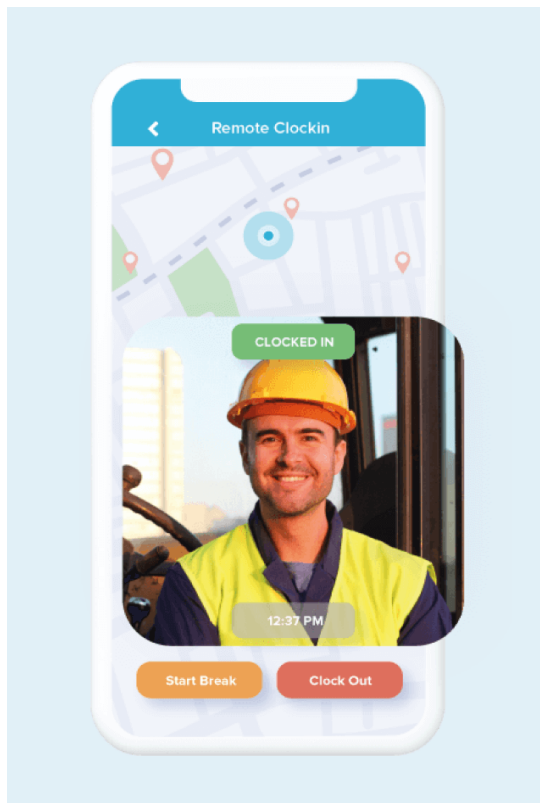# Submitting Timesheets

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

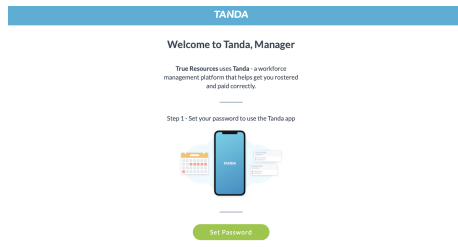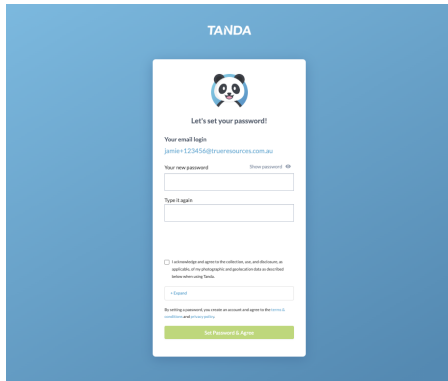**<u>You are required to Clock in and Clock Out via Tanda for every shift while on site.</u>**

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.
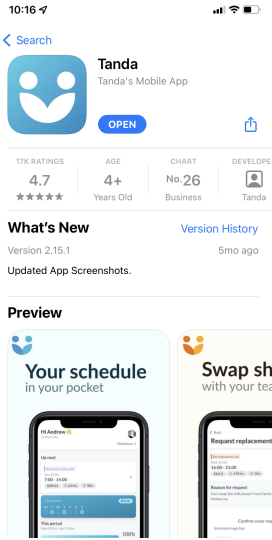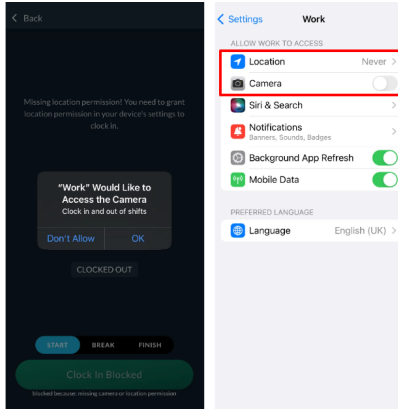
💁 1.1 Accept the Tanda Invitation

To help during this process please follow the screenshots below.

