



# timeware®

HR, Time and Attendance Software

ON PREMISE  
SOFTWARE

## ESS Go Employee Guide

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Registered in: England.

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## Setting up the app on your phone:

### Downloading

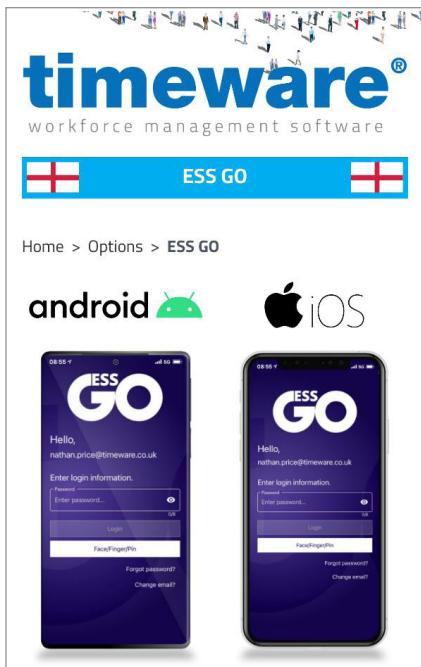
1. You will need to first visit the following website [timeware.me](http://timeware.me)
2. When the webpage has loaded you can select your preferred language.



3. Next you will then want to select the ESS Go option.

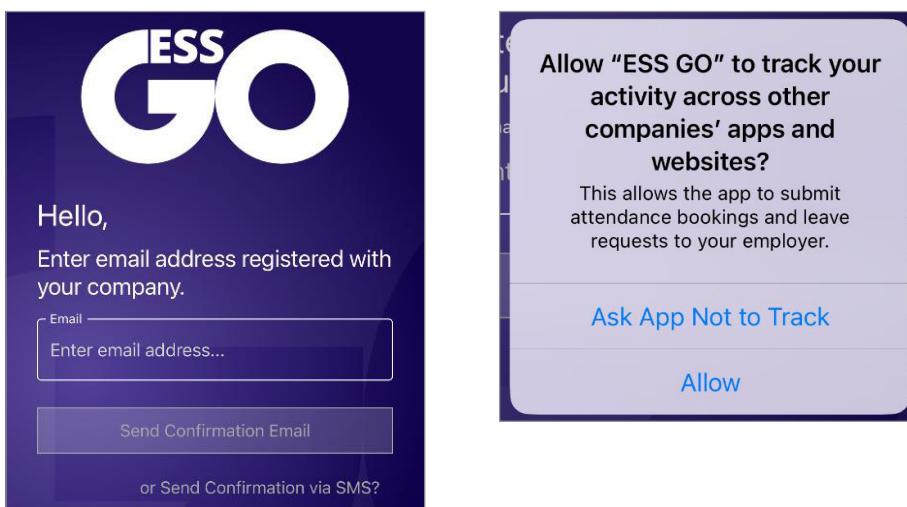


- Finally, you will then need to select the operating system your phone is using (Android or IOS) This will then take you to the store to download.

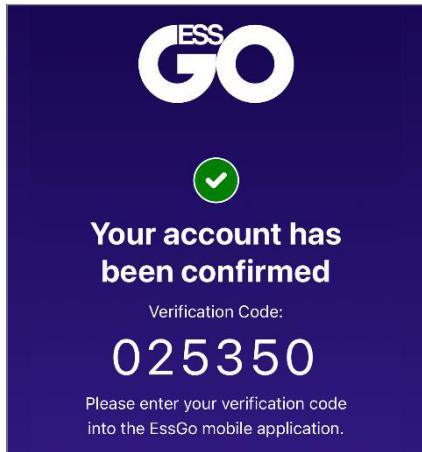


## Logging In

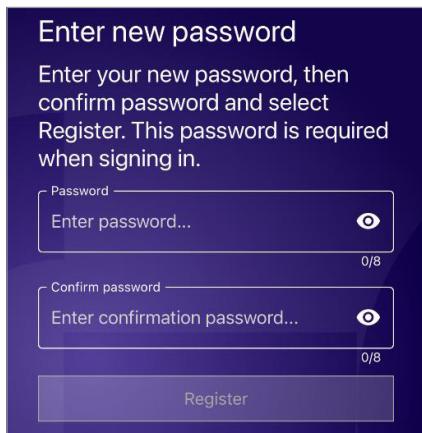
- Open the ESS Go app on your phone. Once opened you will then be prompted to login via email or SMS (This will use the email & mobile number you provided to your employer) Important: If you are prompted to allow tracking for the ESS Go app this needs to be set to 'Allowed' for the app to work as expected. For more information See page 20.



