



DUTYMARK USER GUIDE

DutyMark How-To Guides

Step-by-step instructions for everything in DutyMark – Staff Attendance: from creating your account and checking in with your fingerprint, to timesheets, the roster, reports and plans.



Contents

01	Using These Guides	5
1.1	What DutyMark does	5
1.2	The four roles	5
1.3	How the guides are arranged	5
1.4	Words used in these guides	6

02	Getting Started	7
2.1	Install DutyMark	7
2.2	Create your account	7
2.3	Sign in, or reset your password	8
2.4	Find your way around	8
2.5	Change your name or phone number	8
2.6	Change your password	8
2.7	Notifications	9
2.8	Get help	9
2.9	Sign out, or delete your account	9

03	Setting Up Your Organization	10
3.1	Create the organization	10
3.2	Choose your free trial	10
3.3	The getting-started checklist	11
3.4	Check-in settings (rules)	11

04	Joining Your Organization	12
4.1	Accept the invitation	12
4.2	Set up check-in on this phone	12
4.3	Show your code to an admin	12

05	Checking In and Out	13
5.1	Check in	13
5.2	Check out	13



5.3	Take a break	14
5.4	No internet? Check in anyway	14
5.5	If check-in is refused	14
5.6	Needs review, or an exception	14
5.7	Forgot to check out?	14
5.8	A new or lost phone	15
5.9	Visits to client sites	15
06	Asking for Permission	16
6.1	Send a request	16
6.2	See or cancel your requests	16
07	Your Timesheet	17
7.1	See your timesheet	17
7.2	Ask for a correction	17
08	Your Schedule	18
8.1	See your schedule	18
8.2	Ask someone to swap or take your shift	18
8.3	Answer a swap request	19
8.4	Pick up an open shift	19
8.5	Get a reminder before each shift	19
09	Your Records	20
9.1	My history	20
9.2	My stats	20
10	Your Team Today	21
10.1	Team today	21
10.2	Assisted check-in	21
10.3	Approvals	22
10.4	Confirm a new staff member's identity	22
11	Managing Staff	23
11.1	Invite one person	23
11.2	Invite many people from Excel	23
11.3	Add someone without a phone	23



11.4	The staff list and invitations	23
11.5	A staff member's page	23
12	Locations	25
12.1	Add a work location	25
12.2	Who works where	26
12.3	Switch a location off, or remove it	26
12.4	Wi-Fi names (optional)	26
13	Shifts	27
13.1	Add a shift	27
14	Timesheets	28
14.1	Set the timesheet rules (admins, once)	28
14.2	Read the timesheet	28
14.3	Approve days, then the period	29
14.4	Decide corrections	29
14.5	Records that arrive after a lock	29
14.6	Payroll export	29
15	The Roster	30
15.1	Open the week	30
15.2	Add a shift	30
15.3	Fill the week quickly	30
15.4	Publish the week	31
15.5	Conflict rules (admins)	31
15.6	Swaps and open shifts (Business plan)	31
15.7	How the roster affects attendance	31
16	Reports	32
16.1	Make a report	32
17	Plans and Payment	33
17.1	The plans	33
17.2	Choose or change a plan	33
17.3	When the trial ends	34



18	Offline Use and Troubleshooting	35
18.1	What works offline	35
18.2	Common questions	35
18.3	Contact us	35

01

BEFORE YOU START

Using These Guides

What DutyMark does, who does what, and how to read these guides.

1.1 What DutyMark does

DutyMark records when your staff arrive and leave work, and proves it. Staff check in on their own phone, at work, with their fingerprint. DutyMark checks that they are inside the work location, that the phone's time is real and that no fake-location app is running. Managers see who is in, late or absent, approve requests, plan the roster, check hours and print reports.

