

MOBILE TIMECARDS CREWMEMBER USER GUIDE

Media Services Crew Portal (Mobile Timecards) allows crewmembers to enter work hours and submit timecards from anywhere, anytime using a mobile device. Please follow this short guide to log in, set up your account and submit a timecard.

For Technical Support, please contact the Software Support department:

Email: sws@mediaservices.com Phone: 818.925.2630

INVITATION

Your production office will set up your user account for Crew Portal after your start paperwork has been approved. Once this is completed, you will be sent an invitation that includes your email address and temporary password.

****If you've used the Crew Portal on a previous production, you will not receive a new user invite. Instead, you will receive an email notifying you that you've been added to the new show.****

You may access the Crew Portal website by clicking the link provided in your email invitation or type in crewportal.mediaservices.com in your browser's search bar. Please note: This is not an app, this is a web-based software that must be accessed using your device's browser. Devices available to access the Portal are: desktop/laptop computers, smartphones and tablets.

New Crew Portal user invitation email:

media services

mobile

Welcome back to Media Services Mobile. You have been granted access to the following production:
MEDIA SERVICES DEMO SHOW

Using your mobile device or a web browser, you can now enter your hours and allowances using these login details:

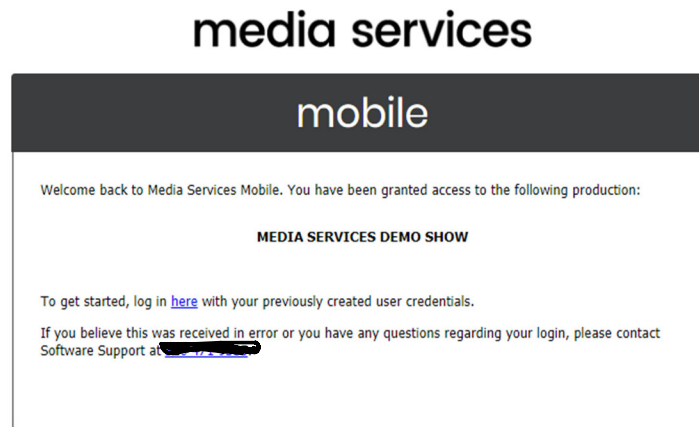
Username:	MediaServicesMobile@mediaservices.com
Password:	jkXqSRwF

To get started, click [here](#) and then click on the Crew login button.

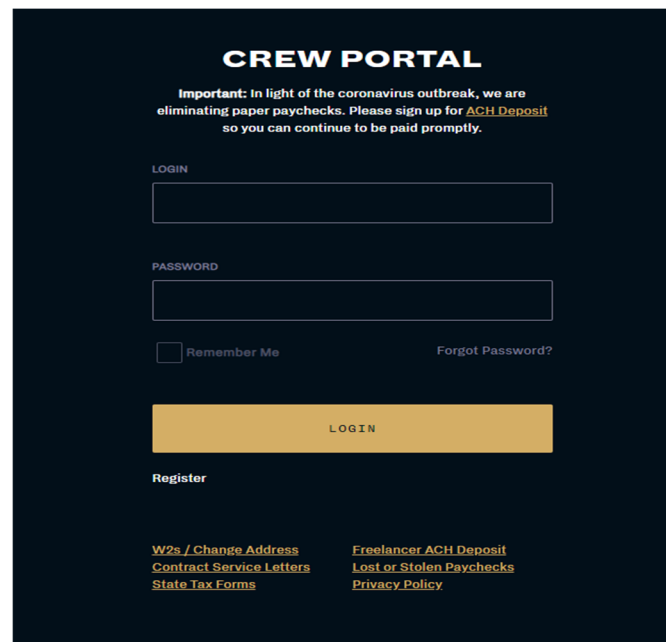
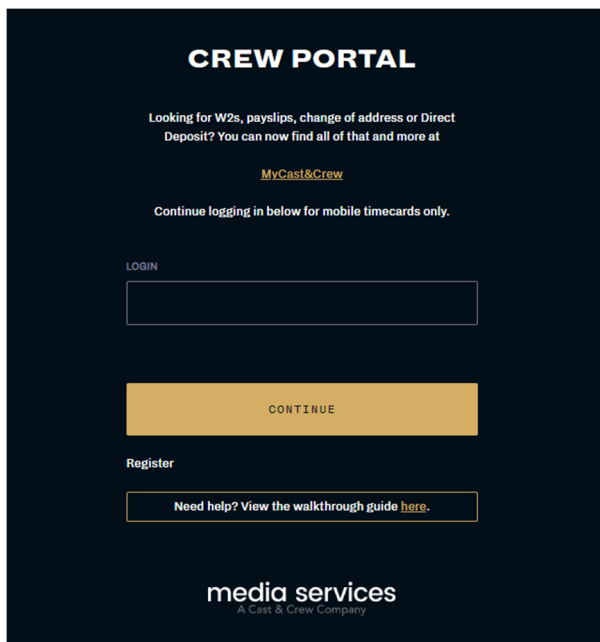
Access the user guide by clicking [here](#).