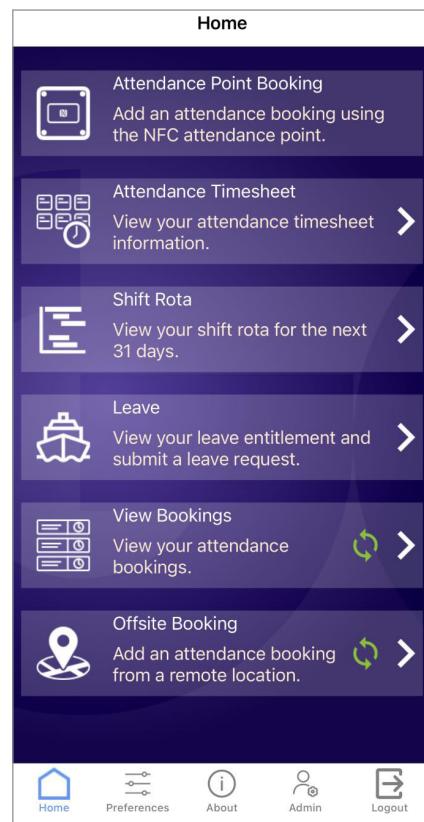
2. After this has been entered, you can then select the 'Login' button where you will now need to enter a temporary security code which will be sent to yourself either by email or SMS depending on the method you have chosen.



3. When the code has been entered within the app, you will then be prompted to set a password for your account that will then allow you access (If your phone has face/fingerprint authentication this can be used going forward for a more seamless login).



4. Finally, once you have logged in, if the steps above have been followed you will be greeted with the ESS Go home page.



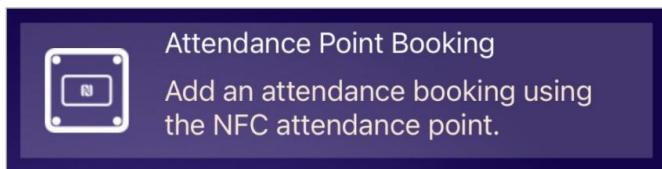
## Attendance Point Booking:

### Overview

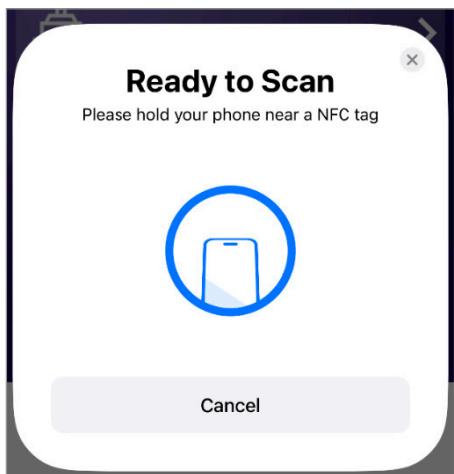
This module allows you to make an attendance booking/clocking at the designated attendance point on your employer's premises.

### Usage

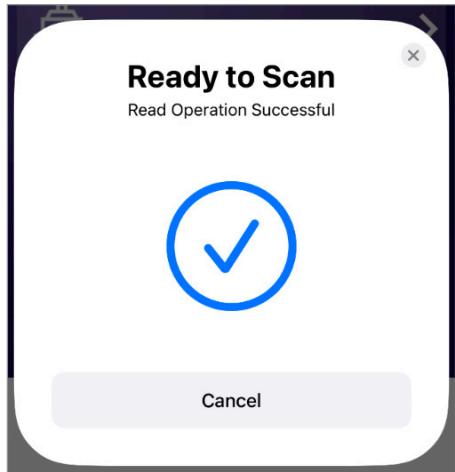
1. Go into the module by selecting this on the home page of ESS Go.



