

TIMEONLINE USER GUIDE – Support Staff

TimeOnline forms part of our Management Information System – ProSIMS – where you will check your rosters, check in and out of shifts, access certain information regarding participants you are supporting, check your personal details, submit continuation notes and many other things.

You can access TimeOnline by going to <https://prosims.gcss.org.au/TimeOnline>. This can be accessed on your phone, tablet or computer.

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NOTE: If using the Tablet available at the Facilities for this purpose, please note that this Tablet is ONLY for use in accessing TimeOnline. You will not be able to access any other tablet features (such as taking pictures) or websites.

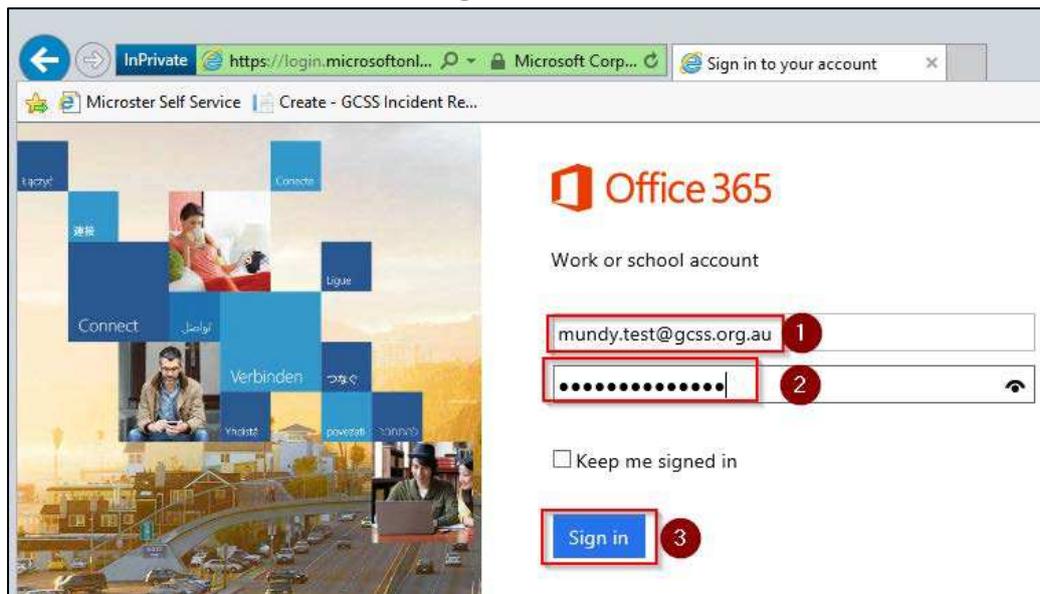
Activating your GCSS Email using GCSS Facility computers

Log in onto the office computer using the office computer account (e.g dalraystaff for Dalray Crescent)

Open the shortcut on the desktop called:

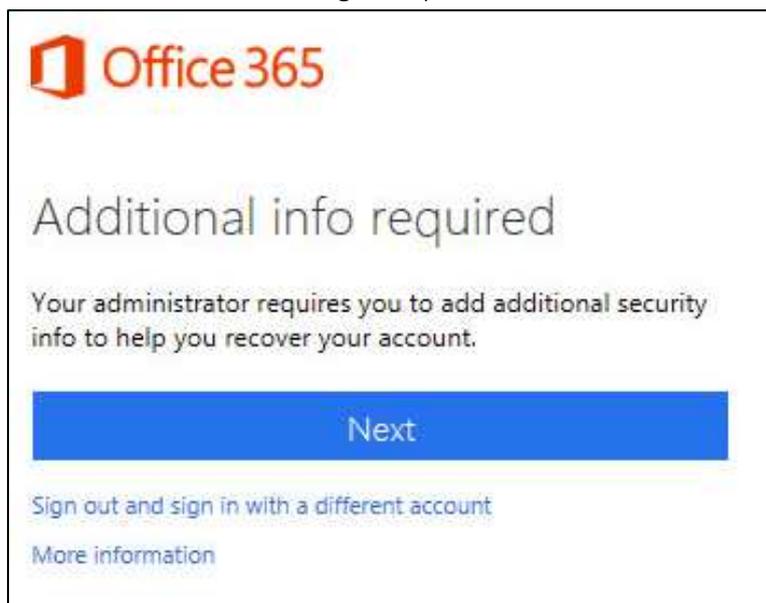


Enter the details provided then click **Sign In**



You will then be prompted to setup some additional info so you can reset your password in the future (by either sending a code to a mobile device and/or answering secret questions).

Click **Next** to continue setting this up:



Logging in to TimeOnline

The tablets at the facilities will automatically connect you to the log in page. Or, you can access it via the GCSS Website:



You should have been sent your log in details to your GCSS Email Address. If you have not, please contact prosims.admin@gcss.org.au or 54342757.

A screenshot of the ProSims TimeOnline Login page. The page title is 'ProSims TimeOnline Login' and the subtitle is 'Welcome to ProSims TimeOnline please enter your details below.' There are four numbered callouts: 1. Points to the username input field containing 'jack.oneill@gcss.org.au'. 2. Points to the password input field with masked characters. 3. Points to the 'Remember Me' checkbox. 4. Points to the 'Forgotten Password?' link at the bottom right. A blue 'Sign In' button is located below the password field.

1. Your username is your GCSS Email address.
2. You should have been provided with your initial password via email. You can change your password once you've logged in.
3. Do **NOT** click Remember Me if you are using a shared computer or tablet. This may allow other users to access your information if you don't log out correctly.
4. If you have forgotten your password, you can have it emailed to you by clicking this link.

Timesheets

You will check in and out of every shift you do using the Timesheet function. You must Check In as you begin your shift and Check Out as you finish it. If a shift you are expecting to be listed is not, contact Rostering at your earliest opportunity.

Timesheet

Pay Period Between 16 May 2017 and 29 May 2017

Currently Selected 1

23/05/2017
📅

Submit TimeSheet 7

	Date	Roster	Start	End	Break Start	Break End	Hours	Type	Travel	Reimbursements	Notes
▼	Tue 16 May 17						0	Shift			-
▼	Wed 17 May 17						0	Shift			-
▼	Thu 18 May 17	Peters, California	09:00	17:00	12:30	13:00	7.5	Shift			-
▼	Fri 19 May 17						0	Shift			-
▼	Sat 20 May 17	Peters, California	09:00	17:00	12:30	13:00	7.5	Shift			-
▼	Sun 21 May 17						0	Shift			-
▼	Mon 22 May 17						0	Shift			-
▼	Tue 23 May 17						0	Shift			-
▼	Wed 24 May 17						0	Shift			-
▼ 2	Thu 25 May 17	Peters, California	09:00	17:00	12:30	13:00	7.5	Shift			-
<div style="display: flex; align-items: center; padding: 5px;"> Options <div style="border: 1px solid gray; padding: 5px; background-color: white;"> <div style="display: flex; align-items: center; padding: 5px;"> Check In 3 </div> <div style="display: flex; align-items: center; padding: 5px;"> Check Out 4 </div> <div style="display: flex; align-items: center; padding: 5px;"> Submit Continuation Note 5 </div> </div> </div>											
Participant Approval 6											

Unable to get award summary.

1. Select the date range. The timesheet will automatically open to the current pay period/fortnight.
2. Click the arrow next to the relevant date to access the menu for the day.
3. Check In button. To check in to a shift, click Check In. It will ask you to confirm your location. When you successfully check in, a marker will appear next to the shift. Do not close your screen until you see this. You must check in as you begin your shift.



