
INDUCTION GUIDE

timeware® HRMS

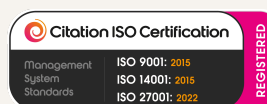
Overview

An introduction for new starters in every team: what the product does, who uses it and how it helps our customers.

PRODUCT	REFERENCE	VERSION
timeware® HRMS	t2-0680	v1.1

timeware UK Ltd

Registered Office: 3 Fieldhouse Road, Rochdale, Greater Manchester, OL12 0AD
+44 (0)1706 659368 · sales@timeware.co.uk · timeware.co.uk
Company Reg. No: 05886806 · Registered in: England
t2-0680: Copyright NMD3 Ltd.



Certificate No: IMS-491342025,
509932026



Contents

1	About this guide	3
2	About timeware	3
3	How customers pay	4
4	Keeping data safe	5
5	The apps	6
6	Developer API and Webhooks	7
7	Customer care	8
8	Dashboard	9
9	HR (personnel records)	10
10	Social Feed	11
11	Conversation Hub	12
12	Marketplace	13
13	Leave Management	14
14	Attendance Points	15
15	Time Management	16
16	Roll Call	17
17	Reports	18
18	Document Management	19
19	Queries	20
20	Workflows	21
21	GDPR	22
22	Working Time Regulations	23
23	Customisation	24
24	Integrations	25
25	ESS App	26
26	Fire Marshal App	27
27	Key terms	28
28	At a glance	29

1 About this guide

A plain-English introduction to what we offer, for everyone who joins timeware, whatever team you work in.

What timeware HRMS is

timeware® HRMS is an online system that helps organisations look after their people. It keeps staff records, works out hours for pay, manages holidays and sickness, and shows who is on site in an emergency. It runs in the cloud, so customers use it over the internet and everyone sees the same, up-to-date information. HRMS stands for human resources management system.

Sections 6 and 8 to 26 of this guide cover one feature each, under its product name.

2 About timeware

Who we are and what we stand for.

- ✓ We can trace our roots back to the late 1980s, so we have decades of experience in workforce management.
- ✓ We are a wholly owned British company, founder-led by two UK-based directors who are actively involved in the business.
- ✓ All our software is developed entirely in-house. It always has been, and we remain committed to that.
- ✓ We place a strong emphasis on industry standards, with ISO 9001, ISO 14001 and ISO 27001 certification and Cyber Essentials Plus.
- ✓ Customer service is at the heart of what we do and shapes every decision we make.
- ✓ We have two products. **timeware HRMS** is our cloud system and the subject of this guide. **timeware® Professional** is our long-established system, which customers install on their own premises. There is a built-in route for bringing a customer's data across from timeware Professional to timeware HRMS.

3 How customers pay

One simple monthly price per person.

WHO	PRICE	WHAT IT COVERS
Active person	£8 per person per month	Everyone currently working for the customer. Includes our managed service.
Archived person	£1 per person per month	People who no longer work there, such as leavers, whose records are kept for history and reporting.

Table 2 — Monthly prices

For example, a customer with 200 current employees and 50 leavers whose records they keep pays $200 \times £8$ plus $50 \times £1$, which is £1,650 a month. Customers can see their current usage under **Home > Subscription**.

4 Keeping data safe

Customers trust us with personal information about their staff. This is how we look after it.

- ✓ timeware HRMS is hosted in Microsoft's UK data centres, and customers' data stays in the UK.
- ✓ Access is controlled by permissions, and every change is recorded.
- ✓ The phone apps are protected by sign-in security, such as a PIN or fingerprint lock.
- ✓ We hold ISO 9001:2015 (quality), ISO 14001:2015 (environment) and ISO 27001:2022 (information security), plus Cyber Essentials Plus, the government-backed cyber security certification.
- ✓ More detail for customers is at www.timeware.co.uk/security.

5 The apps

timeware HRMS comes as three apps, one for each kind of user.

