

# TRACKTIK

Electronic Timekeeping

**SUPERVISOR GUIDE**

2025



# Table of Contents

TrackTik Interactive Voice Response (IVR) .....	2
Using IVR – Employee ID Configuration (REGION LEVEL) .....	2
Steps to Verify and Update Employee ID Settings: .....	2
Advanced Customizations (REGION LEVEL).....	3
Greeting Message:.....	3
Call Prompts.....	3
TrackTik IVR (Interactive Voice Response) Set Up (SITE LEVEL) .....	4
Accessing TrackTik Production Portal.....	4
TrackTik SHIFT App .....	7
Geo-Fencing Configuration Set Up (SITE LEVEL) .....	7
Accessing TrackTik Production Portal.....	7
Installation Process:.....	11
Signing Into the SHIFT App: .....	12
Navigating through the Application .....	12
My Schedule – View your work schedule .....	13
Shift Clock – Perform shift work .....	14
My Account – Review Your Profile & Account Settings.....	15
System Exceptions .....	15
To view system exceptions portal-wide: .....	16
Filter to view System Exceptions by status .....	17
View relevant information about System Exceptions.....	17
Change an Exception Status.....	18

## 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.

ID Card Width (in millimeters, for "custom size" template)	86
ID Card Height (in millimeters, for "custom size" template)	54
Employee ID Length	4
Expiring Skill Warning (in days)	90

## Advanced Customizations (REGION LEVEL)

### Greeting Message:

“Welcome, please input your Employee ID.

### Call Prompts:

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

**TRACKTIK**  
SECURITY SYSTEMS

Streamline Your Operations.  
Please Sign-In:

Welcome. Please Sign-In

Your email or employee ID

Your password

English

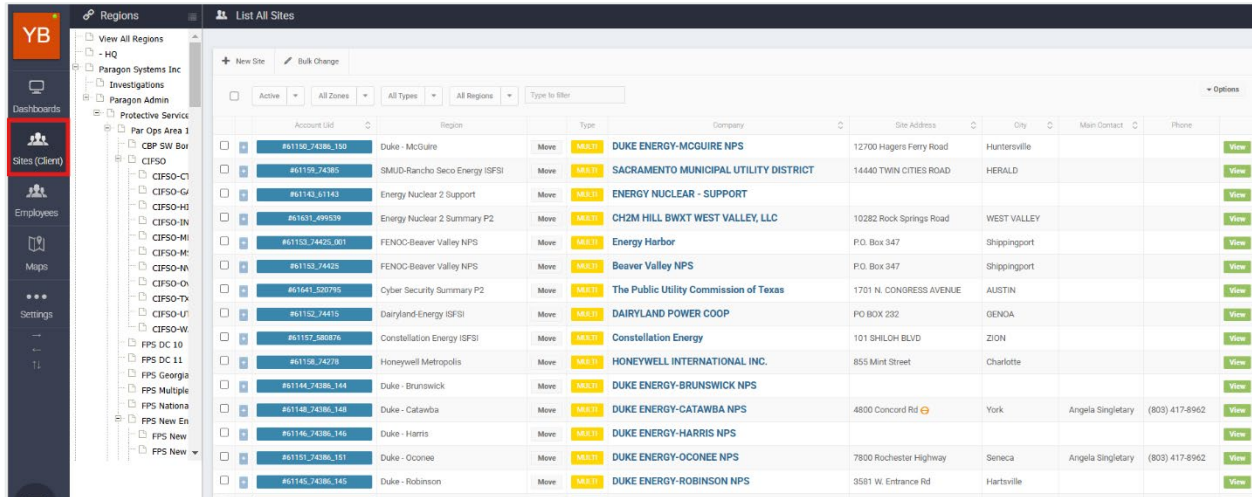
**Secure Sign-in**

[Forgot password, click here](#)

