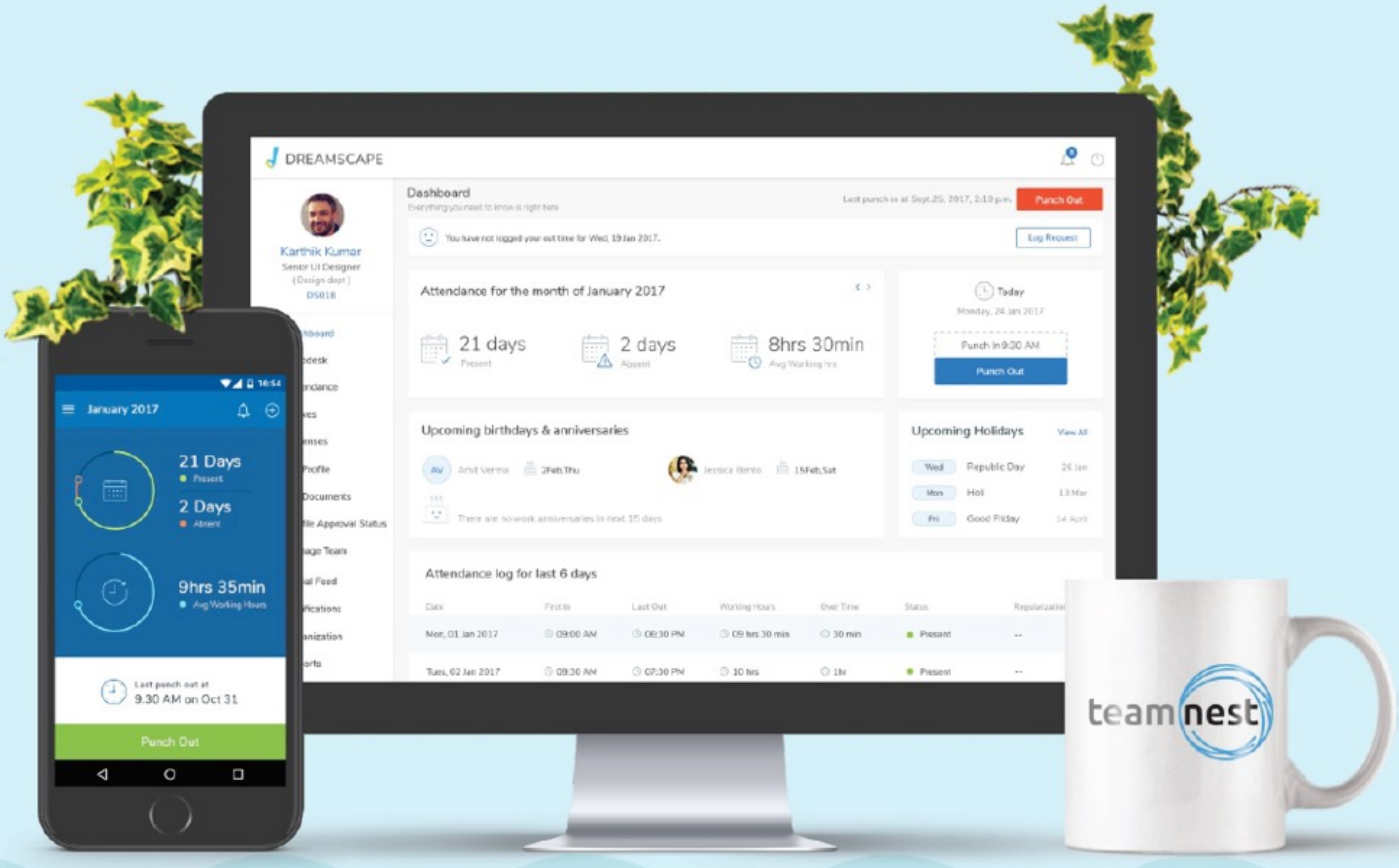
teamnest



Employee Services Made Easy

www.teamnest.com

teamnest

MANAGING HR FOR YOUR TEAM MADE EASY

As a supervisor or a team lead with authority to manage a team, you can do the following on TeamNest:

- ✓ Approve Attendance and Leave requests
- ✓ Approve Expense reimbursements
- ✓ Manage Helpdesk tickets
- ✓ View your team's Calendars
- ✓ View detailed Reports for your team members

TeamNest is available on both mobile and desktop.

WHAT CAN YOU USE TEAMNEST FOR?

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ATTENDANCE REGULARISATION APPROVALS

02

LEAVE REQUEST APPROVALS

03

EXPENSES REQUEST APPROVALS

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MANAGE HELPDESK TICKETS

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TEAM CALENDARS

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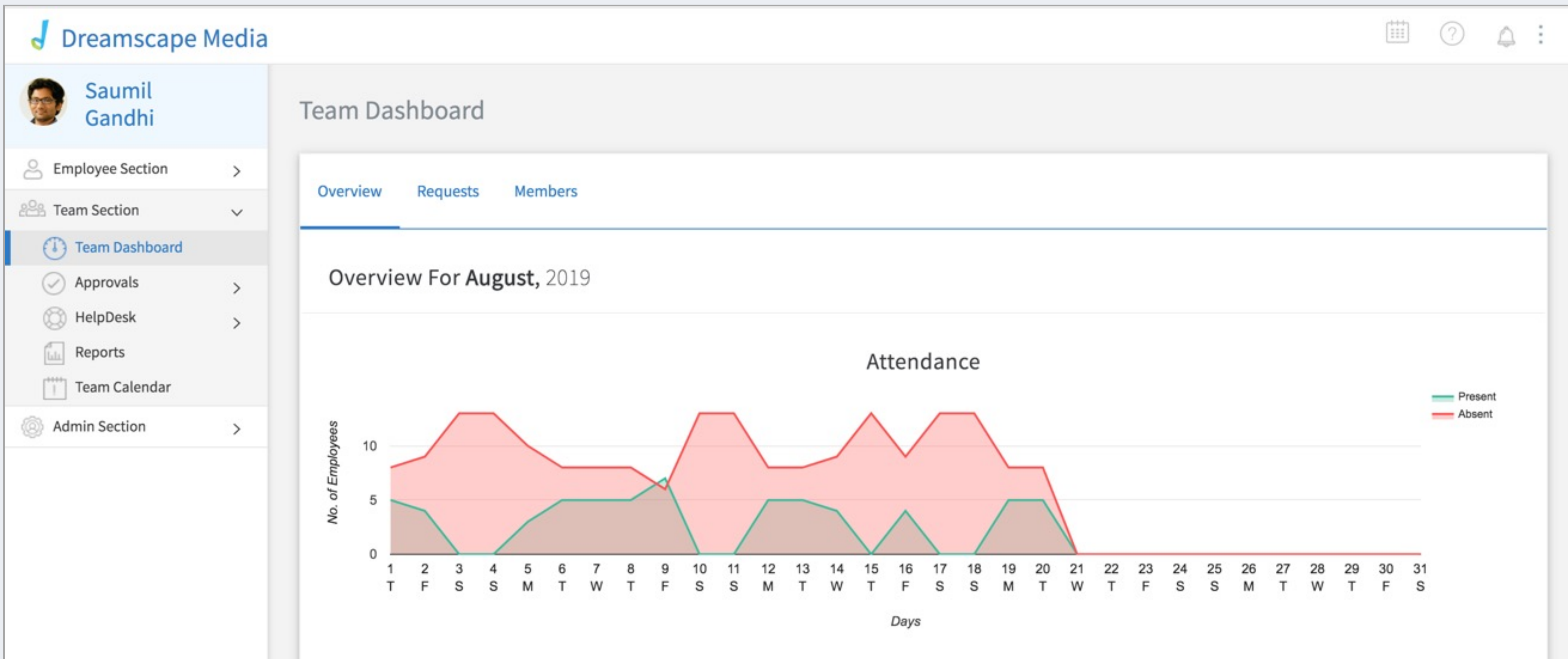
TEAM REPORTS AND DASHBOARDS

Team Dashboard

Keep track of your team members and their requests

TEAM DASHBOARD

1. Login to TeamNest.
2. Go to Team Section > Team Dashboard
3. The **Overview** tab shows you summary information for Attendance, Leaves, Expenses, and Helpdesk for the month
4. The **Requests** tab shows you summary information for Attendance, Leaves, and Expense Requests for the month
5. The **Members** tab shows you the list of all the employees that report to you