Thank you for using Media Services Mobile, brought to you by Media Services Payroll.

Current Crew Portal user invitation email:



LOGGING IN



Screen Left and Screen Right are both part of the login process. You will first enter your email address in the LOGIN box on Screen Left, then click CONTINUE. (You will only click the REGISTER button if you have NOT received the invite email and you are not on a current MS production.) You will then enter in your email and temporary password on Screen Right and click LOGIN. You should receive a notification stating: YOUR ACCOUNT HAS BEEN MIGRATED and return to the login screen. From there, log in again using the same password used for either your TiM account (www.hellotim.com) or My Cast & Crew account (my.castandcrew.com).

If you've forgotten your password or do not have a current password, click FORGOT PASSWORD? Your password will then be reset and an email will be sent with further instructions.

Please note: This action will update your login/password for all OKTA accounts associated with your email address such as TiM (www.hellotim.com), My Cast & Crew (my.castandcrew.com) and Client Portal (clientportal.mediaservices.com).

USER SETTINGS

On the USER SETTINGS screen, create your 4 digit PIN number and enter it twice to verify, then answer the Proxy Submit question to allow approvers to access/update/submit your timecard and answer the Security Question. Click SUBMIT to complete the set-up process.

USER SETTINGS

PIN PIN is NOT set. Only four digits are allowed. This PIN is used for all of your shows. If you forget your PIN please ensure that your birth city is provided below and contact Media Services at crewportalhelp@mediaservices.com.

* Enter new PIN

* Re-Enter new PIN

ALLOW SUBMIT BY PROXY Do you authorize your managers and other nominated approvers to submit timecards on your behalf?

* I authorize managers and other nominated approvers to submit timecards on my behalf. Yes No

SECURITY QUESTION You have NOT provided an answer to the security question. This information is used to verify your identity when calling Media Services for a PIN reset.

In what city were you born?

BACK **SUBMIT**

CREATING/SUBMITTING A TIMECARD

On the Home page, click the MY TIMECARDS button to access a timecard.

