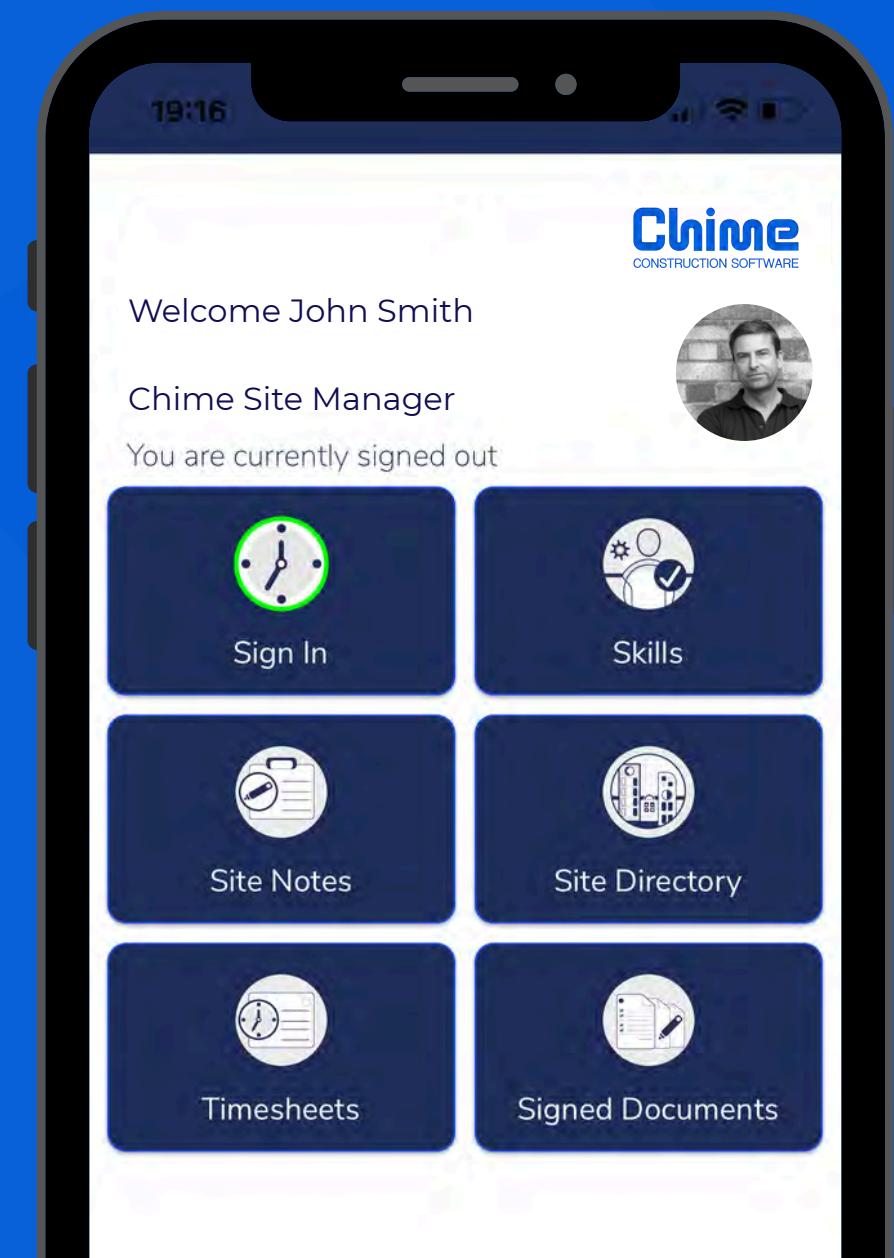


# HOW TO USE THE CHIME APP

## AN OPERATIVE'S GUIDE



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# WHAT IS CHIME?

Chime is a mobile **app** that helps you **manage your time** and work on site. Each day you will use Chime to **sign in and out**, check your **hours worked** (in real time) and **get paid**.

Chime also lets you keep track of your skills, sign documents, take photos, and complete checklists - it will make your day-to-day work **easier, safer, and less stressful**.

# WHAT WILL I USE CHIME FOR?



SIGN IN & OUT OF SITE  
EACH DAY



VIEW YOUR HOURS  
& PAY



READ & DIGITALLY SIGN  
DOCUMENTS



TAKE PHOTOS, MAKE  
SITE NOTES

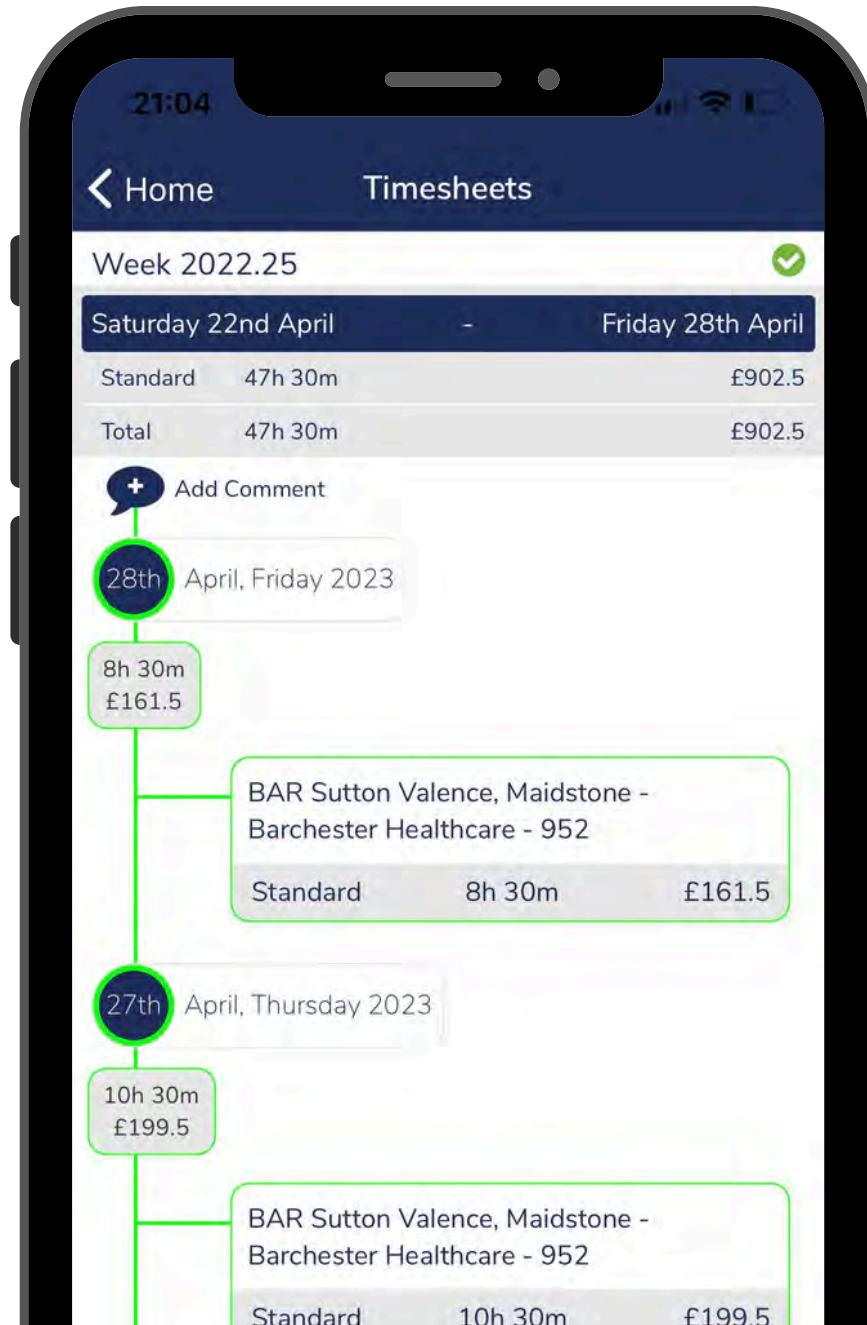


COMPLETE  
CHECKLISTS



UPLOAD YOUR SKILLS  
& CERTS

# BUT WHAT ARE THE BENEFITS FOR ME?



## 1 EASY TO USE

You'll be able to use it from day 1 - we promise

## 2 SEE YOUR WEEKLY PAY

Know your hours and pay in real time

## 3 WRITE COMMENTS

On your timesheets to your manager

## 4 LESS STRESS

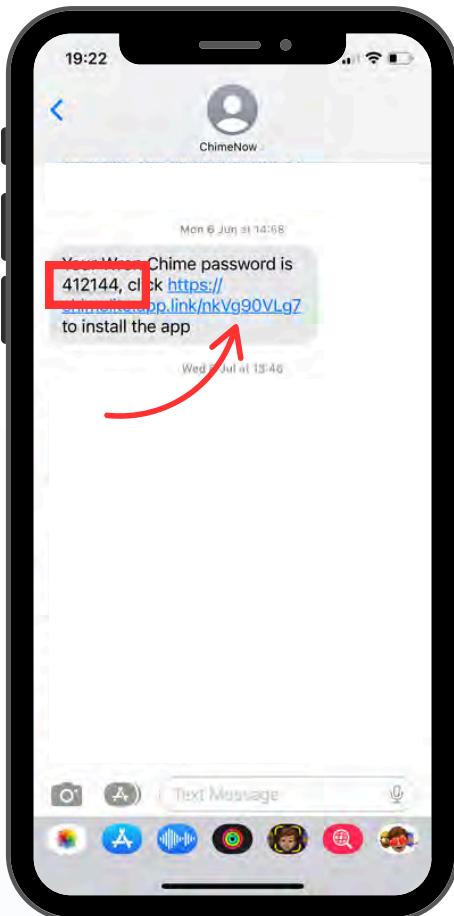
Everything on the app means less paperwork and stress

## 5 NO MORE WASTING TIME

Queuing and waiting for others.

