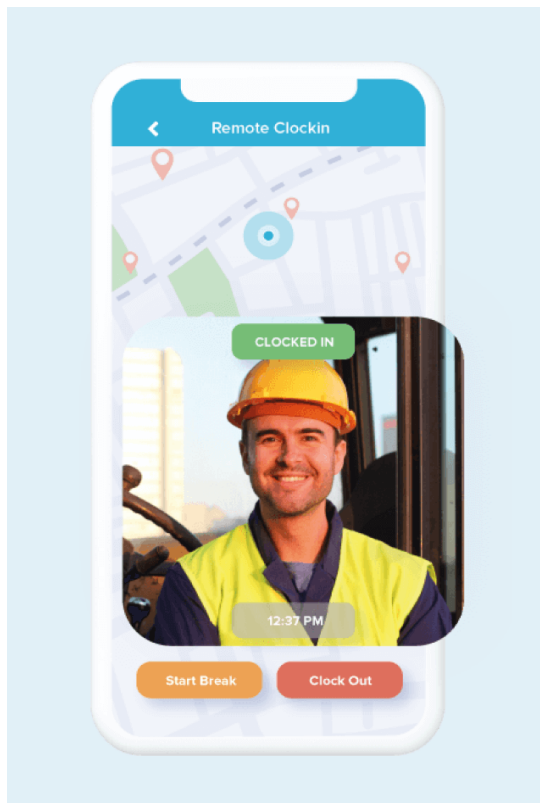


Submitting Timesheets

True Resources Digital Timesheets

This Guide Covers:

1. 📄 Your Tanda Invitation
2. 📱 Downloading The App
3. ⌚ How to Clock In & Clock Off
4. 😞 Missing Timesheets
5. ⚠️ Incorrect Timesheets
6. 🔒 Two Factor Authentication [Security]
7. 💰 All Things Pay FAQ



You are required to Clock in and Clock Out via Tanda for every shift while on site.

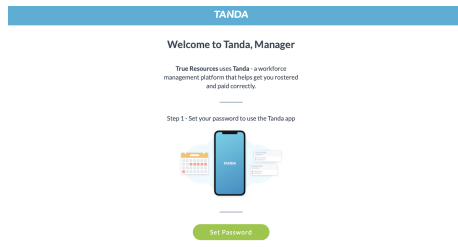
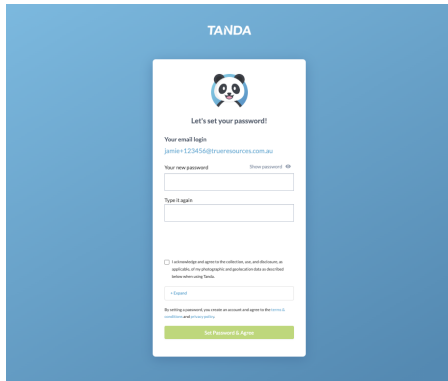
As a part of your onboarding we have created an account for you with our digital timesheet management app, Tanda. **From this system you will be required to clock in and clock out for each of your shifts. These are then reviewed and approved by your on-site supervisors at the end of each week.**

Your Tanda Invitation

Please note you can complete this process with either your phone or on the provided computer, if you're in our Western Australian office.

1.1 Accept the Tanda Invitation

To help during this process please follow the screenshots below.