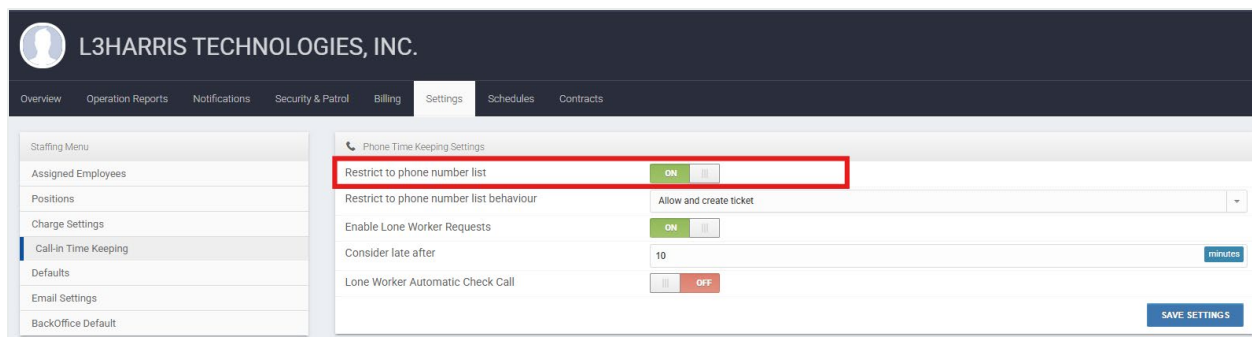
Azure SSO Login

**Sign-in with Active Directory**

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

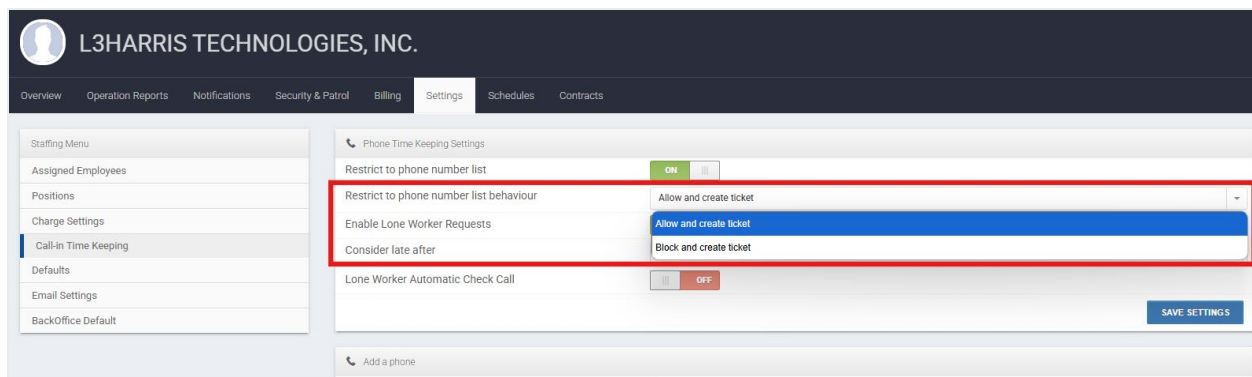


From there, go to **Settings > Call-In Time Keeping > “Restrict to Phone Number List.”** This needs to be turned **ON**.



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.

Phone Time Keeping Settings

Restrict to phone number list	OFF
Enable Lone Worker Requests	ON
Consider late after	6 minutes
Lone Worker Automatic Check Call	OFF

SAVE SETTINGS

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

Add a phone

Phone Number

Description

ADD PHONE

**YOU CAN ONLY WHITELIST A PHONE NUMBER 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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**TRACKTIK**  
SECURITY SYSTEMS

Streamline Your Operations.  
Please Sign-In:

Welcome. Please Sign-In

Your email or employee ID

Your password

English

Secure Sign-in

[Forgot password, click here](#)

