
TRAINING GUIDE

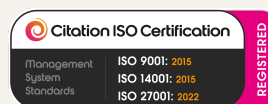
Level 1 Roll Call

How timeware® HRMS knows who is on site, and how to watch, mark and close a drill or a real evacuation from the web.

PRODUCT	REFERENCE	VERSION
timeware® HRMS	t2-1070	v1.0

timeware UK Ltd

3 Fieldhouse Road, Rochdale, Greater Manchester, OL12 0AD
+44 (0)1706 659368 · sales@timeware.co.uk · timeware.co.uk



Certificate No: IMS-491342025,
509932026



1	What this covers	3
2	Why it matters	3
3	Key terms	4
4	What permissions are required	5
5	How it works: Roll call	6
6	How it works: Evacuations	9
7	Limits at a glance	15
8	How it connects to other features	15
9	Things to be aware of	17
10	Common support questions	18
11	Try it yourself	19

What this covers

This guide covers roll call from the web and management side of timeware HRMS. By the end you will be able to:

- explain how the product counts who is on site, using clockings
- read the **Roll call** page and follow up someone who is not in
- explain the three ways an evacuation starts, including from the fire alarm
- tell a drill from a real evacuation (an incident) and say what each one does
- watch a live evacuation on the **Evacuations** page, mark people and close it
- find past drills and evacuations in **Evacuation history**, and answer common support questions.

Fire marshals usually run the evacuation on their phones. The separate Fire Marshal App guide (t2-1065) covers the app, so this guide only mentions it where the web and the app meet.

Why it matters

When the fire alarm goes off, the first question is “Is everyone out?”. To answer it you need to know who was in the building. Paper fire lists go out of date as soon as someone arrives or leaves. timeware HRMS keeps the list up to date from the clockings people already make on the company’s clocking devices and in the ESS app.

When an evacuation starts, the product takes that list and turns it into a register for the fire marshals. They mark each person safe or missing, the office can watch progress live on the web, and every run is kept with its timings. That gives the customer a record of each drill and a way to see whether their evacuations are getting faster.

Key terms

TERM	WHAT IT MEANS
Roll call	The live picture of who is on site right now, built from clockings. It has its own page, Roll call .
Clocking	A record made when someone uses a clocking device or clocks in or out in the ESS app. The latest clocking decides whether they count as in or not in.
Fire list	The number of people to account for if there were an evacuation now: employees who are present plus visitors who are signed in.
Evacuation	One run of emptying one or more sites, from the moment it starts until the last site is closed. The product calls this a “run”.
Drill	A practice evacuation. Fire marshals are alerted. Staff are only told if the person starting it chooses to notify them.
Incident	A real evacuation. Fire marshals are alerted and staff at the sites can be told to leave the building. A fire alarm always opens an incident.
Register	The list of people for an evacuation, grouped by site. It is taken from the roll call at the moment the evacuation starts.
Safe, Missing, Pending	The three states of a person on the register. Everyone starts as Pending until someone marks them.
Not on site	An employee of the site who was not clocked in when the evacuation started. They are listed, but not counted, unless someone marks them.
Assembly point	Where people gather outside. It can have a device (a reader or an NFC puck) that people tap to mark themselves safe.
Fire alarm monitor	A device connected to the fire alarm. When the alarm sounds, it tells timeware HRMS, which starts an incident on its own.
All clear	A site where everyone expected has been marked safe. Closing it records the time it took.
Application policy	A set of permissions given to users. A customer’s administrator manages them under Configuration > Advanced > Application policies .

Table 1 — Key terms

What permissions are required

Roll call and evacuations are gated by permissions only. Use this table first when someone says a page or a button is missing. Row names are exactly as they appear in **Configuration > Advanced > Application policies**. On each row, Read means “can see”, Create “can add” and Update “can change”.