crew portal

JANE DOE'S HOME

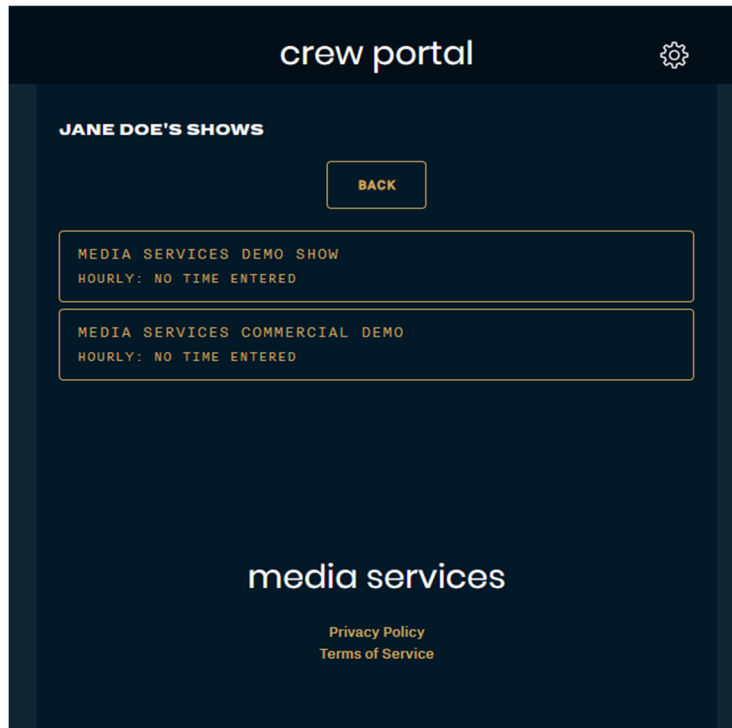
MY TIMECARDS
CREATE AND SUBMIT TIME WORKED FOR APPROVAL

PAY HISTORY

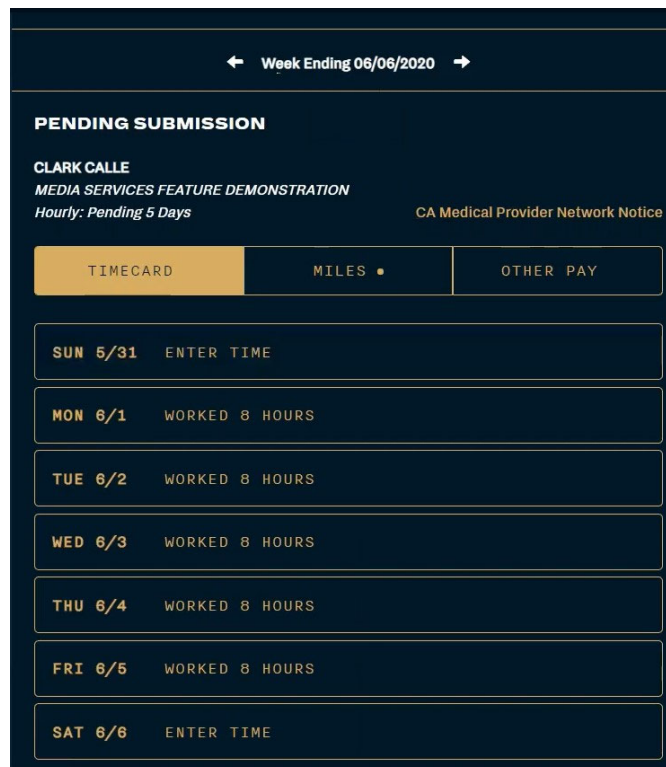
media services

[Privacy Policy](#)
[Terms of Service](#)

The Show Screen will present a list of your current project(s) - click the project that you would like to create a timecard.



Once you click the project name, you will arrive at the PENDING SUBMISSION screen. The Week Ending will display the current week by default. Use the arrows on each side of the Week Ending to navigate either backwards or forwards in time. You may access as far back as your start date and up to 4 weeks in advance from the current week.



Now, click on any day of the week to enter your hours for that day.

You will then arrive at the TIME ENTRY screen that will facilitate either a Salary or Hourly/Daily position depending on your contract.

MEDIA SERVICES FEATURE DEMONSTRATION

Tuesday, August 8, 2023

<input type="text"/>	AM	Call
<input type="text"/>	AM	Meal1 Out
<input type="text"/>	AM	Meal1 In
<input type="text"/>	AM	Meal2 Out
<input type="text"/>	AM	Meal2 In
<input type="text"/>	AM	Wrap

Total:

Contract

Day Type

Location

Comments

HOURLY/DAILY EMPLOYEES

If you are an Hourly/Daily employee, you will be required to enter in/out times and select the correct selections from the three dropdown menus.

First, enter in/out times in the provided boxes. You must enter times for Call (Start) and Wrap (End) times – be sure to select AM or PM when necessary. You may also enter Meal times if clocking out for a meal break – MEAL OUT is going out for your break and MEAL IN is coming back from your break.

- You may enter either Standard or Military time in the boxes.
- If your Wrap time is on the next day, the system will alert you that the times are NON-SEQUENTIAL. Double-check that your times are correct and if so, click SAVE & CONTINUE.

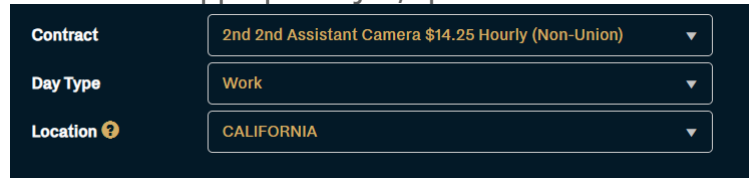
The screenshot shows the 'crew portal' interface for 'MEDIA SERVICES DEMO SHOW' on 'Monday, May 4, 2020'. The form contains several input fields for time entries, each with a dropdown menu for AM or PM. The fields are: Call, Meal1 Out, Meal1 In, Meal2 Out, Meal2 In, and Wrap. Below these is a 'Total:' field. Further down are dropdown menus for 'Contract' (1st Assistant Camera \$7.25 Hourly (Non-Union)), 'Day Type' (Work), and 'Location' (State: California (Default)). At the bottom, there is a 'Comments' text area and two buttons: 'BACK' and 'SAVE'.

