



MYSIRENUM MOBILE APP USER GUIDE

www.onecall24.co.uk



DOCUMENT SCOPE

This document covers the functionality of the MySirenum mobile app.

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1 INTRODUCTION

MySirenum is a comprehensive mobile staff management solution that, amongst other things, allows users to manage their schedule, reject or accept bookings and enter details for shifts worked.

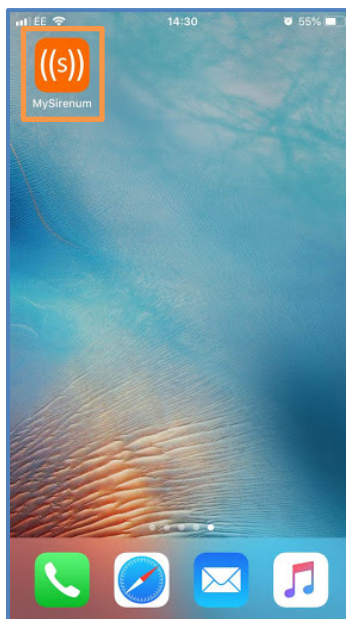
2 FUNCTIONALITY

2.1 INSTALLING THE APP

MySirenum is available on the Google Play Store and the Apple App Store.

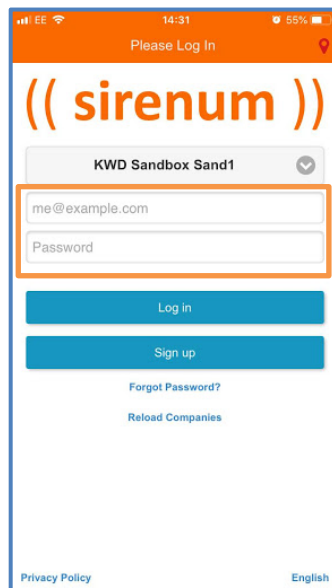
Users can install the app by navigating to their preferred store and searching for 'MySirenum' and then tapping the download button. MySirenum is developed by Sirenum Ltd. and fully integrated with OneCall24's business systems to provide users with access to real time information.

Once the app has downloaded, you can run it by tapping on the app icon from your home screen.



After tapping on the icon, you will be asked to enter the email address you've registered with us.

After entering the email address, the app will initialise, and you will see the Log in screen.

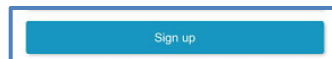


If you haven't used the app before, you will need to sign up so you can set a password of your choice as outlined in Section 2.2 before logging in.

If you've already set a password, then you can log in as outlined in Section 2.3.

2.2 SIGNING UP

The Log in screen contains a blue button labelled 'Sign up'.



When you tap it, we'll send an email to the email address you've entered containing a link what will allow you to set a password that you can use to log in.

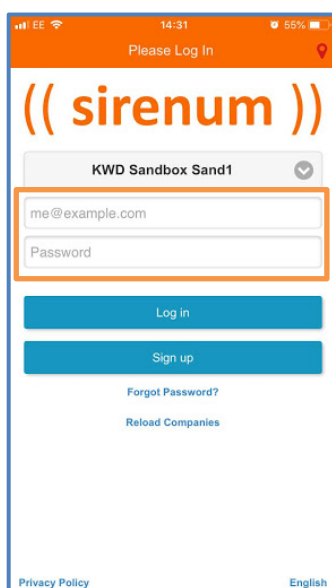
If you want to sign up, tap the 'Sign up' button, enter your email address and tap the button in the message box that appears on your screen. Then check your email and follow the instructions in the email.

When choosing a password, remember to use one that only you know and never share it with anyone. If you need to change your password at any time, you can do this by following the instructions in Section 2.10.

2.3 LOGGING INTO THE APP

To log in, open the app on your phone by tapping on the MySirenum icon.


Then follow the onscreen instructions to enter your username and password and tap 'Log In'.



If you experience any login issues, check out the troubleshooting section at the end of this guide.

2.4 THE MENU

After your login, you will be able to access the menu and all the functionality the app offers.

The menu can be accessed from within the app by tapping the menu icon at the top left-hand side of the screen .

When you tap this icon, the menu will appear as an overlay on the page you have been viewing.

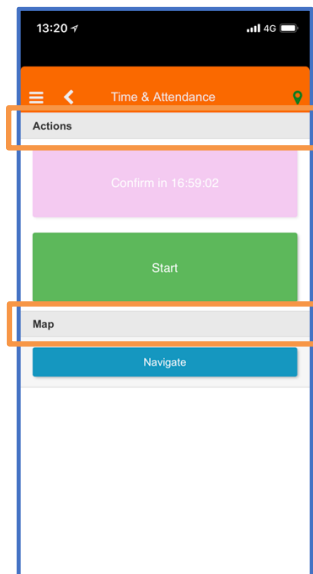
The different menu options that are used by OneCall24 are explained in detail throughout this guide¹.

2.5 HOME

When you log in to the app, the first screen you will see is the home screen.

The home screen may differ in appearance depending on your schedule, however it is split into two main sections. The first section is 'Actions' and the second section is 'Map'.

¹ Some of the menu settings (e.g. Time Entry) shown in some of the screenshots in this guide are not used by OneCall24 and will therefore not be shown in the menu you see in the app.



2.5.1 Actions

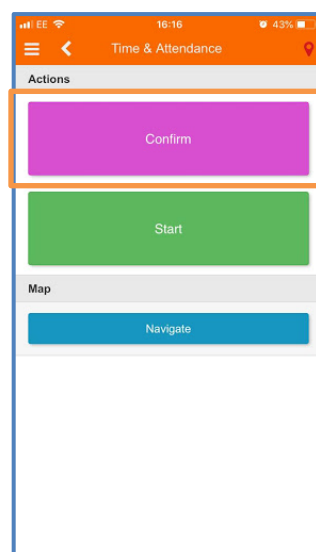
The actions section will allow you to perform different contextual actions. For example, if you are on site and ready to start a shift, you can tap the green 'Start' button to start your shift.

The main contextual actions are 'Confirm', 'Start' and 'Finish'. It is important to remember to tap these buttons as outlined in the following sections so that your work is properly recorded.

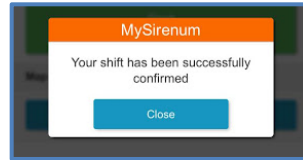
2.5.1.1 *Confirm*

If you have been assigned a shift by OneCall24, you will have to confirm your attendance using the MySirenum app. Unless OneCall24 informs you otherwise, the 'Confirm' button will only become available 18 hours prior to the shift commencing.

To confirm your shift, tap the purple 'Confirm' button.



Once you have confirmed your shift, you will receive a pop-up message and OneCall24 will receive a separate notification that you have confirmed your attendance.

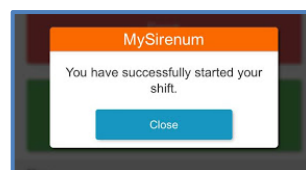


2.5.1.2 Start

When you are on-site and ready to start work, tap the green 'Start' button.