THE USER WANTS TO...	APPLICATION POLICIES ROW	SWITCH
See the Roll call page	Time > Roll call	Read
See visitors on site, and include them in the fire list	Time > Visitors	Read
See the Late figure and See who is late	Time > Timesheets	Read
Use Book leave on the roll call	Leave > Leave planner	Create
See the Evacuations page, a live evacuation and the history	Time > Evacuations	Read
Start a drill or an incident	Time > Evacuations > Start evacuations	Create
Mark people, use Add Person and Mark all pending as missing	Time > Evacuations > Mark evacuation register	Update
Close a site, use Close evacuation and Broadcast to staff	Time > Evacuations > Close evacuations	Update
See or change the evacuation settings	Time > Configuration > Evacuations	Read, Update

Table 2 — Access needed for each task

NOTE

Each new company comes with an application policy called **Fire Marshal**. It can see the roll call, visitors, sites and employees, and can start, mark and close evacuations, and nothing else. Starting, marking and closing are separate so that a customer can let someone mark the register without letting them start or close an evacuation.

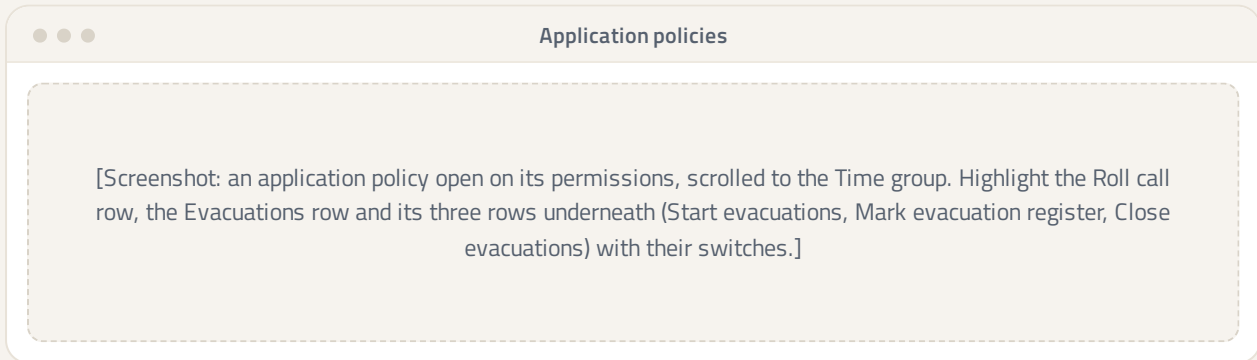


Figure 1 — The roll call and evacuation rows on an application policy

WHO IS ON SITE

How it works: Roll call

The roll call is always live. Nobody fills it in. It changes every time someone clocks, and an open **Roll call** page updates by itself.

How people are counted

- **Everyone is listed.** The page lists every current employee, not only people who have clocked. Someone who has not clocked today shows as **Absent**.
- **The latest clocking wins.** A clock in makes someone **Present**. A clock out makes them **Absent**.
- **Forgotten clock outs are tidied up.** If someone clocks in and never clocks out, they switch to **Absent** shortly after the latest finish time of their shift.
- **Direction matters.** A clocking only counts straight away when the device is set as an In or an Out reader. Otherwise timeware HRMS works out the direction once the clocking reaches the person's timesheet. Until then the row says **Not on their timesheet yet**.
- **People are counted at their own site.** Each person is grouped under the site of their current employment, whichever device they used.

Walkthrough: see who is on site

1 Open the Roll call page

Open the main menu and, under **People**, click **Roll call**. You can also click **Roll call** in the side menu.

You see: the heading **Roll call**, a bar with the site, today's date and the time it was **Updated**, and a row of figures.

2 Read the figures

The figures are **Present** (for example "of 120 employees"), **Absent**, **Late** ("shift started, not clocked in"), **Visitors on site** and **Fire list** ("people to account for").

You see: **Late** and **Visitors on site** only appear if the user has the access in Table 2. Without visitors, the fire list says **employees only, visitors not shown**.

3 Choose a site

Click the site box above the list (it shows **All sites** at first) and choose a site.