Check in at work

Hours and lateness
worked out

Managers approve

Reports and payroll

1.2 The four roles

Role	What they do
Staff	Check in and out, take breaks, ask for permission or a day off, ask for time corrections, see their schedule, swap shifts, see their own history and stats.
Supervisor	Everything staff do, plus: see their team today, check their team in when a phone is dead (if allowed), approve their team's requests, recommend corrections, plan their team's roster and approve swaps.
Admin	Everything supervisors do, for the whole organization: invite and manage staff, locations, shifts, check-in rules, approvals, timesheets, the roster and all reports.
Owner	Everything admins do, plus the plan and payments, unlocking a locked pay period and deciding records that arrive for a locked period. There is one owner: the person who created the organization.

1.3 How the guides are arranged

Each chapter covers one area; each section is one task with numbered steps. Tap the names in **bold** exactly as written in the app.

**EVERYONE**
Chapters 2, 4–9

Your account, joining an organization, checking in, permissions, your timesheet, your schedule and your records.

SUPERVISORS
Chapters 10, 14, 15

Your team today, approvals, timesheets and the roster for your team.

ADMINS AND OWNERS
Chapters 3, 10–18

Setting up, staff, locations, shifts, timesheets, the roster, reports and plans.

1.4 Words used in these guides

Word	Meaning
Menu	The list that opens from the top-left button (three lines) on the home screen.
Organization	Your workplace in DutyMark: a business, school, hospital, church, shop. You can belong to several.
Location	A place where staff work (a workplace) or visit (a client site), drawn on the map.
Shift	Your usual working hours, e.g. Day 08:00–17:00 Monday to Friday.
Roster	The week's plan of who works which shift, where. When you are on the roster, it replaces your usual shift.
Grace	The minutes after the start of a shift before you count as late (usually 10).
Pending sync	Saved on your phone with no internet; it is sent by itself when you are back online.
Review	A record DutyMark could not fully confirm (e.g. weak location). It is kept and an admin decides.

**Some features depend on the plan**

Leave requests, several locations, supervisors, timesheets and the roster are on the **Team** plan and above; roster patterns, swaps and open shifts on **Business** and above. If a button says it is not on your plan, the owner can upgrade in **My plan** (chapter 17).

02

EVERYONE

Getting Started

Install DutyMark, create your account and find your way around.



2.1 Install DutyMark

- 1 Open the **Google Play Store** and search for **DutyMark**.
- 2 Tap **Install**, then **Open**.
- 3 Swipe through the three welcome pages, then choose **Create account** or **Sign in**.

i **Your phone needs a fingerprint**
DutyMark confirms every check-in with the fingerprint saved on your phone. A PIN or pattern alone is not accepted. If your phone has no fingerprint saved, add one in your phone's **Settings > Security (or Biometrics) > Fingerprints**.

2.2 Create your account

- 1 Tap **Create account**.
- 2 Enter your **full name, email, phone number and a password** (at least 8 characters), then confirm the password.
- 3 Tap **Create account**. DutyMark emails you a 6–digit code.



- 4 **Type the code** and tap **Verify**. Your account is ready.

**No code?**

Check your spam folder, wait a minute and ask for a new code, or go back and correct your email.

2.3 Sign in, or reset your password

- 1 **Tap Sign in** and enter your email and password.
- 2 **Forgot it?** Tap **Forgot password?**, enter your email, type the code you receive and choose a new password.

2.4 Find your way around

Where	What you find
Home	Your check-in card, your month, and for managers "Team today" and things waiting for you.
Profile (bottom bar)	Your name, phone, position and work details.
Settings (bottom bar)	Fingerprint status, password, shift reminders, invitations, notifications, help and support.
Menu (top left)	Every other page: My work, Manage (for managers), Account.
The sync pill	"Offline · 3 waiting to send" or "Synced 2 min ago". Tap it to send now.

2.5 Change your name or phone number

- 1 **Open Profile** and tap **Edit name and phone**.
- 2 **Change them** (an 11-digit Nigerian number) and save. Offline, the change is kept and sent later.

Your role, location, shift and staff number are set by your organization. Ask an admin to change them. Your email is your sign-in and cannot be changed in the app.

2.6 Change your password

- 1 **Settings > Change password**.
- 2 **Enter your current password and the new one** twice, then save. Your other phones are signed out.