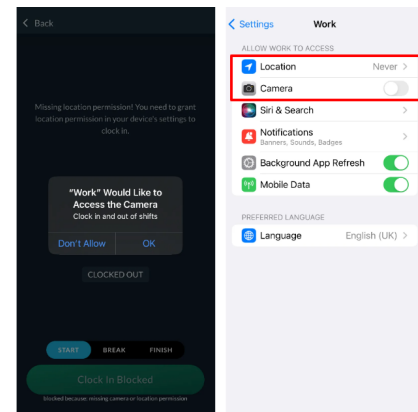
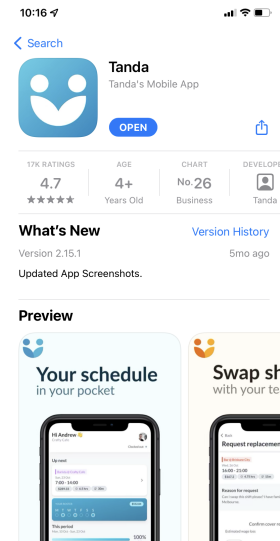
| Instructions | Screengrab |
|---|---|
| 1. Invitation Email | |
| <p><u>What to do</u></p> <p>Check your email for an invitation from Tanda. Select the green "Set Password" button.</p> <p><i>Please note you will not be using the Time Clock passcode tool.</i></p> |  |
| 2. Set Your Password | |
| <p><u>What to do</u></p> <p>A new window should now open where you will be prompted to create a password for the account.</p> <p>Create a password, and don't forget to save it, as you will need to use it again in a moment.</p> |  |

>>> [Next Step: Download the App](#)

1.1 Download the App

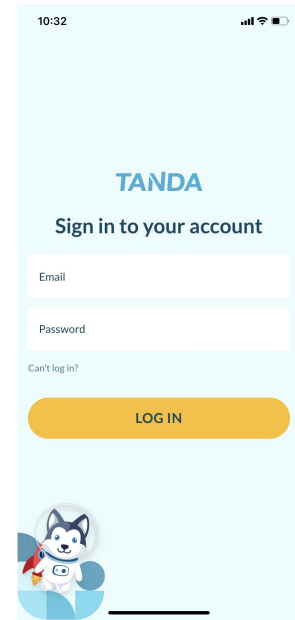
To help during this process please follow the screengrabs below.

| Instructions | Screengrab |
|--|------------|
| <h3>1. Download the App</h3> <p><u>What to do</u> Using your phone, download the app - you can use Tanda on either Apple or Android phones.</p> <ul style="list-style-type: none">• Apple: https://apps.apple.com/au/app/tanda/id1294158848• Android: https://play.google.com/store/apps/details?id=co.tanda.employee | |
| <h3>2. Allowing Access to Camera and Location</h3> <p><u>What to do</u> In order to clock in, the mobile app requires permission to access your location and camera while using the app.</p> <p>If access is not provided, you will not be able to clock in remotely, and Clock In Blocked will appear when you attempt to.</p> <p><u>To grant access permission to the app, either accept when you first open the app, or through your device's settings.</u></p> | |
| <h3>3. Login to Tanda!</h3> | |



What to do

Open the app and login using your email and the password you just created.



4. Tour Tanda!

What to do

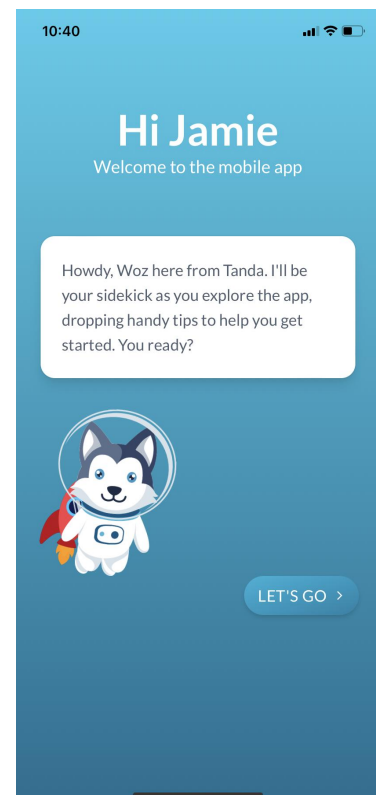
Once logged in the app will take you on a quick tour of the platform.

IMPORTANT: The only areas of the app that you will be required to use are the:

- 1. Clock In / Clock Out Area**
- 2. Timesheets**
- 3. Messages**

Rosters / Shifts are not assigned from Tanda or from True Resources.

Breaks and Leave cannot be requested via Tanda.



>>> Next Step: How to Submit a Timesheet

How to Submit a Timesheet

You are required to Clock in and Clock Out via Tanda for every shift while on site.

