Synerion Quick Guide for Staff

NEW HORIZONS
Bold Futures. Unlimited Possibilities.

Notes:

- **Absence Balances** will display your current vacation and sick time accruals. *(Make up time option is not used here at New Horizons. Please disregard that section)*
- **My Shift Trades** is a feature that will be released once it is ready to go. More info on that will be provided at a later time.
- **Available Shifts** option displays shifts from programs you are certified to work in. If you are certified in additional programs, you will also see shifts from those programs.

Open Synerion Mobile App

The Application should have been installed on your Work Device. If you have any issues please contact your Supervisor for further assistance.

Synerion will ask you for **Company Name** the first time you use the app. Enter **newhorizons** and the next screen will update to load all the data it requires.

WELCOME

Please enter company name to proceed

COMPANY NAME
newhorizons

Enter Company Name

Allow **Synerion Mobile Pro** to access this device's location?

Precise   Approximate

Allow access to Device Location
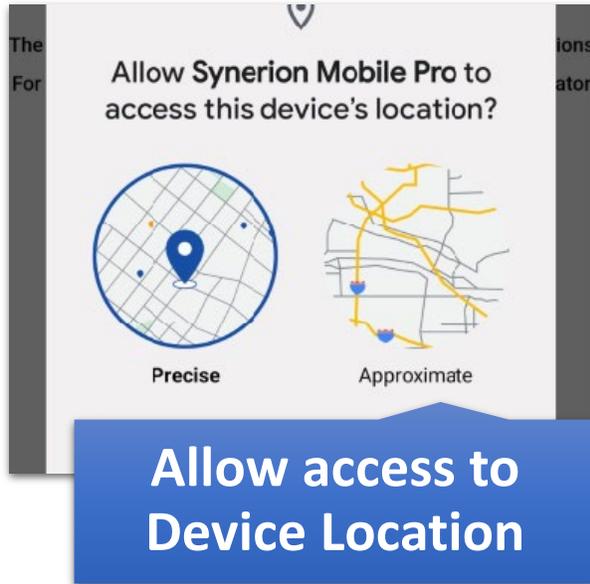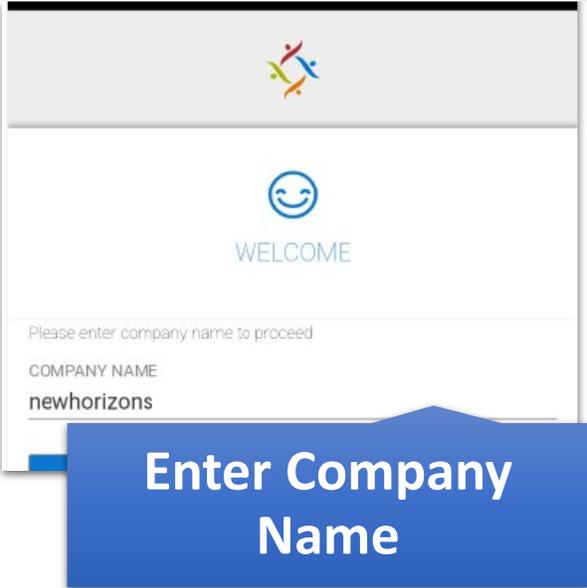
One of the first items you will have to do is Allow Synerion to access your device location. Click on the option that says **"While using the app".** Without this selected you will not be able to use it. *Note: Synerion will only access your location when you are punching in and out.*

Open Synerion Mobile App

The Application should have been installed on your Work Device. If you have any issues please contact your Supervisor for further assistance.