4. Check Out button. To check out of a shift, click Check Out. It will ask you to confirm your location. When you successfully check in, a marker will appear next to the shift. Do not close your screen until you see this. You must check out as you leave your shift.



5. Submit Continuation Note. If you have a continuation note to submit against a shift, you can do so here by clicking Submit Continuation Note. You are able to submit notes on any shift you have completed, but none in the future.
6. Participant Approval. Part of the NDIS is the requirement of the participant to approve the details of the shift. This part of the system is not currently in use.
7. Submit Timesheet. **At the END of the fortnight**, following your last rostered shift, you must click Submit Timesheet. Clicking this will push your timesheet through for authorization by the appropriate persons and you will not be able to make further adjustments to the roster.

Participant

You can access a certain amount of data regarding the participants you are supporting by clicking the Participant on the Menu. You will be given a list of all Participants you have access to. Select the name of Participant whose data you need to access.

Selection

Please select a person to view their information.

Benjamin Bunny
Billy Madison
Brad Pitt
California Peters

The Summary page covers the Contact Details for the Participant, including the emergency contacts and any known medical contacts. Highlighted in Red will be any vital information you should know about the person – usually anything that would be life-threatening for the person.

California Peters

Summary	Medications	Positive Behaviour Support	Diagnosed Disabilities	Mental Health Conditions	Health Conditions	Activity	Case Notes
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Contact Details

Date Of Birth	18 October 1999
Address	448 Molvor Road Eaglehawk Victoria 3556
Contact Home Number	0354460000
Contact Mobile Number	0400000000
Important Notes	Allergic to Peanuts.

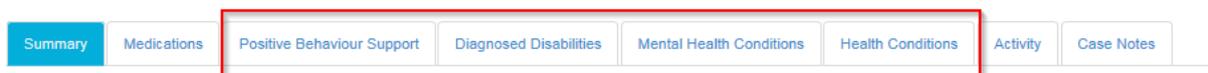
Emergency Contacts

Emergency Contact - Indiana Peters	
Home Phone Number	0354460000
Mobile Phone Number	0400000000
Physical Address	448 Molvor Road, Eaglehawk, Victoria, 3556
Postal Address	PO Box 3334, Eaglehawk, Victoria, 3556

Medical Contacts

Doctor - Dr. Andrea	
Work Phone Number	0354444444
Mobile Phone Number	0400000000
Physical Address	4 Fake St, Eaglehawk, Victoria, 3556
Postal Address	4 Fake St, Eaglehawk, Victoria, 3556

California Peters



If the person has a Positive Behaviour Support Plan, the details will be listed under the link for Positive Behaviour Support.

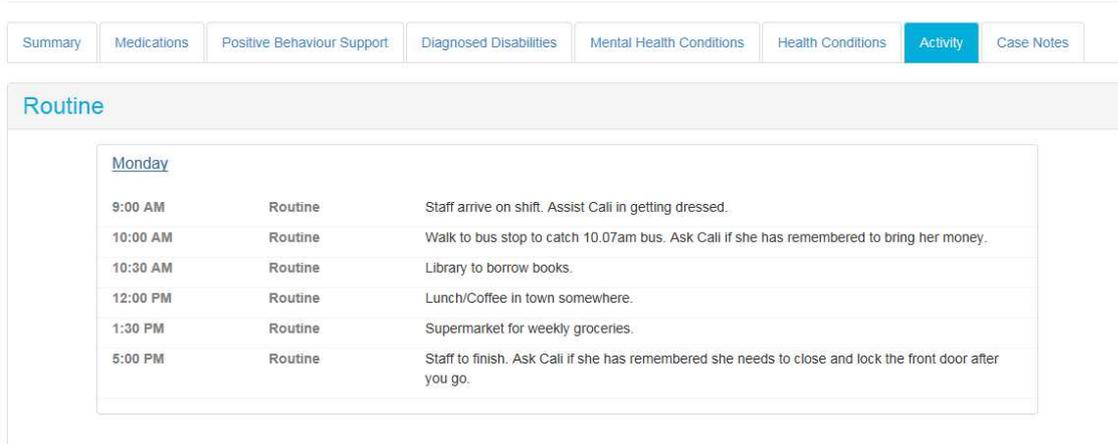
Some detail of the persons Diagnosed Disabilities is available under Diagnosed Disabilities.

