



# OnTime

Powered by ClockedIn



## TeamViewer Update Process

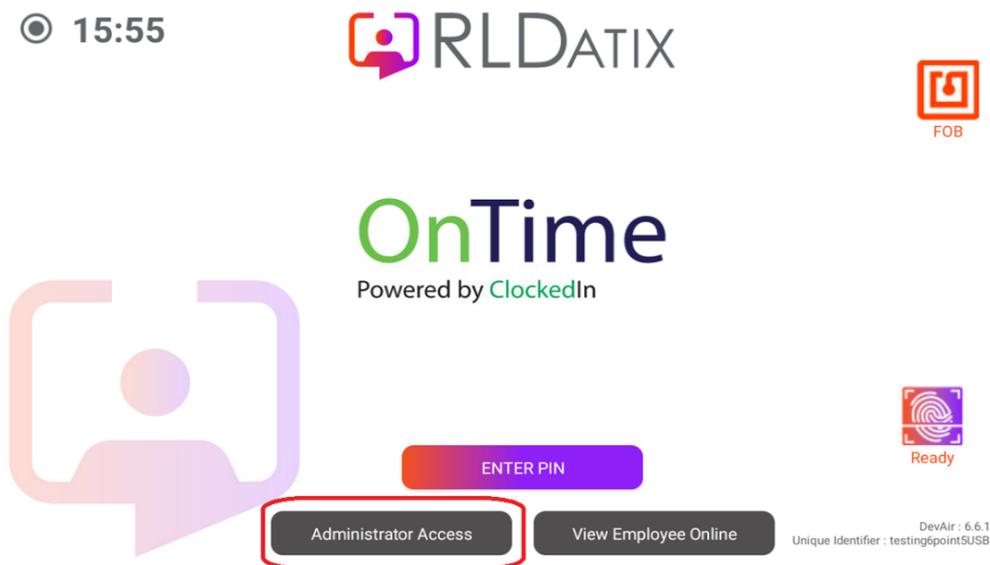
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## TeamViewer Configuration

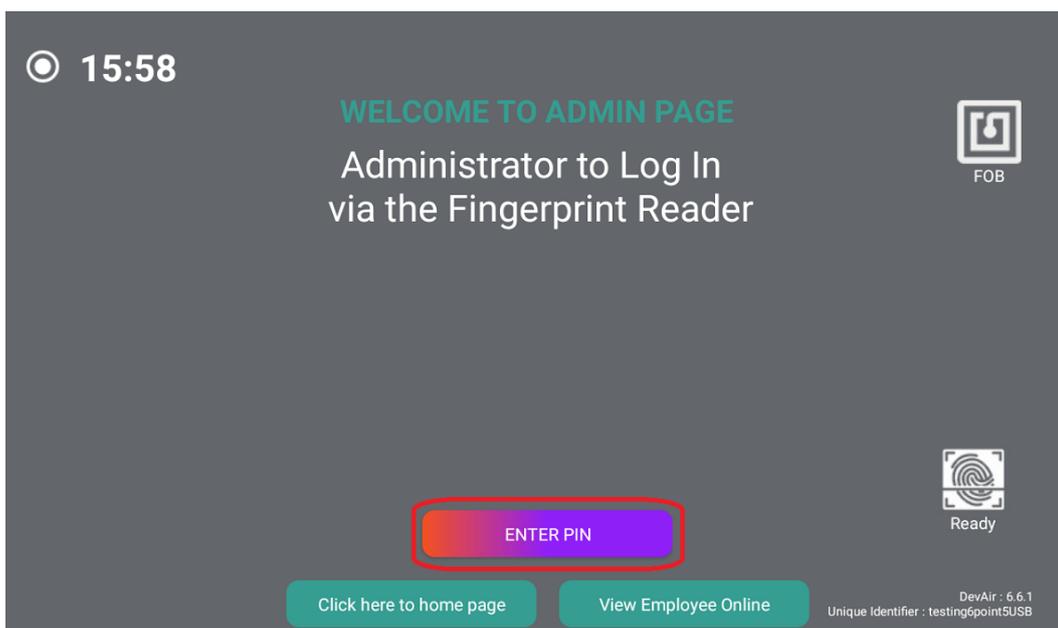
\*Please be aware that you will have approximately 15 seconds to complete each step before the app returns to the main employee login screen. \*

