

# User Manual

[ReadySetResource.com](http://ReadySetResource.com)

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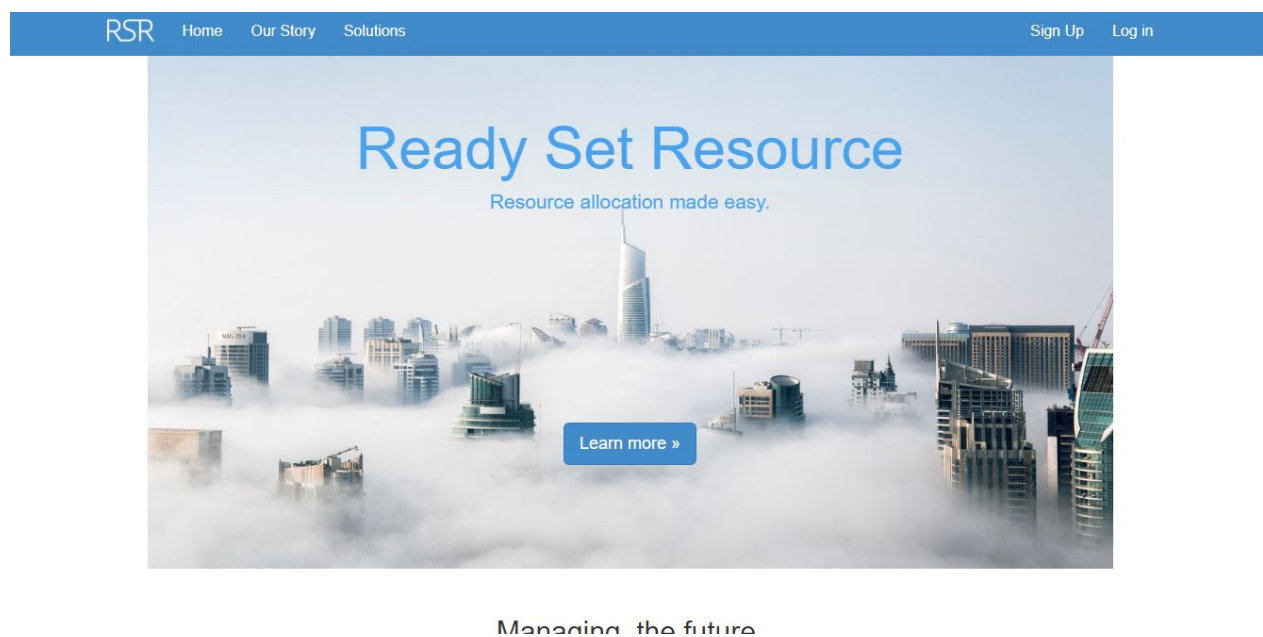
# Getting Started

ReadySetResource is a website that helps members of staff stay informed and connected to their workplace from the convenience of being anywhere in the world. This user guide will help and guide you through the steps of several features on our website including seeing your calendar and your holidays. To see everything in this document, please go to the previous page where you will find a table of contents.

## Signing Up

Hi! First of all we just want to say thank you choosing to use Ready Set Resource for your business. Businesses like you motivate us to build better software in our efforts to trying to make people's life easier.

To sign up, first go to the home page. When you are at the home page, at the top right there will be a button that says 'Sign Up'. Give that a click and that's you started the signing up process!



First we have three options for plans: Small, Medium and Large. The small plan has a limit of 10 people, the medium one has a limit of 20 and the large has a limit of 40. Click on the plan which applies to your business. If you have more than 40 employees, please contact customer support and we will get in touch soon.

RSR

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### Plans

#### Small

- 99% Up-Time Guarantee
- Unlimited Storage
- RSR Bundle
- Up to 10 People

Choose!

#### Medium

- 99% Up-Time Guarantee
- Unlimited Storage
- RSR Bundle
- Up to 20 People

Choose!

#### Large

- 99% Up-Time Guarantee
- Unlimited Storage
- RSR Bundle
- Up to 40 People

Choose!