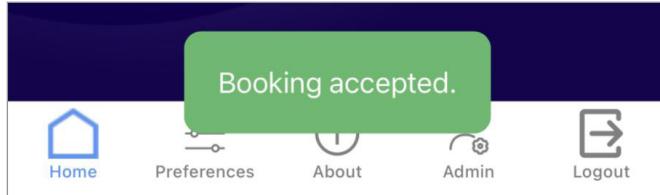
2. Once selected you will be prompted to hold your phone up to the attendance point.



3. If successful you will receive a blue tick along with a 'Read Operation Successful' message.



4. Finally, a 'Booking Accepted' message is shown when it returns to the apps home page, stating that the booking has been made and will sync when network is available.



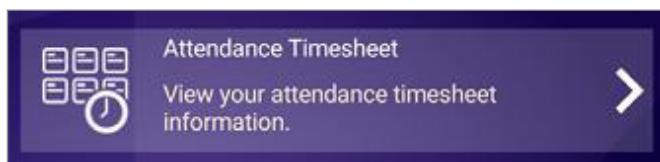
## Attendance Timesheet:

### Overview

This module allows you to view timesheets for the current and two previous pay periods. You can see your attendance bookings, basic and approved overtime hours and any core-time infringements.

### Usage

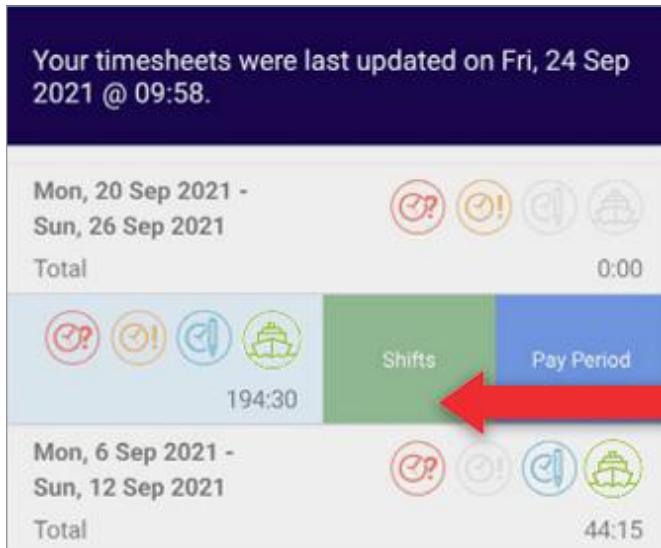
1. Go into the module by selecting this on the home page of ESS Go.



2. Once selected you will then be able to see an overview of your timesheets, which includes the current pay period & 2 previous pay periods.

A screenshot of the 'Attendance Timesheet' module. At the top, a dark blue header bar displays the message 'Your timesheets were last updated on Fri, 24 Sep 2021 @ 09:58.' Below this, the screen is divided into three horizontal sections, each representing a pay period with a date range, a set of four circular icons, and a total duration. The first section (Mon, 20 Sep 2021 - Sun, 26 Sep 2021) shows a total of 0:00. The second section (Mon, 13 Sep 2021 - Sun, 19 Sep 2021) shows a total of 194:30. The third section (Mon, 6 Sep 2021 - Sun, 12 Sep 2021) shows a total of 44:15. Each section's row also includes a 'Total' label and a numerical duration.

- To view a particular pay period, you will then need to swipe from right to left on the desired period you wish to view.



Mon, 13 Sep 2021 - Sun, 19 Sep 2021	194:30
Total	194:30
Basic	31:30
x1.5	4:00
x2	2:00
Break anomaly	345.25
Awaiting decision	
Overtime Approval	154:30
Approved	
This should not show	
Banked	45
Declined	
Another	
You have one or more absence or holiday bookings.	
You have one or more missed bookings.	
You have one or more bookings outside of your working core time.	
You have one or more bookings that have been manually changed.	