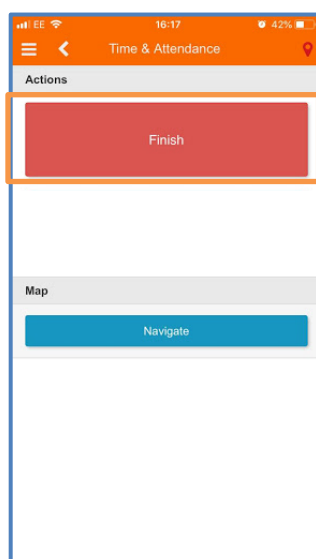
Your start time and location will be recorded by MySirenum and provided to OneCall24. You will also receive a pop-up message on confirming that your shift has started.



2.5.1.3 Finish

After you have started your shift, the 'Finish' button will appear.

When you have finished work, tap the red 'Finish' button.

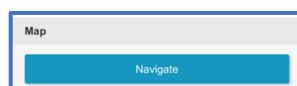


Your finish time and location will be recorded by MySirenum and provided to OneCall24.

To help us help you, please record when you finish no later than 20 minutes after you finish. This will allow us to confirm the details with the Client and start to process your payment. When doing this, we will use the details outlined in the Booking Confirmation as that was what was agreed in advance with the Client (i.e. we will work out the time worked using the scheduled start and finish time not the actual times you recorded). If you feel this is incorrect, please let us know immediately so we can verify the difference with the Client and if they agree update the Booking Confirmation accordingly.

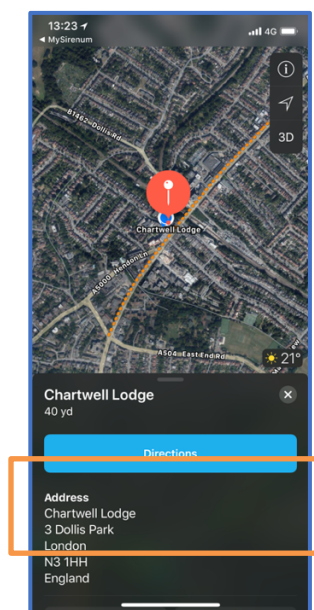
2.5.2 Map

The map section on the home screen will contain a button entitled 'Navigate'.



You can tap the 'Navigate' button to open a map and get directions to your next shift.

The map will show you the location of the next shift. Tap the 'Directions' button to start navigating to the shift location using your phone's GPS.



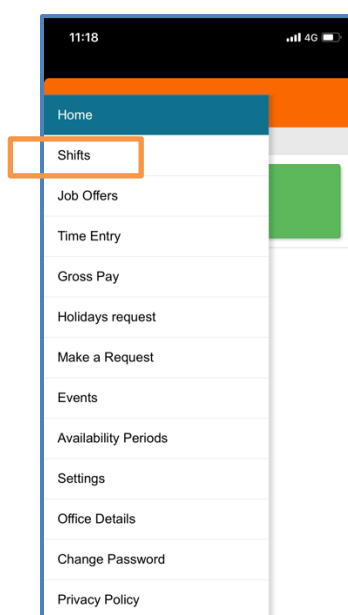
The map is not part of MySirenum. The map is your default phone mapping app (e.g. Google or Apple Maps). GPS must be enabled on your phone for this feature to function correctly.

You can return to MySirenum after using the map by pressing the '< MySirenum' in the top left-hand corner of the screen if that feature is supported by your mobile phone's operating system.

2.6 SHIFTS

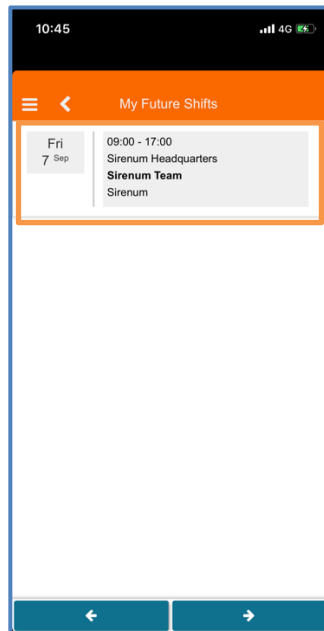
The shifts menu allows you to view your schedule. For example, you can view your upcoming shifts and any availability information you have entered.

To access the shifts menu, select the 'Shifts' option from the main menu.



2.6.1 My Future Shifts

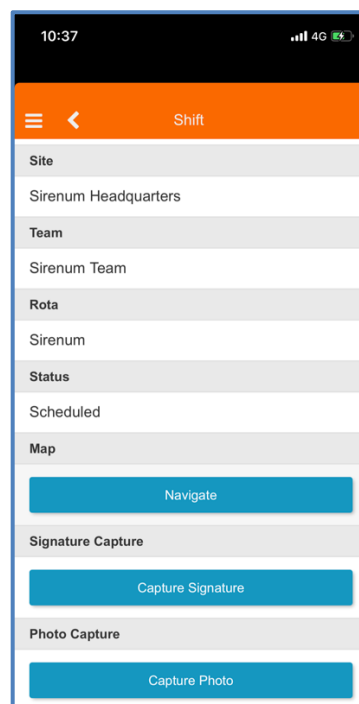
By default, this will take you to the 'My Future Shifts' screen. If you have any upcoming shifts, they will be listed here.



You can view additional information about the shift by tapping on it.

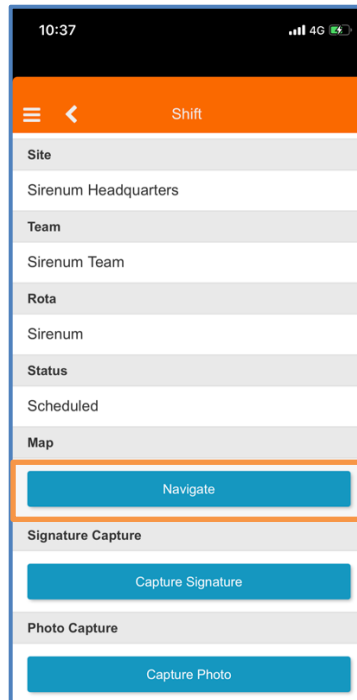
2.6.1.1 *Viewing Additional Information*

Tap on an upcoming shift to see additional information about it.

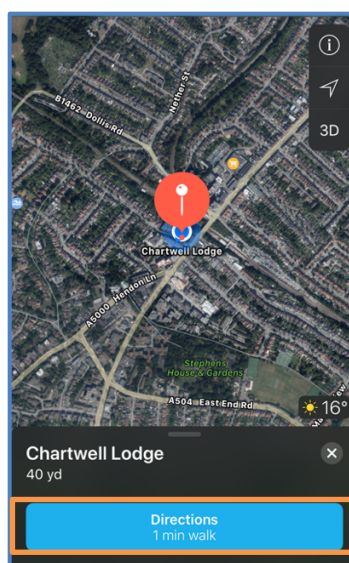


2.6.1.2 Viewing Directions to the Site of the Shift

You also have the option to view directions to the site of the shift. To view directions, tap on the 'Navigate' button which is situated in the map section.