You see: the figures, the visitors and the list narrow to that site. The page remembers the choice in this browser.

4 Filter the list

Click **Everyone**, **In**, **Not in** or **Late**.

You see: the list below changes to match. Type in the search box on the right to find one person.

5 Refresh if you need to

The page updates by itself. If you think it is behind, click the refresh button beside the heading.



Figure 2 — The Roll call page

Reading the employee list

The list is grouped by site. Each person has four columns:

- **Employee:** their name, photo and details, and their manager.
- **Status:** **Present** or **Absent**, with **Not on their timesheet yet** underneath if the clocking has not reached the timesheet.
- **Booking:** a green In or red Out icon, the device name, the date and time of the last clocking, and how long ago it was.
- **Shift:** today's shift times and length. If they are on approved leave today, the leave reason shows first.

Under the figures, a line reads **Employee rows and totals use your workforce selection. Visitors use the site selection.** The list also only shows the people the user's policy lets them see.

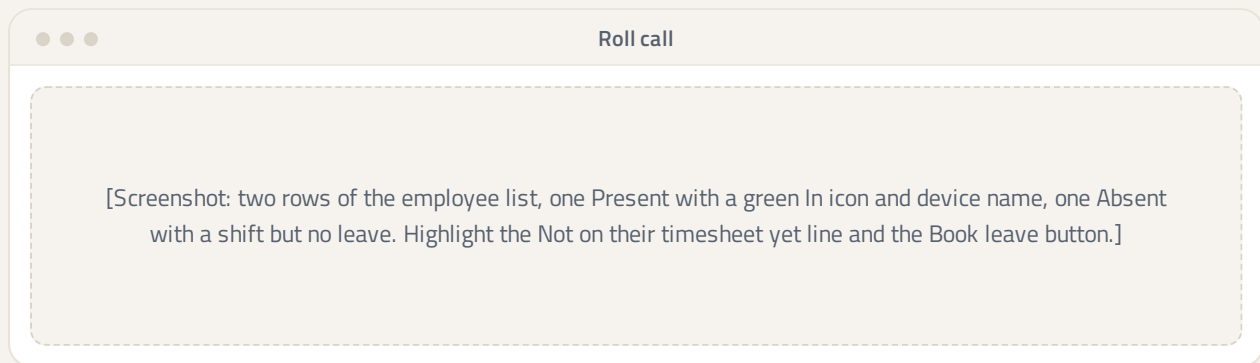


Figure 3 — Rows on the roll call

Walkthrough: follow up someone who is not in

1 Open the late list

Click **See who is late** at the top of the page.

You see: the **Missed starts** list: people whose shift has started, who have not clocked in and have no leave booked, with how late they are. A few minutes' grace is allowed before anyone shows here.

2 Contact the person

Use the phone or email button on their row.

3 Book leave if they are off

If they are off sick, for example, click **Book leave** on their row. The same button is on the roll call for anyone who is not in and has no leave today.

You see: the leave booking window, starting today. When it closes, the roll call reloads and the leave shows on their row.

DRILLS AND INCIDENTS

How it works: Evacuations

The **Evacuations** page is the office view of an evacuation. When nothing is running it shows **Standby** and **No active evacuation**, with who is on site at each site and the history. When an evacuation is running, it becomes a live board.

How an evacuation starts

There are three ways, and they all lead to the same board:

- **The fire alarm.** A fire alarm monitor device is connected to the fire alarm. It works with any fire alarm that gives a relay pulse. When the alarm sounds, timeware HRMS starts an incident at the device's site straight away, with nobody pressing anything. The board shows "Alarm at ..." and the site is tagged **Fire alarm**. **[Check: which devices the fire alarm relay can be connected to for a customer, and who installs and tests the connection.]**
- **A fire marshal's phone.** A marshal starts a drill or an incident in the Fire Marshal app (see t2-1065).
- **The web.** Someone clicks **Start drill** or **Start incident** on the **Evacuations** page.

A customer's own system can also raise the alarm through the Developer API.