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When you are taken to the next screen, you will see text boxes with details we need to have of your business. Fill that out, agree to our terms and conditions and click continue.

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### Business Info

Name

Type

Service Business

AddressLine1

AddressLine2

Postcode

Town

Region

Country

England

Fantastic! Now you will see a screen that says 'Manager Details'. We need to take these details so that we can make sure when you have signed up there is an account for you ready to go. Fill out the form with your details and then click continue.

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### A little about you

Let's get to know the first (and best) employee of City of Glasgow College

Name 

Mr

First Name

Last Name

Date of Birth 

29/05/1998

Email

Password

Confirm

Continue

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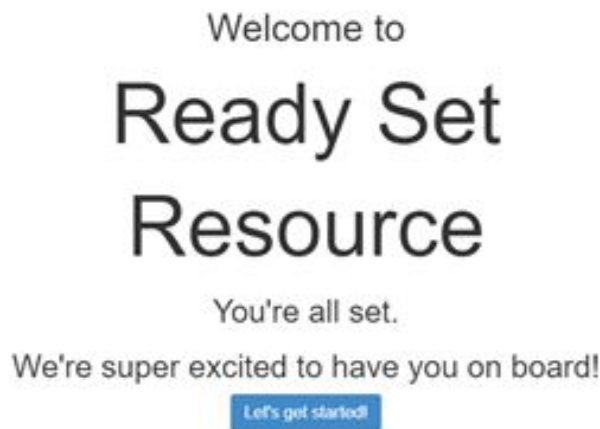
One last thing! To make sure that we have your email correct, we decided to send you one. Please log into your email account and copy the verification code displayed in the email and paste into the text box on our page. This is so that we can keep your account as safe as possible.

### One last thing!

We want to keep your account as secure as possible,  
therefore please verify your email.

Continue

After clicking 'verify code', you are all set! Just click 'let's get started' and you will be shown your very own Dashboard! If the code doesn't work please get in touch and we will sort it out for you.



And that's it! Well done signing up! If we have made a mistake or you need a hand with anything, please feel free to contact customer support on our website and we will get you sorted out in no time.

## Understanding Employee Types

To get started, please log in and when you are on your dashboard, please click on the button that says 'business settings' at the bottom left corner. If you cannot see this button and you are your business' administrator or manager, please contact customer support. If you cannot see this button and you are not an administrator or a manager, please contact them.

When the page loads, you will see two tables: one for employee types and one for employees. If you want to understand employees, please go to the section in this document titled 'Adding Employees'. For now we will concentrate on the employee types by clicking 'Add Employee Type'. An employee can have access to many different features in our website. For example they can have access to the calendar or the holidays.

RSR	
Business Settings	
Employee Types	Add Type
Admin	Edit
Manager	Edit
Supervisor	Edit
Barista	Edit

Employees	Add Employee
Mark McNally	Manager
Michaela Salabova	Supervisor
Lucy Warnault	Supervisor
Ross Lavery	Supervisor
Suzanne Walker	Supervisor
David Rooney	Barista
Mairi Gordon	Barista
Ellis Horne	Barista
Douglas Cameron	Barista

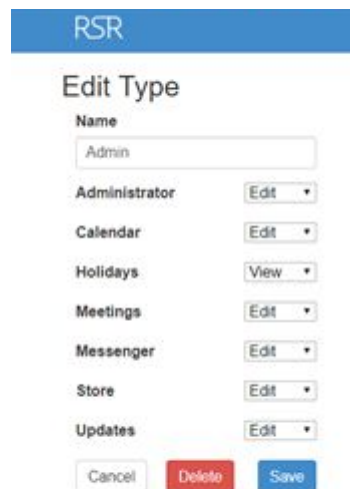
Each attribute of the employee type can either be:

- Edit - which means that the user assigned to that type will be able to edit details in that app.
- View - which means that the user assigned to that type will be able to see the details of the app but not edit them.
- Neither - which means that the user does not have access to the app.