Azure SSO Login

Sign-in with Active Directory

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

Account ID	Region	Type	Company	Site Address	City	Main Contact	Phone
#61136_74386_145	Duke - McGuire	Move	DUKE ENERGY-MCGUIRE NPS	12700 Hagers Ferry Road	Hunterville		
#61139_74385	SMUD-Rancho Seco Energy (SF)	Move	SACRAMENTO MUNICIPAL UTILITY DISTRICT	14440 TWIN CITIES ROAD	HERALD		
#61142_61143	Energy Nuclear 2 Support	Move	ENERGY NUCLEAR - SUPPORT				
#61631_499379	Energy Nuclear 2 Summary P2	Move	CH2M HILL BWXT WEST VALLEY, LLC	10282 Rock Springs Road	WEST VALLEY		
#61153_74425_061	FENOC-Beaver Valley NPS	Move	Energy Harbor	P.O. Box 347	Shippingport		
#61153_74425	FENOC-Beaver Valley NPS	Move	Beaver Valley NPS	P.O. Box 347	Shippingport		
#61641_520755	Cyber Security Summary P2	Move	The Public Utility Commission of Texas	1701 N. CONGRESS AVENUE	AUSTIN		
#61153_74415	Dairyland-Energy (SF)	Move	DAIRYLAND POWER COOP	PO BOX 232	GENOA		
#61157_580876	Constellation Energy (SF)	Move	Constellation Energy	101 SHILOH BLVD	ZION		
#61158_74278	Honeywell Metropolis	Move	HONEYWELL INTERNATIONAL INC.	855 Mint Street	Charlotte		
#61144_74386_144	Duke - Brunswick	Move	DUKE ENERGY-BRUNSWICK NPS				
#61149_74386_148	Duke - Catawba	Move	DUKE ENERGY-CATAWBA NPS	4800 Concord Rd	York	Angela Singletary	(803) 417-8962
#61146_74386_146	Duke - Harris	Move	DUKE ENERGY-HARRIS NPS				
#61157_74386_151	Duke - Oconee	Move	DUKE ENERGY-OCONEE NPS	7800 Rochester Highway	Seneca	Angela Singletary	(803) 417-8962
#61145_74386_145	Duke - Robinson	Move	DUKE ENERGY-ROBINSON NPS	3581 W. Entrance Rd	Hartsville		

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*.

PERATON

Overview Operation Reports Notifications **Security & Patrol** Billing Settings Schedules Contracts

Settings Live Dashboard History Tracks

Patrol Menu

- Checkpoints
- Tour Routes
- Site Locations & Sections
- Emergency Contacts
- Devices & Licenses
- Privacy Policy
- On Site Features
- Incident Category Settings
- Geo-Fencing**
- Mobile App Restrictions

Map Satellite

Google Keyboard shortcuts Imagery © 2023 Airbus, Maxar Technologies 20 m Terms Report a map error

Click on a corresponding color on this pallet to switch between permitted or forbidden geofence types.