\*You will require "Super Admin" Access to OnTime – this role can be selected in AirStack.\*

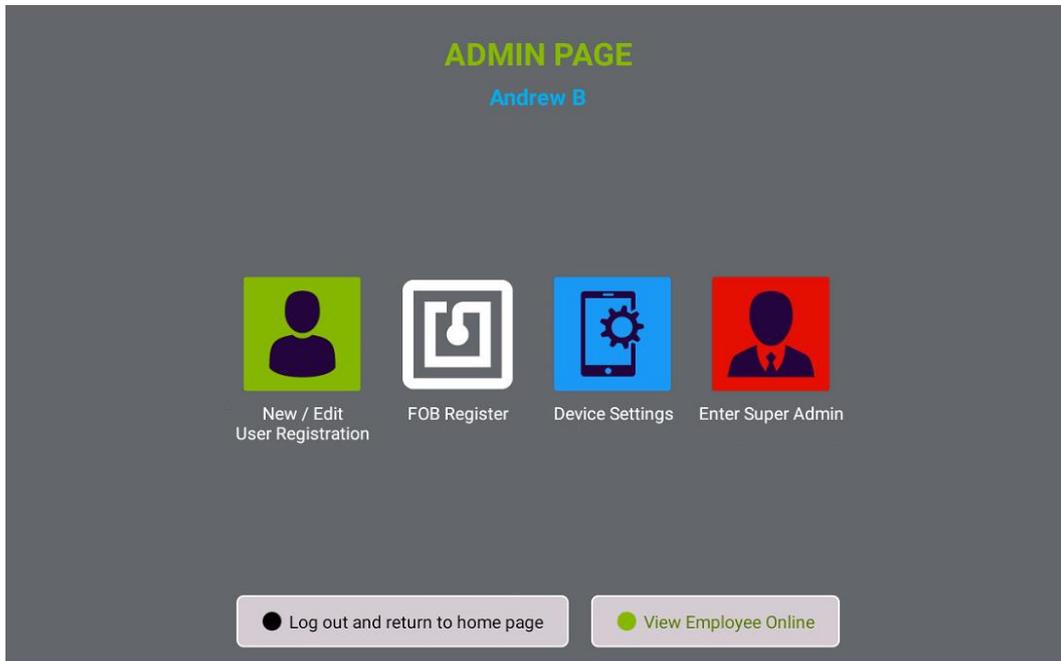
1. Click 'Administrator Access' on the bottom left



