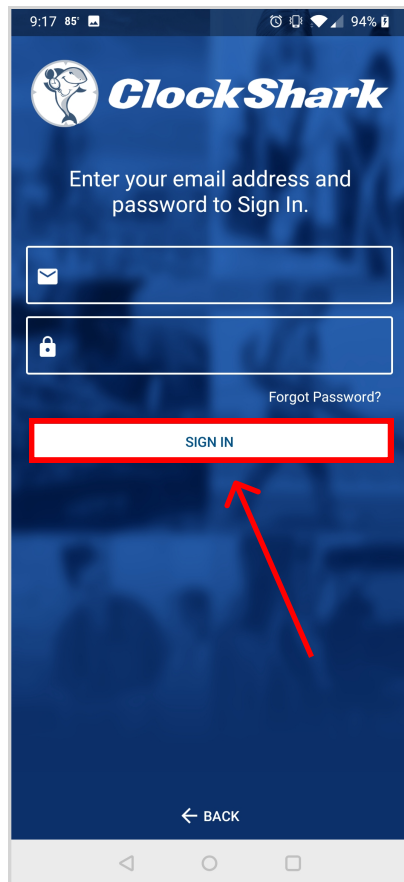
<https://www.clockshark.com/Download>



Using the Mobile App



Once installed, log into the app using the email address and password provided by your account administrator. If prompted, you will need to allow the app to access Location Services. For Apple devices, the appropriate Location Services setting is “Always”, and for Android devices, it is “High Accuracy.” If your Location Services get turned off or do not allow ClockShark you will need to change or update them in your phone’s settings to use the app.



NOTE: ClockShark records your location while you're clocked in to work. When you are clocked out, you are not being tracked and no location data is being saved. More information about this is in the Frequently Asked Questions at the end of this guide.

Optimal Settings



To enhance your experience with the ClockShark app, we recommend a few specific settings.

Push notifications

These are used for:

Admin Reminders

Employee Reminders

Android-Only: Easily Starting / Ending breaks and clocking out from the notification bar

GPS Fence Entry / Leaving notifications

Schedule updates

iOS

Location

Always Allow / Allow to run in background

If "Require Location Services" is on, users should set the app's location permissions to "Always" so the app can periodically spin up location services and gather location information. Otherwise the user will be automatically clocked out.

Also, if Location is not on always, we cannot do any background processing. The app gets "put to sleep" by the operating system and we won't receive any remote updates until the app is opened up again.

Android

Location

Allow "High Accuracy" or "Precise location" for ClockShark

Samsung

Location

Add ClockShark to 'Unmonitored Apps' list

If "Require Location Services" is on, the phone going into low power mode will disable location services and clock the user out.

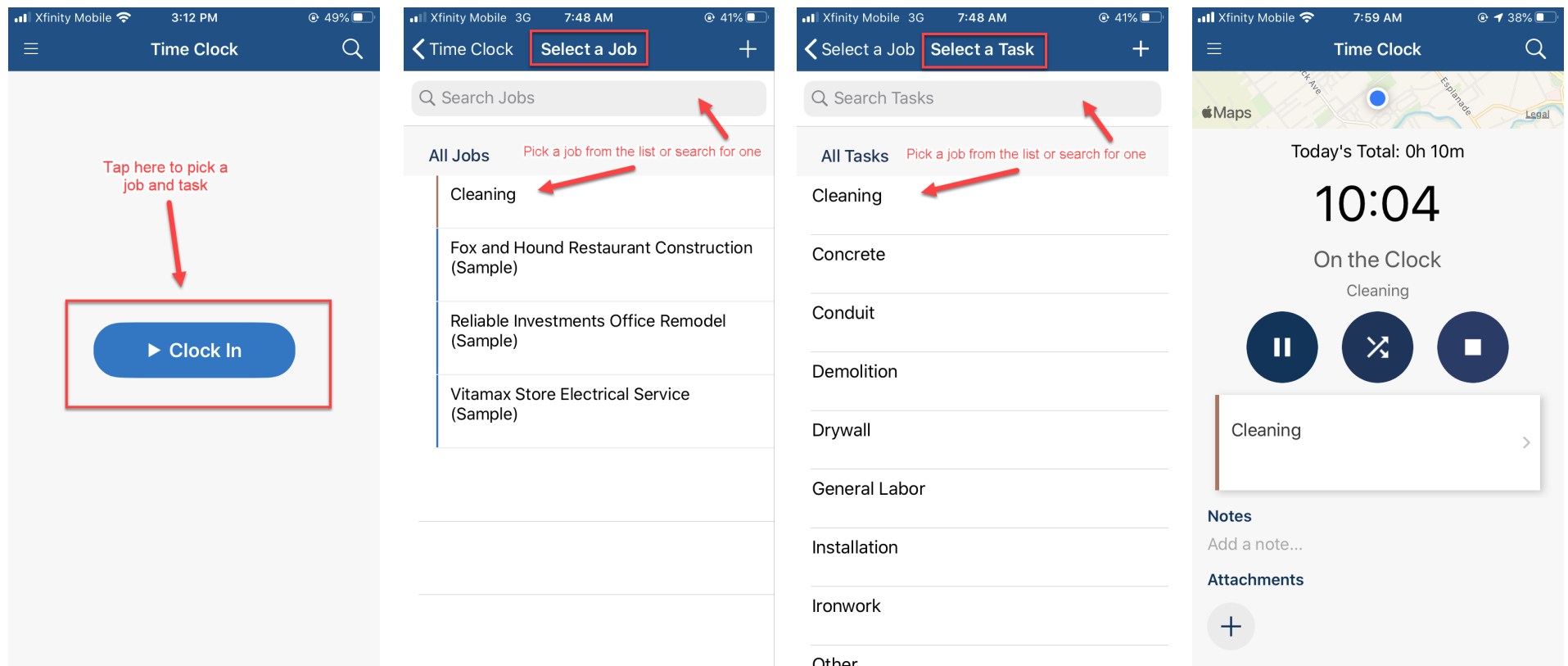
Note: Some of these are permissions-based and we'll be looking into the side-effects and reasoning behind each.

Time Clock



When you first log into the app, you will see the Clock In button. Press Clock In to start the process.

After pressing Clock In, pick a job and then pick a task. After selecting the task, the app will clock you in, and you will be taken to the Timeclock screen showing you are clocked in and recording time.