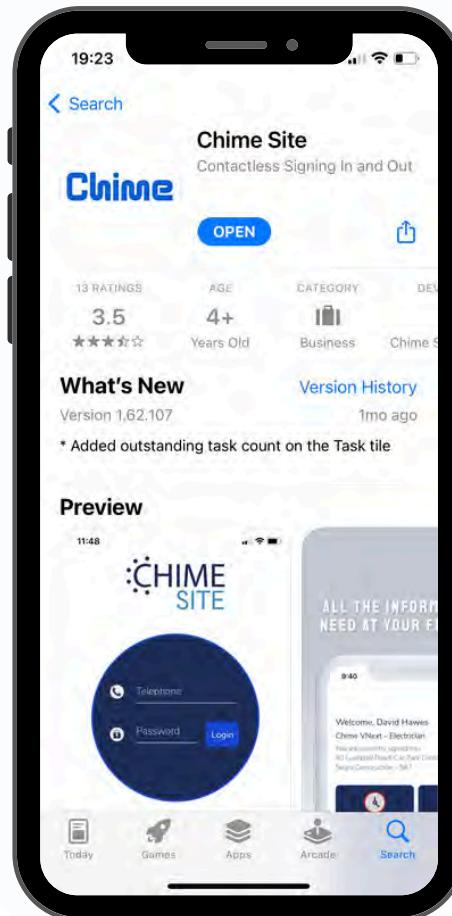
# HOW TO DOWNLOAD & LOG INTO CHIME APP

# HOW TO DOWNLOAD & LOG INTO CHIME

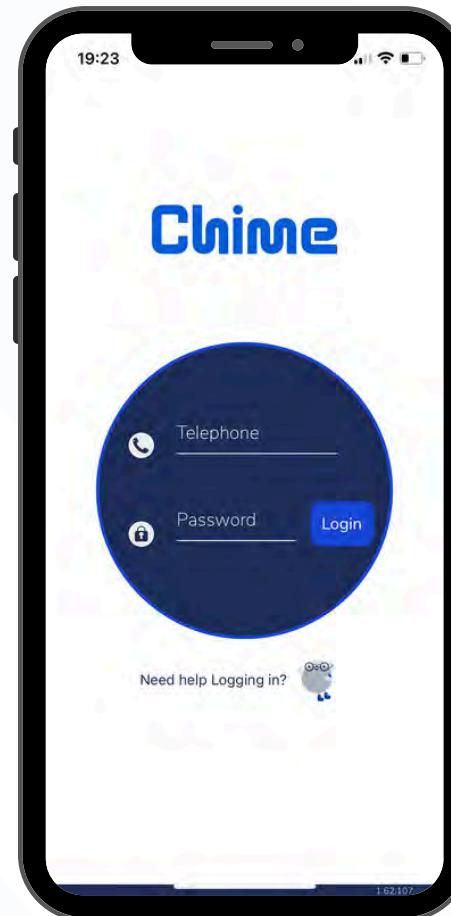


You will receive a text message from **Chime Now**.

**Click on Link**  
(the 6-digit password if for later when you are logging on)



**Download** the Chime App onto your phone.

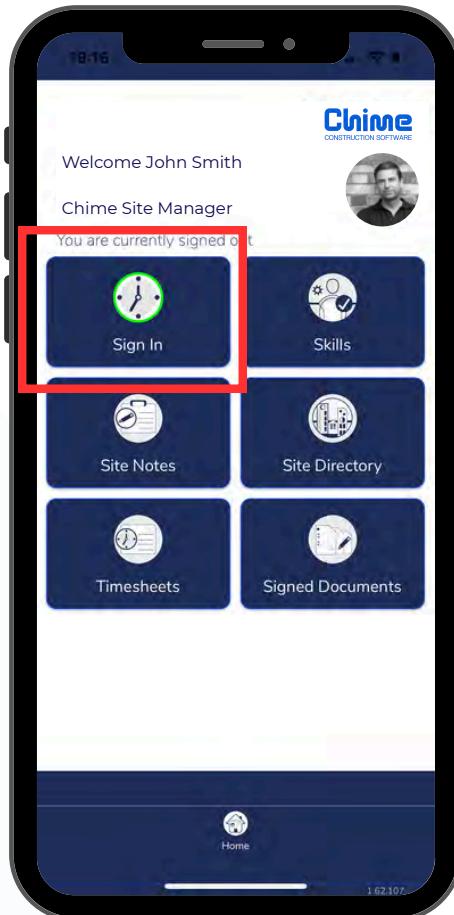


Open the Chime App.

Type your **mobile number** & the **6 digit code** from the earlier text message. Press '**Login**'

# HOW TO SIGN IN AND OUT OF SITE

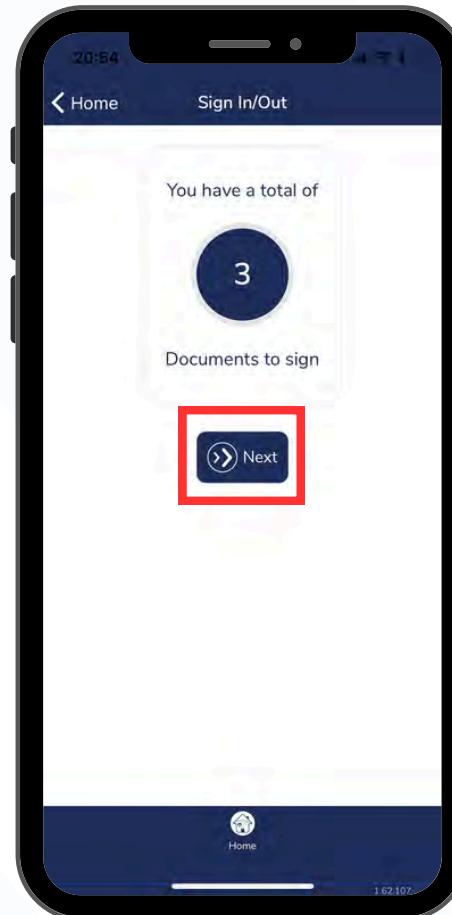
# HOW TO SIGN IN AND OUT OF SITE (1/3)



Press '**Sign In**' button



Select a **site** that you are signing into



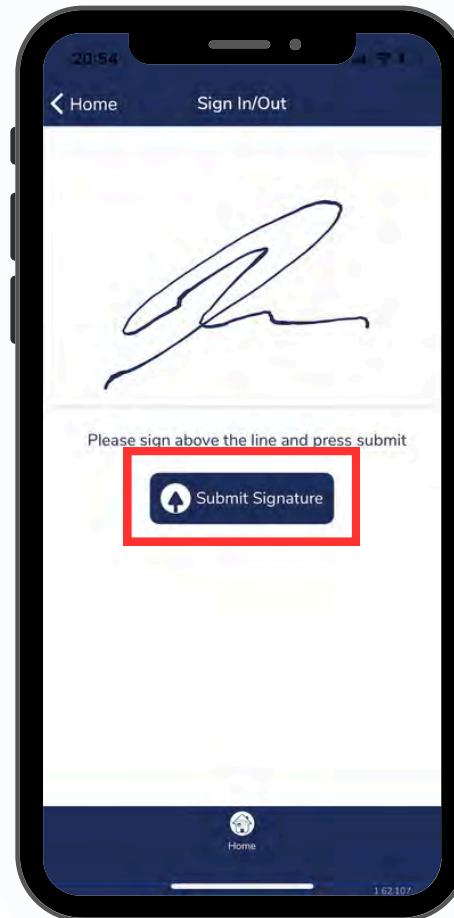
Number of documents will appear that you need to read and sign.  
Select **Next**.

# HOW TO SIGN IN AND OUT OF SITE (2/3)



Read documents.

Press 'Sign document' button.



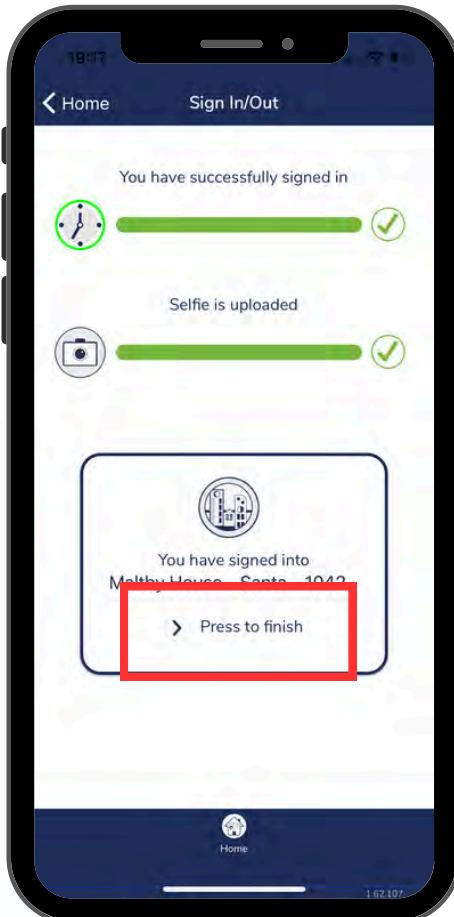
Digitally sign screen and press  
'Submit Signature'



Once all read and signed. Camera screen will appear.