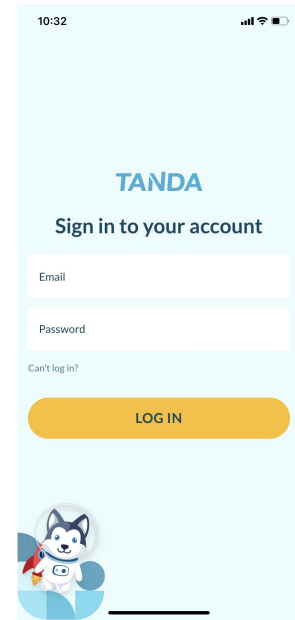| Instructions	Screengrab
1. Invitation Email	
What to do Check your email for an invitation from Tanda. Select the **green** "**Set Password**" button. *Please note you will not be using the Time Clock passcode tool.*	
2. Set Your Password	
What to do A new window should now open where you will be prompted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

>>> Next Step: Download the App

📱 1.1 Download the App

To help during this process please follow the screengrabs below.

Instructions	Screengrab
1. Download the App	

What to do
Using your phone, download the app - you can use Tanda on either Apple or Android phones.
 	
    ● Apple:
        https://apps.apple.com/au/app/tanda/id1294158848
    ● Android:
        https://play.google.com/store/apps/details?id=co.tanda.employee	

2. Allowing Access to Camera and Location	
What to do In order to clock in, the mobile app requires permission to access your location and camera while using the app. If access is not provided, you will not be able to clock in remotely, and **Clock In Blocked** will appear when you attempt to. **To grant access permission to the app, either accept when you first open the app, or through your device's settings.**	
3. Login to Tanda!	

TR TRUE RESOURCES

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

4. Tour Tanda!

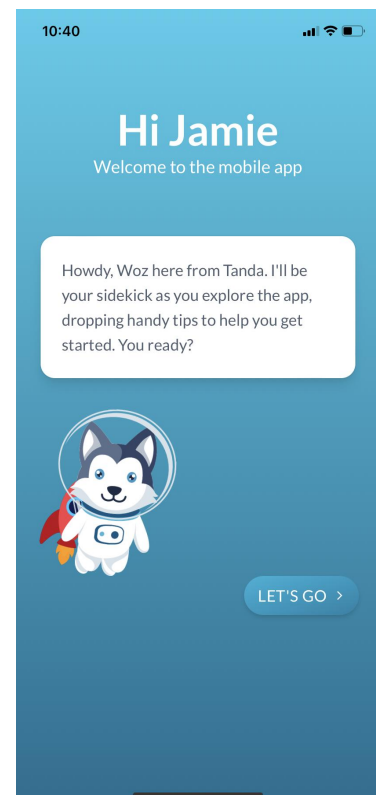|	

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.	

5. SA & QLD Staff!	
What to do If you are working in SA or QLD there is one more step we need you to take! Please navigate to your profile, by selecting the top right circle, this should just be a smiley-face on your first login. Then select the "**Settings**" option at the bottom of the menu.	‹ Back ● **My Profile** **Jamie_Existing Employee** EDIT Timeclock code: 9018 👤 Personal Details › 📊 Leave Balances › ♻ Qualifications › 🔗 Contracts › 📄 Documents › 💳 Bank Acct. & Payroll › ⚖ Tax Declaration › Settings › User Guide › Give Feedback › 🏠 OVERVIEW ☰ SHIFTS ☑ TIMESHEETS
6. SA & QLD Timezone	

What to do From this settings page please tap on the "Preferred scheduling Time zone" and ensure that it is correctly set to your working time zone. Eg: GMT+10:00 for Queensland GMT+09:30 for South Australia	‹ Back **Settings** Time format [12 hours] [24 hours] Dark mode [On] [Off] Language [Company default ⌄] Preferred scheduling time zone [Location/Company default ⌄] Calendar link [https://my.tanda.co/roster/subscribe] [COPY] Shift reminders › 🏠 OVERVIEW ☰ SHIFTS ☑ TIMESHEETS

>>> 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!

