

TRACKTIK

Electronic Timekeeping

FIELD GUIDE

2025



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TrackTik Interactive Voice Response (IVR)

TrackTik is a robust software platform designed to help you manage guard duties, report incidents, and communicate with your team. Knowing how to log in to TrackTik is essential for accessing these features and performing your job effectively.

KEY BENEFITS:

- **Convenient Access** – Ideal for remote or mobile employees without access to traditional clock-in systems.
- **Accurate Records** – Ensures precise time tracking for payroll and compliance.
- **Enhanced Accountability** – Helps security firms monitor attendance and workforce activity in real-time.
- **Optimized Workforce Management** – Reduces administrative workload and improves efficiency.

IVR PHONE NUMBER: (888) 623-3890

Please clock-in no earlier than 5 minutes for your shift.

How to use IVR:

1. Dial the IVR phone number: **(888) 623-3890**.
2. Wait for the greeting message to play: *“Welcome, please input your Employee ID number.”*
3. Enter your **Employee ID** number and press #.
 - a. If you do not know your *Employee ID*, please reach out to your *supervisor*.
4. Press 1 to clock-in. Press 1 to clock-out.

IMPORTANT NOTES

- If the employee does not have a scheduled shift, the system will prompt them to listen to their schedule. If no shifts are scheduled, the IVR will notify them and disconnect the call.
- Employees will also be given the option to transfer to a supervisor. If no transfer number is specified, the IVR will hang up; otherwise, the call will be transferred.
- If an employee who is clocked in calls the IVR number, they will be prompted to clock out or start a break.

- If they are on a break and call the IVR number, they will be prompted to end it.
- If clock-out is forgotten, the system will automatically clock you out after 10 hours.

You must call in using the phone number whitelisted by your manager. If you need to use a different device, the system will generate an exception and notify your supervisor. In that case, please contact your supervisor.

TrackTik SHIFT App

Installation Process:



For **Android** users, open the Camera app and scan the QR code below by taking a picture or using the built-in QR code scanner.



For **iOS** users, open the Camera app and scan the QR code by pointing the camera at it. A notification will appear—tap it to access the link.

Signing Into the SHIFT App:

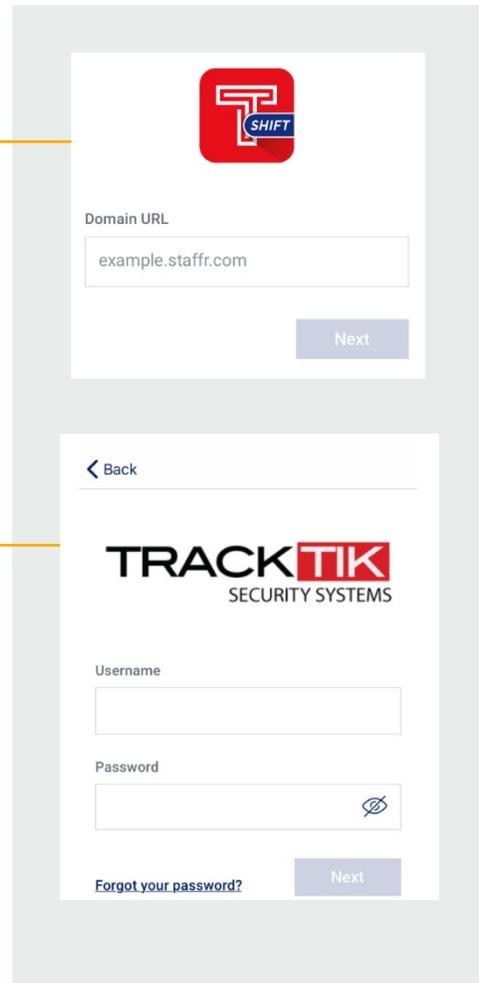
In the **Domain URL** field, enter: paragon.staffr.us. Then, tap **Next** to continue.

After downloading the **SHIFT** app, sign in using your TrackTik username and password (same as browser).