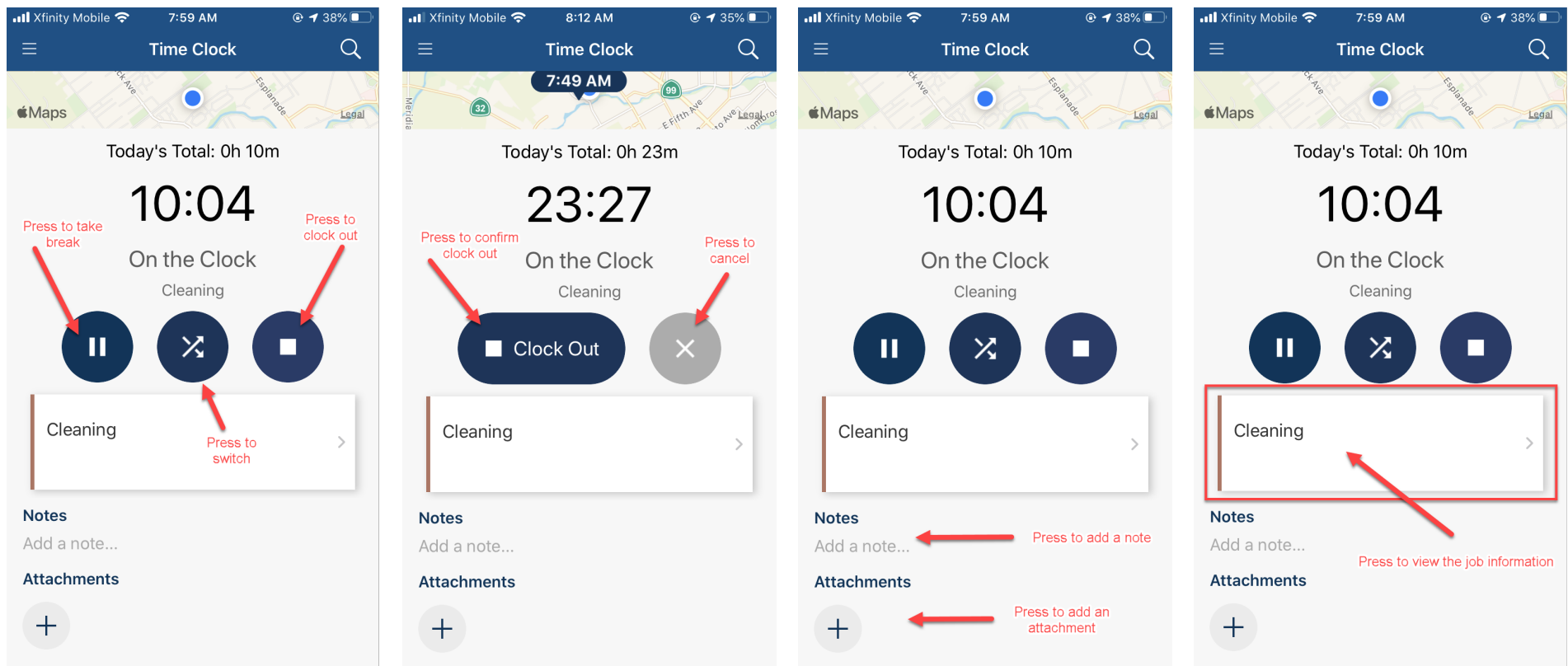
Time Clock (Continued)



On the Timeclock screen, you will see buttons. To clock out or take a break, you will need to press the button and then confirm by pressing it again. To switch, press the crossing arrows button and then pick your new job or task. The app will then switch automatically.

You can also add notes, files, and photos to your timesheet. Simply press the Notes and Attachments area on the Time Clock screen. You can add and edit notes in the Notes sections, or add files and photos in the Attachments section.

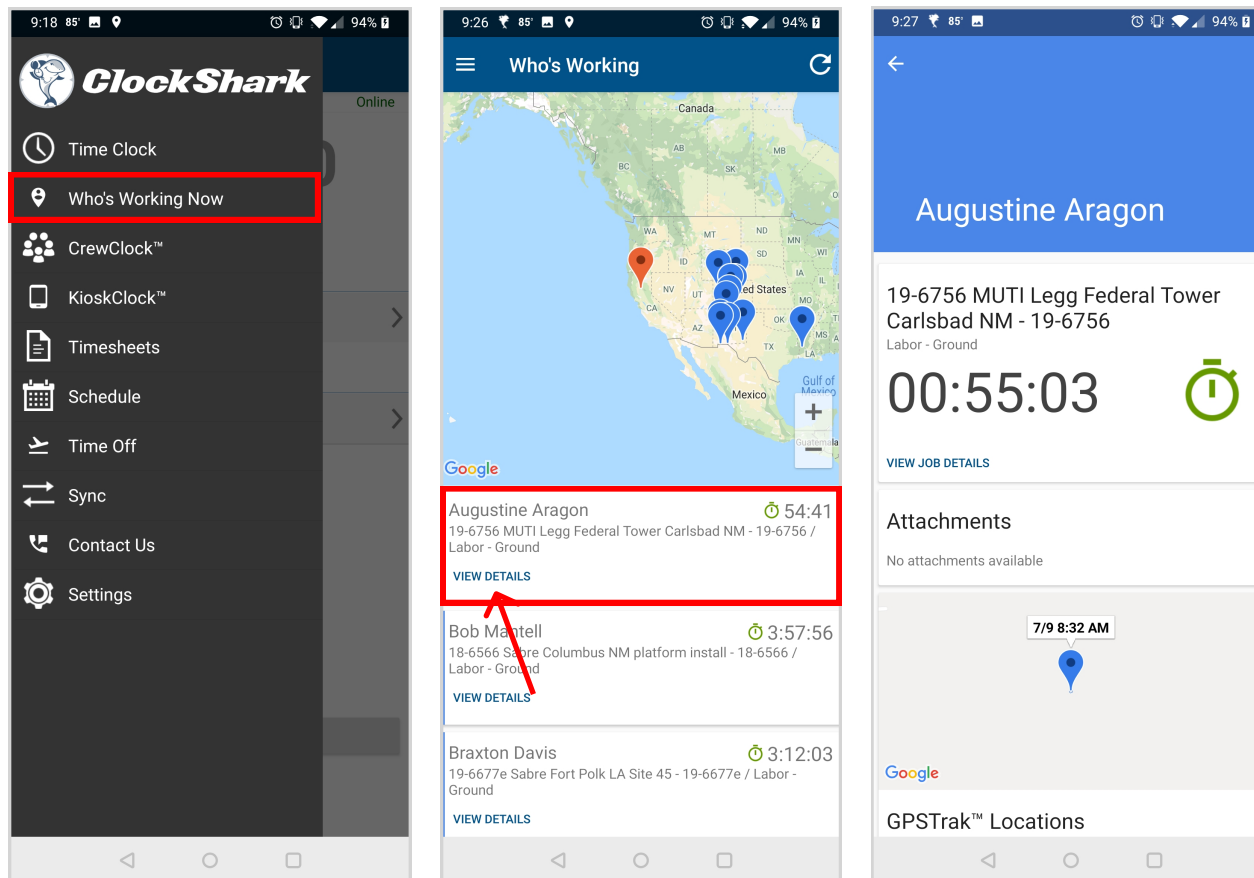
To view the job information, click on the job card in the middle of the TimeClock screen.