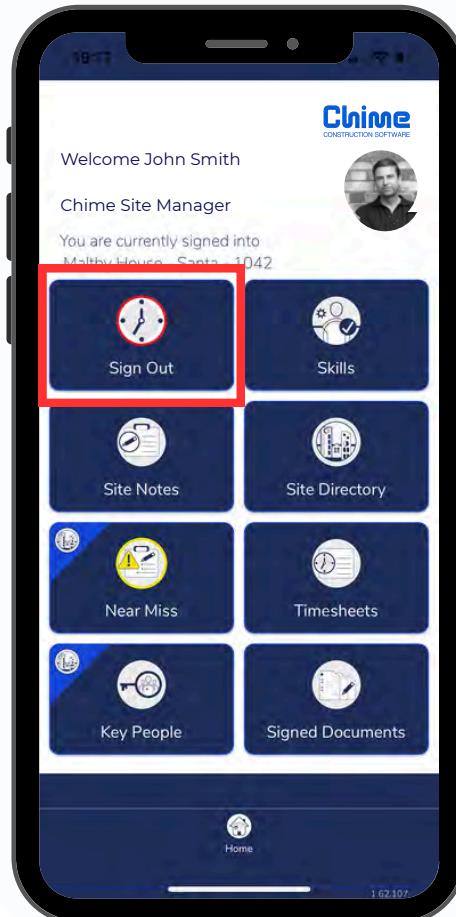
**Take selfie.**  
(Must be clear photo of head and shoulders, looking direct into camera)

# HOW TO SIGN IN AND OUT OF SITE (3/3)



Checking details.

**Press to finish**



**Well done!**

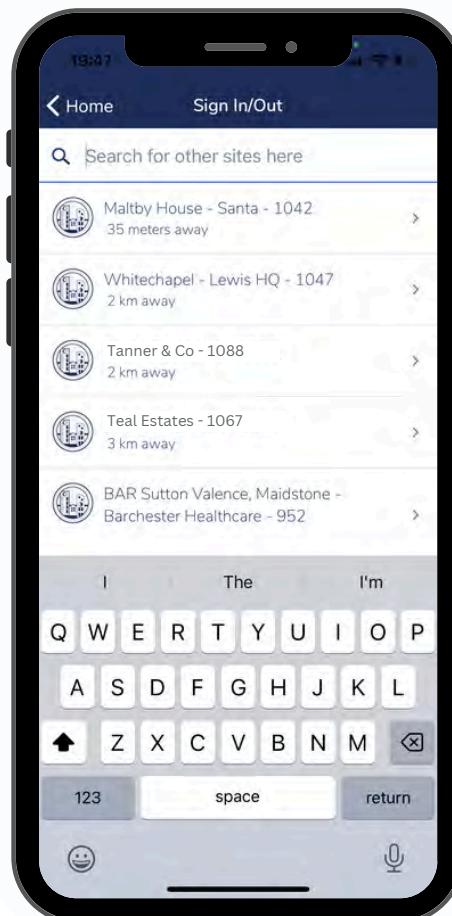
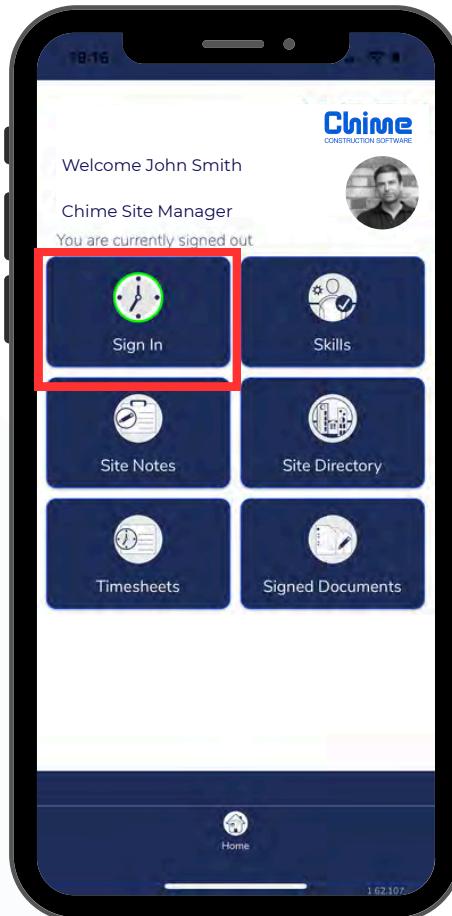
All signed in.

## TO SIGN OUT - REPEAT THE PROCESS:

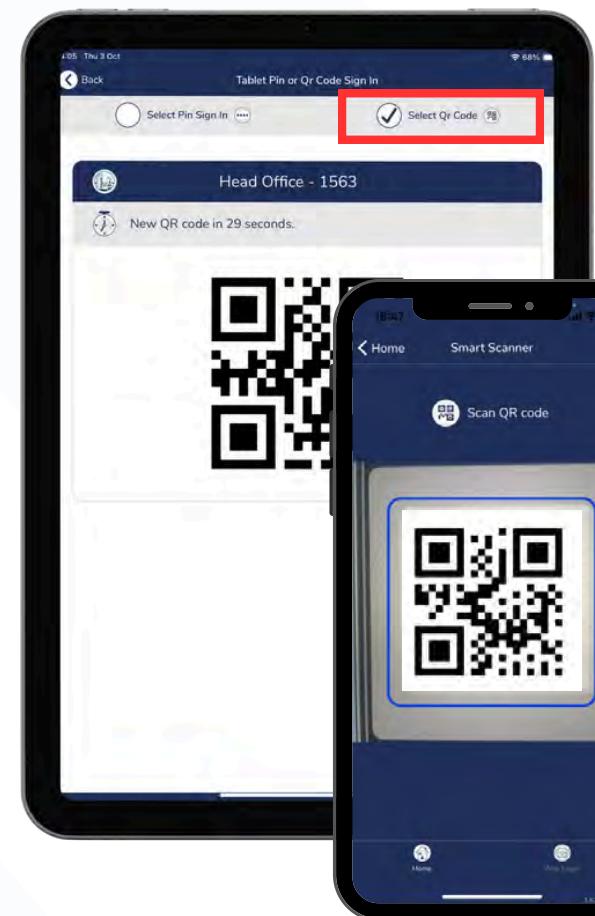
- Select the '**Sign Out**' Button
- Select the **Site**
- **Read and sign** any documents
- Take A **Selfie**
- You will now be signed out of site

# HOW TO SIGN IN AND OUT OF SITE USING QR CODE

# HOW TO SIGN IN AND OUT OF SITE USING QR (1/2)



Press '**Sign In**' button



On the Site Tablet. Make sure '**Select QR Code**' is ticked.

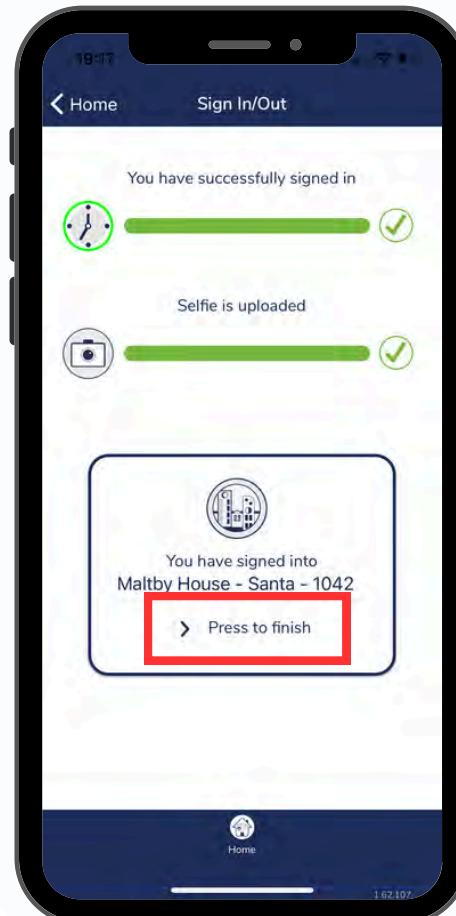
**Scan the QR code** with your mobile phone. Make sure it is in the square.

# HOW TO SIGN IN AND OUT OF SITE USING QR (2/2)



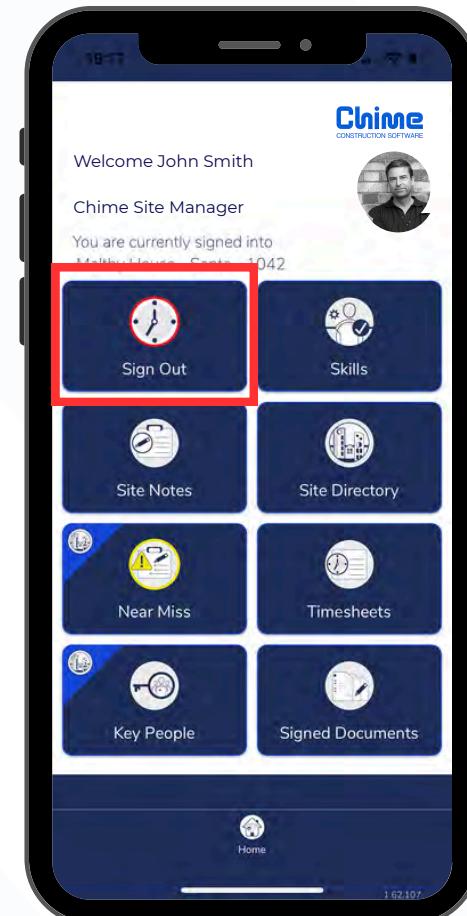
**Take selfie.**

(Must be clear photo of head and shoulders, looking direct into camera)



Checking details.