Only one evacuation runs at a time for the whole company. If the alarm sounds at another site while one is running, that site is added to the running evacuation instead of starting a second one. When an evacuation starts, the fire marshals for those sites get an alert on their phones, and a banner appears at the top of the **Roll call** page with an **Open the board** button.

Drills compared with real evacuations

	DRILL	INCIDENT (A REAL EVACUATION)
How it starts	By a person, on the web or the Fire Marshal app.	By a person, or on its own when the fire alarm sounds.
Fire marshals	Alerted.	Alerted.
Staff with the ESS app	Only if Notify staff through ESS is switched on. They get a "PRACTICE DRILL at ..." message when it starts and ends.	Told "Leave the building now and go to the assembly point", automatically unless the customer has switched that off. A marshal can send it again with Broadcast to staff .
On the board	Drill in progress.	Active incident , in red.
If the fire alarm sounds	The drill turns into a live incident.	The alarm is logged against the running incident.
In the history	Kept with its timings, marked Drill .	Kept with its timings, marked Incident .

Table 3 — Drills and incidents

While either is running, staff with the ESS app see a message on their Home screen with an **I'm at the assembly point** button. Pressing it marks them safe, shown as **Self-reported**.

Walkthrough: start a drill from the web

1 Open the Evacuations page

Open the main menu and, under **People**, click **Evacuations**.

You see: **Standby**, the figures **On site**, **Visitors on site**, **Sites** and **Last drill**, then **Readiness** and **Evacuation history**.

2 Click Start drill

Click **Start drill** at the top of the page. For a real evacuation, click **Start incident** (red) instead.

You see: a window headed **Start Drill**, with **Kind** already set to **Drill**.

3 Choose whether to tell staff

Turn **Notify staff through ESS** on or off. It starts at the customer's usual choice.

4 Choose the sites

Under **Sites**, tick the sites to evacuate. All of them are ticked at first. Use **All sites** or **Clear** to change them quickly.

You see: each site shows how many people are on site and how many visitors.

5 Add a note if you want

Type in **Notes**, for example “Planned drill, warehouse only”.

6 Start it

Click the button at the bottom, for example **Start Drill (42 people)**.

You see: “Drill started”, and the page changes to the live board.

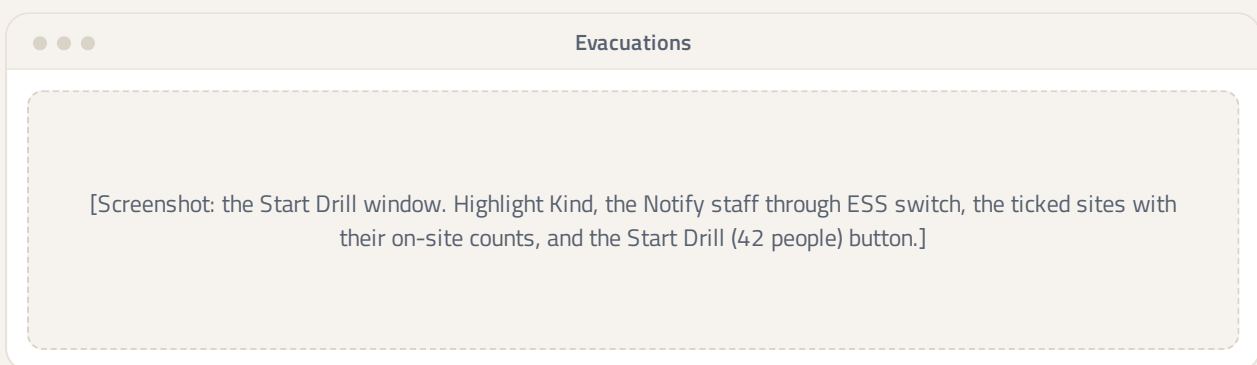


Figure 4 — Starting a drill

Walkthrough: watch and mark a live evacuation

Most marking happens on the marshals' phones and at the assembly point. The web board shows it as it happens, and anyone with the access can mark people from the office too.

