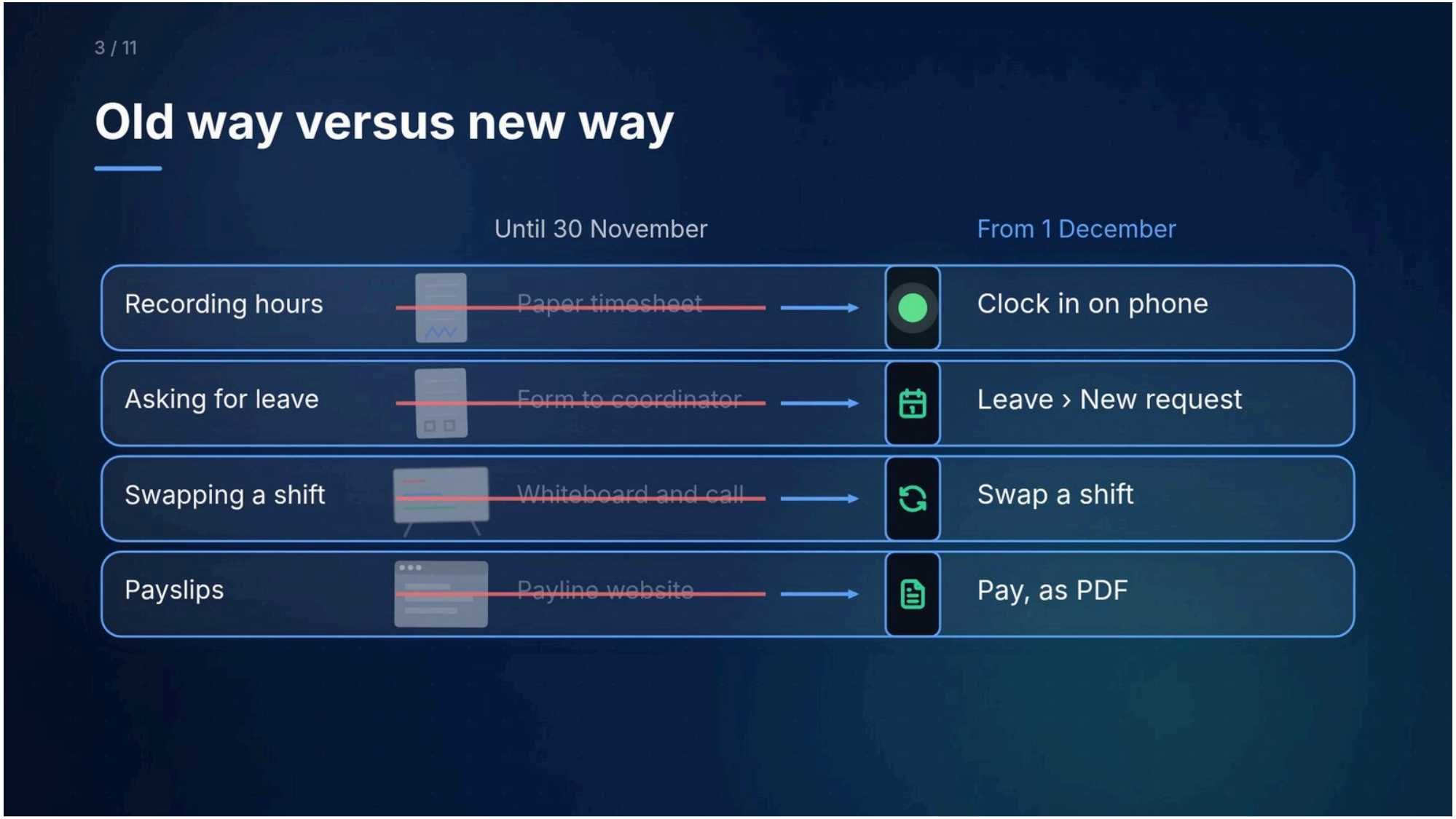


From 1 December, Ridgeview moves timesheets, leave, shift swaps and payslips into one app. Here's what changes, when, and how to get started.



