Wilson Security

Question	Answer
How do I log in?	**For first time users**, log in details are: 1. Your EmployeeID number (eg 012345 or 123456) 2. Younity password 3. Create a 4 digit PIN to enable faster log in next time **Note: if you have a 5 digit ID, please add a 0 in front.** **For return users:** Your EmployeeID number (eg 12345 or 123456) 1. 4-digit PIN (only available after entering password to set up) It is important that you do not use an email address to log in.
How do I install Webclock?	You don't need to install Webclock. If your site has been identified as suitable for Webclock use, there will be a tablet or computer already set up for Webclock use. All you have to do is log in, sign on or sign off from your shifts.
My site doesn't have a Webclock authorised device/ computer, what do I do?	For various reasons, not all sites are suitable to install a Webclock. If your site does not have a Webclock, we recommend the use of the Ontime app for sign on or sign off purposes. The log in details will be the same for both Webclock and OnTime.
Can I use the Webclock link on my own phone?	No. The Webclock link can only be accessed via authorised devices. The link will display an error without the appropriate security settings. If you prefer to perform sign on and sign off activities via your mobile phone, please use the OnTime app for this purpose.
Does OnTime log ins work for Webclock?	Yes. OnTime and Webclock use the same log in details and PIN. Same password will work across Wilson Security's issued user logins for OnTime, Webclock, Younity etc.
PINs vs Passwords	PIN & Passwords are different! **Passwords** 8 or more characters, mix of numbers and letters. Used to log into Wilson Security software (ie, Younity, OnTime, WNet etc). **PINs** 4-digit number, created by the user for faster access to OnTime or Webclock. Requires a password for initial set up.

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What happens if I miss a sign on or if I sign on but forget to sign off?	Missed sign on and sign off activities are captured in daily reports as 'Overdue' activities.
	If you miss a sign on or sign off activity, standard operating procedures apply. That means if you need to notify a supervisor or manager, please follow existing procedures to notify the appropriate person.
	Note:
	If you missed the sign on, you will not be able to sign off.
Is signing on and signing off from shifts mandatory?	Yes. As part of your role as a Wilson Security officer, you are required to sign on and sign off from every shift that you work.
	This can be done via OnTime or via Webclock if you are not able to download the OnTime app.
Help! Where do I get help?	If you are having issues using Webclock, go to MyIT and search for ***Webclock*** to log a support ticket. It will be the first result in the search. Alternatively you can ask your Manager to raise a ticket on your behalf.
	You can also go to **www.wilsonsecurity.com.au/webclock** for guides and a app demo. Password for demo is **W3bclock2022**

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