

REELTRAK Worker App Onboarding

Welcome to the ReelTrak Worker, the new app that lets you view your work schedule and track your time.

Getting Started

 [Watch a video walkthrough](#)

Downloading the App



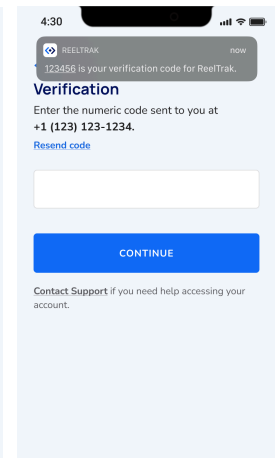
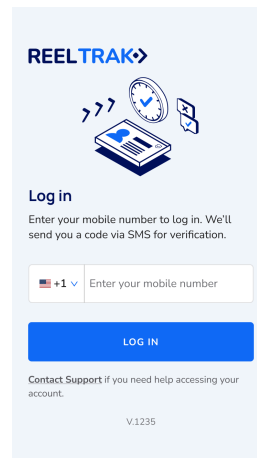
ReelTrak Worker is available from the [Google Play Store](#) if you're using an Android device, or the [Apple App Store](#) if you're using an iOS device. Just search for "ReelTrak Worker" and download the app.



Logging In

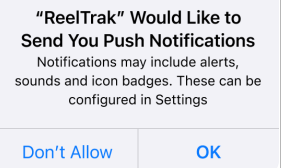
Log in easily with your mobile number. A one-time passcode will be sent to your device by text message. Enter that code when prompted for verification.

Ensure your mobile number is associated with your employment/signup account as this is tied to your login. If you ever need to change your mobile number, please contact your employer or app Support.

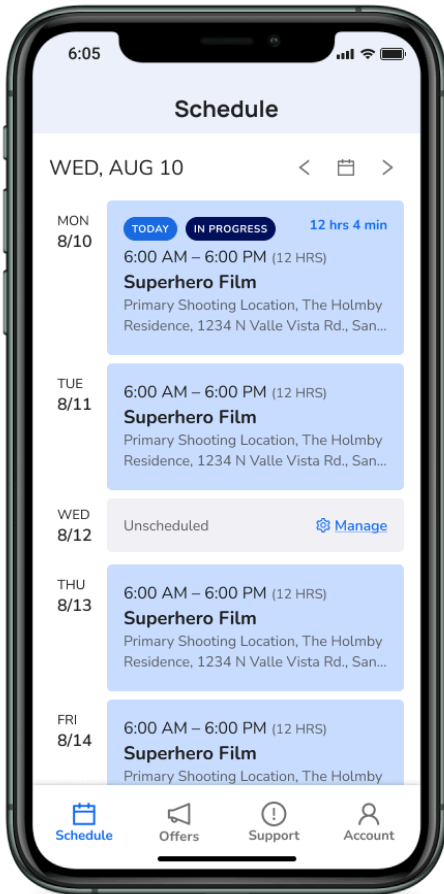


App Permissions

It is important to **allow all permissions** to ensure you are able to use the app correctly. Enable **Push Notifications** for shift alerts such as upcoming breaks or edits to your schedule. **Location Tracking** helps ensure your safety and supports onsite collaboration with your team.



REELTRAK Worker App Onboarding



Navigating the App

Shifts Tab

View your schedule, past and upcoming shifts and manage your Availability. Tap on the shift card to view your shift details.

Offers Tab

Quick link to the Reel Security offers web link. Exciting updates coming to the ReelTrak app in the future.

Support Tab

Tap on Support to report issues through live chat or email or to log out of the app.

Account Tab

View your profile details, update your profile photo, view your shift history and update your work availability (link).

▶▶ Next: [Using the App](#)

REELTRAK Worker App Onboarding

Using the App

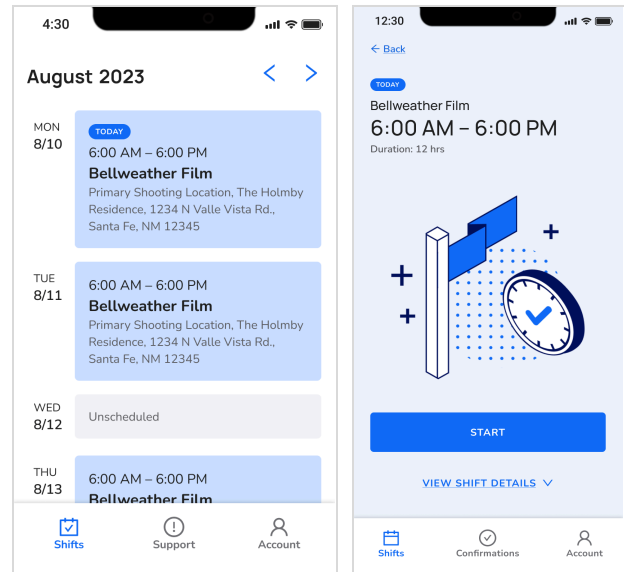
 [Watch a video walkthrough](#)

View Shift Details

Navigate to the shift you want to start from the “Shifts” tab in the app. The current shift will be the top option labeled “TODAY.” Click on this calendar item to view your shift details.

