



Cold starts

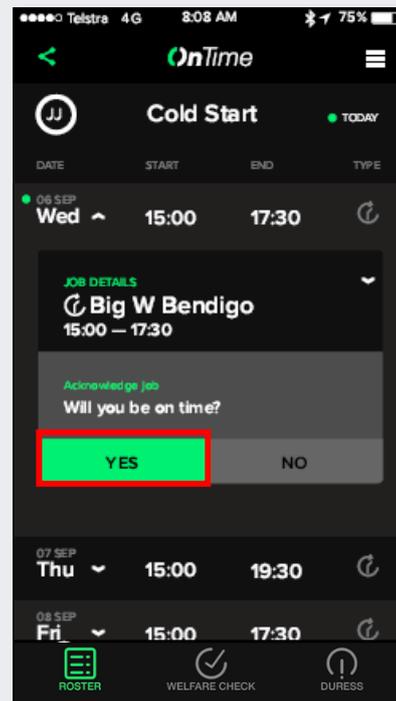
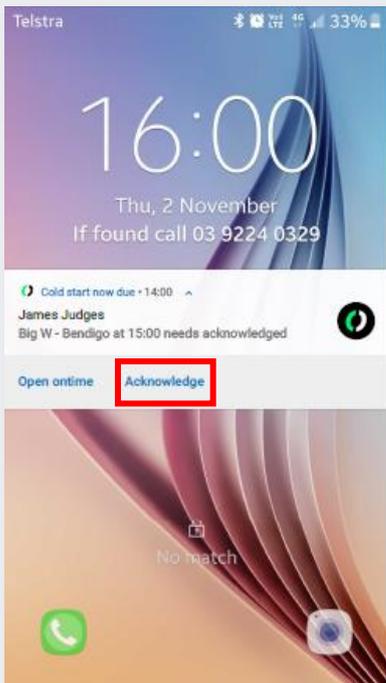
If a shift requires a cold start, you should acknowledge it in the OnTime app when the cold start time window is available. If you try to action a cold start too early there will be nothing to tap.

If you miss the time window to register your intention to attend the shift it will display in red in the app.

Acknowledging a cold start (OnTime)

1. A notification appears on your screen, tap **Acknowledge**

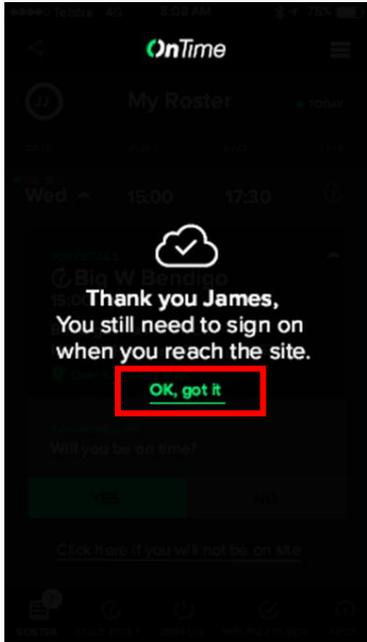
2. Tap **YES**





OnTime Mobile App

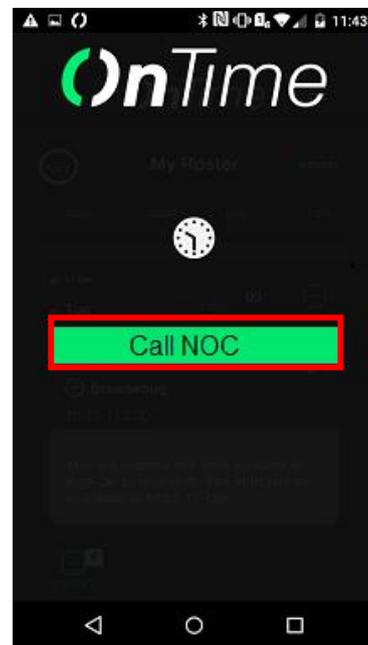
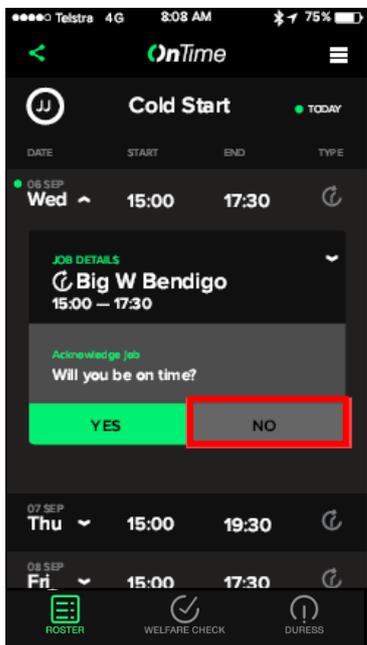
3. All done!