If you select Travel as your Day Type, you must enter your travel hours in the corresponding popup box and click OK to save – you may also enter a fraction of an hour such as 0.5 for half-an-hour.

The screenshot shows a modal dialog box titled 'HOURS TRAVELED - GREATER THAN 0 LESS THAN 24'. The dialog has a close button (X) in the top right corner, a text input field for entering the number of hours, and 'OK' and 'CANCEL' buttons at the bottom. The background shows the same crew portal interface as the previous screenshot.

Now, select from the three drop-down menus: CONTRACT, DAY TYPE and LOCATION to complete your time entry.

- Correct selections in the three dropdowns are required to proceed with your timecard. However, if you have only one CONTRACT/DAY TYPE/LOCATION, you may leave the default selection as is.
- If you work on a job/episode production, you will have a fourth drop-down entitled: JOB/EPISODE. Please select the appropriate job/episode worked for that day to proceed.



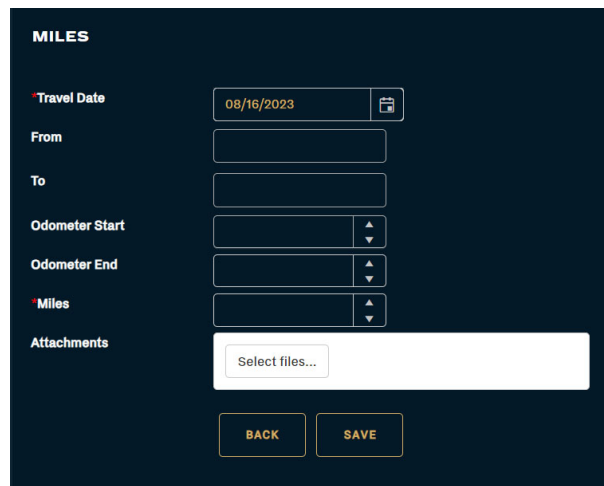
The screenshot shows a dark-themed interface with three dropdown menus. The first menu is labeled 'Contract' and has the selected option '2nd 2nd Assistant Camera \$14.25 Hourly (Non-Union)'. The second menu is labeled 'Day Type' and has the selected option 'Work'. The third menu is labeled 'Location' with a question mark icon and has the selected option 'CALIFORNIA'.

Any optional comments may be added in the COMMENTS section. Note: All comments will be sent to the show's approvers.

Click SAVE to save your day. This will return you to the PENDING SUBMISSION screen.

You may also enter MILEAGE or OTHER PAY (aka REIMBURSEMENTS) if that applies to you by clicking the MILEAGE or OTHER PAY tabs and ADD MILEAGE or ADD OTHER PAY buttons. When on the entry screen, enter all required information with the red stars and any optional information you may have. You may also add supporting documents by clicking the SELECT FILES button. Click SAVE to add to your timecard.

- On the OTHER PAY entry screen, you may select either a Daily or Weekly OTHER PAY in the DATE/PAY PERIOD dropdown. For Daily, select the specific date, for Weekly, select APPLY AMOUNT TO ENTIRE PAY PERIOD.
- If you select a Weekly OTHER PAY, you may also click the APPLY TO ALL FUTURE TIMECARDS GOING FORWARD box only if the reimbursement will be the same type/amount for each subsequent week. This will automatically apply to all future timecards moving forward.



The screenshot shows a dark-themed interface titled 'MILES'. It contains several input fields: 'Travel Date' with a calendar icon and the value '08/16/2023'; 'From' and 'To' as empty text boxes; 'Odometer Start' and 'Odometer End' as numeric input fields with up/down arrows; 'Miles' as a numeric input field with up/down arrows; and 'Attachments' with a 'Select files...' button. At the bottom, there are 'BACK' and 'SAVE' buttons.

OTHER PAY

MEDIA SERVICES FEATURE DEMONSTRATION

Date/Pay Period

Pay Type

Amount \$

Contract

Location

Attachments

Apply to all future timecards going forward.

Once all times/mileage/other pay have been entered, tap the SUBMIT button on the PENDING APPROVAL screen. You will be prompted to enter in your PIN number - this is your electronic signature to confirm your timecard submission. Once confirmed, the timecard will be sent to your supervisor for approval.