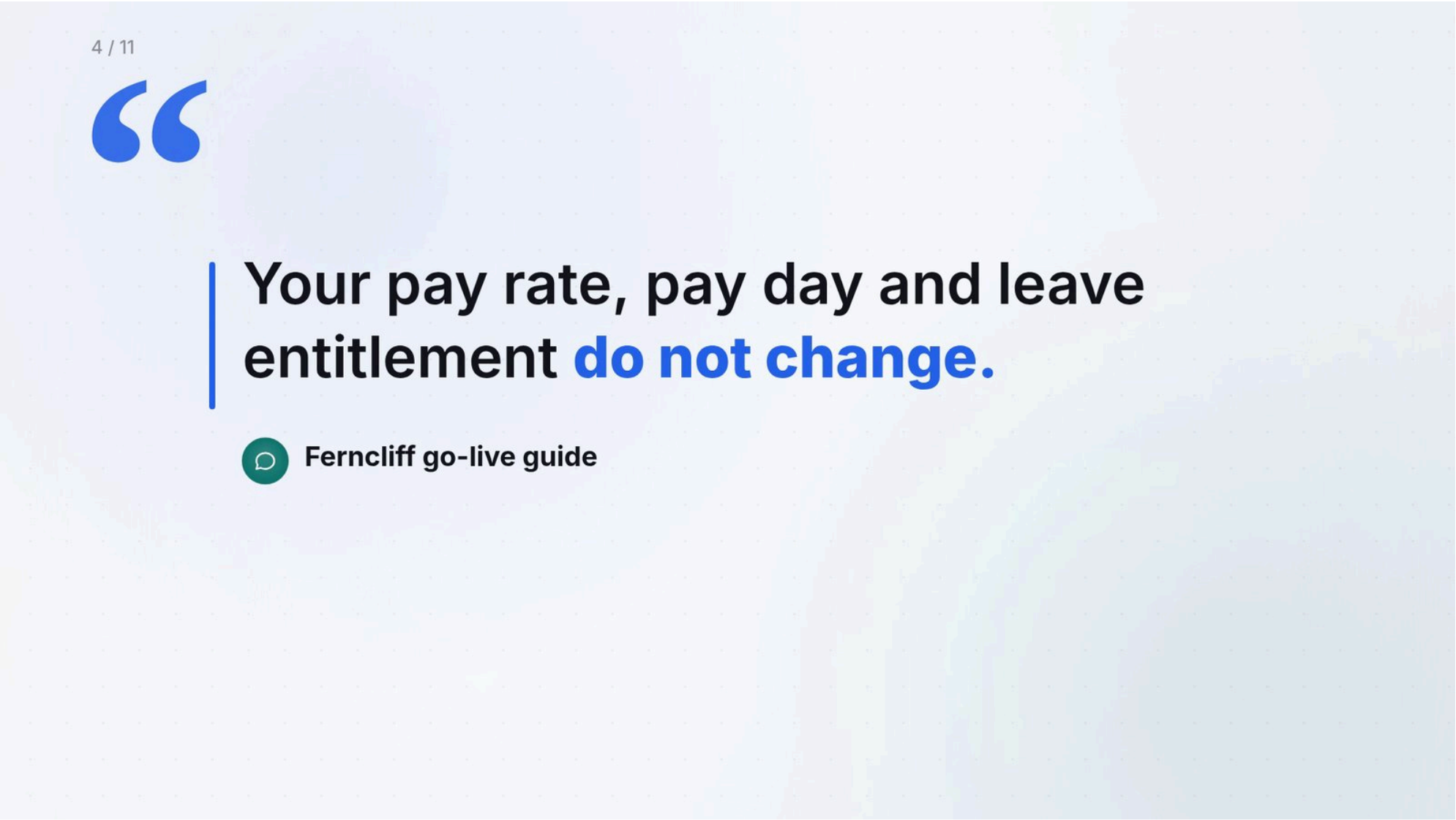
2 / 11 · Key dates

Here's the timetable. Training sessions open on Monday 17 November. On 24 November your sign-in email arrives, so set your password that week. Go-live is Monday 1 December, when paper timesheets stop. Payline turns read-only on 12 December, and it's switched off on 31 January.