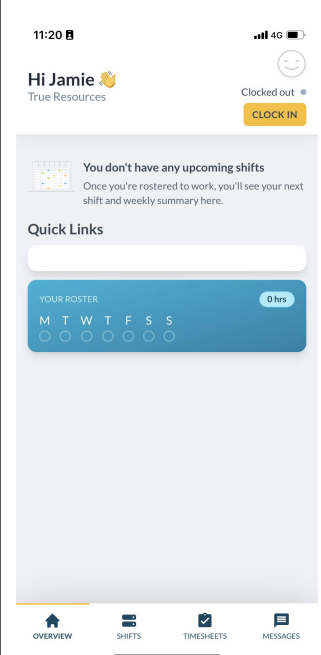
To help during this process please follow the screengrabs below.

IMPORTANT:

While on-site the standard shifts are 12 hours, so PLEASE ENSURE you are clocking in and out on time - ie 5am - 5pm.

2.1 How to Clock In & Clock Off

Now that you're all set up with Tanda, you're ready to start clocking in and out!

| Instructions | Mobile |
|---|--|
| 1. Navigate to the Clock In Screen | |
| <p><u>What to do</u></p> <p>At the start of each of your shifts open the Tanda app and select the yellow "Clock In" button in the top right of the app.</p> <p><u>You must clock in as close to the beginning of your shift as possible.</u></p> |  |
| 2. Select Your Team (Site) | |

What to do

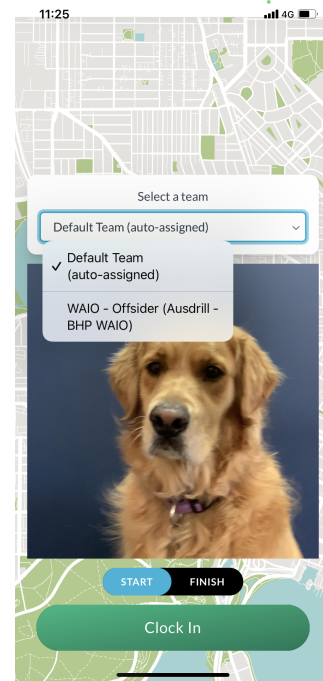
Keep in mind Tanda calls sites “Teams”.

Select Your Team (Site)

Underneath the “Select a team” header select your assigned site from the dropdown options. This assignment will be confirmed from the client and from your Candidate Manager.

Multiple Teams (Sites) Showing?

In some instances you may move around sites, so there could be multiple dropdown options. Please review your latest roster from the client or ask your Candidate Manager to check which location you should be selecting.



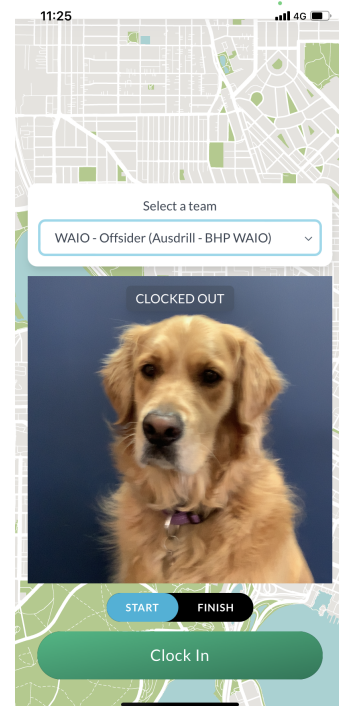
3. Clock In

What to do

Once your team (site) is selected, press the large **“Clock In” button**. When clocking in and out, Tanda will take a photo of you as part of the verification process and to ensure authenticity of the time submission.

Done! You’re clocked in! Now just wait until the end of your shift.

