

## Guide for Timesheet Process – Logging in, Accessing and Submitting Timesheets

Please ensure you read this guide carefully before submitting your first timesheet

This guide is for accessing the new Synergist platform and includes information on the following:

1. Accessing and logging into the Synergist platform for the first time
2. Setting up Multi-Factor Authentication (MFA)
3. Locating and submitting your timesheets
4. Recording your service breaks.
5. Your personal Dashboard in Synergist
6. Additional information: Key reminders, how to get help, and helpful tips

### 1. Accessing the Synergist Portal

Before your first day at Tecknuovo, you will receive a welcome email containing your login details and a temporary password, which you will need to use when logging in for the first time.

If you do not receive this email, please reach out to our team at

[timesheets@tecknuovo.com](mailto:timesheets@tecknuovo.com). We recommend that you add the above email address to your contacts to prevent messages being filtered into junk or spam folders.

#### Logging into Synergist for the first time

1. To access the system, click the link in your welcome email, to navigate to the Synergist login page [figure 1]. When on the Synergist login page please log into the system using your credentials:
  - **Username:** Firstname.Surname – please note this is case sensitive
  - **Password:** Will be provided to you by Tecknuovo in your welcome email
2. You will be prompted to reset your password when logging in for the first time. Your new password must meet the required security criteria listed [figure 2]
3. After resetting your password, you will need to log in to the system again using your new credentials
4. If you are having any issues with access or logging in, please reach out to the team at [timesheets@tecknuovo.com](mailto:timesheets@tecknuovo.com), or to your Delivery Coordinator

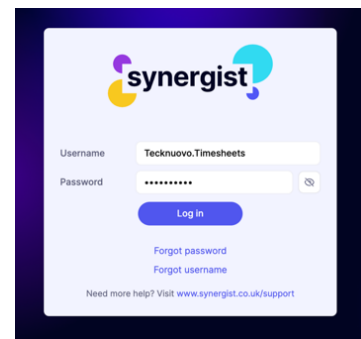


Figure 1 Step 1: Synergist log-in window



Figure 2 Step 2: Change password

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## 2. Setting Up Multi-Factor Authentication (MFA)

Upon successfully logging in, you will be prompted by the system to set up Multi-Factor Authentication (MFA) for your Synergist account. Please follow the steps on-screen for setting up MFA by scanning the QR code, and selecting the method to complete the MFA setup via the Authenticator App on the dropdown [figures 3 & 4].

If you have any issues setting up MFA using the Authenticator App, please reach out to our team at [timesheets@tecknuovo.com](mailto:timesheets@tecknuovo.com)

Once you are logged in to the Synergist platform with your MFA set up, you will be able to access your weekly timesheets and personal dashboard.

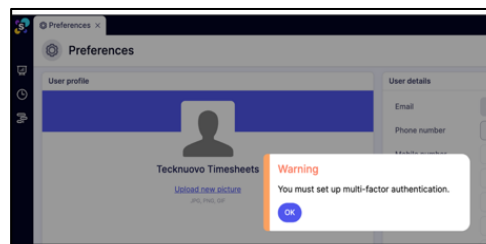


Figure 3 Prompt to set up MFA

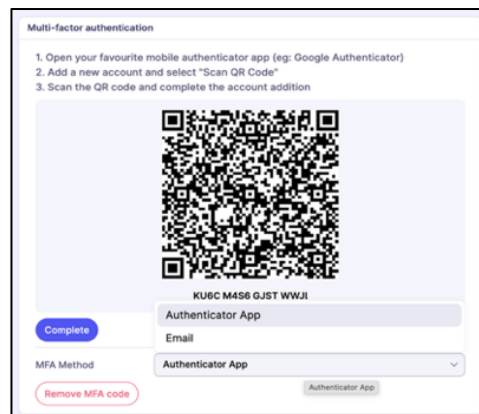


Figure 4 MFA QR Code

## 3. Timesheet Submission

In Synergist, timesheets are displayed in a **weekly view** and time is **entered in hours** [figure 5]. Please note that payments will follow Tecknuovo's payment schedule and will be made on a monthly basis.