Your username is the same as your Employee ID number

Synerion

USERNAME

PASSWORD

LOGIN

SPAN

Login with your User ID and Password

PUNCH

TIMESHEET

ABSENCE REQUEST

SCHEDULE

ABSENCE BALANCES
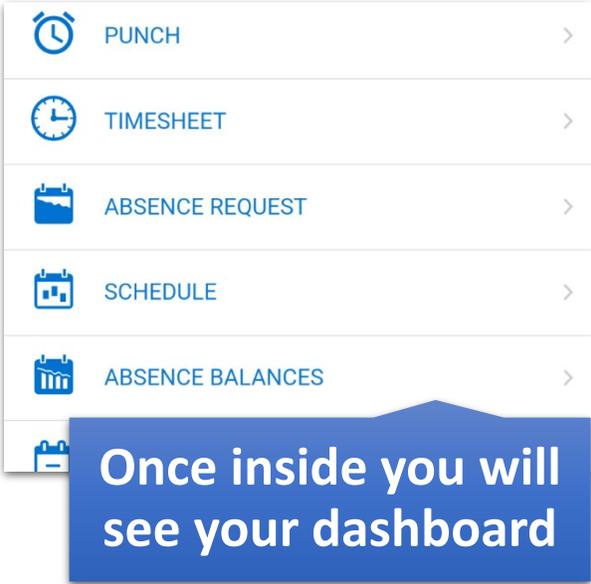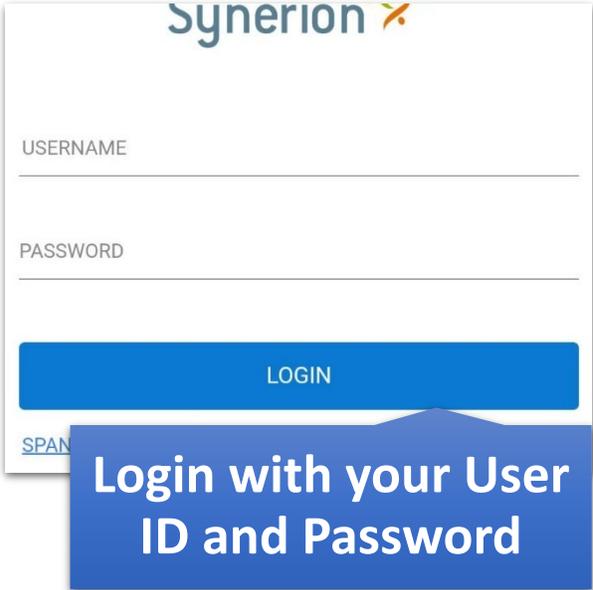
This is where you can start to use all the features that are available. If you are using a public device please make sure to log out.

Once inside you will see your dashboard

Clocking in (*If you have a schedule in the system*)

Login to your Account
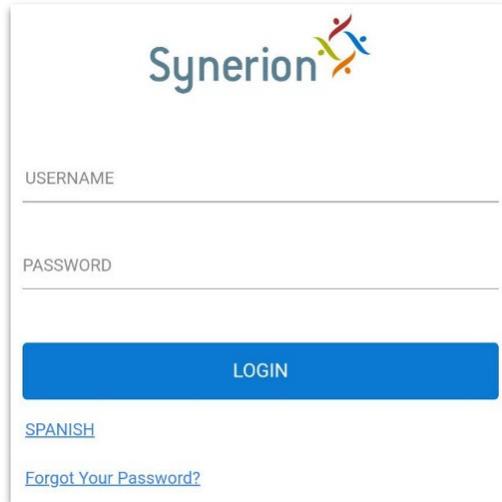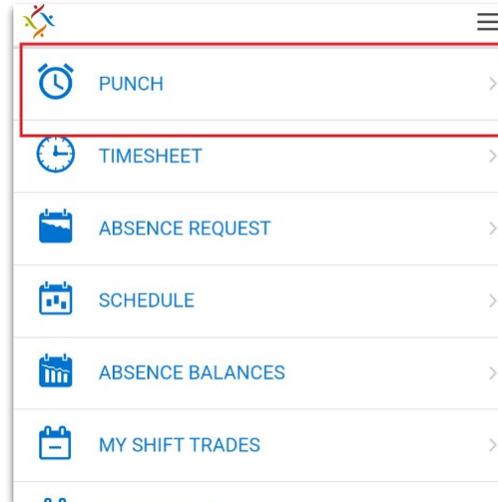
Click on Punch

Click on Blue Plus Sign
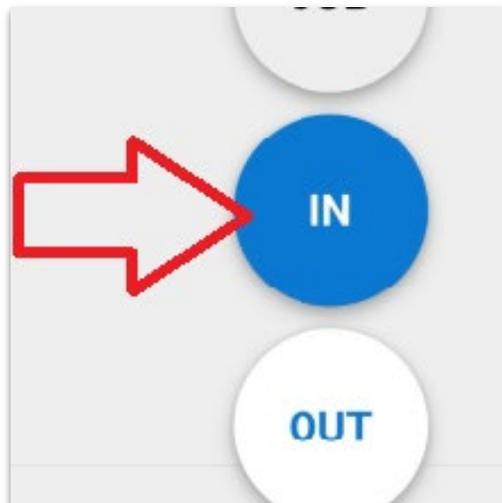
Click on "In"

