

Synergist Timesheet User - Q&As

1. How do I get access to Synergist?

Once you've submitted your onboarding documents, your Synergist account will be created.

You'll receive a welcome email with:

- Your username (Firstname.Surname) – please note this is case sensitive
- A temporary password which will be provided to you by Tecknuovo and a link to the Synergist platform to log in.

If you don't receive this email, contact: timesheets@tecknuovo.com

2. What do I do when logging in for the first time?

1. Click the login link in your welcome email.
2. Log in using your temporary password.
3. You'll be prompted to reset your password. Create a new password that meets the security requirements.
4. Log in again using your new password.

If you experience any issues, contact the above email timesheets@tecknuovo.com or your Delivery Coordinator.

3. What is Multi-Factor Authentication (MFA) and how do I set it up?

When you log in for the first time, you'll be prompted to set up MFA.

Please choose the Authenticator App option from the dropdown.

Follow the on-screen instructions to complete the setup. MFA must be completed before using the platform.

4. Where do I find my timesheet?

After logging in:

- Go to the menu on the left-hand side; this can be expanded or collapsed using the arrow at the bottom left of the screen.
- Select "Time and Expenses" and "Weekly timesheet". You can also hover over the clock icon in the sidebar to show the "Weekly timesheet" option.

5. How do I submit my timesheet and how often?

Timesheets must be submitted weekly (not monthly).

- Time is recorded in hours, not days.
- Payments are still made monthly as usual.
- Enter 8 hours for a full working day and 4 hours for a half day - a standard full week = 40 hours.

You can navigate between weeks using arrows or calendar view.

Click the pencil icon to open the "Quick Timesheet" feature. Add notes in the "Work Done" field (visible to your approver). Use # to insert a date/time stamp in notes.

7. Can I save my timesheet before submitting?

Yes. You can use "Save Draft" to update your timesheet throughout the week.

When you're ready to submit:

- Click "Submit" (bottom right), or
- Hover over a specific day to submit daily, or click "Submit All" to submit the full week at once.

8. What happens after I submit?

Your timesheet is sent to your approver. If changes are required:

- Your approver will notify you.
- You can amend and resubmit.

Once approved, it will follow the standard payment schedule.

9. How do I record a service break?

If you're taking a service break:

1. Inform your Delivery Coordinator in advance.
2. Record it on your weekly timesheet.
3. Use the separate "Service Break" line (not your standard time line). Log hours the same way - 8 hours = full day or 4 hours = half day

If you cannot see a Service Break line, contact the timesheets team.

10. Who do I contact if I need help?

For any access issues, service break queries, or timesheet support: timesheets@tecknuovo.com or contact your Delivery Coordinator.