APP	WHO USES IT	WHAT IT IS FOR
timeware HRMS web system	HR, managers, payroll and administrators	The main system, used in a web browser. Everything is set up and managed here.
Employee Self-Service (ESS) app phone app	Employees	Clocking in and out, shifts, timesheets, leave, training, company news and messages. See section 25.
timeware® Fire Marshal app phone app	Fire marshals	Taking the roll call during a drill or a real evacuation. See section 26.

Table 1 — The three apps

In each app, what a person sees depends on what their role allows, set by their **Application policies**, and on what their organisation has included in its subscription. In the ESS app, features are switched on for groups of employees through **ESS policies**, and anything switched off shows as “Not available on this account”. There are no “basic” or “premium” editions: every customer gets the same product.

6 Developer API and Webhooks

What it is

A way for a customer's other computer systems to share information with timeware HRMS automatically, so nobody has to retype it. API stands for application programming interface: a set of rules that lets two systems talk to each other.

What it does

- ✓ **The Developer API** is a secure, controlled doorway that lets another system read information from timeware or send information to it.
- ✓ **Webhooks** let timeware tell another system the moment something happens, for example when a new employee is added.
- ✓ Each connection has its own access key, limited to what it is allowed to do.
- ✓ The number of access keys and webhook connections a customer can have is set by their subscription.
- ✓ Our team can build connections to fit a customer's needs, including to systems with no ready-made link.

Who uses it

Customers' IT teams or their software suppliers.

Example

A customer's recruitment system creates each new starter in timeware automatically through the API, and a webhook tells their payroll system as soon as the employee is added.

7 Customer care

Every customer's price includes our managed service: we look after the system for them.

Once a customer's system is set up and their staff are trained, they move across to our customer care teams, both led by our Head of Customer Care. For the first weeks, a dedicated liaison works daily with the customer's administrator.

Technical Support Team

- ✓ Takes full responsibility for administering the customer's system: set-up, user configuration and routine tasks.
- ✓ Handles queries and change requests, with weekday support and remote help from dedicated technicians.
- ✓ Carries out annual upgrades and system performance reviews, and keeps improving how the system works for the customer.

Customer Liaison Team

- ✓ Makes sure everything keeps running smoothly, with tailored system performance reviews that also explore new features.
- ✓ Holds six-weekly customer care calls with each customer.
- ✓ Publishes **timelines**, our quarterly magazine that keeps customers up to date with new developments.
- ✓ Runs roadshows and other regular contact.

8 Dashboard

What it is

The **Workforce dashboard** is the first screen most managers see. It shows what needs their attention, alongside live figures and charts about their workforce.

What it does

- ✓ **Your alerts** is a column of items waiting for the manager, such as leave to authorise, missing timesheets, fit notes to check or requests for extra shifts. Each is marked Action, Review or FYI, and opens straight into the thing that needs doing.
- ✓ **Widgets** are cards showing live figures and charts, such as absence rate, sickness patterns, labour cost, starters and leavers, or upcoming birthdays. There are over 90 to choose from. Many can be filtered by date, opened for detail or exported to Excel.
- ✓ Each person can arrange their own dashboard with **Edit layout** and **Add widget**. Administrators decide which widgets each role gets through **Dashboard policies**.
- ✓ Some alerts can be snoozed or dismissed once they have been dealt with. Administrators decide which.
- ✓ The dashboard updates by itself as things happen.

Who uses it

Managers and team leaders, HR and payroll. Administrators decide what each role sees.

Example

On Monday morning Priya, a warehouse manager, opens her dashboard. Your alerts shows three leave requests to authorise and two missing timesheets. She clicks each alert, deals with it in place, and the column clears.

9 HR (personnel records)

What it is

One complete record for each employee, from before their first day until after they leave. Records are opened from **People > Person**, or by searching for the person by name.