Click on "In" again
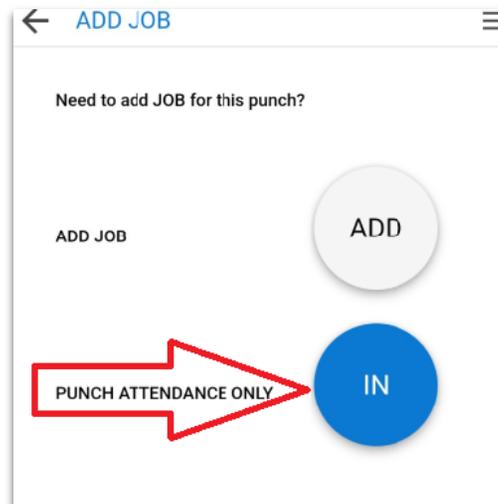
Now you are punched in

Clocking in (*ES Dept or if deviating from Schedule*)

Login to your Account

Click on Punch

PUNCH

TIMESHEET

ABSENCE REQUEST

SCHEDULE

ABSENCE BALANCES

MY SHIFT TRADES

Click on Blue Plus Sign

Click on "In"

IN

OUT

Click on "Add" again

Need to add JOB for this punch?

ADD JOB

ADD

PUNCH ATTENDANCE ONLY
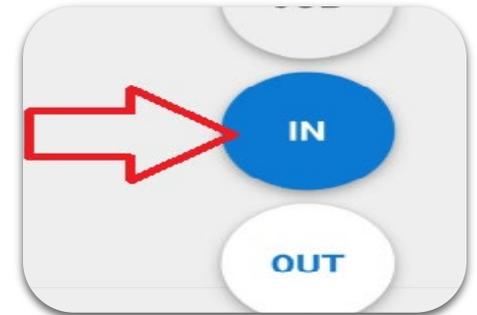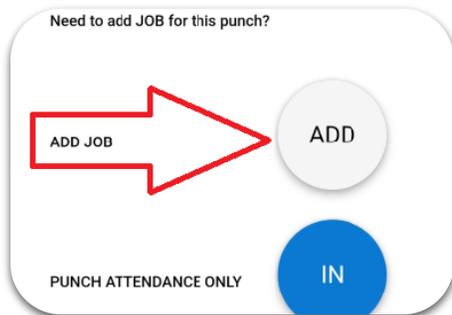
IN

Find the Dept you are working for

0-152-Development

10-156-TO Office

10-340-CLS

10-340-Independent Living Services

10-410-MMDP

10-430-CLC

10-510-ES
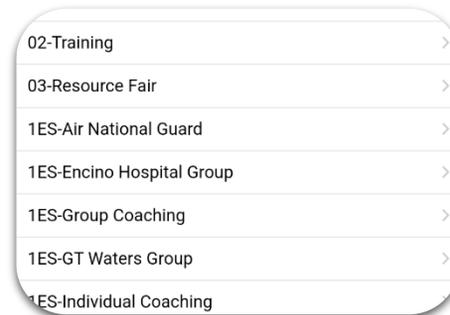
Find the option the best applies to you

02-Training

03-Resource Fair

1ES-Air National Guard

1ES-Encino Hospital Group

1ES-Group Coaching

1ES-GT Waters Group

1ES-Individual Coaching
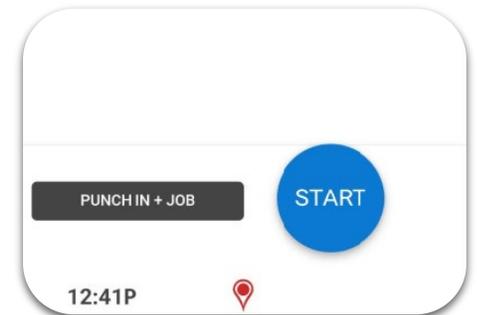
Click on "Start" and now you are clocked in!