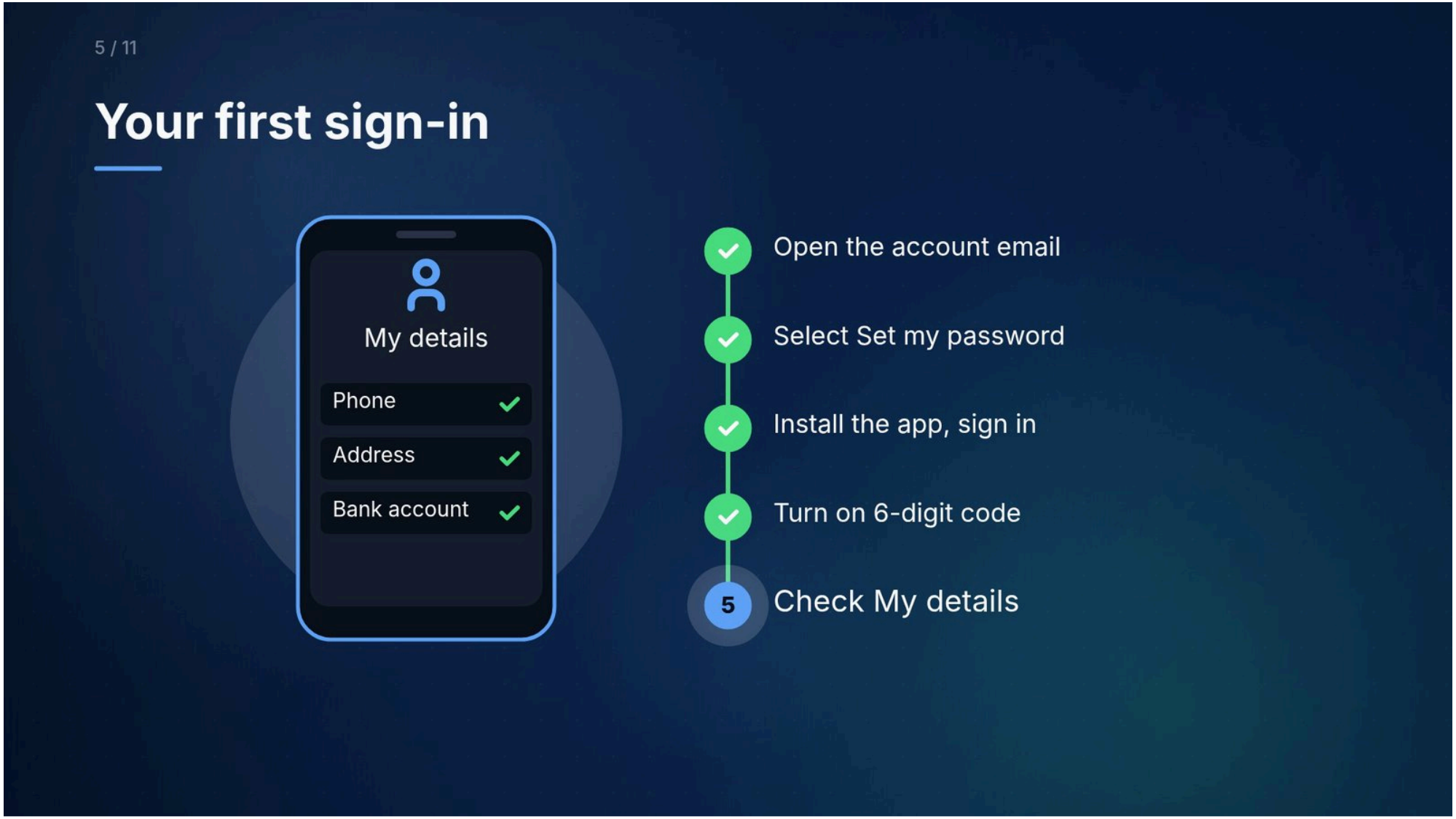
3 / 11 · What changes for you

So what changes day to day? Instead of a signed paper timesheet, you tap Clock in on your phone. Leave forms become a request in the app. The office whiteboard becomes Swap a shift. And payslips move from Payline into Ferncliff as PDFs.