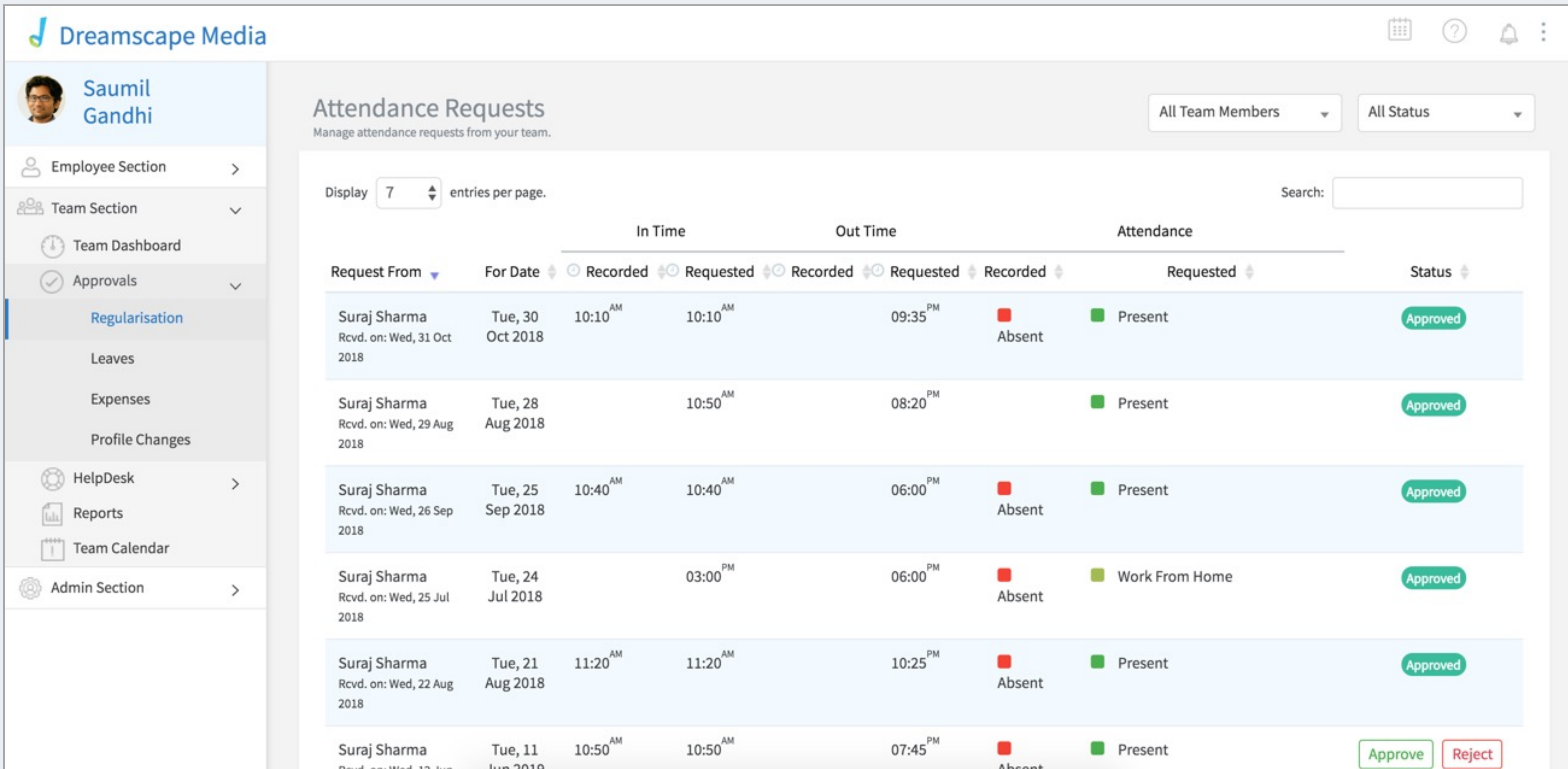


Attendance Regularisation Approvals

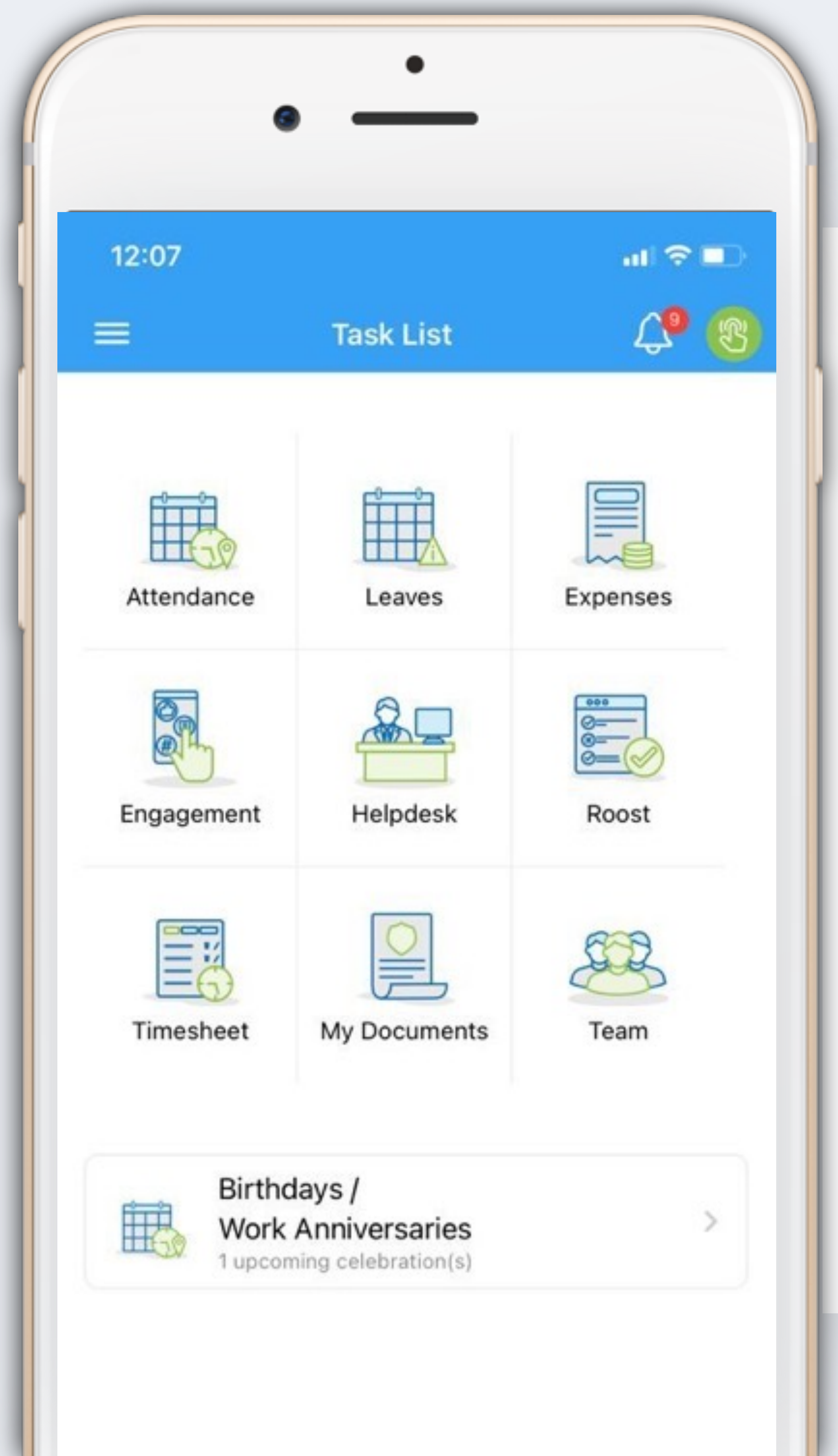
Approve attendance regularisation requests of your team from mobile and web

ATTENDANCE REGULARISATION APPROVALS

1. Login to TeamNest.
2. Go to Team Section > Approvals > Regularisation
3. You will see all attendance regularisation requests of your team members. You can filter by Status to see **Pending** requests
4. If a request is valid, click on ‘Approve’. The employee’s attendance record will be updated with the requested punch-in and/or punch-out time
5. If the request is not valid, click on ‘Reject’. Give a reason for rejection.



