



Tickr

User Guide

Everything you and your team need to start tracking time, running payroll, and managing your clinic with Tickr.

Getting started with Tickr

Tickr is a simple, secure way for clinics to track staff hours, build schedules, and prepare payroll — all in one place. This guide walks you through setup and day-to-day use.

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New to Tickr? If you only read two pages, read **Section 3** (setting up your clock station) and **Section 5** (how staff clock in). Those get your clinic running.

SECTION 1

What Tickr does

Tickr replaces paper timesheets and spreadsheets with a tablet or computer your staff tap to clock in and out.

For your team

- **Clock in and out** with a personal 4-digit PIN at the clock station.
- **Breaks** are tracked too, so hours are always accurate.
- **Multiple locations?** Staff can clock in at any location they're assigned to.

For managers & owners

- **Live view** of who's currently working, across every location.
- **Timecards** that calculate hours automatically — including breaks and overtime.
- **Payroll-ready exports** you can hand straight to your payroll provider.
- **Scheduling**, sick-day tracking (BC ESA-aware), and stat-holiday eligibility.
- **Automatic alerts** when someone forgets to clock out.

Your data stays private. Each clinic's information is fully separated — no one outside your clinic can see your staff or hours.

SECTION 2

Create your account & free trial

Getting started takes about two minutes and includes a 30-day free trial.

- 1 **Go to tickr.ca** and click [Start free trial](#).
- 2 **Enter your clinic name, your name, email, and a password.** This becomes your owner (super-admin) account.
- 3 **Add a payment method.** You won't be charged during your 30-day trial, and you can cancel anytime before it ends.
- 4 **You're in!** You'll land in your admin dashboard, ready to set up locations and staff.

The screenshot shows a web browser window with the Tickr Admin Panel. The header includes the Tickr logo, 'Admin Panel', and user controls. A central modal titled 'Start your free trial' prompts the user to get their clinic set up in under 2 minutes. The form contains the following fields:

- CLINIC / BUSINESS NAME: Zoom Dental
- YOUR NAME: Jane Smith
- EMAIL: you@clinic.ca
- PASSWORD (MIN 8 CHARACTERS): [Redacted]
- CONFIRM PASSWORD: [Redacted]
- TIMEZONE: America/Vancouver (dropdown menu)

Below the form is a checkbox for 'I agree to the Terms of Service and Privacy Policy' and a 'Create Account →' button. At the bottom of the modal, it says 'Already have an account? [Sign in](#)'.

