

LeashTime Sitter's Guide

This guide should answer most of the questions you have as a sitter using LeashTime. Please email support@leashtime.com if you have any questions.

Below is a screen shot of the Home page in LeashTime. This is the first place you will come to after logging in.

LeashTime
Sit. Stay. Prosper.™

Dog's Life

HOME SCHEDULE PAY CLIENTS ADMIN LOGOUT Hi testbenball. Today is: Sep 01, 2011

Home: Ben Ball's Schedule

You will need keys to the following clients' houses for visits over the next 14 days:
Brad Banks, Jessica Abernathy, Chris Cox

Menu Bar

List View **Calendar View** Print This List Print Visit Summary Print Visit Sheets Set Up Route

Starting: 09/01/2011 ending: 09/01/2011
Show

3 appointments found.

Client	Service	Time	Pay
Brian, Stewie (Abernathy) 🗝️	Dog Walk	6:00 am-9:00 am	12.00
(Schulman) 🗝️	Dog Walk	11:00 am-11:00 am	9.00
Note: [START]			
Brian, Stewie (Abernathy) 🗝️	Dog Walk	5:00 pm-7:00 pm	12.00

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How to... Read the Home Page

The Keys Notice

If you see a notice like the following

You will need keys to the following clients' houses for visits over the next 14 days:

Brad Banks, Jessica Abernathy, Chris Cox

it means that LeashTime believes you do not have some of the keys you will need over the next 14 days to enter clients' houses. You should talk with your manager to make sure you have the keys you need and make sure that LeashTime's key records are correct.

The Calendar View Button

The **Calendar View** button switches the view of your schedule to a day calendar view and the **List View** button changes it back to a list:

Calendar View **List View** **Print This List** **Print Visit Summary** **Print Visit Sheets** **Set Up Route**

Show Starting: 09/01/2011 ending: 09/03/2011

8 appointments found.

Thursday, Sep 1, 2011			
Morning	Midday	Afternoon	Evening
<u>Jessica Abernathy</u> <u>Doq Walk</u> 6:00 am-9:00 am All Pets Pay: \$12.00 NO KEY	<u>Mark Schulman</u> <u>Doq Walk</u> 11:00 am-11:00 am All Pets Pay: \$9.00 Note: [START]	<u>Jessica Abernathy</u> <u>Doq Walk</u> 5:00 pm-7:00 pm All Pets Pay: \$12.00 NO KEY	
Friday, Sep 2, 2011			
Morning	Midday	Afternoon	Evening
<u>Jessica Abernathy</u> <u>Doq Walk</u> 6:00 am-9:00 am All Pets Pay: \$12.00 NO KEY	<u>Mark Schulman</u> <u>Doq Walk</u> 11:00 am-11:00 am All Pets Pay: \$9.00 <u>Chris Cox</u> <u>Doq Walk</u> 1:10 pm-2:35 pm All Pets Pay: \$9.00 NO KEY	<u>Jessica Abernathy</u> <u>Doq Walk</u> 5:00 pm-7:00 pm All Pets Pay: \$12.00 NO KEY Note: [Finish]	
Saturday, Sep 3, 2011			
Morning	Midday	Afternoon	Evening
	<u>Mark Schulman</u> <u>Doq Walk</u> 11:00 am-11:00 am All Pets Pay: \$9.00		

The Print This List Button

The  button opens a window with the currently shown visits in form that can be printed out.

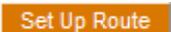
The Print Visit Summary Button

The  button opens a window with a brief summary of the visits for just the Starting Date shown.

The Print Visit Sheets Button

The  button opens a window showing Visit Sheets for the visits on the Starting Date shown.

The Set Up Route Button

The  button opens a window onto the Route Planner for the the Starting Date shown. See the Route Planner section below.

The Visit List

The Visit List may show you visits for one day or for many days. Each visit, listed on one or two lines, shows you the client you are supposed to serve, the service you are scheduled to provide, and the time of day of the service. The amount of information displayed here may vary, based on your manager's preferences.

Each visit's status is indicated by its background color:

-  – a future visit.
-  – a visit whose start time has passed, but which has not yet been marked complete.
-  – a visit which has been marked complete.
-  – a visit which has been canceled.

The printer icon () on each visit will let you print out the day's visit sheet for that client.

The red key icon () indicates that you do not have a key for that client.

Clicking the client name will open a quick viewer of the client's information.

Clicking the Service Type (for example., Dog Walk) will open the Visit Viewer with details about the visit.