2.7 Notifications

Approvals, invitations, roster changes and news appear in **Menu > Notifications** (the number shows how many are unread). Tap one to open it.

2.8 Get help

- 1 **Settings > Help and support** and tap **New message**.
- 2 **Choose a topic, write your question** and send. Replies from DutyMark support appear in the same place.

2.9 Sign out, or delete your account

- 1 **Menu > Sign out**. If anything is still waiting to be sent, DutyMark warns you first: connect to the internet before signing out so nothing is lost.
- 2 **To delete your account** or your data, use the request form at novaxion.ng/accounts.

03

OWNERS

Setting Up Your Organization

Create your organization, choose your free trial, and get it ready in four steps: location, shifts, rules and staff.



3.1 Create the organization

- 1 On Home, tap **Create an organization** (or **Menu > Create an organization**).
- 2 Enter the **name** (e.g. Kings Pharmacy), choose the **Type**, and add the address and phone if you like.
- 3 Tap **Create organization**. You are its owner.

3.2 Choose your free trial

DutyMark asks the owner to choose one free trial before attendance starts. No card and no payment are needed.

START SMALL

Small team trial

Up to 5 staff for 2 months, with every-plan features: fingerprint check-in, location checks, assisted check-in, daily list and monthly report.

ALL FEATURES

Big team trial

Up to 50 staff for 14 days with every feature, including timesheets, the roster, leave requests and several locations.

- 1 Read both options and tap the one you want.



- 2 Tap **Start the ... trial** and confirm.

 You can choose only one trial and the choice is final. You can pay for a plan at any time (chapter 17).

3.3 The getting-started checklist

Home shows the steps still to do. Work through them in order:

- ✓ **Add a work location** – where staff check in (chapter 12).
- ✓ **Set working hours** – your shifts (chapter 13).
- ✓ **Check-in settings** – review the rules (next section).
- ✓ **Invite your staff** – by email, from Excel, or without a phone (chapter 11).

3.4 Check-in settings (rules)

- 1 **Menu > Settings** (or **Settings > Check-in settings**).
- 2 **Automatic check-out:** choose how long after the end of a shift DutyMark checks out staff who forgot. These are flagged and the person can ask for a correction.
- 3 **Assisted check-in:** set how many times a month someone may be checked in by an admin, and whether supervisors may check their own team in.
- 4 **Offline and location:** how many hours a phone may check in offline, and whether vague or old locations are sent for review (recommended) or refused.
- 5 **Face check:** leave it off unless your organization uses face check-in.
- 6 **Tap Save rules.**

What DutyMark always checks

Staff can check in only at work: inside one of their work locations, with their fingerprint, on their own approved phone, with real time and no fake-location app. Checks that fail are refused or sent for review – never silently accepted.

04

STAFF

Joining Your Organization

Accept the invitation from your workplace and set up this phone for check-in. It takes about two minutes, plus a short meeting with an admin.

4.1 Accept the invitation

- 1 **Create your account** with the same email your employer used for the invitation (chapter 2).
- 2 **Home shows the invitation.** You can also open **Menu > Invitations**.
- 3 **Tap the invitation** and choose **Join**. To refuse it, tap **Decline**.

4.2 Set up check-in on this phone

- 1 **Your details:** check or fill in what your organization asks for (e.g. position), then tap **Continue**.
- 2 **Work location:** choose where you usually work.
- 3 **Fingerprint:** tap **Confirm with fingerprint** and touch the sensor. This ties check-in to this phone. DutyMark never sees or stores your fingerprint.
- 4 **Face check-in** (only if your organization uses it): read what is stored and why, tick that you agree and tap **Start face enrollment**, or choose **Another way to check in** and give a reason (e.g. a disability or camera problem).
- 5 **Tap Check and send.**

4.3 Show your code to an admin

- 1 **The phone shows a QR code** ("Enrollment code for your admin"). It is valid for 30 minutes; tap **Show a new code** if it expires.
- 2 **Meet an owner or admin in person.** They check your ID against your staff record and scan the code.
- 3 **When they approve,** your phone shows "Welcome to ... You can check in now."



