PARAGON SYSTEMS

TRAINING

TRACKTIK

Electronic Timekeeping

SUPERVISOR GUIDE

2025

TRAINING

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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

Using IVR – Employee ID Configuration (REGION LEVEL)

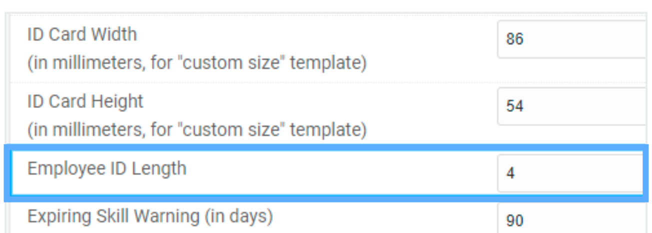
Employees must use their Employee IDs to clock in and out of the Interactive Voice Response (IVR) system. To ensure compatibility, follow these steps to configure Employee ID settings:

Steps to Verify and Update Employee ID Settings:

***This is completed by the systems administrator. ***

1. Go to Settings
2. Select View All
3. Click General
4. Choose View All or General
5. Enter a value greater than 4 in the Employee ID Length field (this determines the number of characters required for Employee IDs).

Note: Employee IDs must contain at least four numeric characters to function correctly with the IVR system.



Advanced Customizations (REGION LEVEL)

Greeting Message:

“Welcome, please input your Employee ID.

Call Prompts:

ACTION	IVR MESSAGE
Welcome Message	Welcome
Punched in Message	You are now punched in
Start Your Break	To start a break, press 2
Start Your Meal Break	To start a meal break, press 2
Start Your Rest Break	To start a rest break, press 3
Break Started	Your break has now started
Meal Break Started	Your meal break has now started
Rest Break Started	Your rest break has now started
End Your Break	To end your break, press 1
End Your Meal Break	To end your meal break, press 1
End Your Rest Break	To end your break, press 1
Break Ended	Your break has now ended
Meal Break Ended	Your meal break has now ended
Rest Break Ended	Your rest break has now ended
Schedule Conflict Detected	We found a schedule conflict
Transferring	Transferring you, please wait
Gather Employee ID	Please input your employee ID
Invalid Employee ID	This ID is invalid
End of Call Greetings	Thank you, Goodbye
Signal They Will Be Late	We found your shift, but you are calling from a number that is not authorized for this account. If you are late and would like to notify us, press 1
Number Not Detected - Punch In	If you are calling from the client location, and would like to punch in, press 2
Number Not Detected - Blocked	This phone number is not allowed. Please try again using an allowed phone number.
Transfer to Supervisor	To be transferred to a supervisor, press 0
Will Be Late Recording	Please record a message saying how long you will be arriving at the location then press pound
Punch Out - Option 1	Thank you. To punch out, press 1
Create Incident Report - Option 2	To record an incident report, press 2
Create Incident Report - Option 4	To record an incident report, press 4
Record Incident Report	Please record your report and press pound
Listen to Schedule - Option 1	To listen to your schedule, press 1
10/10 is Late Message	Hi, Your ten ten was not done in time

TrackTik IVR (Interactive Voice Response) Set Up (SITE LEVEL)