How to... View Your Visits Today for Today

From any page

When you go to the home page, your visits for today are shown by default. If today's visits are not showing, then do the following:

- (1) Click on the HOME option in the menu bar.
- (2) Click on the calendar button next to the **Starting** date.
- (3) Choose today's date.
- (4) Click on the calendar button next to the **Ending** date.
- (5) Choose today's date.
- (6) Click the  button

How to... View Your Visits Over a Range of Days

From any page

- (1) Click on the HOME option in the menu bar.
- (2) Click on the calendar button next to the **Starting** date.
- (3) Choose the first date in the range you want to see.
- (4) Click on the calendar button next to the **Ending** date.
- (5) Choose the last date in the range you want to see.
- (6) Click the  button

How to... Mark Visits Complete

In LeashTime, the only visits that you get paid for are those which have been marked complete*, so it is very important for you to mark your visits complete in a timely manner. Marking your visits complete also helps the manager and your client's owner know that the pets have been taken care of.

Here's how to mark visits complete:

- (1) Click on the SCHEDULE menu bar option and then click the **Mark Visits Complete** option which appears.



The list that appears will contain only those visits for today:

- a. That are not yet marked complete
- b. Whose start times have passed.

You cannot mark a visit complete before its start time.

Ben Ball's Visits to be marked complete

1 appointment found.

Today's Incomplete Visits

[You have incomplete visits from previous days. Please click here to review.](#)

[Check all Visits Completed](#)
 [Un-Check all Visits](#)
 [Mark all checked visits completed](#)

Client	Time of Day	Service	Pets
Thursday, Sep 1, 2011			
<input type="checkbox"/> Jessica Abernathy	6:00 am-9:00 am	Dog Walk	All Pets
Note: <input type="text"/>			

The page may contain a link that says you have incomplete visits from previous days. If so, you should click that link to review those visits and mark them complete if you performed those services.

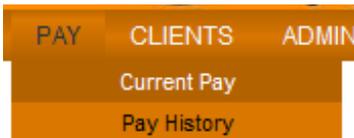
- (2) For each completed visit, check the box next to the client's name. If you want to leave a short note about the visit, type it in the space provided.
- (3) Click the [Mark all checked visits completed](#) button.
- (4) You will be taken back to your Home page, and your completed visits will show up with a green background.

* Your manager can opt to pay you for canceled visits under some circumstances.

How to... Review Your Pay

Review Your Current Pay

Click on the SCHEDULE menu bar option and then click the **Current Pay** option which appears.



This will show you the services which you have performed, but which have not yet been paid for. Clicking on a service in this list will show you details of the visit.

Ben Ball's Payables through: Thursday Sep 1, 2011
\$126.00

Service	Pay	Client	Time of Day	Pets
Friday, May 20, 2011 Dog Walk				
Monday, May 23, 2011 Dog Walk				
Tuesday, May 24, 2011 Dog Walk				
Wednesday, May 25, 2011 Dog Walk				
Friday, May 27, 2011 Dog Walk				
Tuesday, May 31, 2011 Dog Walk				
Monday, Jun 20, 2011 Dog Walk				
Tuesday, Jun 21, 2011 Dog Walk				
Wednesday, Jun 22, 2011 Dog Walk	\$9.00	Lea Jones	11:30 am-2:30 pm	Stewie
Friday, Jun 24, 2011 Dog Walk	\$9.00	Lea Jones	11:30 am-2:30 pm	Stewie

View Visit: (Weekly Recurring Package) - Mozilla Firefox

leashtime.com https://leashtime.com/appointment-view.php?id=125377

View Visit

Client: Jimmy Jammy Sitter: Ben Ball
 Date: Friday 05/20/2011 Time of Day: 11:30 am-12:30 pm
 Service Type: Dog Walk
 Pets: Little Jimmy Rate / Bonus: \$1.80 /
 Status: **Completed 06/23/2011 06:06 pm** Total Pay: \$1.80
 Package Type: Weekly Recurring
 Note: Marked complete by manager

Done

Review Your Pay History

Click on the SCHEDULE menu bar option and then click the **Pay History** option which appears.



This will show you the payments you have already received.

Ben Ball's Payments

Payments made starting: 01/01/2011 ending: 09/01/2011 **Show**

4 payments found.