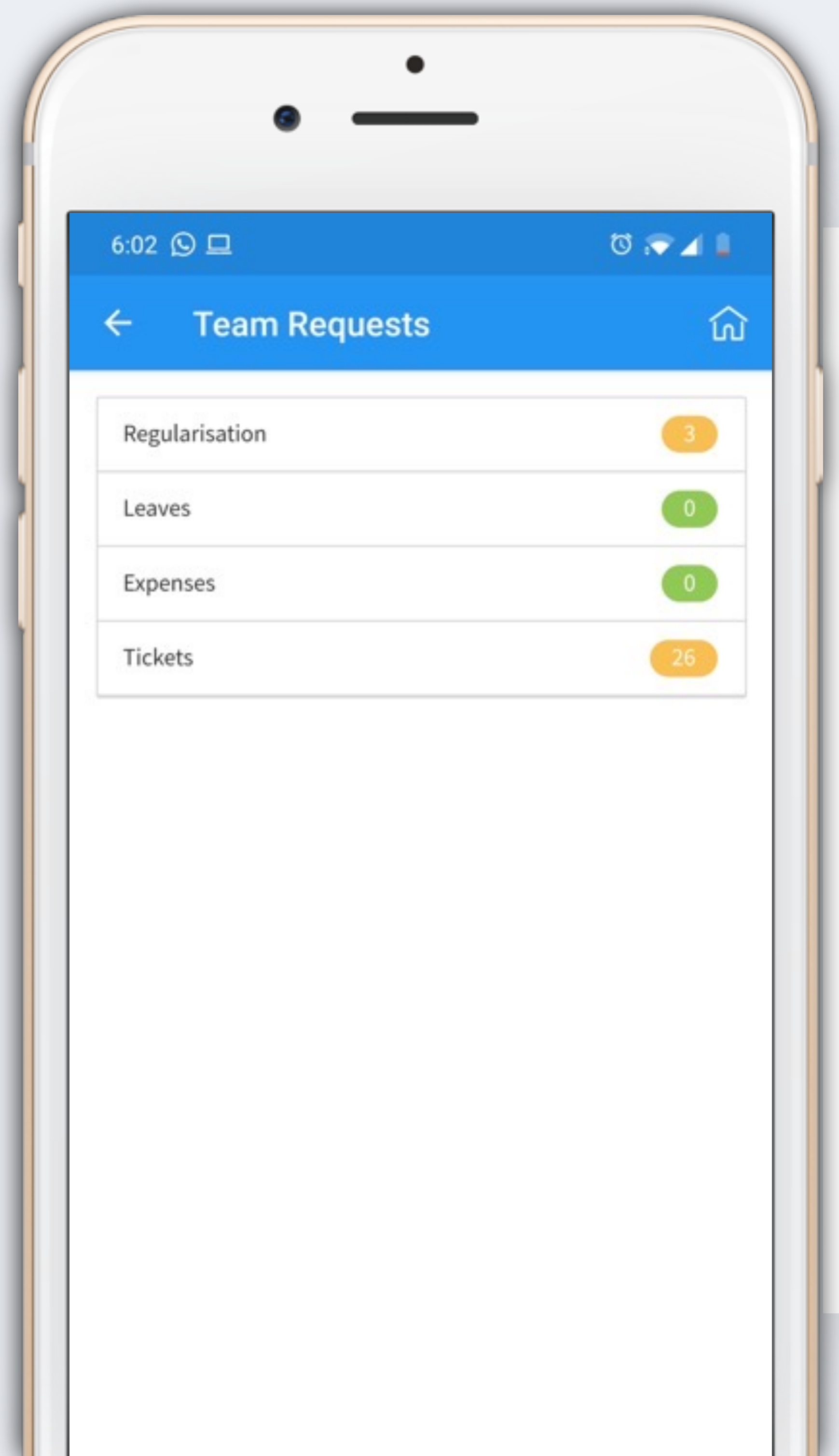
ATTENDANCE REGULARISATION APPROVALS



You can also manage your team's attendance regularisation requests from the mobile app.

Once you are logged in, tap 'Team'.

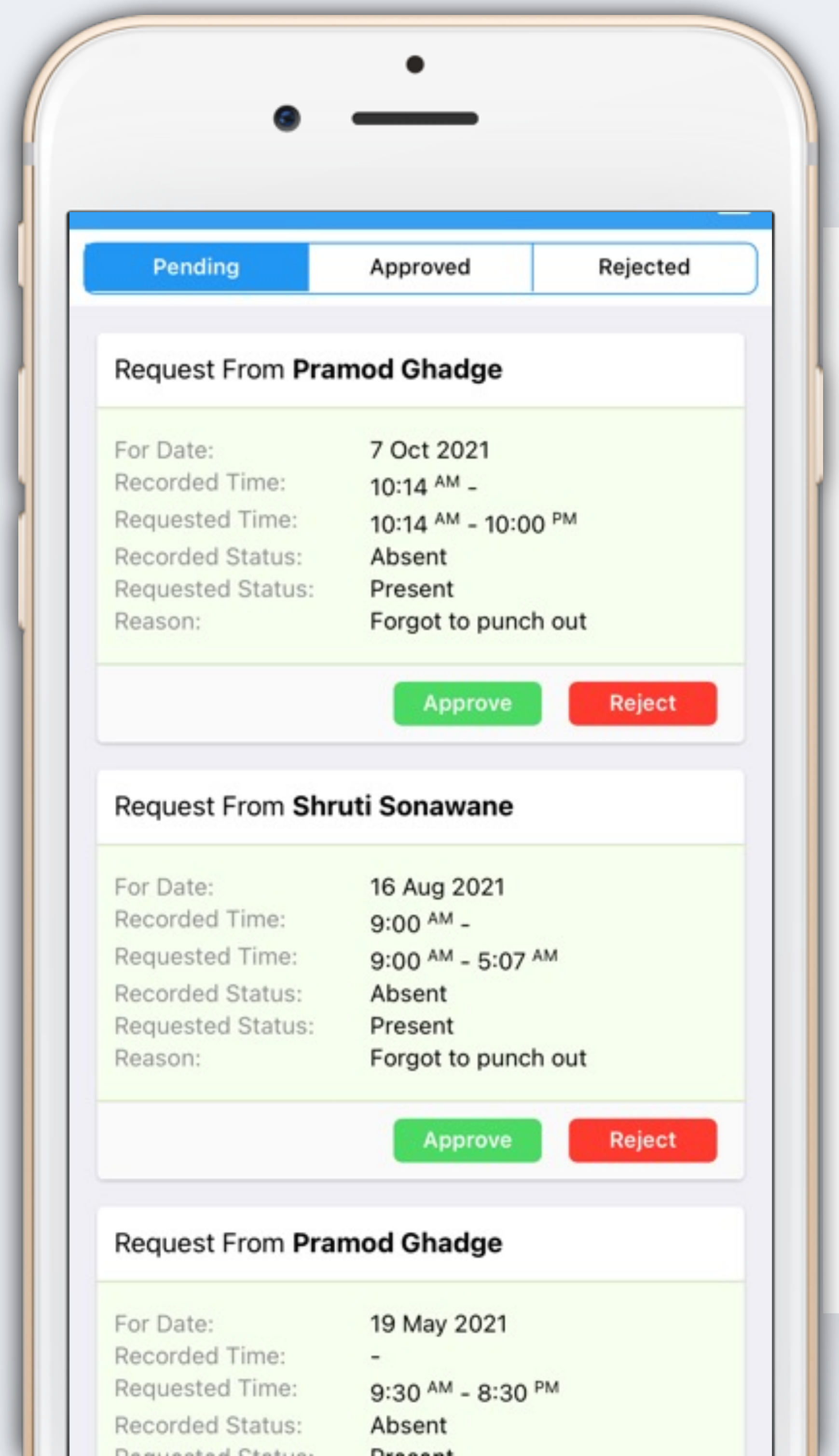
ATTENDANCE REGULARISATION APPROVALS



You will see a list of all approval requests pending with you.

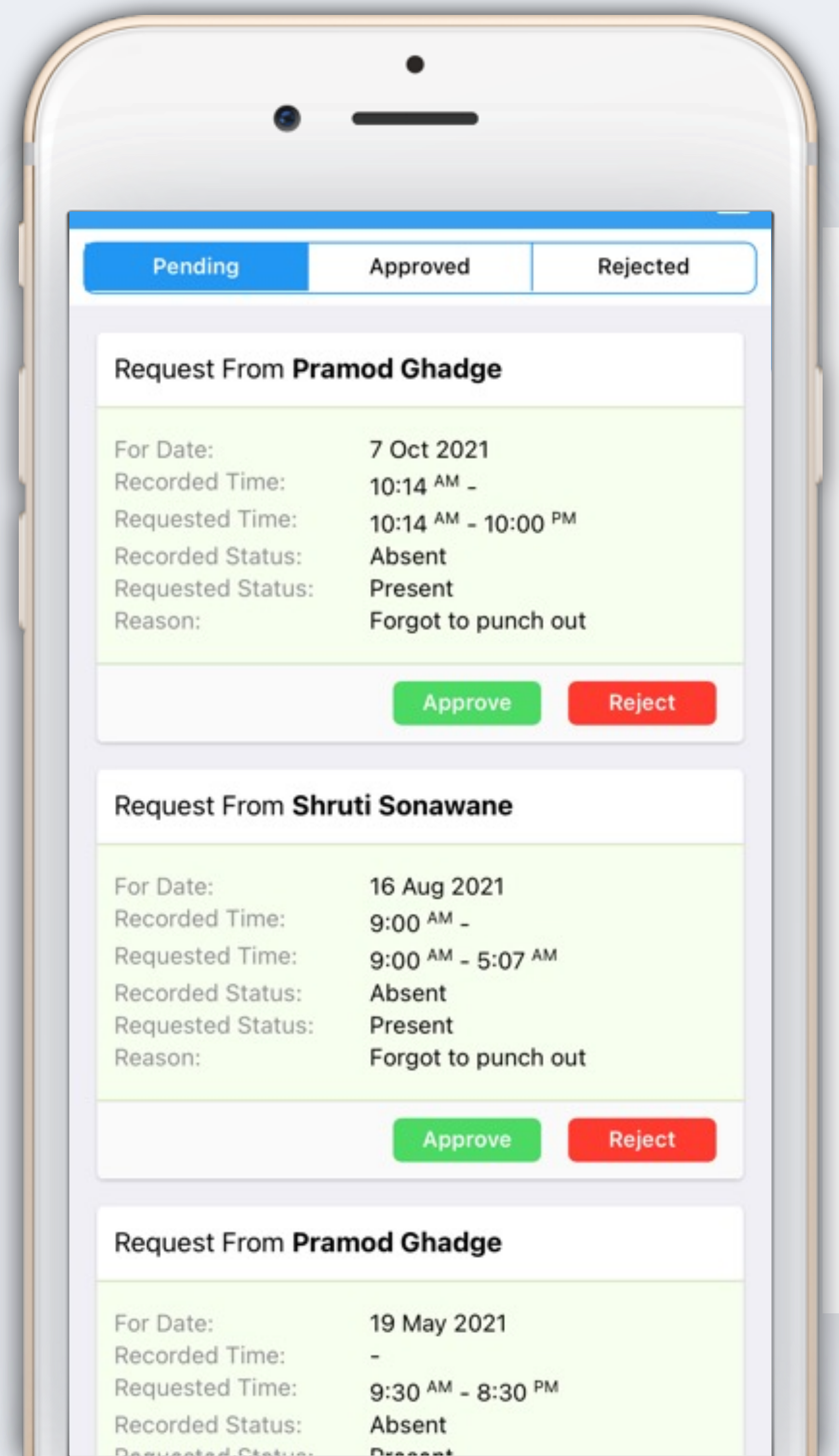
Click on ‘Regularisation’ to view attendance requests