The sign-up screen at tickr.ca

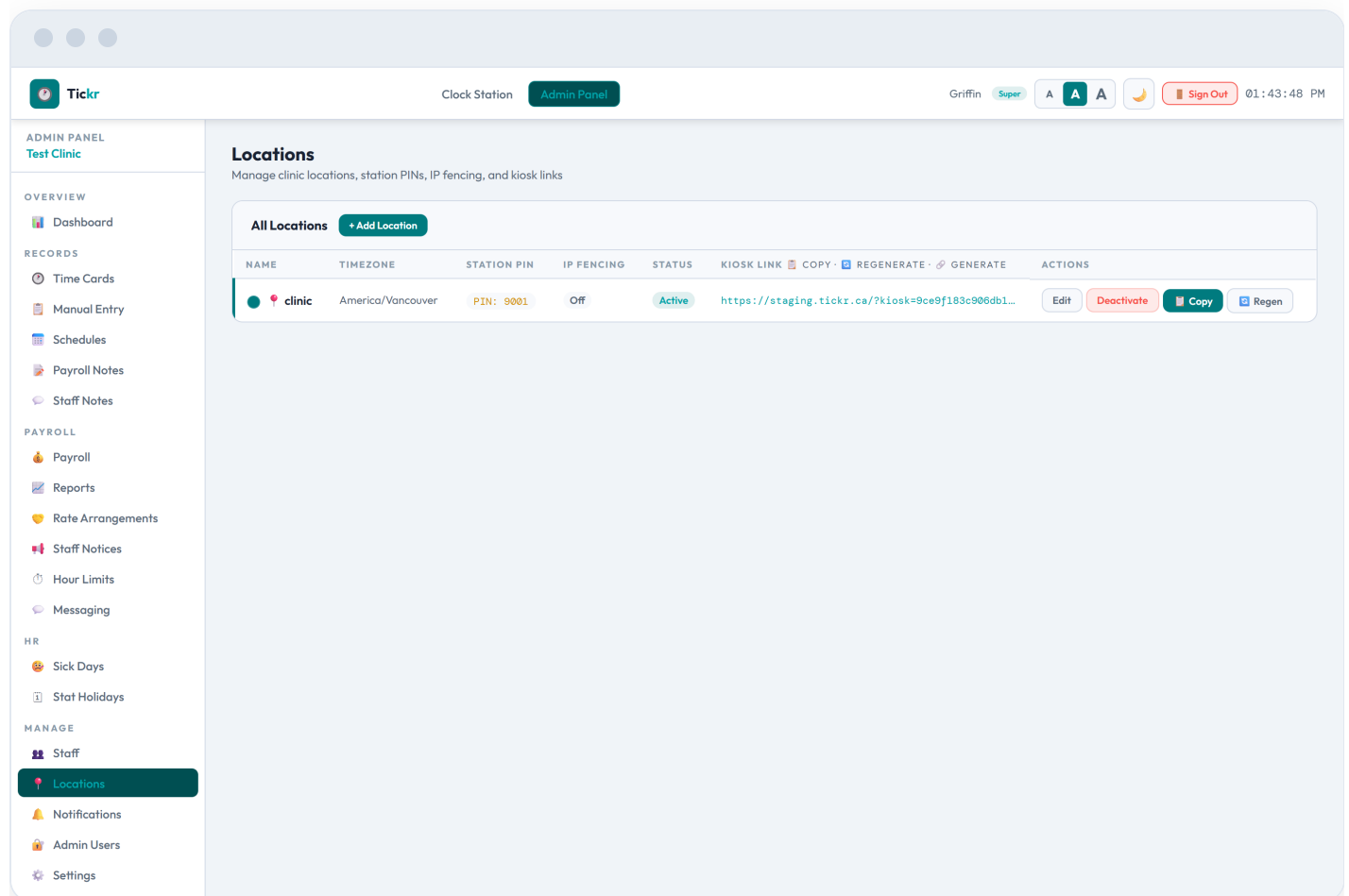
SECTION 3

Set up locations & your clock station

A "location" is a place your staff work (e.g. your clinic, or each office if you have several). Each location gets its own clock station.

Add a location

- 1 In the sidebar, open **Locations**.
- 2 Click + **Add Location**, name it (e.g. "Front Desk"), and save.



The Locations page — manage clock stations and kiosk links

Turn a tablet or computer into a clock station

This is the screen your staff will tap to clock in. The secure way to set it up is your location's **kiosk link**.

- 1 On the **Locations** page, find your location's **Kiosk Link** and click **generate**, then **copy**.
- 2 On the tablet/computer at your front desk, open a web browser and paste that link.
- 3 The device is now a clock station for that location — leave the page open. That's it.

Why the kiosk link? It's a unique, private web address for your clinic. Using it keeps your station tied to *your* clinic only — no codes to share or guess.

Keep the link private. Anyone with your kiosk link can open your clock station, so don't post it publicly. You can regenerate it anytime from the Locations page if needed.

SECTION 4

Add your staff

Add each team member once. They'll get a personal PIN to clock in with.

- 1 Open **Staff** in the sidebar, then click **+ Add Staff**.
- 2 Enter their **name**, and optionally their **email/phone** (used to send PIN reminders) and which **locations** they work at.
- 3 Tickr assigns a **4-digit PIN** automatically (or set your own). Share it with the staff member privately.

The screenshot shows the Tickr Admin Panel interface. The top navigation bar includes the Tickr logo, 'Clock Station', 'Admin Panel', and user information for Griffin (Super) with a 'Sign Out' button. The left sidebar contains various menu items under categories like Overview, Records, Payroll, HR, and Manage. The 'Manage' section is expanded, showing 'Staff' as the selected option. The main content area is titled 'Staff' and shows a list of staff members. The list has columns for Name, Type, DOB, Hire Date, Department, Pay Type, Rate, Emp #, Locations, Status, Info, and Actions. The 'test admin' entry is highlighted, showing a DOB of 2009-03-09, Hire Date of 0222-02-22, Department of Front Desk, Pay Type of —, Rate of 23.00/hr, Emp # of 323232, Location of clinic, and Status of Active. The Actions column for 'test admin' includes icons for edit, delete, and a key icon.