SALARY (WEEKLY) EMPLOYEES

If you are a Salary (Weekly) employee, you will not need to enter in times but you will be required to enter in all days worked. Select from the three drop-down menus: CONTRACT, DAY TYPE and LOCATION to complete your entry.

- Correct selections in the three drop-downs are required to proceed with your timecard. However, if you have only one CONTRACT/DAY TYPE/LOCATION, you may leave the default selection as is.
- If you work on a job/episode production, you will have a fourth drop-down entitled: JOB/EPISODE. Please select the appropriate job/episode worked for that day to proceed.

The screenshot shows the 'crew portal' interface for a 'MEDIA SERVICES DEMO SHOW' on Wednesday, May 6, 2020. The interface includes four main sections: 'Contract', 'Day Type', 'Location', and 'Comments'. The 'Contract' dropdown is set to 'President \$5,000.00 Weekly (Non-Union)'. The 'Day Type' dropdown is set to 'Work'. The 'Location' dropdown is open, showing a list of options: 'Drug Test', 'Pre-Timing', 'Prep', 'Travel/Work', 'Work' (highlighted in blue), 'Work/Layoff', and 'Work/Travel'. The 'Comments' section is empty.

Any optional comments may be added in the COMMENTS section. Note: All comments will be sent to the show's approvers.

Click SAVE to save your day. This will return you to the PENDING SUBMISSION screen.

You may also enter MILEAGE or OTHER PAY (aka REIMBURSEMENTS) if that applies to you by clicking the MILEAGE or OTHER PAY tabs and ADD MILEAGE or ADD OTHER PAY buttons. When on the entry screen, enter all required information containing the red stars and add any optional information you may have. You may also add supporting documents by clicking the SELECT FILES button. Click SAVE to add to your timecard.

- On the OTHER PAY entry screen, you may select either a Daily or Weekly OTHER PAY in the DATE/PAY PERIOD dropdown. For Daily, select the specific date, for Weekly, select APPLY AMOUNT TO ENTIRE PAY PERIOD.
- If you select a Weekly OTHER PAY, you may also click the APPLY TO ALL FUTURE TIMECARDS GOING FORWARD box only if the reimbursement will be the same type/amount for each subsequent week. This will automatically apply to all future timecards moving forward.

MILES

Travel Date

From

To

Odometer Start

Odometer End

Miles

Attachments

OTHER PAY

MEDIA SERVICES FEATURE DEMONSTRATION

Date/Pay Period

Pay Type

Amount \$

Contract

Location

Attachments

Apply to all future timecards going forward.

Once all days/mileage/other pay have been entered, tap the SUBMIT button on the PENDING APPROVAL screen. You will be prompted to enter in your PIN number - this is your electronic signature to confirm your timecard submission. Once you've confirmed your timecard is correct, it will be sent to your supervisor for approval.

EMAIL CONFIRMATION

After you've submitted a timecard, you will receive an email confirmation summarizing your submitted times for the week.

media services

Your Timecard Confirmation

This email confirms your submission of the following timecard for week ending 05/09/2020.
Should you need to make any changes, please contact production as soon as possible. Thank you.

Timecard for JANE DOE (XXX-XX-9092)

MEDIA SERVICES DEMO SHOW
Week Ending 05/09/2020

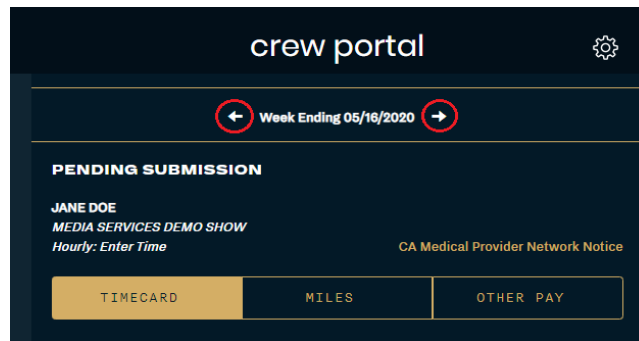
Date	Call	Out	In	Out	In	Wrap	Total	Day Type
1st Assistant Camera, \$7.25, California								
Tue 05/05	6:00 am	12:00 pm	1:00 pm	2:00 pm	3:00 pm	4:00 pm	8.0	Work
Total							8.0	

To view your timecard, click [here](#) and then click on the Crew login button.
Access the user guide by clicking [here](#).

Thank you for using Media Services Mobile, brought to you by Media Services Payroll.