6. If you were to select the 'Shift' option, you would then see breakdown by each shift.

Mon, 13 Sep - Sun, 19 Sep	
Total	194:30
Mon, 13 Sep 2021	
Nathan Price (Mon-Fri) 08:59 ... 22:03 (4)	   
Authorised Leave	
Total	17:30
Tue, 14 Sep 2021	
Nathan Price (Mon-Fri) 06:00 ... 16:31 (4)	   
Total	13:38
Wed, 15 Sep 2021	
Nathan Price (Mon-Fri) 14:07 ... ???:? (3)	   
Training/Conference , Medical Appointment	
Total	8:00

7. If your business operates a flexitime policy, users will see their opening flexitime balance, hours worked and closing flexitime balance on their timesheets.

Thu, 9 Sep 2021	
Standard Flexi 0530	
Total	17:00
Opening balance	-8:30
Accumulated	17:00
Target	5:30
Closing balance	3:00
Overspill	0:00
Basic	17:00
Leave	
	Authorised Leave
Bookings	
08:00AM	 Booking has been manually changed.
18:00PM	 Booking has been manually changed.

## Shift Rota:

### Overview

You can see which shifts and rest days have been planned over a rolling 31-day period. If a manager updates a user's shift rota, the change is reflected instantly within ESS GO. An email alert is also sent to the user informing them of the change.

Your shift rota was last updated on Thu, 23 Sep 2021 @ 14:06.	
Thu, 23 Sep 2021	09:00 - 17:00
Nathan Price (Mon-Fri)	
Fri, 24 Sep 2021	09:00 - 17:00
Nathan Price (Mon-Fri)	
Sat, 25 Sep 2021	09:00 - 17:00
Nathan Price (Saturday)	
Sun, 26 Sep 2021	09:00 - 17:00
Nathan Price (Sunday)	
Mon, 27 Sep 2021	09:00 - 17:00
Nathan Price (Mon-Fri)	
Tue, 28 Sep 2021	09:00 - 17:00
Nathan Price (Mon-Fri)	
Wed, 29 Sep 2021	09:00 - 17:00
Nathan Price (Mon-Fri)	
Thu, 30 Sep 2021	09:00 - 17:00
Nathan Price (Mon-Fri)	
Fri, 1 Oct 2021	09:00 - 17:00
Nathan Price (Mon-Fri)	
Sat, 2 Oct 2021	09:00 - 17:00
Nathan Price (Saturday)	

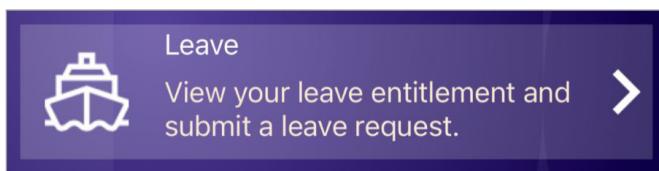
## Leave:

### Overview

This module allows you to view entitlement and make a leave (absence & holiday) request that is then passed onto your approver for them to be able to approve/decline.

### Usage

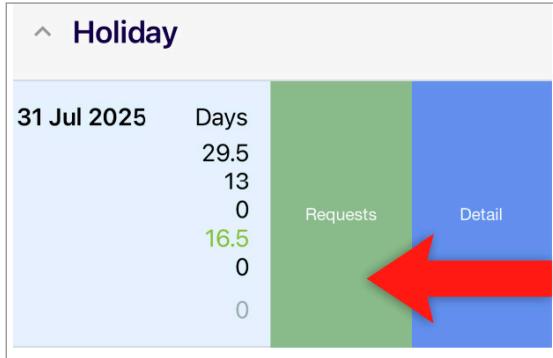
1. Go into the module by selecting this on the home page of ESS Go.