If the person has a diagnosed and relevant Mental Health Condition it will be listed under Mental Health Conditions.

If the person has a relevant health condition, it will be listed under Health Conditions.

The Routine for the Participant will be listed under Activity. This will record both what the Participant does each day that you should be aware of (For instance, 9.15am Participant wakes naturally. Do not wake him.), and also any activity expected to occur on the shift and approximately when. You should check the Activity of the Participant when checking in for your shift.

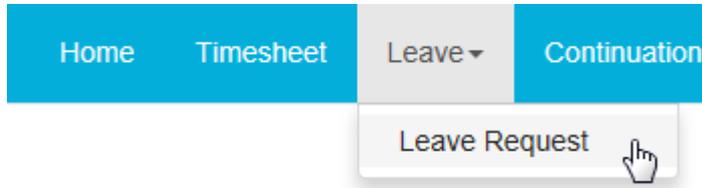
California Peters



You will have access to the last 20 Continuation Notes for each participant under Case Notes.

Submitting a Leave Request:

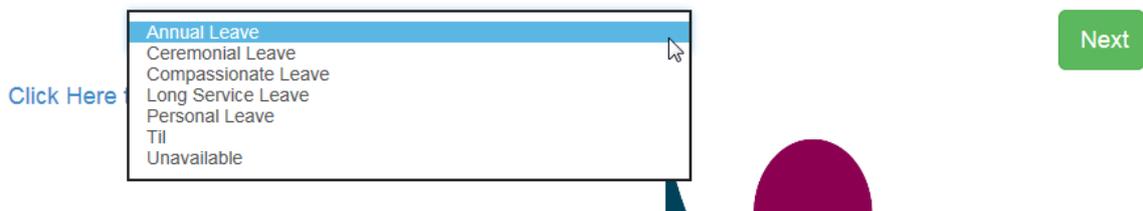
You can submit Leave Requests via TimeOnline. This will be especially useful for notifying Rostering of any dates you are unavailable. To submit a Leave Request, click Leave on the Menu and then Leave Request.



Select the relevant leave type. If you are unsure which leave type you should be using, contact Rostering.

Leave Request Selection

Please select the type you would like to request



You can select your leave by entering individual dates or a range of days.

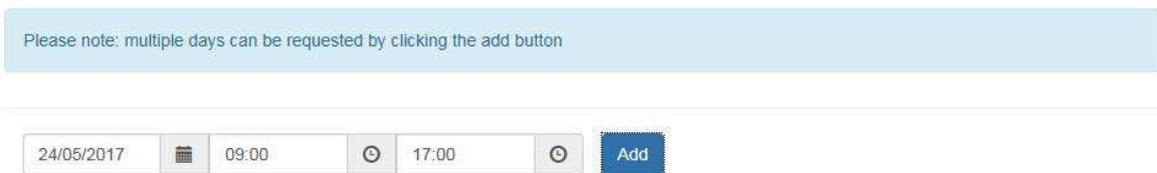
How would you like to apply?



Fill in the details of your leave

Date and Time Selection

Please select the dates and times you would like to submit.



Selected Dates And Times



Review

Please review the details below and then click submit to finalise your request.

Leave Request Summary
Leave Type : Unavailable Total Hours : 8
Selected Dates And Times
Wednesday 24/05/2017 9:00 AM 5:00 PM
Notes
<input type="text"/>

Submit

You will receive an email when your leave has either been processed and approved or rejected. If you have questions in the meaning, please contact Rostering on 54342777 or rostering@gcss.org.au

Continuation Notes

You are able to add continuation notes for each shift and for each person you have supported. As seen in the Timesheets section, you can add a continuation note against the shift while completing the timesheet.