Several workplaces?

You can belong to more than one organization. Switch between them in **Menu > Switch organization**.

05

STAFF

Checking In and Out

Check in when you arrive, check out when you leave – even with no internet.



5.1 Check in

- 1 **Arrive at work** and open DutyMark. Home shows “You’re at Main Campus” when you are inside your work location.
- 2 **Tap Check in** and confirm.
- 3 **Touch the fingerprint sensor.** DutyMark reads your location and confirms the check-in.
- 4 **The card shows “Checked in 07:52 · On time”** (or “late by 12 min”).



When can I check in?

From 1 hour before your shift (2 hours before a rostered shift) until it ends. A night shift counts on the day it starts.

5.2 Check out

- 1 **When you leave, tap Check out** and confirm with your fingerprint.
- 2 **The card shows “Checked out 17:05”** and the hours worked.



You can check out away from the office (e.g. you left in a hurry); it is recorded and marked “Checked out away from the office”.

5.3 Take a break

- 1 While checked in, tap **Start break** on the check-in card.
- 2 When you are back, tap **End break**. The card shows how long it was.

Breaks work offline too: they are sent with your check-in.

5.4 No internet? Check in anyway

Check in exactly as usual. The card shows **Pending sync**: the record is saved on your phone with the real time and sent by itself when you are back online. You never lose a check-in because of bad network.

- i Stay online now and then**
Open DutyMark with internet at least once a day. After 7 days without internet, DutyMark shows “Connect to refresh your plan” – check-ins still work.

5.5 If check-in is refused

Message	What to do
You're not at any of your work locations. Nearest: ..., 340 m away.	Go to your work location. If you are there, step outside or near a window and try again.
We couldn't confirm you are at ...	Turn on precise location (Location > Precise), move into the open and try again.
A fake-location app is on.	Turn the fake-location (mock location) app off and try again.
Check-in for Day opens at 7:00 am.	It is too early for your shift. Wait, or ask an admin if your shift is wrong.
The phone's time is ahead.	Turn on automatic date and time in your phone settings.
Add a fingerprint to continue	Add a fingerprint in your phone's settings (chapter 2).

5.6 Needs review, or an exception

Sometimes DutyMark keeps a check-in but sends it for review (e.g. a weak location, or a new phone). The card says **Needs review** and why. An admin decides; you are notified. If you are allowed to explain, tap **Request an exception**, write why and tap **Send for approval**.

5.7 Forgot to check out?

DutyMark checks you out automatically after your shift (the time your organization set) and marks it “Auto check-out”. If the time is wrong, ask for a correction (chapter 7).



5.8 A new or lost phone

- 1 **Sign in on the new phone** and check in as usual.
- 2 **Your admin approves the new phone** in Approvals. Until then your check-ins wait for review.
- 3 **Lost or stolen phone?** Tell an admin: they can reset or block the old phone (chapter 11).

5.9 Visits to client sites

If you are assigned to client sites (e.g. a sales or service visit):

- 1 **On Home, tap Client visits** (or the Visits page).
- 2 **At the site, tap Arrive** next to its name and confirm with your fingerprint.
- 3 **When you go, tap Leave.** The visit and its length are recorded.

A visit is not a workday check-in. Location is read only when you tap, with the app open.

06

STAFF

Asking for Permission

Go out and come back, leave early, come in late, or take days off – with your supervisor's approval.

6.1 Send a request

- 1 **Menu > Ask for permission** (or the button on Home).
- 2 **Choose what you are asking for:** **Go out and come back** (return the same day), **Leave for the day**, **Come in late**, or **Day off** (one or more days: sick, personal or other).
- 3 **Choose the date and times**, and a reason (**Personal** or **Official errand**).
- 4 **Write a short reason** and tap **Send request**.

You can send it from work or from home. Your supervisor, or an admin, decides; you are notified. Offline, it waits and is sent by itself.

