TeamTime Call In Guide

**Important Facts:**
- Be sure to listen to all safety and other messages that are in the system before you call in.
- You must call from an authorized phone or the system will alert your supervisor!
- Phone numbers are connected to each worksite within our Caller I.D. system.
- Alert! If you forget to Check In or you forget to Check Out, it may delay your pay or lead to disciplinary action.
- Working overtime is prohibited unless you have your supervisor's approval before you work it.

To get started:

**Step 1**
- **Dial an outside line then 1-866-613-2875** no earlier than ten minutes before your authorized start time.
You must be in uniform ready to start your shift at your scheduled start time.

At the prompt you must:

**Step 2**
- **Enter your Associate Number** followed by the # key.
  If the system says you have a message:
  - **Press 1**, to listen to the message, then
  - **Press 3** to delete the message once you listened to it, then
  - **Press 9** to exit the voice message system.

Choose a menu option:

**Step 3**
- **To Check In for work press 1** - this starts your shift
- **To Check Out from work press 2** - this ends your shift
- **To Leave For Lunch press 5** – this starts your unpaid lunch (meal) break*
- **To Return From Lunch press 6** – this ends your unpaid lunch (meal) break*
- **To Complete a base check press 7** – this confirms everything is fine at your location

* Most security positions do not have an unpaid lunch built in during the shift. Confirm with your supervisor if you are to clock in and out for an unpaid lunch break.

Next you may be asked for a job number, if so

**Step 4**
- **Enter your job number** followed by the # key. If you don’t know your job number, **press the * key**.

Next you will hear the system say “Goodbye”. **BUT** if another associate needs to check in or out - don’t hang up, instead:

**Step 5**
- **Press the * key immediately** after the system says “Goodbye” and pass the phone to the next person.
The last person can hang up after the last “Goodbye”.

The next associate follows the steps outlined above until all associates have checked in. The system will use the initial time stamp of the first caller for every associate clocking in at the same time no matter how long it takes. Even if the system says a different time – all associates clocking in or out or for lunch on the same call get the same time stamp for their punch.