Acknowledging a cold start (running late)

1. Select NO

2. Choose Call NOC

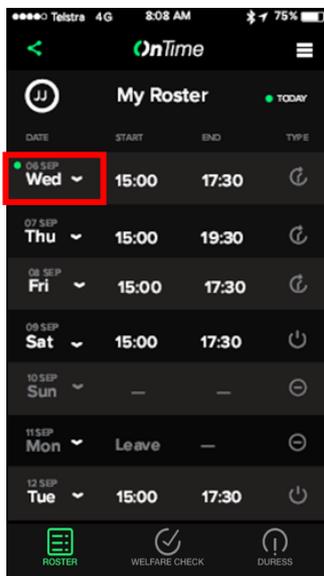




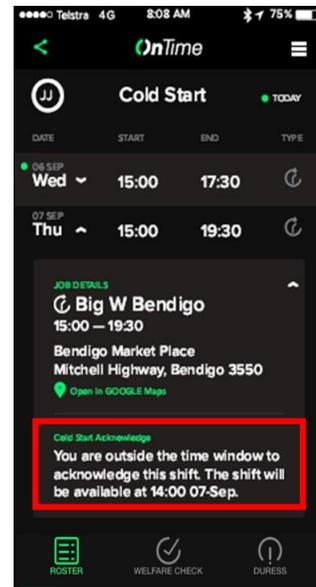
OnTime Mobile App

Cold start outside the availability window

3. Tap the arrow to expand the job card

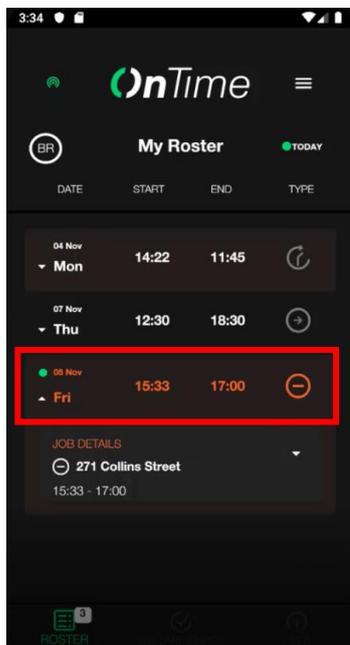


4. You're outside the availability window, there's no buttons to tap

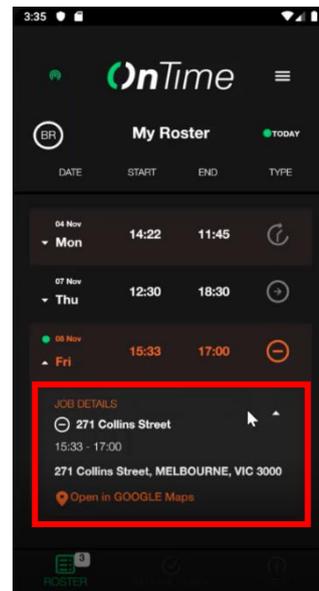


Missed cold start

1. These show in red, tap the arrow



2. There are no action buttons after expanding the card



Need help? Contact your supervisor for assistance