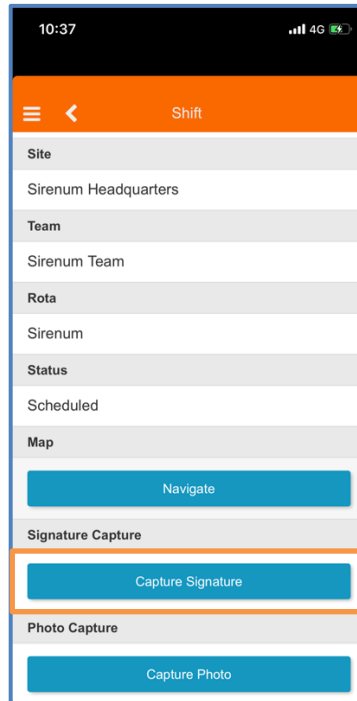


A map of the work site will be displayed using your phones default mapping application (e.g. Google Maps) and as outlined in Section 2.5.2, you can navigate to the work site by tapping the 'Directions' button.



2.6.1.3 Capture Signature

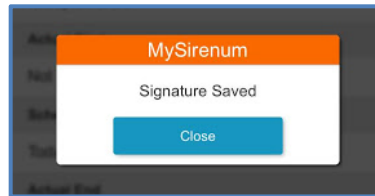
Your shift supervisor may ask you to provide a signature when you attend work. If they request this, you can tap the 'Capture Signature' button.



Then provide the signature using your phones touch screen.

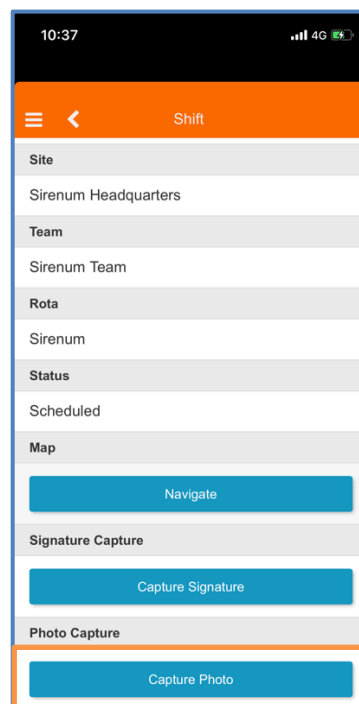


Tap the 'Save' button to save the signature. You will receive a notification informing you that the signature has been saved. Your manager, or supervisor can view the signature on their internal computer system.



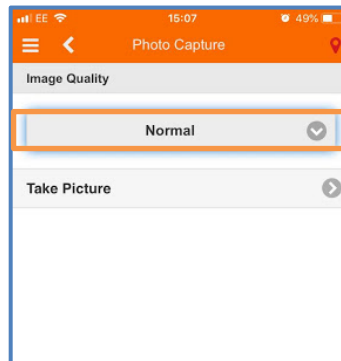
2.6.1.4 Capture Photo

If you are required to capture a photograph of your work site or timesheet, you can do this by tapping the 'Capture Photo' button.

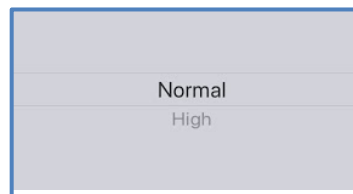


This will open a new screen that has two options.

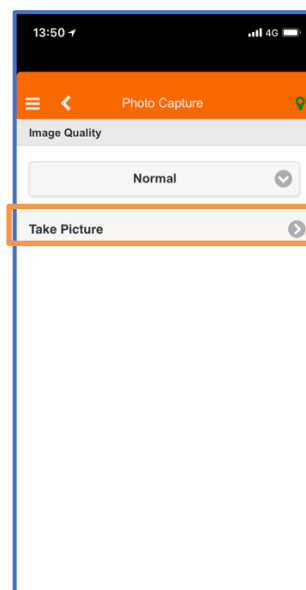
- The first option relates to image quality. You can specify if you want to take a high-quality image or a normal quality image. The normal quality image is the default option.



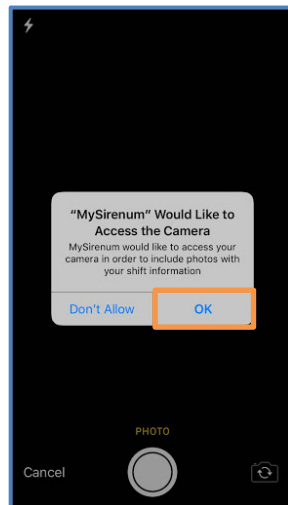
To change the quality of the image, tap on the box that says 'Normal' and select your desired image quality from the list. You should be able to use Normal for most purposes.



- The other available option is 'Take Picture'. Tap the 'Take Picture' option to take a photograph of your work site or timesheet.

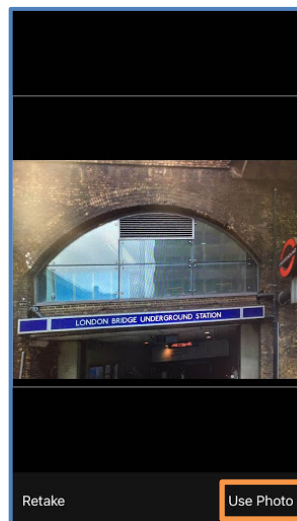


The camera will open on your phone and you may be requested to provide the MySirenum app with access to your camera.

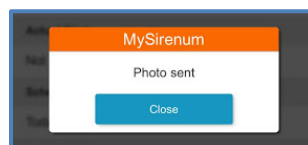


Tap 'Ok' to provide access (If you tap 'Don't Allow' you will not be able to use this functionality).

Take a photograph with your phone and tap 'Use Photo' to send the photograph to your supervisor.

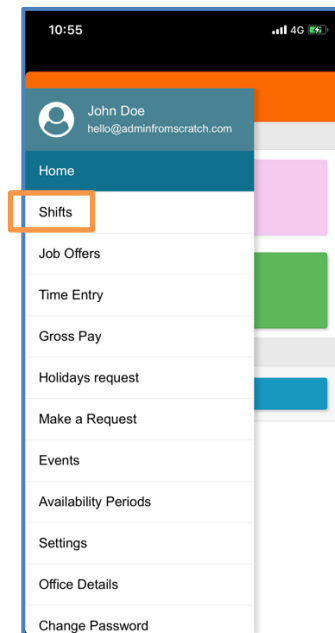


Tap the 'Retake' button if you made a mistake and wish to take another photograph. After you tap 'Use Photo', you will receive a confirmation pop-up that your photograph has been sent to your supervisor.

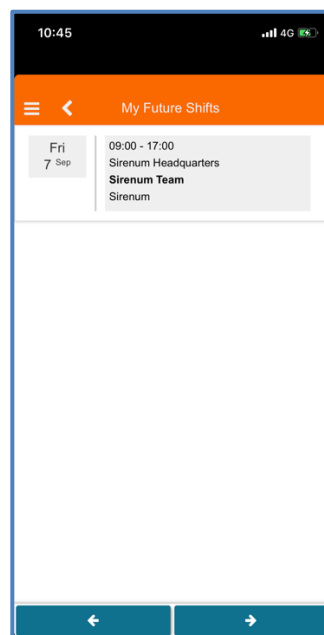


2.6.2 The Shift Sub-Menu

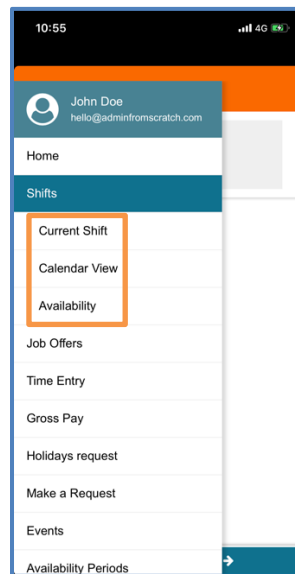
The Shifts menu contains a sub-menu with additional shift related options. The sub-menu can be accessed by following the steps below. First, click on the menu icon and select 'Shifts'.