*Who's Working Now



The Who's Working Now screen will show you a list of everyone clocked in. The map at the top of the screen shows the clock in location of each user currently on the clock. Below the map is a list of all the employees shown on the map. Pressing the name of the employee on the list will zoom the map to their location so you can see where they clocked in. To view a user's most recent GPS location, when GPSTrak is enabled, select 'View Details' on Android or 'i' on iPhone, next to the users name to view their most recent GPS location. In order to get the most up-to-date information on this page, be sure to refresh it or Sync before viewing.

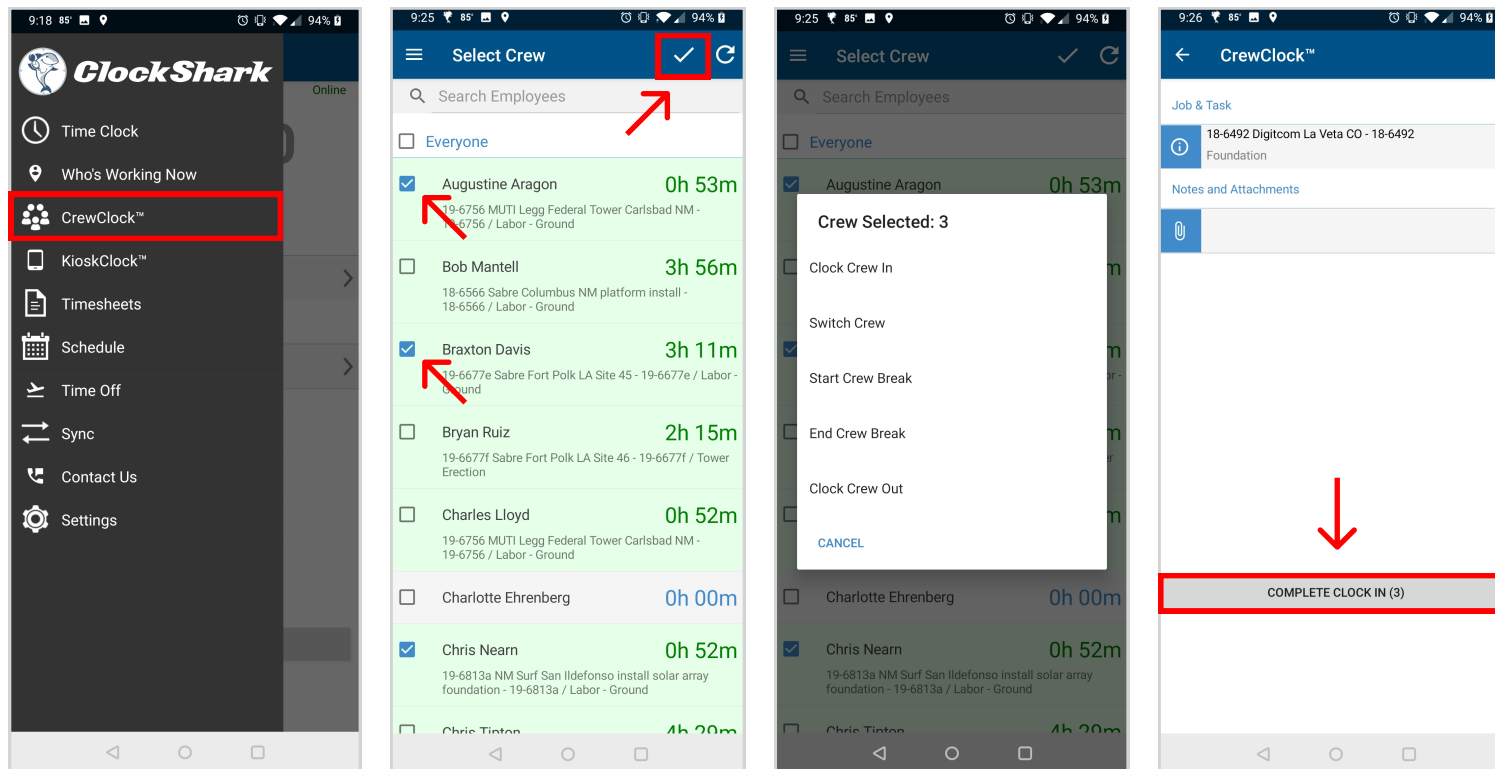


**This feature is not available on every account. Check with your company's account administrator if you have any questions.*

*CrewClock™



CrewClock™ is a feature that allows supervisors and managers to clock in other employees or for entire crews at once. If CrewClock has been enabled on your account, you can access this screen by selecting CrewClock™ from the slide-out menu. Start by selecting which crew members you want to clock in by tapping on their names. With the employees selected, tap the checkmark icon on the top of the screen to bring up the actions menu. Select the option you need for the action you want to take.



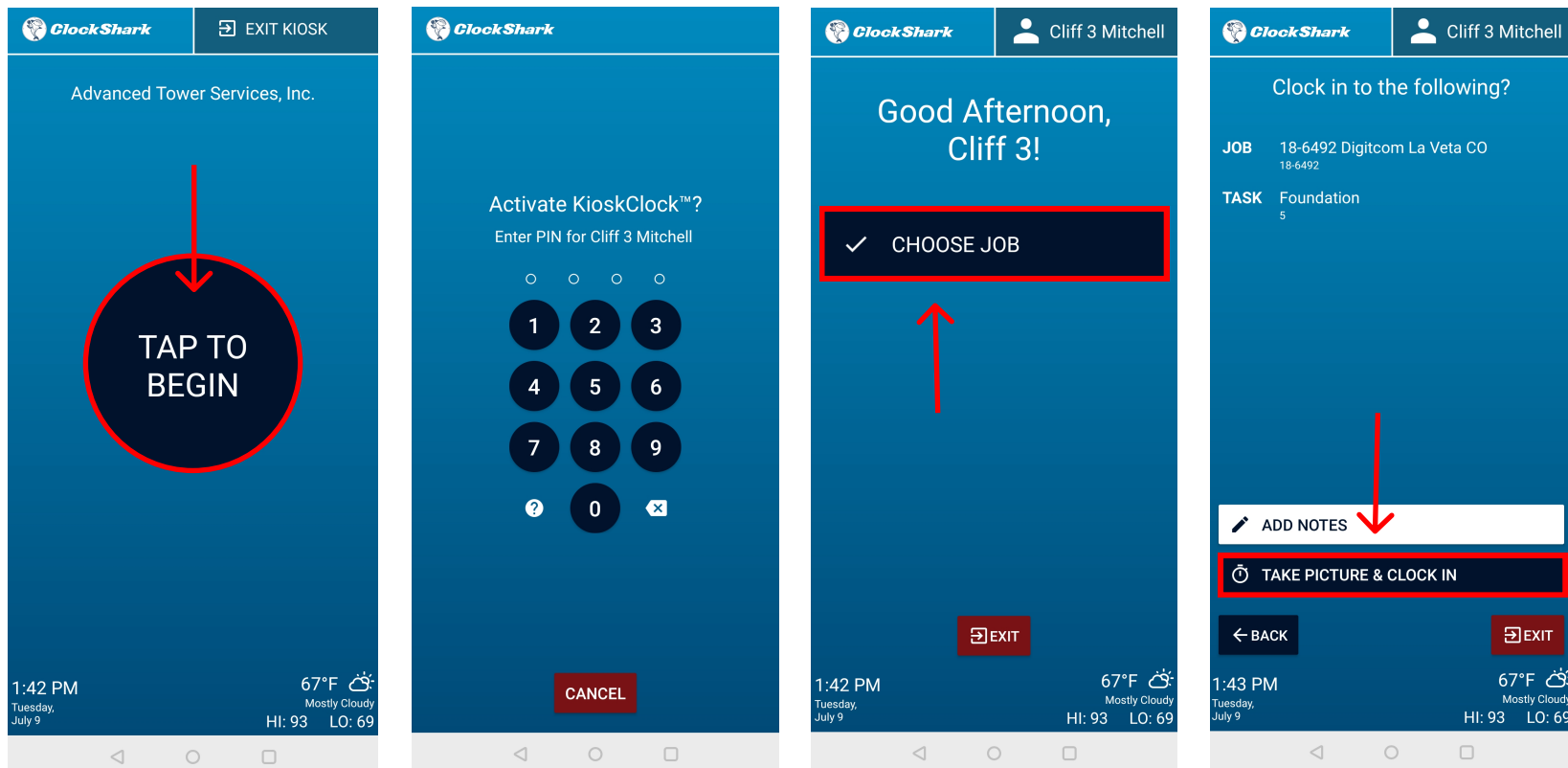
Depending on which action you select, you may have additional steps to complete, such as selecting a new Job and Task when switching your crew, or adding notes when clocking your crew out. The final step is to confirm the action and you are done.