What it does

- ✓ Each record is organised into groups in a side menu: Core, Employment and compensation, Transport, Compliance and legal, Employee relations, Professional development, Health and safety, and Custom data.
- ✓ **Hire to retire.** Each employment moves through stages, such as pre-employment, onboarding and offboarding, each with its own task list. Tasks that are due show on the dashboard.
- ✓ **Skills and qualifications.** Record skills and levels, training courses and training curriculums, and see where someone is missing training they need.
- ✓ **Performance reviews.** Record reviews with a rating, strengths, goals, areas to improve and a development plan, alongside the employee's own self-assessment.
- ✓ **Compliance.** Right to work, DBS checks, disciplinaries, grievances, health assessments and more each have their own page on the record.
- ✓ **Accident book** (under People) records accidents and injuries at work.
- ✓ **Transport.** Company vehicles, driving licences (including checks with the DVLA) and business journeys. Employees log mileage in the ESS app under **My mileage**.
- ✓ **Custom fields** let customers hold anything the standard record does not.
- ✓ **Audit.** Every change to a record is kept, showing who changed what and when.

Who uses it

HR teams mainly. Managers see their own teams, and employees fill in their own details through forms.

Example

Tom is joining in two weeks. HR creates his employment and sends him the pre-employment form. He fills it in from a secure link on his phone. His address, bank details and emergency contacts go straight into his record, and his onboarding tasks appear on HR's dashboard.

10 Social Feed

What it is

A company news feed for announcements, events and good news. It appears in the web system as **Social feed** (under Home) and on the **Feed** tab of the ESS app.

What it does

- ✓ Posts can include text, pictures, videos, documents and links. A post can also include a location, such as the venue for a celebration, a training session or a social event.
- ✓ A post can go to everyone, or to a chosen audience, such as one site or department.
- ✓ Posts can be saved as drafts or scheduled to appear later.
- ✓ Employees can react, comment and vote in quick polls. There is no separate engagement survey tool; a poll on a post is the nearest thing.
- ✓ Posts can be used to celebrate achievements and good news, such as a team's record month or a long-service milestone.

Who uses it

HR and internal communications teams post. Employees read, react and comment.

Example

HR posts "Well done to the Leeds team for a record month!" with a photo, sent to the Leeds site only. Staff there see it on their Feed tab and add their congratulations.

11 Conversation Hub

What it is

A tidy, recorded place for one-to-one messages between an employee and their organisation. It appears in the web system as **Conversation hub** (under Home) and in the ESS app as **Conversations**.

What it does

- ✓ Employees start a conversation in the ESS app, using **Raise a query**, or **Ask about this leave** from a leave booking.
- ✓ Managers and HR answer from the **Conversation hub**, which has three tabs: **Needs me**, **Waiting** and **Resolved**. The status changes by itself: when the employee replies, it needs you; when you reply, it waits on them.
- ✓ A conversation can be linked to the record it is about, given a priority and assigned to someone.
- ✓ Quick replies and AI help with drafting a reply save time.
- ✓ Every message is kept and can be audited, so there is a clear record of what was said.

Who uses it

Employees ask; managers and HR answer.

Example

Sam thinks his holiday balance looks wrong. He taps Ask about this leave in the app. His manager sees it under Needs me, replies with the explanation and marks it Resolved.

12 Marketplace

What it is

The shift marketplace, where spare shifts are offered to employees in the ESS app under **Available shifts**, so gaps can be filled quickly by the right people.

What it does

- ✓ A manager marks a shift on the **Roster** as a marketplace shift and publishes it.
- ✓ It is offered to people who are not working that day and have the skills the shift needs. Offering it to people on leave is optional.
- ✓ Employees either **Join** it straight away or **Request a place** for the manager to approve, depending on how the shift is set up. When a shift is full, people can join a waiting list.
- ✓ Employees get a notification, and each listing has a deadline for responses.
- ✓ The dashboard tracks marketplace requests, unfilled shifts and listings needing attention.
- ✓ **Shift swaps and give-aways.** Employees can also swap a shift with a colleague or give it away, with a manager's review where the customer wants one. Warnings appear if a change would leave too little rest between shifts.
- ✓ The customer switches it on in **Shift marketplace settings** (Configuration) and turns on both Shift marketplace and Shift rota in the employees' ESS policy.