From the Shift Details view you can view:

- Shift date and time,
- Shift duration,
- Shift Location with a link to navigation via your preferred map app
- Post details and instructions.



Once you have started your shift you will also see all your logged times for the day here.

Post Instructions

Tap on “View Instructions” to get your post orders. Clients or HQ may add attachments such as maps and images.

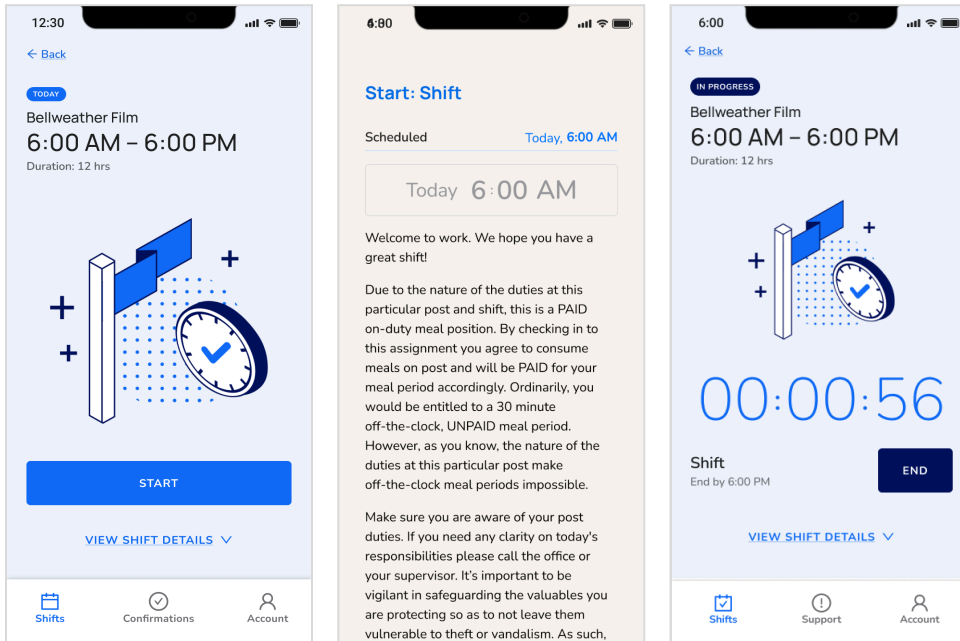
Navigate to Your Shift

View the shift address in the Shift Details section. Click on the address link in your Shift Details to open your map app.

REELTRAK Worker App Onboarding

Start Your Shift

To start your shift simply select “START” from the top of the Shift Details screen on your current shift. You will see a modal that confirms your start time and additional details as required by the shift. Tap Confirm to start.



Starting Early: You may be unable to start a shift if you are trying to clock in too early. If you believe you are unable to start your shift by mistake, please contact your Supervisor or report an issue from the “Support” tab in the app.

Late Clock In/Out: Follow the prompts for submitting your time — you may be required to provide additional detail. If you started or ended on time, but forgot to log it in the app, just tap on the white timeclock box at the top of the screen to edit your time. Please be aware that edits may require Supervisor approval.

REELTRAK Worker App Onboarding

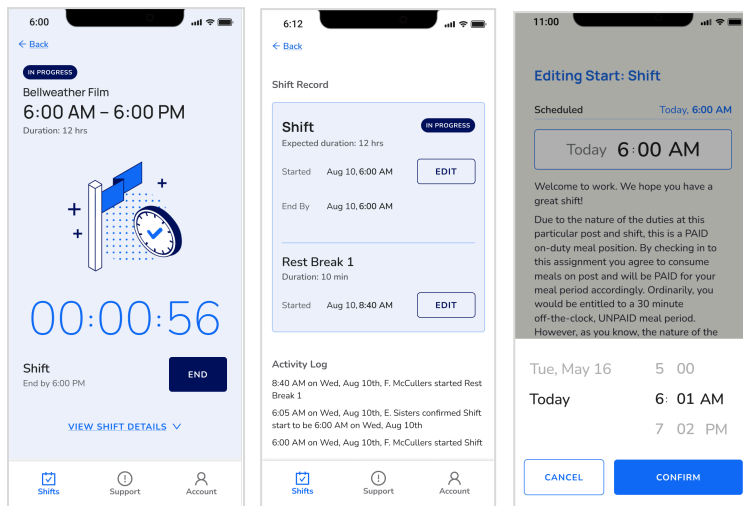
Take Shift Actions

Once a shift is started, all your tracked time is visible in the Shift Record. All logged times, edits and confirmations are also visible in the Activity Log at the bottom of the screen.