**This feature is not available on every account. Check with your company's account administrator if you have any questions.*

*KioskClock™



KioskClock™ will need to first be activated by a Kiosk Admin by entering their Admin PIN. After it has been activated, select the "Tap To Begin" button and enter your 4-digit PIN your admin assigned to you during your account setup. To clock in, tap "Choose Job" then select the Job and Task you will be working on. Then press the "Complete Clock In" button and you're done. You might also need to get your picture taken to ensure it's you who is actually clocking in.

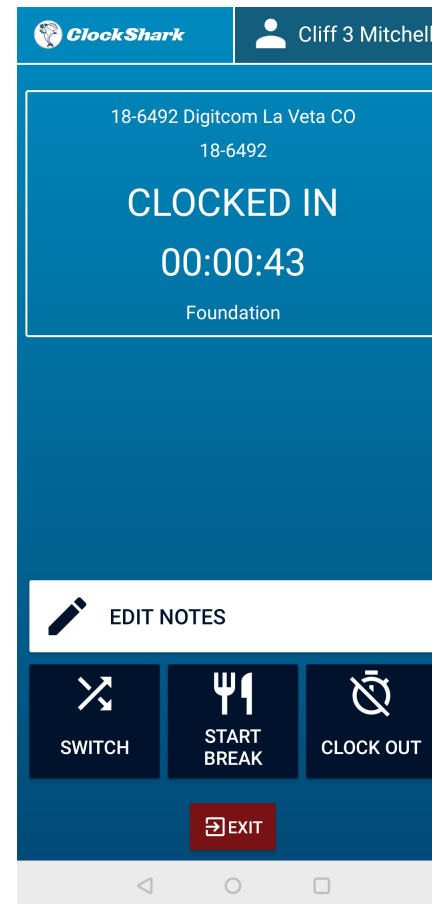
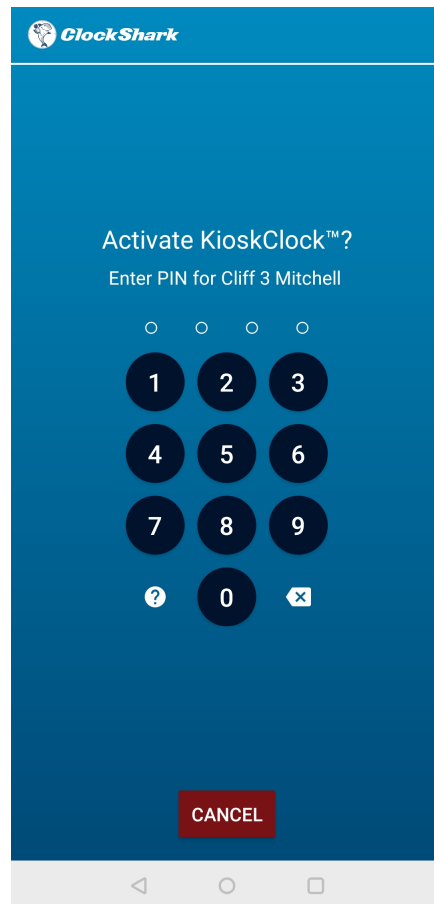
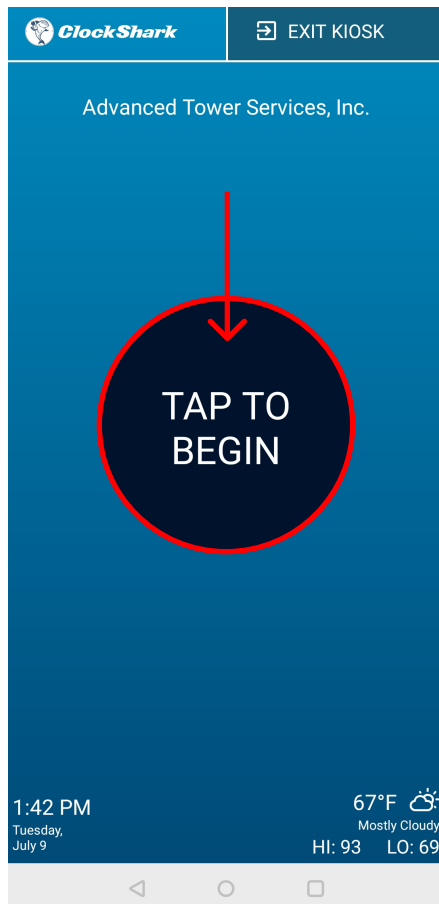


**This feature is not available on every account. Check with your company's account administrator if you have any questions.*

*KioskClock™ (continued)



To switch jobs or tasks, start or end a break, or clock out, or add notes, push “Tap To Begin” and enter your 4-digit PIN. Then use the buttons available to perform the action you want.