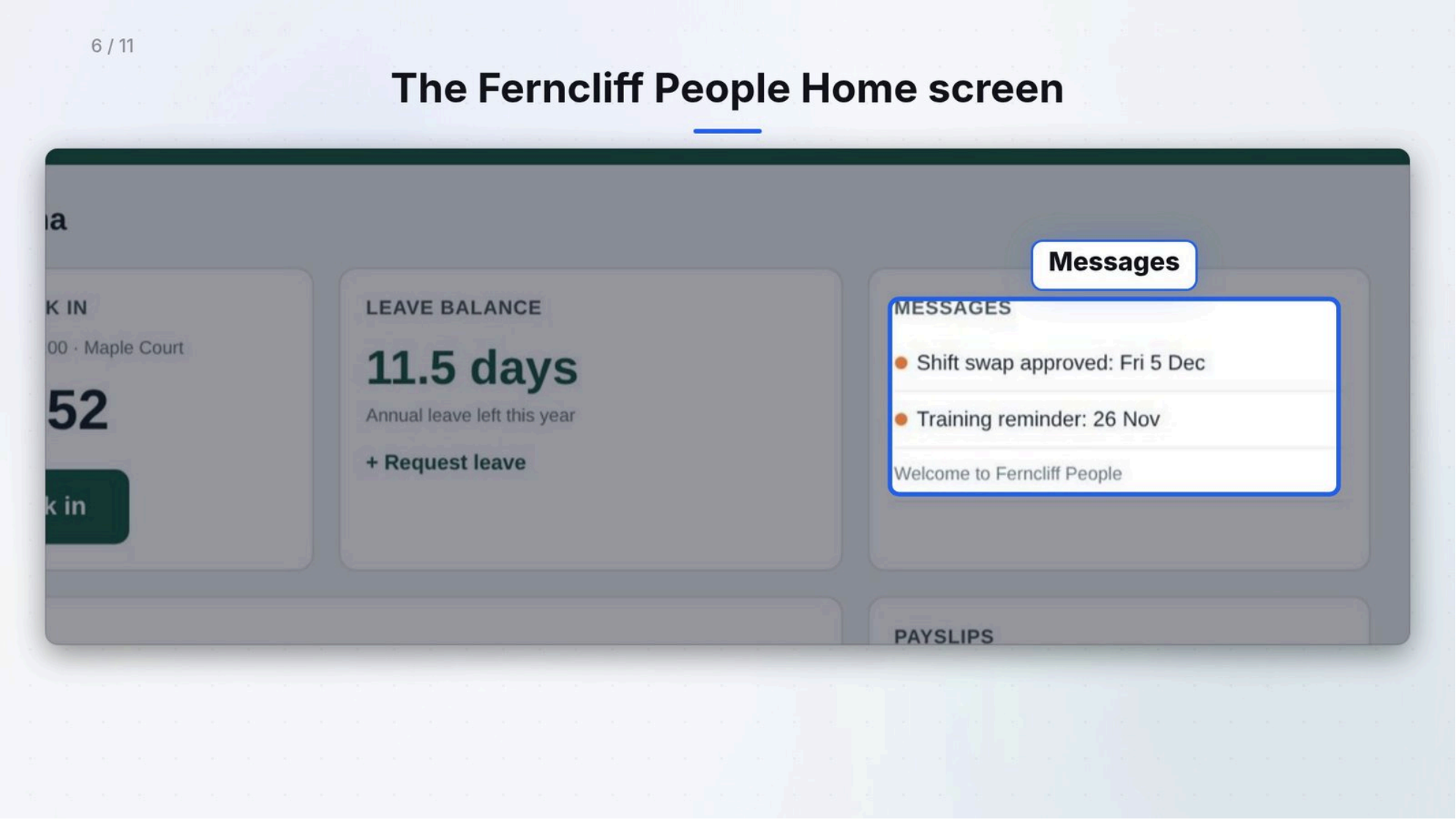
4 / 11 · What stays the same

One thing stays exactly the same. Your pay rate, pay day and leave entitlement do not change. And because the hours you clock go straight to payroll, there's nothing to hand in.