You can also complete a Continuation Note at by clicking the Continuation Note from the menu.

This will provide a list of any participants you supported on the selected date. Click the relevant Participant.

Continuation Note Selection

Select a date and then a shift to enter the associated Continuation Note

Currently Selected Date: 18/05/2017

Allocated Shifts

California Peters

Peters, California 09:00 - 17:00

Then, you fill in the Notes section with your Continuation Note.

California Peters

25/05/2017

Continuation Note

Notes: Cali was very upbeat today, keen to get out of the house. We went to the Bendigo Library - borrowed two books - and then for a coffee.

Goals

What Goals Did You Work On?: Relationships Choice and Control [Add]

[Submit]

We need to be recording details of how we are supporting people to work toward/achieving their goals. You do this in the Continuation Note by selecting which goal, and then entering the details of:

1. What the participant did (Notes)
2. Frequency -
3. Duration – How long was spend working on this goal
4. Occurrence – The date worked on the goal
5. Performance – The level of assistance you provided to the participant

California Peters

25/05/2017

Continuation Note

Notes

Cali was very upbeat today, keen to get out of the house. We went to the Bendigo Library - borrowed two books - and then for a coffee.

Goals

What Goals Did You Work On?

Choice and Control

Notes

Frequency

Duration

Occurrence

Performance

Events

Events relevant to GCSS staff will be listed under the events page. Here, you will be able to find out further information, register your attendance and, where relevant, organize payment.

Upcoming Events

Please click an event to view the details and register your interest.

24/06/2017 - Rock Night

Rock Night

When
Saturday 24/06/2017
Cost
\$30.00
Details
COME CHECK OUT ALL THE COOL ROCKS!

Register

Rock Night

Notes
Please let us know any access or dietary requirements, as well as anything else you think we may need to know.
Notes
Click Here to Pay Later

Schedule:

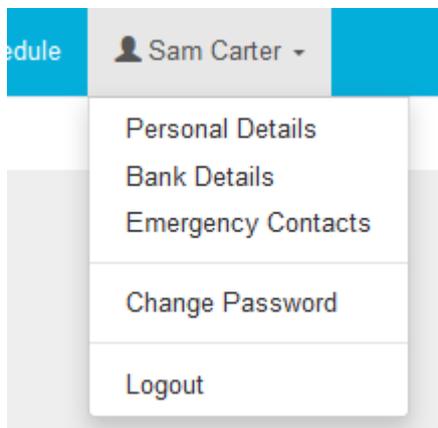
Your schedule is your roster. You are able to see any shifts completed in the past, and any shift available to view in the future by adjusting the Current Date.

Schedule

Calendar		Agenda				
Current Date : 15/05/2017						
Monday 15/05/2017	Tuesday 16/05/2017	Wednesday 17/05/2017	Thursday 18/05/2017	Friday 19/05/2017	Saturday 20/05/2017	Sunday 21/05/2017
			09:00 AM - 05:00 PM Peters, California Shift		09:00 AM - 05:00 PM Peters, California Shift	
Monday 22/05/2017	Tuesday 23/05/2017	Wednesday 24/05/2017	Thursday 25/05/2017	Friday 26/05/2017	Saturday 27/05/2017	Sunday 28/05/2017
			09:00 AM - 05:00 PM Peters, California Shift	09:00 AM - 05:00 PM Unavailable	09:00 AM - 05:00 PM Peters, California Shift	
Monday 29/05/2017	Tuesday 30/05/2017	Wednesday 31/05/2017	Thursday 01/06/2017	Friday 02/06/2017	Saturday 03/06/2017	Sunday 04/06/2017
Monday 05/06/2017	Tuesday 06/06/2017	Wednesday 07/06/2017	Thursday 08/06/2017	Friday 09/06/2017	Saturday 10/06/2017	Sunday 11/06/2017

Administration Menu:

In right hand corner of the screen is the administration menu. Here, you can adjust your Personal Details, Emergency Contacts and change your password. Bank Details are listed here, however you should continue to submit changes to your Bank Details using the Payroll Banking Details (F0070).