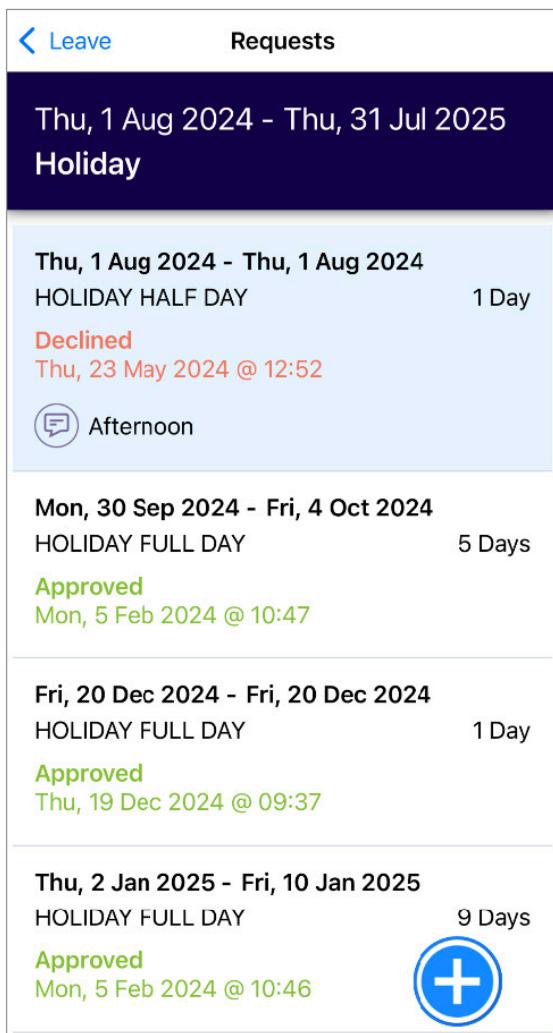
2. Once selected you will then be able to see an overview of your entitlement, which includes total, taken, booked, remaining and finally if there are any active pending requests.

A screenshot of the ESS Go 'Leave' module. The top navigation bar shows 'Home' and 'Leave'. A message indicates the last update was on Fri, 24 Jan 2025 @ 10:34. Below this, a section titled 'Holiday' is expanded, showing two periods of entitlement: 'Thu, 1 Aug 2024 - Thu, 31 Jul 2025' and 'Tue, 1 Aug 2023 - Wed, 31 Jul 2024'. For the first period, the breakdown is: Entitlement 29.5, Taken 13, Booked 0, Remaining 16.5, Refunded 0, and Pending requests 0. For the second period, the breakdown is: Entitlement 32, Taken 32, Booked 0, Remaining 0, Refunded 0, and Pending requests 0.

3. To make a request you will then need to swipe from right to left on the entitlement year you wish to make a request on.



4. Next you will then want to select the 'Requests' option.
5. From here you can then select the blue plus button in the bottom right of the screen.



6. The request form will now appear, which will allow you to select the absence reason you want to request off, the date ranges and finally a note can be entered for your approver to see (The notes field may be set as required by your employer).

**Reason**  
HOLIDAY FULL DAY

From  
24 January 2025

To  
24 January 2025

Days requested 1 / 1

Note

Add

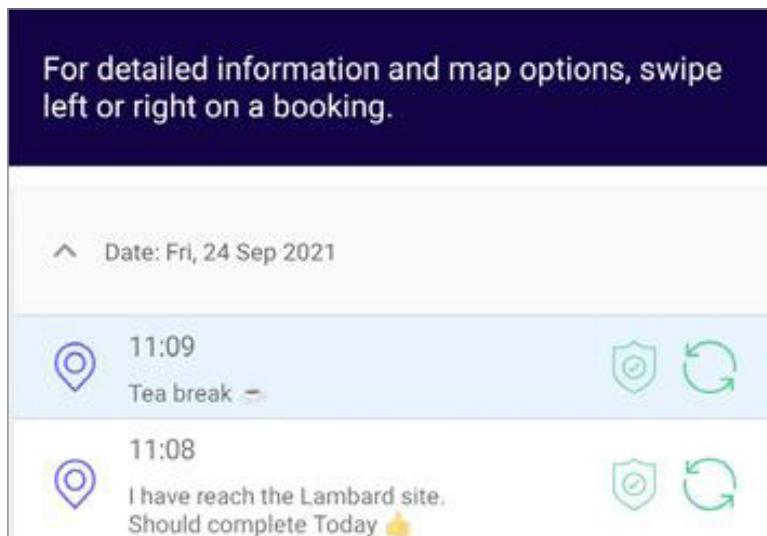
7. Finally, you will then select the 'Add' button to send the request to your approver, this will then show as a pending request on the entitlement overview page. Once this has been approved or declined, it will then clear the pending request within the app (If emails are enabled by your employer, you will also receive an absence authorisation response to inform you).