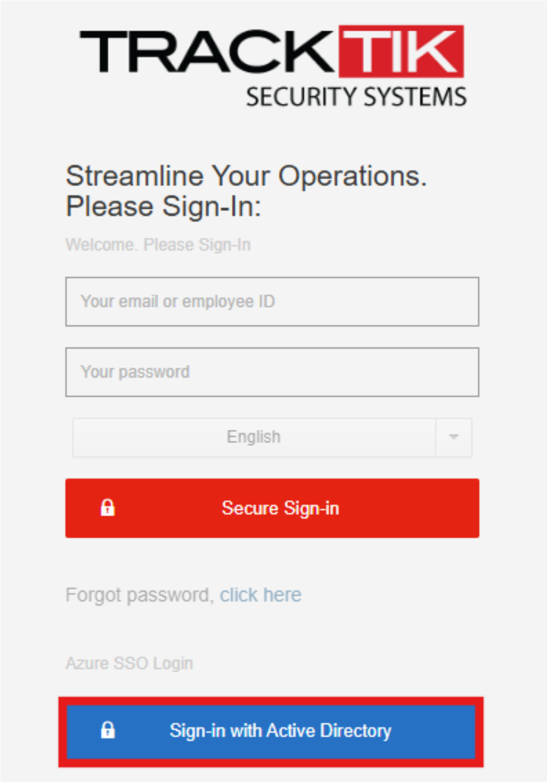
Role: P&L Managers

*** IVR Management can be done at the **SITE** level. ***

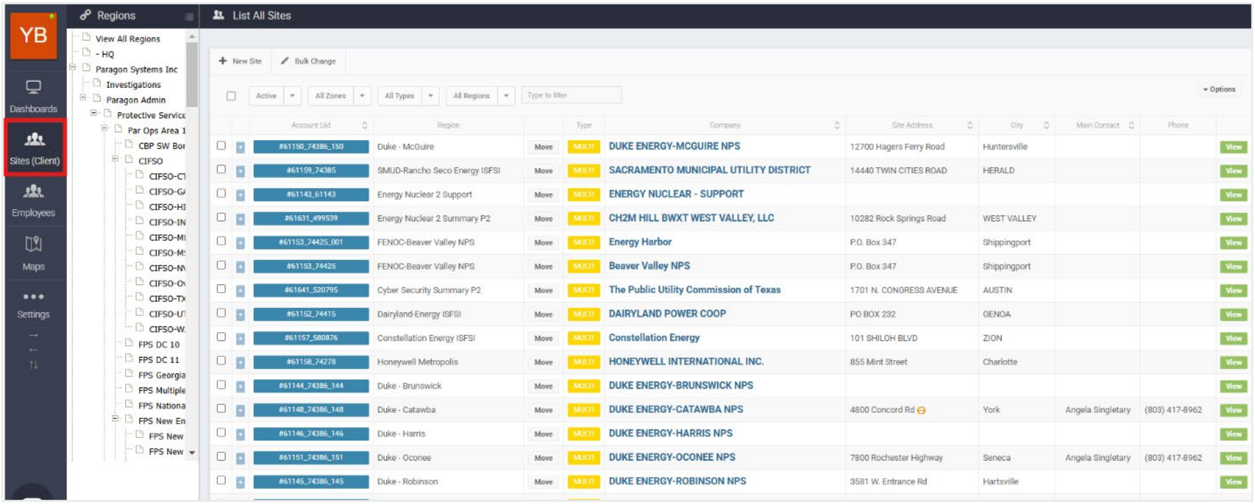
Accessing TrackTik Production Portal

To get started, please sign into the **TrackTik Production Portal**: https://paragon.staffr.us/

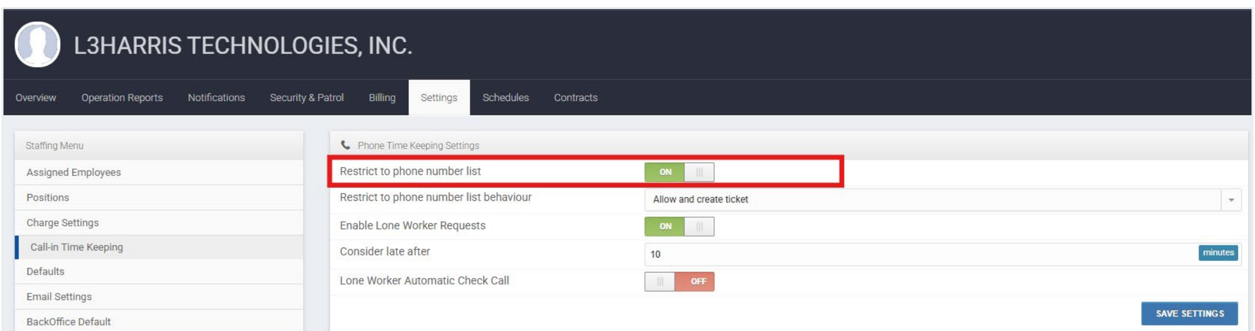
1. **SSO Method**
   a. Select **"Sign in Using Active Directory."**
   b. Enter your **work email** and **password.**
2. **TrackTik Login (if not using SSO)**
   a. **Username:** The email is used to register for Paycor.
   b. **Password:** If forgotten, please contact **Paragon IT Help Desk** at ParagonITHelpDesk@parasys.com.



Navigate to **Site** > *Search* for the **Site** > *Select* the **Site**.

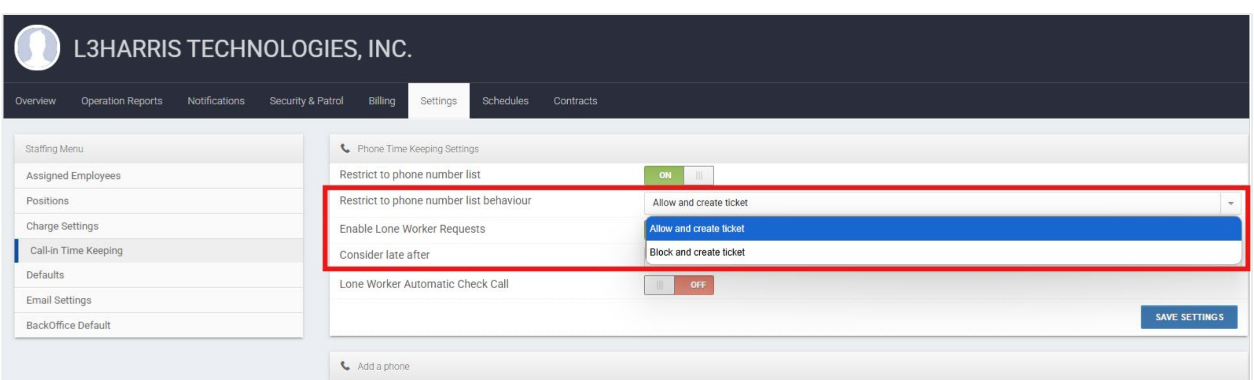


From there, go to **Settings** > **Call-In Time Keeping** > "***Restrict to Phone Number List***." This needs to be turned **ON**.

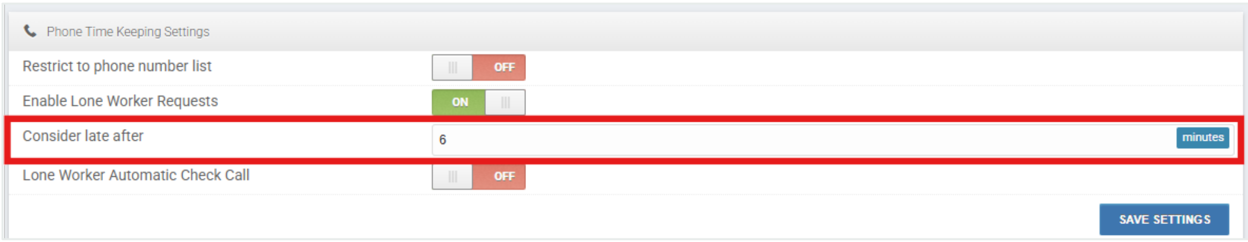


Then, navigate to the **"Restrict to phone number list behavior"** field, which should now be visible. From the dropdown menu, select one of the following options:

1. **Allow and create ticket**
2. **Block and create ticket**



Under “Consider late after,” please input the grace period exception based on your contract’s obligation. For example: 6 minutes.