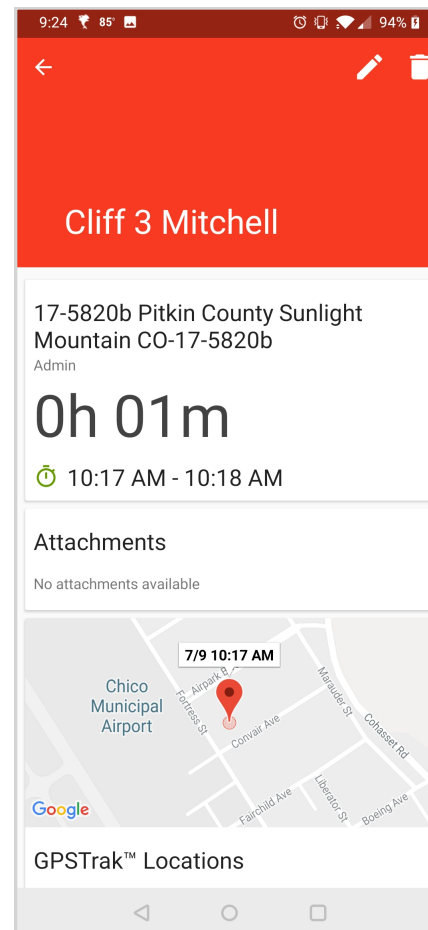
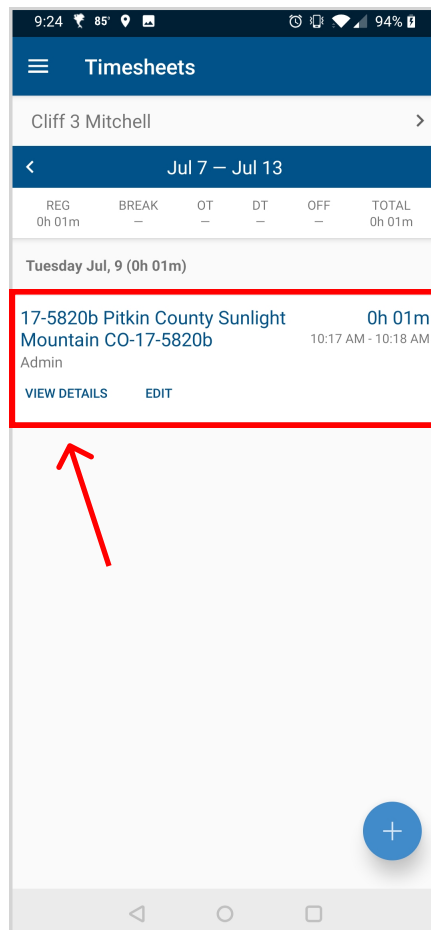
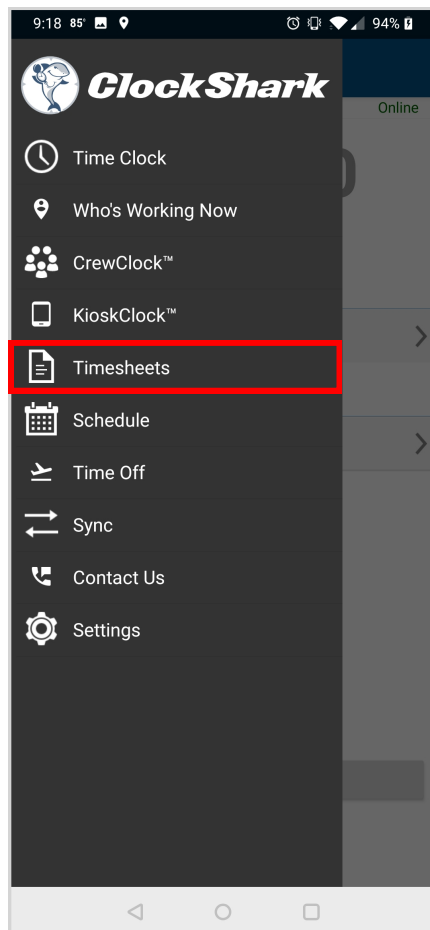
**This feature is not available on every account. Check with your company's account administrator if you have any questions.*

Timesheets



You can view your current or past timesheets by selecting Timesheets from the slide-out menu. The Timesheets screen will show you all of your time segments for each week, along with totals for your regular, overtime and break hours. By default, you will see the current week's timesheet, but you can change weeks using the arrows at the top of the screen.

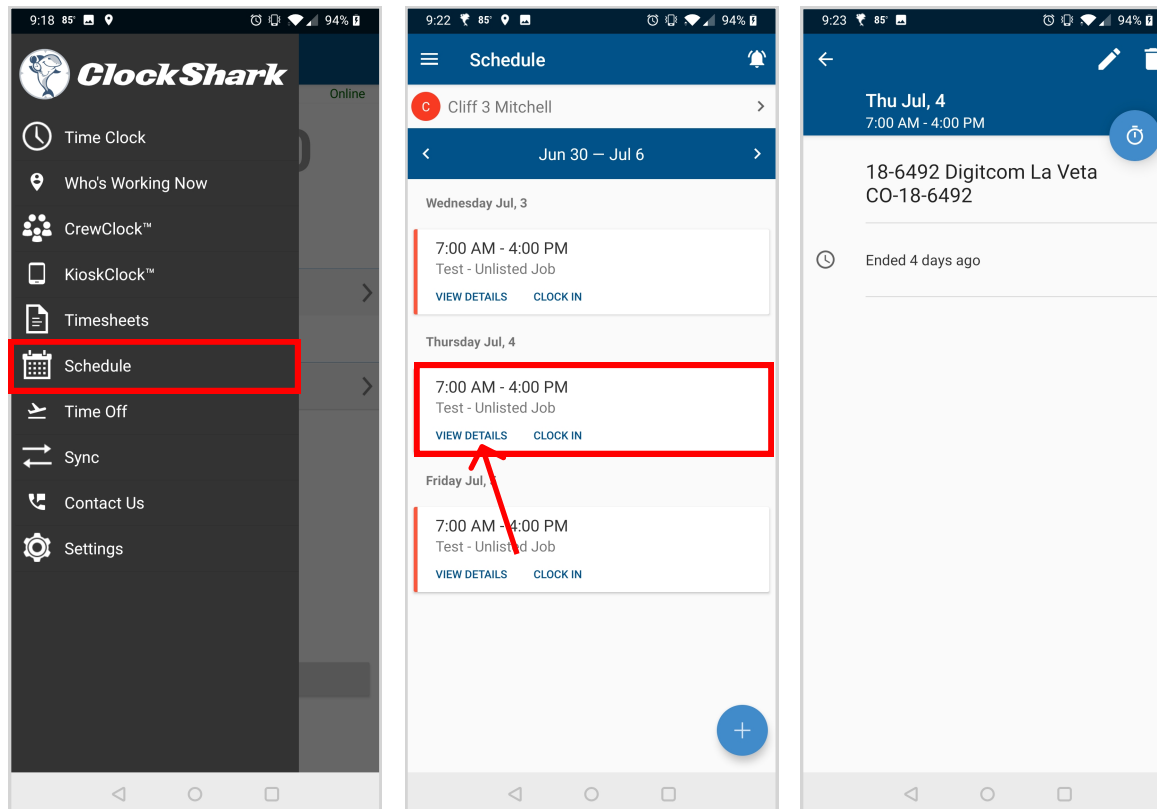
By clicking a time segment on the Timesheets screen, you can see the details of that time segment including the job and task selected, the location of the clock punches, and any notes or attachments. You will also be able to see if any edits have been made to your time.