Who uses it

Managers publish shifts; employees pick them up in the app.

Example

A care home is one carer short on Saturday night. The manager publishes the shift to the marketplace. Three off-duty carers with the right training get a notification; the first to tap Join is added to the roster automatically.

13 Leave Management

What it is

Booking, approving and tracking holidays, sickness and other absence, matched to each person's working pattern. It is found under **Leave** in the menu.

What it does

- ✓ **All kinds of leave**, such as holiday, sickness, training and maternity or paternity, each with its own rules. **Allowances** are worked out from the customer's leave policies, including part-time allowances and extra days for length of service.
- ✓ **Checked against the work pattern**. A booking only uses allowance for days the person would actually have worked. Half days, quarter days and hours are supported.
- ✓ **Two-step approval**. Employees request leave in the app. A manager approves it, and it is then finalised, which can be done by someone with a separate permission. The employee is told the outcome, and can ask to cancel later.
- ✓ **Booking checks** can warn about, or block, leave on prohibited leave dates (busy periods when leave is not allowed), leave that would leave too few staff, leave next to a birthday or bank holiday, a high Bradford score (a measure of frequent short absences) or a booking that would use more allowance than the person will have.
- ✓ **Extra days**. Managers can credit extra days, for example as a reward, or take days off, with a reason recorded.
- ✓ **Carry over**. Unused days can be carried into the next leave year, up to a limit set by the customer.
- ✓ **Collective leave booking** books the same leave for many people at once, such as a Christmas shutdown. **Leave planner** and **Workforce leave** show who is off and when.
- ✓ **Sickness**. There is no separate self-certification form. After the 7th day of sickness, the absence is flagged as needing a fit note, and the manager can add the fit note to the absence. Where the customer allows it, employees can also photograph and upload their fit note in the app.
- ✓ **Return-to-work interviews** can be required automatically after an absence of a set length.

Who uses it

Employees request leave. Managers approve it and plan cover. HR sets the policies and manages sickness.

Example

Sarah books a day off on her phone and sees it uses one day of her allowance. Her manager approves it from Your alerts, and Sarah gets a notification.

14 Attendance Points

What it is

The different ways employees record when they start and finish work. An attendance point is anything used to clock in or out, and each clocking is called a booking.

What it does

- ✓ **The timeware® Puck.** A small tag fixed to a wall that needs no power and no internet. Employees tap their phone on it, using the ESS app, much like contactless payment. It is ideal for sites with no equipment or network.
- ✓ **Location clocking.** Employees clock in with the app at a site, using their phone's location. If they seem to be outside the site, the clocking is marked for review.
- ✓ **Offsite clocking.** For people working away from a site. The app records their location with a comment.
- ✓ **Suprema devices.** Wall-mounted terminals, such as the BioStation 3 and X-Station, that recognise a face, a fingerprint, or a card or fob.
- ✓ **Access control readers.** A customer's existing Suprema BioStar door readers (BioStar 2, BioStar X or BioStar Air) can also act as attendance points (see section 24).
- ✓ The dashboard warns when a device stops working, and any clocking that cannot be matched to a shift is listed as an unallocated clocking to sort out.

Who uses it

Employees clock in and out. Managers review clockings. Our installation team sets up devices.

Example

A contract cleaning firm has no equipment at a client's building. A Puck is fixed by the entrance, and staff tap their phones on it when they arrive and leave.

15 Time Management

What it is

Turns clockings, rotas and leave into accurate hours worked, ready for payroll. It covers the **Timesheets**, **Roster** and **Cost centre analysis** pages under Time.

