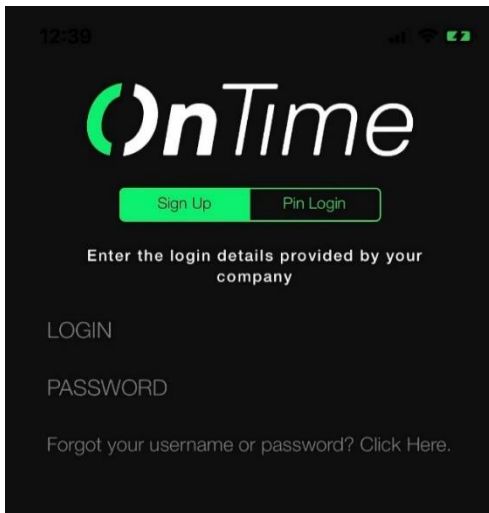# Frequently Asked Questions

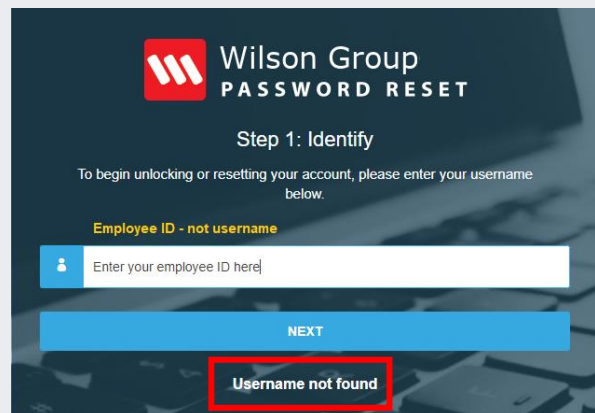| Question | Answer |
|---|---|
| How do I login to the *OnTime* app? | Use your employee ID (eg 12345 or 123456) and your Younity password.<br><br>It's important that you do not use an email address to log into OnTime. |
| What do I do if my login fails?<br><br> | Consider if you're using the right password. Not sure? Maybe reset it.<br><br>• In the app (shown left) select 'Forgot your username or password? Click here'.<br>• Or in an internet browser (Safari, Chrome etc.) go to passwordreset.wilsongroupau.com<br><br>Wait around 3-5 minutes for our IT systems to action your password change, and try to login to OnTime again using your new password.<br><br>If this fails, contact your site supervisor. |
| I receive **Username not found** when I try to reset my password | Only use your employee ID (eg, 123456)<br><br>*not* your username (firstname.lastname)<br><br> |
| I forgot my password so I reset it myself, but I still can't get into the OnTime app. What's happened? | You need to wait around **3-5 minutes after resetting your password** to login to the app. This gives our IT systems time to |

# OnTime Mobile App

register and process your recent password change.

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| I'm locked out of my Wilson account. What do I do? | If you've tried to enter your credentials too many times and now you're locked out go straight to the myIT Service Desk.<br><br>It helps if you add a screenshot of the error message along with the IT request.<br><br>Lodge a request at: https://wilsongroupau.service-now.com/sp for a quick turnaround.<br><br>Alternatively, email myit@wilsongroupau.com |
| My colleague received a 'Getting Started' email telling them how to access OnTime. I didn't, what do I do? | Firstly, check it didn't go straight to the Junk folder.<br><br>Then, contact your site supervisor.<br><br>They'll contact the project team to action it as a matter of priority. |
| I own an iPhone but can't find OnTime in the App Store. What's up? | That's because it's not there. Read below to learn more… |
| I need a 12-digit access code to get OnTime from the App Store. How do I get a code? | To get access:<br>1. Go to https://my.wilsongroupau.com/security-team/<br>2. Follow the instructions to retrieve a code |
| I uninstalled the OnTime app on my iPhone and now I can't install it again. What do I do? | You need to obtain another redemption code to download OnTime to your Apple device.<br><br>To get another one contact your site supervisor who will escalate it with the project team. |
| I don't usually accept push notifications from apps, does this mean I might miss an action activity? | To ensure you are alerted to action activities when they are due it's best to allow *OnTime* to send push notifications to your phone. |

# OnTime Mobile App



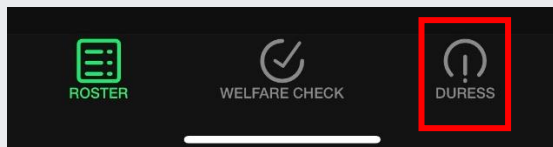| | You will be prompted to accept push notifications when downloading/installing the app. |
|---|---|
| How is my phone's geographical data used? | *OnTime* only accesses your location when you are completing an activity (i.e. performing a cold start, welfare check or signing on/off).<br><br>For example, when you sign on for a shift only your username, the date, time, and your location are recorded.<br><br>With Android devices, your location information may be stored on your device already. Wilson does not have access to this information. This is standard Android functionality and has not been developed specifically for the *OnTime* app. |
| How much data will *OnTime* use? | It's minimal. Once you've downloaded the app the ongoing data use is very low. |
| How much space does *OnTime* use? | OnTime does not use a lot of space on your phone. At 8MB, it is less than the COVIDSafe app (which is 8.5MB) |
| I don't have a smart phone, can I use *OnTime*? | No. An Android or Apple smartphone is needed to use *OnTime*. It is accessible on iPads and tablets but will appear distorted.<br><br>*OnTime* is compatible with Android 5.1 and iOS 9 devices and above |
| Is it okay for me to use my phone while at work? | Yes, provided there aren't site restrictions preventing you (such as on defence sites).<br><br>Ideally, if you're performing welfare checks on your shift, set your phone to vibrate on silent mode. |
| What happens if I sign on for a shift but forget to sign off? | Activities that are not actioned in *OnTime* are visible to NOC staff.<br>An operator will call you to ensure you are okay and prompt you to sign off your shift. |
| I can't see a shift that I have been rostered for, what do I do if my roster is wrong? | Contact your supervisor or contact the rostering team. |

# OnTime Mobile App

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|---|---|
| **What do I do if I need to finish a shift early (i.e. you're unwell)?** | Do what you would usually do. |

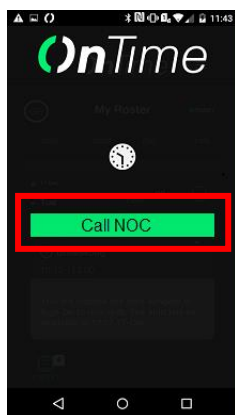| | |
|---|---|
| **What is the duress option for?**<br> | Pressing on DURESS triggers a silent alarm. Use this option in emergency situations only. If the duress alarm is activated:<br><br>• the NOC will be notified<br>• the date, time and location of your device is noted<br>• a NOC operator will attempt to contact you<br>• if contact cannot be made, emergency services will be contacted and dispatched to your last known location.<br><br>If you accidently press the duress alarm, you have **five seconds** to cancel it.<br><br>If your miss the **five second** cancellation time, please contact the NOC to deactivate the alarm. |

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| **Can I call the NOC from the app?**<br> | Yes. Here's how:<br><br>1. Tap the hamburger menu in the top right corner of screen<br><br><br><br>2. Tap **Call NOC** (shown left)<br><br>3. When prompted, tap your phone to dial the number<br><br>4. It will automatically connect |

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| **I have a great idea for *OnTime*; can I share it?** | Sure. We're committed to continual improvement, so if you have an idea for the app, please email employeevoice@wilsonsecurity.com.au |

**Need help?** Contact your supervisor for further assistance