This will take you to the 'My Future Shifts' page.



Tap the menu icon again to view the sub-menu. The sub-menu contains the 'Current Shift', 'Calendar View' and 'Availability' options.



These options are explained in more detail in the following sections.

2.6.3 Current Shift

The Current shift option allows you to see your next shift. This will display the same screen that was described at section 2.5.1.1 above.

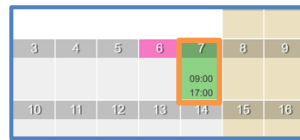
2.6.4 Calendar View

The calendar view option shows you your schedule for the current month in a monthly calendar format.

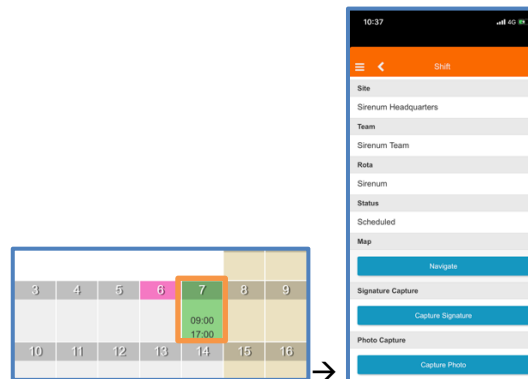
The current day is marked in pink.



Any scheduled shifts are marked in green and the start and end times are displayed.



You can tap on the scheduled shift to see additional information.

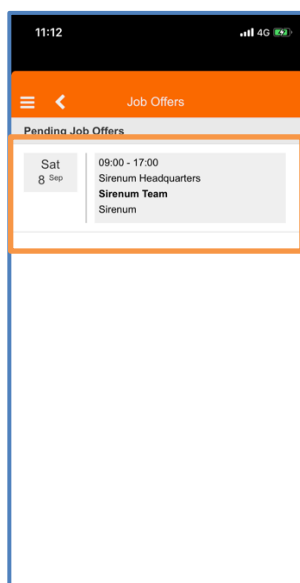


You can change the month displayed within the calendar by tapping on one of the arrow buttons at the bottom of the screen.



If you tap on the right arrow, you will advance one month and if you tap on the left arrow you will go backwards a month.

The button situated between the two arrows is the 'Job Offers' button. The 'Job Offers' button will take you to a screen showing you any current job offers that you have.



From here, you can accept or reject job offers. The 'Job Offers' screen is explained in Section 2.7.

2.6.5 Availability

The 'Availability' option enables you to inform OneCall24 that you are either unavailable for work or interested in receiving work. Tapping on this menu option will bring you to a screen that displays a calendar.



The calendar will display the current month. Today's date will be marked in pink.

You can navigate forward and backward through the calendar by using the arrow buttons at the bottom of the screen.

2.6.5.1 Signalling Unavailability

To signal that you are unavailable for work, tap twice on the date(s) that you are unavailable. The date(s) will turn red.



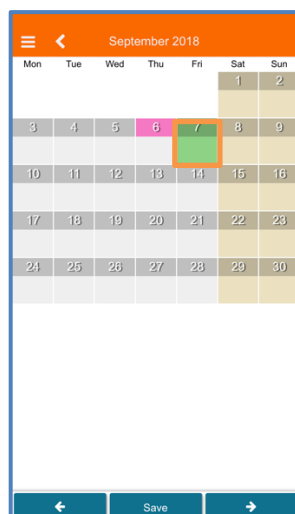
Tap the 'Save' button at the bottom of the screen to confirm your changes.

OneCall24 will now be able to see that you are unavailable for work on that particular day(s).

You will be considered for work unless you mark the time red so make sure you keep your availability up to date. If you just want to mark part of a day red, you can use the 'Make a Request' feature outlined in Section 2.8.

2.6.5.2 Signalling Interest in Work

To signal your interest in work, simply, tap once on the date(s) that you are available for work. The date(s) will turn green.



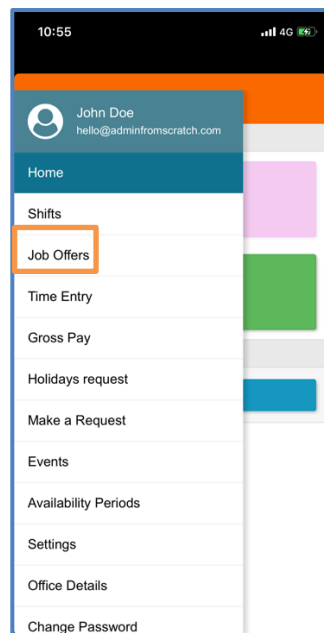
Tap the 'Save' button at the bottom of the screen to confirm your changes.

OneCall24 will now be able to see that you are interested in work on that particular day(s). If you just want to mark part of a day green, you can use the 'Make a Request' feature outlined in Section 2.8.

2.7 OFFERS

The 'Job Offers' screen allows you to see any job offers you have in the app.

Tap 'Job Offers' from the menu to view it.



2.7.1 Receiving a Job Offer

If OneCall24 offers you a job, it will be shown on the 'Job Offers' screen. When you get offered a job, you may also receive a notification via e-mail or via push notification on your mobile.

2.7.1.1 *E-mail Notification*

When you receive a job offer, you may also receive an email to your registered email address. The email will provide you with information about the shift and there will be a link to either accept or reject the job.

Hello John Doe,

We wanted to let you know that an invitation is available for you.

Details:

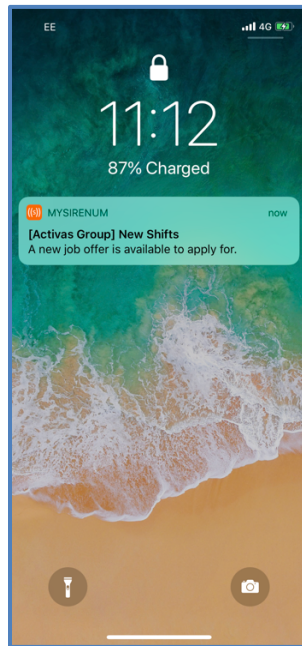
Scheduled Start Time: 08/09/2018 09:00
Scheduled End Time: 08/09/2018 17:00
Team: Sirenum Team
Site: Sirenum Headquarters
Rota: Sirenum

If you want to accept this invitation [click here](#)

If you want to decline this invitation [click here](#)

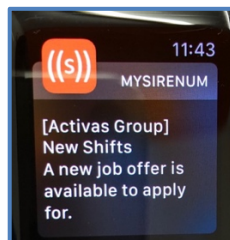
2.7.1.2 Push Notification via Mobile Phone

Depending on your phone settings, you may be sent a push notification on your phone. The push notification will alert you to the fact that there is a job offer.