What it does

- ✓ **Timesheets** show each person's worked time by day and by pay period.
- ✓ Hours are worked out automatically from the customer's own rules, covering standard shifts, flexitime (with core times and running balances) and rostered shifts.
- ✓ Overtime rules, from simple to complex agreements, are built in, and breaks can be taken off automatically (for example 30 minutes after six hours).
- ✓ Pay elements are the different ways time is paid, such as basic, time and a half or a night premium. Customers can have as many as they need.
- ✓ Planned leave is included in the calculation automatically.
- ✓ Problems are flagged for managers, such as missed starts, missing timesheets and other anomalies.
- ✓ Managers authorise timesheets daily or for the whole pay period, and they are then finalised. Finalised information feeds the payroll reports.
- ✓ **Roster** is where managers plan shifts, in a person view or a shift view. **Staff policies** set how many people, and which skills, each shift needs. Employees see their shifts under **Shift rota** in the app.
- ✓ **Cost centre analysis** shows where time and cost are being spent.

Who uses it

Managers and team leaders authorise time and plan rosters. Payroll teams use the finalised information.

Example

Jo clocks in at 06:55 and out at 18:10 on a Saturday. Her timesheet applies the customer's rules: basic hours, time and a half for Saturday, and a break taken off automatically. Her manager authorises it and it goes into the payroll report.

16 Roll Call

What it is

Shows who is on site right now, and helps account for everyone quickly in an emergency. It covers the **Roll call**, **Evacuations** and **Visitors** pages under People.

What it does

- ✓ **Roll call** shows, as it happens, who is on site, based on their clockings.
- ✓ **Evacuations** is where an evacuation is started, as a drill or a real incident, for one or more sites. Staff can be notified, and everyone expected on site is listed.
- ✓ An evacuation can also start automatically, when a fire alarm monitor connected to the customer's fire alarm system detects the alarm. It works with any fire alarm system that sends a signal (a pulse over a relay) when the alarm sounds, which is standard for most systems.
- ✓ At the assembly point, people tap in on an assembly point device or a Puck, and are marked as accounted for. Fire marshals use the Fire Marshal app (section 26).
- ✓ **Visitors** can be booked in advance, or marked in when they arrive, from the web system or the ESS app. Visitors who are marked in are counted in the roll call.
- ✓ Every evacuation is kept, so the customer has a record of drills and incidents. The dashboard shows evacuation alerts and readiness.

Who uses it

Health and safety staff, reception, managers and fire marshals.

Example

The fire alarm goes off at the Bolton site and an evacuation starts automatically. At the assembly point, 118 of 120 people are already accounted for, and the two missing names are at the top of the list.

17 Reports

What it is

Ready-made reports on people, leave, timesheets and costs, which can be run when they are needed or sent out automatically on a schedule. They are found under **Reports** in the menu.

What it does

- ✓ Around 50 ready-made reports cover people (for example addresses, emergency contacts, salaries and reviews), leave (bookings, allowances and usage), timesheets (shifts, pay and anomalies) and cost centres.
- ✓ Reports can be produced as Excel, PDF, CSV or a web page.
- ✓ Reports can be run on demand, or scheduled (for example every Monday at 7am) and emailed to chosen people.
- ✓ A report can be protected with a password to open it and a separate password to stop changes. Excel reports can also carry a digital signature, which shows the file has not been altered.
- ✓ Each report can be produced in a chosen language.
- ✓ People only see the reports, and the data, their permissions allow.

Who uses it

HR, payroll and managers.

Example

Mark in payroll schedules a timesheet summary to arrive in his inbox as a password-protected Excel file on the last working day of every month.

18 Document Management

What it is

Keeps documents with the right record, makes them easy to find, and collects information with online forms instead of paper.

What it does

- ✓ Documents are stored against the record they belong to, such as a fit note on an absence or a signed agreement on an employment.
- ✓ **Document search** finds documents by a word inside them, such as a person's name or a training course. Scanned documents and photos are read automatically using Microsoft's text recognition, so both typed and handwritten documents can be searched.
- ✓ **Online forms.** A new starter or contractor receives a secure link by email or text, fills the form in without logging in, and signs it. The answers go straight into their record, with no retyping, and HR is told.
- ✓ **Acknowledgements.** Employees can be asked to confirm they have read something, such as the handbook or a policy. They do this in the ESS app under **My training**, and the system records who signed and when. Unsigned ones show on the dashboard.
- ✓ **Media library** (under Home) is a shared store for company images, videos and documents.
- ✓ Document storage is unlimited for each customer.