ATTENDANCE REGULARISATION APPROVALS



Review the request to see what punch-in and/or punch-out times have been requested, and the reason the employee has requested this update

ATTENDANCE REGULARISATION APPROVALS



Tap on 'Accept' if the request is valid. The employee's attendance record will be updated.

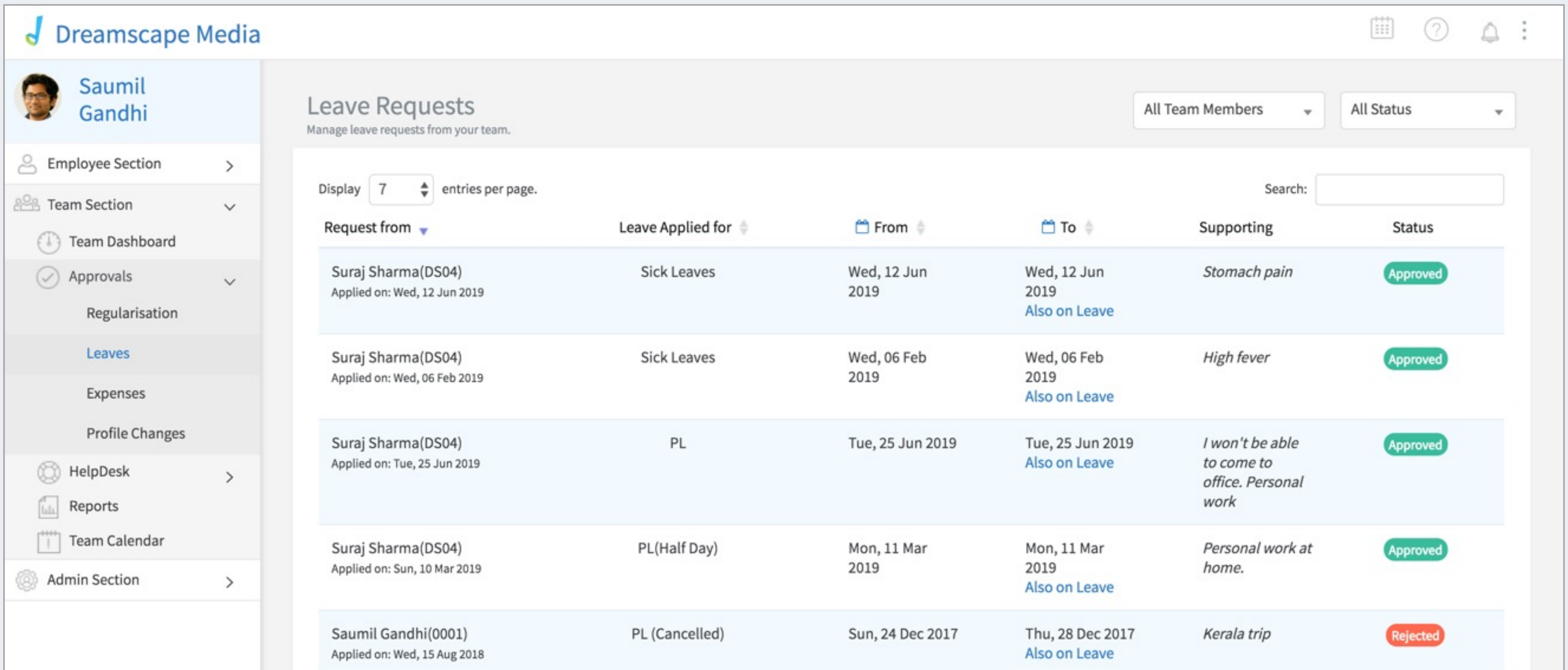
Tap on 'Reject' if the request is not valid. State a reason for rejecting the request.

Leave Request Approvals

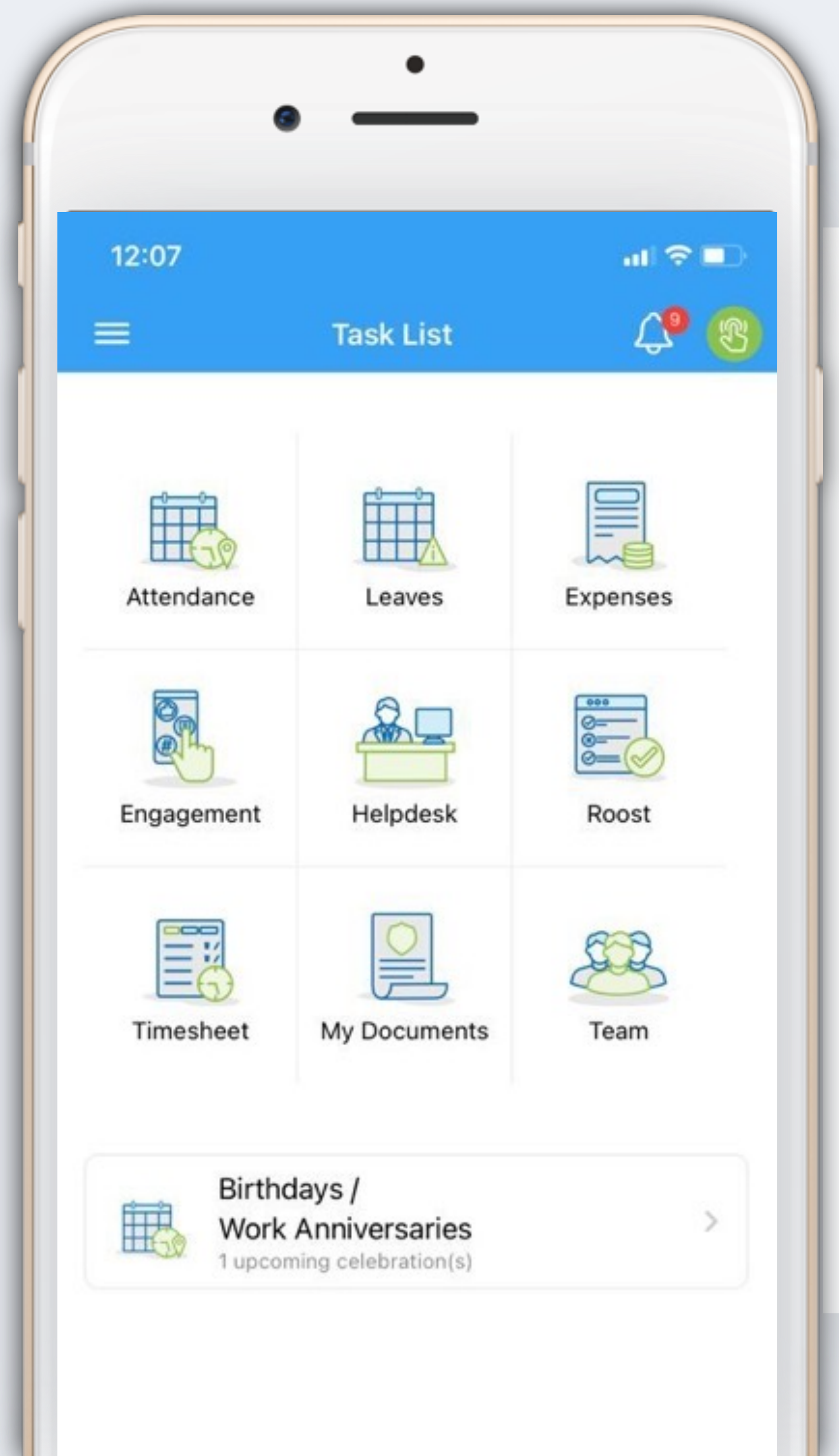
Approve leave requests of your team from mobile and web

LEAVE REQUEST APPROVALS

1. Login to TeamNest.
2. Go to Team Section > Approvals > Leaves
3. You will see all leave requests of your team members. You can filter by Status to see **Pending** requests
4. If a request is valid, click on ‘Approve’. The employee’s leave balance will be updated and the leave will be recorded
5. If the request is not valid, click on ‘Reject’. Give a reason for rejection.



