Wilson Security

OnTime App Installation Guide

Before you begin

You will need to download and install the OnTime app onto your smartphone. It is free and available for both Android phones and Apple iPhones.

The download and ongoing use only requires minimal data as there is no requirement to transfer images or videos.
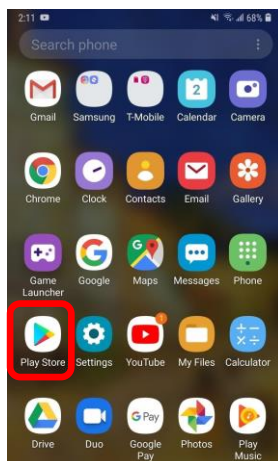
Apple users only must enter a 12-digit code download the app.
Please visit https://my.wilsongroupau.com/security-team/ontime-retrieval/) to retrieve your code.

Please see your Operations Manager if you cannot retrieve the redemption code from this link. They will be able to obtain one for you.
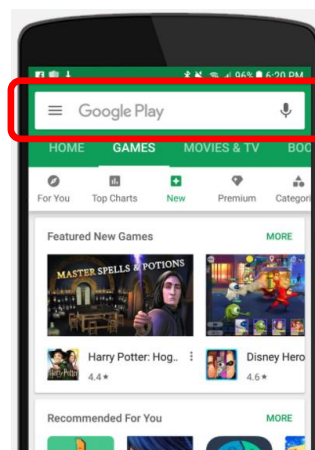
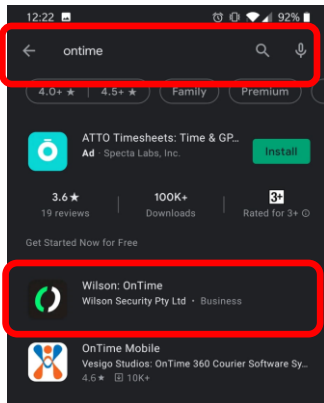Below instructions outlines how to download the app.

Android

Step 1

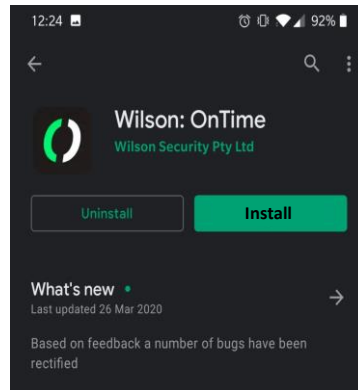Go to Google Play Store

Step 2

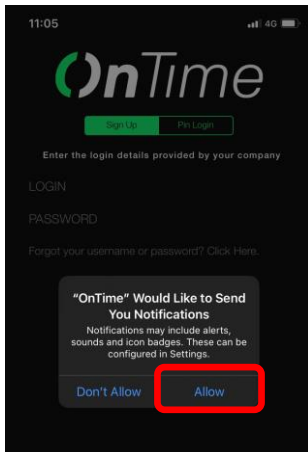

Tap the **SEARCH** box

Step 3

Type **OnTime** in the search field and select it from the available options
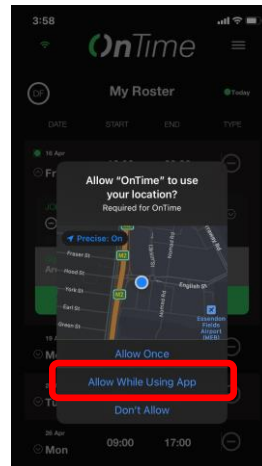
Step 4

Tap **Install**

Step 5

When prompted, **accept/ allow** notifications

Step 6

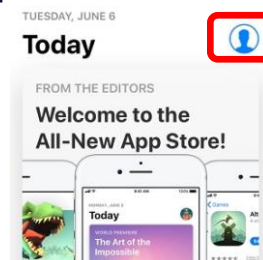When prompted, enable location services by selecting '**Allow while using app'**
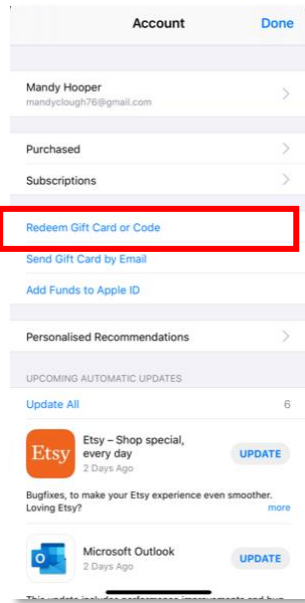
Apple iPhones
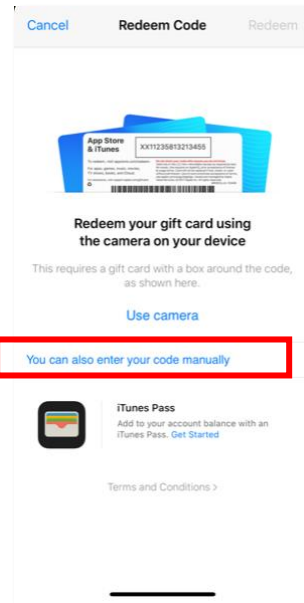
Step 1