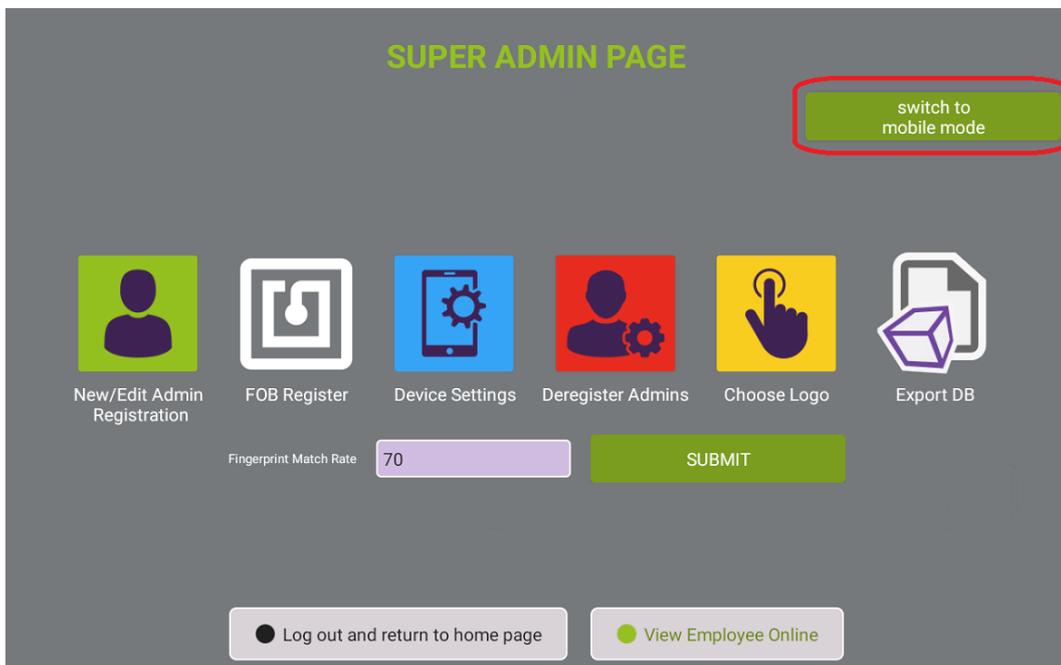
2. Use your fingerprint / fob or press 'ENTER PIN' and enter your **Super Admin** Access PIN



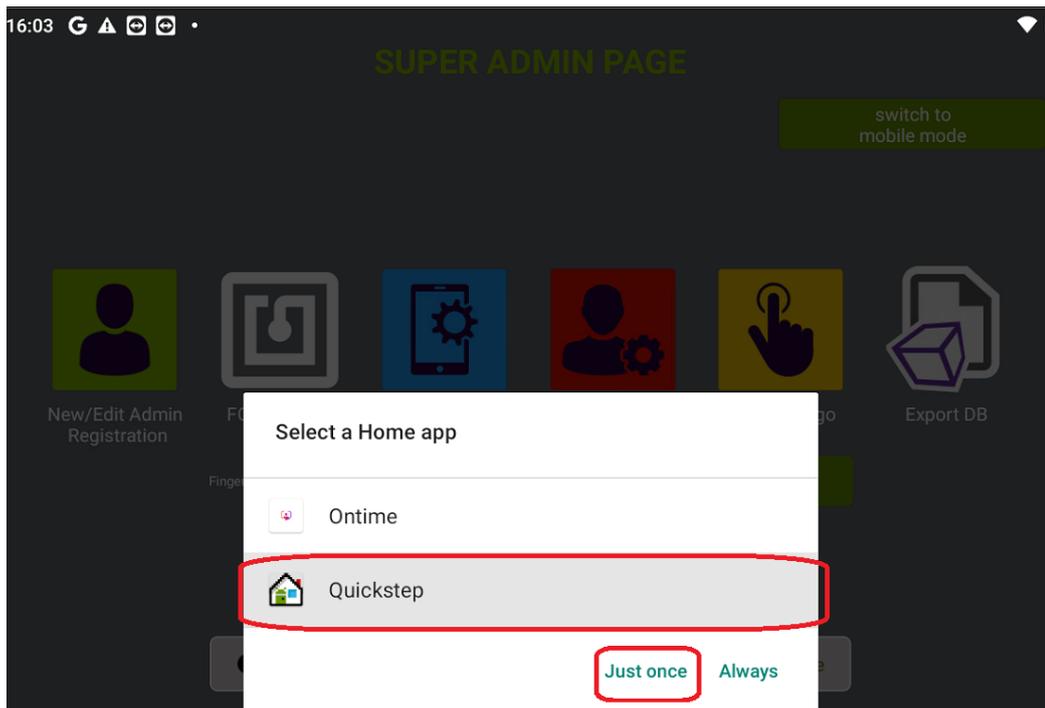
3. Select “Enter Super Admin” and then enter your our **Super Admin** Access PIN



