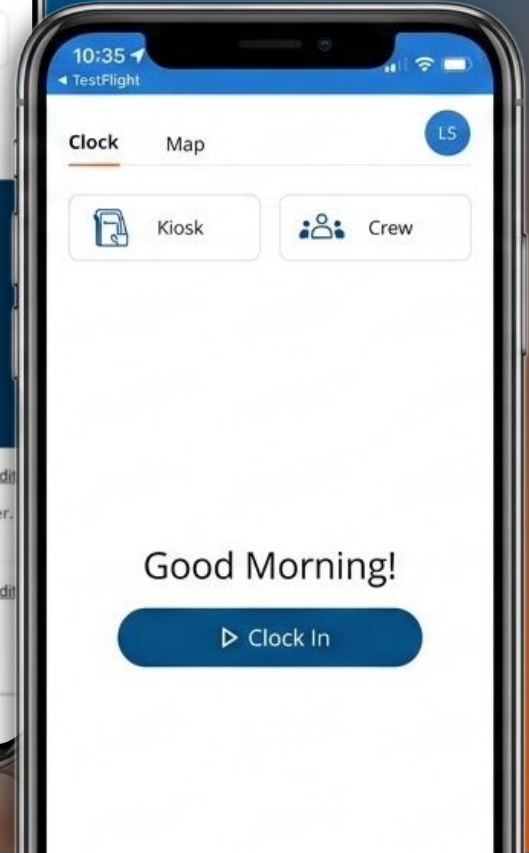




ClockShark

Mobile App Guide

- For Android and iOS Devices



Welcome to ClockShark

Your company has decided to use ClockShark to make timesheets as easy as possible. We all know that payroll, job costing, and billing customers require accurate time records. But paper timesheets are a pain for everyone, because they are inefficient and difficult to use. Writing hours on a piece of paper wastes your valuable time. When you are recording your time, we want to make that as fast and easy as possible, so you can get on with your job.

To help make timesheets easy, we have created a free mobile app that you can download on your smartphone. With just a few taps in the app, you can specify what job and task you are working on. We'll handle the rest. No need to pencil in times, dates, and locations. We know you have better things to think about, so we'll handle as much as we can automatically.

To get started with the mobile app, it first needs to be installed on your smartphone. Search the app store on your phone for "ClockShark" or follow the link below.



<https://www.clockshark.com/download/>

Using the Mobile App

You have received an email or text message instructing you to join your employer's ClockShark account. If you received an email, press the Join Now button.

You will be redirected to the ClockShark website where you will create your own password and agree to ClockShark's Terms of Service and Privacy Policy.

Then, download the app and log in with your email address and password you created.

ClockShark

Welcome to the team!

You've been invited to join ClockShark

Hello Trade,

You've been invited by Lisa Smith to join the Construction LLC ClockShark Account.

ClockShark is a software tool that makes clocking in and out easy to ensure you get paid for every minute you work. ClockShark makes your job easier by organizing your scheduled jobs and lets you access your information from anywhere through your smart phone, tablet, or web browser.

All you need to do to get started is to click the button below to accept the invitation!

ClockShark is a software tool that makes managing your schedule easy. ClockShark gives you access to your scheduled jobs and provides you with directions and the information you need for each job. You can access your information from anywhere through your smart phone, tablet, or web browser.

Click the button below to accept your invitation and get started!

[Join Now](#)

This link will remain valid for 72 hours.

Need help? Please contact our Support team by replying to this email or by calling 1 (800) 828-0689 or visit our [Help Center](#).

Thanks,
The ClockShark Team



Optimal Settings

To enhance your experience with the ClockShark app, we recommend a few specific settings.

Push Notifications

- These are used for:
- Admin Reminders
 - Employee Reminders
 - **Android-Only:** Easily Starting / Ending breaks and clocking out from the notification bar
 - GPS Fence Entry / Leaving notifications
 - Schedule updates

iOS (Location)

- Always Allow / Allow to run in background
- If "**Require Location Services**" is on, users should set the app's location permissions to "**Always**" so the app can periodically spin up location services and gather location information. Otherwise the user will be automatically clocked out.
- Also, if Location is not on always, we cannot do any background processing. The app gets "**put to sleep**" by the operating system and we won't receive any remote updates until the app is opened up again.