Go to your **App Store**

Step 2

Tap the **Profile** icon in the App Store
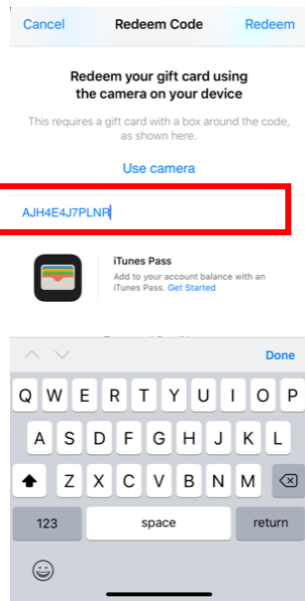
Step 3

Select **Redeem Gift Card or Code** option

Step 4

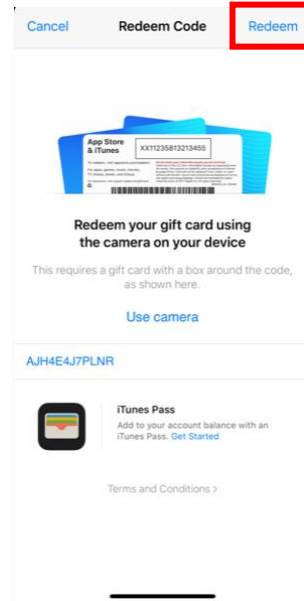Select **You can also enter your code manually**

Step 5

The redemption code is provided to you by your manager.

Enter the **code** exactly as it appears. It'll be easiest to copy and paste it into the field

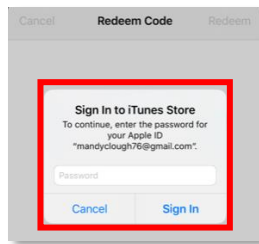**!** The code is different for each person so you can't share it with someone else.
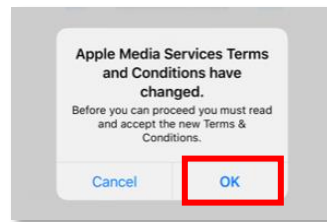
Step 6

Hit **Redeem**

! Code not working? Try a few times first before asking for a different code from your Operations Manager.
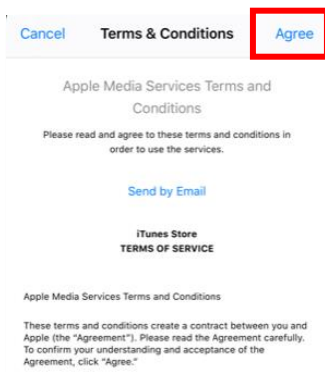
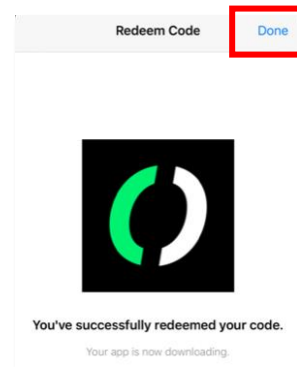**Step 7**

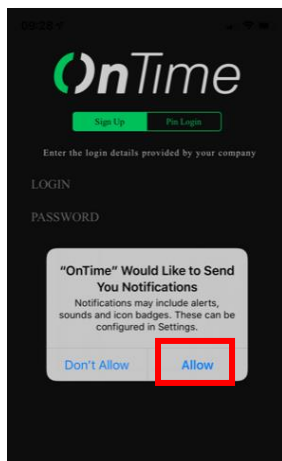Enter your **Apple ID**, tap **Sign In**

Step 8

Tap **OK**
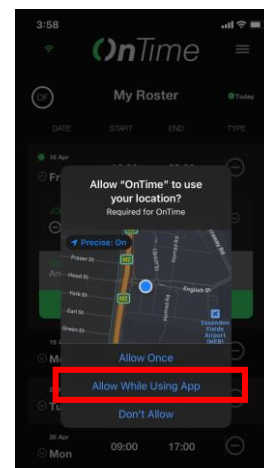
Step 9

Tap **Agree**

Step 10

Tap **Done**

Step 11

Choose **Allow** when prompted for notification alerts

Step 12

Choose **Allow while using app** when prompted for location services

Need help? Contact your supervisor