	NAME	TYPE	DOB	HIRE DATE	DEPARTMENT	PAY TYPE	RATE	EMP #	LOCATIONS	STATUS	INFO	ACTIONS
☐	Alex Rivera	Regular	—	—	Hygiene	—	—	—	clinic	In		
☐	Dana Lee	Regular	—	—	Front Desk	—	—	—	clinic	In		
☐	Jordan Kim	Regular	—	—	Front Desk	—	—	—	clinic	In		
☐	Priya Nair	Regular	—	—	Hygiene	—	—	—	clinic	In		
☐	test admin # 323232	Regular	2009-03-09	0222-02-22	Front Desk	—	23.00/hr	323232	clinic	Active		

The Staff page in the admin panel

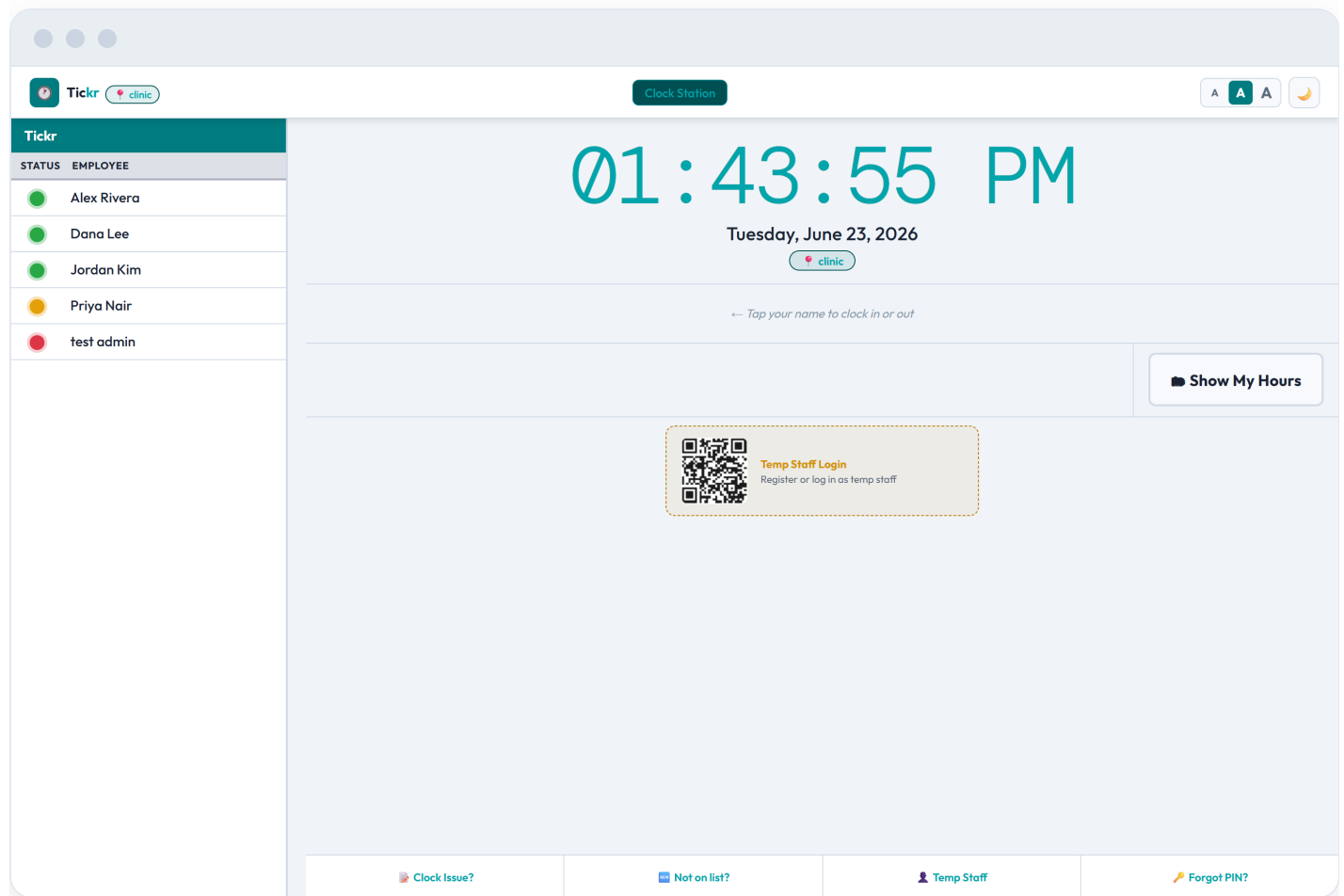
Forgot a PIN? On the Staff page, click the key icon for that person and choose **Set PIN** — Tickr can email them a new one automatically.

