

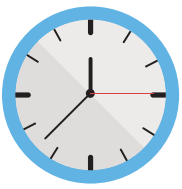
CLOCKING IN AND OUT ON YOUR SMART PHONE



THE PROCESS*

1. Visit guardclockin.com on your smart device
2. Enter your username and password (these are the same as your scheduling credentials and were emailed during application process or by recruiter)
3. You will see that day's shift listed on the screen
4. Clock IN (must be at your pool's location & no earlier than your scheduled shift start)
5. Hooray, you are now clocked in! (Clock out using the same procedure as above)





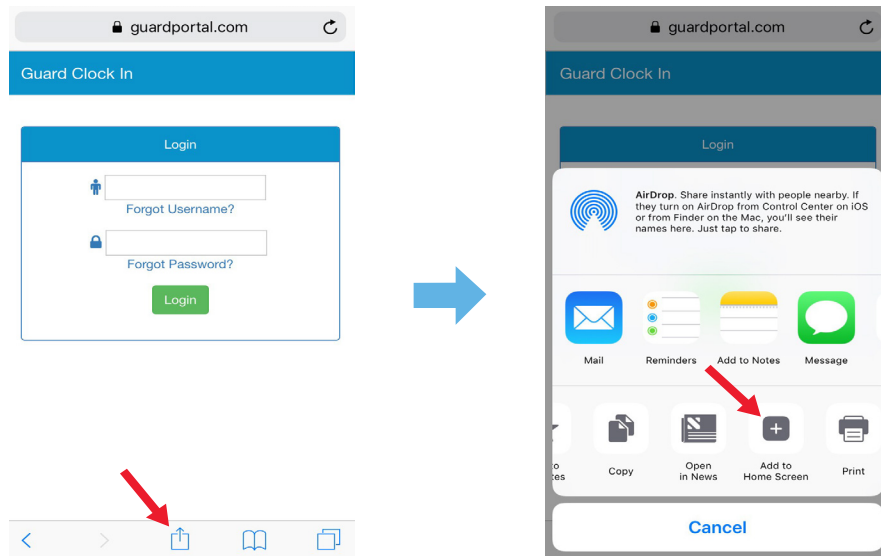
ADDING THE GUARD PORTAL TO YOUR PHONE'S HOME SCREEN



Access your guard portal by adding a button to your phone's home screen. This will make clocking in and out easier.

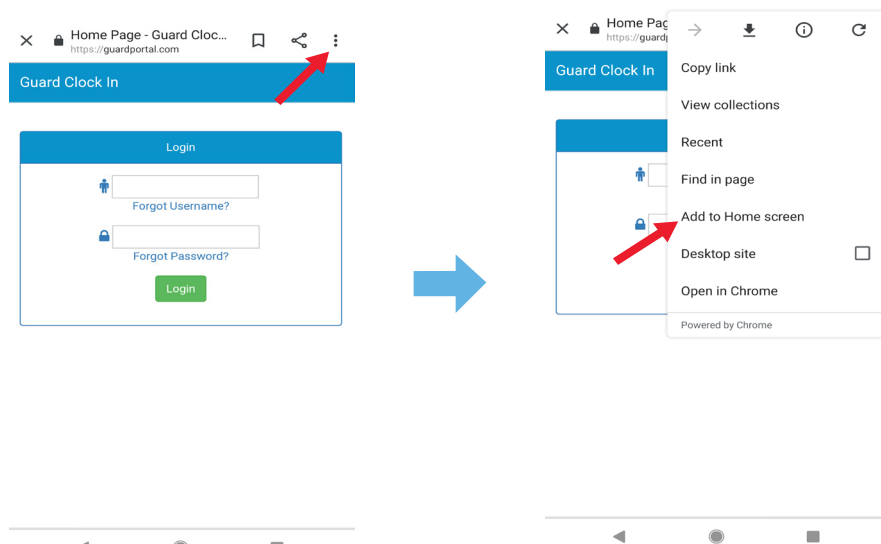
THE PROCESS FOR IPHONE

1. Open Safari and go to guardportal.com.
2. Click the share button at the bottom of the browser.
3. Scroll until you find the add to home screen button.
4. Add to home screen.



THE PROCESS FOR ANDROID

1. Open your web browser and go to guardportal.com.
2. Click the more options button at the top right corner of the browser.
3. Click the add to home screen option.
4. Add to home screen.





CLOCKING IN AND OUT TROUBLESHOOTING



ERROR: LOCATION NOT AVAILABLE

This error is the most common issue. Read the steps below to resolve this error:

1. **iPhone:** Go to Settings > Privacy > Location Services > Turn on Safari Websites while using.
2. **Android:** Go to Settings > GPS on and turn on High Sensitivity.

If you are still having issues, you will need to clear your cache (clear history and website data) through your website apps:

- Safari: <https://support.apple.com/en-us/HT201265>
- Chrome for iPhone: <https://leadtrain.zendesk.com/hc/en-us/articles/115007168267-Clear-the-Mobile-Google-Chrome-Cache-and-History-on-iOS-iPhone-and-iPad->
- Chrome for Android: <https://support.google.com/chrome/answer/2392709?hl=en&co=GENIE.Platform%3DAndroid>
- Site Specific: <https://7labs.io/tips-tricks/clear-site-specific-cookies-cache.html>

ERROR: LOGIN NOT AVAILABLE

If you receive this error, you will need to contact your staffer to provide you with your username and password.

If you are still receiving errors, make sure you are using the Google Chrome browser. If none of the solutions above have worked, take a screenshot of the error message and send it to your staffer. Please provide as much detail as possible. We will try to solve your issues as fast as possible.