2.7.1.3 Push Notification via Smart Watch

If you have a smart watch, you may receive notifications on this too.



2.7.2 Fastest Fingers First / Manager Approval

There are two types of job offers.

- ‘Manager Approval’ job offers are propositions that are sent to multiple people and anyone who applies will be placed on a shortlist. A manager at OneCall24 will look at the shortlist of applicants and pick the best person for the job.
- ‘Fastest Fingers First’ job offers are propositions that are sent to multiple people and the first person to accept the job will get it.

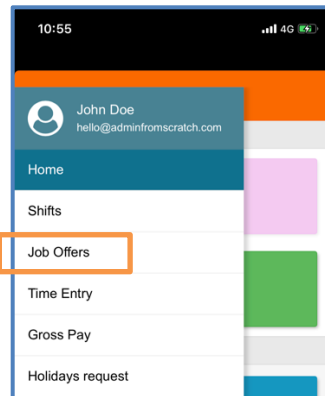
You can usually tell the difference between the two types in the wording of your notification. Manager approval jobs will usually have wording similar to, “A new job offer is available for you to apply for” and a Fastest Fingers First job will have wording similar to, “A new job offer is available for you to accept”.

You will also be able to tell the difference between the two types after you have responded to the job offer. If the job requires manager approval, the confirmation screen will inform you of this fact. If the job was Fastest Fingers First, the confirmation screen will inform you accordingly.

2.7.3 Viewing a Job Offer via MySirenum

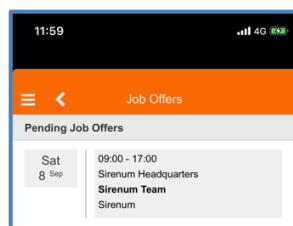
Click on the ‘Menu’.

Select ‘Job Offers’ from the list of available options.

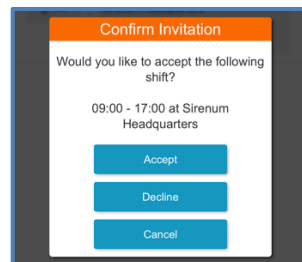


A list of pending job offers will be displayed.

If a job offer was made available to you but it has since been taken by someone else, it will not be displayed in this list.



To accept or reject an offer, tap the offer and a confirmation screen will appear.



Tap 'Accept' to accept the offer.

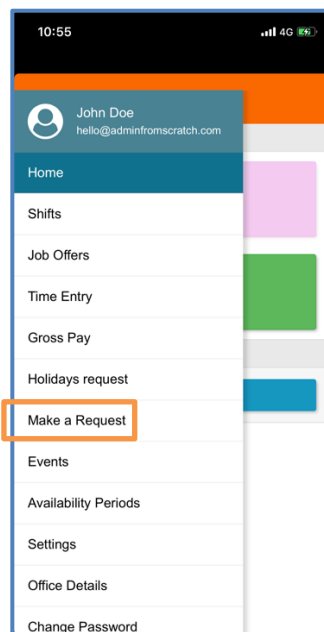
Tap 'Decline' to reject the offer.

If you are unsure and want to decide later, tap the 'Cancel' button to return back to the list of job offers and repeat the process again later if required.

2.8 MAKE A REQUEST

The 'Make a Request' option is another way that you can inform your OneCall24 that you are unavailable or interested in work. For example, you can inform OneCall24 that you are unavailable for a period on a day because you will be at a wedding.

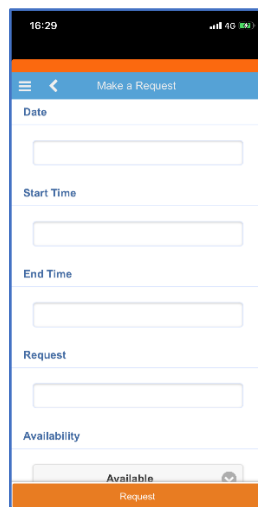
You can access this option from the main menu by selecting 'Make a Request'.



2.8.1 Make a Request for Unavailability / Interest in Work

Tap the 'Make a Request' button from the menu.

A new screen will appear.



The new screen contains five options.

- The first option is the 'Date'. This refers to the date of your unavailability / interest in work. Tap the empty space below the 'Date' field and enter a date using the calendar options that appear on your mobile phone.



The date you select will populate in the date field.



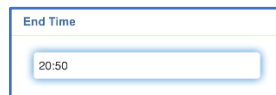
- The next field is the 'Start Time'. This field represents the time that your unavailability or interest in work starts. Tap the empty space below the 'Start Date' field and enter a time using the options that appear on your mobile phone.



The time that you specify will be displayed in the date field.



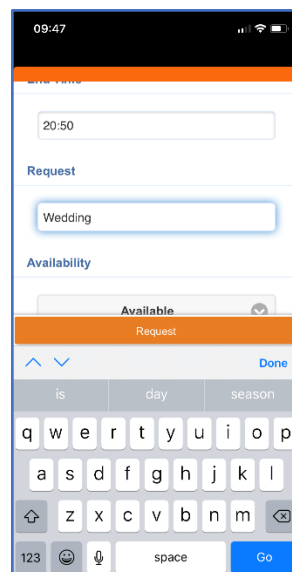
- The next field is the 'End Time' field. This field refers to the end time of the period you want to enter. You can fill the 'End Time' in, in the same way that you completed the 'Start Time'.



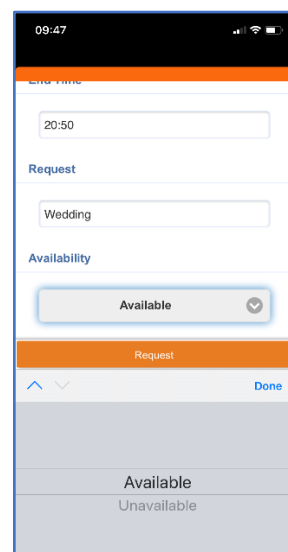
- The next option is the 'Request' option. This is a space for you to provide information, in text format, about your entry. For example, you could enter here, 'Wedding' to tell OneCall24 that you are at a wedding during the specified time.



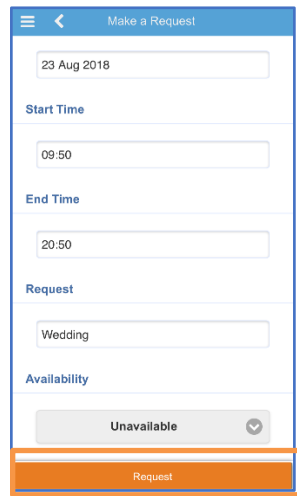
Tap the request field and use the onscreen keyboard to enter the reason for your request.



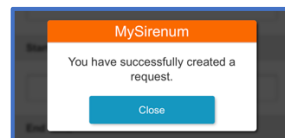
- The final option on the form is the 'Availability' field. This is where you stipulate whether you are unavailable or interested (i.e. available wanting to be considered) for work. Tap the field, select whether you are unavailable or available.



When you have completed all the information, tap the 'Request' button at the bottom of the screen.