1 Read the top of the board

Look at the bar and figures at the top.

You see: **Drill in progress** or **Active incident**, the title (for example “Drill: Head Office”), who started it and when, a running **Elapsed** time, and the figures **Safe**, **Missing**, **Pending** and **Accounted**.

2 Check each site

Look at **Sites in scope**.

You see: for each site, a line such as “30 of 42 accounted”, the safe, missing and pending counts, a progress bar, the assembly point, and a state: **In progress**, **Ready to close**, **All clear** or **Closed with missing**.

3 Find a person on the register

Scroll to the register below, or search for a name. Pending people last seen in the area where the alarm went off are listed first.

You see: for each person, their **Evidence** (last clocking, device and shift end) and their **Status**, with who marked them and when. A tap at the assembly point shows as **Tapped in**.

4 Mark the person

Point at the row and click **Mark safe** or **Mark missing**. To undo a mark, click **Reset mark**.

You see: a message such as “Sam Jones marked Safe”, and the counts update.

5 Add someone who is not listed

Click **Add Person**. Choose the **Site**. Leave **Person is an employee** on and search for them, or turn it off and type a **Name** and **Detail** (for example “Contractor, boiler room”). Click **Add**.

You see: “... added to the register”. Mark them as normal.



Figure 5 — A live evacuation on the web

Under the register, the **Activity log** lists everything that has happened, newest first, for example “Sam marked Priya Nair safe” or an alarm repeating.

Walkthrough: finish an evacuation

Each site closes on its own. The evacuation ends when the last site closes.

1 Account for everyone at the site

Make sure nobody at the site is still **Pending**. If some people cannot be found, click **Mark all pending as missing**.

You see: while anyone is pending, the close button is greyed out with the hint “Account for everyone before closing this site, or mark all pending as missing.”

2 Close the site

Click **All clear** (green) when everyone is safe, or **Close site (2 missing)** (red) when some are missing.

You see: "Head Office closed", and the site shows "Closed at 10:14" and the time to all clear. Nobody at a closed site can be marked any more.

3 Or close the whole evacuation

To close every site at once, click **Close evacuation**, then confirm.

You see: the warning "Close this evacuation? Any site still open will be closed and anyone still pending will be recorded as missing." After you confirm, "Evacuation closed", and the page goes back to **Standby**.

NOTE

Silencing or resetting the fire alarm does not end an evacuation. The board logs "Alarm cleared", and a person still has to close the sites.

Walkthrough: look back at past evacuations

1 Find Evacuation history

On the **Evacuations** page, scroll down to **Evacuation history** ("Closed drills and incidents, newest first").

You see: four figures, **Average all clear**, **Average to 90%**, **Average first mark** and **Late marks per run**, then a list of runs.

2 Choose a site

Use the site box at the top of the section to see one site's runs.

3 Read the list

Each run shows its **Kind**, **Sites**, when it **Started** and how, its **All clear time** and its **Result**, for example **All clear** with "40 of 40 safe", or "2 missing at close".

4 Open one run

Click a row.

You see: the run's details: who started and closed it, any notes, **All clear time**, **Time to 90%**, **First mark**, **Late marks**, **Missing at close**, the time to clear by site and by area, and the full **Activity log**. Click **Close** when you are done.