PUNCH IN + JOB   START

12:41P

Note: As you use Synerion, you will see the items you most commonly used populate when selecting **"Department"** or into **"Member"**

Clocking Out (*Applies to All*)

Login to your Account
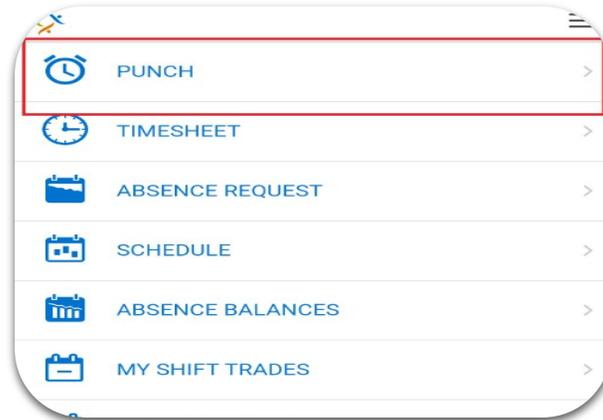
Click on Punch
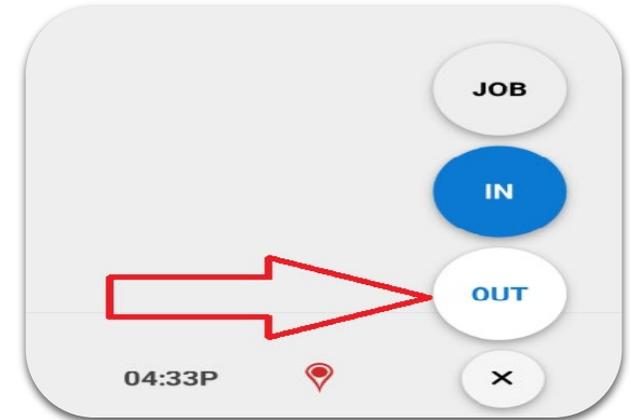
Click on Out

This applies when clocking out for Lunch or clocking out for the end of the day.

Signing Out Mobile Devices

If you are using a public device, please make sure to log out of your account.

To log out of Tablet:

Look Top Left of Screen

locate either the ⚙ and click it

Then Click "Log Out or Sign Out"

To log out of Phone:

Look Top Right of Screen

locate the ☰ button and click it

Then On the Top Left find the ⚙ button and click it

Then Click " Log Out or Sign Out"
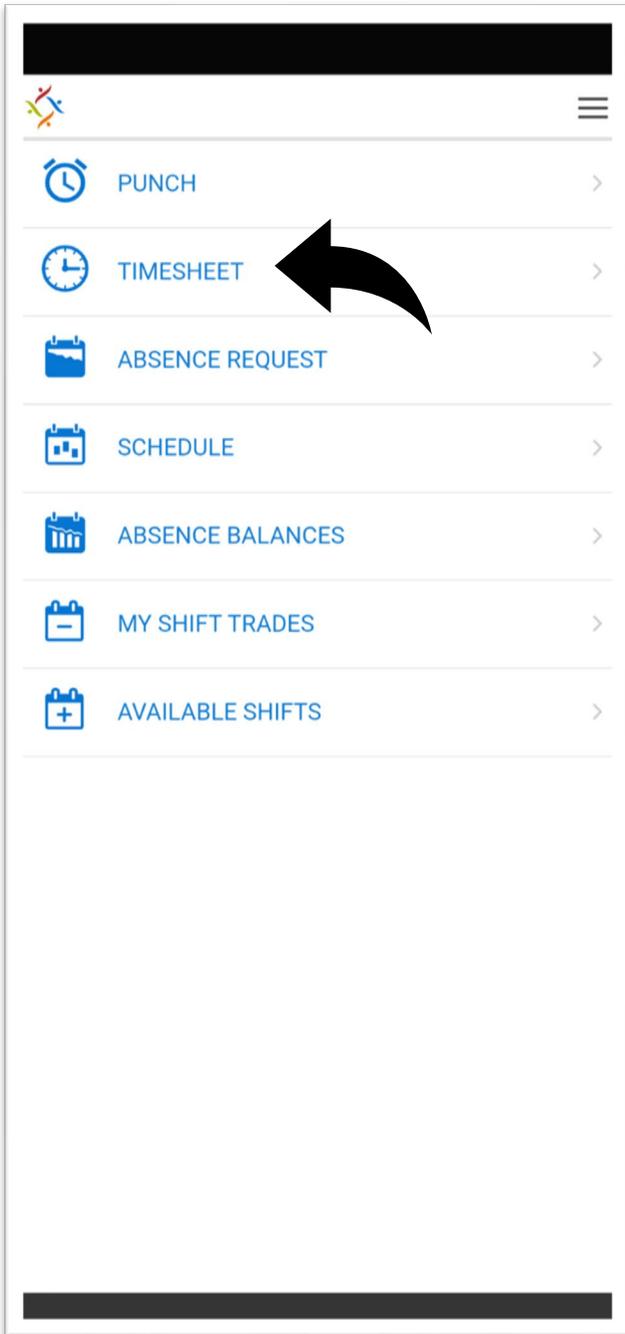
Adding a task