Who uses it

HR and managers store and find documents. Employees fill in forms and acknowledge documents.

Example

HR adds "I have read the staff handbook" to the induction curriculum. New starters confirm it in the app under My training, and the dashboard lists anyone who has not signed yet.

19 Queries

What it is

An AI assistant that answers questions typed in everyday English, using the customer's own timeware data, with no report needed. It is opened from **Queries** (the sparkles icon) in the menu.

What it does

- ✓ Suggests starter questions such as "Who is off today?", "How many employees do we have?", "Which timesheets are waiting for review?" and "What is the absence rate this year?".
- ✓ Answers can include tables and charts, and can be copied or exported to Excel.
- ✓ Past queries are kept, so a person can go back to an earlier answer.
- ✓ Only uses information the person asking is allowed to see, with the same permission checks as the rest of the system.
- ✓ There is a daily allowance of queries, and the screen shows how many are left today. timeware sets each customer's allowance; if it is set to zero, Queries does not appear at all.

Who uses it

Managers and HR, for the moments when no standard report fits.

Example

A production manager types "Can you list everyone in production who worked more than one hour of overtime last month?" and gets the list straight away, ready to export to Excel.

20 Workflows

What it is

A saved, standard way of running a common HR process, so it is done the same way every time. A workflow is a template for a type of HR record, such as a probation review, a disciplinary, a grievance, a right to work check or a training course. There are 25 kinds of record it can be used with.

What it does

- ✓ Fills in details in advance, so each case starts the same way.
- ✓ Lists the tasks to complete, in order and with a priority. Each task is ticked off on the record, showing who completed it and when.
- ✓ Sets up the meetings to arrange, with an agenda, a format, timing and whether the employee is invited by email or text.
- ✓ Attaches standard documents.
- ✓ Is started from the person's **Workflows** page, or by typing its name into the main menu search while a person is selected ("Start one for ...").

Who uses it

HR sets workflows up; managers and HR start them for individual employees.

Example

HR builds a "Six-month probation review" workflow. Each time a manager starts it for a new starter, the review arrives with the standard questions, a checklist of tasks and a meeting ready to book.

21 GDPR

What it is

Helps customers handle personal information responsibly and within the General Data Protection Regulation (GDPR), the law on how organisations handle personal information.

What it does

- ✓ Access to information is controlled by permissions. Sensitive information, such as health, ethnic origin or union membership, sits behind separate permissions.
- ✓ Many forms show a short note explaining the law behind a question, such as why health information needs extra care.
- ✓ Every change is recorded in the audit trail.
- ✓ Leavers are archived rather than deleted, so their records are kept for history and reporting.
- ✓ **Retention rules** set how long records of current staff and leavers are kept, in line with the customer's own data protection policy.
- ✓ **Housekeeping.** Records that have reached the end of their retention period are highlighted as needing attention. Nothing is deleted automatically: removing data always takes a deliberate action, which is recorded.

Who uses it

HR, data protection officers and IT teams.

22 Working Time Regulations

What it is

Helps customers keep records and spot problems under the Working Time Regulations 1998, the UK law on working hours, rest and night work. It appears on each person's record under **Working time regulations**.

What it does

- ✓ **Opt-outs and night workers.** Each employee's record shows whether the 48-hour average weekly limit applies to them. Signed opt-outs from the 48-hour week, and notice to withdraw from one, are recorded, as are health assessments for night workers.
- ✓ **Average weekly hours alert.** If switched on, the system watches each person's average weekly hours, based on hours actually worked and averaged over 17 weeks by default. A breach shows as a "WTD cap exceeded" alert on the **Timesheet anomalies** card on the dashboard and in the Timesheet Anomaly Listing report.
- ✓ **Rest gap warning.** If switched on, the Shift Marketplace and shift swaps warn when picking up or swapping a shift would leave less than a set rest gap between shifts (for example 11 hours). It is a warning only, and the shift can still go ahead.
- ✓ These settings are switched on for each account.