An example: let's say you have supervisor in your business named Bob. And in your business supervisors are:

- Allowed to add, edit and delete people's shifts in the calendar app
- Not allowed to accept or decline someone else's holiday
- Not allowed access to the administrator's settings

With this scenario, you would go to the calendar attribute and select 'Edit' from the dropdown list, then down to the holidays attribute and click 'View' and finally next to the administrator attribute, select 'Neither'.



RSR	
Edit Type	
Name	<input type="text" value="Admin"/>
Administrator	<input type="button" value="Edit"/>
Calendar	<input type="button" value="Edit"/>
Holidays	<input type="button" value="View"/>
Meetings	<input type="button" value="Edit"/>
Messenger	<input type="button" value="Edit"/>
Store	<input type="button" value="Edit"/>
Updates	<input type="button" value="Edit"/>
<input type="button" value="Cancel"/> <input type="button" value="Delete"/> <input type="button" value="Save"/>	

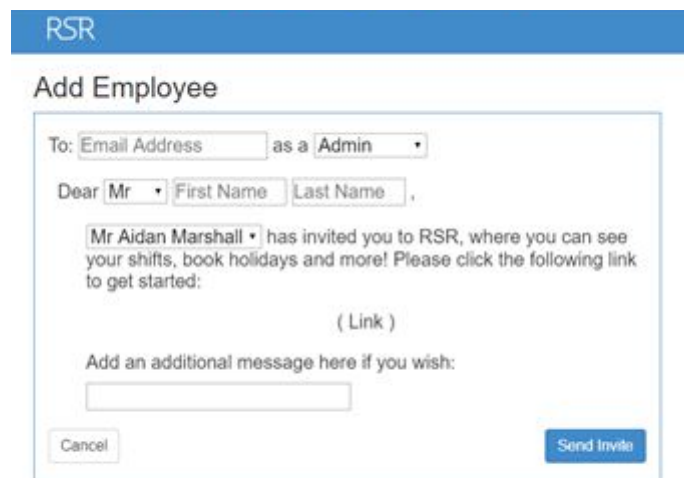
After adding Bob to the system and selecting 'Supervisor' as his type (for more information on adding employees please go to the section titled 'Adding Employees' in this document) when he logs in he will be able to modify all shifts, only see his holidays and can't see the 'Business Details' button.

We decided to give you the option to choose as many employee types as you want so that you can have full control on any business rules you have in place.

And that's it! Well done getting to know the employee types! If we have made a mistake or you need a hand with anything, please feel free to contact customer support on our website and we will get you sorted out in no time.

## Adding Employees

To add your first employee, please sign in, launch your dashboard and click on the 'Business Settings' button. If you cannot see this button, contact your administrator. If you are the administrator, contact us at customer services and we will get back to you in no time! When you are in the business settings page, click on the 'Add Employee' button and you will be taken to the add employee page.



The screenshot shows the 'Add Employee' form within the RSR system. At the top is a blue header with the 'RSR' logo. Below it, the title 'Add Employee' is displayed. The form contains several fields: a 'To:' field with a dropdown menu set to 'Email Address', followed by 'as a' and another dropdown menu set to 'Admin'. Below this is a 'Dear' field with a dropdown menu set to 'Mr', followed by 'First Name' and 'Last Name' fields. A preview of the invitation message is shown, stating 'Mr Aidan Marshall has invited you to RSR, where you can see your shifts, book holidays and more! Please click the following link to get started:'. Below the preview is a '( Link )' placeholder. There is also a text area for 'Add an additional message here if you wish:'. At the bottom left is a 'Cancel' button, and at the bottom right is a 'Send Invite' button.

After clicking on the button, please fill in all the basic details of your employee including the user's type and an optional message if you wish. After that click the send button and you will be directed to the previous page where you will see the name of the user you just added and a 'Pending' next to their name as an email was just sent to them.

And that's it! Well done adding your first employee! All the employee needs to do now is to go onto their emails and click the link that says 'Click me!'. If we have made a mistake or you need a hand with anything, please feel free to contact customer support on our website and we will get you sorted out in no time.