Scenario: I clocked in but forgot to add a job. What do I do?

In this case you have to notify your Supervisor via Synerion by adding a task.

To do so first thing you have to do is go in to your Timesheet.

For this example, I will be using 10/13

TIMESHEET

Oct. 12 - 25, 2024

DAY	DATE	IN	OUT	ACTIVITY
Sa	10/12	SCHEDULED OFF		
Su	10/13	SCHEDULED OFF		
Mo	10/14	09:23P	12:00A	
		SCHEDULED OFF		
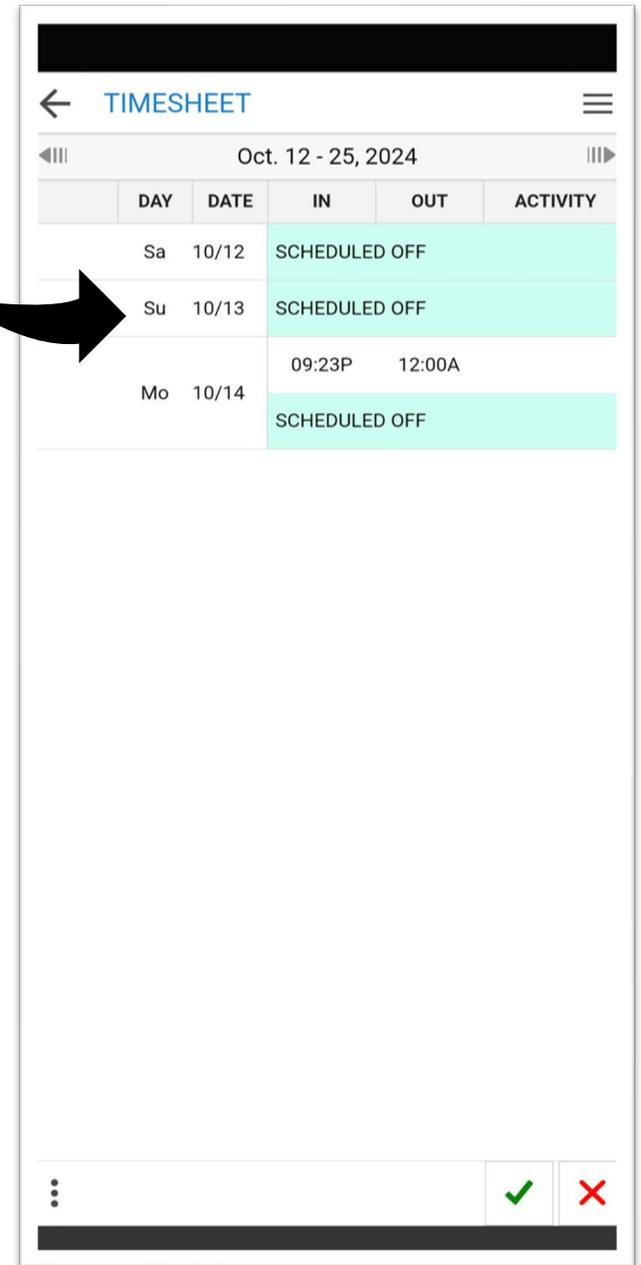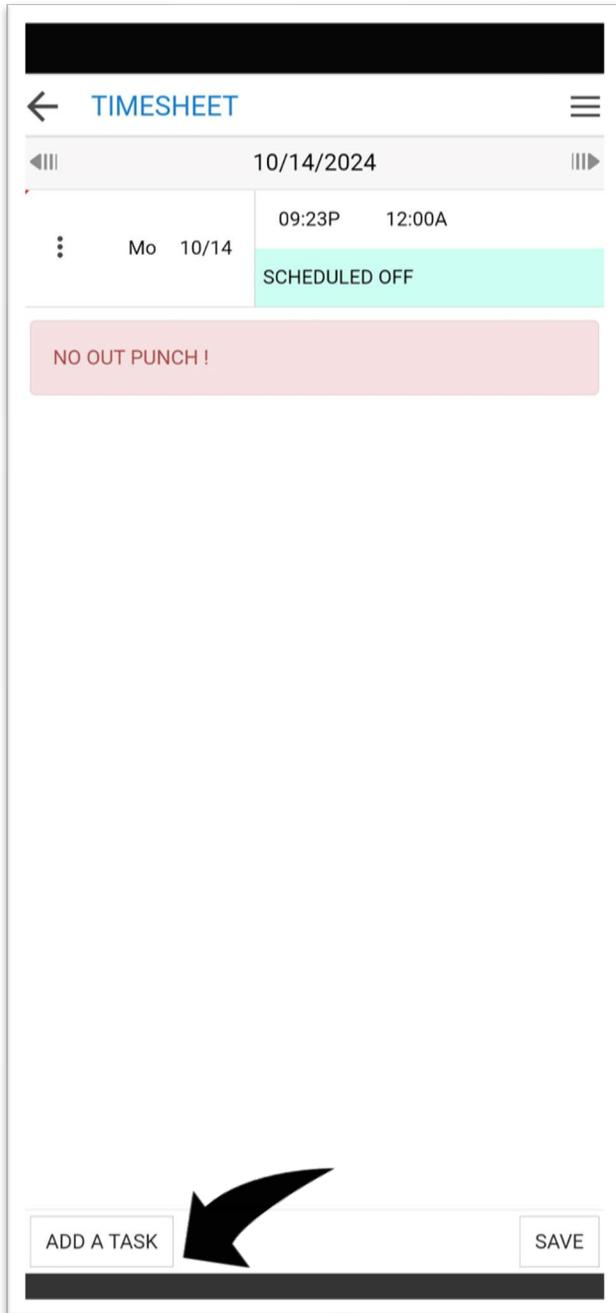
Next thing you need to do is click on