From the shift details view, you will be able to:

- Start and End shift actions
- View Upcoming shift actions (these become Available at scheduled times)
- Edit logged time (always available)
- Confirm, or edit, time that is logged or edited for you
- View all shift activity as it happens in your Shift Record and Activity Log.

Breaks and other shift actions will either be under the Available section — for those actions that can be started — or Upcoming — in which they can not be initiated yet. Unlike Shift Start/End, breaks and other shift actions are scheduled within a range of time — from when they first appear as Available to the “Expected” time, or when they are expected to have been completed.



You'll receive reminders about upcoming breaks and other important information related to your shift. You will also receive push notifications when edits are made or time is logged for you. In these cases you must address these edits right away in order to keep using the app.

REELTRAK Worker App Onboarding

Confirmations

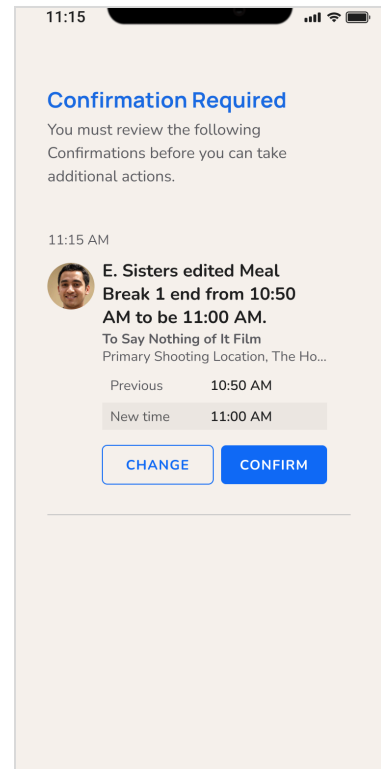
You're required to review any time a Supervisor logs on your behalf or changes they make to your logged times. This is to make sure there is transparency when others adjust your time and to allow you to verify that the times are correct.

When this happens, a screen will pop up in the app and all times must be addressed before you can take additional action in the app.

Confirmations always identify **who made the update** as well as **what was changed**. Pay close attention to the dates and times, as edits may be from past shifts. Tap "Confirm" to accept the time, or "Change" to make adjustments.



It is important to address Confirmations in a timely manner to ensure payroll is correct. Make sure to always review all logged times for accuracy before you end your shift.



▶▶ Next: [Offers and Availability](#)

REELTRAK Worker App Onboarding

Offers and Availability

 [Watch a video walkthrough](#)

Offers are shifts that are sent for you to accept or decline. Availability allows you to set your preferred schedule.

View Offers

Go to the Offers tab and tap on “View Offers” button. Currently this opens a link to the Reel Security website where you can view and accept offers that have been sent to you (this is the same web link from the Offers text messages you receive). In the future, Offers will be enhanced and available directly from the app. Stay tuned for exciting updates!

Manage Availability

Manage your work availability from the Schedule (tap on “Manage” on any unscheduled day), from your Account Tab (tap on “Availabiltiy”) or from the Offers tab (bottom section, “Looking for Availability?”) Tapping on these options will open the Reel Security web link where you can update your weekly availability after you log in with your Reel Security password. We're actively working on enhancing this feature and integrating it directly into the app. Stay tuned for exciting updates!

 Next: [Manage Your Account](#)

REELTRAK Worker App Onboarding

Manage Your Account

View your profile details, update your profile photo, view your shift history and update your work availability (link) in the Account tab.

Availability (Account Tab)

Manage your work availability from the Account Tab or the Schedule. From the Account tab, Tap on “Availability” to open the Reel Security web link where you can update your weekly availability after you log in with your Reel Security password. We're actively working on enhancing this feature and integrating it directly into the app. Stay tuned for exciting updates!

Shift History

Tap on “Availability” to open the Reel Security web link where you can update your weekly availability after you log in with your Reel Security password. We're actively working on enhancing this feature and integrating it directly into the app. Stay tuned for exciting updates!

Profile Photo

Please make sure your photo is up-to-date and professional. The photograph should clearly show your face so that you are recognizable onsite by Reel Security and production staff.

▶▶ Next: [Reporting Issues](#)

REELTRAK Worker App Onboarding

Reporting Issues

 [Watch a video walkthrough](#)

If you encounter any issues while using the app, use the "Support" tab in the app to report the problem. Our team will assist you as soon as possible either through live chat or, during peak business or after hours, via email.

Remember, this app is designed to make tracking your time easier. If you have any feedback or suggestions, don't hesitate to share them with us through the "Support" tab in the app.

You can also provide feedback, submit feature requests and report bugs with [this form](#).