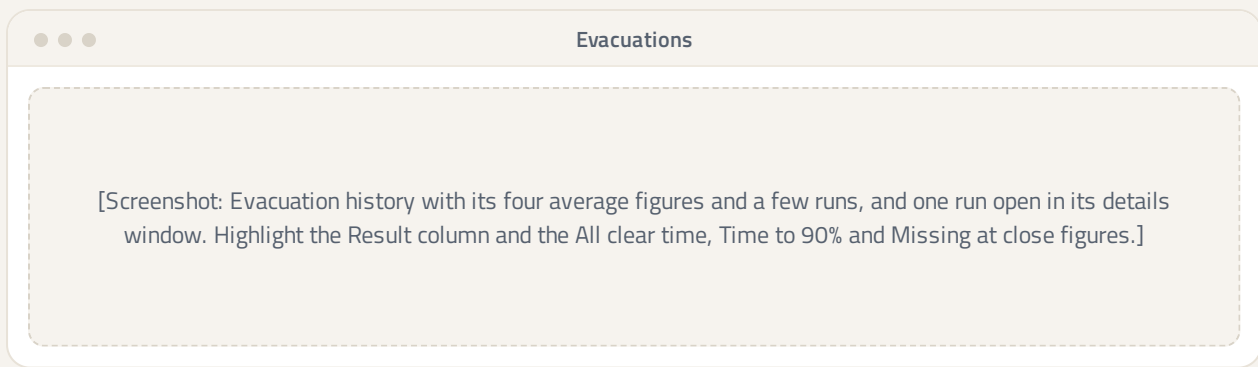


Figure 6 — Evacuation history and one run's details

What the figures mean:

- **All clear time:** from the start until the last site closed.
- **Time to 90%:** how long until nine in ten of the people expected were marked safe.
- **First mark:** how long until the first person was marked.
- **Late marks:** people marked more than five minutes after the start.
- **Missing at close:** people expected on site who were not marked safe when it closed.

The history is where customers find the record of their drills. **[Check: the history is viewed on screen and there is no export or print of it. Confirm how we advise customers who need a copy for their fire safety records.]**

Limits at a glance

WHAT	LIMIT
Evacuations running at once	One for the whole company. Start drill and Start incident are greyed out while one runs.
A forgotten clock out	Switches to Absent after the shift's latest finish time, checked every 15 minutes.
A "late" mark	More than 5 minutes after the start.
An evacuation nobody closes	Closed automatically after 12 hours. Anyone still pending is recorded as missing. [Check: that 12 hours is the figure to quote to customers.]
An old fire alarm signal	Ignored if it reaches timeware HRMS more than 15 minutes after the alarm, for example after a network outage.
A repeated fire alarm signal	Repeats within 60 seconds count as the same alarm.
Page updates	Live. If the connection drops, the Roll call page catches up every 2 minutes and the Evacuations page every minute.
Roll call and history lists	25 rows a page.

Table 4 — Limits at a glance

How it connects to other features

- **Clockings and devices.** The roll call is only as good as the clockings. Devices, and whether each one is an In or Out reader, are set up under **Configuration > Time > Devices**. Assembly points and fire alarm monitors are devices too.
- **Timesheets and shifts.** Clockings become confirmed once they reach the timesheet. Shifts give the finish time that tidies up forgotten clock outs, and decide who is **Late**.
- **Leave.** Approved leave shows on the roll call, and **Book leave** opens the normal leave booking window.

- **Visitors.** Visitors signed in on the **Visitors** page count on the fire list and go onto the register.
- **Sites.** People are grouped, counted and evacuated by the site of their current employment.
- **Fire Marshal app.** Marshals start, mark and close evacuations on their phones. The web board and the app show the same register. See t2- 1065.
- **ESS app.** Staff get drill and evacuation messages, and can press **I'm at the assembly point**. At an NFC puck assembly point they tap in with the app.
- **Users.** An administrator can set **Sites this marshal covers** on a user. It decides which sites that marshal is alerted about and sees on standby. Left empty, the marshal covers every site.
- **Dashboard.** The **Evacuation in progress** alert shows while one is running, with **Open the board**. The **Fire drills** panel shows how often drills are run and which sites are due one.
- **Evacuation settings.** Under **Configuration > Time > Evacuations: Broadcast incidents to staff automatically** and **Notify staff through ESS for drills by default**.
- **Queries.** Users with the access can ask Queries who is on site or about recent evacuations.