Under “Consider late after,” please input the grace period exception based on your contract’s obligation. For example: 6 minutes.

YOU CAN ONLY WHITELIST A PHONE NUBMER AT ONE SITE. YOU CANNOT WHITELIST THE SAME NUMBER UNDER MULTIPLE SITES.

TrackTik SHIFT App

Geo-Fencing Configuration Set Up (SITE LEVEL)

Role: P&L Manager

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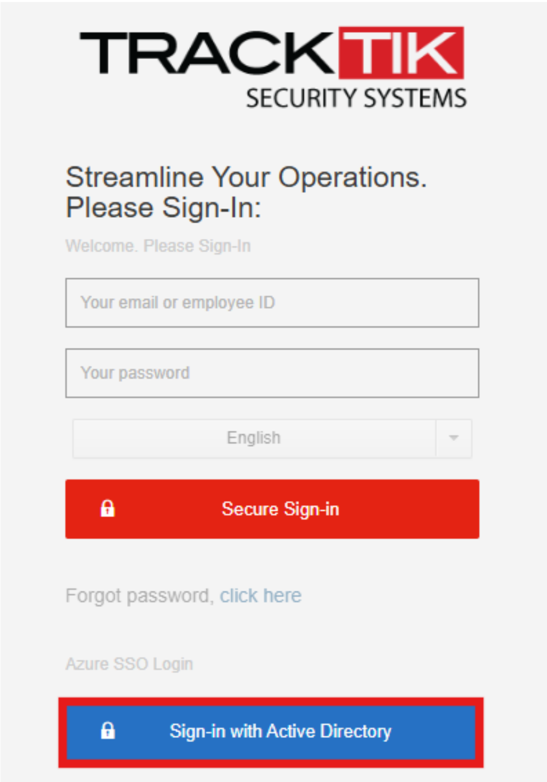
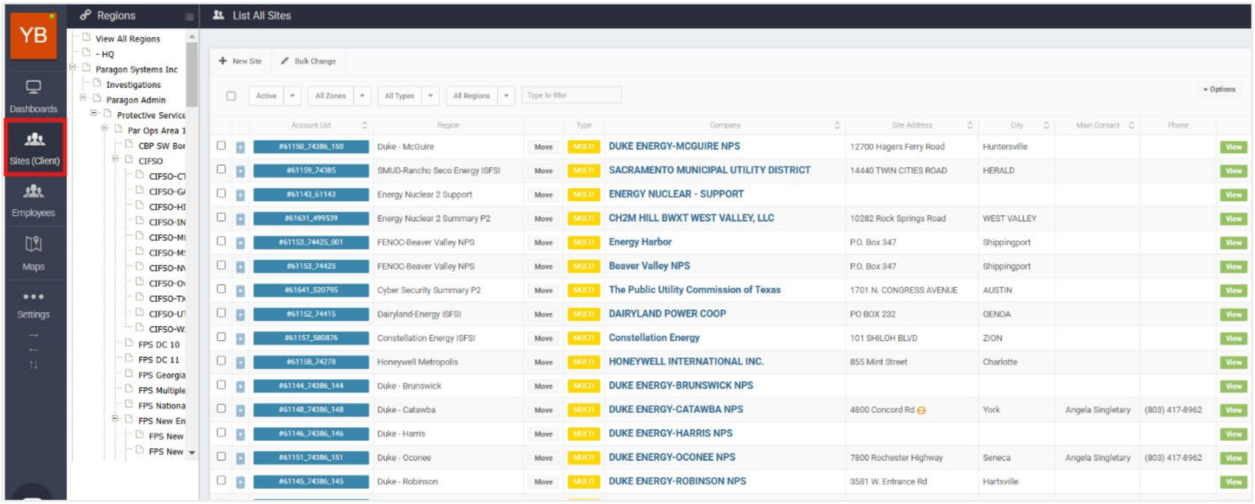
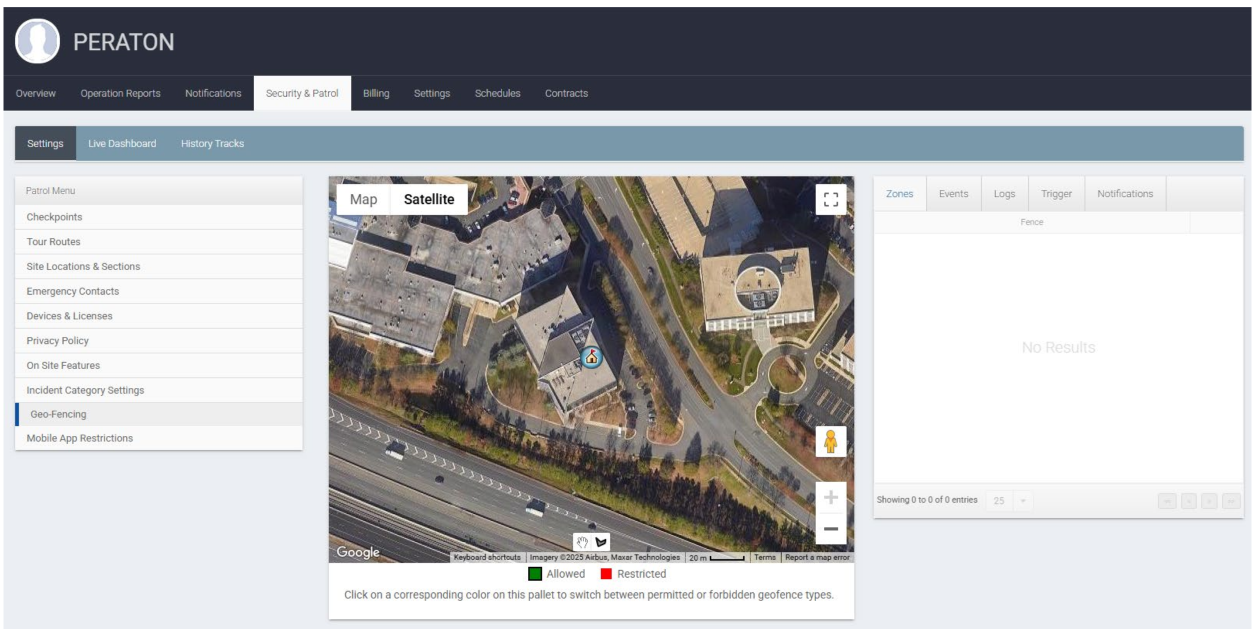