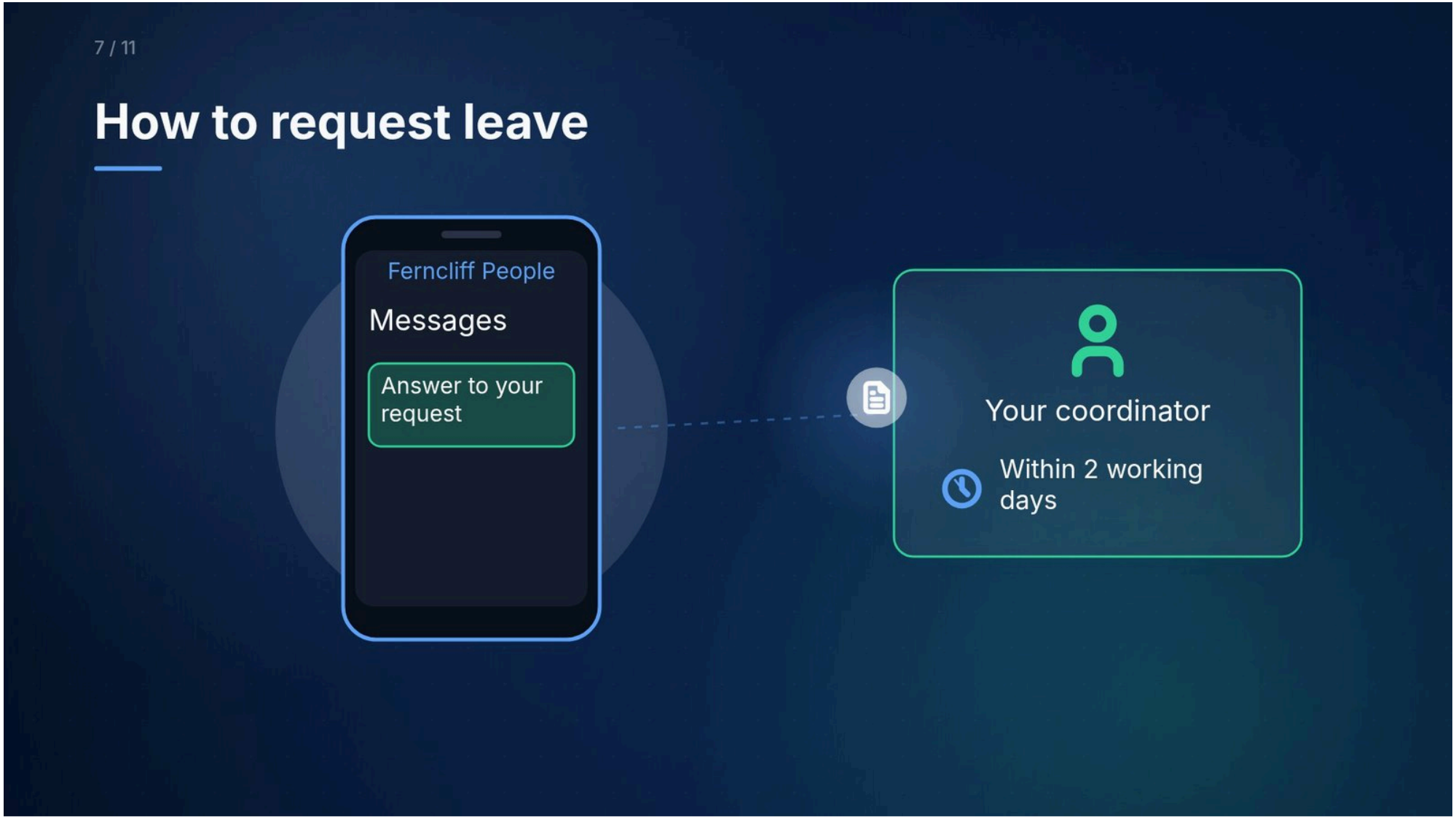
5 / 11 · Your first sign-in

Do your first sign-in before 1 December, because the help line will be busy that morning. Open the email titled Your Ridgeview account. Select Set my password, with at least ten characters. Install the app and sign in with your work email. Turn on the six-digit sign-in code, then check your details in My details.



