LICENCE GUARD

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Getting Started

Signing in, finding your way around and looking after your own account.

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Getting started

This chapter is for everyone who uses LicenceGuard. It explains how to sign in for the first time, find your way around, and look after your own account.

Accept your invitation and sign in for the first time

Your organisation invites you: they choose your employee record and your role, and LicenceGuard emails an invitation to the work email on your record. The invitation lasts 7 days.

1. Open the link in your invitation email. The page shows the name you are joining as.
2. Choose a **Password** of at least 8 characters, and type it again to confirm.
3. Optionally add your phone number, **Date of birth** and **Nationality**. You can add or change these later in **My Profile**.
4. Select **Accept invitation**. You are taken to the sign-in page with "Welcome — please sign in."
5. Sign in with your work email and the password you chose.

If the link has expired, ask your HR team or Organisation Admin to send a new invitation.

Sign in, sign out and reset your password

- **Sign in:** go to the LicenceGuard sign-in page, enter your email and password, and select **Sign in**.
- **Forgotten your password:** select **Forgot password?** and enter your email. We send you a reset link that works for 15 minutes.
- **Log out:** select your name at the top right, then **Log out**.

Signing in on a new device signs you out of the old one.

Your home screen

After you sign in you land on your **Dashboard**. Its cards link to everyday things, such as **Attendance & Clock In/Out**, **My Leave Balance**, **My Tasks**, **My Training** and **My Payslips**. Your organisation chooses which cards each role sees.

Find your way around

- **The menu** on the left lists the screens you can open. What you see depends on your role. On a phone, open the menu with the menu button at the top left.
- **Search** in the top bar (Ctrl+K, or ⌘K on a Mac) jumps to a screen by its name. It finds screens, not people; to find a colleague, use **Directory**.
- **Clock In** in the top bar starts your working time (see "Clock in and out").
- **The theme switch** changes between light and dark.
- **The bell** shows your notifications.
- **Your name** opens a menu with **My Profile** and **Log out**.

Lists work the same way everywhere: a search box, a **Filter** menu, summary cards you can select to filter, and numbered pages. Lists update by themselves when something changes; you don't need to

refresh.

LicenceGuard works in the web browser on any phone, tablet or computer. There is nothing to install.

Notifications

The bell shows how many notifications are unread. Select it to see the latest, or **View all notifications** to see them all. On the full list you can filter by **All**, **Unread** or **Read** and by type, select **Mark read** on one, or **Mark all as read**.

You are notified when something needs you or concerns you, such as a leave request being approved, a task or training being assigned to you, a policy to read, or a document of yours about to expire. Some notifications also come by email; your organisation decides which. Reminders arrive at a set hour in your own time zone. Security alerts about password and email changes always come by email too.

Clock in and out

1. When you start work, select **Clock In** in the top bar.
2. For a break, open **Break** and start it; end it when you come back. Break time isn't counted as worked time.
3. When you finish, select **Clock out**.

You can clock in more than once a day, for example on a split shift. If you have a shift, clocking in after its start (plus any grace minutes) records you as **Late**.

If a day is wrong or you forgot to clock out, you can't edit it yourself. Ask for a correction from your Attendance page; if that page shows the team roster instead (HR and Managers), ask HR or your Organisation Admin to correct your day.

My Profile

Where: My Account › My Profile (or your name › **My Profile**)

My Profile is your own record. Its tabs are **Personal Info**, **My Documents**, **Payslips**, **Expenses**, **Leave**, **My Shifts**, **Training**, **Timesheets**, **Tasks**, **Policies**, **HMRC & Tax** and **Bank details**.

- **Edit Personal Info** changes your phone, personal email, address, date of birth, nationality and emergency contact. Select **Save Changes**.
- **Account & Security** changes your sign-in email (with verification), display name, phone and password.
- You can choose your own **Date format** for how dates are shown to you. If you work in another time zone, ask HR to set it on your employee record.
- **My Signature** holds your signature image if you sign documents or pay runs.

You can't change your job title, department, manager, salary or worker type yourself; ask HR.

Your bank details

Where: My Profile › Bank details

This tab shows where your pay goes, with the numbers hidden except the last four digits.

1. Select **Add my bank details** (or **Request a change**).
2. Enter the **Name on the account**, **Sort code**, **Account number** and, if you have one, the **Building society roll number**. Add a reason if you wish.
3. Select **Send request**.

HR or payroll check it with you before your pay moves to the new account. While the request is waiting you can **Withdraw** it. You are told when it is approved or declined.

Getting help

For how to do something, use **Help › Help Centre** (your guides, tutorial videos and search), or the green **Ask LicenceGuard** button in the top bar. Your HR team or Organisation Admin can answer questions about your own records and your organisation's rules. If something in LicenceGuard doesn't work, they can contact LicenceGuard support (WhatsApp +44 7853 534920).