6.2 See or cancel your requests

- 1 **Menu > My requests** shows each request: Waiting, Approved, Not approved or Cancelled.
- 2 **To cancel one that is still waiting**, open it and tap **Cancel request**.



An approved permission explains a gap: you are not counted late or absent for it.

Your Timesheet

Your hours, breaks and overtime, worked out for you – and how to fix a time that is wrong.

7.1 See your timesheet

- 1 **Menu > My timesheet.**
- 2 **The top shows the week:** hours paid, overtime, breaks, late minutes and absences. Use the arrows for other weeks.
- 3 **Each day shows** your status (Present, Late 12 min, Absent, Leave, Holiday, Off), in and out times, breaks and the hours paid.

Today's hours appear straight away, marked **Not yet synced** until the server confirms them.

7.2 Ask for a correction

- 1 **Tap Correct** on the day that is wrong.
- 2 **Choose what is wrong:** **Check-in**, **Check-out** or **Break**.
- 3 **Choose the right time** (or the break length in minutes) and write why (e.g. "My phone died").
- 4 **Tap Send for approval.**

Your supervisor checks it, then an admin approves. Your original record is never changed: reports show the corrected time marked "edited". You can cancel a correction while it is waiting.

i A day in a locked pay period cannot be corrected. Ask the owner.

08

STAFF

Your Schedule

See your shifts for the next four weeks, swap a shift, pick up an open shift and get a reminder before work.



8.1 See your schedule

- 1 **Menu > My schedule.**
- 2 **My shifts** lists each rostered shift: day, times and location. Tap **Last 7 days** to look back.

Your schedule is saved on the phone, so it opens with no internet. When nothing is rostered, your usual shift applies.

8.2 Ask someone to swap or take your shift

- 1 **Tap Request swap** next to the shift.
- 2 **Choose who to ask**, and, if you want an exchange, one of their shifts. Leave it at “Nothing: they just take it” otherwise.
- 3 **Add why** (optional) and tap **Ask**.
- 4 **They accept, then your supervisor approves.** Both of you are told, and both schedules change.



8.3 Answer a swap request

Requests to you appear under **Asked of you** in My schedule. Tap **Accept** or **Decline**. After you accept, the supervisor decides.

8.4 Pick up an open shift

- 1 **Open shifts** in My schedule lists shifts nobody has yet.
- 2 **Tap Claim**. Your supervisor gives it to one person; everyone who asked is told.

8.5 Get a reminder before each shift

- 1 **Settings > Shift reminders**.
- 2 **Choose 30 minutes, 1 hour or 2 hours before**. Allow notifications if your phone asks.

Reminders work with no internet. Choose **Off** to stop them.

09

STAFF

Your Records

Your days, your monthly stats and your own report.

9.1 My history

Menu > My history shows every day of the month: in and out times, late minutes, who checked you in (if an admin did), and anything still waiting to be sent. Use the arrows to change the month.

9.2 My stats

Menu > My stats shows attendance, punctuality, average arrival time, hours worked and a 6-month trend. Tap **Download my report (PDF)** for a one-page report you can share.

10

SUPERVISORS AND ADMINS

Your Team Today

See who is in, check in staff whose phone failed, and decide what is waiting for you.



10.1 Team today

- 1 **Menu > Today** (supervisors: **My team today**).
- 2 **The counts at the top:** Rostered, Checked in, Late, Not yet, Absent, Day off, Stepped out, Flagged, Away from office, Assisted. Tap a count to see who.
- 3 **Tap a person** to see when and where they checked in (**Open in Maps**).

10.2 Assisted check-in

For staff without a phone, or whose phone is dead, lost or forgotten:

- 1 **Menu > Assisted check-in**, and choose the location if asked. You must be there yourself.
- 2 **Find the person** (search by name or staff number) and tap **Check in** (or **Check out**).
- 3 **Choose why they need help today**, add a note if needed, and confirm with your fingerprint.

! Each assisted check-in records who did it and why. Staff with the app have a monthly limit; beyond it the check-in is flagged to the owner.