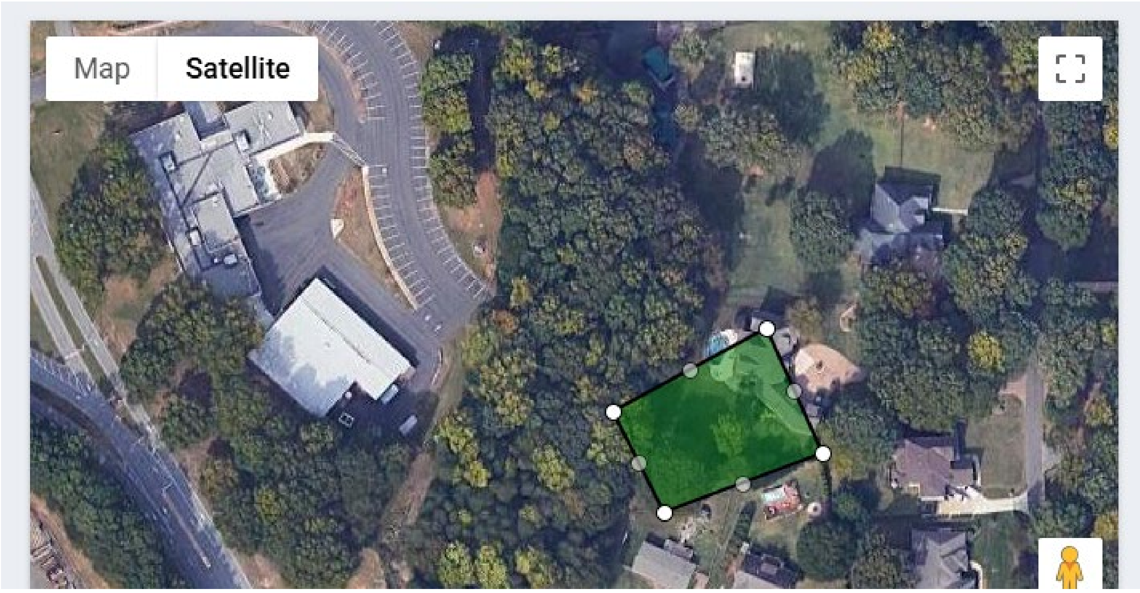
Navigate to **Site** > *Search* for the **Site** > *Select* the **Site**.



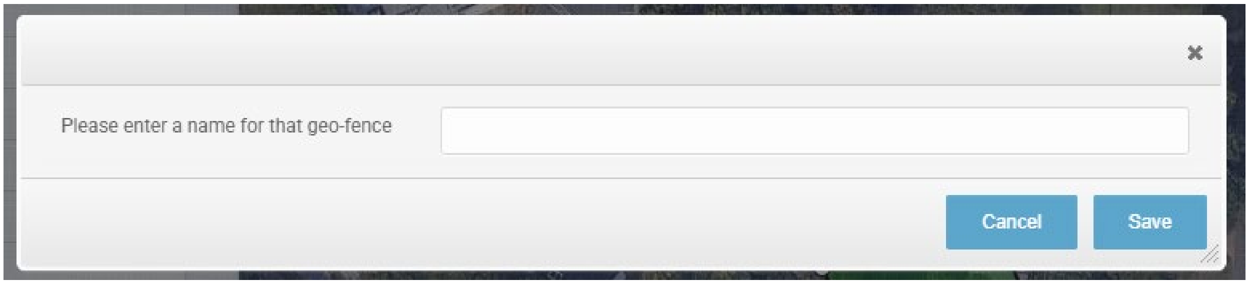
Go to "**Security & Patrol**" and locate "**Geo-Fencing**." Based on the address of the site, that is where the PIN will be marked for you to be able to geofence around. You can draw the virtual fence and as many as you need; however, they *cannot overlap.*



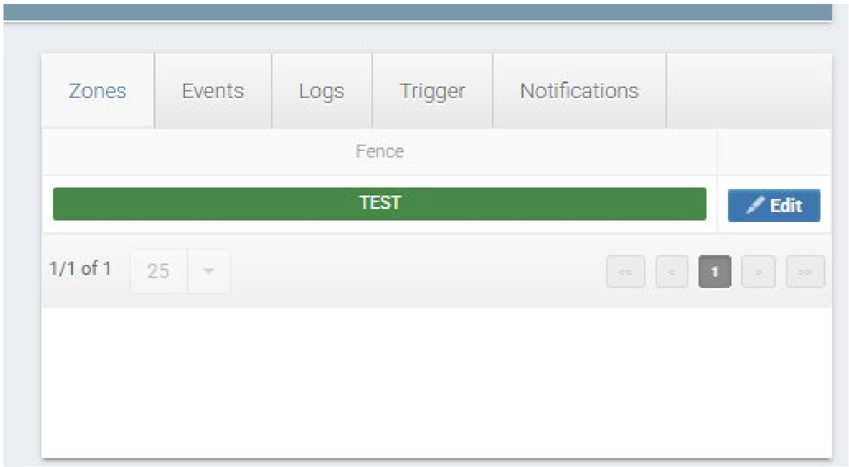
To set up a geofence, click the icon at the bottom, located to the right of the hand icon. Then, select points on the map to create a shape outlining the geofence.