If you have any changes to make to your personal details, you can do them on this screen. By clicking Save, a copy of this change will be forwarded to the HR and Finance teams.

Personal Details : Ms Samantha Carter

Contact Details

Email Address	<input type="text" value="Please Enter Your Personal Email Address"/>
Mobile Phone Number	<input type="text" value="0400000000"/>
Home Phone Number	<input type="text" value="Phone Number"/>

Physical Address

Address Line 1	<input type="text" value="Address Line 1"/>
Address Line 2	<input type="text" value="Address Line 2"/>
Suburb	<input type="text" value="Suburb"/>
State	<input type="text" value="State"/>
Post Code	<input type="text" value="Post Code"/>

Postal Address

Address Line 1	<input type="text" value="Address Line 1"/>
Address Line 2	<input type="text" value="Address Line 2"/>
Suburb	<input type="text" value="Address Suburb"/>
State	<input type="text" value="State"/>
Post Code	<input type="text" value="Post Code"/>

If you have a change of an emergency contact details or wish to add a new one, you can do so on this screen.

Edit

Emergency Contact

Name	<input type="text" value="Max Office"/>
Relationship	<input type="text" value="Uncle"/>
Work Phone Number	<input type="text" value="0354000000"/>
Home Phone Number	<input type="text" value="Home Phone Number"/>
Mobile Phone Number	<input type="text" value="Mobile Phone Number"/>
Fax Number	<input type="text" value="Fax Number"/>
Email Address	<input type="text" value="Email Address"/>
Physical Address	<input type="text" value="Physical Address"/>
Postal Address	<input type="text" value="Postal Address"/>

Change Password

You are able to adjust your password at any time by logging in and going to Change Password.

A reminder that a strong password that meets the minimum complexity requirements should:

- Be at least 8 characters long
- Have not been used in the previous 4 passwords
- Not contain your logon name or full name
- Must be changed every 90 days
- Contain at least 3 of the following 4 character groups:
 - English uppercase characters (A through Z)
 - English lowercase characters (a through z)
 - Numerals (0 through 9)
 - Non-alphabetic characters (such as !, \$, #, %)

Should you have continued issues with your password, please submit a Spiceworks request.

Change Password

Please enter the requested information to change your current password.

Troubleshooting

I've forgotten my email password:

You can reset your GCSS Email password by clicking *Can't access your account?* Link under the log in window. You will then need to either answer your security questions or have a code sent to your mobile.

I've forgotten my TimeOnline password:

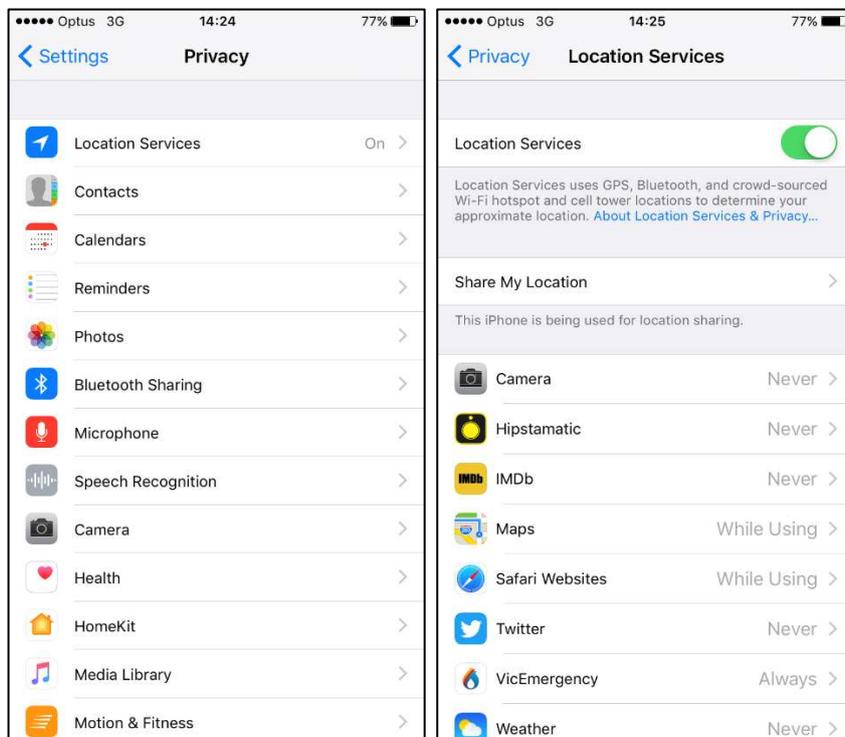
You can have your actual password emailed to your GCSS Email account by clicking *Forgotten Password?* Link under the log in window. If you have forgotten your GCSS Email password, see previous.

TimeOnline won't accept my check in/out:

There are two possible causes:

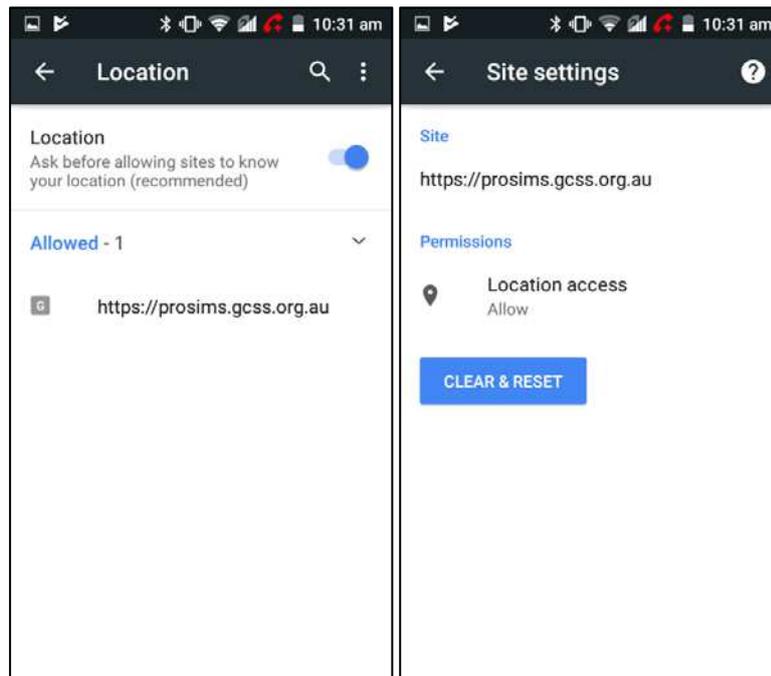
1. You must allow time for the location window to come up. This can take a few seconds. You may be clicking away too swiftly.
2. If you are checking in/out from your mobile device, you may have your location settings switched off.
 - a. If you have your location settings switched on and still not connecting, you may have previously refused location settings for TimeOnline on this device. Some further information can be found here

IOS: To Check In or Out of TimeOnline, you must allow the system to know your location. This means you'll need to have your Location Settings switched on.



ANDROID: To set up or correct your location settings, go to your browser (ie. Chrome), and from the browser menu, click Settings, then Site Settings, and then

Location. ProSIMS should be listed as ALLOWED. If it's not, click on it, then click on Location Access and then choose ALLOW.



Missing participant details:

If you are supporting someone whose details you don't have access to, please contact Rostering on 54342777 or rostering@gcss.org.au