6 / 11 · The Home screen

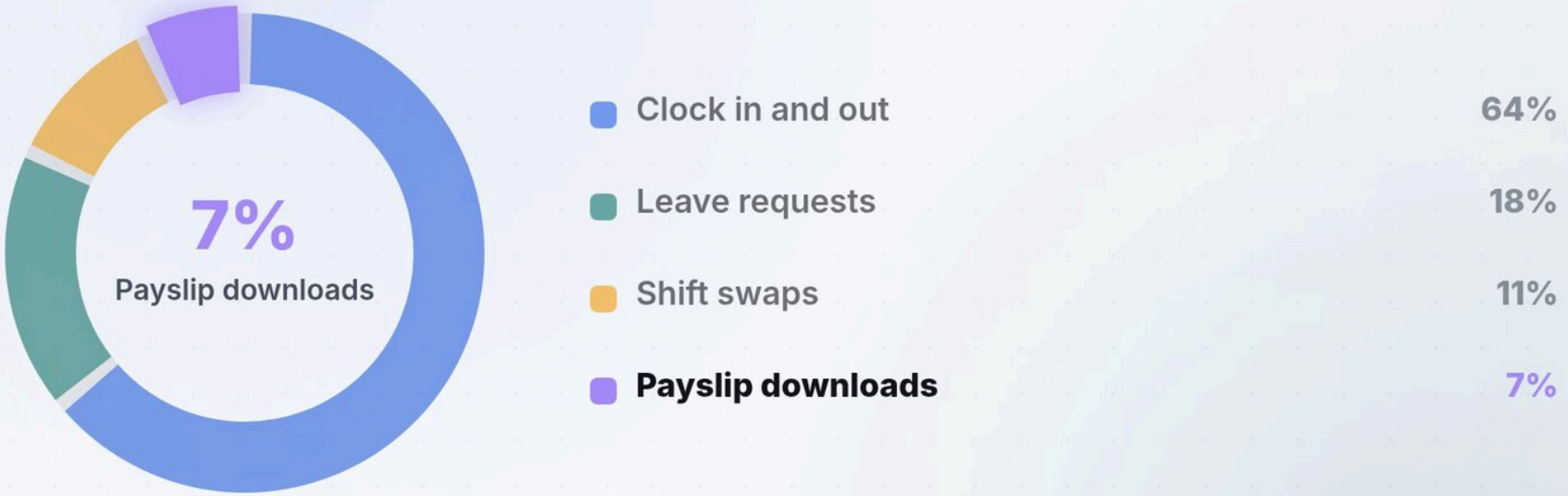
This is the Home screen you'll see after signing in. The big green Clock in button turns into Clock out once your shift starts. Leave balance shows the annual leave you have left this year. Messages holds answers to your requests and reminders. And My next shifts lists your next three shifts, with a Swap a shift link.



7 / 11 · Requesting leave

Requesting leave takes a minute. Select Leave in the menu, then New request. Pick your first and last day, choose annual, sick or unpaid leave, and select Submit. Your coordinator answers within two working days, and you'll see it in Messages.

