

Question	Answer
Where do I find the log in details?	<p>Log in details are sent to you via email from Wilson Security. It should follow this format:</p> <ol style="list-style-type: none"> <li>1. Your Employee ID number (eg ABC12345 or ABC123456)</li> <li>2. Password</li> </ol> <p>It is important that you do not use an email address or other combination to log into the app.</p>
I own an iPhone but can't find OnTime in the App Store	<p><b>For iPhones only</b> - You will not find the Wilson OnTime app in the App Store. To get access you need a 12-digit redemption code.</p> <p>The code will be provided by Wilson Security, you may request it from your manager/ team leader.</p>
How much data and battery power will it use?	<p>The app is only approx. 700KB in size to download and requires minimal data usage ongoing.</p> <p>There are no images or videos to transmit, only text-based data when completing a sign on or sign off activity.</p> <p>The app is not known to drain power.</p>
What kind of smart phone is needed to use OnTime?	<p>An Android or Apple smartphone is needed to use OnTime and it is compatible with Android 5.1 and iOS 9 devices and above.</p>
What happens if I miss a sign on or if I sign on but forget to sign off?	<p>Missed sign on and sign off activities are captured in daily reports as 'Overdue' activities.</p> <p>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.</p>
When is the GPS active?	<p>GPS is only active when the activity is being completed (eg, only when clicking 'Yes' for a sign on/ sign off/ cold start activity).</p> <p>The app only captures the location where the activity was completed. It is not capable of tracking movement and will lose your location after you complete the activity and move away from the spot.</p> <p>Enabling location services is required for the app to function correctly.</p>
Is the app mandatory?	<p>Yes, the app is a requirement when working on Wilson Security client sites.</p> <p>The app allows you to see your roster in advance and allows you access to a valuable duress function should you experience difficulties.</p>
I can't see a shift that I have been rostered for, what do I do if my roster is not correct?	<p>Please contact your manager / supervisor who will resolve this with the rostering team.</p>
What do I do if I am having some issues using the app?	<p>If you are having technical issues with using the app, please contact IT support via the online form <a href="https://www.wilsonsecurity.com.au/ontime-support/">https://www.wilsonsecurity.com.au/ontime-support/</a></p>