Android (Location)

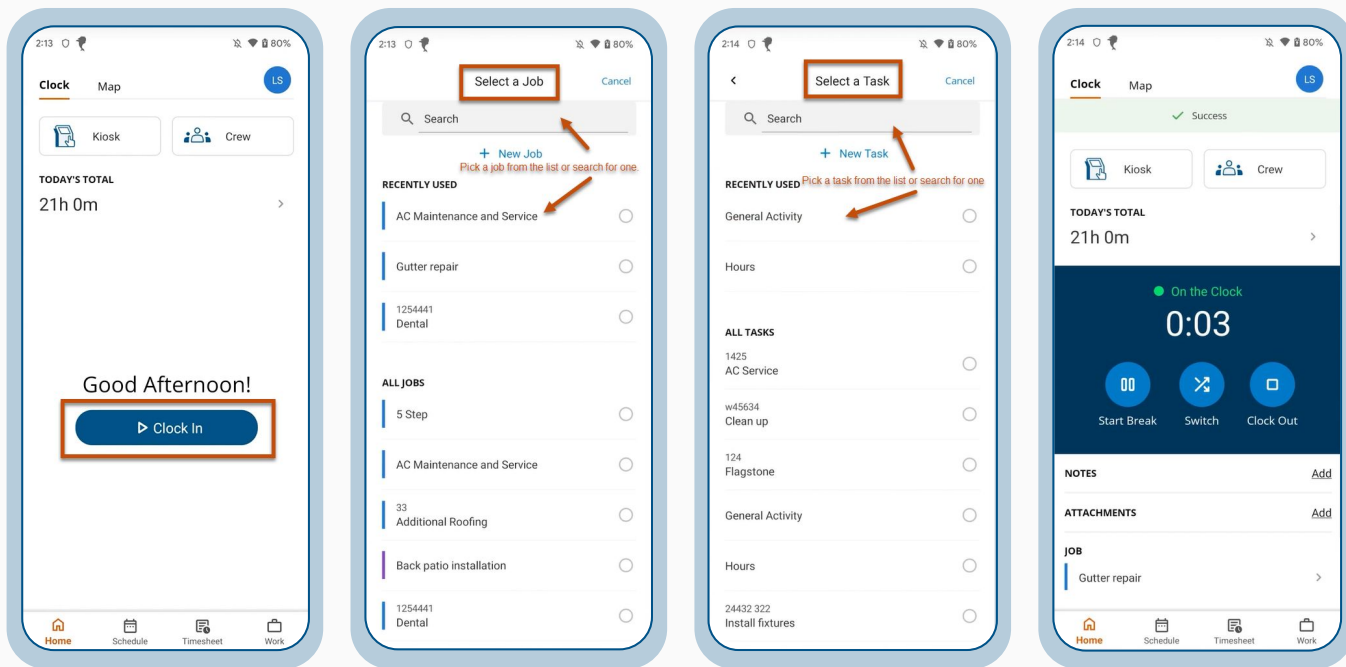
- Allow "**High Accuracy**" or "Precise location" for ClockShark

Samsung (Location)

- Add ClockShark to '**Unmonitored Apps**' list.
- If "**Require Location Services**" is on, the phone going into low power mode will disable location services and clock the user out.