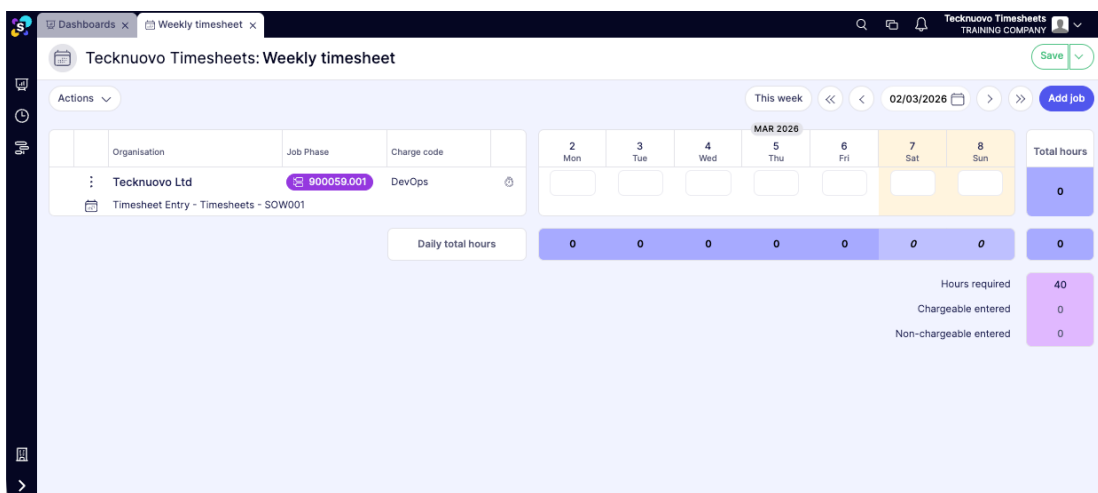


Figure 3 Example of timesheet submission view: note that bank holidays and weekends are highlighted in yellow.

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Locating and editing timesheets in Synergist:

1. Navigate to **“Time and Expenses”** in the left-hand menu and select **“Weekly Timesheet”** [figure 6]
2. Enter **“8”** hours for a full day delivered and **“4”** for a half day. We cannot approve submissions of anything other than 0, 4 or 8 hours [figure 7]
3. Click the pencil icon under a specific day to open the **“Quick Timesheet”** feature [figure 8]:
  - Add notes or deliverables that will be visible to your approver in the open text box
  - Enter hours delivered and add details in the **“Work Done”** field
4. You can update your timesheet before the submission date and save your progress using **“Save Draft”**
5. Once your week is complete:
  - Submit a single day by hovering over the relevant date at the top of the page and clicking **“Submit”**
  - Click **“Submit All”** in the top-left corner to submit the entire week at once [figure 9]

After submission, your timesheet will be sent to your Delivery Coordinator to approve and you will no longer be able to amend your submitted days. Contact your Delivery Coordinator directly for amendments.

4. Recording and Submitting Service Breaks on Timesheets

Service breaks must be recorded on your timesheet in the same way as your standard contracted hours, but on a **separate line**. This line must be added by your Delivery Coordinator, so make sure they are aware of any service breaks in advance. Your timesheet will include two lines for any weeks including a service break:

- One for your standard project
- One for service break

The type of time being submitted will be identified in the **“Organisation”** and **“Charge Code”** fields.

When recording a service break, enter your hours under the **“Service Break”** line, using the same format as standard hours (8 hours for a full day or 4 hours for a half day). In the example provided below, **three days are recorded as normal services delivered and two days are recorded as service break.**

Once your timesheet is complete, please submit as usual (see section 3 step 5 above).

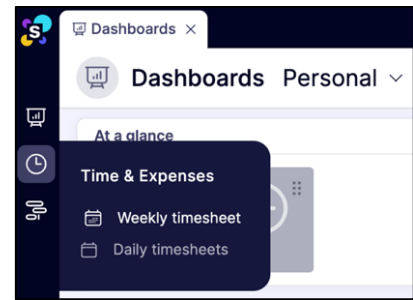


Figure 6 Step 1: Navigate to 'Time & Expenses' > 'Weekly Timesheet'

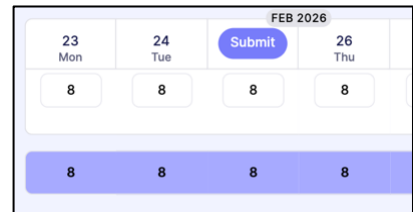


Figure 7 Step 2: Enter hours reflective of services delivered

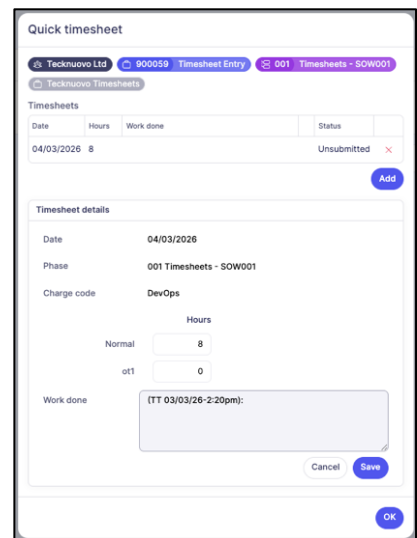


Figure 8 Step 3: Quick Timesheet Submission

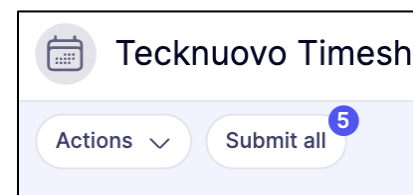


Figure 9 Step 5: Click 'Submit All'