Who uses it

HR and managers.

Example

An HR officer opens Dan's record and sees he is covered by the 48-hour limit because no signed opt-out is on file. Dan signs an opt-out, HR records it, and the record now shows Opted out.

23 Customisation

What it is

timeware HRMS is set up to match each customer's own policies and processes, rather than the customer changing how they work to fit the system.

What it does

- ✓ **Forms**, so the information collected matches the customer's processes.
- ✓ **Reports** that reflect what the customer cares about.
- ✓ **Time rules**, including complex overtime agreements.
- ✓ **Leave policies** that match the customer's allowance rules.
- ✓ **Workflows** for the customer's routine HR processes.
- ✓ **Dashboard widgets** chosen for each role.
- ✓ **Custom fields, Application policies** (permissions) and **ESS policies** (what each group of employees sees in the app).
- ✓ The system is available in 15 languages.
- ✓ Where the standard options are not enough, custom widgets, reports and rules can be built for a customer and added to their subscription.

Who uses it

Our team and the customer's administrators, when the system is set up and whenever the customer's rules change.

24 Integrations

What it is

Ready-made links between timeware HRMS and other systems: Suprema BioStar access control and timeware Professional.

What it does

- ✓ **Access control (Suprema BioStar).** A customer's existing door readers can be used as attendance points, and people going through doors become attendance bookings.
- ✓ The link works with Suprema BioStar 2, BioStar X and BioStar Air. More access control systems, such as Paxton Net2, are to be added.
- ✓ Doors, barriers and gates are controlled by the BioStar system; timeware uses the information it records. Fingerprints, faces, cards and PINs stay in BioStar and are never copied into timeware.
- ✓ Our specialist team installs it quickly, with minimal disruption to the workplace. The link has to be included in the customer's subscription.
- ✓ **timeware Professional.** A built-in route for moving a customer's data across when they move to timeware HRMS.
- ✓ Other systems, such as payroll, HR and recruitment systems, connect through the Developer API (section 6).

Who uses it

Customers' IT and security teams, and our installation team.

Example

A factory already has BioStar door readers. Once the link is set up, staff simply use the doors as usual and their times appear on their timesheets.

25 ESS App

What it is

The Employee Self-Service (ESS) app is the phone app employees use. It has three tabs: **Home**, **Feed**, and **Settings**, where employees set the app's appearance, security and notifications. Which tiles appear on Home depends on the employee's ESS policy.

What it does

- ✓ **Clock in or out** by tapping a Puck, by location at a site, or with offsite clocking.
- ✓ **Shift rota** shows upcoming shifts, and **Timesheet** shows hours worked by pay period.
- ✓ **Leave** shows the holiday balance, and lets employees request leave, ask to cancel it and, where the customer allows it, upload fit notes.
- ✓ **Available shifts** and **Shift swaps and give-aways** let employees pick up extra shifts or change their own.
- ✓ **My training** shows courses, the training curriculum, skills and acknowledgements to sign, and employees can leave feedback on courses.
- ✓ **My mileage** logs business journeys, and **Visitors** books visitors or marks them in.
- ✓ **Conversations** is for messages with HR or a manager, and **Notifications** holds updates such as leave decisions.
- ✓ The **Feed** tab shows the company's Social Feed.
- ✓ The app can be locked with a PIN or fingerprint.

Who uses it

Employees.

Example

Before her shift, Aisha checks her Shift rota, taps the Puck by the door to clock in, and sees her holiday request has been approved in Notifications.

26 Fire Marshal App

What it is

The timeware® Fire Marshal app is a phone app for fire marshals, used to check off everyone during a drill or a real evacuation. It has **Home**, **Roll call**, **Sites**, **History** and **Settings**.