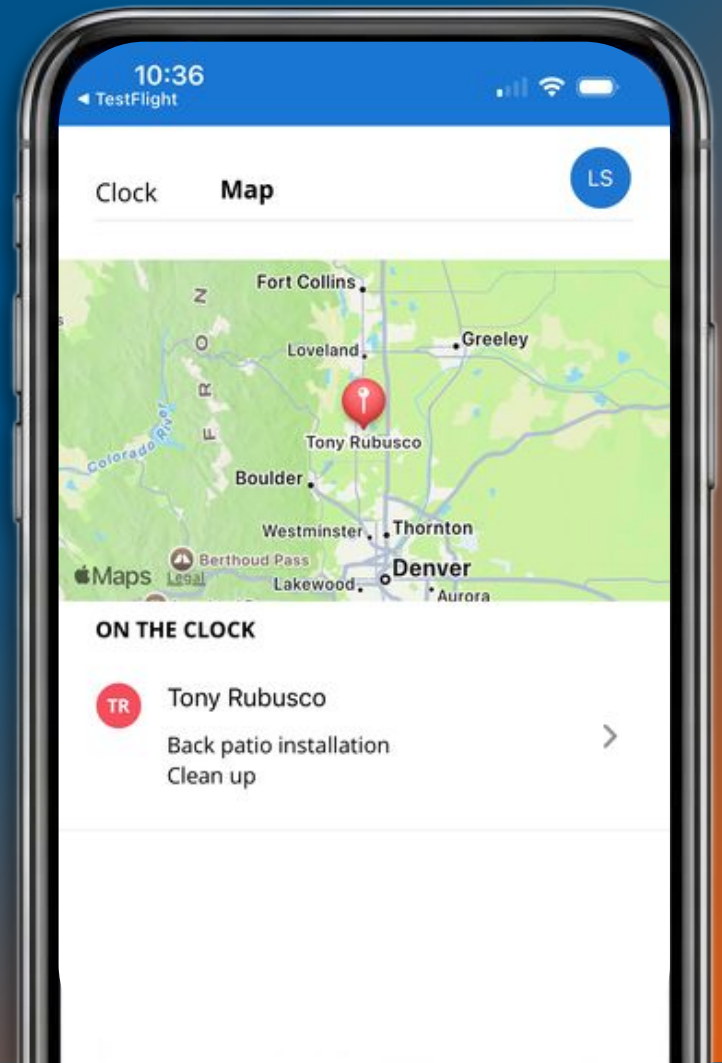
Time Clock

Clocking in starts recording time against a specific job and task. Throughout the day you can pause time and take a break, or switch to another job.



Map

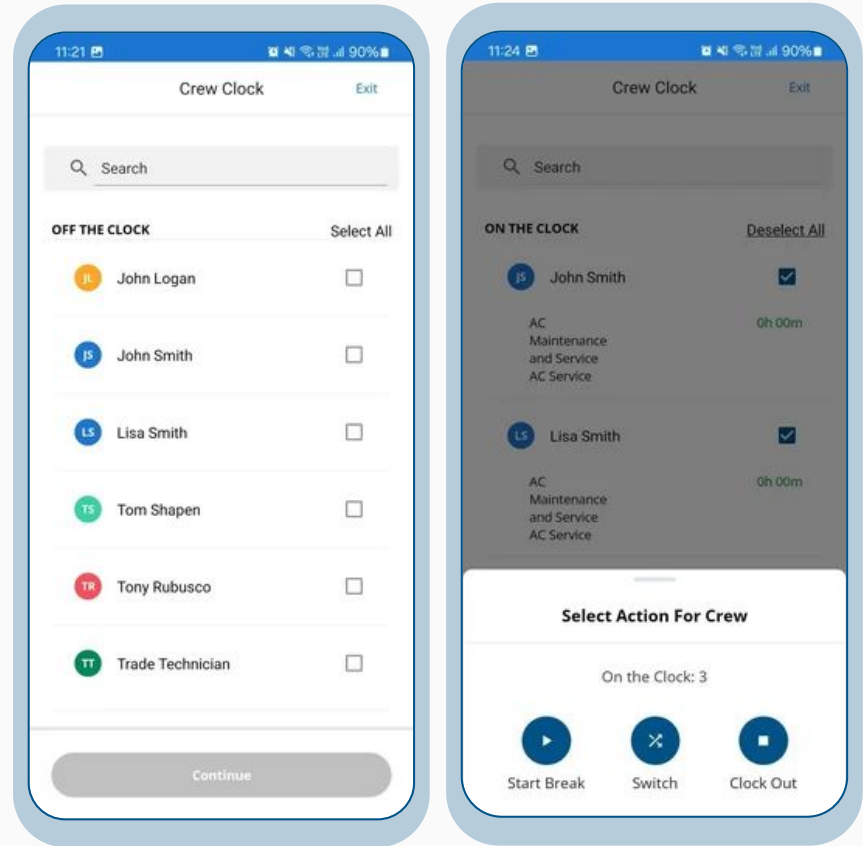
1. From the **Home page**, tap **Map**.
2. The default view of the map is set to display the location of all users.
3. Tap the name of an employee to view more details about their location.