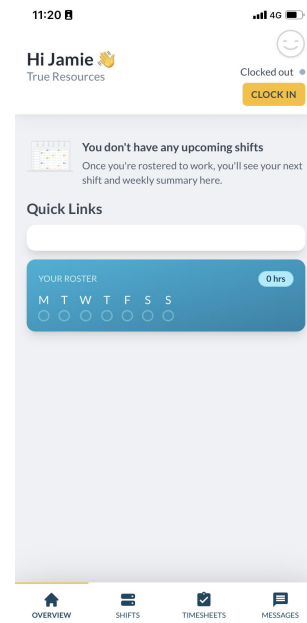| Instructions	Mobile
1. Navigate to the Clock In Screen	

What to do

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.

You must clock in as close to the beginning of your shift as possible.

---

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.

---
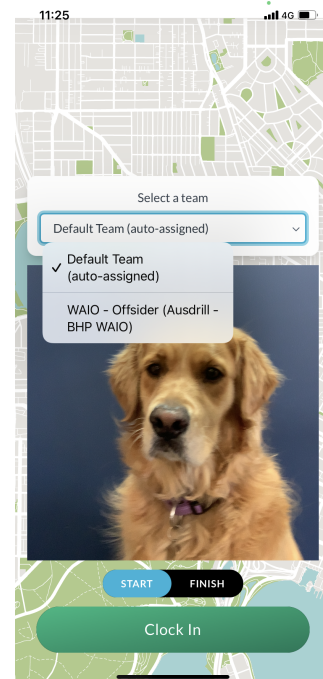
3. Clock In

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.*

---
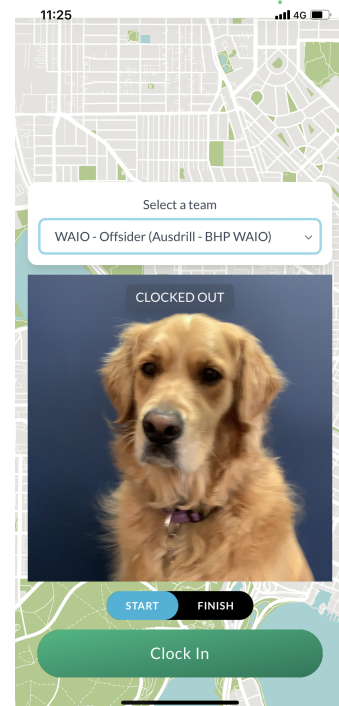
4. Clock Off

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**.

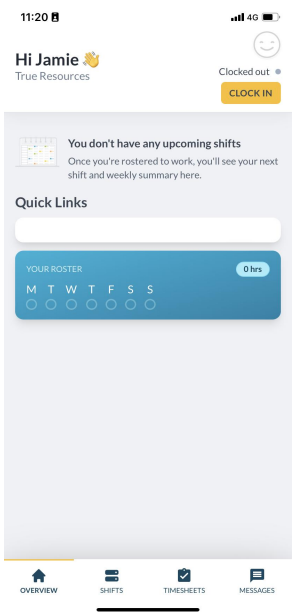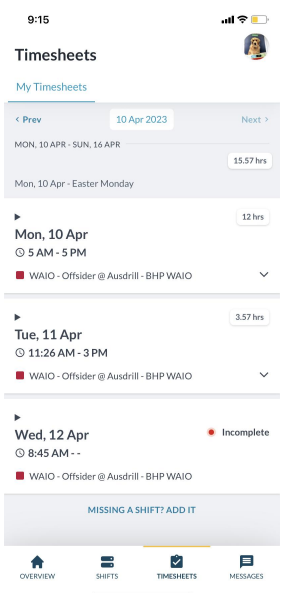***The clock in and clock off teams (sites) must match.**

And that's it!
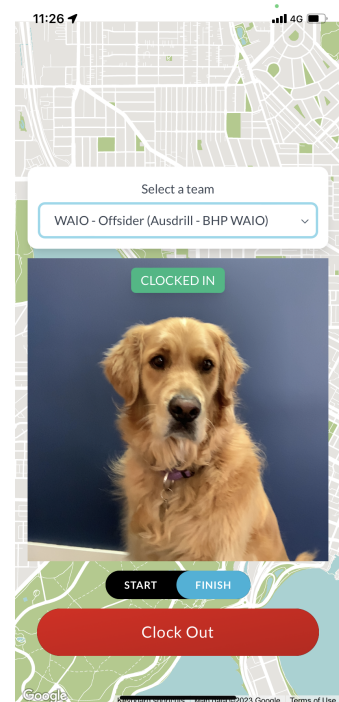
>>> Next Step: Missing Timesheets

🙂 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	
<u>*What to do*</u> From the home screen select the "Timesheets" icon on the bottom menu (second from the right).	
2. Add New Shift	
<u>*What to do*</u> 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.	