Things to be aware of

- **The fire alarm always means a real evacuation.** It opens an incident, tells staff to leave (unless that is switched off) and turns a running drill into a live incident. Customers testing their alarm should expect this.
- **The register is taken at the start.** Someone who clocks in after the evacuation starts is not added on their own. Use **Add Person**, or they can tap at the assembly point or press **I'm at the assembly point**, which adds them.
- **"Not on site" people are listed but not counted.** Everyone employed at the site is on the register. Only people who were clocked in are expected. Marking a not-on-site person counts them.
- **People count at their own site.** An employee of one site who clocks in at another is counted, and evacuated, with their own site.
- **The register shows everyone at the site.** Unlike the **Roll call** page, the register is not narrowed by the user's workforce selection or policy. A marshal needs to see everyone.
- **Marshal sites narrow the view, not the marking.** With **Sites this marshal covers** set, the marshal's **Readiness**, **Evacuation history** and alerts only cover those sites (the page says "Showing the sites you marshal."), and they can only start evacuations there. In a running evacuation they still see the whole board and can mark people and close any site.
- **Closing records pending people as missing.** This applies to **Close evacuation** and to the automatic close after 12 hours. The run is then marked **Closed with people still pending**.
- **The mark buttons appear on hover.** On the web register, **Mark safe**, **Mark missing** and **Reset mark** show when you point at a row.
- **"Last drill" counts any run.** The **Last drill** figure on the **Evacuations** page shows the most recent closed run, which can be an incident. **[Check: whether real incidents should count as the last drill.]**
- **Roll call cannot be marked by hand.** It always follows the clockings. To fix someone's status, fix or add the clocking.

Common support questions

“Someone has gone home but still shows as present.”

They probably did not clock out. They switch to **Absent** after their shift’s latest finish time. If they have no shift today, check their clockings and timesheet.

“Someone clocked in but shows as absent.”

Check the device. If it is not set as an In reader, the clocking only counts once it reaches their timesheet. Also check their clockings: the latest one wins, so an extra clocking may have counted as an out.

“Someone shows under the wrong site.”

People are grouped by the site of their current employment, not the device they used. Check their employment record.

“Start drill is greyed out.”

Either an evacuation is already running (look for the live board), or the user’s policy does not have Create on **Time > Evacuations > Start evacuations**.

“The fire alarm went off and an evacuation started on its own.”

That is how it is meant to work. A fire alarm monitor opens an incident at its site. Close the sites when everyone is accounted for. Silencing the alarm does not close it.

“Staff did not get a message during our drill.”

Drills only message staff if **Notify staff through ESS** was on when it started. Staff also need the ESS app and a current employment at one of the chosen sites.

“Our evacuation is still showing as running.”

Someone needs to close the remaining sites, or click **Close evacuation**. If nobody does, it closes automatically after 12 hours.

“Where can we see our last drill?”

In **Evacuation history** on the **Evacuations** page. Click the run to see its timings and activity log.

Try it yourself

Use a demo or training company, never a customer's. Make sure a few test employees are clocked in first.

1 Read the roll call

Open **Roll call**. Note the **Present** and **Fire list** figures, then click **Not in**.

2 Start a drill

Open **Evacuations** and click **Start drill**. Leave **Notify staff through ESS** off, choose one site and start it.

3 See the banner

Go back to **Roll call** and find the drill banner. Click **Open the board**.

4 Mark people

Mark two people safe and one missing. Then use **Reset mark** on the missing person and mark them safe.

5 Add someone by hand

Click **Add Person**, turn off **Person is an employee**, and add "Test contractor". Mark them safe.

6 Close and review

Click **Mark all pending as missing**, close the site, then open the run in **Evacuation history** and read its activity log.

TIP

Check your understanding. A customer ran a planned drill at 10:00. At 10:05 the real fire alarm was tested at the same site. Afterwards, the history shows an incident, not a drill, and staff say their phones told them to leave the building. Is something wrong?

Answer: no. A fire alarm signal always means a real evacuation. It turned the running drill into a live incident and, unless automatic broadcasts are switched off, told staff to leave.

Customers should close any drill before testing their alarm, and expect the test to start an incident.