Payment Date	Period Ending	Payment Type	Amount	Check / Transaction ID
Pay due through 09/01/2011		<u>Regular</u>	126.00	
03/28/2011	02/28/2011	<u>Regular</u>	154.00	
05/18/2011	05/18/2011	<u>Regular</u>	416.54	456
06/21/2011	06/15/2011	<u>Regular</u>	3.60	
08/02/2011	07/31/2011	<u>Regular</u>	568.85	

Clicking on a payment will show you details of that payment:

Payment Viewer: Ben Ball

Pay Date: 03/28/2011	Type: Regular	
Check / Transaction #:	Check Amount: \$154.00	
Period Ending: Monday, February 28, 2011		
Note:		

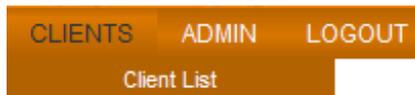
Services Rendered

Service	Pay	Client	Time of Day	Pets
Tuesday, Oct 12, 2010				
15 Minute Walk - 1 Dog	\$6.00	Ted C. Pasco	11:00 am-1:00 pm	Stewie
Wednesday, Nov 17, 2010				
Dog Walk	\$8.00	Scooby Hooban	11:00 am-1:00 pm	All Pets
Thursday, Nov 18, 2010				
Dog Walk	\$8.00	Scooby Hooban	11:00 am-1:00 pm	All Pets
Thursday, Nov 25, 2010				
15 Minute Walk - 1 Dog	\$6.00	Ted C. Pasco	1:00 pm-3:00 pm	All Pets
Friday, Jan 21, 2011				
Monthly Contract Dog Walk 1 Dog	\$9.00	Emile Hu	11:30 am-1:30 pm	Koda
Monthly Contract Dog Walk 1 Dog	\$9.00	Leisha D. Kong	12:00 pm-2:00 pm	Lucy
Wednesday, Feb 2, 2011				
Dog Walk	\$8.80	Jessica Abernathy	7:00 pm-9:00 pm	Stewie
Thursday, Feb 3, 2011				
Dog Walk	\$8.80	Jessica Abernathy	7:00 pm-9:00 pm	Stewie
Friday, Feb 4, 2011				
Dog Walk	\$8.80	Jessica Abernathy	7:00 pm-9:00 pm	Stewie
Saturday, Feb 5, 2011				
Dog Walk	\$8.00	Brad Banks	11:30 am-2:30 pm	All Pets
Dog Walk	\$8.80	Jessica Abernathy	7:00 pm-9:00 pm	Stewie
Thursday, Feb 10, 2011				
Dog Walk	\$10.80	Jessica Abernathy	9:00 am-11:00 am	All Pets

How to... Review and Change Client Information

LeashTime lets you review information about the clients you serve and make change requests to the manager about these clients.

- (1) Click on the CLIENTS menu bar option and then click the **Client List** option which appears.



(2) A list will appear:

Active Clients

5 clients found.

<u>Name</u>	<u>Email / Phone</u>	<u>Services</u>	<u>Sitter</u>	<u>Pets</u>
 [P] Betty Abel	Joe 333 333	Short Term	Ben Ball	Johnny
 Jessica Abernathy		Short Term		Brian, Stewie
 Brad Banks	ted@leashtime.com 251-621-7389	Short Term		Barney
 Chris Cox		Weekly		No Pets
 Mark Schulman	ted@leashtime.com 703-999-9999	Short Term		No Pets

(3) Clicking the  button next to a client will open a quick viewer of the client's information:

Client: Brad Banks

[Print this page](#)

Alt Name:	z	Keys:	Number: 0455
Email:	ted@leashtime.com		Key Hook:
Status:	Active		Copies: 2
Cell Phone:	251-621-7389		Alexandria has one copy, Bill-1
Pets:	Barney - Male (fixed) Pointer		

Trash Location:	
bites:	No
Leash Location:	
Crate Information:	
Medical History:	
Entry Notes:	
Parking Information:	
Lights / Appliances:	
Mail:	
Information Related to the Walk:	
Other Pets We Do Not Care For:	
Other Client Information:	
Feeding Instructions:	
Litterbox Location:	
Phobias:	
Bring in Mail:	No
How Did You Hear About Us?:	

(4) Clicking the client name will allow you to make changes to the client's information. Actually, it will allow you to **request changes to the client's profile** which the manager must approve before they are made permanent.