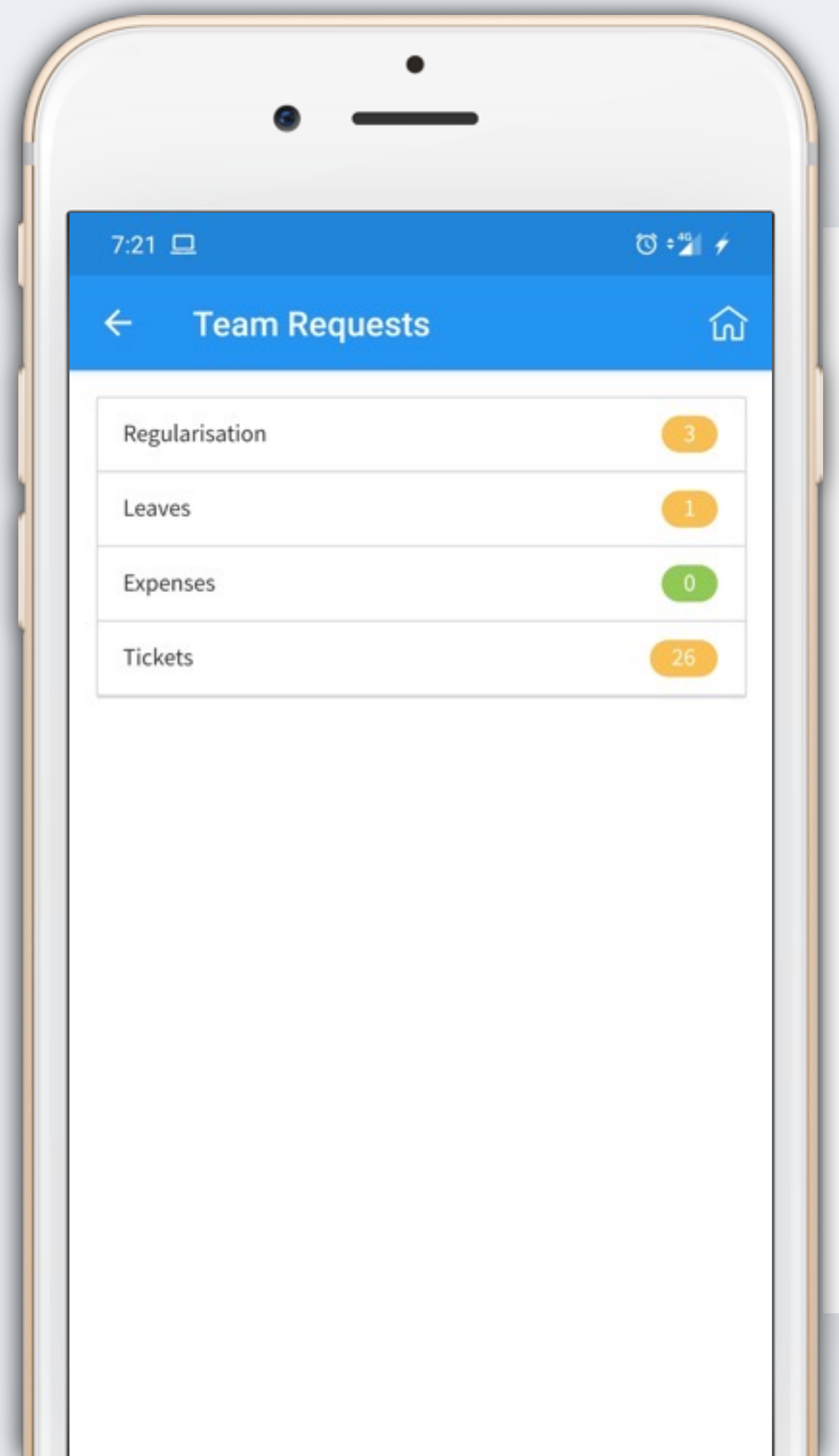
LEAVE REQUEST APPROVALS



You can also manage your leave requests from the mobile app.

Once you are logged in, tap 'Team'.

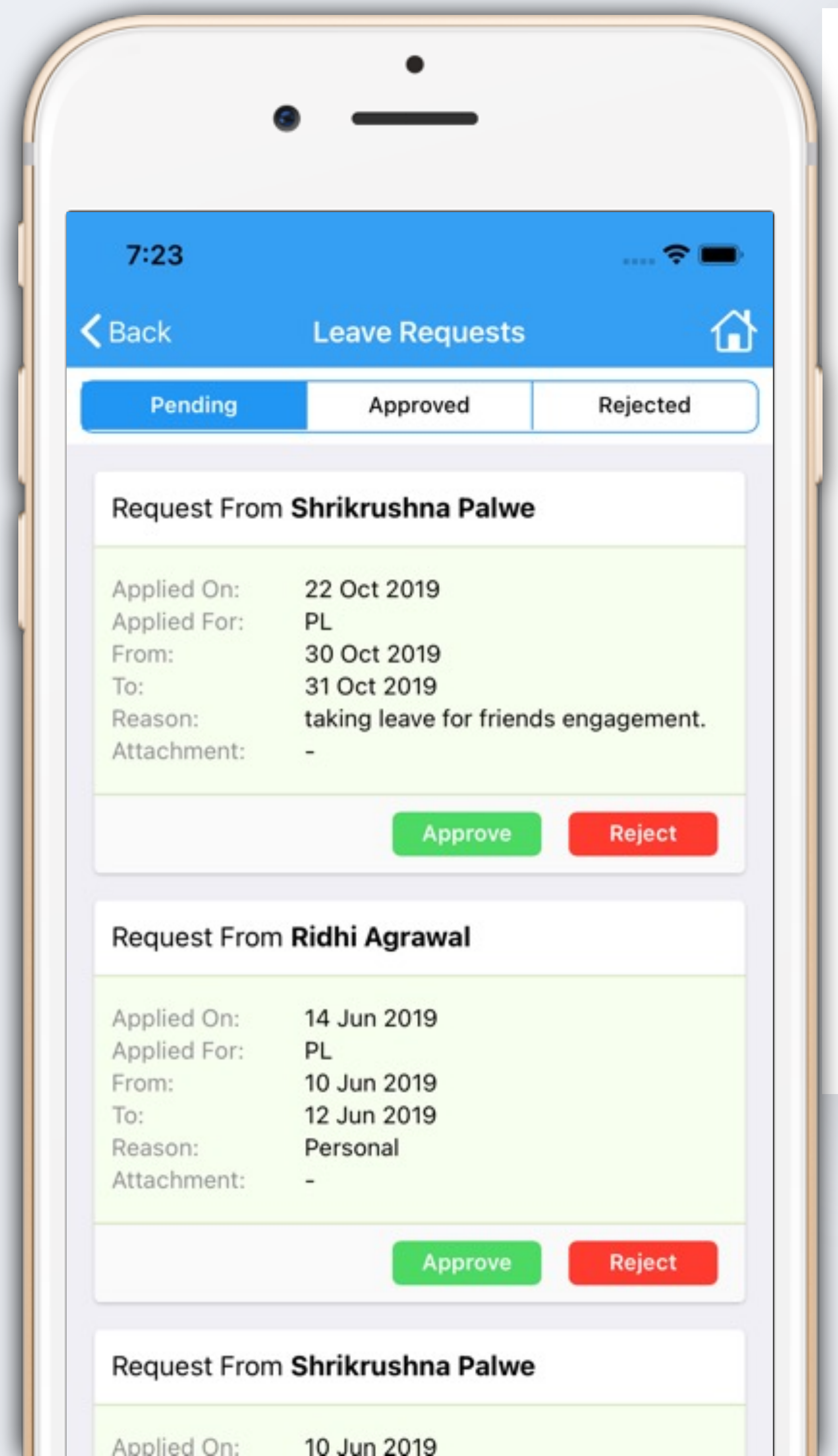
LEAVE REQUEST APPROVALS



You will see a list of all leave requests pending with you.