# Editing Your Details

To edit your details, please sign in, launch your dashboard and click on the 'Account Settings' button. If you cannot see this button, contact your administrator. If you are the administrator, contact us at customer services and we will get back to you in no time!

RSR

Account Settings

Basic Details

Name Mr

Aidan

Marshall

Birthday 21/10/1999

Enable Desktop Notifications

Test

To change your password, please log out, and click 'Forgot password?' when logging in.

Update Details

Sync to Google Calendar

You have enabled Google Calendar sync. Click 'Export' in the calendar app to export your shifts!

And that's it! Well done editing your details! If we have made a mistake or you need a hand with anything, please feel free to contact customer support on our website and we will get you sorted out in no time.

# Viewing Your Calendar

To view your calendar, please sign in, launch your dashboard and click on the 'Calendar' button. If you cannot see this button, contact your administrator. If you are the administrator, contact us at customer services and we will get back to you in no time!

RSR

Calendar - For Week 28/5 to 3/6

Add Shift

Print

Copy To Next Week

Export

Employee	Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday		Totals
	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End	
Mark McNally	8 : 00	19 : 00	8 : 00	20 : 00	8 : 00	15 : 30	9 : 00	17 : 00	8 : 00	20 : 00	+		+		50.5
Michaela Salabova	+		+		+		+		+		+		+		0
Lucy Wernault	+		+		+		+		+		+		+		0
Ross Lavery	+		+		15 : 30	20 : 00	12 : 30	21 : 00	+		11 : 30	20 : 00	+		21.5
Suzanne Walker	+		+		+		8 : 00	12 : 00	+		8 : 00	16 : 00	9 : 00	19 : 00	22
David Rooney	9 : 00	15 : 00	12 : 00	17 : 00	+		+		+		+		+		11
Mairi Gordon	8 : 00	16 : 00	8 : 00	16 : 00	8 : 00	14 : 00	8 : 00	13 : 30	8 : 00	14 : 30	+		+		34
Ellis Horne	+		+		+		+		10 : 30	17 : 30	8 : 00	15 : 30	12 : 00	19 : 00	21.5
Douglas Cameron	+		+		+		+		+		10 : 00	18 : 00	+		8
Jaimie Nicol	15 : 00	19 : 00	+		12 : 00	20 : 00	12 : 00	21 : 00	+		+		9 : 00	16 : 00	28

And that's it! Well done seeing your calendar! If we have made a mistake or you need a hand with anything, please feel free to contact customer support on our website and we will get you sorted out in no time.

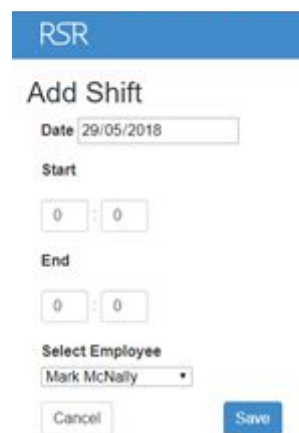
## Adding Shifts

To add your first shift, please sign in, launch your dashboard and click on the 'Calendar' button. If you cannot see this button, contact your administrator. If you are the administrator, contact us at customer services and we will get back to you in no time!

In the calendar, you can add your shift two different ways:

- At the top of the screen there is the 'Add Shift' button
- In the table, there are '+' buttons

You can click either and they will take you to the add shift page. In this page you can set the details of the shift including who is doing the shift and when it starts and ends and then click 'add'.



The screenshot shows a web form titled 'Add Shift' under a blue header with the text 'RSR'. The form contains the following fields and controls:

- Date:** A text input field containing '29/05/2018'.
- Start:** A time selection control with two input boxes, each containing '0', separated by a colon.
- End:** A time selection control with two input boxes, each containing '0', separated by a colon.
- Select Employee:** A dropdown menu with 'Mark McNally' selected.
- Buttons:** 'Cancel' and 'Save' buttons at the bottom right.

