PPL
YOUR LIFE
YOUR CARE
YOUR PEOPLE

PPL
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**TIPS FOR TIME4CARE &
BETTERONLINE PORTAL**

1. Please ensure all apps are updated and phones are updated.
2. Sign out of the Time4Care App.
3. Log in to the Time4Care App.
4. Complete task, for example logging in, logging out, or approving time.
   a. If an error is received, log out of the Time4Care App.
      i. If you are unable to log out of the Time4Care App keep track of time entries and log a manual entry later (if applicable.)
   b. Take a screenshot of errors received.

5. If you are unable to complete tasks within the Time4Care App:
   a. Close all browsers.
   b. Open new browser session.
   c. Clear browser cache.
   d. Log into BetterOnline Portal (Portal.)
   e. You should not have more than one Portal tab open at once.
   f. You should not be logged into Portal on more than one device.
   g. You should never stay logged in for more than 15 minutes. Portal will time out.
   h. You should only log in prior to completing a task.
   i. You should log out as soon as the task is completed.
   j. If you receive an error message, please take a screenshot or take a picture of the error on the screen and email to the Customer Service email. Dates and times of the incident are required for IT research.
   k. You and the DCWs should not be logged in on the same device.