Allowed Restricted

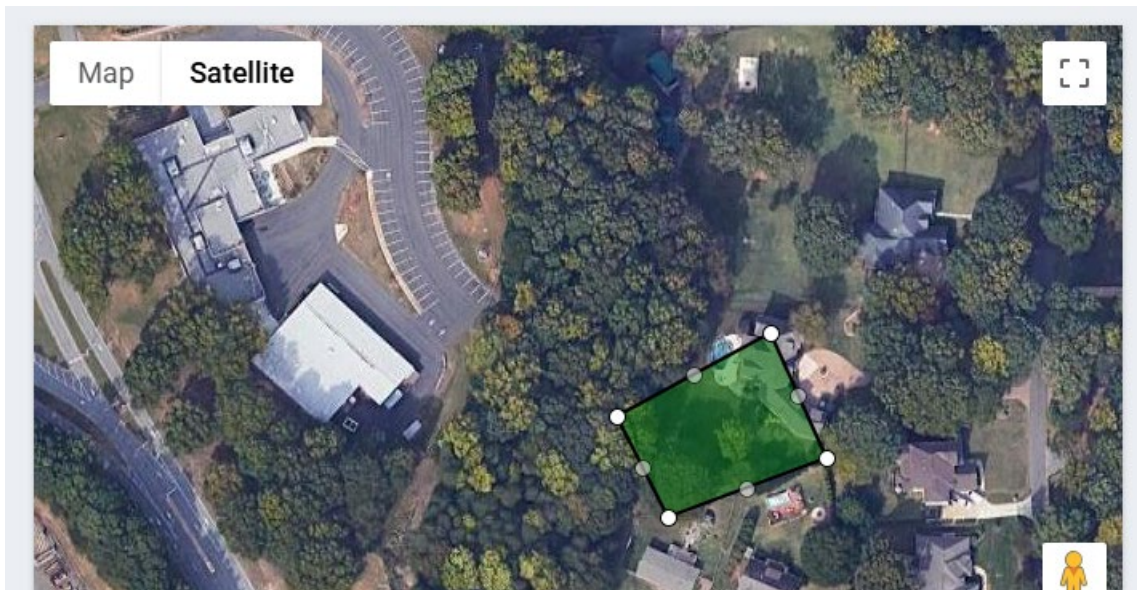
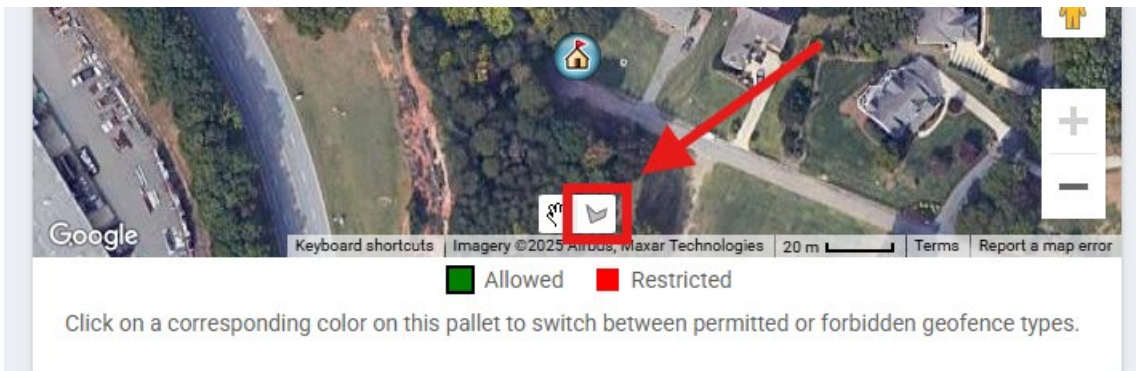
Zones Events Logs Trigger Notifications

Fence

No Results

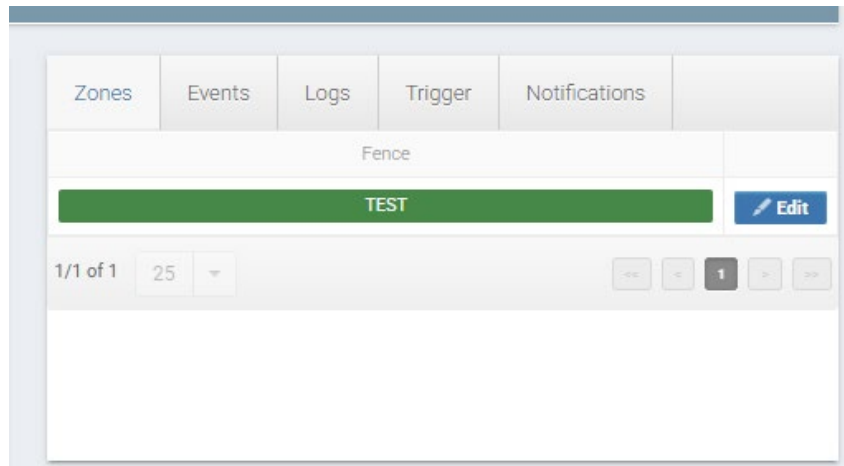
Showing 0 to 0 of 0 entries 25

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**:

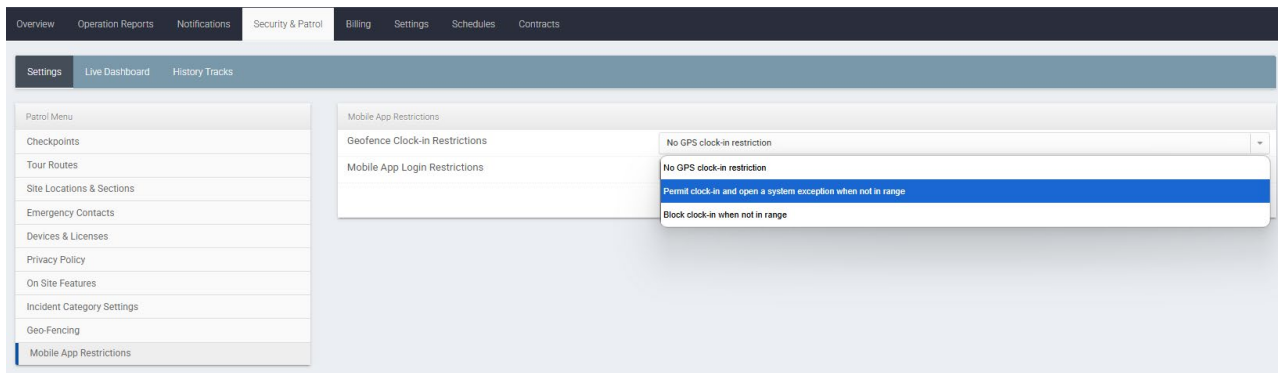
To locate all your geofenced zones, refer to the right column:



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:



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:

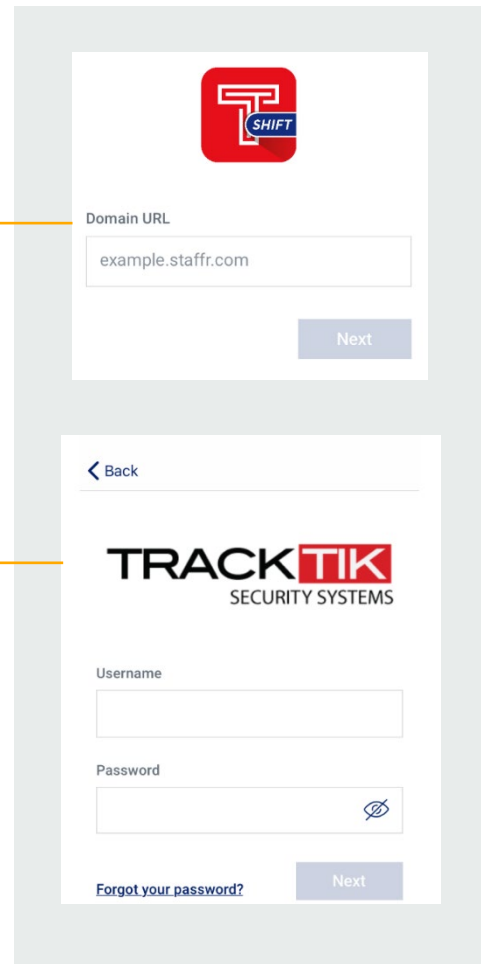
**\*IF AN EMPLOYEE STATES THAT IT IS ASKING FOR A CODE AT THE BEGINNING, THEY HAVE DOWNLOADED THE WRONG APPLICATION.**

In the **Domain URL** field, enter: [paragon.staffr.us](https://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)