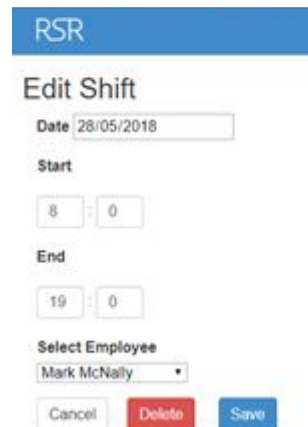
You will get redirected to the calendar again and you can see that the shift has been added to your weekly calendar.

And that's it! Well done adding your first shift! If we have made a mistake or you need a hand with anything, please feel free to contact customer support on our website and we will get you sorted out in no time.

## Editing and Deleting Shifts

To modify shifts, please sign in, launch your dashboard and click on the 'Calendar' button. If you cannot see this button, contact your administrator. If you are the administrator, contact us at customer services and we will get back to you in no time!

After opening the calendar app, in the table you will see some shifts. If you don't, please go to the 'Adding Shifts' section in this document. Click on the start time or end time of the shift and you will be redirected to the edit shift page.



RSR

**Edit Shift**

Date: 28/05/2018

Start: 8:00

End: 19:00

Select Employee: Mark McNally

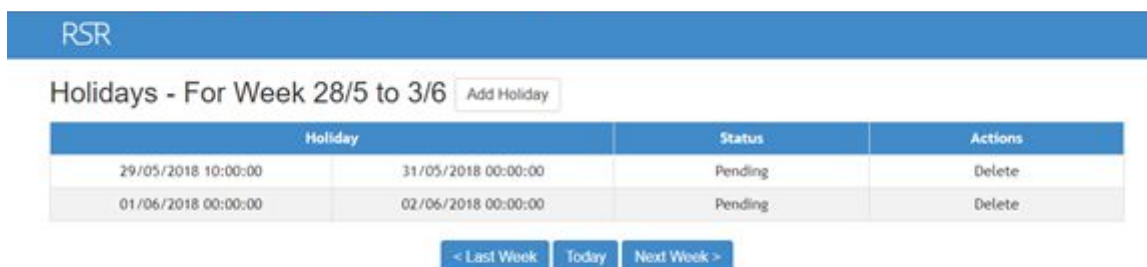
Buttons: Cancel, Delete, Save

If you want to edit the shift, make the changes you want to and then click save. If you want to delete the shift, click delete!

And that's it! Well done signing up! If we have made a mistake or you need a hand with anything, please feel free to contact customer support on our website and we will get you sorted out in no time.

## Viewing Your Holidays

To view your holidays, please sign in, launch your dashboard and click on the 'Holidays' button. If you cannot see this button, contact your administrator. If you are the administrator, contact us at customer services and we will get back to you in no time!



RSR

**Holidays - For Week 28/5 to 3/6** Add Holiday

Holiday		Status	Actions
29/05/2018 10:00:00	31/05/2018 00:00:00	Pending	Delete
01/06/2018 00:00:00	02/06/2018 00:00:00	Pending	Delete

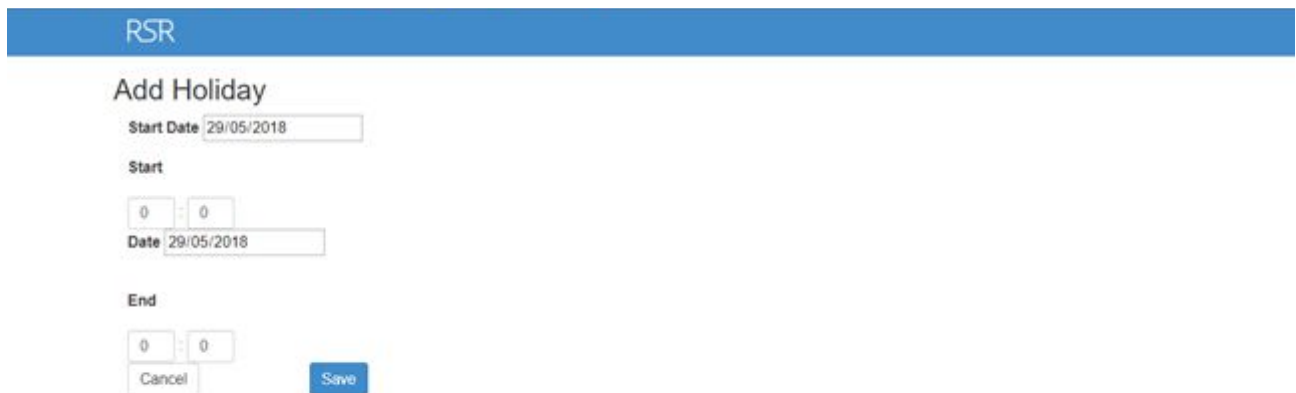
Buttons: < Last Week, Today, Next Week >