Tap on ‘Leaves’ to view leave requests

LEAVE REQUEST APPROVALS



Review the request to see the details about the leave request, and the reason the employee has requested this update

LEAVE REQUEST APPROVALS

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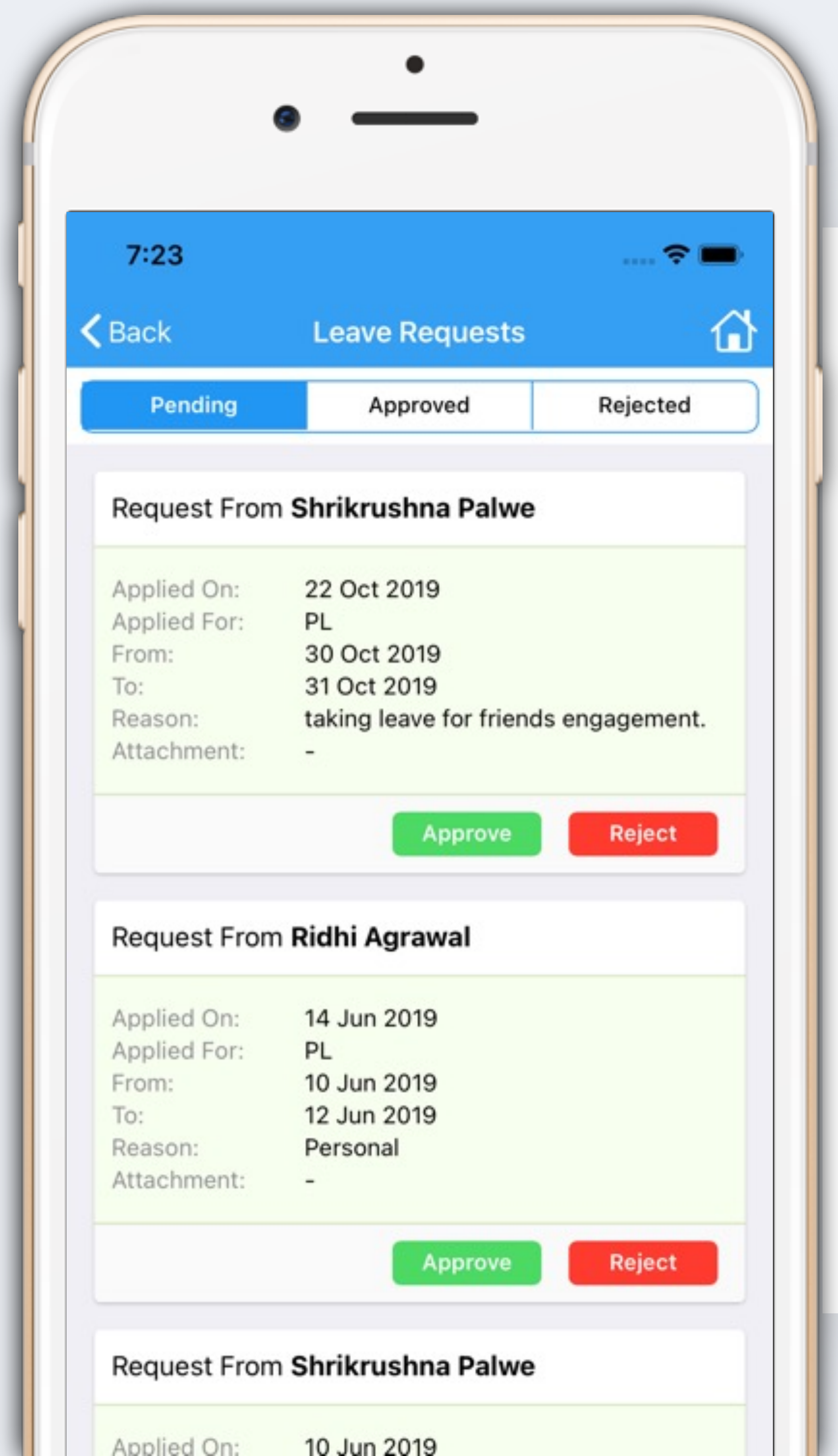


Tap on ‘Accept’ if the request is valid. The employee’s Leave Request will be updated.

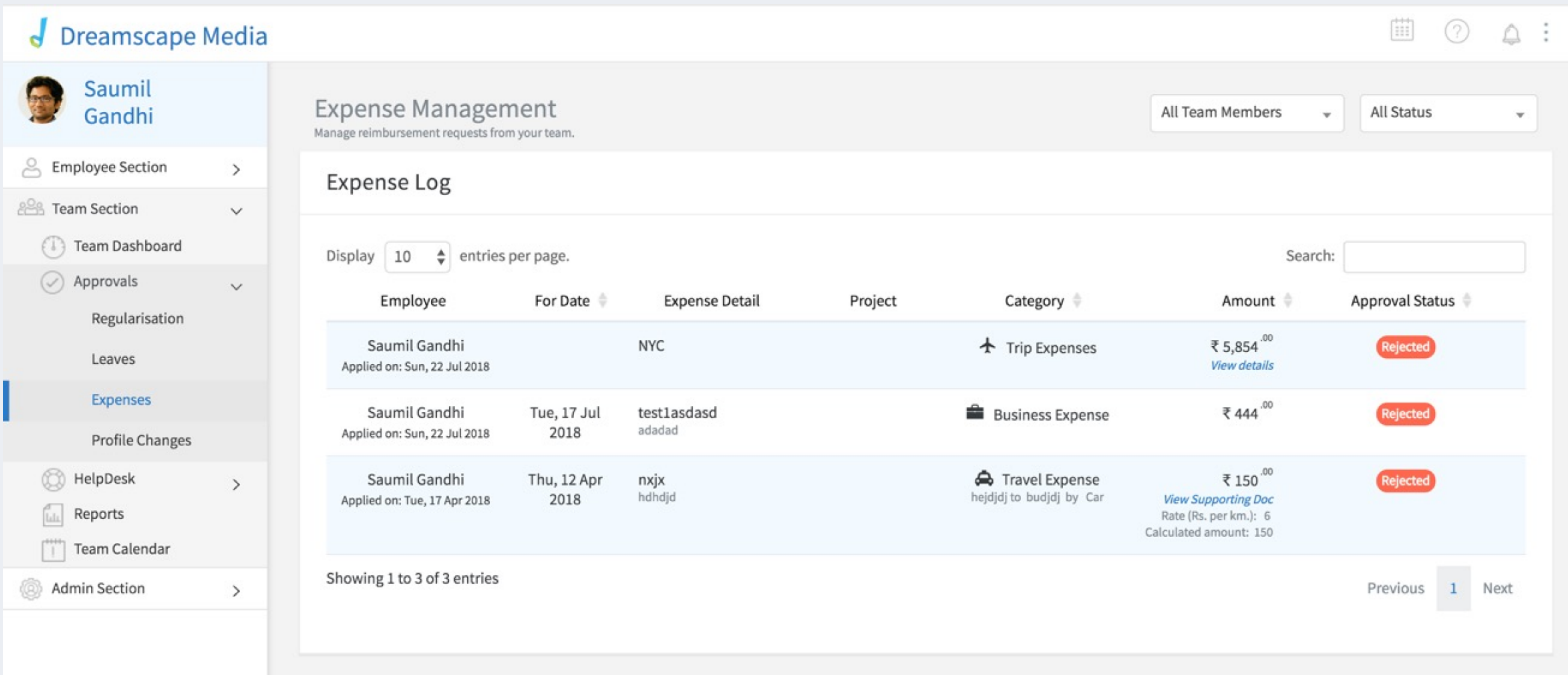
Tap on ‘Reject’ if the request is not valid. State a reason for rejecting the request.

Expense Request Approvals

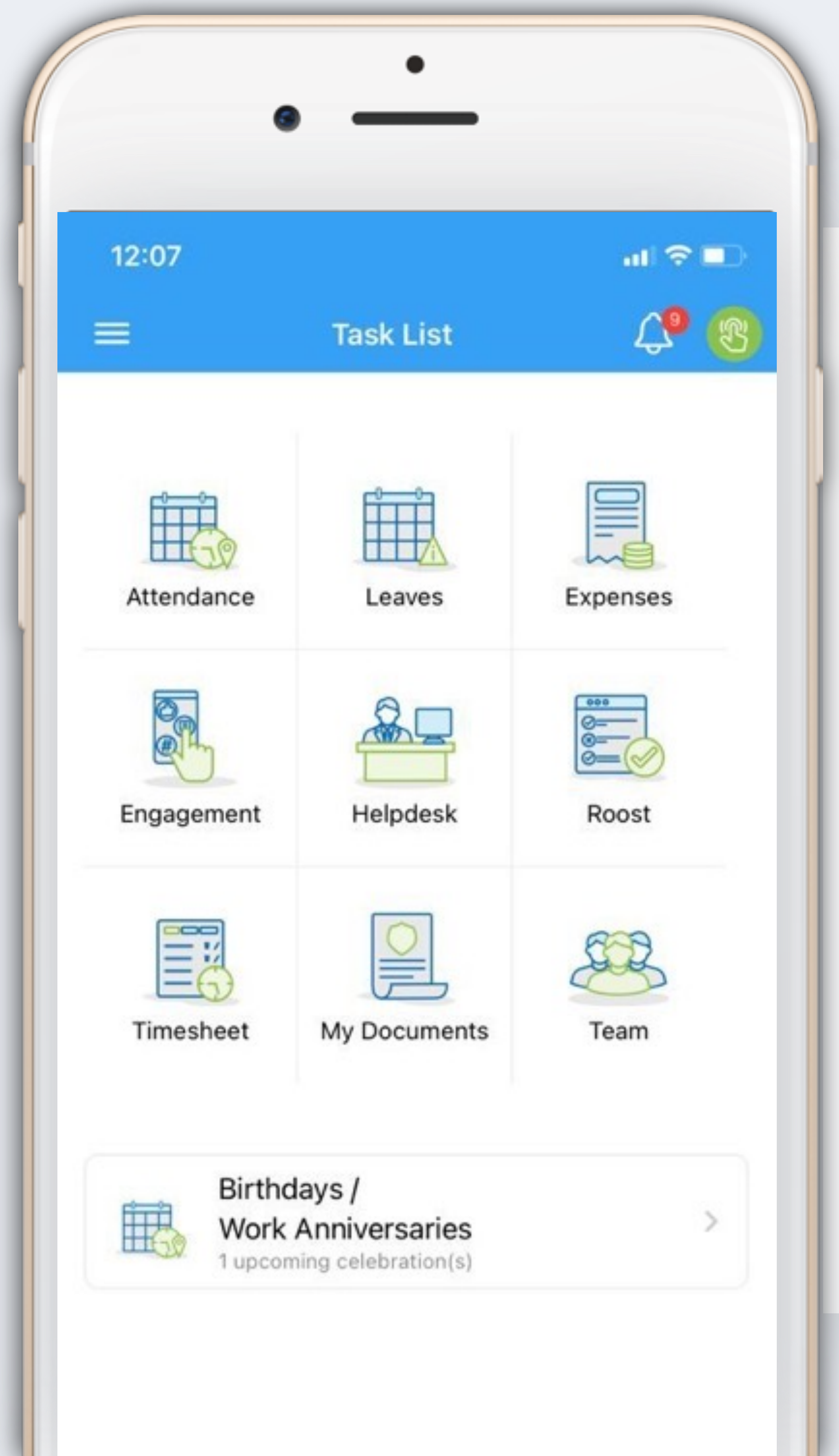
Approve expense requests of your team from mobile and web