SECTION 5

How staff clock in & out

This is what your team sees at the clock station. It's designed to be tap-and-go.

- 1 **Tap your name** in the list.
- 2 **Enter your 4-digit PIN.**
- 3 **Choose Clock In, Clock Out, or Break.** You'll see a confirmation — done!



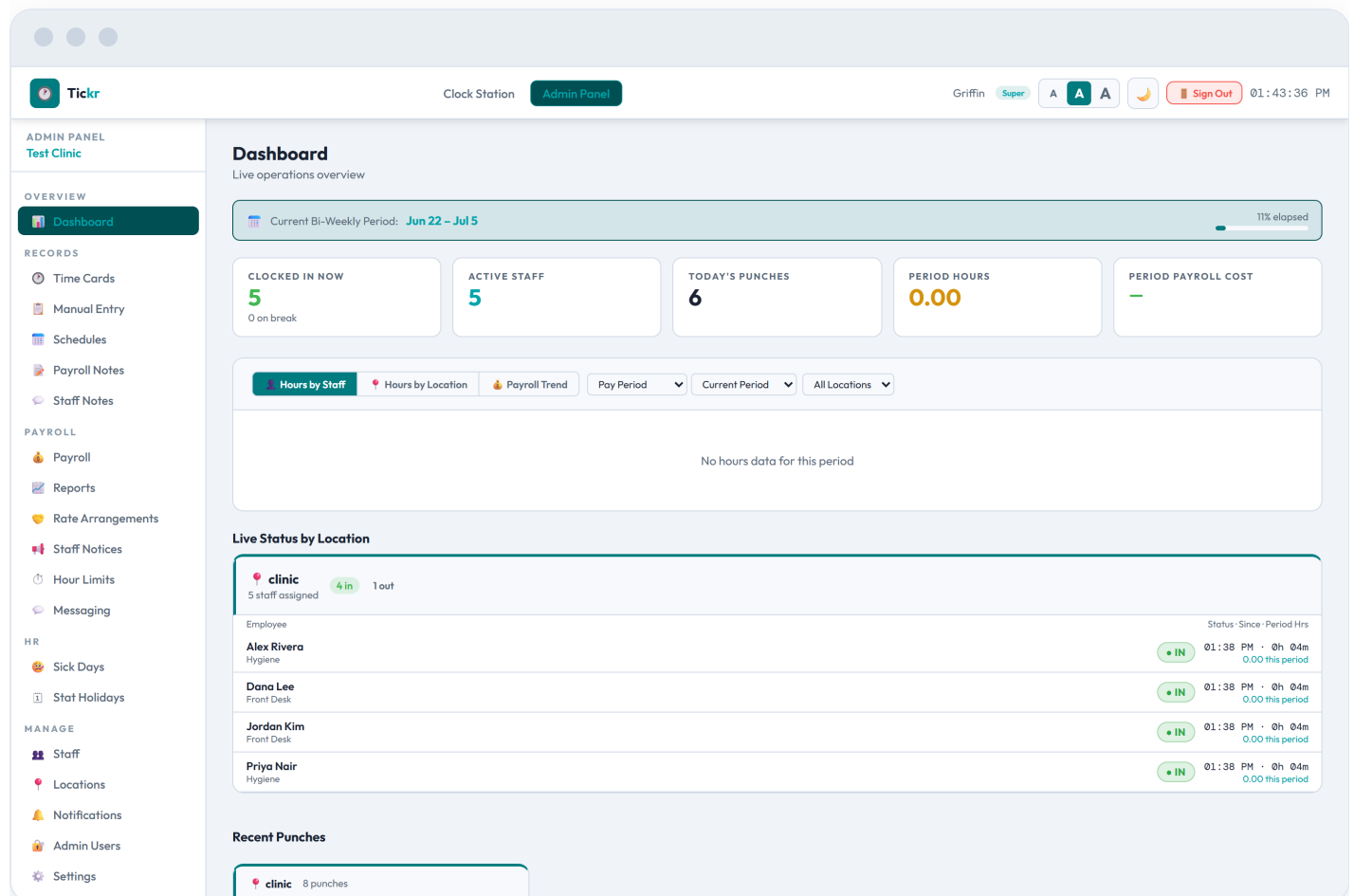
The clock station — what staff use every day. Green = clocked in, amber = on break, red = out.