## View Bookings:

### Overview

This module is designed to run alongside the 'Attendance Point Booking' & 'Offsite Attendance Booking' this is where you would be able to see a log of bookings made either by GPS and/or by attendance point booking. So, if you think you may have forgotten to clock in or out, you can easily check this here, a note can also be added to these bookings to make your employer aware of the purpose of this booking.

For detailed information and map options, swipe left or right on a booking.



^ Date: Fri, 24 Sep 2021

11:09  
Tea break

11:08  
I have reach the Lambard site.  
Should complete Today

## Offsite Booking:

### Overview

This module allows users to make a remote booking from outside the companies premises, so this can be used for employees who work remotely or travel.

### Usage

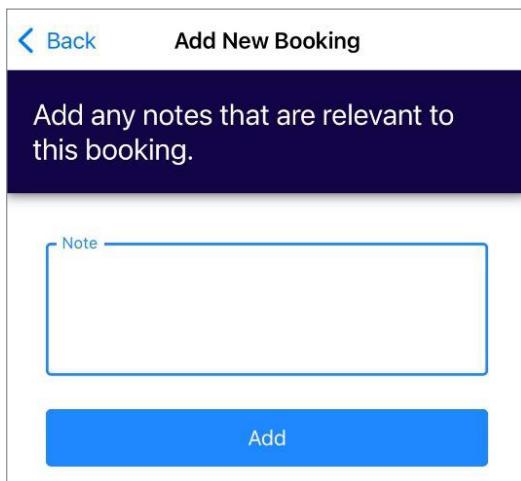
1. Go into the module by selecting this on the home page of ESS Go.



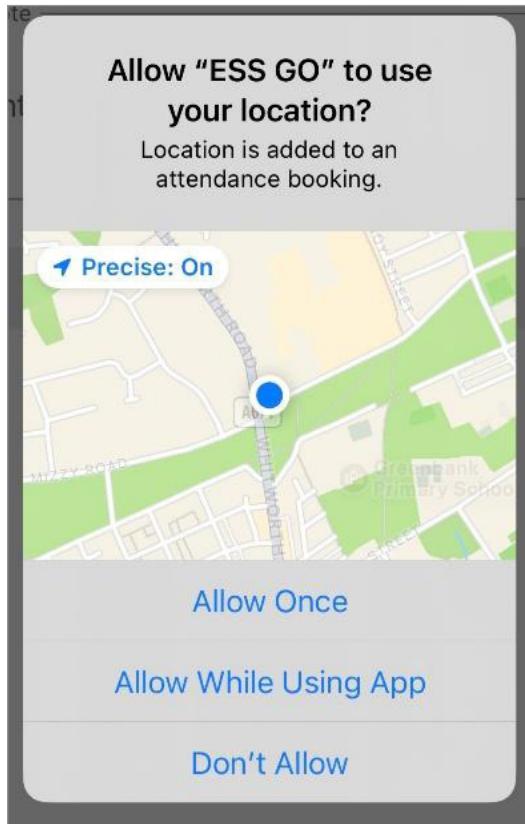
2. Next you will need to select the blue + button in the bottom right of the screen.



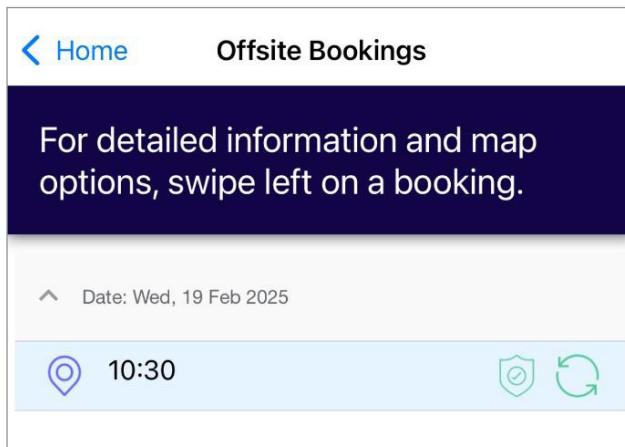
3. From here the 'Add' button can be pressed which will then send your booking to timeware. Notes can be added if needed to be seen by your approver and may be mandatory based on your company's policy.