Client Editor: Brad Banks

[Submit Change Request](#)

First Name:	<input type="text" value="Brad"/>
Last Name:	<input type="text" value="Banks"/>
Alt First Name:	<input type="text" value="z"/>
Alt Last Name:	<input type="text"/>
Email:	<input type="text" value="ted@leashtime.com"/>
Cell Phone:	<input type="radio"/> <input type="text" value="251-621-7389"/>
Home Phone:	<input type="radio"/> <input type="text"/>
Work Phone:	<input type="radio"/> <input type="text"/>
FAX:	<input type="text"/>
Pager:	<input type="text"/>
Veterinary Clinic:	<input type="text"/>
Veterinarian:	<input type="text"/>
Notes:	<input type="text"/>

Information on Record

Brad
Banks
z
ted@leashtime.com
251-621-7389

Addresses

Home Address	<input type="text"/>
ZIP:	<input type="text"/>
Address:	<input type="text"/>
Address 2:	<input type="text"/>

- (5) When you have entered the desired changes, click the [Submit Change Request](#) button. This will send the request to your manager, who will review and approve it. This is a manual process, so do not expect immediate results.

How to... Request Schedule Changes for a Client

Any changes to a client's schedule must be approved by a manager. To make a schedule change request:

- (1) Click on a visit's Service Type (such as Dog Walk) to open the Visit Viewer

View Visit

Client:	Jessica Abernathy	Sitter:	Ben Ball
Date:	Thursday 09/01/2011	Time of Day:	6:00 am-9:00 am
Service Type:	Dog Walk	Rate / Bonus:	\$12.00 /
Pets:	All Pets	Total Pay:	\$12.00
Status:	Unreported		
Package Type:	Nonrecurring		

[Edit Visit](#) [Cancel Visit](#) [Quit](#)

- (2) To request a change to the visit, click the [Edit Visit](#) button. The visit viewer will change to

Change Appointment

Client:	Jessica Abernathy	Sitter:	Ben Ball
Date:	Thursday 09/01/2011	Time of Day:	6:00 am-9:00 am
Service Type:	Dog Walk		
Pets:	All Pets		
Status:	Unreported		
Package Type:	Nonrecurring		

Change...

This appointment only.
 All of this day's appointments.

Best Phone Number to reach you:

How would you like to change this appointment?

[Change Appointment](#) [Quit](#)

- (3) Fill in the necessary fields and click the [Change Appointment](#) button.

- (4) To delete a visit, choose the **Cancel Visit** button instead of the **Edit Visit** button in the Visit Viewer. The Visit Viewer will change to

Cancel Appointment

Client:	Jessica Abernathy	Sitter:	Ben Ball
Date:	Thursday 09/01/2011	Time of Day:	6:00 am-9:00 am
Service Type:	Dog Walk		
Pets:	All Pets		
Status:	Unreported		
Package Type:	Nonrecurring		

Cancel...

This appointment only.
 All of this day's appointments.

Best Phone Number to reach you:

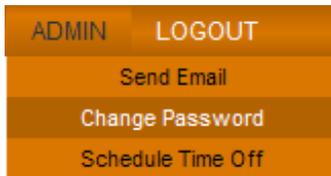
Note:

Cancel Appointment **Quit**

- (5) Fill in the necessary fields and click the **Cancel Appointment** button.

How to... Change Your Password

(1) Click on the ADMIN menu bar option and then click the **Change Password** option which appears.



(2) A form will appear:

Password Change

Step 1: Please enter your current password.

Current Password:

Step 2: Please enter a new password.

Password:

Step 3: Retype the password to ensure accuracy.

Retype Password:

Step 4: Set Password.

(3) Enter the required information and click the button.

How to... Recover Your Password

If you have forgotten your password, go to the login page (<https://leashtime.com/login>) and click on the forgotten password link:

Login

Enter your username and password below to log in.

Username

Password

Login

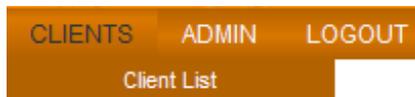
• Click [here](#) if you have forgotten your password.

Then follow the instructions provided. If you have forgotten your username or email address, please contact your manager for help.

How to... Send Email

To Email a Client

- (1) Click on the CLIENTS menu bar option and then click the **Client List** option which appears.



- (2) A list will appear:

Active Clients

5 clients found.