As soon as the shape is created, a pop up will appear to give the virtual fence a **name**:

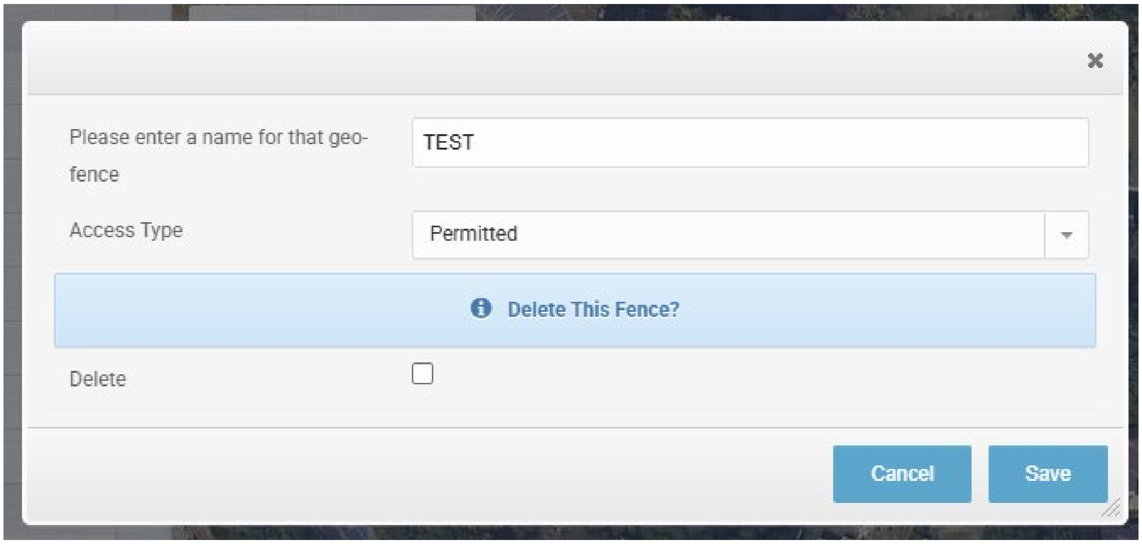


To locate all your geofenced zones, refer to the right column:

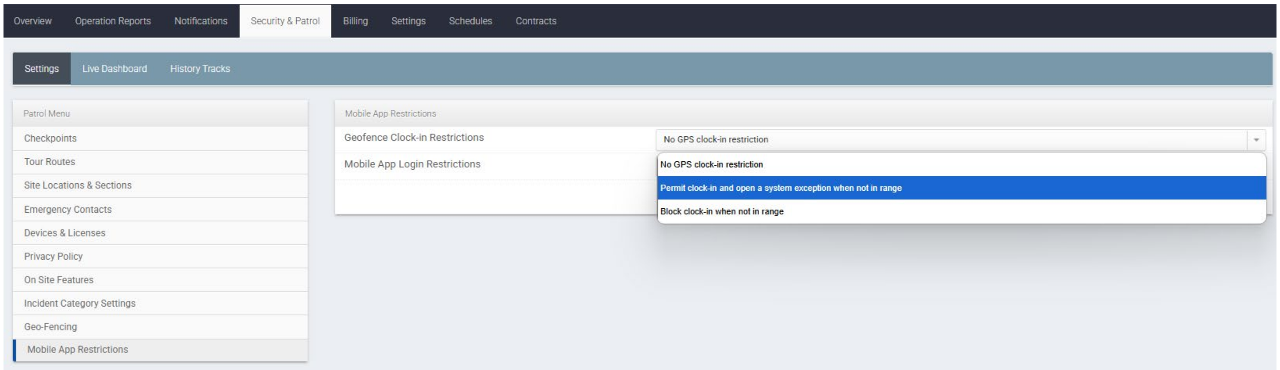


To **edit** your geofencing zone:

- **Enter a Name**: You can modify the geofence name as needed.
- **Access Type**: Choose either "Permitted" or "Restricted."
- **Delete**: Select this option if you want to remove the geofence zone.



From there, go to **Mobile App Restrictions,** and make sure that "***Permit clock-in and open a system exception when not in range"*** *is selected.*



Installation Process:

SHIFT Application for Android/Samsung

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.

SHIFT Application for Apple

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:

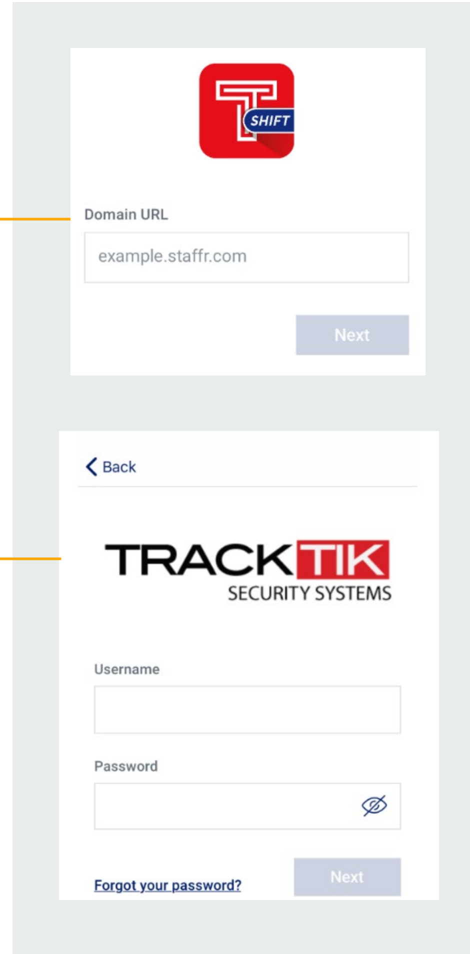
****IF AN EMPLOYEE STATES THAT IT IS ASKING FOR A CODE AT THE BEGINNING, THEY HAVE DOWNLOADED THE WRONG APPLICATION.***