Username: Email (Used to register for Paycor) or Employee ID (Paycor AEN)
Default (Initial Password): Track1\$1

For assistance with access, contact the Paragon IT Help Desk at ParagonITHelpDesk@parasys.com

***IF YOU ARE ASKED FOR A CODE AT ANY POINT DURING SIGN IN, YOU MAY HAVE THE WRONG APPLICATION.**



Navigating through the Application

There are 3 main view options:

1. **My Schedule** – View your work schedule
2. **Shift Clock** – Perform shift work
3. **My Account** – Review your profile info and account settings

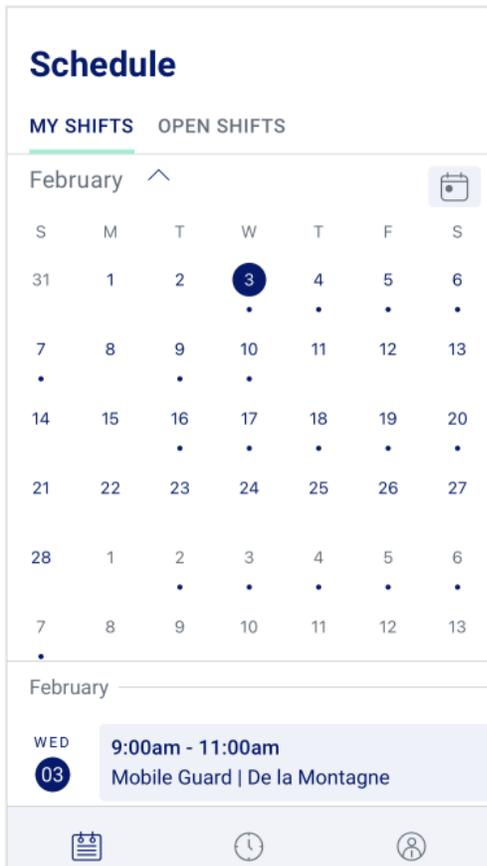
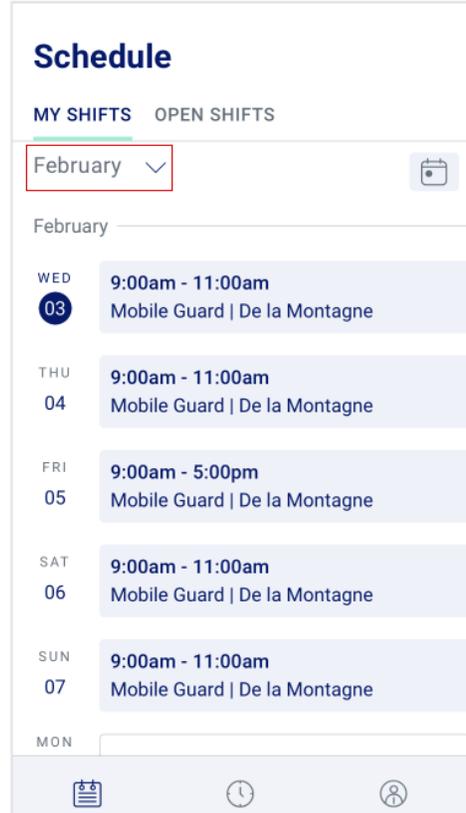


My Schedule – View your work schedule

The **My Schedule** tab allows the user to see their shifts on a weekly view, as well as a monthly view. This is also where users can view any open shifts that are available to be picked up.

You can browse your shifts schedule using any of the following:

1. To browse through shifts, scroll vertically through the shifts list.
2. To return to today when today is no longer in view, tap on the **Today icon** on the right corner, right above the weekly calendar.