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
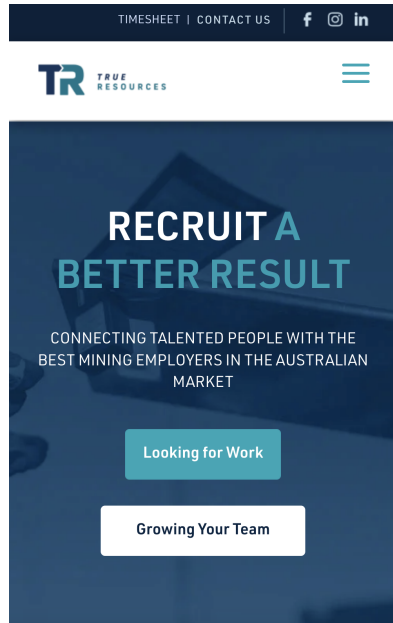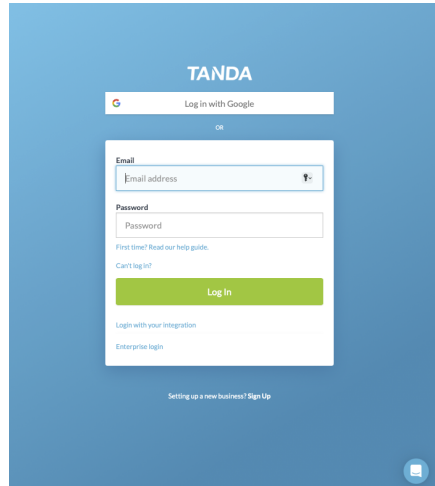
What to do

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

>>> _Next Step: Incorrect Timesheets_

⚠️ 2.3 Incorrect Timesheets - Desktop

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.
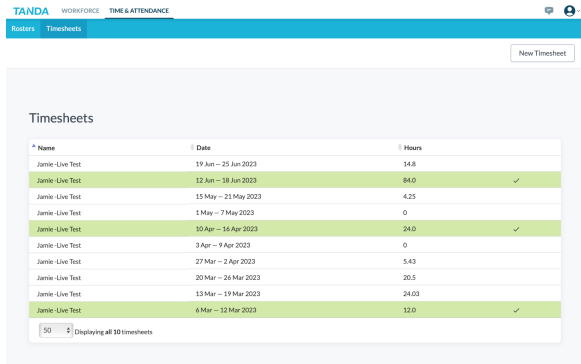
Instructions	Screenshot
1. Go to our website	
What to do To edit existing timesheets you will have to login into the desktop portal. To do this head to **trueresources.com.au** and select the "Timesheet" button at the top of our website.	
2. Login to Tanda	
What to do Use your email and password to login into your Tanda account. **On your phone?** You can also do this process by opening your phones internet browser and logging into to	

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.)
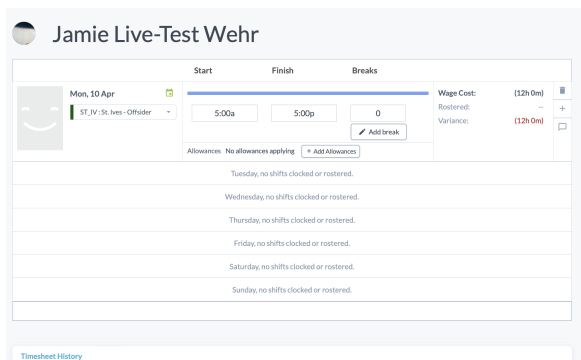