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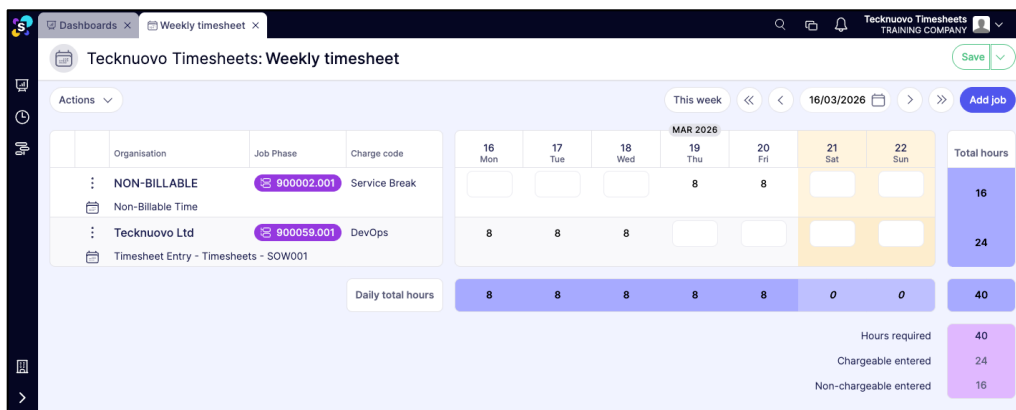


Figure 10 Timesheet with 2 days submitted as a service break, and 3 days as normal services delivered

## 5. Your Personal Dashboard in Synergist

When logging in to Synergist you will be able to go to your personal dashboard. This is where you can view your ‘at a glance’ section, your timesheet summaries and any other information relevant to your timesheets. You can then access your timesheets in Synergist from your personal dashboard by going to the sidebar, finding the clock icon and selecting ‘weekly timesheet’. You have the option to expand and shrink the menu bar by using the arrow in the bottom left hand corner. Alternatively, you can hover over the options.

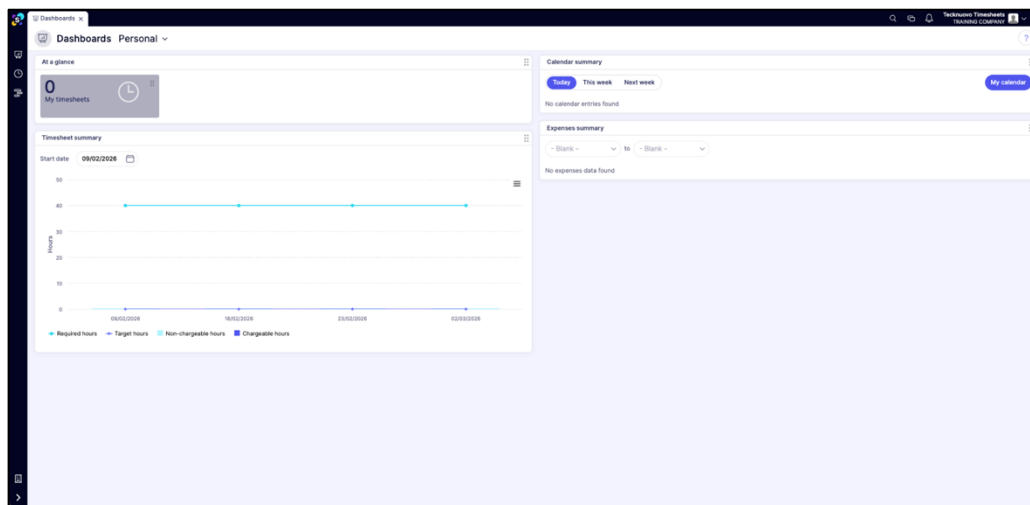


Figure 11 Personal Dashboard

## 6. Additional Information

### Key Reminders

- Timesheets can be submitted weekly, payments will be made according to the Tecknuovo payment schedule
- Record time in hours to reflect a full or half day delivered (8 hours = full day, 4 hours = half day)
- Add any notes in the ‘Work Done’ field to support timesheet approval
- Ensure service breaks are logged on the ‘Service Break’ line exclusively

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### Need Help?

- If you experience any issues with logging in, MFA setup, accessing your timesheet, recording service breaks, or submitting your timesheet, please contact:
  - Timesheets Team – timesheets@tecknuovo.com
  - Alternatively, reach out to your Delivery Coordinator for support

### Helpful Tips

- Update your timesheet daily rather than waiting until the end of the week
- Use the 'Save Draft' feature to avoid losing any progress
- Add notes using the Quick Timesheet feature to make submission faster. Use the (#) function to automatically insert a date and timestamp into comments