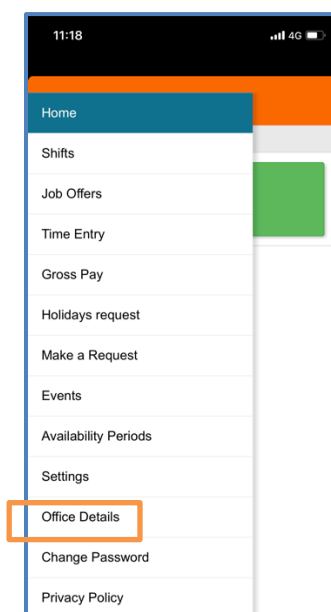


A pop-up message will confirm that the request has been created successfully.



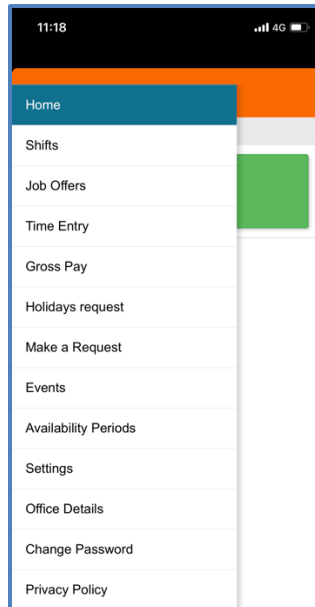
2.9 OFFICE DETAILS

The Office Details option will show you OneCall24's office details. Office Details can be accessed from the main menu by tapping on the 'Office Details' option.

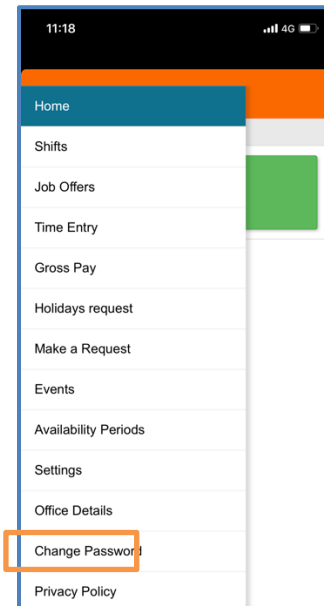


2.10 CHANGE PASSWORD

You can change your password from within the MySirenum app. To achieve this, access the main menu.

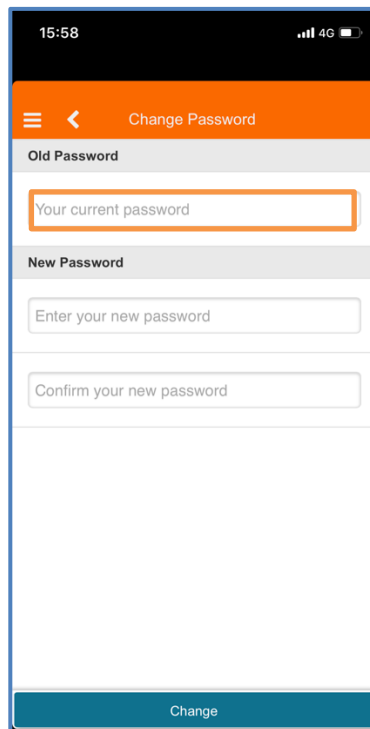


Select the 'Change Password' option.



A new screen will appear.

Enter your old password into the 'Old Password' text box.



15:58 4G

Change Password

Old Password

Your current password

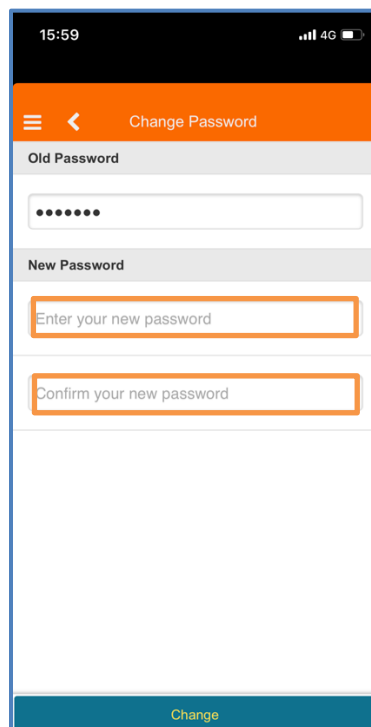
New Password

Enter your new password

Confirm your new password

Change

And then enter your new password into the 'New Password' text boxes. To prevent errors, note that you have to enter your new password twice.



15:59 4G

Change Password

Old Password

.....

New Password

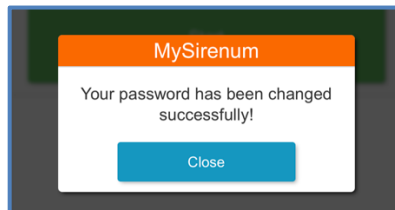
Enter your new password

Confirm your new password

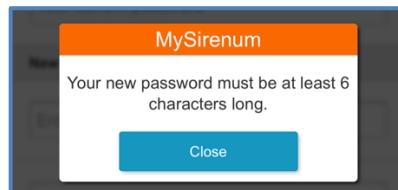
Change

Then tap the 'Change' button at the bottom of the screen.

A confirmation message will confirm that the password has been changed.



If there are any problems with your password, you will receive a notification detailing the problem.



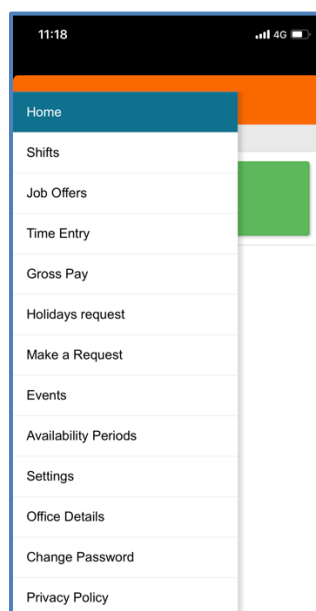
Remember, it is best practice that you do not use a password that you use elsewhere, and you should never share your password with anyone.

If you have forgotten your password, follow the steps listed in the troubleshooting section of this guide.

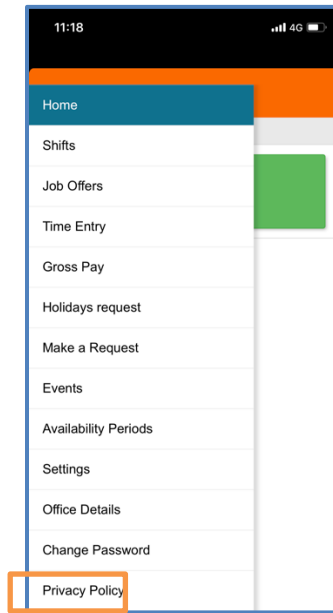
2.11 PRIVACY POLICY

The MySirenum app comes with a legal document outlining how your data is managed. This document is called the 'Privacy Policy' and it explains what data is collected, how it is used, where it is stored and other appropriate information relating to MySirenum.