1,240 pilot requests in October



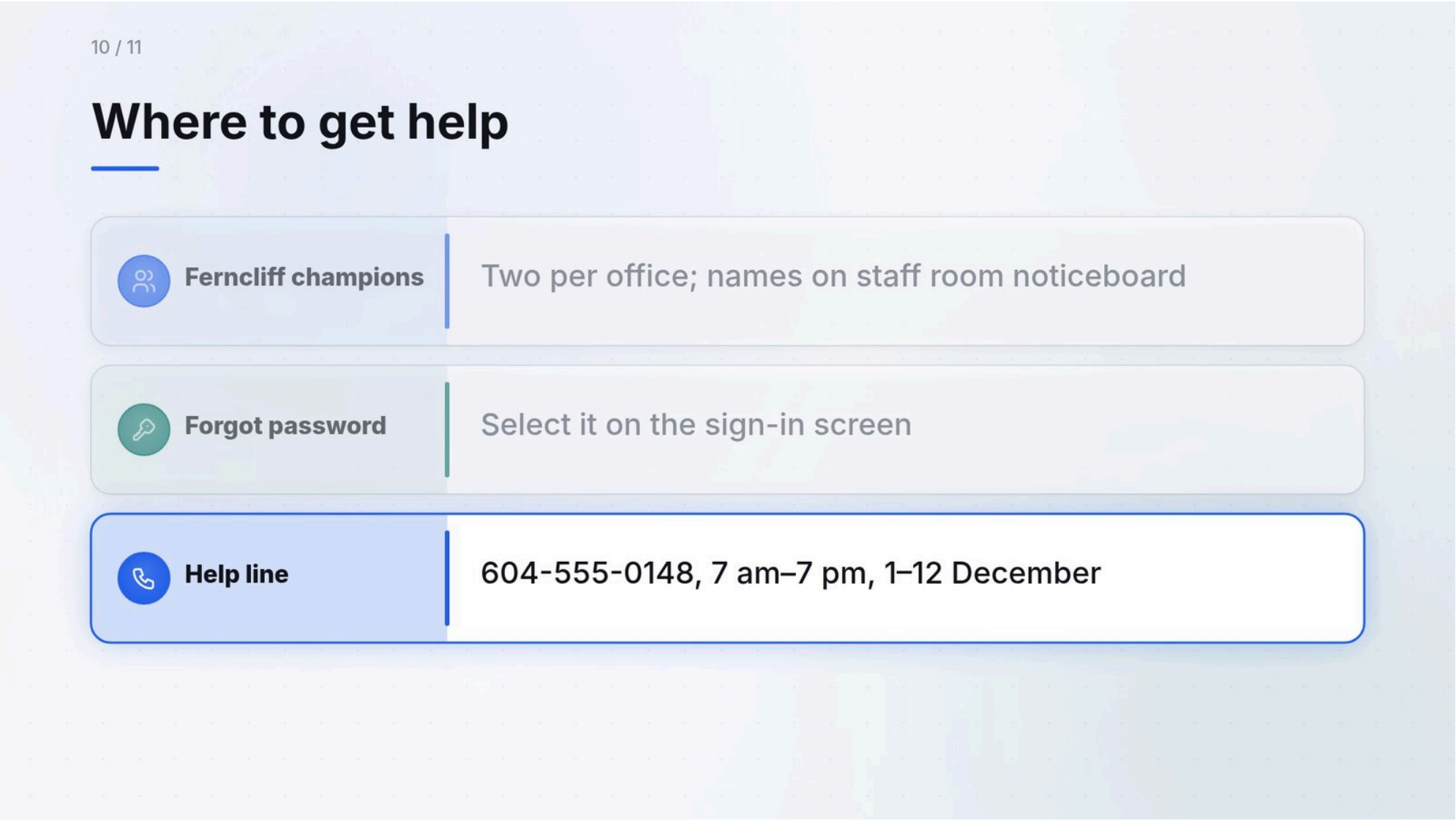
8 / 11 · What the pilot showed

Maple Court and Birch House have piloted Ferncliff since September, with 46 staff, making 1,240 requests in October. Clocking in and out made up 64 percent. Leave requests were 18 percent, shift swaps 11 percent, and payslip downloads 7 percent.