4. You will then be asked if you would like ESS Go to use your location when making a booking, which will take a snapshot of your current location only when a booking is added. By default, this can be set to 'Don't Allow' however your company may request this to set to allowed.



5. Finally, once a booking has been added it will then show in a list within offsite bookings that have been made. If the icons are both green, it means it has synced and verified successfully.



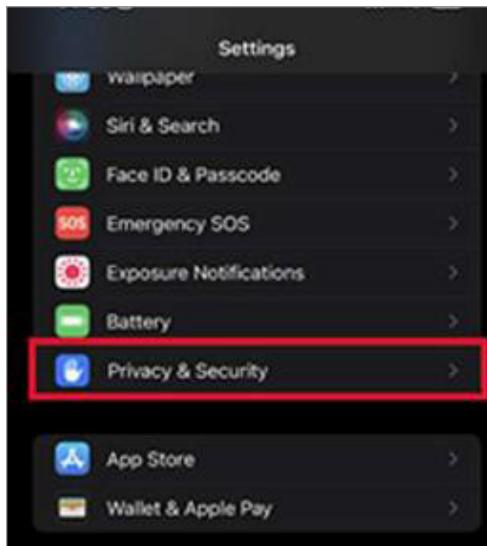
## Enabling Tracking (IOS Only)

If you are experiencing issue with the app where there is little to no functionality available, then tracking for the ESS Go app needs to be enabled. Please follow the below steps.

1. Go into 'Settings'



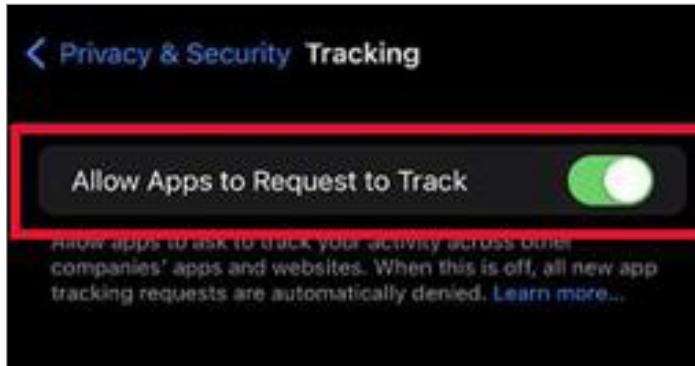
2. Then go into 'Privacy & Security'



3. Then to 'Tracking'



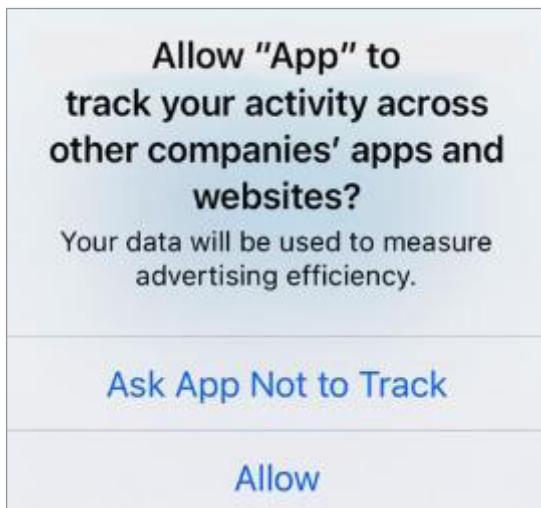
4. Then make sure 'Allow Apps to Request to Track' is enabled.



5. You will then need to go to the ESS Go app & then click 'Logout' in the bottom right of the screen.



6. You should then be prompted with a screen asking to allow the app to be tracked, you need to make sure you click 'Allow'.



## Why you need tracking enabled (IOS Only)

When you use the ESS Go app on an iOS device, you may see a prompt asking you to allow tracking. We want to assure you that ESS Go does not track your personal activity or collect data from other apps on your phone.

This permission is required because ESS Go needs to communicate with timeware's cloud services to retrieve and update essential information for the app to function properly. Apple classifies some of these interactions under "tracking," even though we are not monitoring or collecting any of your personal activity beyond what is necessary for the app to work.

By enabling tracking, you are simply allowing ESS Go to connect with timeware's cloud services—nothing more. If this permission is denied, the app may not work as expected.