10.3 Approvals

Menu > Approvals collects everything waiting for you:

Section	What to do
Requests	Permission and day-off requests: tap Approve or Do not approve (give a reason they can act on).
Exceptions	Check-ins sent for review: read the checks that failed and the person's reason, then approve (with a reason why) or not.
New phones	A person checking in from a new phone: approve it if you know about the change.
Identity checks	New staff waiting to be confirmed: meet them, check their ID, then tap Scan staff QR (next section).

10.4 Confirm a new staff member's identity

- 1 **Meet the person** and look at their ID.
- 2 **Approvals > Scan staff QR** and point the camera at the code on their phone.
- 3 **Check the details** and tick "I have met this person and checked their ID".
- 4 **If they cannot use face check-in**, turn on **Alternative check-in** and give the reason.
- 5 **Tap Approve**. They can check in at once.

11

ADMINS AND OWNERS

Managing Staff

Invite staff, set their details, and look after their phones.

11.1 Invite one person

- 1 **Menu > Invite staff > Invite one person.**
- 2 **Enter their full name and the email** they use (or will use) for DutyMark.
- 3 **Choose their role** (Staff, Supervisor or Admin), **main location**, **shift** and **supervisor**; add a department and staff number if you like.
- 4 **Tap Send invitation.** They get an email and see it in the app.

11.2 Invite many people from Excel

- 1 **Menu > Invite staff > Bulk invite from Excel.**
- 2 **Tap Download template**, fill one row per person, and save it.
- 3 **Tap Upload filled file.** DutyMark lists rows to fix (they are skipped).
- 4 **Tap Invite** to send the rest.

11.3 Add someone without a phone

Invite staff > Add someone without a phone. They are checked in and out by an admin at their work location (Assisted check-in). If they get a phone later, open their page and tap **Invite to the app**.

11.4 The staff list and invitations

Menu > Staff shows everyone (and the plan's staff limit) and a tab of invitations: Invited, Accepted, Declined, Expired. Open an invitation to send it again or cancel it.

11.5 A staff member's page

Open a person from the staff list to:



- change their role, main location, supervisor, department or staff number, and the **Locations** where they may check in or visit;
- open their **Staff report (PDF)**;
- **Approve new phone**, or **Reset phone (lost or replaced)** – the next phone they use is approved;
- manage face check-in: withdraw it, require it again, or give an alternative;
- set an **hourly rate** for the payroll (Timesheets);
- **Remove from organization** – their access ends at once; their history stays in reports.

12

ADMINS AND OWNERS

Locations

Draw where staff may check in: a circle around a pin, or the exact shape of the site.



12.1 Add a work location

- 1 Menu > Locations > Add location.
- 2 Enter the **location name** and choose **Workplace** (staff check in here) or **Client site** (staff visit here).
- 3 **Find the place**: type the address and tap the search icon, tap the map, or stand there and tap **My location**.
- 4 **Choose the area**: **Pin and radius** – drag the slider (20 to 500 m); or **Draw area** – tap the map at each corner of the site (3 to 50 points; **Undo** and **Clear** help).
- 5 **Check the time zone** (Nigeria is set already).
- 6 Tap **Save location**.



Test it

Stand anywhere and tap **Test location**: DutyMark tells you “Inside, 42 m from the edge” or “Outside”. Try it at the entrance and the far side of the site.



12.2 Who works where

- 1 **Open a location > Who works here**, tick the staff and save; or open a staff member's **Locations** and tick their places.
- 2 **Staff with no location of their own** can check in at any workplace until you give them one.

12.3 Switch a location off, or remove it

Turn off **In use** to stop check-ins there without losing it. **Remove location** deletes it from the list; past records keep it.

12.4 Wi-Fi names (optional)

Add the names of the location's Wi-Fi networks. They are kept as extra evidence; they never replace the location check.

13

ADMINS AND OWNERS

Shifts

Working hours: they decide lateness, absence and the hours expected.