REVIEWING PREVIOUS TIMECARDS

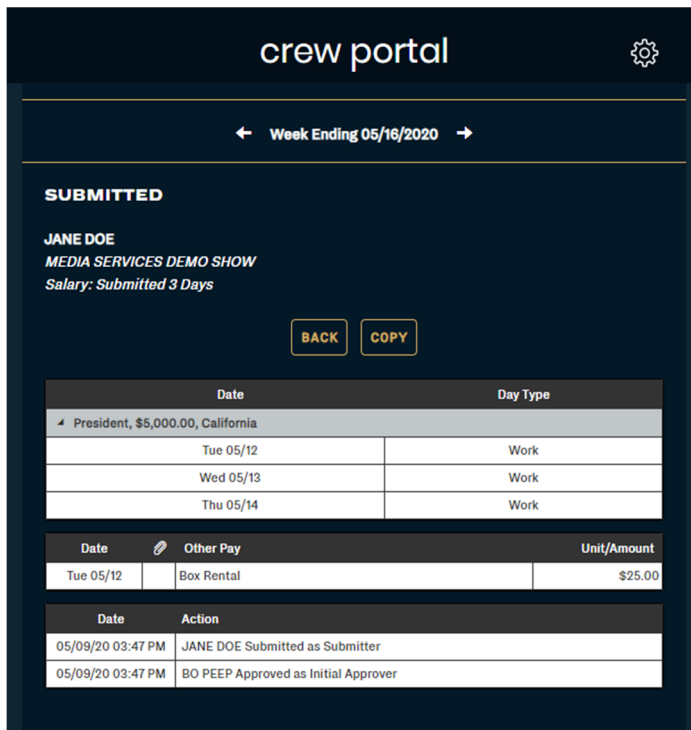
Once a timecard is submitted you will be able to use the PENDING SUBMISSION screen to review any submitted timecards. You may click the arrows to navigate to the week you'd like to review.



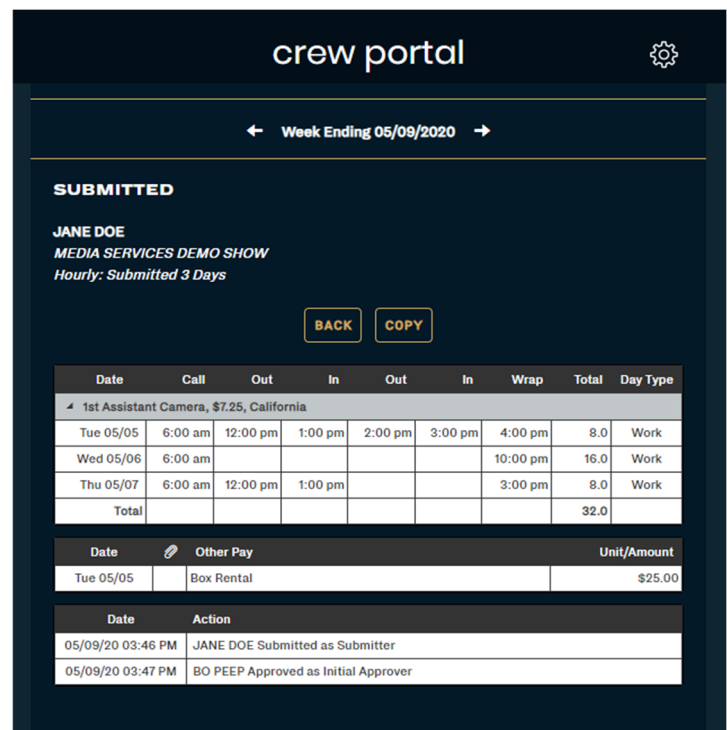
Once you reach the desired week, you may view the timecard report and timecard status at the bottom of the report. This notates where your timecard is in the approval process. The timecard will be available to view, but **not** edit unless it has been rejected by an approver.

If you wish to edit a timecard that has already been submitted, you may ask the supervisor/approver to reject your timecard.