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

Sign in using:

- **Username:** Email (Used to register for Paycor) or Employee ID (Paycor AEN)
- **Default Password:** TT1$$ (This password will only work if this is your first time signing in)

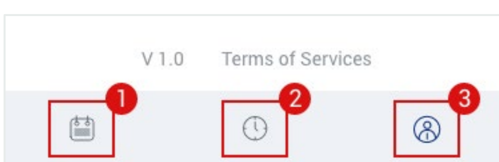
For assistance with access, contact the Paragon IT Help Desk at ParagonITHelpDesk@parasys.com

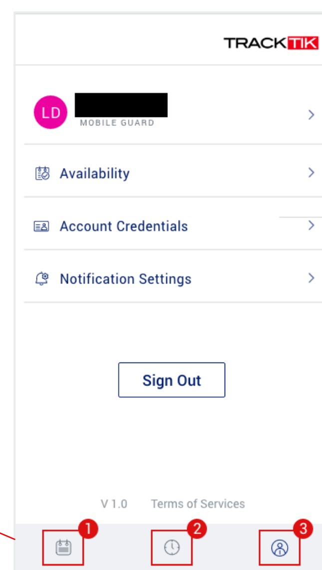


Navigating through the Application

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

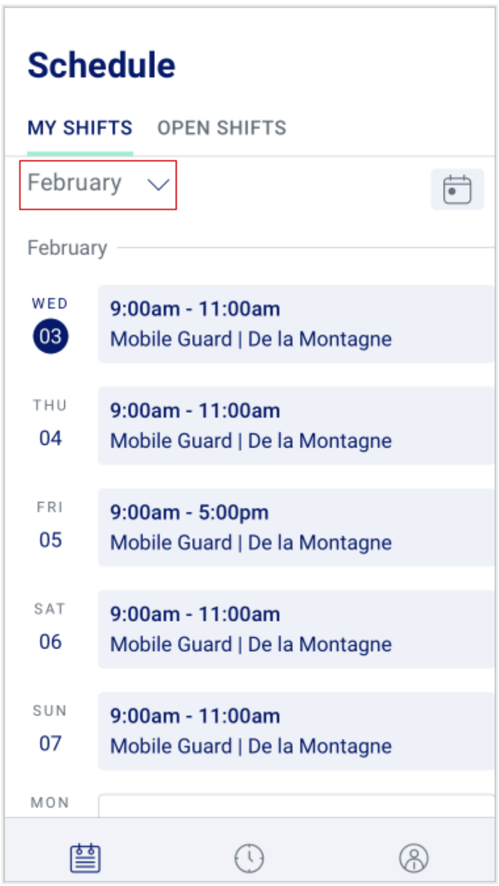


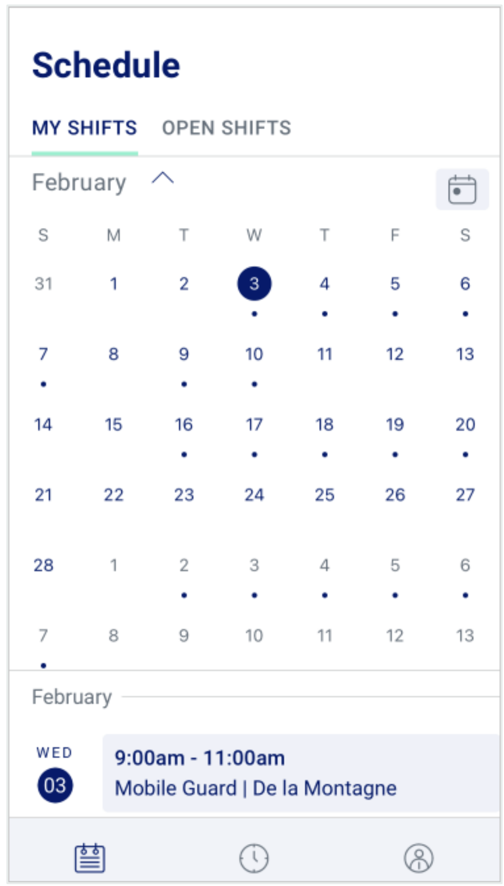


My Schedule – View your work schedule

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.

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.