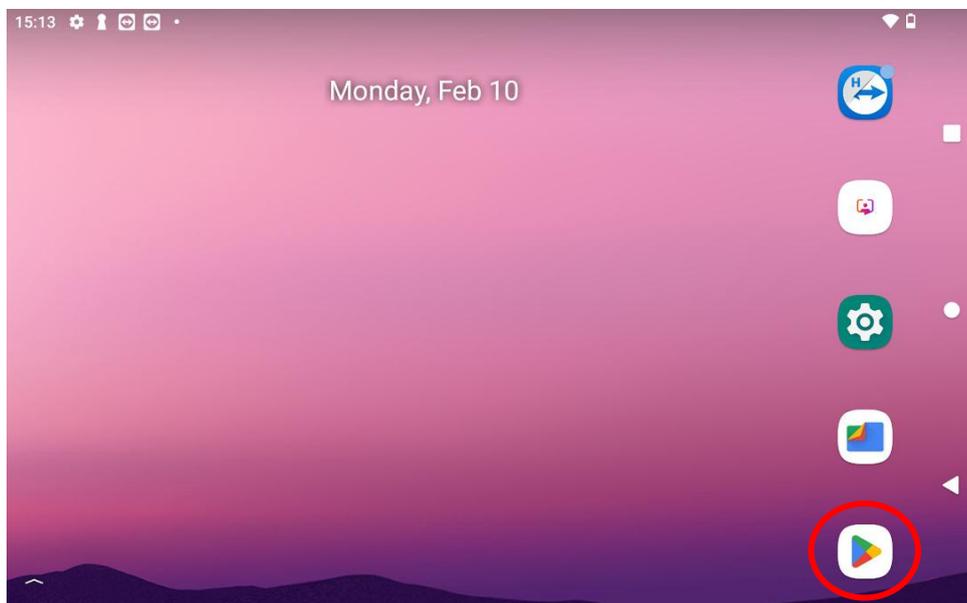
4. Press ‘Switch to mobile mode’ in the top right corner.



5. This action will cause a prompt asking you to select a home app or launcher depending on the type of device you have. You will then need to choose the option that is not OnTime. This will either be Launcher or Quickstep. After this, select the ‘JUST ONCE’ option.