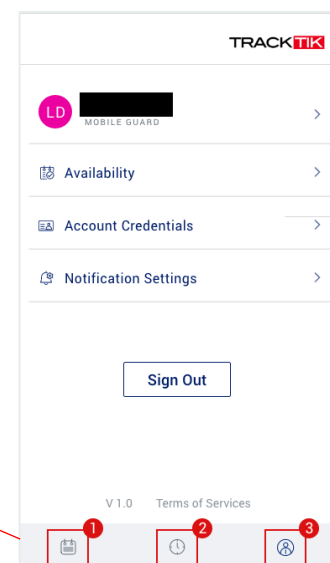
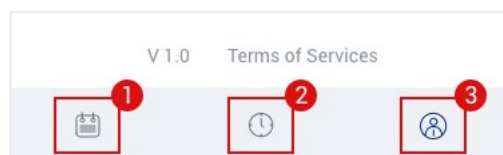
For assistance with access, contact the Paragon IT Help Desk at [ParagonITHelpDesk@parasys.com](mailto:ParagonITHelpDesk@parasys.com)



## Navigating through the Application

There are 3 main view options:

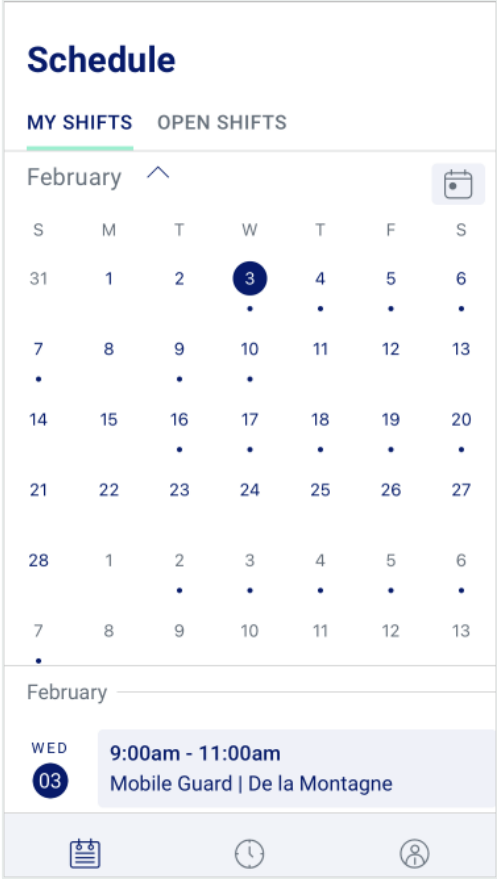
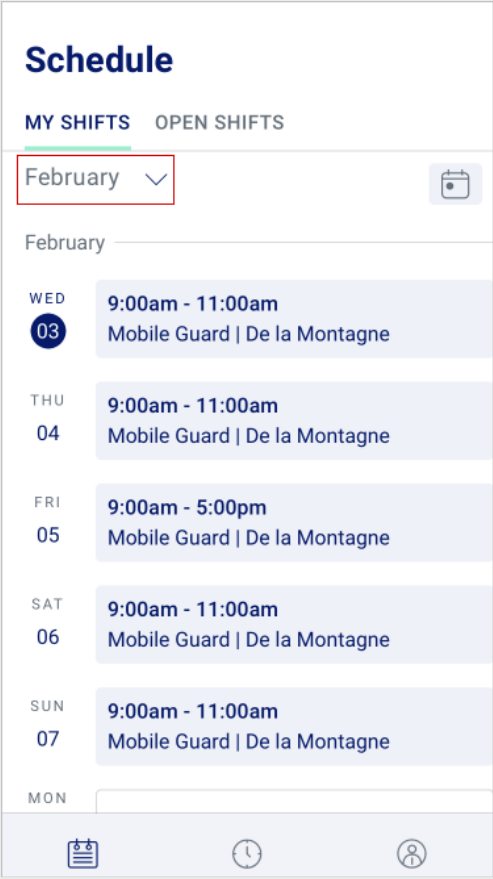
1. **My Schedule** – View your work schedule
2. **Shift Clock** – Perform shift work
3. **My Account** – Review your profile info and account settings