What it does

- ✓ Marshals see the sites they are responsible for and whether an evacuation is live.
- ✓ During an evacuation, each marshal sees the list of people expected, marks each one **Safe** or **Missing**, and sees who has already tapped in at the assembly point.
- ✓ A summary shows how many people are accounted for and how many are missing.
- ✓ Updates appear on every marshal's phone straight away, so two marshals never check the same person twice.
- ✓ If a phone loses signal, marks are saved on the phone and sent as soon as it is back online.
- ✓ Past drills and incidents can be looked back on under **History**.

Who uses it

Designated fire marshals.

Example

Two fire marshals open the app at the assembly point. Between them they mark the last people safe, and the summary shows everyone is accounted for.

27 Key terms

Words you will hear every day, in plain English.

Application policy

The set of permissions that decides what a user can see and do in the web system.

Archived person

Someone who no longer works for the customer, such as a leaver, whose record is kept.

Assembly point

The place people gather in an evacuation, where they can tap in to be marked as accounted for.

Attendance point

Anything used to clock in or out: a Puck, a Suprema device, an access control reader or the ESS app.

Booking

A single clocking in or out.

Bradford score

A number that grows quickly with frequent short absences. Used to spot sickness patterns.

Carry over

Unused leave moved into the next leave year, up to a limit.

ESS

Employee Self-Service: the phone app employees use.

ESS policy

Settings that decide which ESS app features a group of employees can use.

Finalise

The last step that locks an approved leave booking or timesheet.

Fit note

A doctor's note for sickness, usually needed from day 8 of an absence.

Flexitime

Working hours that can vary, within core times, with a running balance of hours.

Pay element

One way time is paid, such as basic, overtime or a night premium.

Prohibited leave dates

Dates when leave is not allowed, such as a busy season.

Puck

The timeware Puck: a small wall tag that employees tap with their phone to clock in or out.

Roll call

The live list of who is on site, used to account for people in an emergency.

Roster / rostering

Planning which people work which shifts.

Self-certification

The first seven days of sickness, which do not need a fit note.

Timesheet

A person's worked time for a pay period, built from their clockings, shifts and leave.

Work pattern

The days and hours a person normally works.

28 At a glance

Every feature in this guide, one line each, in the same order as the sections.

	FEATURE	IN ONE LINE
6	Developer API and Webhooks	Share information with other systems automatically.
8	Dashboard	What needs a manager's attention, plus live figures and charts.
9	HR (personnel records)	One complete record per person, from pre-employment to leaving.
10	Social Feed	Company news, events, polls and good news, in the app and on the web.
11	Conversation Hub	Recorded one-to-one messages between employees and the organisation.
12	Marketplace	Spare shifts offered in the app, plus shift swaps and give-aways.
13	Leave Management	Holidays, sickness and other absence, checked against the work pattern.
14	Attendance Points	Clock in with a Puck, the app, a Suprema device or a door reader.
15	Time Management	Timesheets, rosters and pay information, ready for payroll.
16	Roll Call	Who is on site, evacuations and visitors.
17	Reports	Ready-made reports in Excel, PDF, CSV or web page, on demand or scheduled.
18	Document Management	Documents stored and searchable; online forms and acknowledgements.
19	Queries	Ask a question in plain English and get an answer from the customer's data.
20	Workflows	Standard templates for HR processes, with tasks, meetings and documents.
21	GDPR	Permissions, audit trail, retention rules and housekeeping for personal data.
22	Working Time Regulations	Opt-outs, night worker assessments, average hours alerts and rest gap warnings.
23	Customisation	Forms, rules, policies, reports and widgets set up for each customer.
24	Integrations	Suprema BioStar access control and timeware Professional.
25	ESS App	The employee phone app: clocking, shifts, leave, training and messages.
26	Fire Marshal App	Marshals mark people safe or missing, live and even offline.

Table 3 — timeware HRMS at a glance