IMPORTANT: The **clock in and clock out photos** are viewable by not only yourself, but also **our staff and the site managers** who will approve your timesheets. *So please keep that in mind when taking the photos.*



4. Clock Off

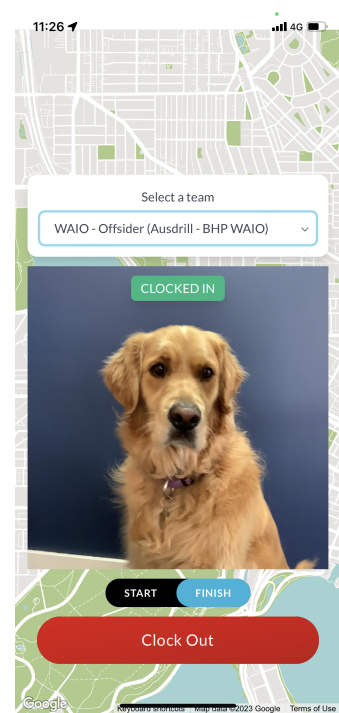
What to do

When your shift has finished, just replicate the same steps as the Clock In process.

Just like the Clocking In process, select the team* (site) you've been assigned to and select the **red "Clock Out" button**.

***The clock in and clock off teams (sites) must match.**

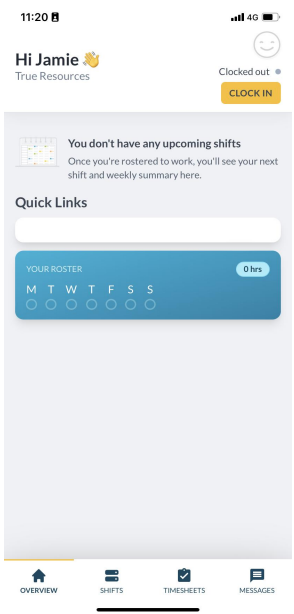
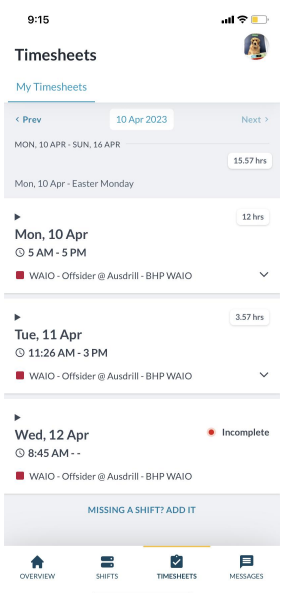
And that's it!



>>> *Next Step: Missing Timesheets*

🧐 2.2 Missing Timesheets

Forgot to clock in and out at some point during your shift? No problem, you can add in late timesheets from within the app. **Keep in mind the clock in / clock out process is still the preferred and easiest method.**

| Instructions | Mobile |
|--|---|
| 1. Navigate to the Timesheets Screen | |
| <p><u>What to do</u></p> <p>From the home screen select the “Timesheets” icon on the bottom menu (second from the right).</p> |  |
| 2. Add New Shift | |
| <p><u>What to do</u></p> <p>From the Timesheets screen you can see the history of your clock ins / clock outs. To add a missing shift, select the blue “Missing a shift? Add it” text.</p> |  |

3. Add in the Details

What to do

Click beneath each of the headers to add in the correct information.

Date

Select the space under “date”, a dropdown with a calendar will appear so you can select the correct missed date.

Hours worked:

There are two spaces to add in the times, on the left side add in the start time (a dropdown will appear) and on the right side add in your finish time.

Team (Site)

Select the dropdown beneath “Team” to select the site you were working on.

Comment

Finally, please add in a comment as to why your timesheet is late - for example: “*forgot to clock in*”, or “*left my phone at camp.*”