**Press to finish**

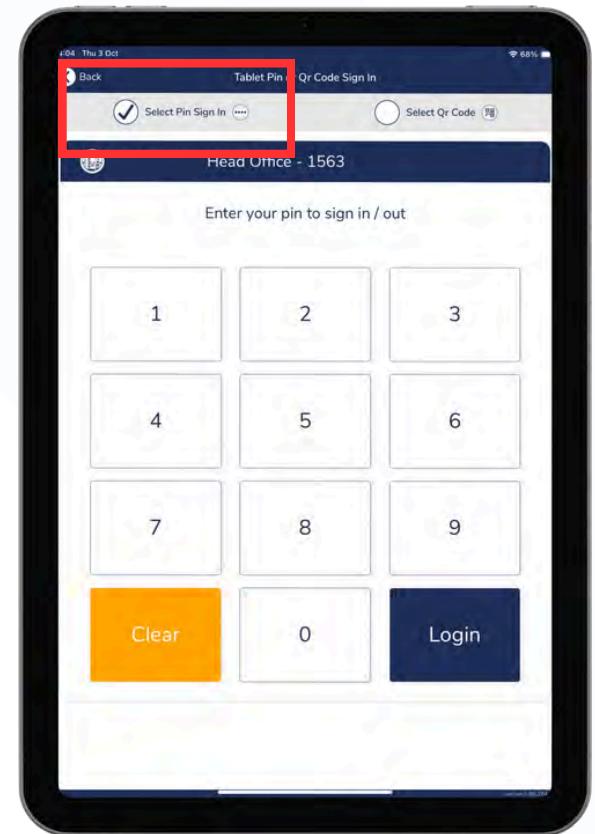
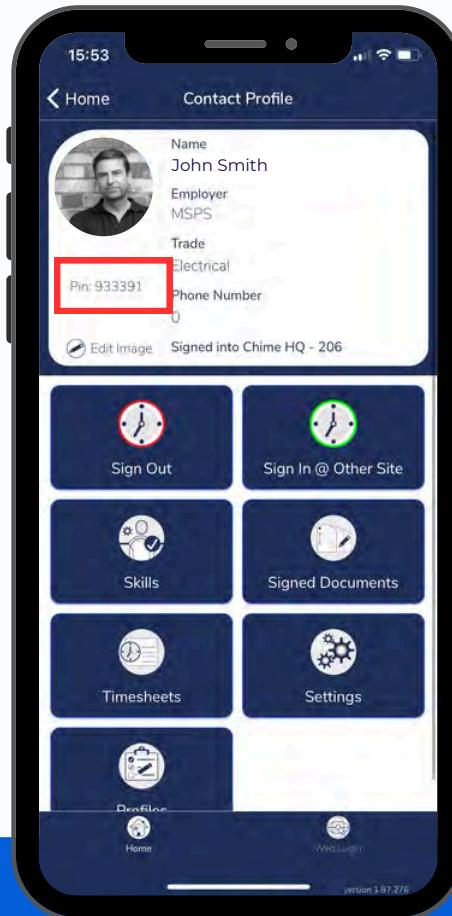
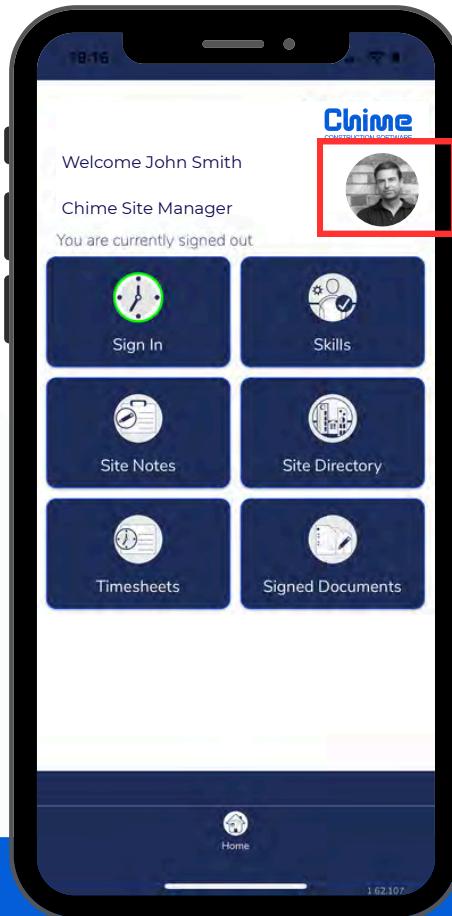


**Well done!**

All signed in.  
Repeat Process to Sign Out again.

# HOW TO SIGN IN AND OUT OF SITE USING PIN CODE

# HOW TO SIGN IN AND OUT OF SITE USING PIN CODE (1/2)



## BEFORE YOU START - MAKE SURE YOU KNOW YOUR 6-DIGIT CODE

On **Home Screen** > Press your **photo** > you will find your pin code underneath your photo on your Contact Profile.

On the Site Tablet. Make sure 'Select Pin Sign in' is ticked.

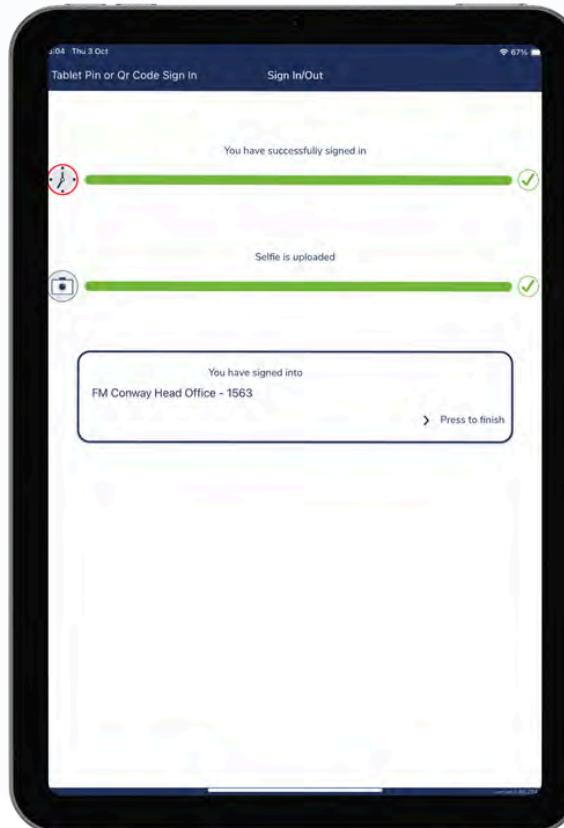
Type in your **6-digit code** and press 'Login' button

# HOW TO SIGN IN AND OUT OF SITE USING PIN CODE (2/2)



## Take selfie.

(Must be clear photo of head and shoulders, looking direct into tablet camera)



If any documents to sign, read and sign them.

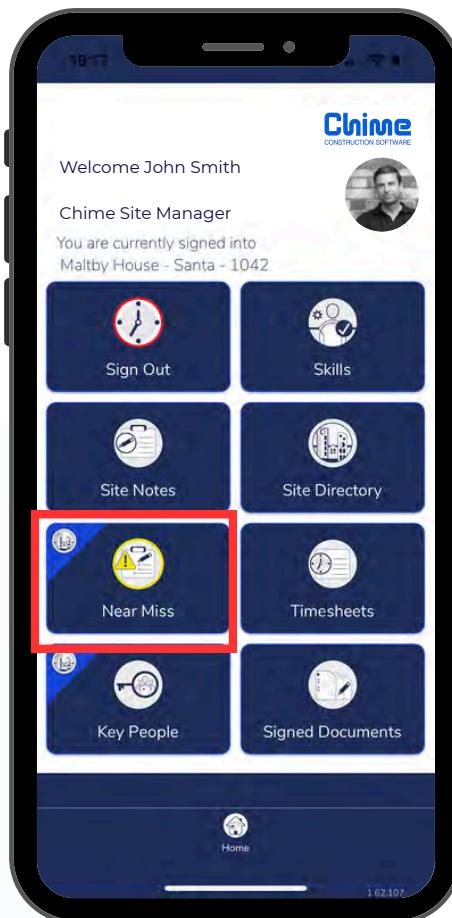
Otherwise, all done. **Press to finish**

## TO SIGN OUT - REPEAT THE PROCESS:

- Type in your **6-digit code**
- **Read and sign** any documents
- Take A **Selfie**
- You will now be signed out of site

# HOW TO REPORT A NEAR MISS

# HOW TO REPORT A NEAR MISS (1/2)



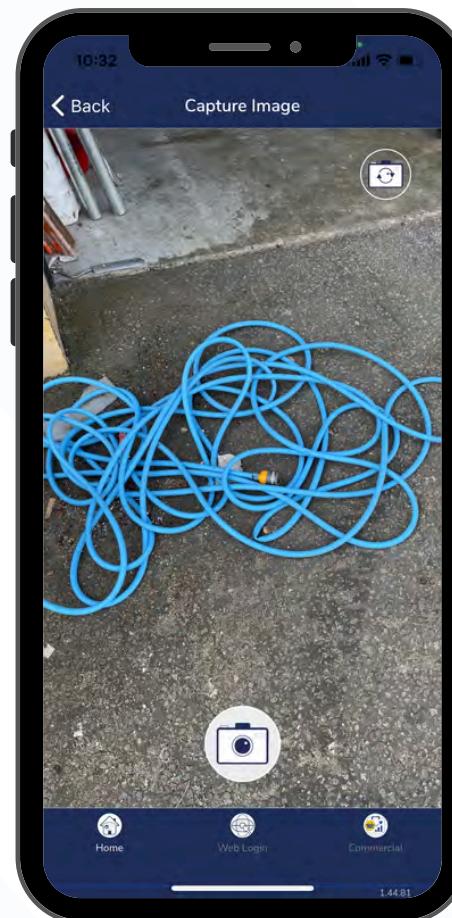
Press '**Near Miss**' Button

NB: you must be signed into a site to have the ability to report a near miss.



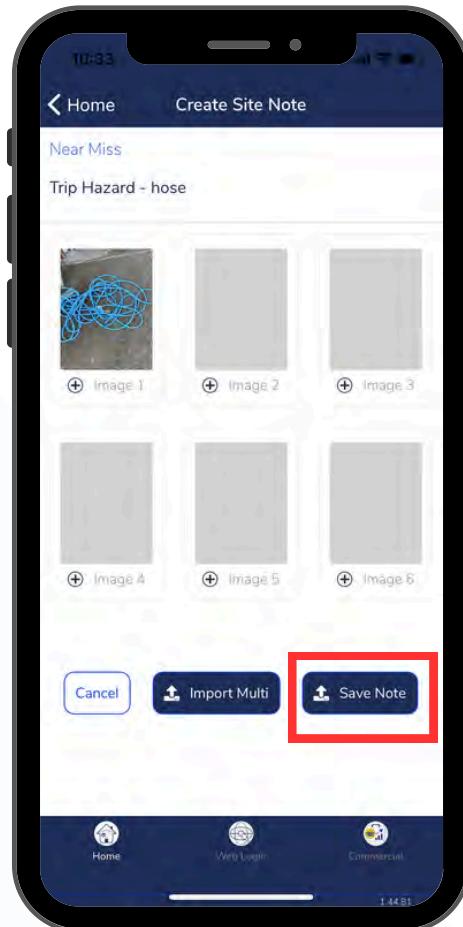
Write **description** of near miss.