Schedule



If your employer is using the scheduling feature in ClockShark, you will be able to view your schedule by selecting Schedule from the slide-out menu. Hit the "Hamburger Icon" (yes, that is actually what that is called!) to see the slide-out menu. The Schedule screen will show you all of your upcoming shifts. Pressing on any upcoming shift will take you to the Schedule Detail screen for that shift. The Schedule Detail screen will show you the information about the job, including any notes or files attached to it, as well as where it is located on a map. Use the Route button to get turn-by-turn GPS driving directions to the job address.



Tip: You can also clock in directly from here without going back to the Time Clock. Just click "CLOCK IN".

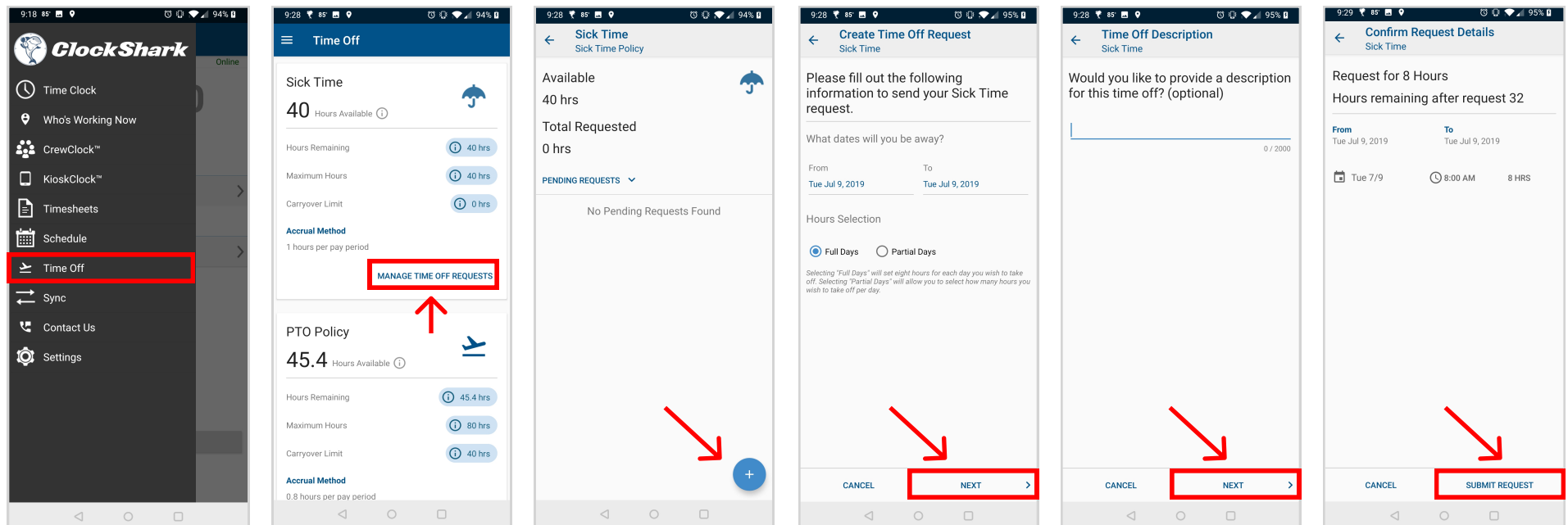
*Paid Time Off



Head into the sidebar menu and click “Time Off”. Click “Manage Time Off Requests” on either the PTO or Sick leave plan. Here, you can review how many hours are available to use, the carryover limits and the rate in which you accrue time. Contact your administrator to learn the difference between these plans or with other questions on which one to choose.

Click “Request Time Off”. Select the dates you want to request time off and either choose “Full Days” to automatically take 8 hours per day of paid time off or “Partial Days” to customize how many hours per day you would like paid time off. Then click “Next”. You also have the option to write a description for your time off if you’d like to.

Review your request, then select “Submit Request”. An email will automatically be sent to the person designated as the manager, as well as all ClockShark Admins. The requester will receive an email alert notifying if it has been accepted or declined.



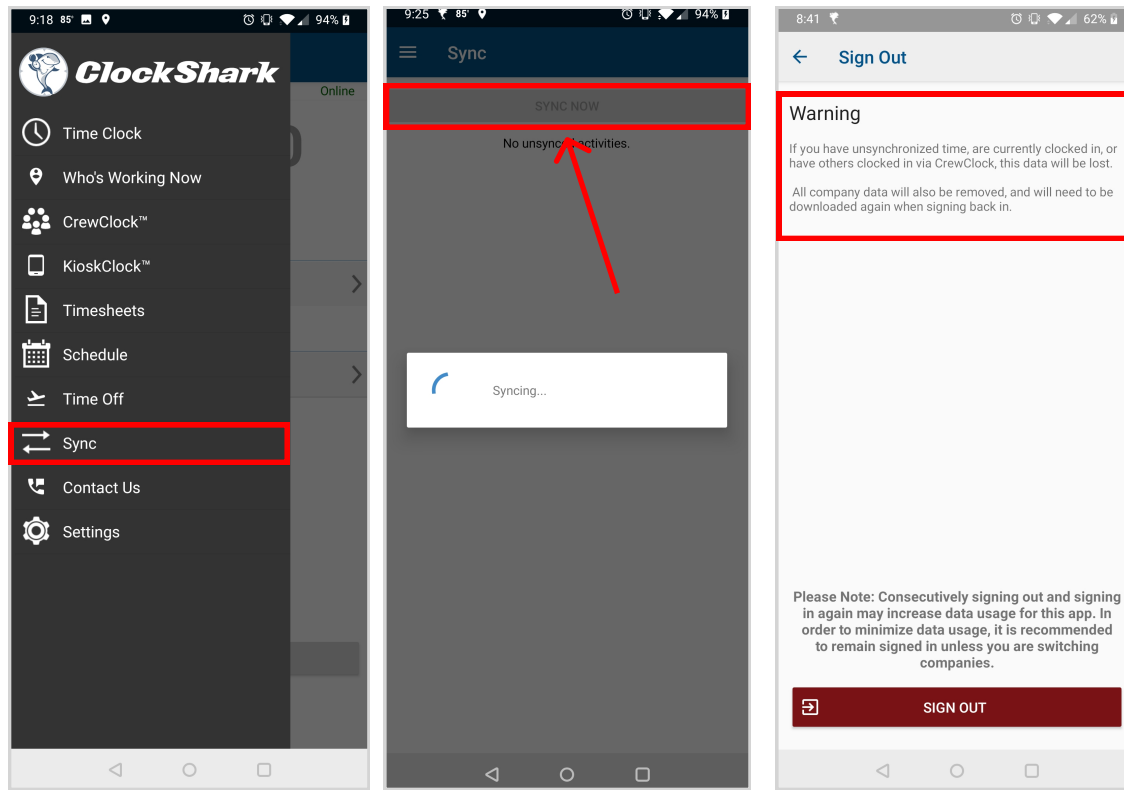
**This feature is not available on every account. The “Use Time Off” feature in Admin Settings must be enabled to see this. Check with your company’s account administrator if you have any questions.*

Sync Queue



The ClockShark app works even when there is not any cell service or wifi. The app will store all clock punches on the device until it reconnects to cellular or wireless internet, at which point it will sync all the data with the cloud. This sync should happen automatically, but if you want to manually initiate it, you can perform that from the Sync screen.

