

# STAFFMATE ONLINE

• Quite simply the most efficient way to schedule YOUR service staff •

## StaffMate: Logging In & Logging Out

### The Process of Logging In

When you are first entered into StaffMate as an employee, you are automatically assigned a random and unique user name and password. This user name and password, along with detailed instructions, are automatically sent to you via email. **User names and passwords must be at least 5 characters in length and are always case-sensitive**, which means that the user name *StaffMate* is **not** the same as the user names *staffmate* or *STAFFMATE*.

### Log In Reminders

If you have forgotten either your user name or password, from the log in screen, click on the link entitled *forgot password?* and enter the email address StaffMate has on record for you. If the email address is located by our database, your user name and password will be immediately sent to that email address. It is strongly recommended that once you receive your user name and password via email that you immediately log in and change your password to protect your privacy.

If you have forgotten your user name and password and the email address you have on file with StaffMate is no longer an email address to which you have access, please call your staffing coordinator for user name and password retrieval.

### The Staff Memo

Once logged in, you will be automatically transported to the staff memo. This memo is created by the administrator as a communication tool. When the StaffMate software is first set up, the staff memo defaults to a welcome statement with instructions on how you can get the most from StaffMate (See illustration below). You can always get to the staff memo again by clicking the *Staff Memo* tab on your account screen.

### Logging Out

In order to keep your information and scheduling as secure as possible, please use the *LOGOUT* link on the upper right hand side of any page to log out each time you are ready to leave the StaffMate service. If you forget to use the LOGOUT link, please log back in and log out properly. Failure to do so can compromise your information by the next person who uses your computer.