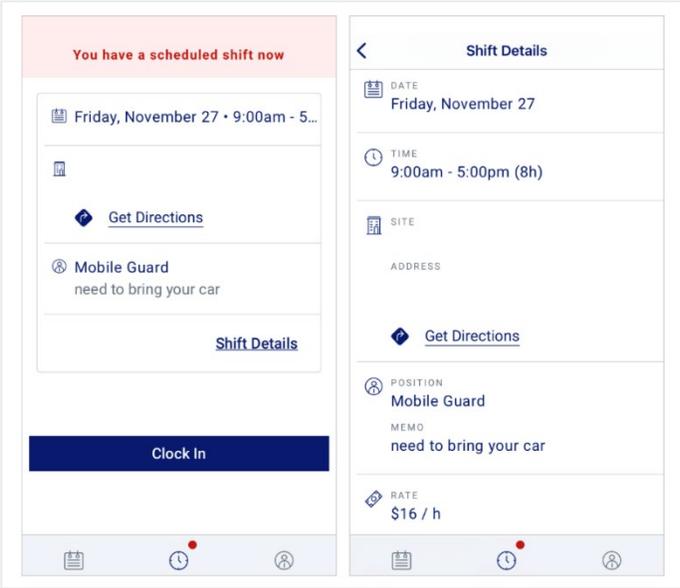
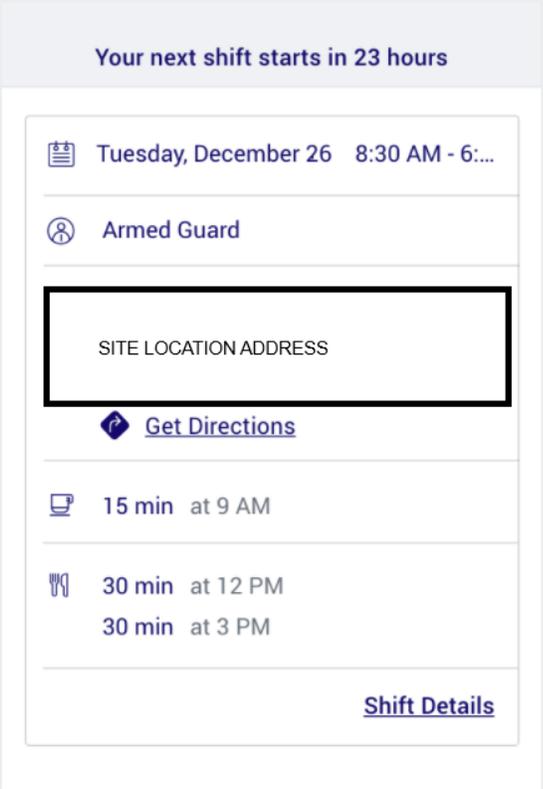


By clicking on the **calendar** icon on the top-right corner, the view can be changed to a monthly view. By **swiping horizontally**, the user can scroll through the calendar by month.

Shift Clock – Perform shift work

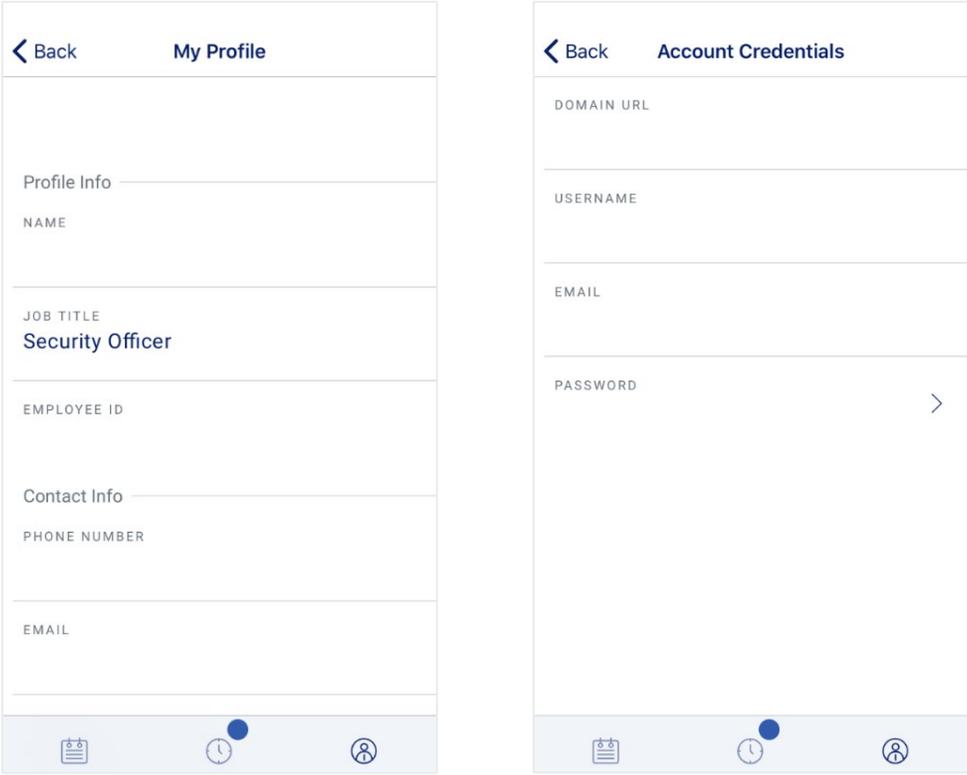
By selecting the **middle** tab, you can view your shift information.