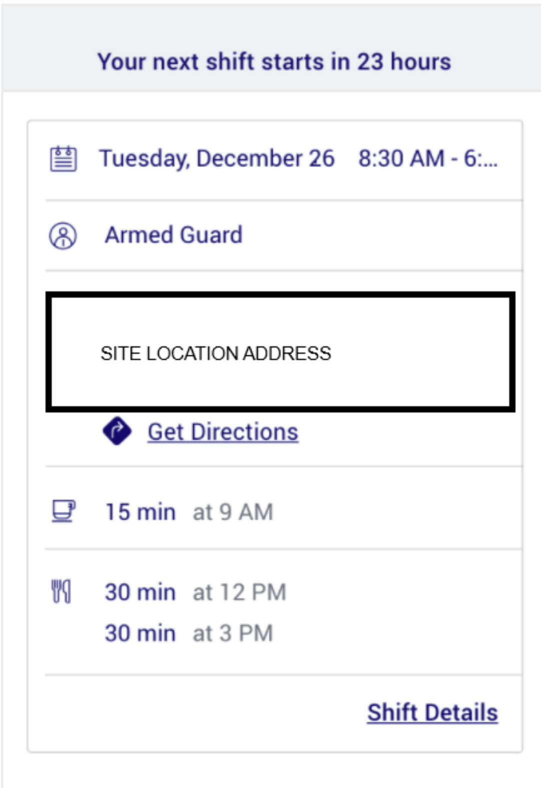


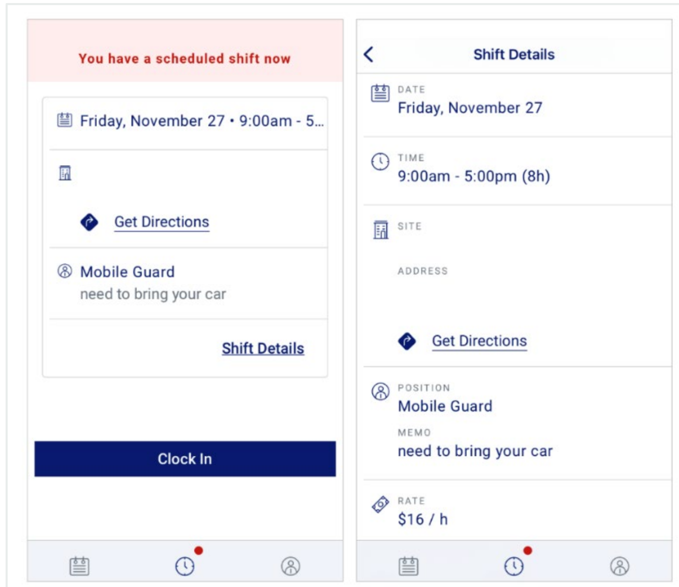


Shift Clock – Perform shift work

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

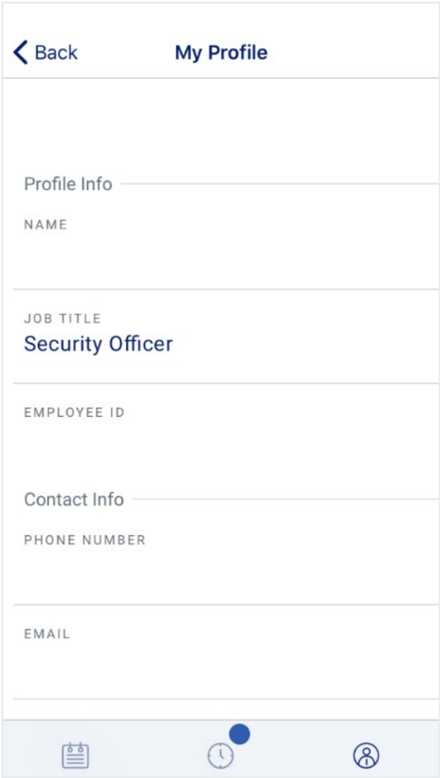
This tab is also where you will be able to **clock in or clock out.**

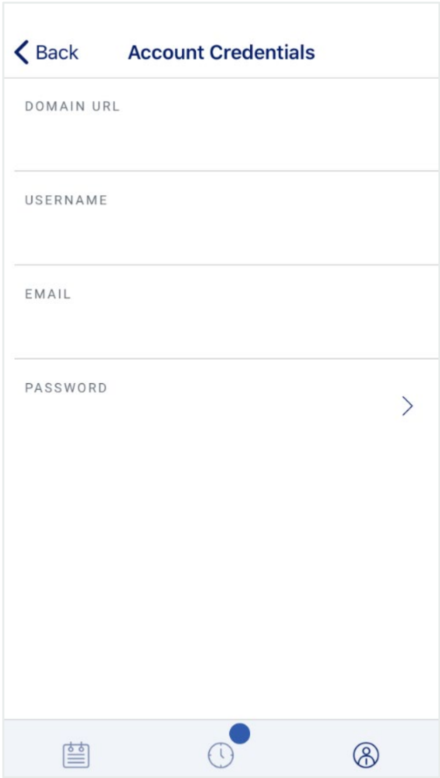




My Account – Review Your Profile & Account Settings

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





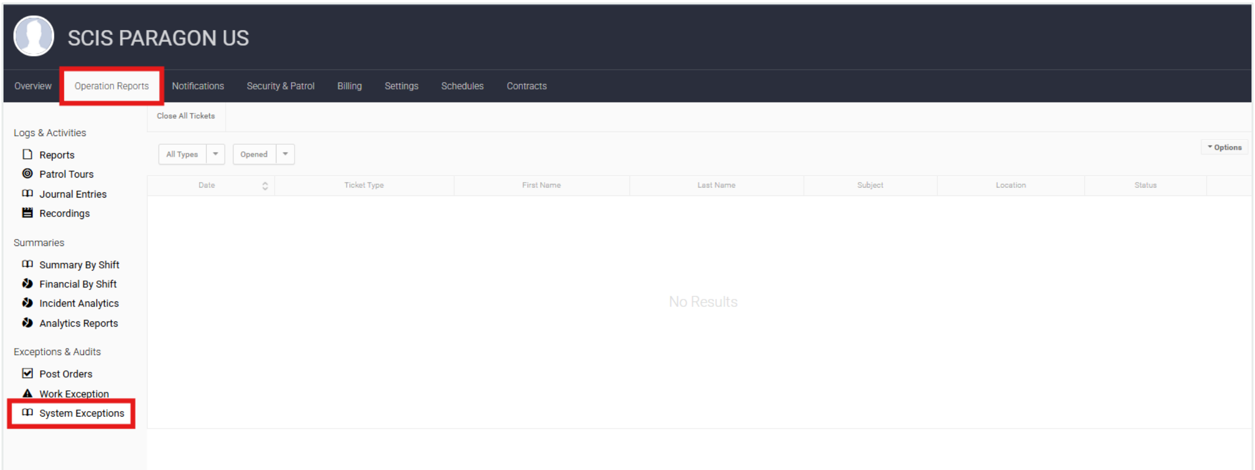
While on this tab, you can select **Account Credentials** to view your **Domain URL, Username, Email,** and **Password** associated with TrackTik. This information is useful when submitting a ticket to the **Paragon IT Help Desk**

System Exceptions

System Exceptions are tickets generated when certain actions occur that are out of the ordinary. Such actions include uncovered shifts, late Lone Worker check-ins, and panic button activation. You can update the system except tickets to capture notes on how the exceptions were resolved.