## 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.

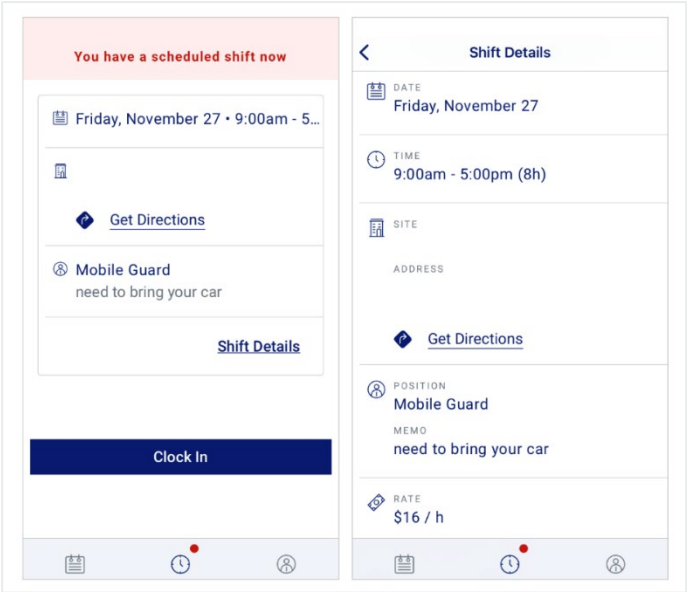
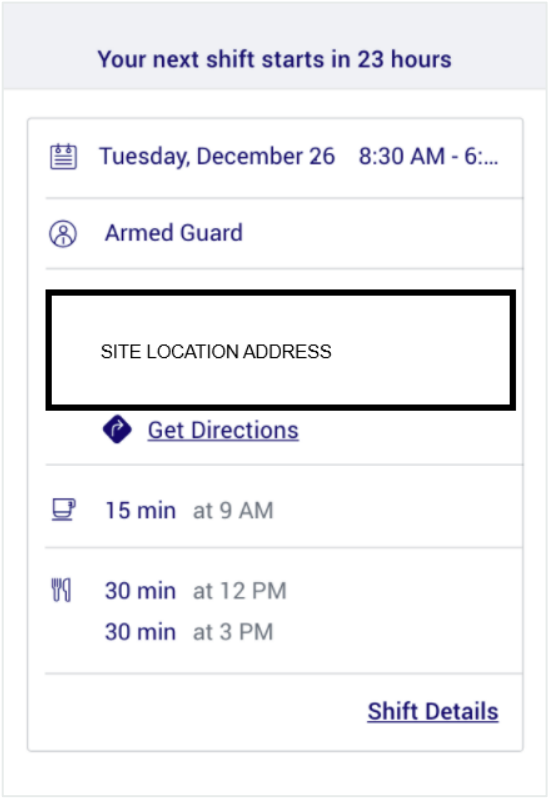
By clicking on the **calendar** icon on the top-right corner, the view can be changed to a monthly view. By **swiping horizontally**, the user can scroll through the calendar by month.



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.

The image displays two side-by-side mobile application screens. The left screen, titled 'My Profile', features a 'Back' arrow and a header. Below the header, there are sections for 'Profile Info' (containing fields for NAME, JOB TITLE with the value 'Security Officer', and EMPLOYEE ID) and 'Contact Info' (containing fields for PHONE NUMBER and EMAIL). The right screen, titled 'Account Credentials', also has a 'Back' arrow and a header. It contains fields for DOMAIN URL, USERNAME, EMAIL, and PASSWORD (with a right-pointing chevron). Both screens have a bottom navigation bar with three icons: a calendar, a clock, and a person.