*CrewClock

Crew Clock allows a supervisor or crew leader to clock in and out for others. This feature is particularly useful for situations where employees do not have a smartphone or when you'd prefer to have a supervisor track the person's time rather than the person tracking their own time.

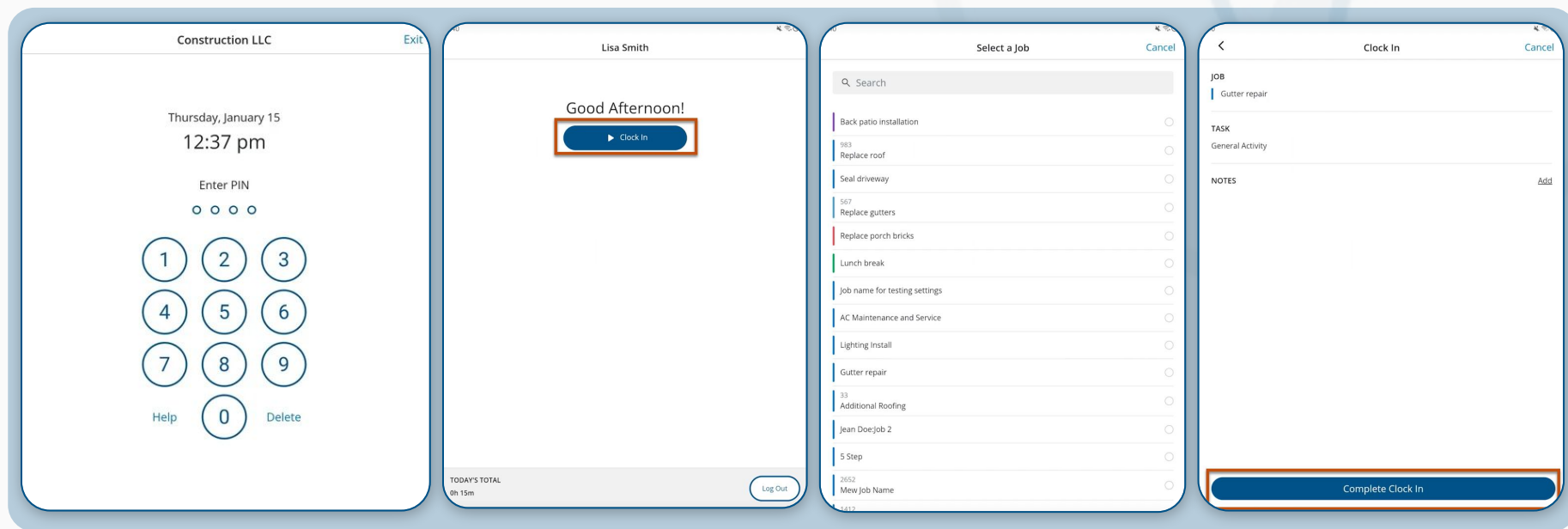
i Note: Crew Clock is not designed to be used in conjunction with employees who are also clocking in from their own devices or in conjunction with Kiosk Clock.



**This feature is not available on every account. Check with your company's account administrator if you have any questions.*

*ClockShark Kiosk

Instead of each employee clocking in from their own phone, you can use ClockShark Kiosk to use a single device to clock in all team members on the same shift. ClockShark Kiosk needs to be set up on a device by an administrator, and they need to log in using a PIN.