EXPENSE REQUEST APPROVALS

1. Login to TeamNest.
2. Go to Team Section > Approvals > Expenses
3. You will see all expense requests of your team members. You can filter by Status to see **Pending** requests
4. If a request is valid, click on ‘Approve’. The employee’s requested expenses will be accepted.
5. If the request is not valid, click on ‘Reject’. Give a reason for rejection.



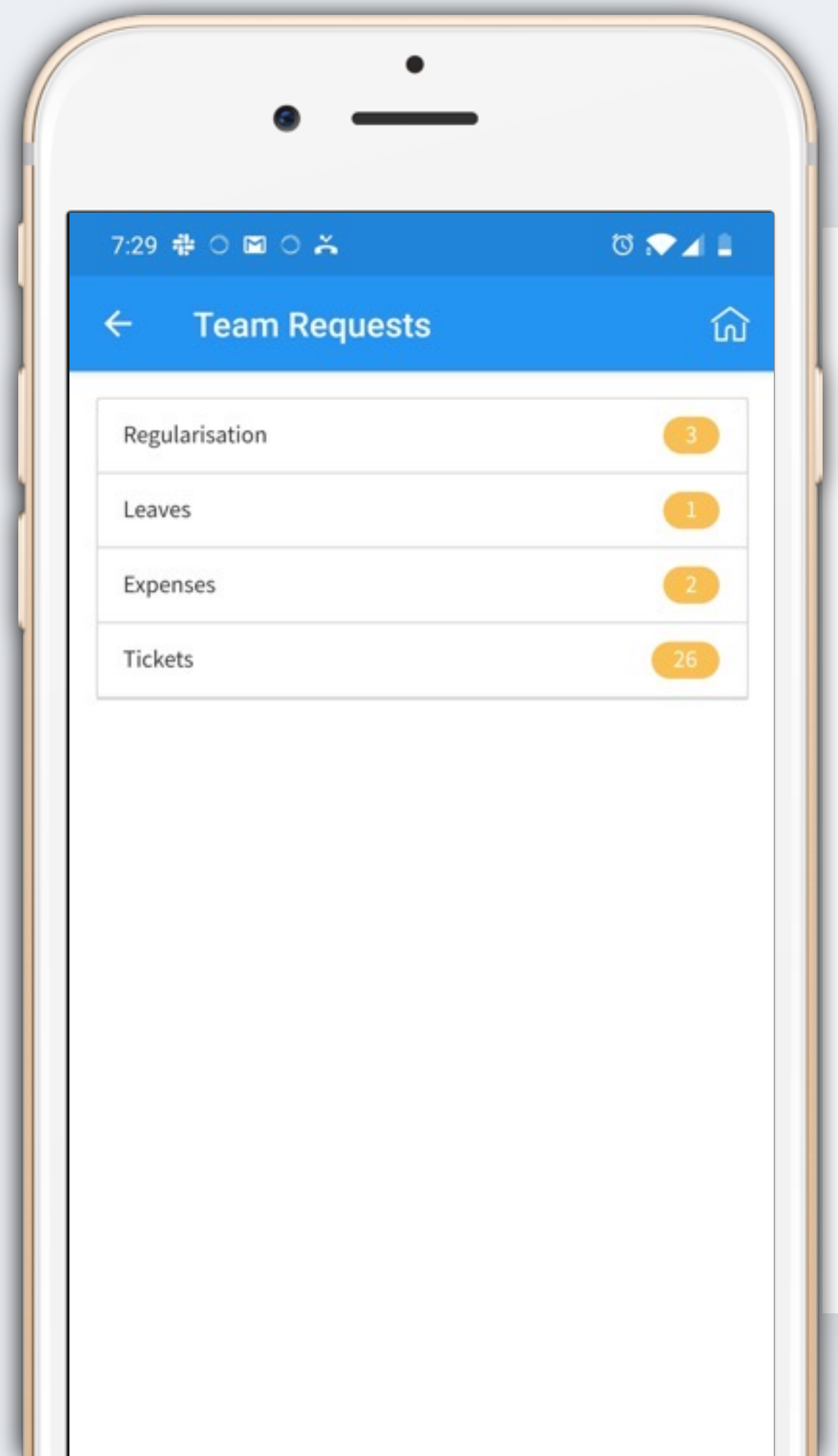
EXPENSE REQUEST APPROVALS



You can also manage your leave expense from the mobile app.

Once you are logged in, tap ‘Team’.

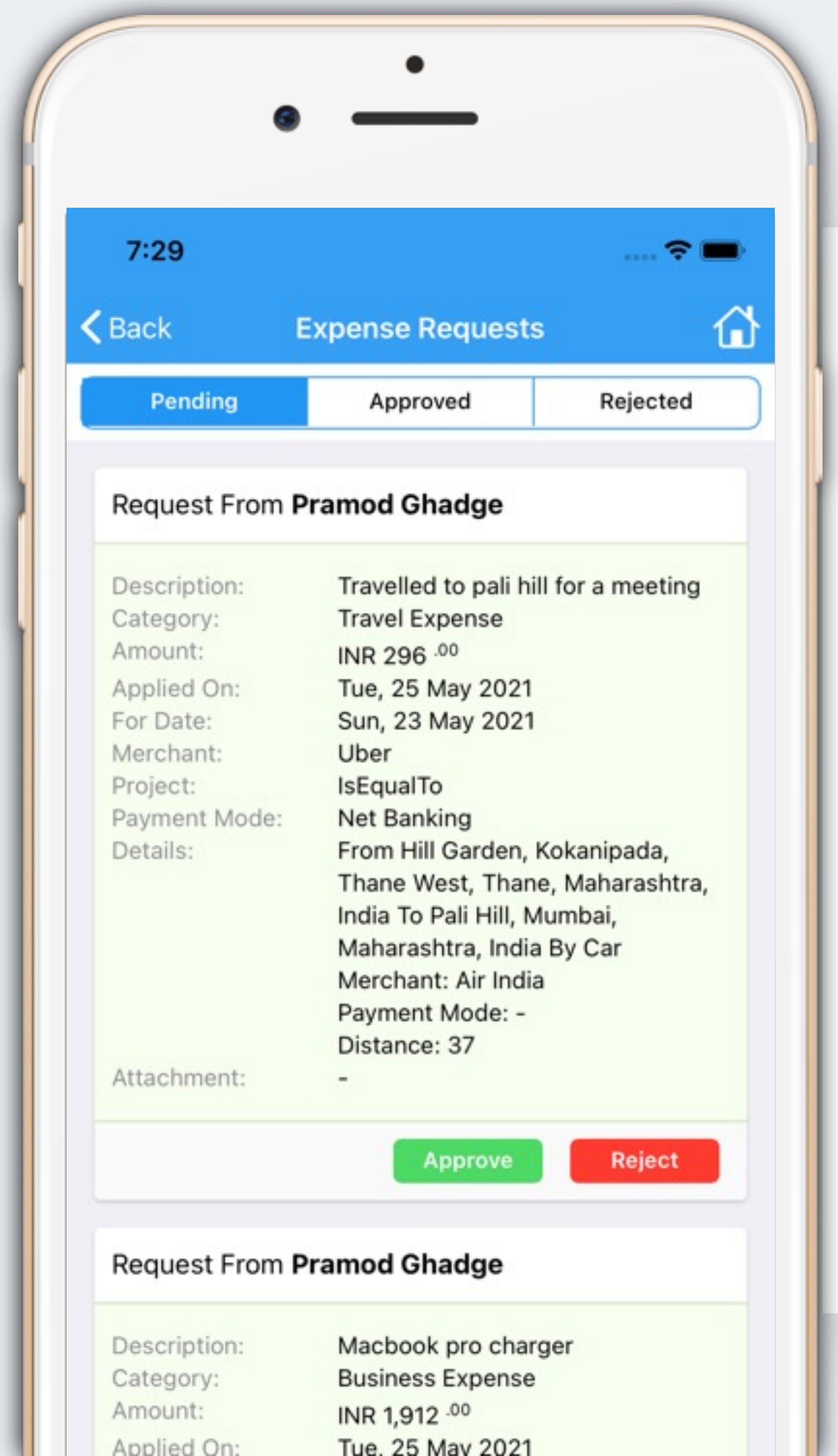
EXPENSE REQUEST APPROVALS



You will see a list of all expense requests pending with you.