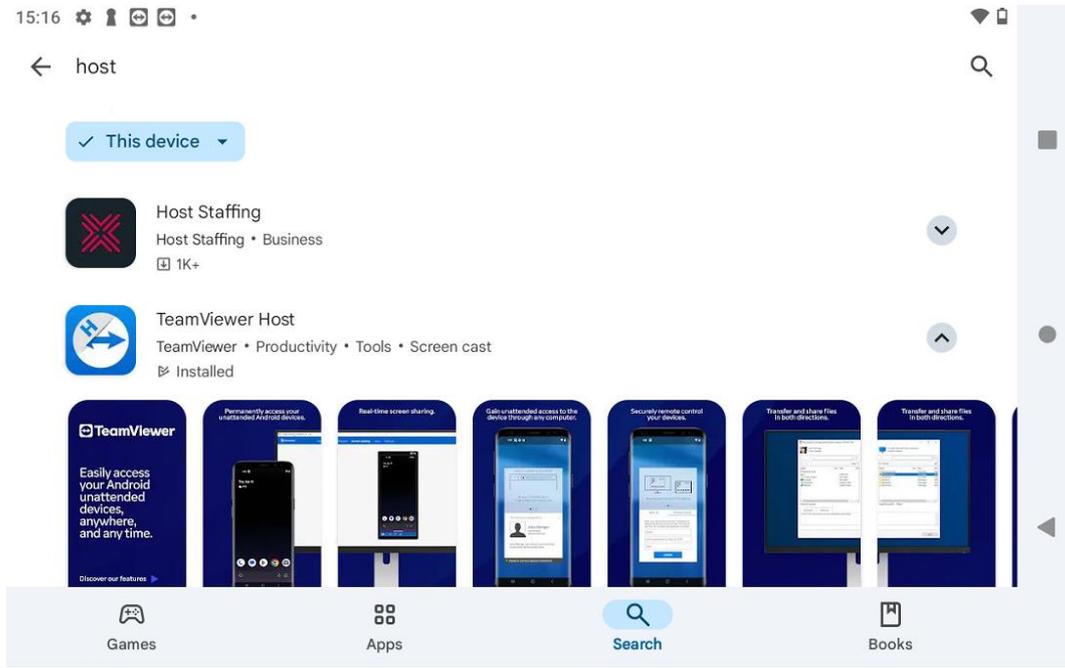


6. From here, you will need to find the 'Play Store' app either on the home page or in the app drawer. This can be found by swiping up from the bottom of the screen.

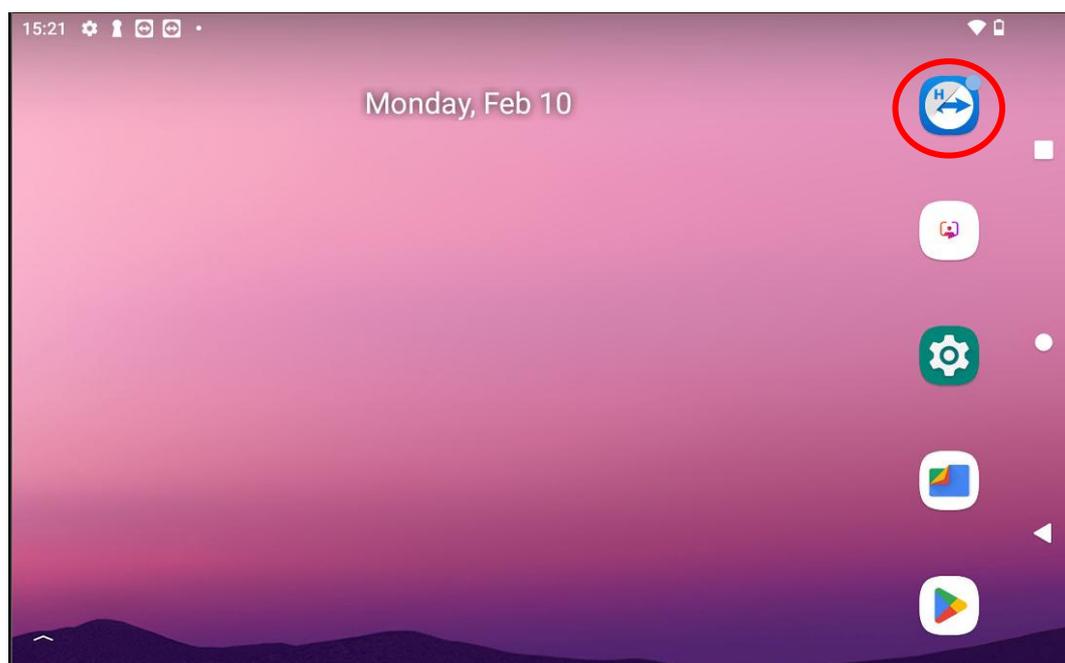


7. Once the play store has been opened, you may be prompted to log into the ClockedIn Gmail account
  - a. Email = [Clockedins00@gmail.com](mailto:Clockedins00@gmail.com)