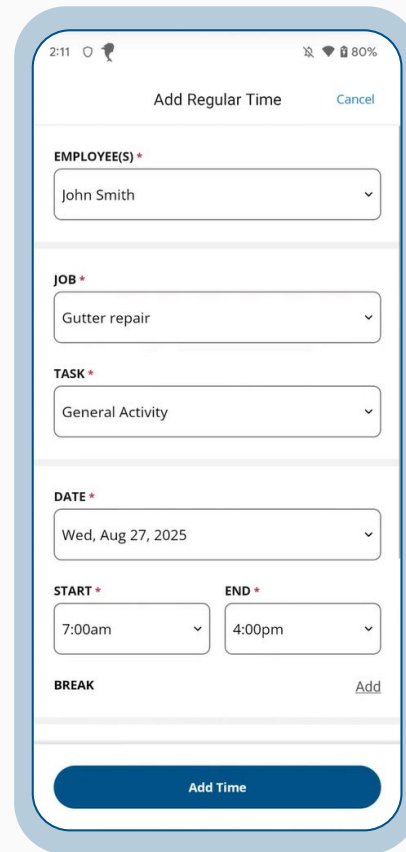
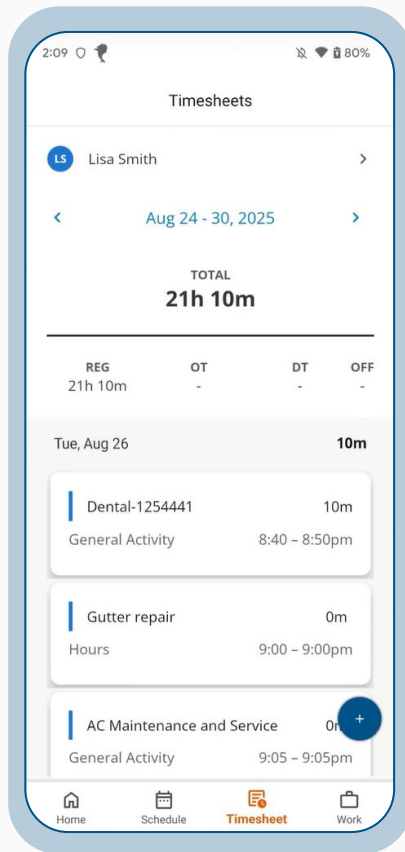


**This feature is not available on every account. Check with your company's account administrator if you have any questions.*

Timesheets

The ClockShark Mobile app allows field users to view timesheets for all employees, allowing them to get a breakdown of their total hours and view a list of the jobs they're working on each week. The timesheet also allows field users to check for any time discrepancies and add time jobs and time off.

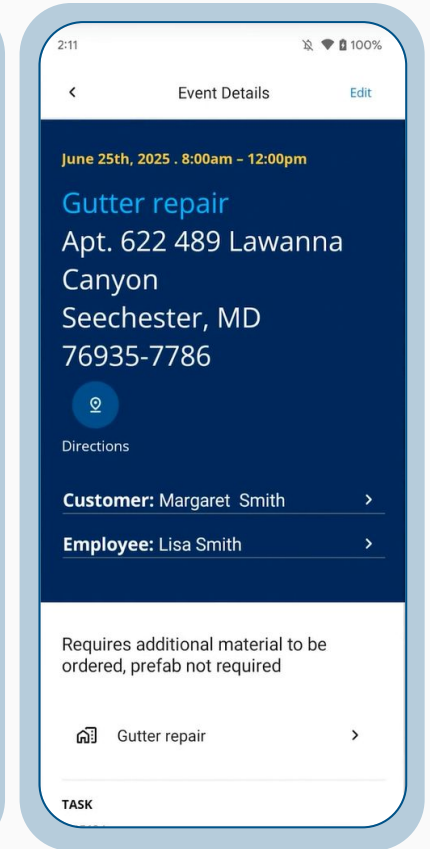
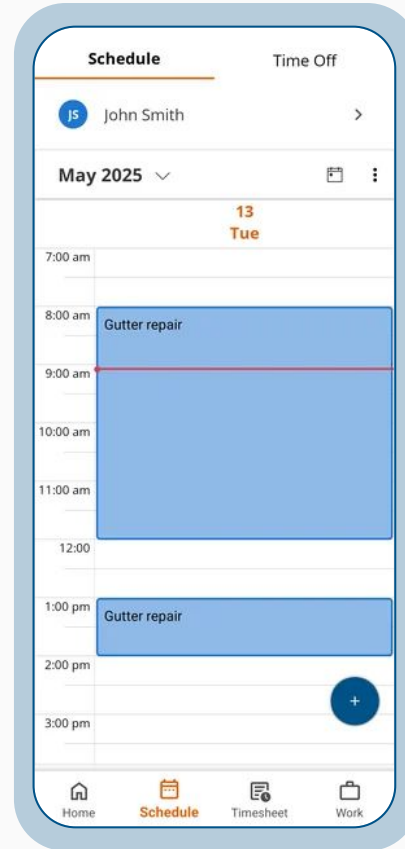
To add time, from the **Home** page, tap **Timesheet** and tap the **+** icon.