13.1 Add a shift

- 1 **Menu > Shifts > Add shift.**
- 2 **Name it** (e.g. Day, Night), and tap **Starts** and **Ends** to set the times. A shift ending before it starts runs overnight and counts on its start day.
- 3 **Tick the work days.**
- 4 **Set the grace** (minutes before “late”), the **earliest check-in**, and any **unpaid break**.
- 5 **Choose a colour** for the roster, and the **usual location** if you have several.
- 6 **Tap Save shift.** Give it to staff on their page or when you invite them.

14

SUPERVISORS AND ADMINS

Timesheets

Hours per person per day, approved and locked for each pay period, then exported for payroll.



14.1 Set the timesheet rules (admins, once)

- 1 **Menu > Timesheets** and tap the settings icon (top right).
- 2 **Pay period:** Weekly, Every two weeks or Monthly, and the day it starts.
- 3 **Automatic unpaid break:** e.g. 60 minutes after 6 hours worked, only when no break was taken.
- 4 **Overtime:** after so many hours a day and/or a week, and the overtime pay rate (e.g. 1.5).
- 5 **Rounding:** none, 5 or 15 minutes. Tap **Save rules**.

14.2 Read the timesheet

- 1 **Menu > Timesheets.** The arrows change the pay period; filter by location or team.
- 2 **The grid shows staff x days:** hours paid, coloured amber for late, blue for overtime, red for incomplete or absent; **L** leave, **H** holiday, **A** absent, a small “e” when a time was corrected.
- 3 **Tap a name** for that person’s timesheet PDF, with signature lines.



14.3 Approve days, then the period

- 1 **Supervisors:** tick people and tap **Approve days**.
- 2 **Admins:** decide every waiting correction first, then tap **Approve period**.
- 3 **Tap Lock period.** Nobody can change a locked period.

 Only the owner can unlock a period, with a reason that is kept in the log.

14.4 Decide corrections

- 1 **Timesheets > Corrections** lists what staff asked to change: the old time, the new one and why.
- 2 **Supervisors tap Recommend** (or **Not approve**); **admins tap Approve** (or **Not approve**). The person is told either way.

Nobody decides their own correction (only the owner may approve their own).

14.5 Records that arrive after a lock

If a phone was offline and its records arrive for a locked period, the period is not changed. The owner is told and opens **Late records: Apply them** (the period is worked out again and stays locked) or **Keep the lock**.

14.6 Payroll export

Tap **Payroll (Excel)**: one row per person with staff number, days present, paid hours, overtime, late minutes, absences, leave days and – when hourly rates are set – the pay.

15

SUPERVISORS AND ADMINS

The Roster

Plan who works which shift, where and when – then publish the week.



15.1 Open the week

Menu > Roster. On a phone, tap a day; on a tablet you see the whole week. Use the arrows for other weeks, and filter by location or team.

15.2 Add a shift

- 1 Tap the **+** next to a person (or in the **Open shifts** row for a shift anyone may claim).
- 2 Choose a **template** (your shifts) or set your own times.
- 3 Tap **Save as draft**. Drafts are seen only by managers.

Tap a shift to change or remove it. A warning sign shows a conflict: leave, a holiday, overlapping shifts, too little rest, too many hours in the week, or a location the person is not assigned to.

15.3 Fill the week quickly

- **Copy last week** (menu, top right) copies every shift as drafts; days already planned and approved leave are skipped.
- **Patterns** (Business plan): make a rotation such as “2 days, 2 nights, 2 off”, **Give to someone** from a start date, then **Fill this week from patterns**. DutyMark also fills the next four weeks by itself each



night.

15.4 Publish the week

- 1 **Check the conflicts**, then tap **Publish week**.
- 2 **Staff are told** in the app and by email, and see the shifts in My schedule.

Changing a published shift tells them again when you publish. Publishing needs the internet; drafts you make offline are sent by themselves.

15.5 Conflict rules (admins)

Roster menu > Conflict rules: **Warn** (save and publish with warnings) or **Block** (fix first), the minimum rest between shifts (default 8 hours) and the maximum hours a week (default 60).