SALARY/WEEKLY REPORT:

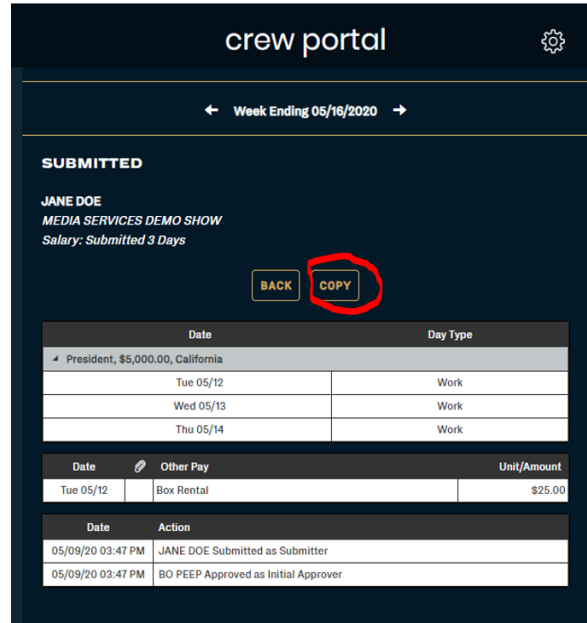


HOURLY/DAILY REPORT:



COPY PREVIOUS TIMECARDS

This feature allows you to copy a previously submitted timecard to a new week. On your PENDING SUBMISSION screen navigate to a previously submitted week by using the back-arrow next to the WEEK ENDING DATE. On the TIMECARD REPORT screen, click the COPY button.

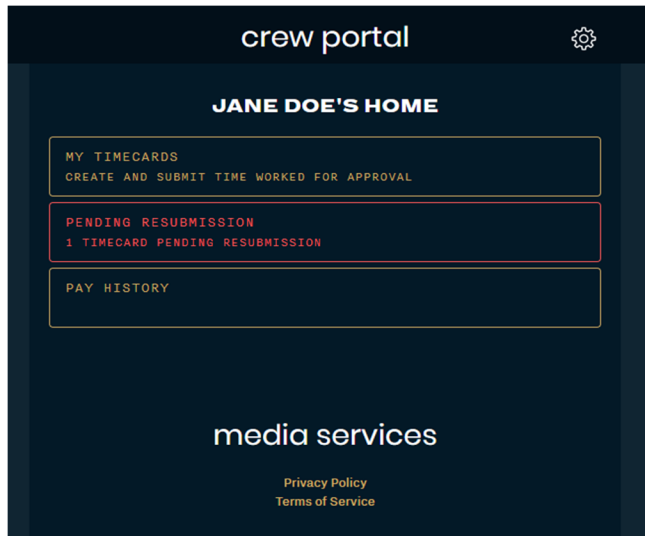


The Select Date screen will display a list of weeks to copy your old week to (including weeks that already have times/days added). Click the Pay Ending and the system will duplicate the times on the new week. You may now edit/submit the timecard when ready to do so.