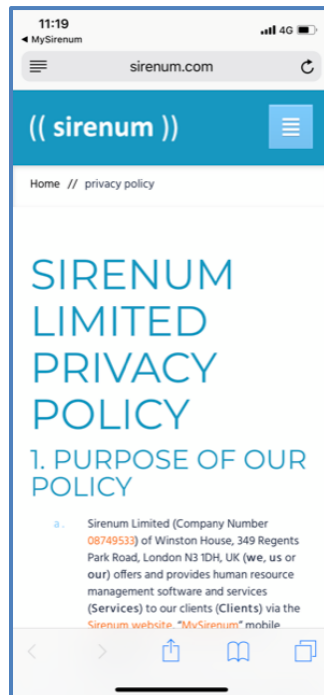
The '**Privacy Policy**' can be accessed from the main menu. First, open the menu.



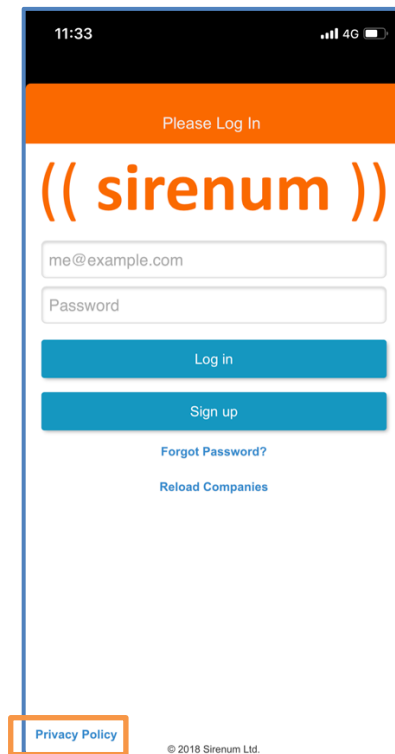
And tap the '**Privacy Policy**' option.



The **'Privacy Policy'** will load.



The privacy policy can also be accessed from the initial login screen. Simply tap on the **'Privacy Policy'** link located at the bottom left of the screen.

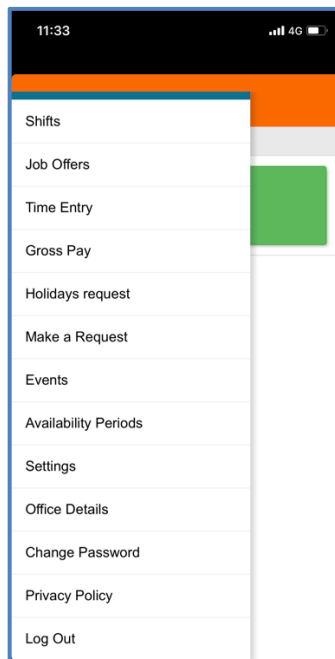


You should also refer to OneCall24’s privacy notice at <http://onecall24.co.uk/privacy-policy/>. This sets out the conditions under which we may process any information that we collect from you, or that you provide to us. It covers information that could identify you (“personal information”) and information that could not. In the context of the law and this notice, “process” means collect, store, transfer, use or otherwise act on information.

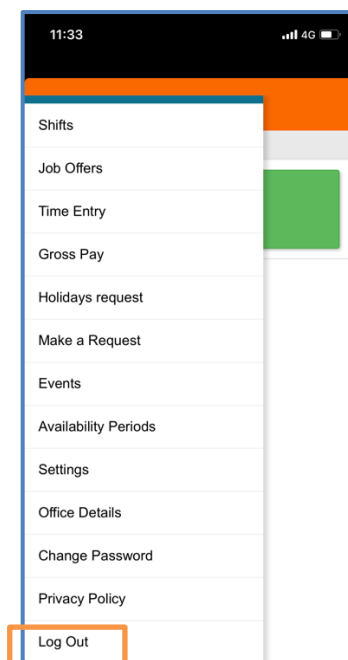
2.12 LOG OUT

You can log out of the app using the log out functionality.

Open the menu.

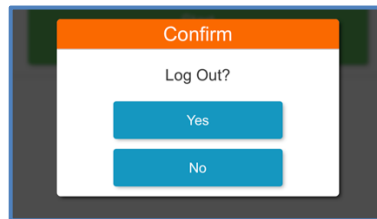


Select 'Log Out' from the list of options.



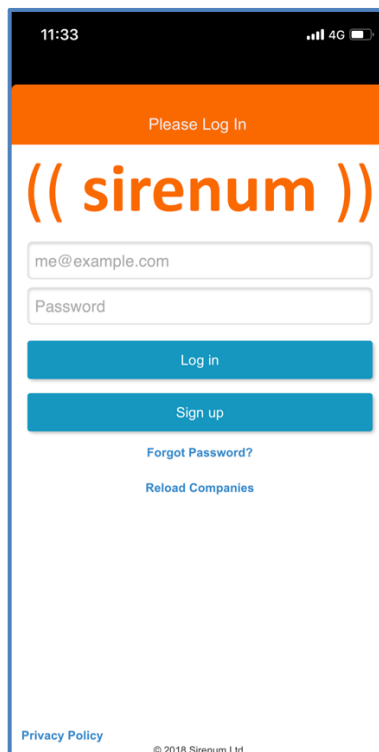
A confirmation dialog will appear.

Select 'Yes' to confirm your log out or 'No' to cancel.



If you confirmed your log out, you will be taken back to the login screen.

You will have to login again to access the application.



3 TROUBLESHOOTING

If you have any issues with the app, for example, it is not loading or functioning correctly, please follow the troubleshooting steps listed below.

3.1 FIRST TIME USERS

If you are a first-time user:

1. **Make sure OneCall24 has provided you with access to the app.**

You will not be able to login to MySirenum if OneCall24 has not recorded your details and provided you with access to the app.



Please confirm with OneCall24 that the MySirenum functionality has been provided to you and please check that the details we hold about you are correct (e.g. email address).

- 2. If OneCall24 has only just provided you with access to the app, please wait at least 24 hours before raising a support case.**

Sometimes it may take OneCall24 and Sirenum a little bit of time to get you up and running.

If OneCall24 has just set you up with MySirenum and it is not working, please wait 24 hours and, if it is still not working, please contact us using the details provided in Section 4.

3.2 RETURNING USERS

If you have used the app before and it was working without issue:

- 1. Check your password is correct**

If you think your password is wrong or you cannot remember what your password is, you can reset it by following the steps at 3.3 below.

- 2. Delete the App and Reinstall it**

Sometimes your phone may have issues loading an application. There could be a multitude of reasons for this, for example, you might have just installed the latest phone operating system.

If MySirenum is not working, please delete the application from your phone and install it again.

In most cases, this will be enough to get you back on the app again.

- 3. Clear Cache and Data**

If step 1 above does not work, please try clearing your phones cache and data.

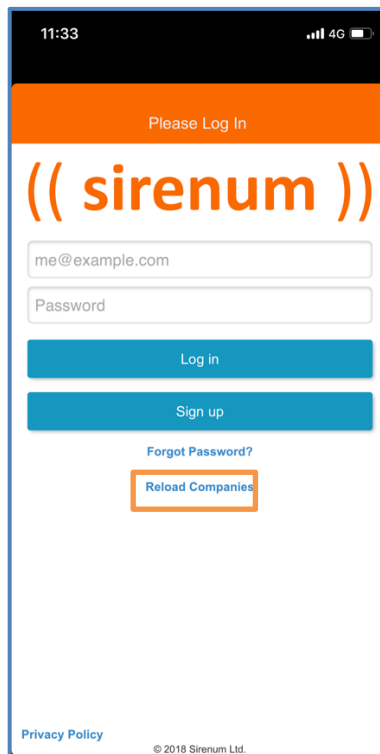
Please follow your mobile phone manufacturers guide on how to achieve this.

