
USER GUIDE

ShiftEase (Azania-App) – Employee Shift Scheduling and Attendance Tracking Mobile App Employee Guide.

Welcome.

Welcome to ShiftEase, the mobile app that makes managing your work schedule and attendance simple. This guide will help you get started and use all key features.

1. Getting Started & Logging In.

- Once you have installed the app (see the separate Installation Guide), open it.
- On the login screen, enter your email address and temporary password provided by the manager.
- You can change your password anytime by clicking on “forgot password?” you will be asked to provide your registered email address, and a reset token will be sent on your email address which you will use to change your password.
- You can update your email address and other contact and personal details on the profile page.

2. Landing Page – Home Page.

- On your home page, you can see your work status (Working, Not Working and On Leave), your attendance rating and a system suggestion based on your attendance.
- You can also view a countdown timer to your next normal shift, clock-in button, shift cancellation button and your 3 upcoming shifts.
- When your current shift begins, you can tap a prominent “**Clock In**” button to scan the QR-code provided at the workplace to start your shift.
- The app may use your phone’s location to verify you are at the correct workplace.
- At the end of your shift, the button will change to “**Clock-out**” – tap it to scan the QR-code and finish your workday.

3. Viewing your Schedule & Shift swapping

- The **shift** tab is your central hub.
- View your schedule in a calendar view where your shifts are highlighted in blue. Use the tab at the top to switch to shift swap page.
- Each shift card shows you the date, start/end times, event name if there is an event on that day and “**Request swap for this**” shift button.
- Tap “**Request swap for shift,**” and the system will provide you with suggested colleagues you can swap with based on compatibility and availability on that selected assigned date.

- Colleagues are categorized by match (Low, Moderate, High) with “High match” being the most compatible colleague and “Low match” being the least compatible.
- Select the best compatible colleague based on system suggestions and recommendations for both requests and approvals for shift swaps.
- Scroll down to view pending requests, approved and rejected swaps and requests waiting for your approval.
- You will receive push notifications when a new schedule is available or published.

4. Managing your availability.

- Tap the “**Menu**” icon on your navigation bar.
- Click on Leave Requests, select start date, end date, and the type of leave (sick, annual, and family).
- Each leave type has a maximum number of days and your remaining days for each leave type which you can view right next to the leave type.
- For sick leave you will be required to upload a sick note on request, or you will be sent a notification as a reminder a few hours before your leave ends.
- Family and annual require the manager’s approval while sick is automatically by the system.
- Check the “**Requests**” section to see the status (Pending, Approved, Denied) of your submissions and “Leave History” section to view all leaves and be able to upload a sick note for sick leave where a sick note was not provided.

5. Updates

- Tap on “**Updates**” to view your notifications and messages.
- Each notification needing action, has a button to redirect you to the respective page.
- Tap on “**Messages**” tab and view your latest messages, click on start conversation to select employees to chat with (employees of the same role and managers only).
- Single ticks on the chat highlight messages that have not been read, double ticks highlight messages that have been read.

6. Payslip page

- Tap on “**Payslip**” on Menu.
- Select date on calendar (Tuesdays only since it is the only pay dates), click on the payslip below the calendar to verify pay details.
- Tap on “**Download**” on the payslip summary to download payslip.
- You can query wage/salary by chatting to the manager.

7. Troubleshooting & Support.

- “The app says, ‘Installation from unknown sources is blocked’”.
Please see the “troubleshooting” guide in the Installation Guide.
- “I Forgot my Password”
Tap “Forgot Password?” on the login screen and follow instructions.
- “My schedule is not loading”
Check your internet connection. If it is stable, try closing and opening the app.

- “The app crashes when I try to clock in.”
Ensure your Android OS is up to date. If the problem persists, contact the manager or support team.
- “My notifications are not loading”
Check your internet connection. If it is stable, try closing and opening the app.
- “Not able to clock-in”
Make sure your location services are on and you gave the app permission to access your device location.
- “Cannot upload sick note”
Check your internet connection. If it is stable, try closing and opening the app.
- For any other issues, please contact your manager or our support team at:
[mayydayy11@gmail.com].