4. Edit Existing Clock-In / Clock Outs Times

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.**
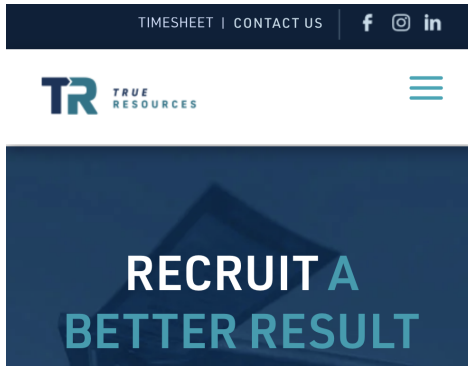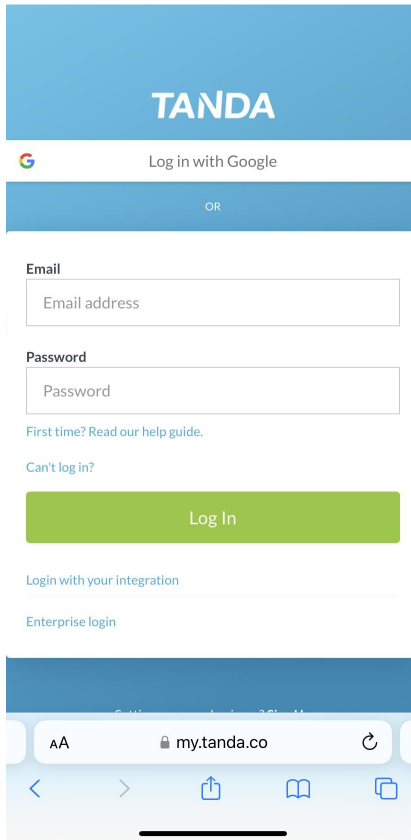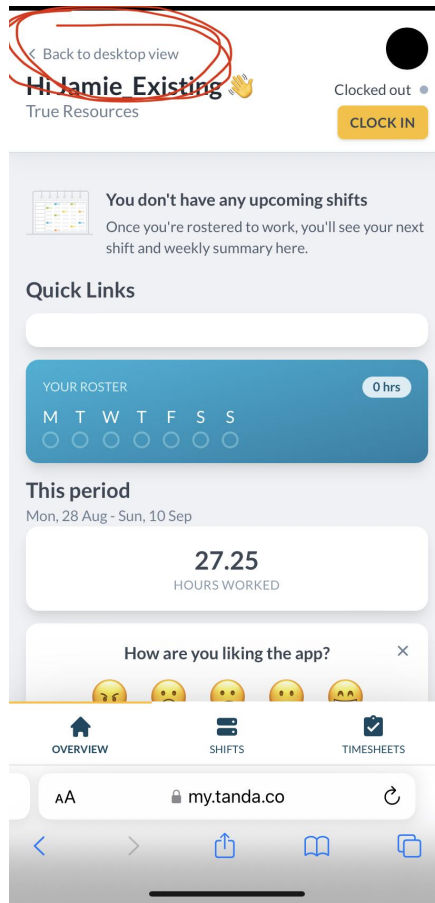
⚠️ 2.4 Incorrect Timesheets - Mobile

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	
What to do To edit existing timesheets you will have to login into the desktop portal on your phone. To do this head to **trueresources.com.au** and select the "Timesheet" button at the top of our website.	
2. Login to Tanda	
What to do Use your email and password to login into your Tanda account.	