Forgot to clock out? No problem. Tickr can automatically flag it and (if set up) text or email the staff member a reminder, and a manager can correct the time.

SECTION 6

The admin dashboard

When you log in as a manager or owner, the dashboard shows your clinic at a glance — who's in, hours so far, and recent activity.



The admin dashboard & sidebar navigation

What's in the sidebar

- **Time Cards** — each person's hours by day and pay period.
- **Schedules** — build and share shift schedules.
- **Payroll** — review, verify, and export hours.
- **Staff & Locations** — manage your team and clock stations.
- **Notifications** — clock-out reminders and alerts.
- **Settings** — pay periods, permissions, and more.

Timecards & payroll

At the end of each pay period, Tickr does the math for you.

Review timecards

- Open **Time Cards** to see each person's hours, broken down by shift and including breaks.
- Need to fix a punch? Managers can edit times directly — every change is logged.

The screenshot shows the Tickr Time Cards interface. The top navigation bar includes the Tickr logo, a 'Clock Station' button, an 'Admin Panel' button, a user profile for 'Griffin Super', and a 'Sign Out' button. The left sidebar contains a navigation menu with sections: ADMIN PANEL (Test Clinic), OVERVIEW (Dashboard), RECORDS (Time Cards, Manual Entry, Schedules, Payroll Notes, Staff Notes), PAYROLL (Payroll, Reports, Rate Arrangements, Staff Notices, Hour Limits, Messaging), HR (Sick Days, Stat Holidays), and MANAGE (Staff, Locations, Notifications, Admin Users, Settings). The main content area is titled 'Time Cards' and includes a subtitle: 'View, correct, and verify punch records — filter by location, employee, or pay period'. Below this are filters for LOCATION (All Locations), EMPLOYEE (All Employees), DATE RANGE (Pay Period), and PAY PERIOD (Current Period), along with a 'Display' button and a 'CSV' button. A 'Group by' section shows 'Employee' selected. A 'Bulk Actions' section includes a 'Filter by location' dropdown and buttons for 'Verify Checked' and 'Unverify Checked'. The main table lists employees: Alex Rivera, Dana Lee, Jordan Kim, and Priya Nair. Each employee has a row for 'Jun 23' with a 'clinic' location, '01:38 PM' time in, and 'Now' time out. The table also shows 'TOTAL HOURS' and 'HOURS (DEC.)' for each employee, all currently at 0.00. The table has columns for DATE, LOCATION, TIME IN, BREAKS, TIME OUT, TOTAL HOURS, HOURS (DEC.), NOTES, STATUS, PHOTOS, and actions (VERIFY, EDIT, DEL). The bottom of the interface shows the text 'The Time Cards page'.

Run payroll

- 1 Open **Payroll** and choose your pay period.
- 2 **Verify** each person's hours (or bulk-verify the whole list).