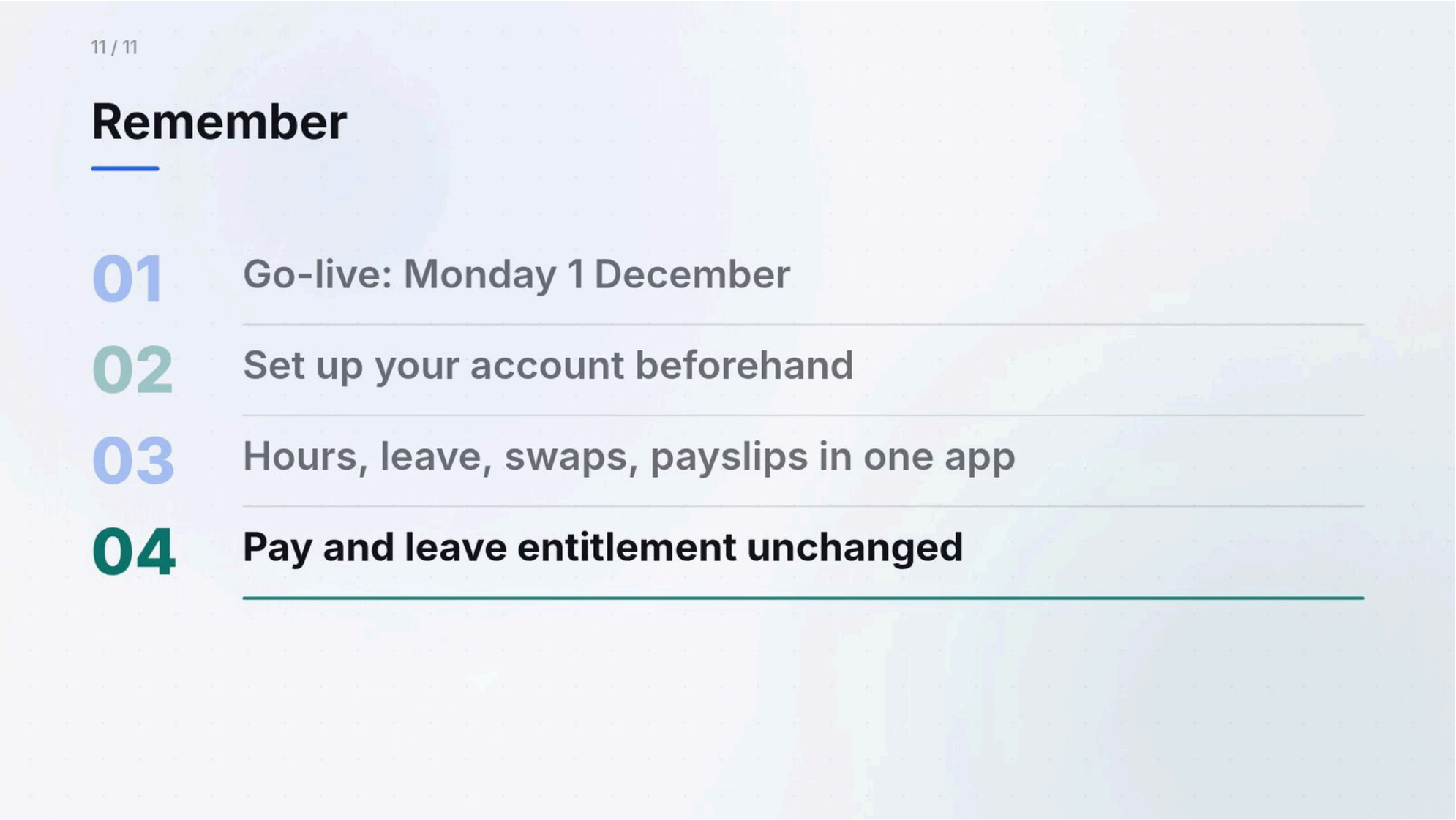
9 / 11 · Fewer corrections

And the biggest win? Timesheet corrections at the pilot offices fell from about 30 a month to just 4. That's because hours no longer have to be copied from paper.



10 / 11 · Getting help

Stuck? Each office has two Ferncliff champions, and their names are on the staff room noticeboard. If you forget your password, select Forgot password on the sign-in screen. For anything else, call the help line on 604-555-0148, from 7 am to 7 pm, 1 to 12 December.



11 / 11 · Recap

To recap: Ferncliff goes live on Monday 1 December. Set up your account before then. Hours, leave, swaps and payslips all live in one app. And your pay and leave entitlement stay the same.