Add photos (if needed)



**Take photo** of hazard

# HOW TO REPORT A NEAR MISS (2/2)

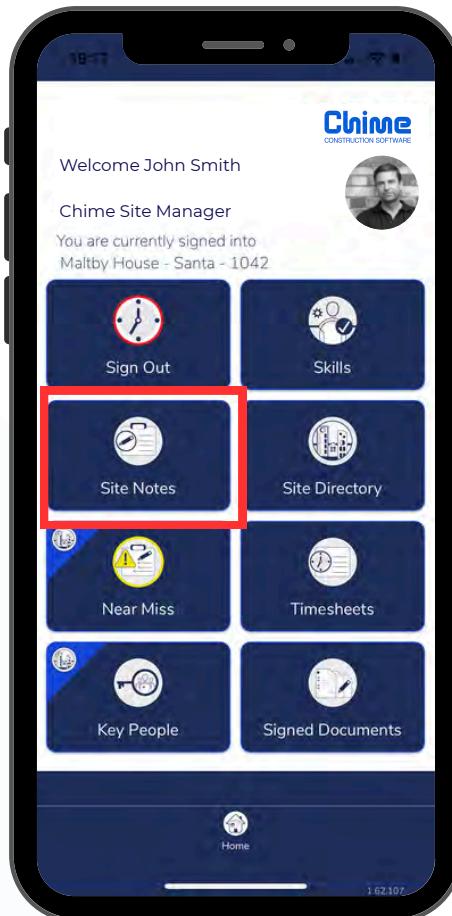


Press '**Save Note**' Button

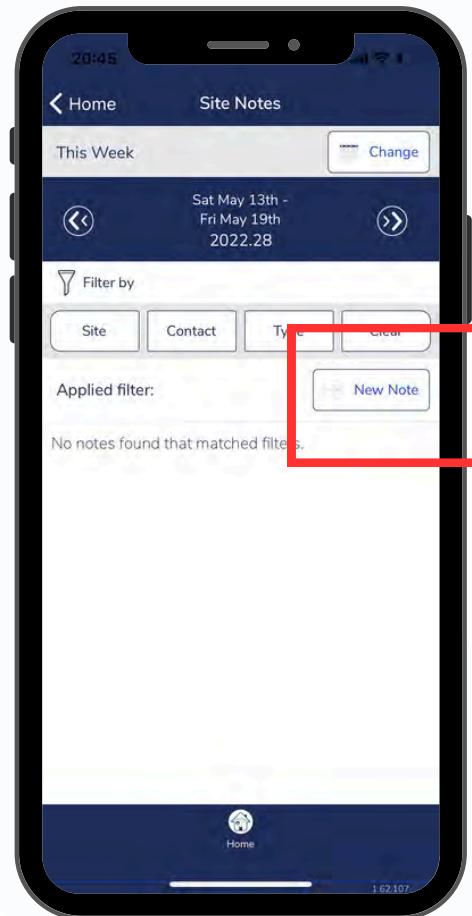
NB: Near miss added. Manager  
will be notified

# HOW TO ADD A SITE NOTE

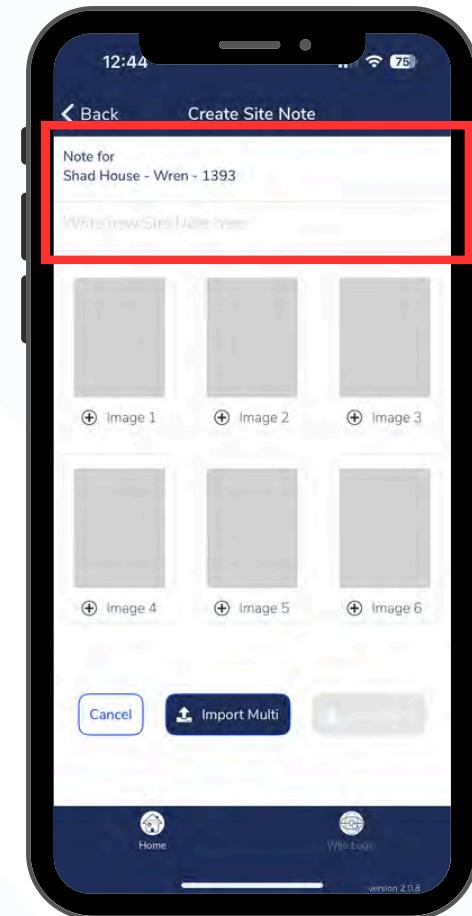
# HOW TO ADD A SITE NOTE (1/2)



Press '**Site Note**' Button and select **Site** that you want to make note for



Press **+ New Note** button.

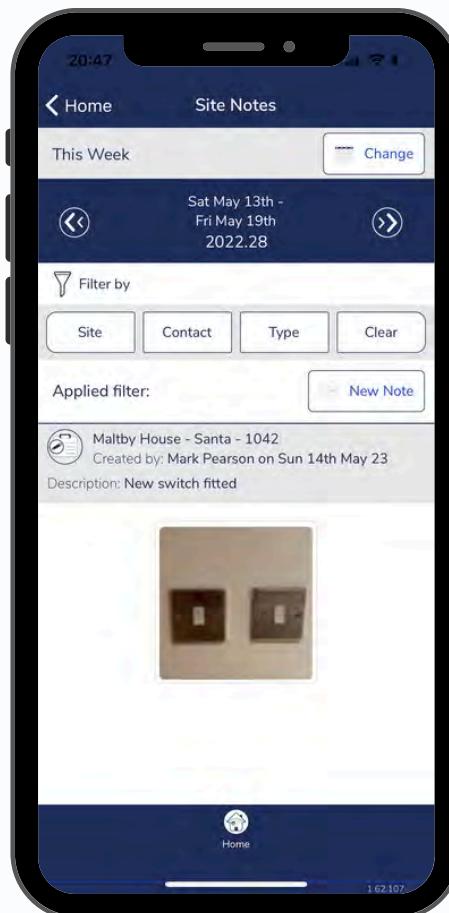


**Write Description** and press on **+ image** if want to add photos

# HOW TO ADD A SITE NOTE (2/2)



Take photo and press **Confirm and Save**

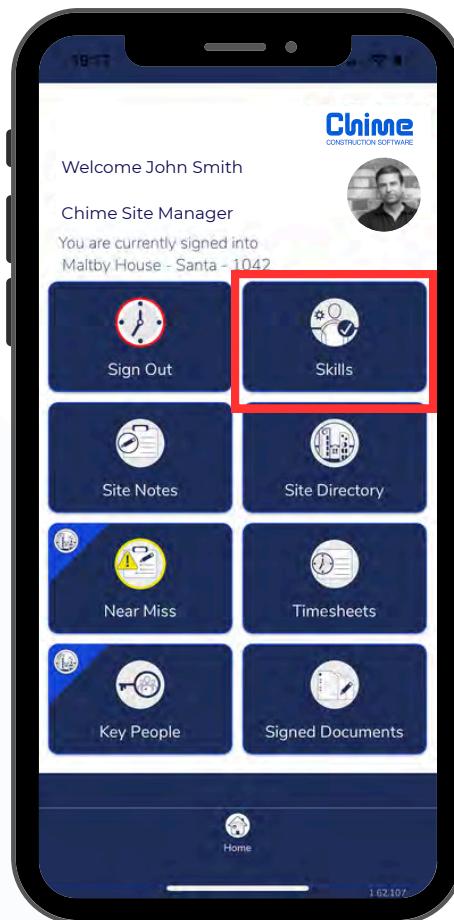


Site Note Added!

Can view notes and filter accordingly.

# HOW TO VIEW & ADD YOUR OWN SKILLS

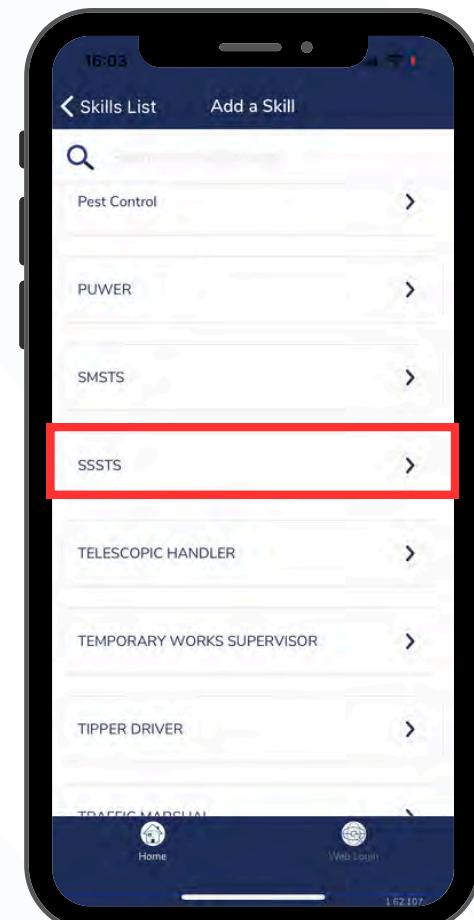
# HOW TO VIEW & ADD YOUR OWN SKILL (1/2)