Schedule

The ClockShark Mobile app allows field users to view their past, current and future schedules for all employees, providing extensive visibility in the field. Jobs and leave can be accessed from the schedule to provide greater insight into upcoming work. Additionally, the schedule provides field users the ability to easily request time off for holidays and illness.

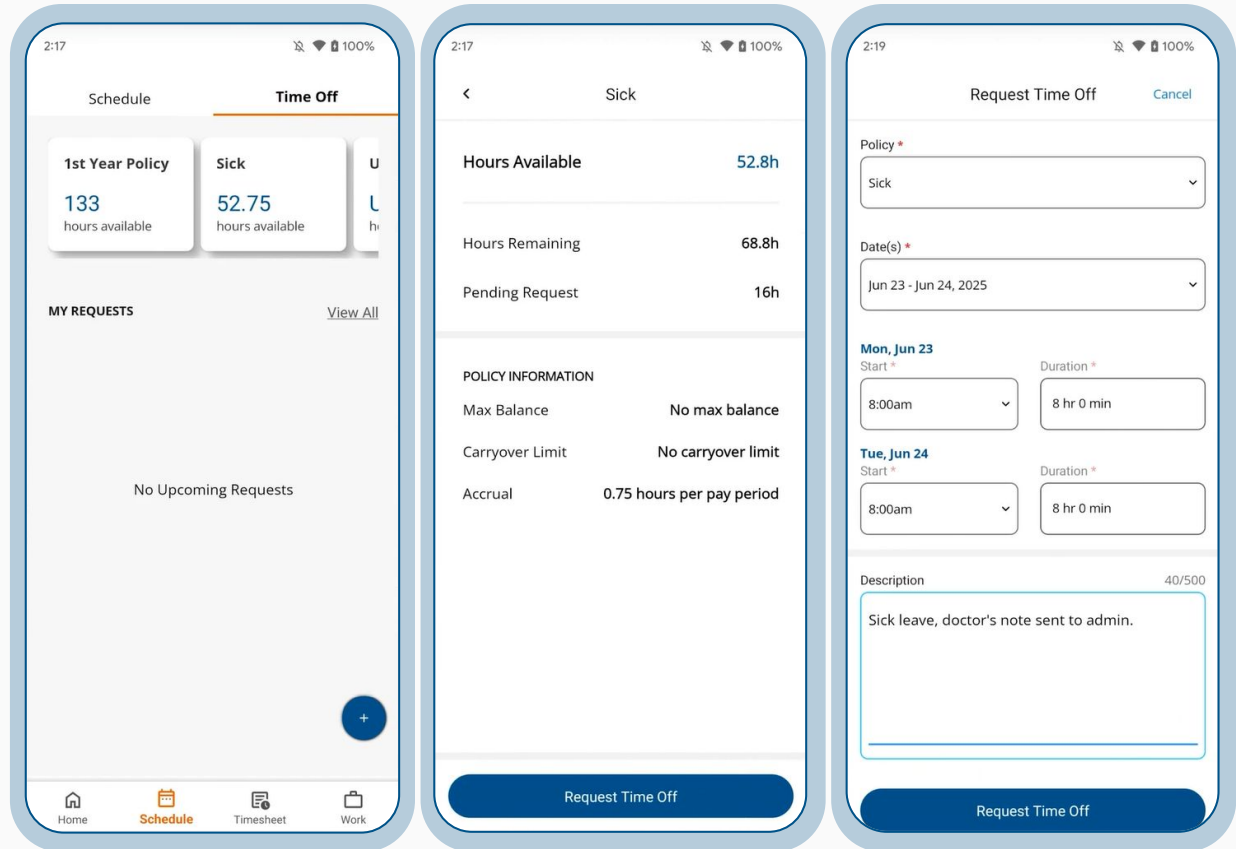
From the home page tap **Schedule**. You can schedule yourself, or tap your name and select a different employee to schedule another employee.