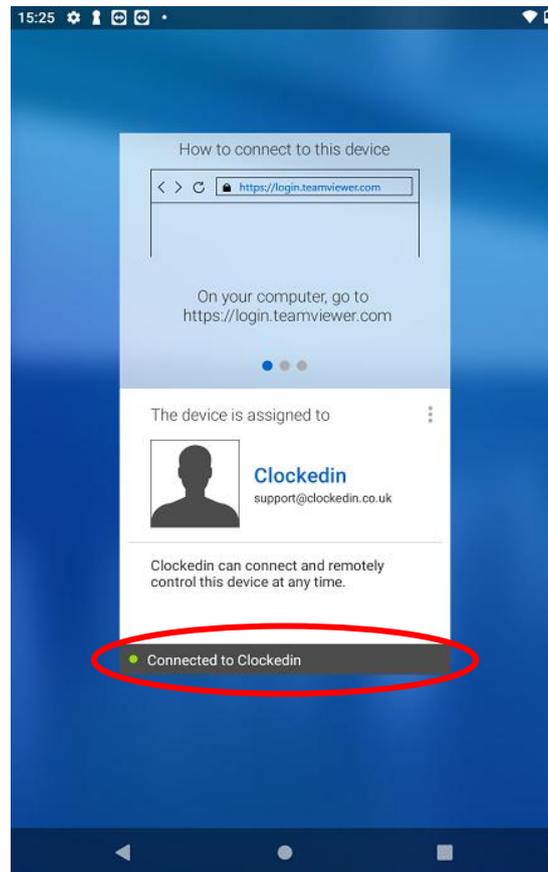
- b. Password = #Clockedin01
- 8. Once logged in proceed to the search icon located on the bottom tool bar and search for “Host”.
- 9. Once this has been found, please select the dropdown on the right of the screen and select update.



- 10. Once the update has been installed, please return to the home screen using the circle button located either on the right or bottom of the screen and selecting just once when asked. Then select the Host app.

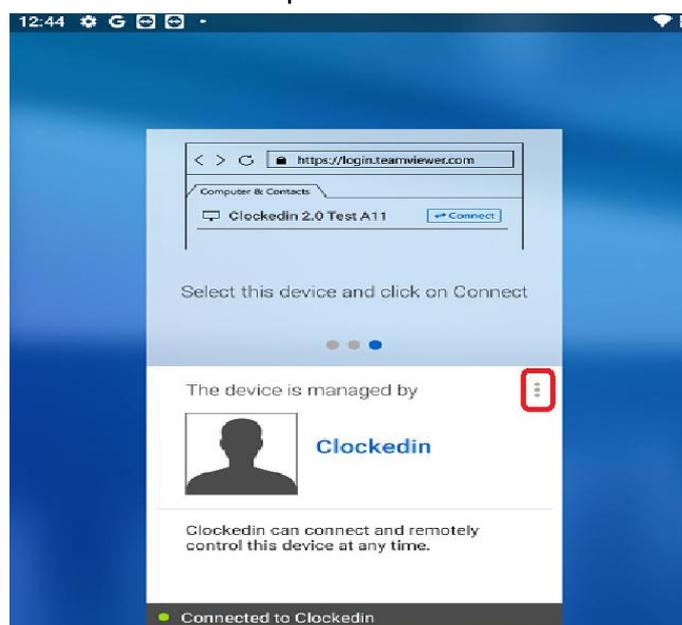


11. Once the green confirmation at the bottom of the host app has been displayed, ClockedIn support will be able to access the device.