Press '**Site Note**' Button and select **Site** that you want to make note for

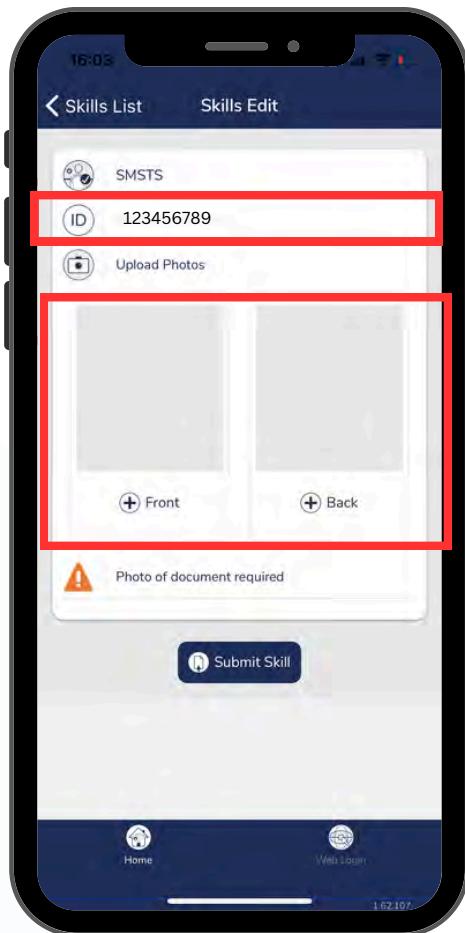


Press **+ Add a New Skill** button.  
(NB:Once added your certificates / skills - you will be able to see them all listed here)



Select **type** of skill you are adding

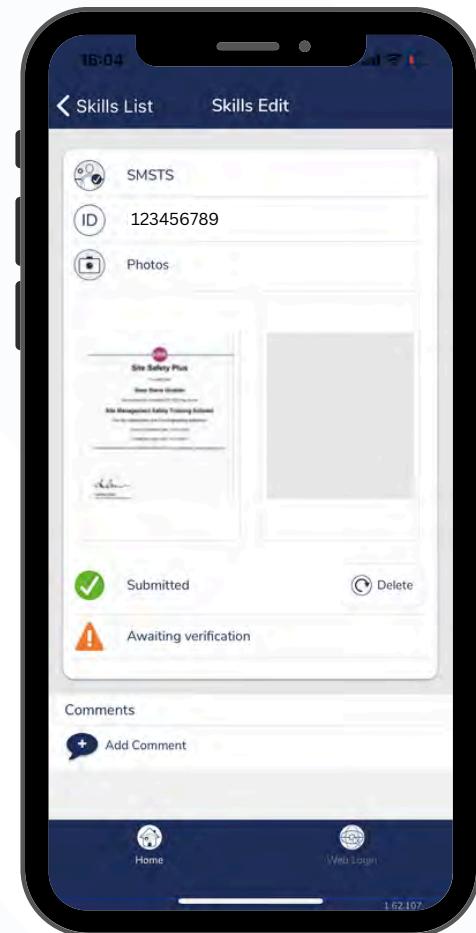
# HOW TO VIEW & ADD YOUR OWN SKILL (2/2)



Fill in details - **ID number** and + **photo** of certificate (front and back if necessary)



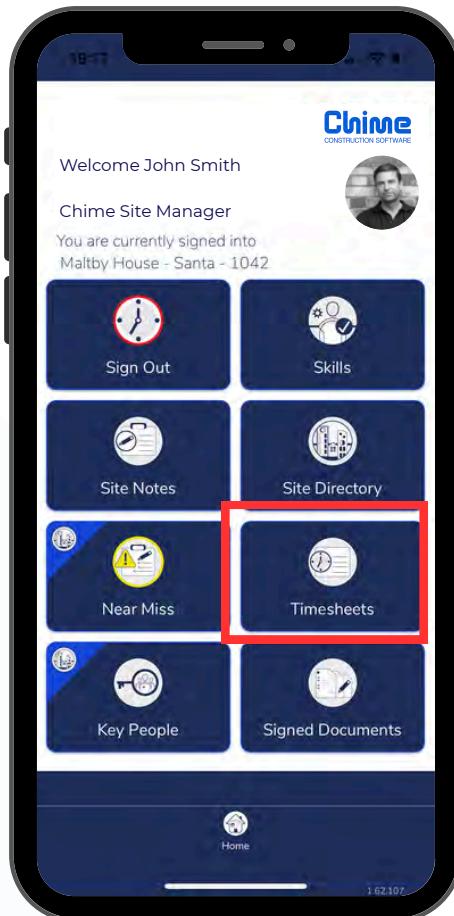
Take photo (or select from your phone roll).  
Select **Confirm and Save** button



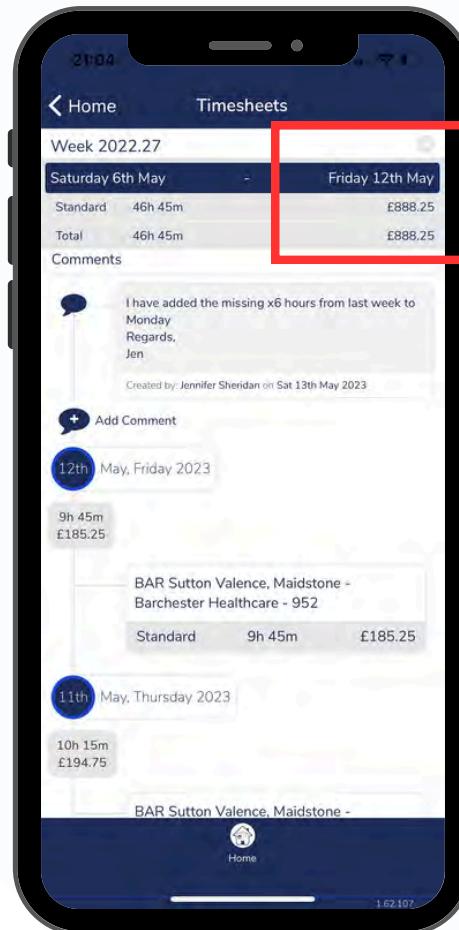
**Skill Added** (but not yet Verified)  
Designated staff will verify and status will turn green when done.

# HOW TO VIEW YOUR OWN TIMESHEET

# HOW TO VIEW YOUR OWN TIMESHEET

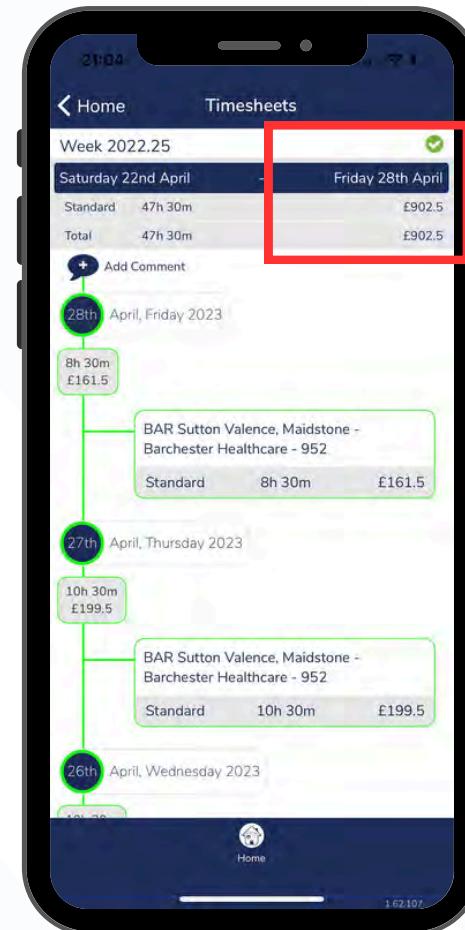


Press '**Timesheets**' Button



View **current timesheet** - see running total at top of screen.