*Paid Time Off

To request time off, go to the **Schedule** and tap **Time Off**. You can select the relevant time off policy and add details.

Your requests are displayed under **My Requests** and you can see whether they are pending, denied or approved.



**This feature is not available on every account. Check with your company's account administrator if you have any questions.*

Sync

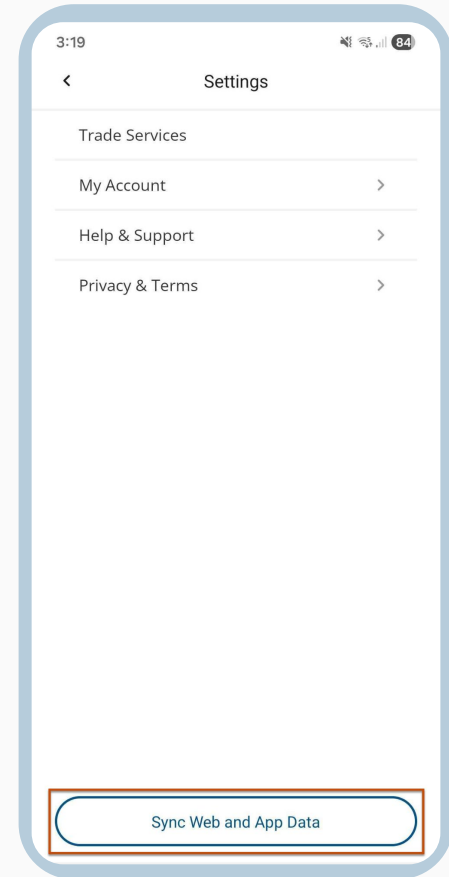
To make sure you have the latest updated information from ClockShark, from the **Home** tab, tap your initials in the top right corner and tap **Sync Web and App Data**.

Syncing refreshes the entire ClockShark mobile app so that you can view any new jobs, permissions, clock events and information that has been changed in ClockShark since the last time you synced.

The timesheets and lists under the **Work** tab can be synced individually by pulling down on that page.

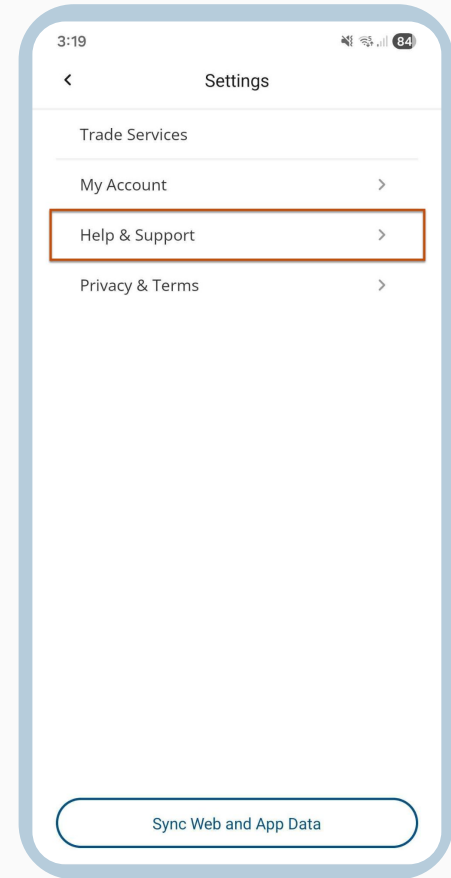
You may need to sync the app for the following reasons:

- You need to find a job or task that isn't showing in the app
- You receive an error message when trying to upload an attachment
- You have a sync queue and need to upload your time logs
- Your employer has updated your profile settings
- Administrators cannot see you on the Map



Contact Us

Access Help & Support to get in touch, submit feedback, access the Help Centre, Request Data or access the ClockShark Web login if you need to close your account. From the Home screen, tap your initials and tap **Help & Support**.