2. Navigate to the Desktop View
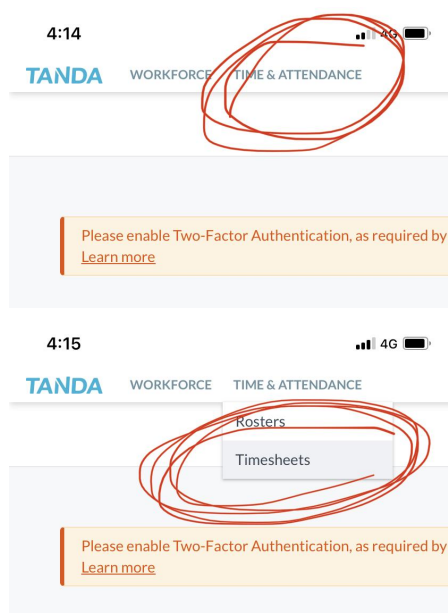
What to do

Because you are using a mobile device the system will automatically show you the app view. Ignore this and select the small **"Back to Desktop"** view in the top left.

‹ Back to desktop view

Hi Jamie Existing 👋
True Resources

Clocked out ●

CLOCK IN

You don't have any upcoming shifts
Once you're rostered to work, you'll see your next shift and weekly summary here.

Quick Links

YOUR ROSTER   0 hrs
M   T   W   T   F   S   S
○   ○   ○   ○   ○   ○   ○

This period
Mon, 28 Aug - Sun, 10 Sep

27.25
HOURS WORKED

How are you liking the app?   ✕

🏠   ☰   ☑
OVERVIEW   SHIFTS   TIMESHEETS

AA   🔒 my.tanda.co   ↻

‹   ›   ⬆   📖   ⧉

3. View Your Timesheets

What to do

From the new top menu select "Time & Attendance" then "Timesheets" from the dropdown.

4:14

TANDA   WORKFORCE   TIME & ATTENDANCE

Please enable Two-Factor Authentication, as required by
Learn more

4:15

TANDA   WORKFORCE   TIME & ATTENDANCE

Rosters
Timesheets

Please enable Two-Factor Authentication, as required by
Learn more

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. (You may need to zoom out to see the full thing!)

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

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.**
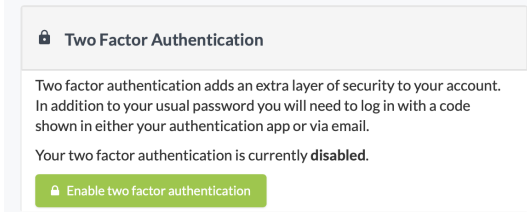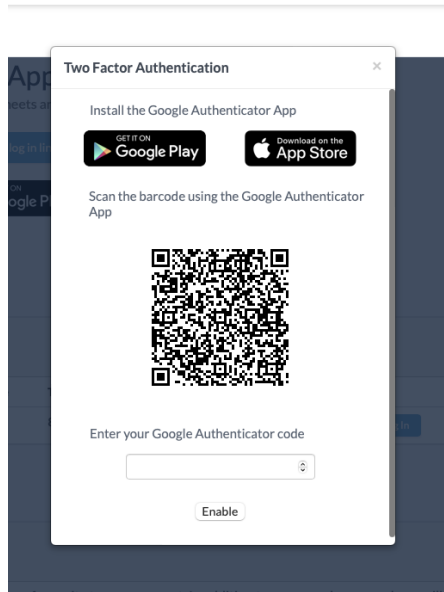

>>> *Next Step: Two Factor Authentication*

🔒 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	
<u>***What to do***</u> Login into Tanda after setting up your account. You should be taken to an account overview page, with a banner prompting you to set up two factor authentication. Scroll all the way down on the next screen until you see the "Two Factor Authentication" request heading. Select the green button.	🔒 **Two Factor Authentication** Two factor authentication adds an extra layer of security to your account. In addition to your usual password you will need to log in with a code shown in either your authentication app or via email. Your two factor authentication is currently **disabled**. 🔒 Enable two factor authentication
2. Two Factor Authentication [Security] - Second Login	
<u>***What to do***</u> 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. And you're done! *You may be prompted on occasion to login with the Google Authenticator app, as a security measure.* Download links. Download the Google Authenticator [Android] // Download the Google Authenticator [Apple]	Two Factor Authentication ✕ Install the Google Authenticator App Google Play / App Store Scan the barcode using the Google Authenticator App Enter your Google Authenticator code Enable

>>> 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.