3

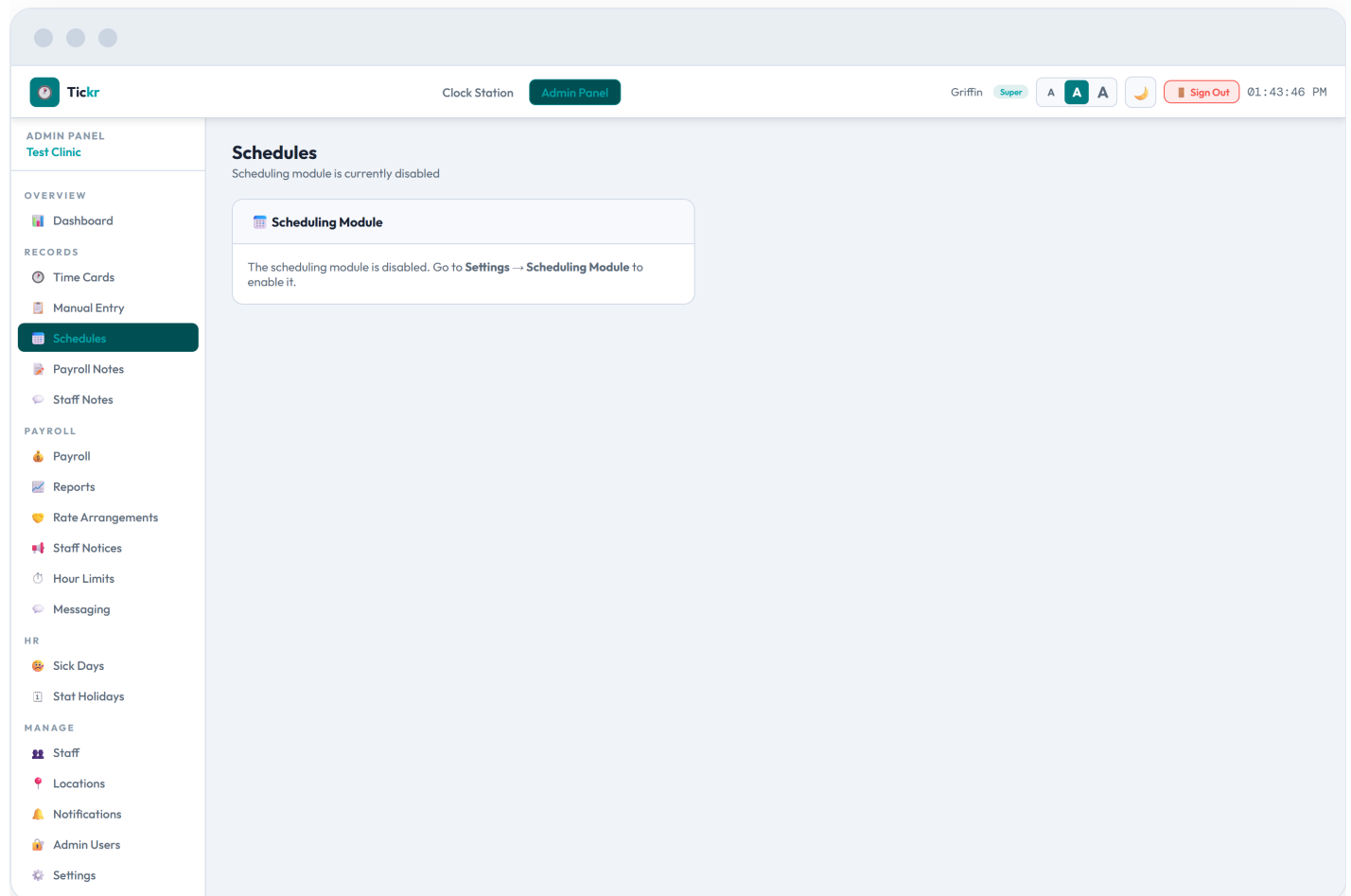
Click **Export CSV** to download a payroll-ready file for your provider (e.g. Payworks).

Sick days & stat holidays are tracked automatically, with BC ESA-aware calculations, so they're included when you prepare payroll.

Scheduling, notifications & more

Scheduling

Build weekly schedules under [Schedules](#), copy a week forward, and compare scheduled vs. actual hours with the late/missed reports.



The Schedules page

Notifications

Under [Notifications](#) you can turn on:

- **Forgotten clock-out alerts** — staff get a reminder if they're still clocked in past a set number of hours.
- **Clock-in / late alerts** by text or email (requires SMS setup).

Photo punches & roles

For extra accountability, the station can snap a quick photo when someone clocks in or out (stored privately, managers only). Add other managers under **Admin Users** and give them the right level of access.

Billing & getting help

Your subscription

- Your **30-day free trial** starts when you sign up — no charge until it ends.
- Open **Billing** anytime to see your trial status, update your card, view invoices, or cancel.
- Manage everything securely through the Stripe customer portal — Tickr never stores your card number.

Need a hand?

We're happy to help with anything — setup, a bug, a forgotten password, or a billing question.

Contact support: visit tickr.ca/support
or email us at support@tickr.ca

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This guide covers the essentials; the app includes helpful tips on each screen as you go.