Moving to Ferncliff People

Go-live guide for all care staff and coordinators · Ridgeview Home Care · Version 1.2, November 2026

From **Monday 1 December**, Ridgeview moves timesheets, leave requests, shift swaps and payslips into one app: **Ferncliff People**. It replaces the paper timesheets, the leave form you hand to your coordinator, the whiteboard for swaps and the old Payline website. This guide explains what changes for you, when it changes, and how to get started on your first day.

Key dates

Date	What happens
Mon 17 Nov	Training sessions open (30 minutes, at each office or online).
Mon 24 Nov	You receive your Ferncliff sign-in email. Set your password that week.
Mon 1 Dec	Go-live. Clock in and request leave in Ferncliff only. No more paper timesheets.
Fri 12 Dec	Payline becomes read-only. You can still download old payslips.
Sat 31 Jan	Payline is switched off. Download any payslips you want to keep before then.

What changes for you

Task	Until 30 November	From 1 December
Recording hours	Paper timesheet, signed by the client and handed in on Friday	Tap **Clock in** and **Clock out** on your phone at the client's home
Asking for leave	Leave form to your coordinator	**Leave › New request** in the app; you see the answer in Messages
Swapping a shift	Whiteboard at the office, then a phone call	**Swap a shift**; your coordinator approves it in the app
Payslips	Payline website, separate password	**Pay** in Ferncliff, as a PDF

Your pay rate, pay day and leave entitlement do not change. Hours you clock in Ferncliff go straight to payroll, so there is nothing to hand in.

Your first sign-in

1. Open the email from Ferncliff People with the subject “Your Ridgeview account”.
2. Select **Set my password**. Use at least 10 characters.
3. Install the Ferncliff People app from the App Store or Google Play and sign in with your work email.
4. Turn on the 6-digit sign-in code when the app asks. It keeps your pay details safe.
5. Open **My details** and check your phone number, address and bank account. Tell your coordinator if anything is wrong.

> **Tip:** do this before 1 December. On go-live morning the help line will be busy.

The Home screen

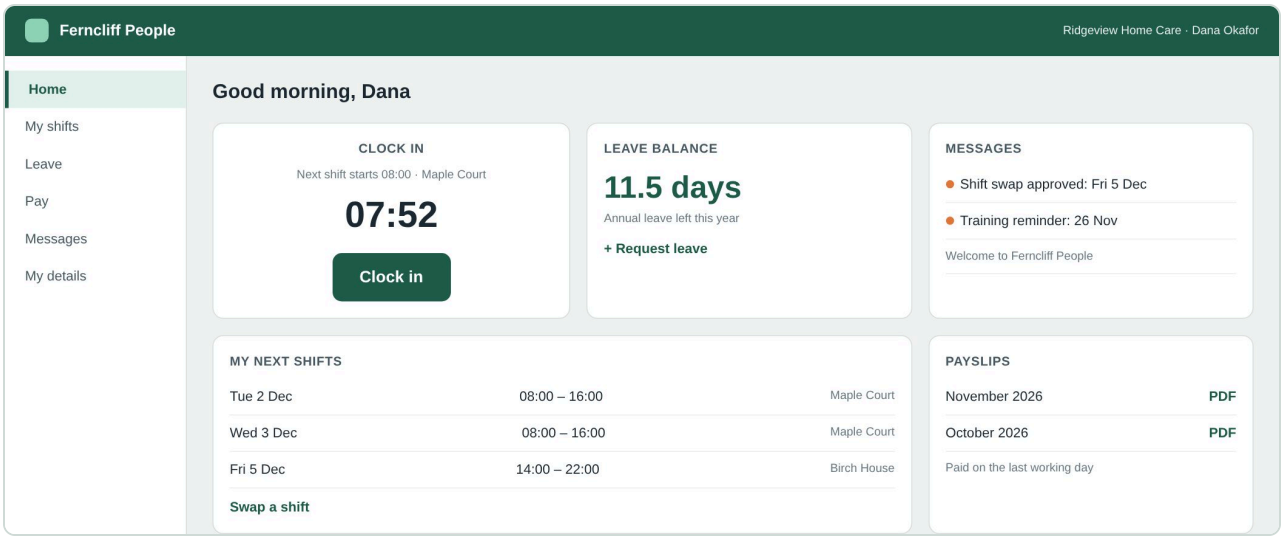

Figure 1. The Home screen after you sign in.

- **Clock in** (top left): the big green button. It turns into **Clock out** once your shift has started. The app records the time and the client's address.
- **Leave balance** (top middle): the annual leave you have left this year, and the **+ Request leave** link.
- **Messages** (top right): answers to your requests and reminders from the office.
- **My next shifts** (bottom left): your next three shifts and where they are, with the **Swap a shift** link.
- **Payslips** (bottom right): this month's and earlier payslips as PDFs.

How to request leave

1. Select **Leave** in the menu, then **New request**.
2. Pick the first and last day on the calendar.
3. Choose the type: annual leave, sick leave or unpaid leave.
4. Add a note for your coordinator if you want to, then select **Submit**.
5. Your coordinator answers within 2 working days. You get the answer in **Messages**, and approved days are taken off your balance.

What the pilot showed

Maple Court and Birch House have used Ferncliff since September, with 46 staff. In October they made 1,240 requests in the app:

Request	Share of all requests
Clock in and clock out	64%
Leave requests	18%
Shift swaps	11%
Payslip downloads	7%

Timesheet corrections at the pilot offices fell from about 30 a month to 4, because hours no longer have to be copied from paper.

Getting help

- Each office has two **Ferncliff champions** who took the training early. Their names are on the staff room noticeboard.
- Forgot your password? Select **Forgot password** on the sign-in screen.
- For anything else, call the help line on 604-555-0148, 7 am to 7 pm, from 1 to 12 December.