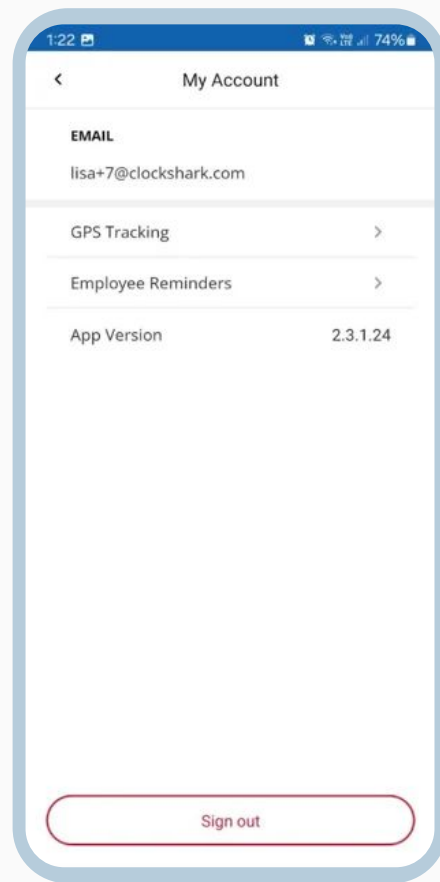


Settings

Tap on your initials in the ClockShark Mobile app to access **Settings**.

Time rounding can be activated by a ClockShark Admin user to report on recorded times. When setting up time rounding, the Admin user can select to round to the nearest five minutes, fifteen minutes or not round at all.

Access your **Account Settings**, including GPS tracking. You can also contact Help & Support from here.



User Settings (Employee Reminders)

To turn reminders on, use the toggle switch. To edit the reminder, tap the reminder name. Then you can change the title, notes to display, and time requirements. You can also create a new reminder from scratch. Reminders can be based on specific dates and times, or based on actions, like clocking in.

You can choose to repeat these daily or weekly, and only send a notification for a certain clock status like if you aren't already on the clock. After the set amount of time you will receive the reminder. Reminders use the default sound settings on your phone and will work offline and without GPS.

5:06

Clock Out Cancel

DAY AND TIME REMINDERS

Remind me on specific days and times

DAYS

Mon, Tue, Wed, Thu, Fri ×

TIME

5:00pm ×

GEOFENCE REMINDERS

Remind me when leaving a job site's geofence

This requires access to your location.

SCHEDULE REMINDERS

Off

Save

FAQs

How is GPS location accuracy determined in the ClockShark Mobile?

In the ClockShark Mobile, your smartphone's GPS receiver is responsible for determining the location accuracy. This means that the accuracy of each GPS ping comes directly from your phone's GPS hardware—not from the ClockShark app itself.

Does ClockShark Mobile work offline?

GPS tracking in the ClockShark Mobile relies on GPS satellites, not the cellular network. Even if employees do not have cell phone coverage, they can still clock in and out. Their GPS location is recorded and will be sent to the web portal once the device regains a signal. (This may be briefly delayed depending on the situation.) We recommend refreshing or syncing the app to ensure the data is updated.

To sync ClockShark Mobile: after logging in to your ClockShark Mobile app, click your initial icon in the top right corner, then tap **Sync Web** and **App Data**.

What file types can You upload to ClockShark?

The supported file types are: BMP, CSV, DOC, DOCX, DWG, EML, EXCEL97-2003 (OLD .XLS), FBS, GIF, HEIF/HEIC, XLSX, ICS, JPEG, JPG, M4V, MJ2, MOV, MP4, MPEG, ODS, ONETOC, ZIP, PDF, PJPEG, PNG, PPM, PPT, PPTX, RTF, RTX, TIFF, TXT, UVH, UVM, UVP, UVS, UVU, VCS, VCF, WAV, XLS

Can I change ClockShark Mobile to Spanish?

The ClockShark Mobile uses the default language set on your mobile device. The only languages available for ClockShark are English and Spanish. If you'd like to use the app in Spanish, you'll need to change your device's language settings, as there isn't an in-app option to switch languages within ClockShark Mobile.

Need Help?



Call Us

1 (800) 828-0689



Email Us

hello@clockshark.com