And that's it! Well done signing up! If we have made a mistake or you need a hand with anything, please feel free to contact customer support on our website and we will get you sorted out in no time.

# Adding Holidays

To add your first holiday, please sign in, launch your dashboard and click on the 'Holidays' button. If you cannot see this button, contact your administrator. If you are the administrator, contact us at customer services and we will get back to you in no time!

When on the holidays app, click on the add holiday button which will take you to the add shift page. In this page you can set the details of the holiday including when it starts and ends and then click 'add'.

The screenshot shows a web interface for adding a holiday. At the top is a blue header with the text 'RSR'. Below the header is a form titled 'Add Holiday'. The form contains several input fields: 'Start Date' with the value '29/05/2018', 'Start' time with two input boxes each containing '0', 'Date' with the value '29/05/2018', and 'End' time with two input boxes each containing '0'. At the bottom of the form are two buttons: 'Cancel' and 'Save'.

You will get redirected to the holidays app again and you can see that the shift has been added to your holidays.

And that's it! Well done signing up! If we have made a mistake or you need a hand with anything, please feel free to contact customer support on our website and we will get you sorted out in no time.

## Editing and Deleting Holidays

To modify your holiday details, please sign in, launch your dashboard and click on the 'Holidays' button. If you cannot see this button, contact your administrator. If you are the administrator, contact us at customer services and we will get back to you in no time!

After opening the holidays app, in the table you may see some holidays. (If you don't, please go to the 'Adding Holidays' section in this document) Click on the start time or end time of the holiday and you will be redirected to the edit holiday page.

If you want to edit the holiday, make the changes you want to and then click save. If you want to delete the holiday, click delete!

## Edit Shift

Start Date

Start

:

Date

End

:

Select Employee

And that's it! Well done signing up! If we have made a mistake or you need a hand with anything, please feel free to contact customer support on our website and we will get you sorted out in no time.

## Accepting and Rejecting Holidays

To accept or reject a holiday, please sign in, launch your dashboard and click on the 'Holidays' button. If you cannot see this button, contact your administrator. If you are the administrator, contact us at customer services and we will get back to you in no time!

If you are authorised to accept and reject holidays, you will see a few options next to the requested holiday: Accept, Decline and Delete. To accept the holiday click accept, to decline the holiday click decline and to delete it, click delete.

## Holidays - For Week 28/5 to 3/6

[Add Holiday](#)

Holiday		Status	Actions
29/05/2018 10:00:00	31/05/2018 00:00:00	Pending	<a href="#">Delete</a>
01/06/2018 00:00:00	02/06/2018 00:00:00	Pending	<a href="#">Delete</a>

[< Last Week](#) [Today](#) [Next Week >](#)

