

Question	Answer
Where do I find the log in details?	<p>Log in details are:</p> <ol style="list-style-type: none"> 1. Your EmployeeID number (eg 12345 or 123456) 2. Yonunity password <p>It is important that you do not use an email address to log into the app.</p>
I own an iPhone but can't find OnTime in the App Store	<p>For iPhones only - You will not find the Wilson OnTime app in the App Store. To get access you need a 12-digit redemption code:</p> <ol style="list-style-type: none"> 1. Go to https://my.wilsongroupau.com/security-team/ontime 2. Follow the instructions to retrieve a code <p>If you are unable to retrieve the code, please contact your Operations Manager who will assist you further.</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>
I don't have a smart phone, will the company provide me with a phone for use?	<p>No, the company will not be issuing individual mobile devices as part of the OnTime roll out.</p> <p>Please advise your Site Supervisor or Operations Manager if you do not own a smart phone as usage of the app forms part of their reporting requirements.</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/ welfare check 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>We strongly encourage the use of the OnTime app as the alternative option will require you to sign on and off a shift by other means, which will be managed by your operations manager.</p> <p>It may mean you need to call or SMS to acknowledge a sign on and sign off for each shift.</p> <p>The app streamlines this process and allows you to see your roster in advance, allows you access to a valuable duress function should you experience difficulties, and eventually, will allow you to show availability for additional shifts.</p>