Scroll down to see Individual day totals

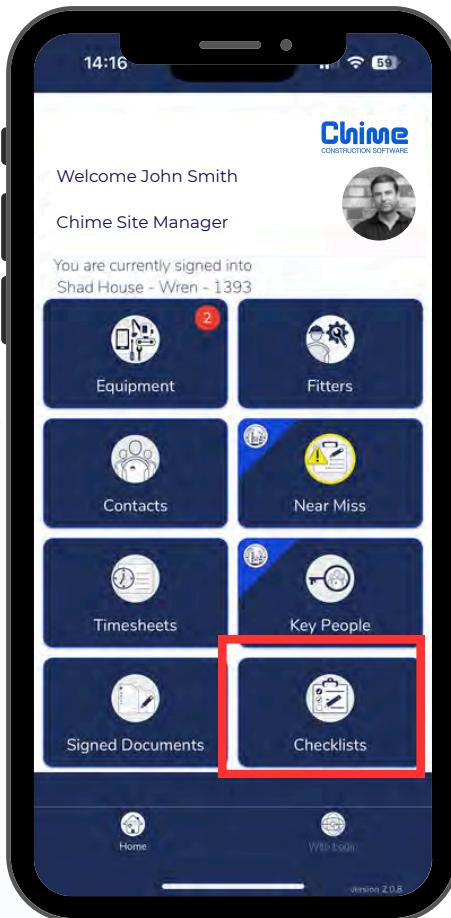


**Scroll down** to see previous weeks.

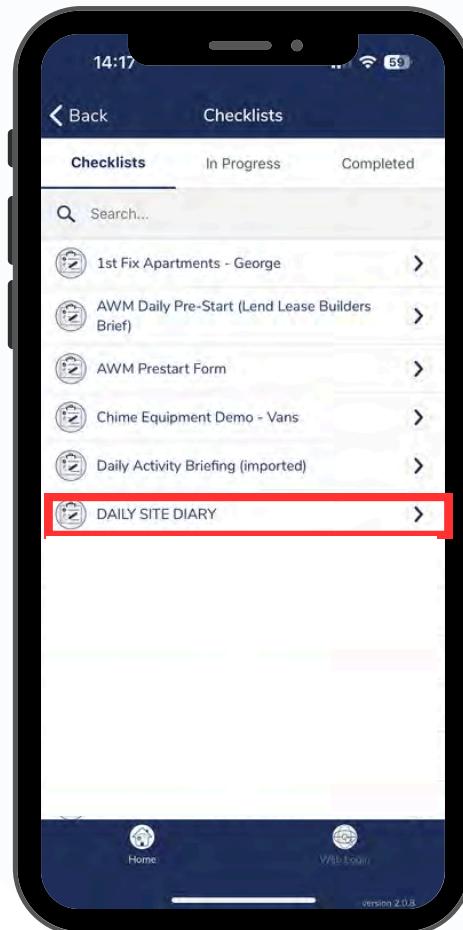
**Green lines / tick** = Approved Hours

# HOW TO COMPLETE A CHECKLIST

# HOW TO COMPLETE A CHECKLIST (1/2)

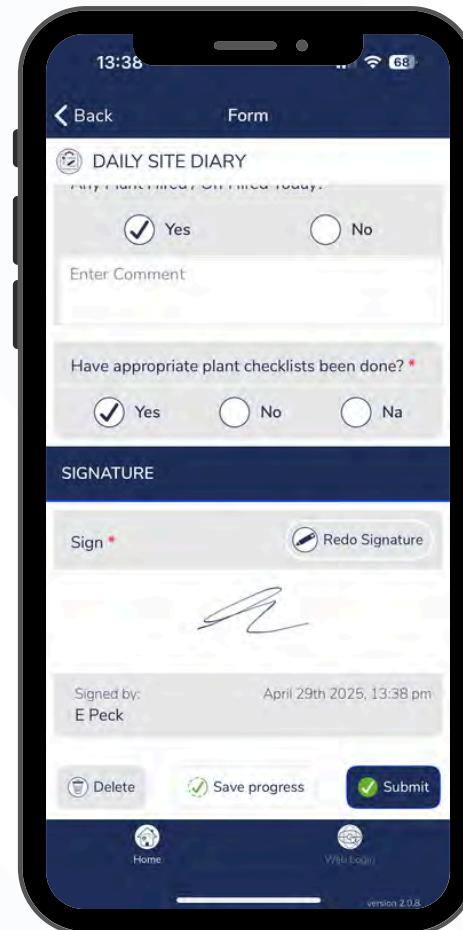


Press '**Checklists**' Button



Select a Checklist to carry out.

NB: Only ones will show on your list that

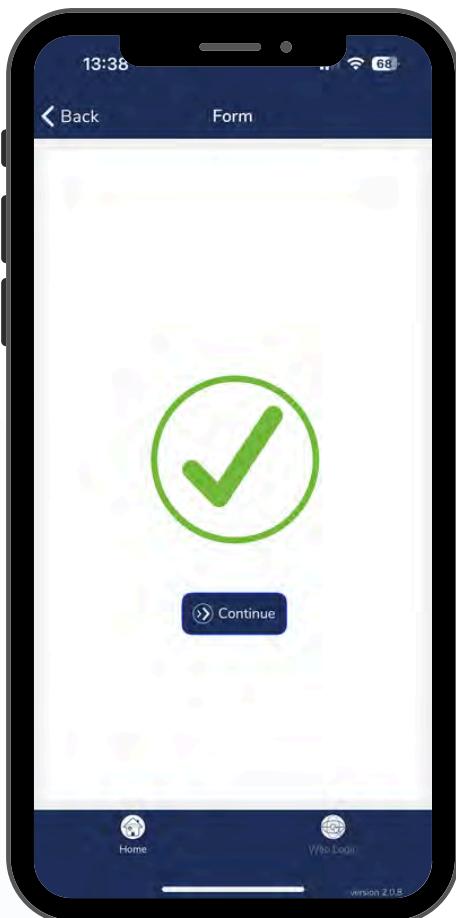


Complete Checklist.

Either '**Save Progress**' if haven't completed.

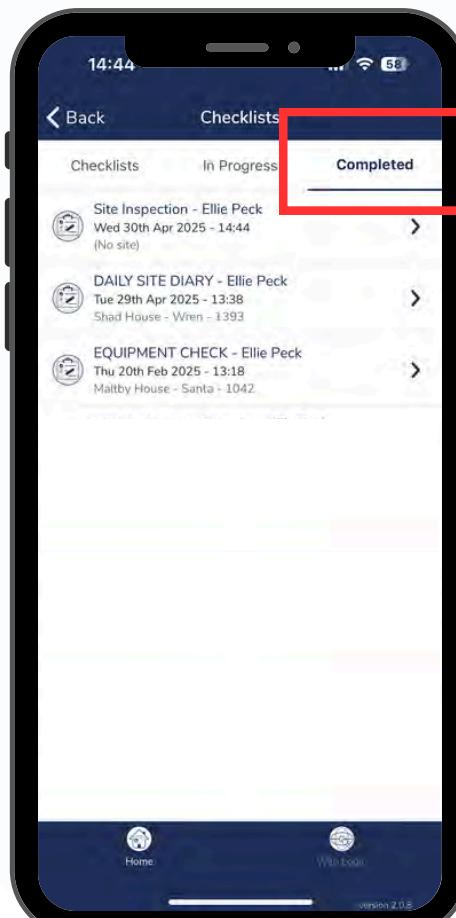
Or, Press '**Submit**' when finished

# HOW TO COMPLETE A CHECKLIST (2/2)



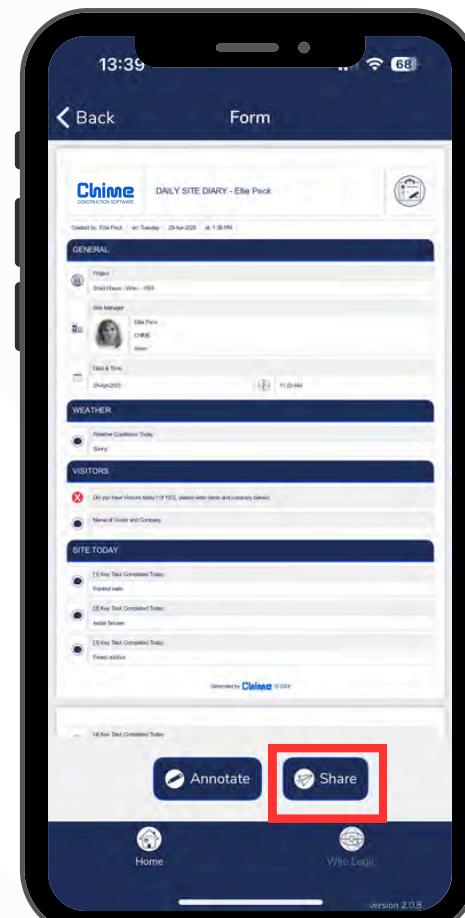
Checklist done!

Press '**Continue**' Button



To view Checklist - Select the '**Completed**' tab

Press Checklist want to view & share

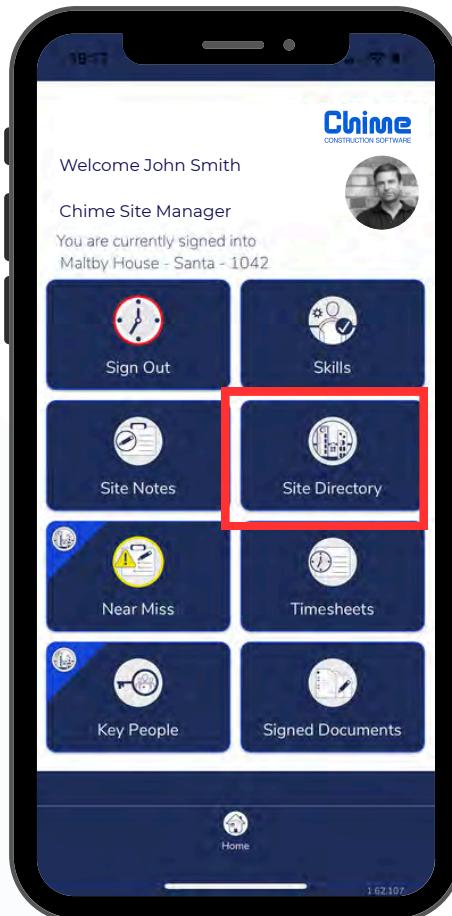


View Checklist

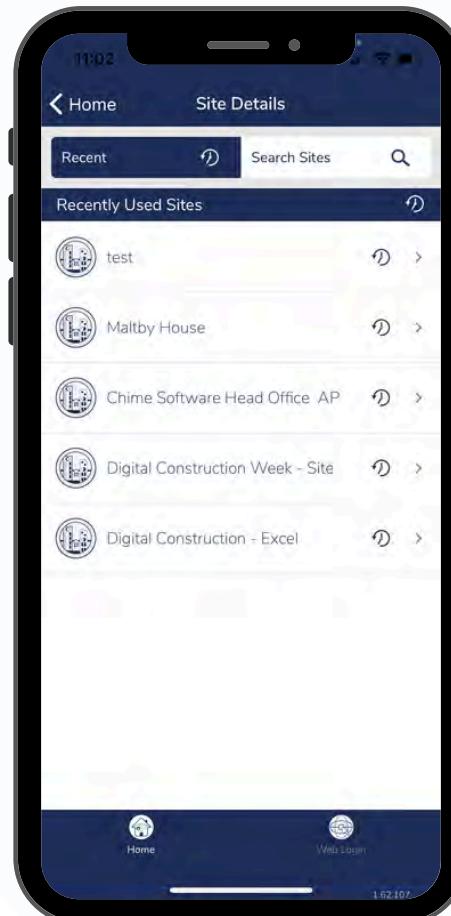
Press '**Share**' button to send and share PDF