Add a Task

Now you have to enter some information:

Start by entering times. Start and End

Allocation *(What department did you work in)*

Member *(for certain Departments)*

Cost Center *(Leave as Default)*

Once done make sure you click on SAVE

Located on the bottom right.

Send your Supervisor a note

Go back into your Timesheet

Click on a day where you need to make note

Click on the 3 dots (as noted by the arrow)

Once you click on those 3 dots you get some

New options where you can do a couple of

Things.

Note: Leave a note for your Supervisor
For ex- I missed a punch, I was moved to
Another location. Etc.

Attachments: You can use this feature
To upload pictures of doctor's notes, or
Parking receipts if you are looking for
Parking reimbursements

Approve: You can use this option to
Approve your timecard.

Note: You will have to be approving your
Timecard on a daily basis. Review for
Accuracy. If everything is good to go then
Approve the day.

Don't forget to **SAVE!**

DO NOT use the comment bubble on this screen
(on the right). Because your Supervisor won't be
able to see the message being left.
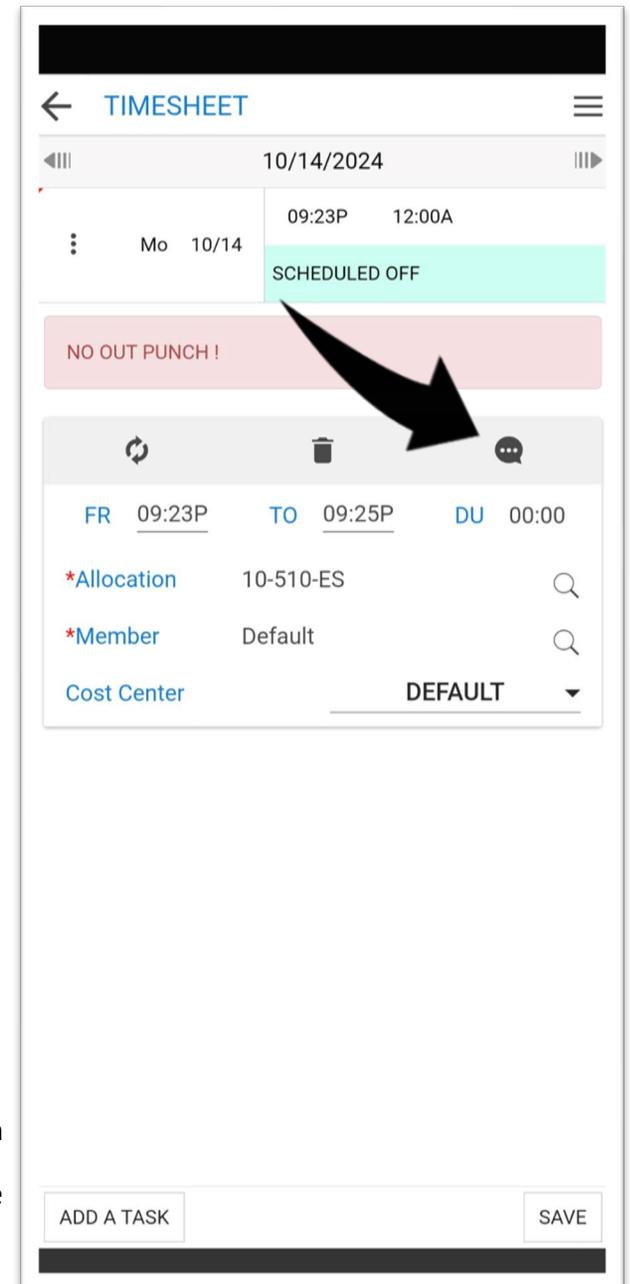
Checking your Schedule
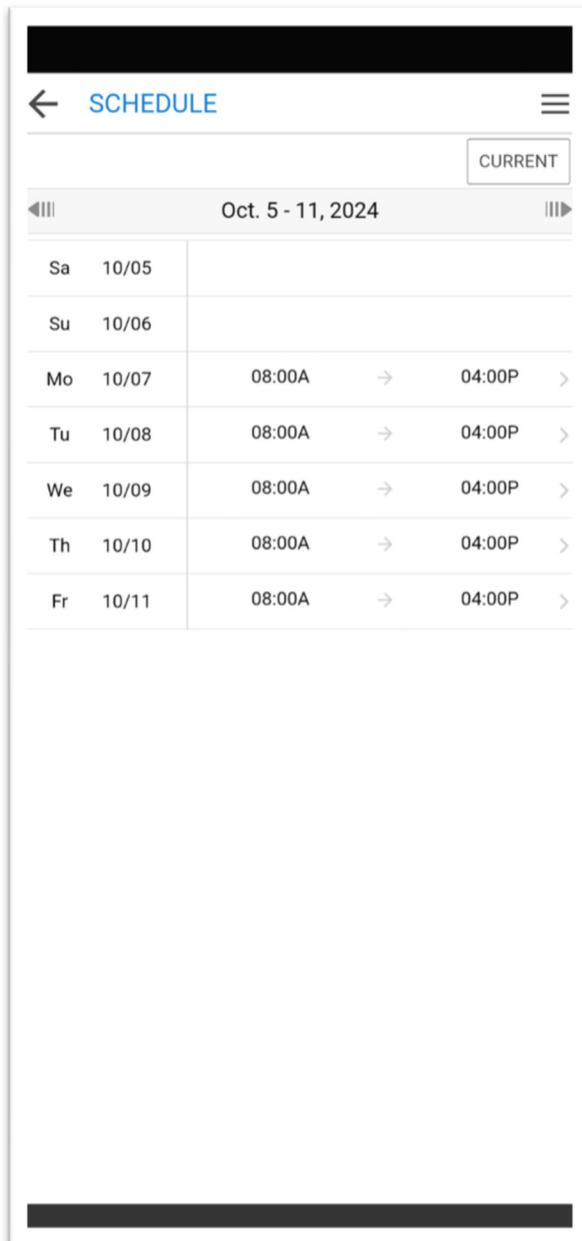
To Check your Schedule from your Dashboard click on

Schedule

The schedule section will show you where you are going

To wok for that day. You can click on the arrows at the top

To move the dates forward and back.