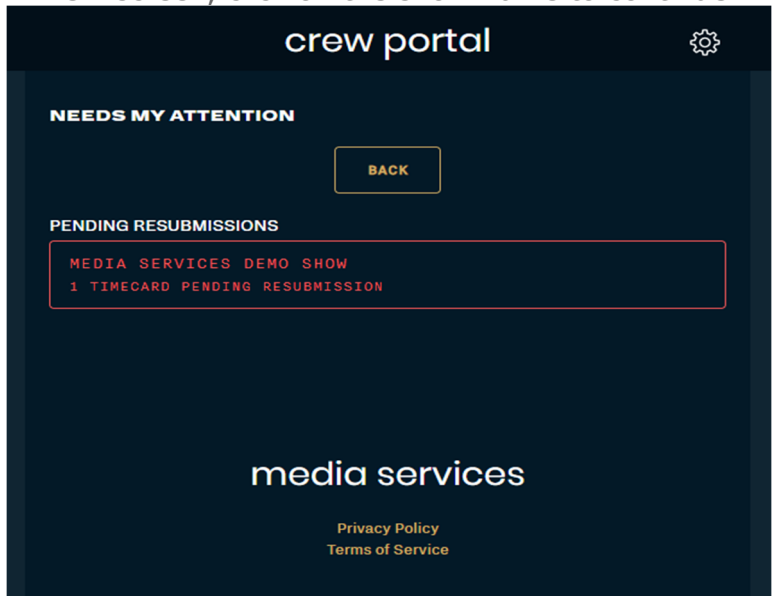


PENDING RESUBMISSION

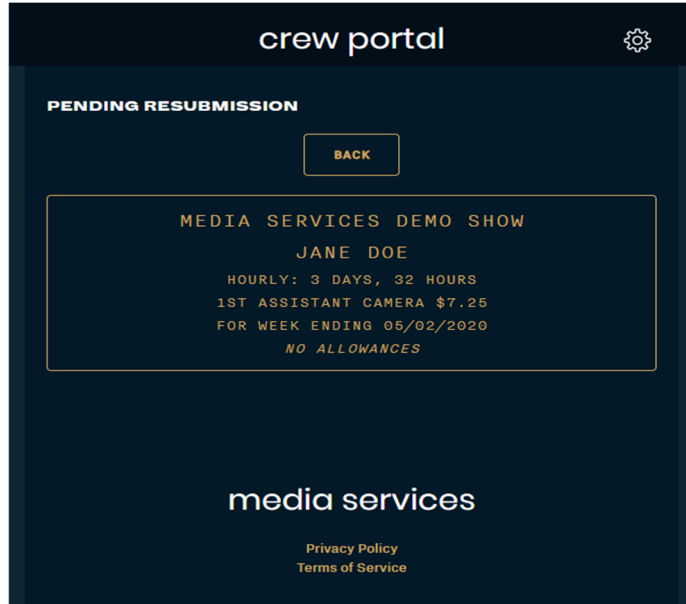
If an approver rejects your timecard, you will receive an email notification of the rejection with a comment from the approver. You may log into your Crew Portal account and view the red-colored PENDING RESUBMISSION button on your homepage. Click this button to re-access the timecard.



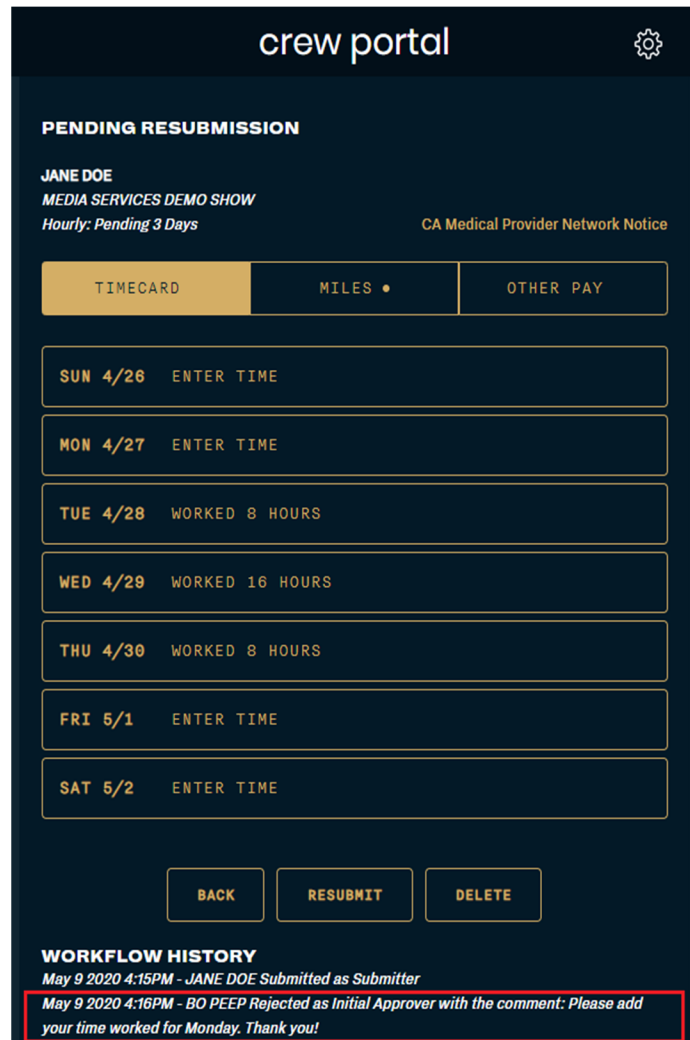
On the NEEDS MY ATTENTION screen, click on the show name to continue.



On the PENDING RESUBMISSION screen, you will see the available positions and weeks for which you need to resubmit your times. Click on one of the boxes to access the timecard.



You may now edit your timecard and resubmit with your PIN number. Please note: A copy of the comment from the approver is listed on the bottom of the screen under WORKFLOW HISTORY.



This concludes the crewmember walk-through for the Crew Portal. If you have any further questions, please contact our Support office:

For Technical Support, please contact the Software Support department:

Email: sws@mediaservices.com Phone: 818.925.2630

THANK YOU FOR USING THE MEDIA SERVICES – CREW PORTAL!!!