Access the Sync Queue by pressing Sync from the slide-out menu. The Sync Queue will show a list of anything that needs to be synced. If there is nothing on the list, all your data is already synced. If there are items, you can start a sync by (you guessed it) pressing the Sync Now button at the top of the page.

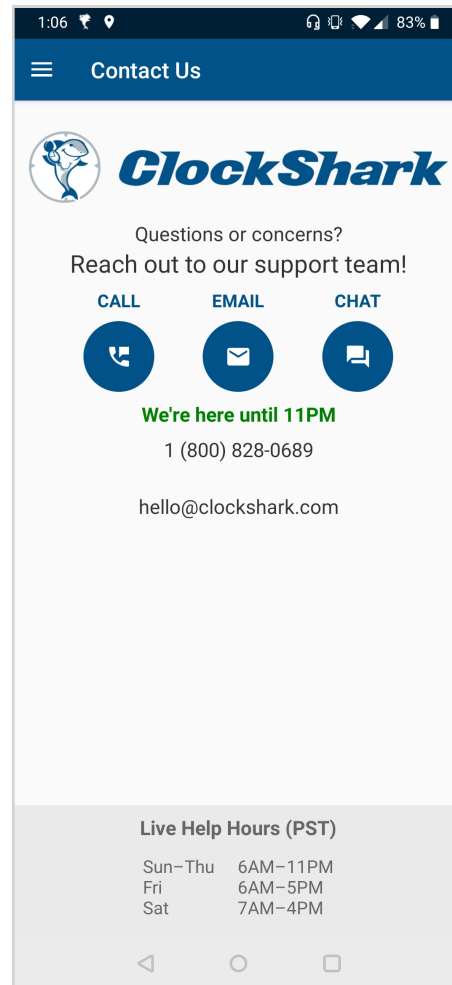
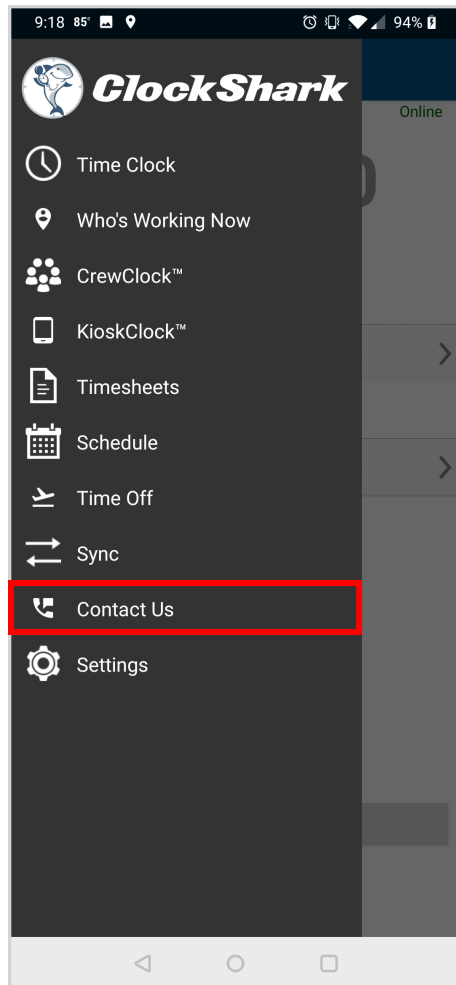


Warning If you sign out of your app WITHOUT syncing then your time will not be recorded. Please make sure to sync your data BEFORE signing out.

Contact Us



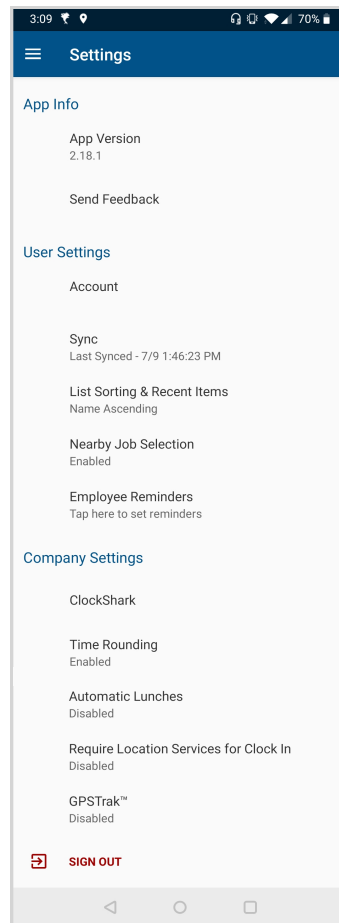
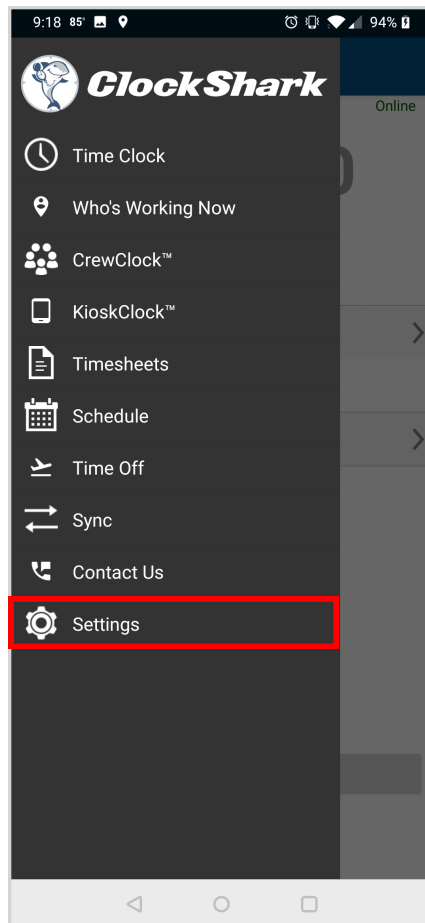
If you have any questions, comments or concerns please don't hesitate to reach out to us via the "Contact Us" tab located on the side menu.



Settings



The Settings menu under App Info contains information on your app version, and allows you to send feedback. User Settings provide information about your signed in account, when your last Sync occurred and also allow you to manage different settings like Nearby Job Selection which sorts Jobs depending on your location by providing the nearest Job options at the top of your list or Employee Reminders which allows you to set notifications to remind you to Clock In, Take Breaks, End Breaks, and Clock Out based on set time limits. Company Settings are what your administrator has selected for your company.