4. Submit

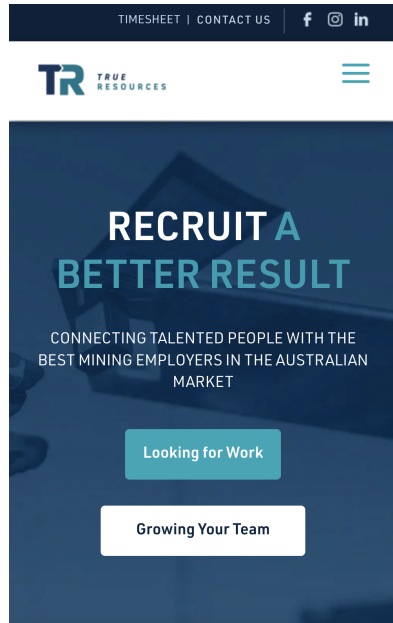
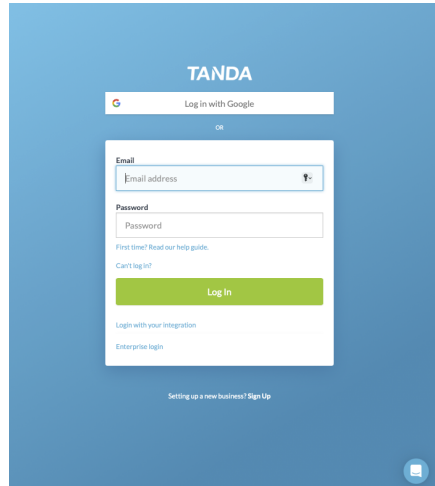
What to do

Review all the information to make sure it's correct and click the **blue** “Create Shift”.

>>> *Next Step: Incorrect Timesheets*

⚠ 2.3 Incorrect Timesheets

Found an error on your timesheet or forgot to clock in and out at some point during your shift? You can edit incorrect timesheets if needed, **but the Clock In / Clock Out process is preferred and overall much easier**. Follow the steps below or reach out to edit the timesheet or reach out to our team who can also fix any issues.

| Instructions | Screenshot |
|---|--|
| 1. Go to our website | |
| <p><u>What to do</u></p> <p>To edit existing timesheets you will have to login into the desktop portal. To do this head to <u>trueresources.com.au</u> and select the “Timesheet” button at the top of our website.</p> |  |
| 2. Login to Tanda | |
| <p><u>What to do</u></p> <p>Use your email and password to login into your Tanda account.</p> |  |

3. Select the Period to Edit

What to do

Select the pay-period you'd like to edit by selecting your name on the corresponding date range.

(Green rows means that the pay-period's timesheets have been approved, and are not editable.)

The screenshot shows the 'Timesheets' section of the TANDA Workforce Time & Attendance system. It displays a table with columns for Name, Date, and Hours. The table lists several timesheets for 'Jamie Live-Test' with dates ranging from 19 Jun to 25 Jun 2023. Green rows indicate approved timesheets that are not editable.

| Name | Date | Hours |
|-----------------|----------------------|-------|
| Jamie Live-Test | 19 Jun - 25 Jun 2023 | 14.8 |
| Jamie Live-Test | 12 Jun - 18 Jun 2023 | 84.0 |
| Jamie Live-Test | 15 May - 21 May 2023 | 4.25 |
| Jamie Live-Test | 1 May - 7 May 2023 | 0 |
| Jamie Live-Test | 10 Apr - 16 Apr 2023 | 24.0 |
| Jamie Live-Test | 3 Apr - 9 Apr 2023 | 0 |
| Jamie Live-Test | 27 Mar - 2 Apr 2023 | 5.43 |
| Jamie Live-Test | 20 Mar - 26 Mar 2023 | 20.5 |
| Jamie Live-Test | 13 Mar - 19 Mar 2023 | 24.03 |
| Jamie Live-Test | 6 Mar - 12 Mar 2023 | 12.0 |

4. Edit Existing Clock-In / Clock Outs Times

What to do

Once the pay-period you'd like to edit has been selected, you should be able to see a list of all of your clock-ins.

To edit the clock in / clock out times, just add in your start and finish times in the allocated text boxes on the day required. *Times need to be added as "10:00am" as 10am or "4:00pm" as 4pm.*

*Please only enter the times you were rostered for from the client. **DO NOT ADD BREAKS OR ALLOWANCES.***

The screenshot shows the 'Edit Existing Clock-In / Clock Outs Times' form for 'Jamie Live-Test Wehr'. It displays a calendar view for 'Mon, 10 Apr' with a rostered shift from 5:00a to 5:00p. The form includes fields for Start, Finish, and Breaks, and a section for Allowances. The 'Wage Cost' section shows 'Rostered: (12h 0m)' and 'Variance: (12h 0m)'. The 'Timesheet History' section is visible at the bottom.