# HOW TO USE SITE DIRECTORY

# HOW TO USE SITE DIRECTORY (1/1)



Press 'Site Directory' Button



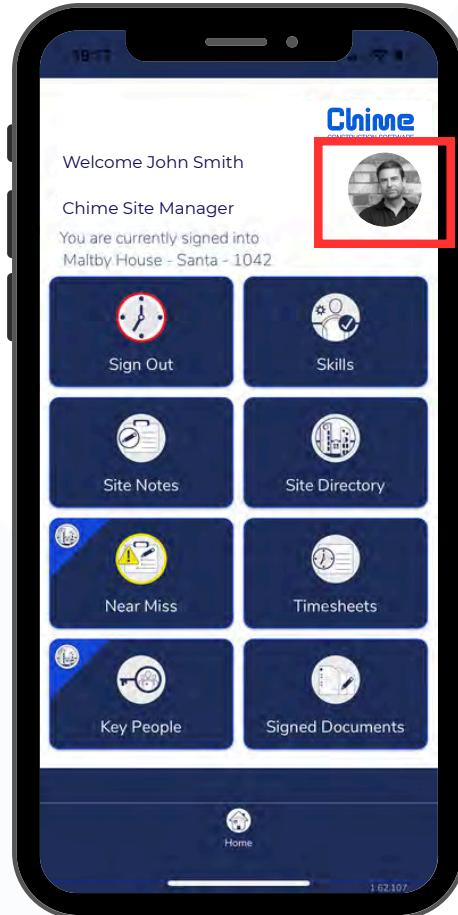
Press (or search) for a site



**View documents** associated with that site (ie Induction / RAMS) or  
get **Directions** with '**Route**' button from your current location

# HOW TO MANAGE CONTACT PROFILE

# HOW TO MANAGE YOUR CONTACT PROFILE



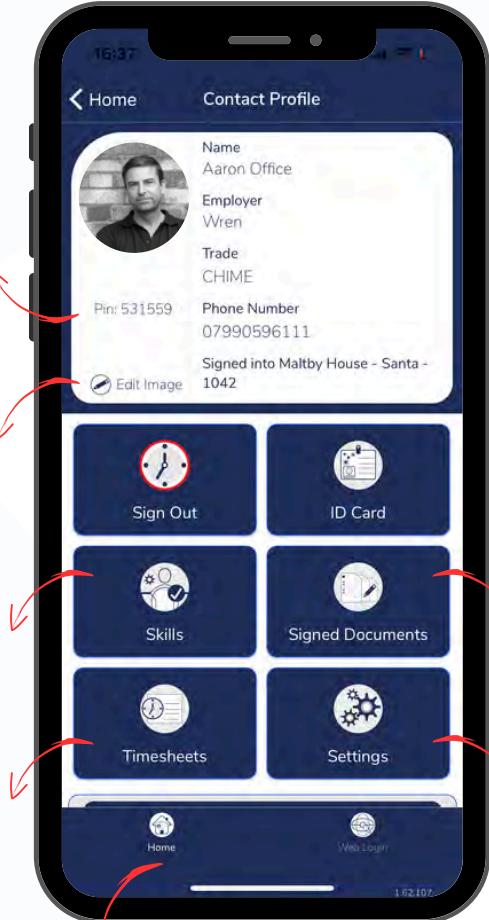
Press '**Photo Profile**'

This is your unique pin  
for signing into site  
using as Site Tablet.

To change profile  
picture, select 'edit  
image' and take a new  
photo

Can view and update /  
add your skills here

View your timesheets  
here - hours worked / paid  
here



Return to Home Screen

View all documents that  
you have signed

Can log out of app or  
Contact Chime Support  
here

# FREQUENTLY ASKED QUESTIONS

# FAQ'S

## **Why should I have this on my phone?**

- Allows you to view a real-time breakdown of the hours you have worked each week and the sites you have attended. This is broken down on a day by day / week by week basis and will ensure you are paid correctly for the hours you have worked.
- Will reduce the amount of paperwork you need to complete on a daily basis. For example - Site Inductions, Tool Box Talks, carry out Checklists and Daily Covid questions can all be viewed and signed via the app.
- Provides ability to take site notes and record near misses on the move and take accompanying photos.
- All skills and qualifications can be added and viewed in the app – i.e. CSCS / First Aid / IPAF / Asbestos Awareness.

## **Is the app tracking me all day?**

- No the app does not track you all day. When you clock in / out the app records your location at that exact moment using GPS. The app then switches off and does not track any of your movements during the day.

## **How much data does the app use?**

- The app uses a very small amount of data. Please see below example figures:

- Clock In / Out (2 photos) = 120 kb

- Add a Site Note = 600 kb

## **What happens if I forget or lose my phone? How do I clock in / out?**

- Your manager will have the functionality to clock you in and has ability to update time-sheet hours.

# FAQ'S

## **What happens if my phone battery dies during the day so I can't log out?**

- Your manager will have the functionality to clock you in and has ability to update time-sheet hours.

## **If I need to use the help section on my app, it uses my personal WhatsApp page, can they see my personal chats?**

- No Chime cannot see any personal WhatsApp pages. The link in the app is to Chime's business WhatsApp account and we can only see the direct conversation we are having with the individual.

## **How do I receive the latest updates of the App?**

- On both Android and IOS Devices you can select auto download so you will automatically receive the latest update as soon as this is released. Alternatively, when you visit the App Store or Google Play Store it will highlight if a new Chime app update is available.

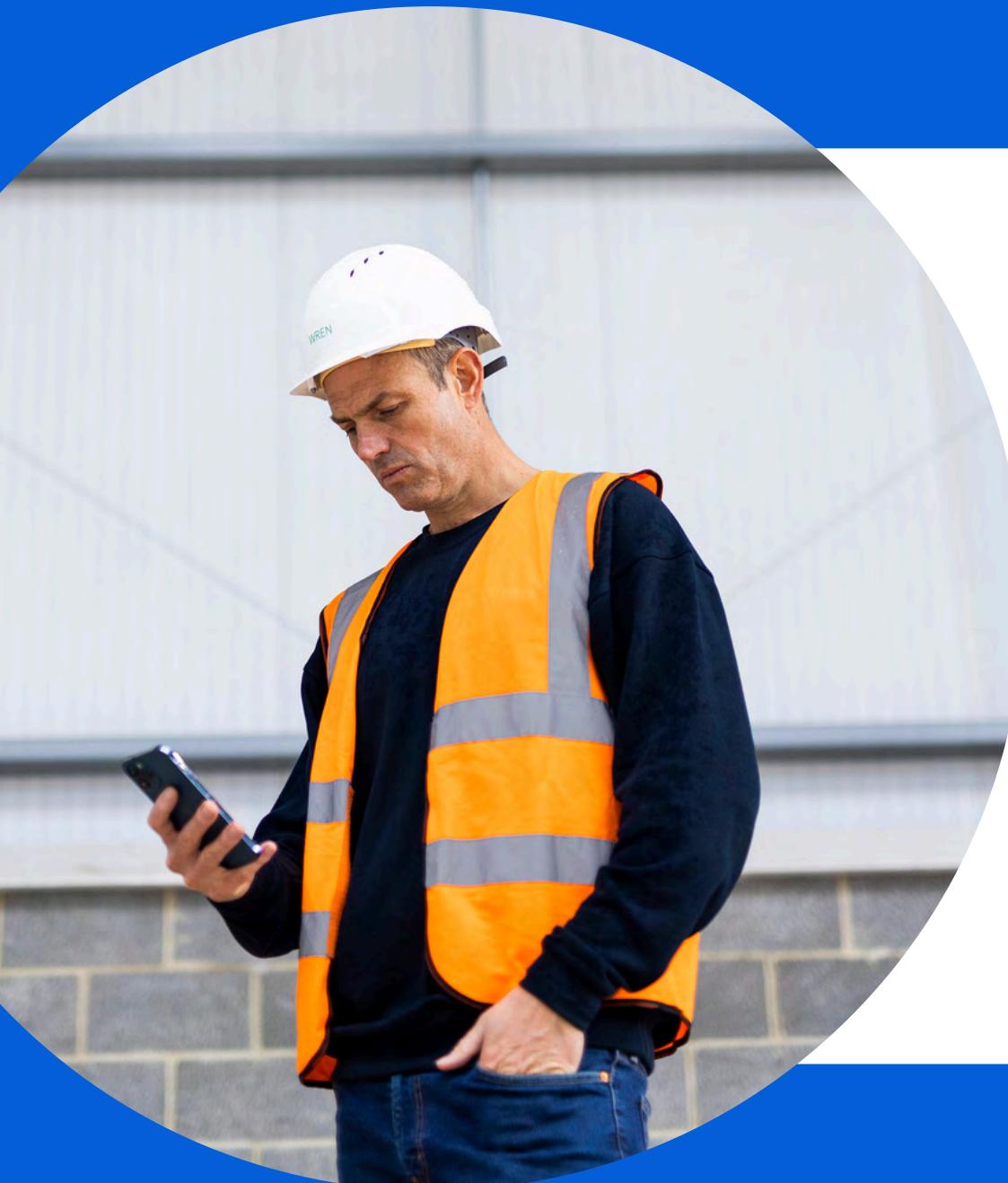
## **What happens if I log out of the app and forget my password**

Select 'need help logging in' button on the front of the app then from the login help page select 'forgot password'

## **What happens if I change my mobile phone?**

If you have changed your handset but not mobile number select "need help logging in" on front page of the app then from the login help page select 'forgot password'.

If you have changed your mobile number please contact system administrator in company who will update your passport with your new number and send a new invite.



# CONTACT

Any further help, please don't hesitate to get in touch

- **Support Phone**  
01923 965 545
- **Support Email**  
[Support@Chimesoftware.co.uk](mailto:Support@Chimesoftware.co.uk)
- **Website**  
[chimesoftware.co.uk](http://chimesoftware.co.uk)