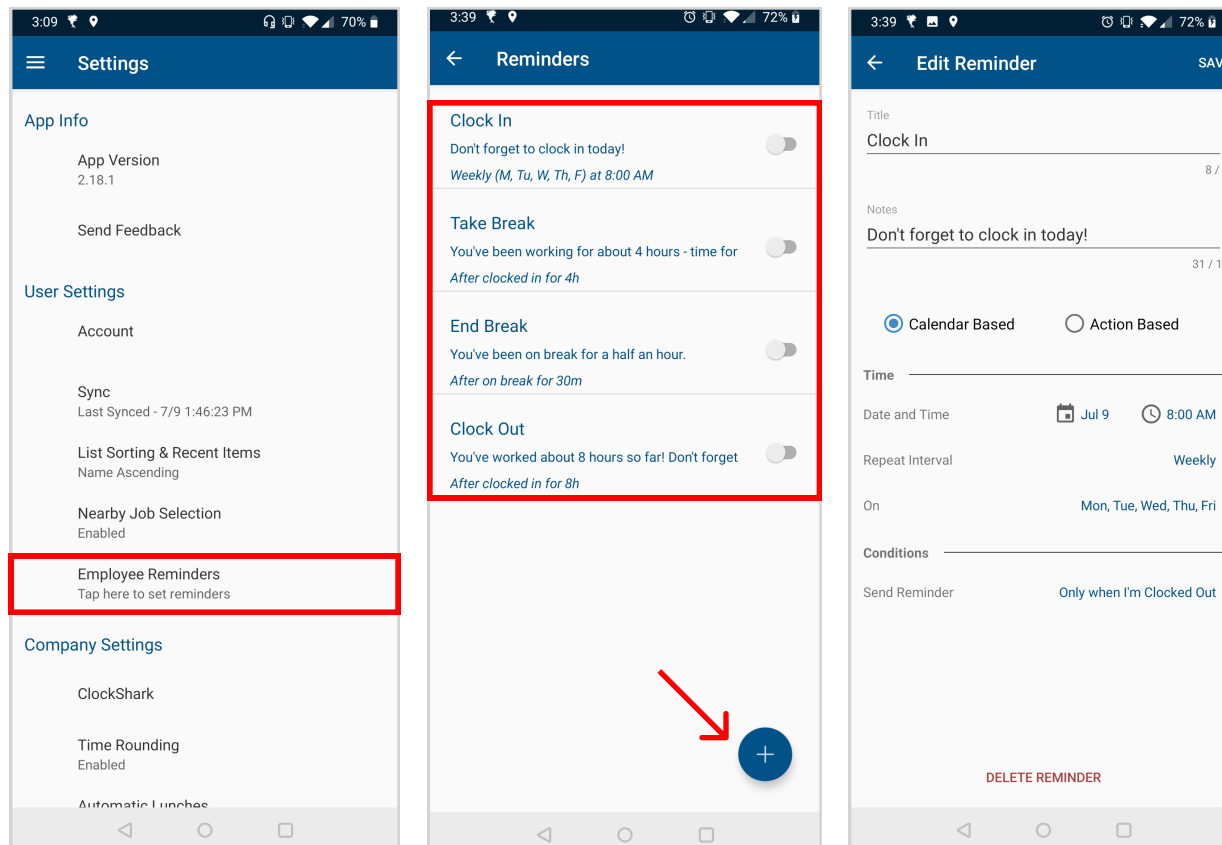


User Settings (Employee Reminders)



We automatically create 4 different reminders that you can choose to use or edit. To turn them on, simply push the on/off slider button. In order to edit the reminder, press on the main title portion of the reminder. Then you can change the title, notes to display, and time requirements. You can also create a new reminder from scratch. These can be Calendar Based (ones for a specific date and time) or Action Based (ones for a specific action, like after clocking in).

You can choose to repeat these daily or weekly, and only send a notification for a certain clock status like if you aren't already on the clock. After the set amount of time you will receive the reminder. It will also use the default sound settings on your phone so you can make sure you get the notification. These work offline and without GPS so you can be sure to get them wherever you are.





Does this app track my GPS location?

Yes, but only when you work. When you clock in, clock out, or switch, ClockShark will record your GPS Location and that information will be available to your employer along with your timesheet. ClockShark does not track your location when you are off the clock or on a break.

Why Does ClockShark Want My Location?

ClockShark includes location data with each time punch. This gives your company the information it needs for job costing and payroll. Without that data being accurate, it is hard to stay profitable and keep customers. At the same time, you don't have to try to remember everything. ClockShark keeps track of what got done as you work. At the end of your shift when you clock out, you are actually done. Then you get paid!

When is My Location Being Tracked?

At the beginning of your shift, when you go on or come back from a break or lunch, and at the end of your shift. GPS Location Data gets saved whenever you clock in or out. ClockShark does not track or report your location when you are off the clock. Where you go on your own time is your business. This is one of the reasons your company chose ClockShark. We value your privacy and only want to make life easier.

What is GPSTrak™?

GPSTrak™ is a feature in ClockShark used to track travel time. Like time tracking, we do it so you don't have to. Not every company needs or uses this feature. If it is enabled, GPSTrak™ monitors location information a few times an hour. This information gets recorded, but ONLY when people are clocked in. Even with GPSTrak™ on, your location data is not saved if you are clocked out or on break.

Need Help?

Call us at: 1 (800) 828-0689

Email us at: hello@clockshark.com



FAQ's (continued)



What is GPSFence™?

Like GPSTrak™, GPSFence™ is an optional feature in ClockShark. Not every employer uses it. If enabled, GPSFence™ monitors your location so when you get to a job site, the app reminds you to clock in. You get another notification when you leave a job site reminding you to clock out or change tasks (if appropriate). The monitoring is handled by your phone, not our servers, and is not saved or shared unless you are on the clock.

How Does ClockShark Keep Everything Fair?

Paper time sheets can easily cause you to miss hours if you forget to write them all down. ClockShark tracks your hours in real-time so you do not have to remember everything now, and write it down later. Of course, the opposite can be true for your employer. Even if a small number of employees incorrectly write down hours on timesheets that they never worked it can impact business. This costs employers profits, and profits are required to stay in business. ClockShark is there to keep things fair for everyone and make sure you get paid all the money you are owed.

How Does This Affect My Battery and Data Usage?

Each day, in an 8 hour shift, you can expect ClockShark to use about 20% of a healthy cell battery. ClockShark gets GPS data in the background and does not run complicated software at the same time. So while it does use some power to get a GPS location, with ClockShark, it is much less than other apps.

ClockShark also syncs data between its apps and the cloud, which does use data. Fortunately, it's a very small amount of data. In a whole month, you can expect ClockShark to use only 5 Megabytes of data. That's less than 1% of a Gigabyte, and most data plans are at least 1 Gigabyte if not more. ClockShark engineers work hard to keep resource use small without sacrificing the quality of the service.

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