15.6 Swaps and open shifts (Business plan)

- 1 **Roster menu > Shift swaps:** approve or reject swaps the other person has accepted. A warning shows if taking the shift breaks a rule for them.
- 2 **Roster menu > Open-shift requests:** give the shift to one person; the others are told.

15.7 How the roster affects attendance

When someone is on the roster, their check-in is judged against the rostered shift: check-in opens 2 hours before, late after the start plus grace, and absent if they did not check in by the end. Staff not on the roster keep their usual shift.

16

ADMINS AND SUPERVISORS

Reports

Every report is a PDF you can preview, print, or share on WhatsApp or email.



16.1 Make a report

- 1 **Menu > Reports** and choose a report.
- 2 **Choose the month, day, dates or person.**
- 3 **Preview it**, then share or print.

Report	What it shows
Monthly attendance summary	One row per person: days present, on time, late, absent, hours.
Daily attendance	Any day: who came in, when, late minutes, who was absent.
Assisted check-ins	Who was checked in by an admin, by whom and why.
Staff report	One person, one month: stats, charts and every day.
Permission requests	Requests between two dates, with the decisions.
Client-site visits	Who visited which client site, arrived, left, how long.
Rostered vs worked	From the Roster menu: rostered and worked hours, no-shows, late arrivals, swap history.
Payroll and timesheets	From Timesheets: the payroll Excel and each person's timesheet PDF.

17

OWNERS

Plans and Payment

Your free trial, the plans, and paying through Google Play.

17.1 The plans

Plans differ by the number of staff and locations; prices are shown in the app.

Plan	Staff	Locations	Adds
Basic	5	1	Fingerprint check-in, location checks, assisted check-in, daily list and monthly report.
Starter	10	1	As Basic.
Team	25	3	Several locations, shifts, leave requests, supervisors, Excel, timesheets, the weekly roster.
Business	50	10	Trends, staff profiles, announcements, strict mode, audit log, roster patterns, swaps and open shifts.
Growth	100	No limit	As Business.
Scale	250	No limit	As Business.
Pro	500	No limit	As Business. More than 500 staff? Talk to us.

17.2 Choose or change a plan

- 1 **Menu > My plan > See the plans** (or **Choose a plan**).
- 2 **Enter how many staff you have**; DutyMark suggests the best plan.
- 3 **Choose Monthly or Yearly** (2 months free) and tap the plan.
- 4 **Confirm in Google Play**.

Moving up, you pay only the difference for the rest of the period. Moving down, the smaller plan starts when the current period ends. Cancel or change the payment method with **Manage in Play**.



17.3 When the trial ends

Your records are safe. The organization becomes read-only – no new check-ins – until the owner chooses a plan. Admins and staff are told to ask the owner.

18

EVERYONE

Offline Use and Troubleshooting

What works with no internet, and answers to common questions.

18.1 What works offline

Task	Offline?
Check in and out, breaks, client visits	Yes – saved with the real time, sent later.
Assisted check-in	Yes, on the admin's phone.
My schedule, my timesheet, my history	Yes – the copy saved at your last sync.
Permission requests, corrections, swap requests, claiming open shifts	Yes – shown as “Waiting to send”.
Shift reminders	Yes.
Roster drafts	Yes – sent by themselves; publishing needs the internet.
Approving, locking periods, publishing the roster, editing locations	No – these need the internet.

18.2 Common questions

Question	Answer
Something says “Waiting to send” for a long time.	Connect to the internet and tap the sync pill. If it shows a problem, read the reason; tap it to retry or dismiss.
My check-in says Needs review.	It was kept. An admin decides; you are notified.
I was marked late but I was on time.	Ask for a correction (chapter 7), or explain the exception.
I changed phones.	Check in on the new phone; an admin approves it.
I work at two organizations.	Menu > Switch organization.
The roster I see is old.	Open My schedule with internet; it refreshes at every sync.
I get no shift reminders.	Settings > Shift reminders, and allow DutyMark's notifications in your phone settings.

18.3 Contact us

In the app: **Settings > Help and support**. On the web: **www.novaxion.ng**. Account and data requests: **novaxion.ng/accounts**.