If you click on a date you will see more detail for that day.

It will tell you the times you are scheduled, the location

And depending on the department with what Member

You are working with.

The next step will work if you have a schedule ready to go

If you have a schedule in the system then you can clock

In as normal.

If you do not have a schedule that day and are being asked

To work one then you will need to take 1 more step.
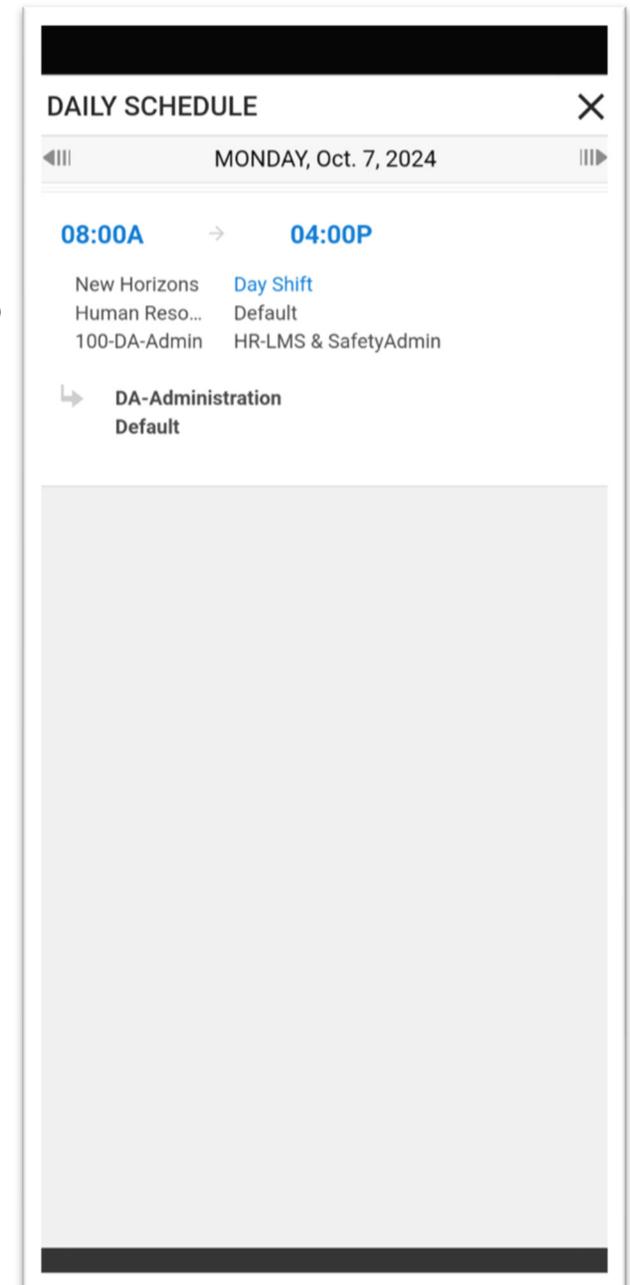
How to Request an Absence and Partial Absence

Click on Absence Request	Enter information	Select Absence Type	Click on Save

*Choose **date** that you are requesting and then click on **Select Absence** and choose option that best applies to your request.*

Partial Absence

*Click on the **toggle switch**, choose **date** and **time frame** that you are requesting. Then click on **Select Absence** and choose option that best applies to your request.*

Click on Absence Request	Enter information	Select Absence Type	Click on Save

Note: *Once you click on "save" the request will be emailed to your Supervisor for Review and Approval.*

HELPDESK BY DEPARTMENT

Please contact the helpdesk for your department.

- **Community Learning Center**
  - Sarah Ramirez
  - Elizabeth Mayen
  - Mayra Serrano

- **Community Living Services**
  - Leanetta Bell
  - Tracye Kennedy

- **Employment Services**
  - Lisa DeGagne
  - Jessica Castellanos
  - Caroline Zargarian
  - Ivana Rivera
  - Gloria Brown

- **Mobile Monarch Day Program**
  - Bernardino Coronel
  - Ori Torres

- **Residential**
  - Anna Nvule
  - Sophia Sao
  - Rosalie Alejandro
  - Montique Johnson

- **Headquarters and Services**
  - Greyzy Reyes
  - Hansen Valladares