To view system exceptions portal-wide:

1. Select the ***Operations Reports*** tab from the site.
2. On the left-hand side, go to “***System Exceptions***.”



All Types: View all System Exceptions.

Panic Alert: This shows tickets with information regarding users who activated the panic button on their mobile devices. A column on the right shows the GPS location.

Inactive Mobile User Alert: View System Exceptions generated when users remain inactive for 60 minutes.

Late Checkpoint: View Exceptions generated when checkpoints are scanned late.

IVR Audio Reports: Used with scheduling module only.

GPS Disabled Alert: View Exceptions generated when GPS is disabled on the device.

Geofence Violation: Triggered when an employee breaches a geofenced area.

Punched in From Outside Allowed Area: Triggered when an employee punches in from outside a geofenced area.

Late 10/10: Used with scheduling module only.

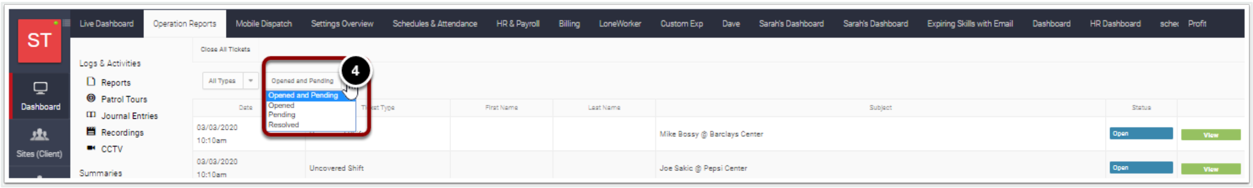
Unauthorized Call-in Number: Used with scheduling module only.

Uncovered Shift: Used with scheduling module only.

Punch In (Invalid Number): Used for scheduling only.

Shift Not Closed: Used with scheduling module only.

Filter to view System Exceptions by status



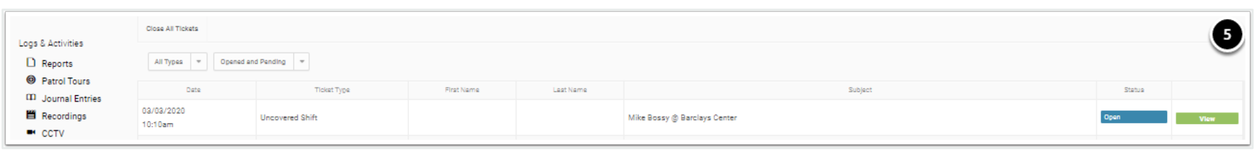
Opened and Pending: The Exceptions that have been generated and those that have been looked at and require attention.

Opened: New System Exceptions that have not been updated.

Pending: The Exception has been looked at and designated as needing attention.

Resolved: The exception has been resolved and closed.

View relevant information about System Exceptions



Date: Date and time when System Exception was opened.

Ticket Type: Type of System Exception.

First Name: First name of the employee to whom the exception pertains.

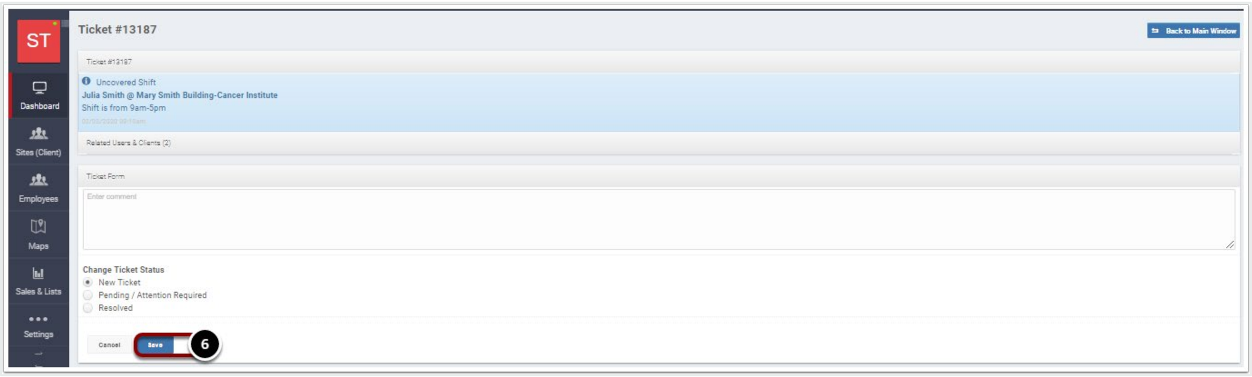
Last Name: Last name of the employee to whom the exception pertains.

Subject: A more detailed description of the Exception and when and where it happened.

Status: The status of the Exception.

View: View the Exception in detail.

Change an Exception Status



To change an Exception status, click on the green " **View** " button on the screen's right.

Exceptions are treated as tickets, and each has a unique number.

You can add a comment on the following screen and set the status to Pending / Attention Required or Approved.

Ticket From: Enter comments on actions taken.

Change Ticket Status: Update the status.

- **New Ticket:** The ticket has not been updated or resolved.
- **Pending/Attention Required:** The ticket has been looked at, and action is required.
- **Resolved:** The ticket has been resolved.