Frequently Asked Questions

Question	Answer
How do I login to the *OnTime* app?	Log in details are sent to you via email from Wilson Security. It should follow this format: 1. Your Employee ID number (eg ABC12345 or ABC123456) 2. Password It is important that you do not use an email address or other combination to log into the app.
What do I do if my login fails? 	This error message means that you have entered the incorrect password / PIN more than 6 times. To resolve the issue: 1. Check that you are using the correct password 2. You must 'Sign up' to use the app again, and enter a PIN again If this fails, please contact IT support via https://www.wilsonsecurity.com.au/ontime-support/
I forgot my password so I reset it myself, but I still can't get into the OnTime app. What's happened?	The password resets have been disabled for our contractor staff. If you need a password reset, please contact IT support via https://www.wilsonsecurity.com.au/ontime-support/
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?	A 12-digit redemption code is required to download the app for **iPhones only**. The code will be provided by Wilson Security as part of the OnTime app onboarding process. Please request it from your manager/ supervisor.

OnTime Mobile App

I uninstalled the OnTime app on my **iPhone** and now I can't install it again. What do I do?	For iPhone users, you will need to obtain another redemption code to download OnTime to your Apple device. To get another one, please contact your manager / supervisor who will provide another one for you.
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 you must allow OnTime to send push notifications to your phone. 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, or signing on/off). For example, when you sign on for a shift only your username, the date, time, and your location are recorded. 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 approx.. 700KB to download and requires minimal data usage ongoing as there is no images or videos to transmit.
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. 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 are not site restrictions preventing you to do so.

OnTime Mobile App

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What happens if I sign on for a shift but forget to sign off?	Activities that are not actioned in OnTime are recorded as part of regular reporting. All overdue activities will be recorded and monitored and noted for further action if necessary.
I can't see a shift that I have been rostered for, what do I do if my roster is wrong?	Contact your manager / supervisor or contact the rostering team.
What do I do if I need to finish a shift early? (i.e. you are unwell)	Please follow existing procedures to notify the relevant people.

**What is the duress option for?**
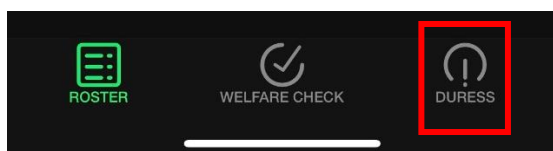
Pressing on DURESS triggers a silent alarm. Use this option in emergency situations only. If the duress alarm is activated:

- the NOC will be notified
- the date, time and location of your device is noted
- a NOC operator will attempt to contact you
- if contact cannot be made, emergency services will be contacted and dispatched to your last known location.

If you accidently press the duress alarm, you have **five seconds** to cancel it.

If your miss the **five second** cancellation time, please contact the NOC to deactivate the alarm.

Can I call the NOC from the app?
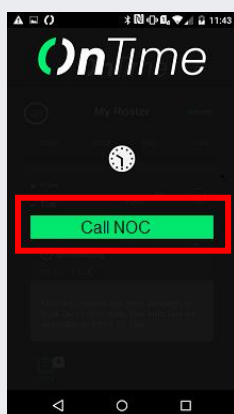
Yes. Here's how:

1. Tap the hamburger menu in the top right corner of screen

2. Tap **Call NOC** (shown left)

3. When prompted, tap your phone to dial the number

4. It will automatically connect to the NOC