This tab is also where you will be able to **clock in or clock out**.



My Account – Review Your Profile & Account Settings

This tab allows you to view your profile details, including your Name, Job Title, Employee ID, and other account settings.



While on this tab, you can select **Account Credentials** to view your **Domain URL**, **Username**, **Email**, and **Password** associated with TrackTik. This information is useful when submitting a ticket to the **Paragon IT Help Desk**

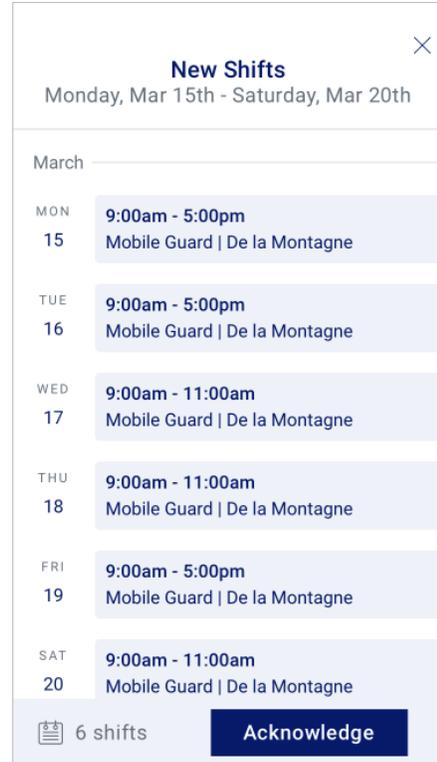
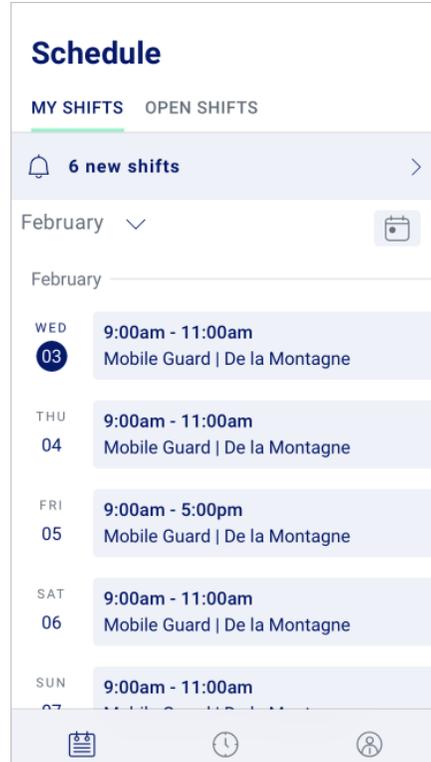
Acknowledging Shifts

When your manager publishes new shifts, a '**New Shifts Assigned**' notification banner will appear.

To **acknowledge** your new shifts:

1. Click on the 'New Shifts Assigned' banner to open the New Shifts screen.
2. Review the list of newly assigned shifts.
3. Click the **Acknowledge** button to confirm receipt of your updated schedule.

For the latest schedule updates, leave and return to the **My Schedule** screen to refresh the page.



Clocking Out

To clock out:

1. From the **Shift Clock** screen, select the **Clock Out** button (available only if you are clocked in).
2. In the confirmation popup, select **End Shift** to confirm.
3. A success message will appear if the clock-out process is completed successfully.