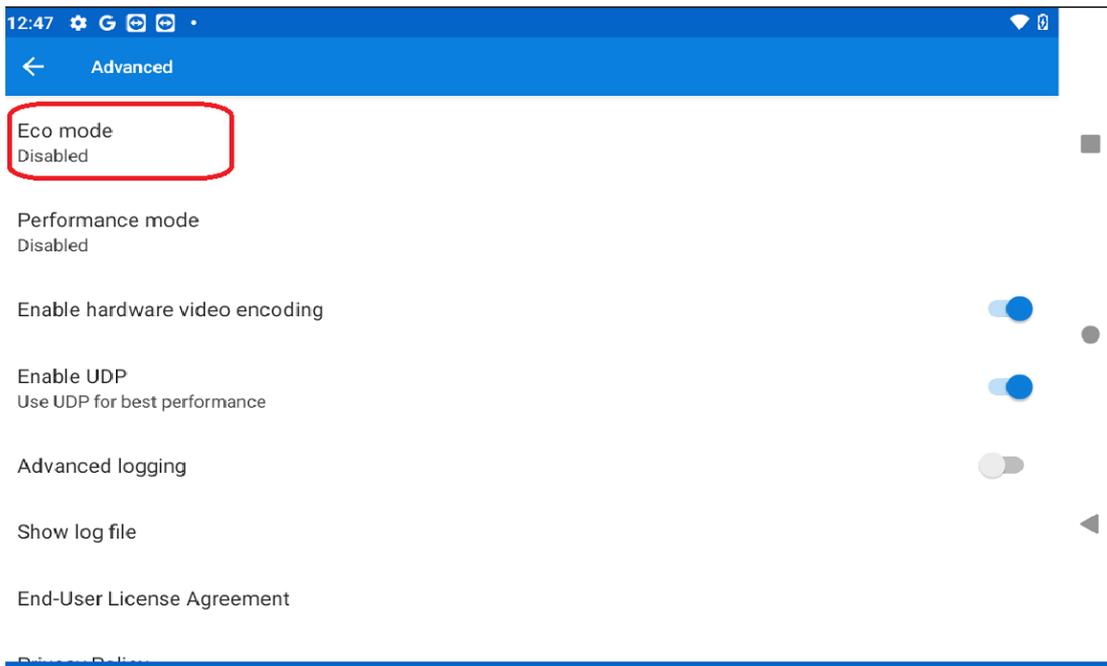


### Please note: Disabling Eco Mode

12. Within the Host app you will need to click the 3 vertical dots shown below, and then select Advanced from the dropdown menu.

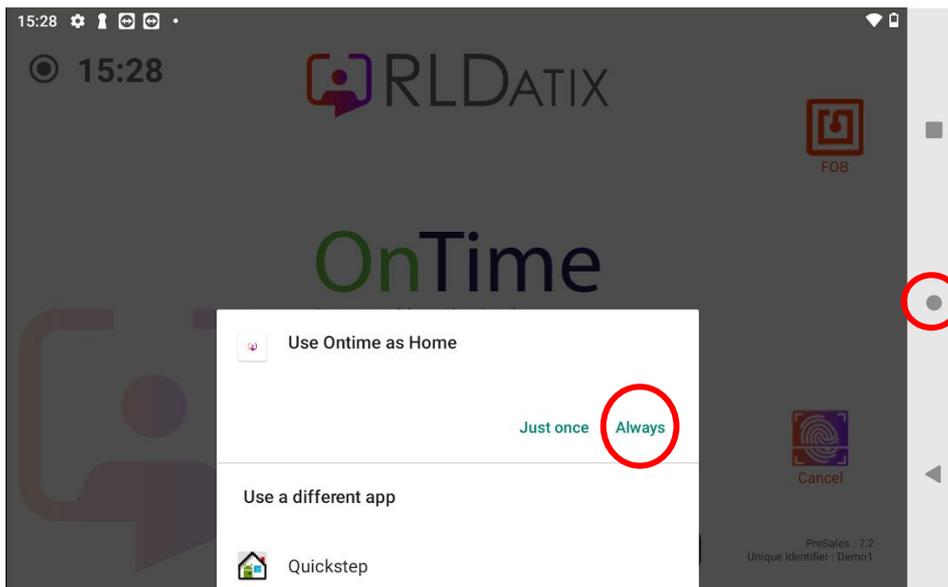


13. Press 'Eco Mode' on the following menu and make sure that this is set to 'Disabled'. This will allow us to remotely access the device to assist you on demand.



## Returning to OnTime

14. Once returned to the OnTime app, please swipe to left from the right or from the bottom to the top and select the circle (middle of the 3 system icons). This will bring up the select home app. Please select OnTime and always if prompted. If not please repeat the process and this option will appear.



15. If this option does not present, please contact ClockedIn support – [support@clockedin.co.uk](mailto:support@clockedin.co.uk)