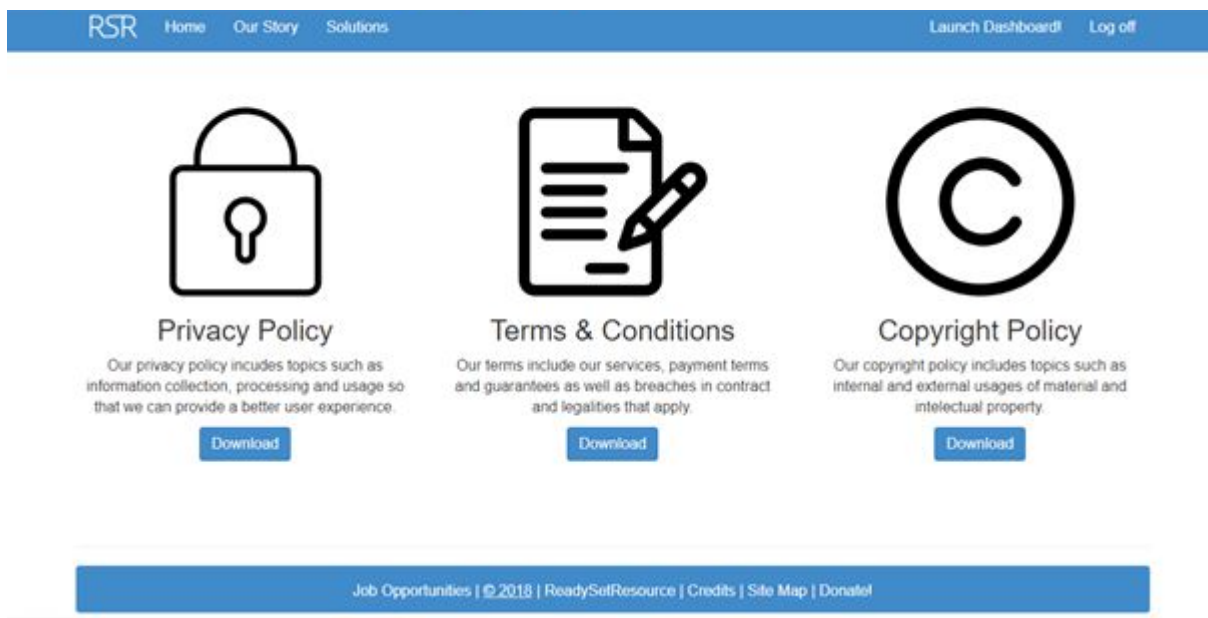
After accepting, you will see an option to rescind the holiday if you change your mind and after declining, you will see an option to accept the holiday.

A little note on adding shifts when there are holidays: When a holiday is 'pending' and hasn't been accepted or declined, shifts can be booked on the days of the requested holiday, if the holiday is declined, shifts can be booked on the requested holiday but if the holiday is accepted, the shift cannot be booked on the requested holiday.

And that's it! Well done signing up! If we have made a mistake or you need a hand with anything, please feel free to contact customer support on our website and we will get you sorted out in no time.

## Legal Information

To see any legal information, please go to the home screen of the website. When there, scroll down to the bottom and you will see the © symbol along with the current year. Click on that and you will be redirected to the legal section of our website.



When there, you can download our privacy policy, copyright policy and terms and conditions by clicking the blue button that says 'Download'. This will open up another window where you can read, print or save the document you selected.

And that's it! Well done signing up! If we have made a mistake or you need a hand with anything, please feel free to contact customer support on our website and we will get you sorted out in no time.

# User Manual Work Log

Entry	Description	Person	Date	Mins Spent
1	Formatted the document	Aidan Marshall	6/6/18	13
2	Wrote the getting started	Aidan Marshall	7/6/18	18
3	Completed the signing up description	Aidan Marshall	7/6/18	13
4	Wrote the understanding employee types	Aidan Marshall	7/6/18	38
5	Completed the adding employees	Aidan Marshall	7/6/18	28
6	Started the editing your details	Aidan Marshall	7/6/18	34
7	Completed the viewing your calendar	Aidan Marshall	7/6/18	23
8	Wrote the adding shift section	Aidan Marshall	7/6/18	32
9	Did the editing and deleting shift section	Aidan Marshall	7/6/18	33
10	Completed the viewing holidays	Aidan Marshall	7/6/18	19
11	Completed the adding holidays	Aidan Marshall	7/6/18	27
12	Completed the editing and deleting holidays	Aidan Marshall	7/6/18	22
13	Finished the accepting and rejecting holidays	Aidan Marshall	7/6/18	31
14	Finished the legal information section	Aidan Marshall	7/6/18	12
				343