- 4. Use the Reload Companies Functionality**

If you are still having issues, there is a functionality called 'Reload Companies', which essentially resets the app for you.

First, make sure that you are logged out of the app itself.

Then, tap the 'Reload Companies' link from the MySirenum home page.



Then, try and log back in again.

5. Only use one mobile device

If you are using MySirenum on more than one mobile device, you should check and see if your other device(s) is working correctly. If not, delete MySirenum from your second device and try again on your first device.

6. Ensure you have signal / Wi-Fi

MySirenum will not work correctly if you do not have mobile data signal or Wi-Fi. Try again when you have internet connectivity.

7. Log in from another device

As a last resort, if you have access to another mobile device, try logging in to MySirenum on that device and make a note of any messages or notifications.

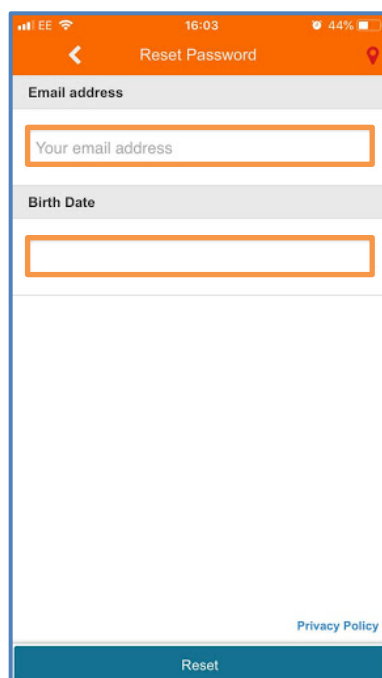
If you still have problems after trying the steps listed above, contact us using the details provided in Section 4.

3.3 PASSWORD RESET

If you have forgotten your password and you cannot log into MySirenum to change it, you should tap the 'Forgot Password?' link on the front page of the MySirenum app.



A form will be displayed. Simply enter your email address and date of birth and tap the 'Reset' button.



An email will be sent to you with instructions on resetting your password.

Please note: if OneCall24 does not hold your correct date of birth or email address, this method will not work. Please contact us if you are having problems so we can verify your information using the details provided in Section 4.

4 CONTACTING SUPPORT

If you have followed the steps listed above and you are still experiencing issues with MySirenum, please call us on 03333 22 11 22 or email customerservices@onecall24.co.uk.

To ensure we can get your access working as soon as possible, **please provide the following information:**

1. Your Name and Email Address.

2. Make and Model of your phone.
3. Brief details of the issue you are experiencing.
4. Screenshots or details of any error messages.
5. How long have you been experiencing the issues for?
6. Confirmation that you have tried all the relevant steps in the troubleshooting section above.

If we cannot solve the issue, we will contact Sirenum Support directly on your behalf.

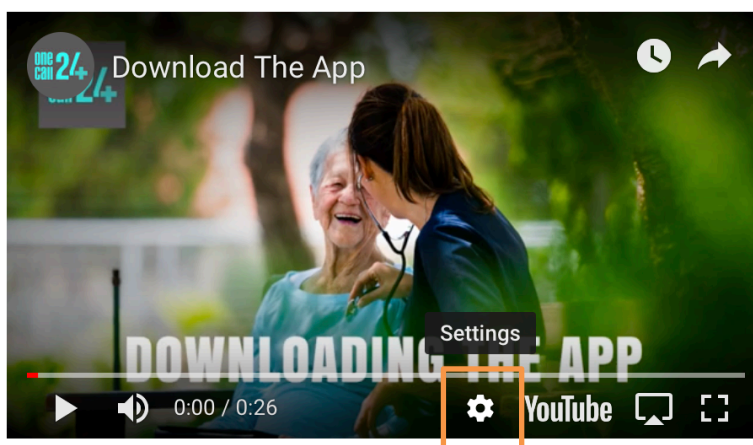
5 FURTHER INFORMATION

To help you use the app, we've created some short instructional videos that you can view on our website at www.onecall24.co.uk/mobile. They illustrate how to:

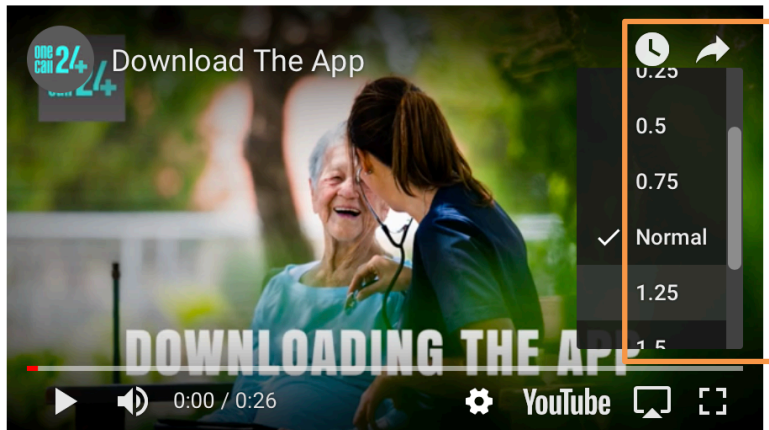
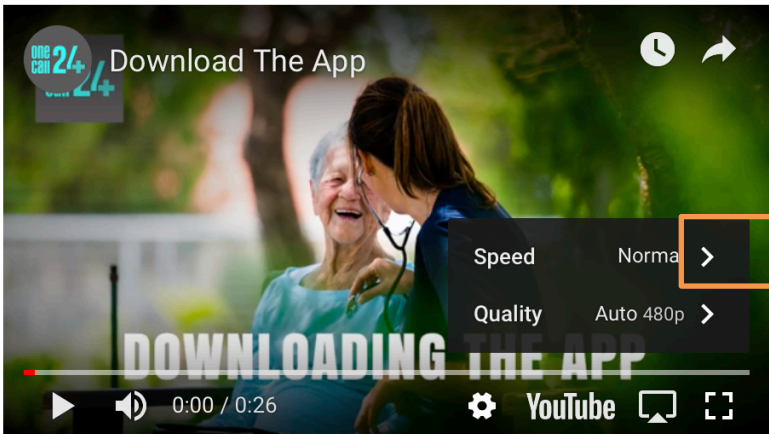
- Download the App
- Sign Up
- Log In
- Enter Availability
- Respond to Job Offers
- View Bookings
- Confirm Attendance
- Start a Shift
- End a Shift

We recommend you watch them as soon as you can – they're only about 1-2 min long.

If you want to slow them down (or speed them up!) you can do this easily by clicking on the 'Settings' icon that appears after you start playing a video.



Then click on the '>' after the Speed option and then click on the speed you want.



6 REVISION HISTORY

Date	Changed by	Description of change
19 th Jan 2019	Glenn Bishop	Initial Draft.