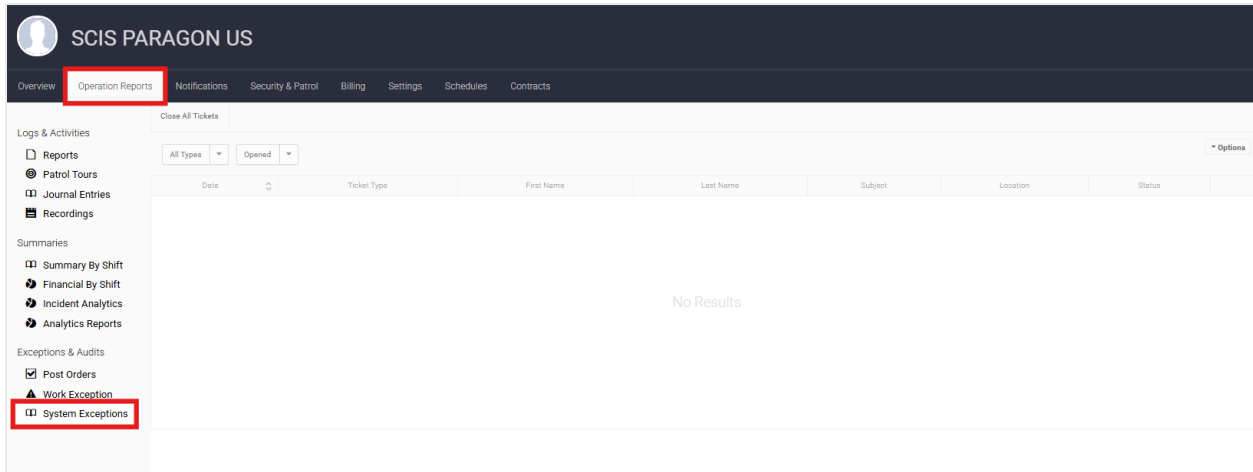
While on this tab, you can select **Account Credentials** to view your **Domain URL**, **Username**, **Email**, and **Password** associated with TrackTik. This information is useful when submitting a ticket to the **Paragon IT Help Desk**

## 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.

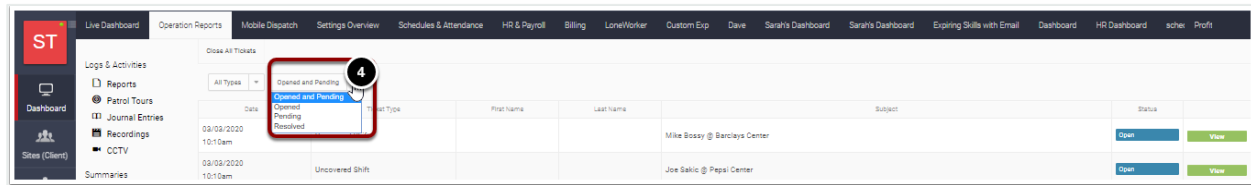
**Unauthorized Call-in Number:** Used with scheduling module only.

**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



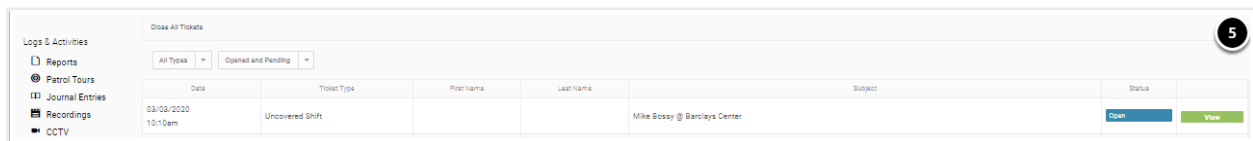
**Opened and Pending:** The Exceptions that have been generated and those that have been looked at and require attention.

**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

**Ticket #13187**

Ticket #13187

Uncovered Shift  
Julia Smith @ Mary Smith Building-Cancer Institute  
Shift is from 9am-5pm  
2025/03/20 09:00 AM

Related Users & Clients (2)

Ticket Form

Enter comment

Change Ticket Status

☒ New Ticket  
☐ Pending / Attention Required  
☐ Resolved

Cancel Save 6

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.