<u>Name</u>	<u>Email / Phone</u>	<u>Services</u>	<u>Sitter</u>	<u>Pets</u>
 [P] Betty Abel	Joe 333 333	Short Term	Ben Ball	Johnny
 Jessica Abernathy		Short Term		Brian, Stewie
 Brad Banks	ted@leashtime.com 251-621-7389	Short Term		Barney
 Chris Cox		Weekly		No Pets
 Mark Schulman	ted@leashtime.com 703-999-9999	Short Term		No Pets

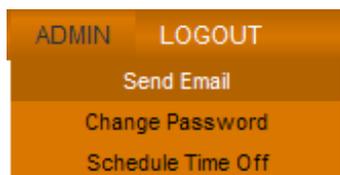
(3) Click on a client's email address. An email composer will open.

The screenshot shows an email composer interface with a light orange background. At the top, the title "Email to Brad Banks" is displayed in bold black text. Below the title, there are four fields: "From:" with the value "Ben Ball", "To Client:" with the value "Brad Banks", "Email:" with the value "ted@leashtime.com", and "Subject:" which is empty. Below these fields is a large, empty text area labeled "Message:". At the bottom of the form, there is a line of substitution tokens: "#BIZNAME#, #RECIPIENT#, #FIRSTNAME#, #LASTNAME#, #LOGO#, #LOGINID#, #TEMPPASSWORD#, #CREDITCARD# (clients only), #PETS# (clients only)". Below the tokens is a button labeled "Send Message".

(4) Fill in the necessary fields and click the **Send Message** button. This message will become part of the client's communication log, a history of the communication with this client that the manager can review.

To Email the On-Duty Manager or a Sitter (feature available at Manager's Discretion)

(1) Click on the ADMIN menu bar option and then click the **Send Email** option which appears.



(2) A page like this will appear

Send an Email

If assigned, the On-Duty Manager is emailed a copy of all provider messages.

On-Duty Manager ONLY

Ali N. Coyer (Martha)
(h)678-980-0877 (c)678--988-5805

Raina H. Litchford (Barbara)
(c)678--551-3525

Les Mcclung (Garcia)
(c)678--286-6712

Guy Laswell (Kimberly)
(c)678--728-2460

Kurt Lenhardt (Heather)
(h)678-485-8934 (c)678--485-7409

Nelson Henn (Kendra)
(h)678-574-5051 (c)678--644-2898

Giuseppe Erhart (LeAnne)
(c)678--273-1429

Dimple V. Mosteller (Dawn)
(h)678-717-4173 (c)678--977-5571

Allan Egner (ShaSha)
(h)678-425-2013 (c)678--987-3141

Gaston Donoghue (Tater)
(c)678--322-3475

June M. Mccumber (testsitter)

Subject:

To:

Message:

(3) Check the names of any sitters you wish, or you can check **On-Duty Manager ONLY**.

(4) Type a message and click the button.

(4) Click on a blue plus sign (+) to add a new time off instance on a given day. This opens an editor:

August 2012
14
Tuesday

Add Sitter Time Off: Dena

Save New Time Off

Sitter: Dena

Time of day: All Day Set specific times

Repeat: Until every day

Su M Tu W Th F Sa x

Note:

Visits on Aug 14
None found.

(5) If you will be out all day, simply click the Save button. Otherwise click *Set specific times*:

Sitter: Dena

Time of day: All Day Set specific times

Repeat: Until

Note:

Start time: 6 : 30 am pm

End time: 12 : 00 am pm

Done Cancel

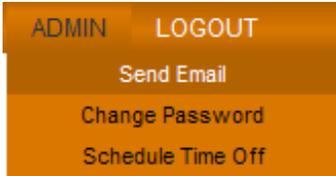
[11am - 11:25am - 12-12:15pm - Michele-Midday - Early Morning - Late Morning - Late Afternoon - Afternoon - Dusk - Night - Evening - Overnight - 24 Hours - Tea Time](#)

(6) Use the Repeat Until controls if you want to take the same time off across multiple days.

(7) When done, click the **Save New Time Off** button.

How to... Find Another Sitter's Phone Number (available at Manager's Discretion)

(1) Click on the ADMIN menu bar option and then click the **Send Email** option which appears.



(2) A page like this will appear, listing Sitters' phone numbers.

Send an Email

If assigned, the On-Duty Manager is emailed a copy of all provider messages.

On-Duty Manager ONLY

Ali N. Coyer (Martha)
(h)678-980-0877 (c)678-988-5805

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Allan Egner (ShaSha)
(h)678-425-2013 (c)678-987-3141

Gaston Donoghue (Tater)
(c)678-322-3475

June M. Mccumber (testsitter)

Subject:

To:

Message:

Send Message