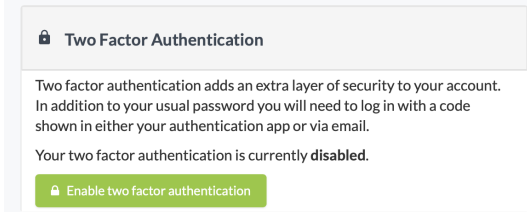
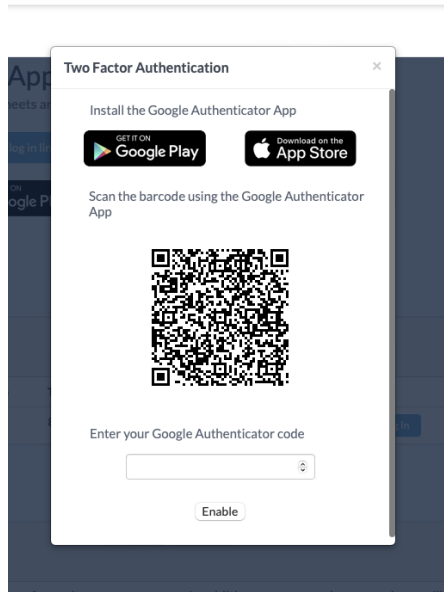
>>> *Next Step: Two Factor Authentication*

Two Factor Authentication [Security]

You will only have to do this set up process once.

!! If signing into the desktop site, you may be prompted to set up Two Factor Authentication with the Google Authenticator App on your mobile phone, this is a mandatory security requirement.

To help during this process please follow the screengrabs below.

| Instructions | Screengrab |
|---|--|
| 1. Two Factor Authentication [Security] - Second Login | |
| <p><u>What to do</u></p> <p>Login into Tanda after setting up your account.</p> <p>You should be taken to an account overview page, with a banner prompting you to set up two factor authentication.</p> <p>Scroll all the way down on the next screen until you see the “Two Factor Authentication” request heading. Select the green button.</p> |  |
| 2. Two Factor Authentication [Security] - Second Login | |
| <p><u>What to do</u></p> <p>If you haven't already, please download the Google Authenticator on your phone, and scan the QR code in Tanda's pop up window, and type in the 6 digit code into the text field below.</p> <p>And you're done! <i>You may be prompted on occasion to login with the Google Authenticator app, as a security measure.</i></p> <p>Download links. Download the Google Authenticator [Android] // Download the Google Authenticator [Apple]</p> |  |

>>> [Next Step: All Things Pay FAQ](#)

All Things Pay FAQ

Do you have questions about Tanda or about your pay? Here are some of the most frequently asked questions we receive from new starters. *If you still have questions after reading through this guide, please reach out to your Candidate Manager who will be able to assist you.*

When do I need to clock in and out of Tanda?

You must clock in and out everyday you are out on shift, as close to the start and finish time as possible. If you have to clock out early, we would encourage you to send your Candidate Manager an email or text detailing why.

Who can see my clock in and clock out records / selfies?

At the end of each week your timesheet (clock in / clock out records) are reviewed and approved by the on-site supervisor. On occasion our staff may also review your weekly submissions to make sure they're up to date as well. Keep this in mind when taking those clock in and clock out photos!

When do my timesheets need to be submitted?

Please ensure your timesheets (clock in / clock out records) are up to date no later than 5pm AWST every Monday to ensure there are no delays in processing your pay.

If you don't submit (clock in / out) timesheets, you won't be paid. Any questions you may have regarding timesheets and payroll should be sent to accounts@trueresources.com.au.

When is pay day?

Payroll is processed fortnightly on Wednesdays for days worked Monday – Sunday in the previous 2 week period.

I'm having issues with Tanda, who do I go to?

If you're having technical issues with Tanda, please let your Candidate Manager know so we can resolve it and ensure your pay isn't affected.