Click on ‘Expenses’ to view expense requests

EXPENSE REQUEST APPROVALS



Review the request to see the details about the expense.

EXPENSE REQUEST APPROVALS

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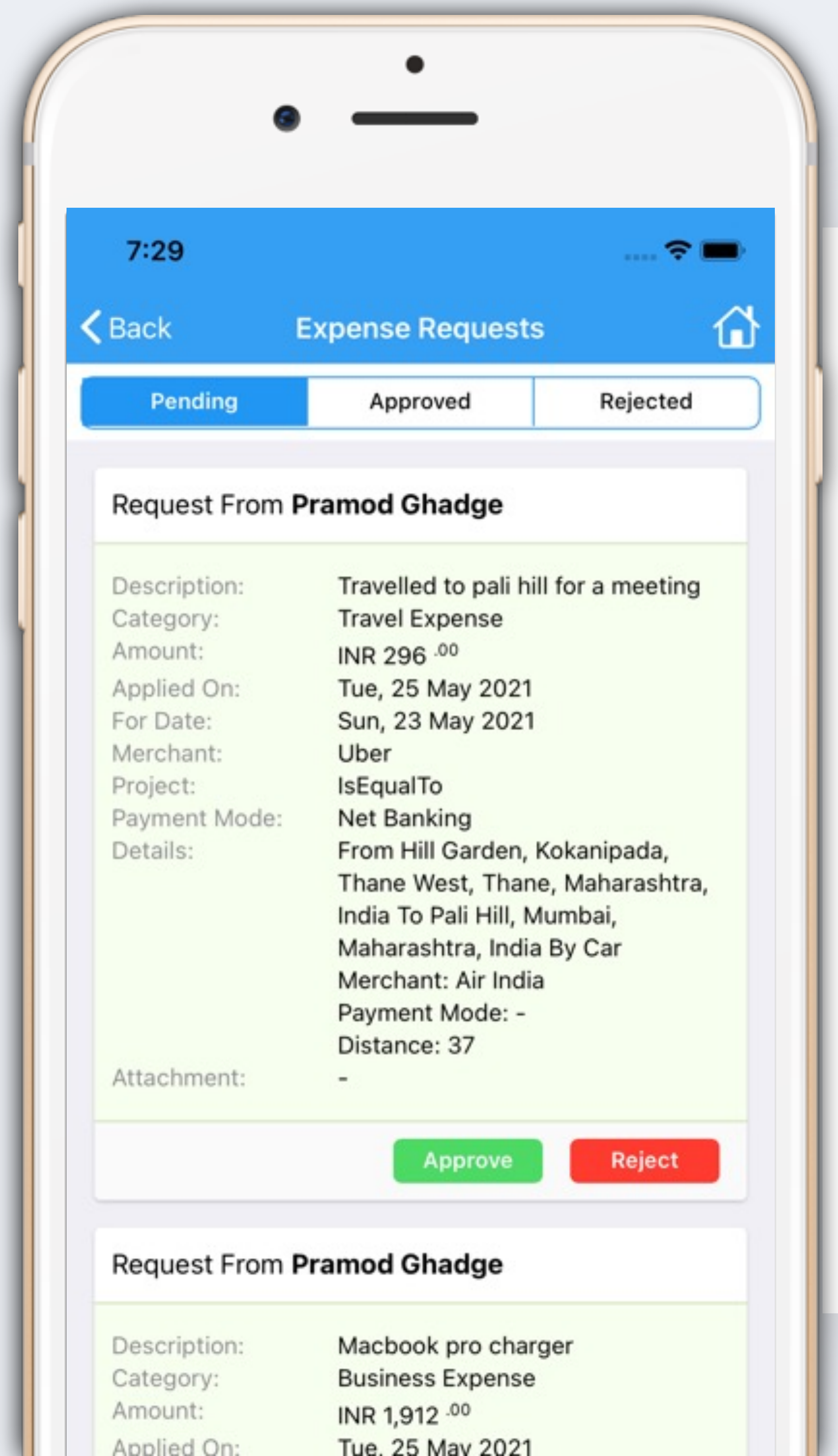


Tap on ‘Accept’ if the request is valid. The employee’s expense requested will be approved.

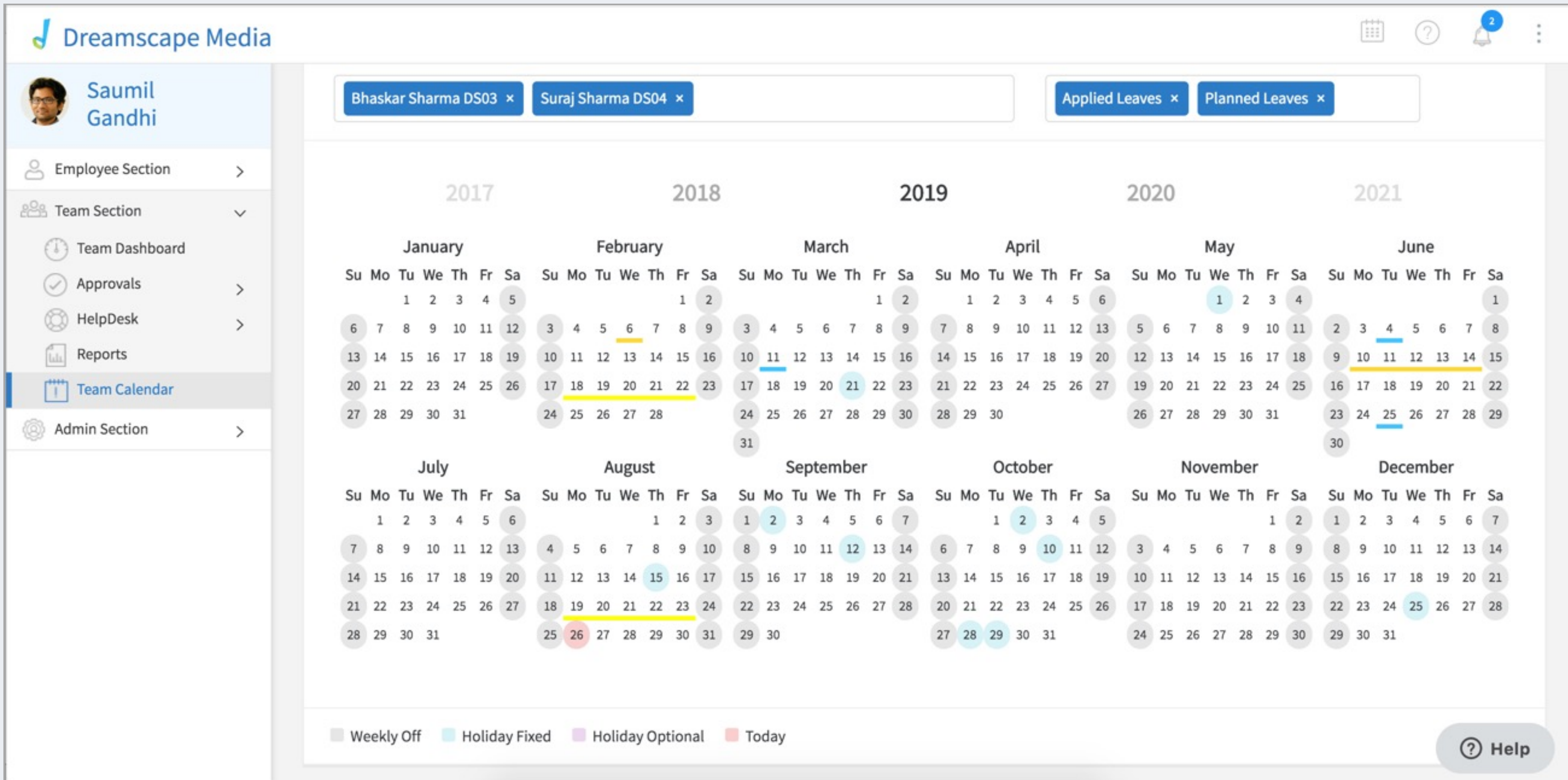
Tap on ‘Reject’ if the request is not valid. State a reason for rejecting the request.

Team Calendars

View your team members' calendars

TEAM CALENDARS

1. Login to TeamNest.
2. Go to Team Section > Team Calendar
3. You can now see leaves that employees may have planned for the financial year from their account
4. You can choose one or more employees for whom you want to view the planned leaves
5. You can also filter by one or more leave types

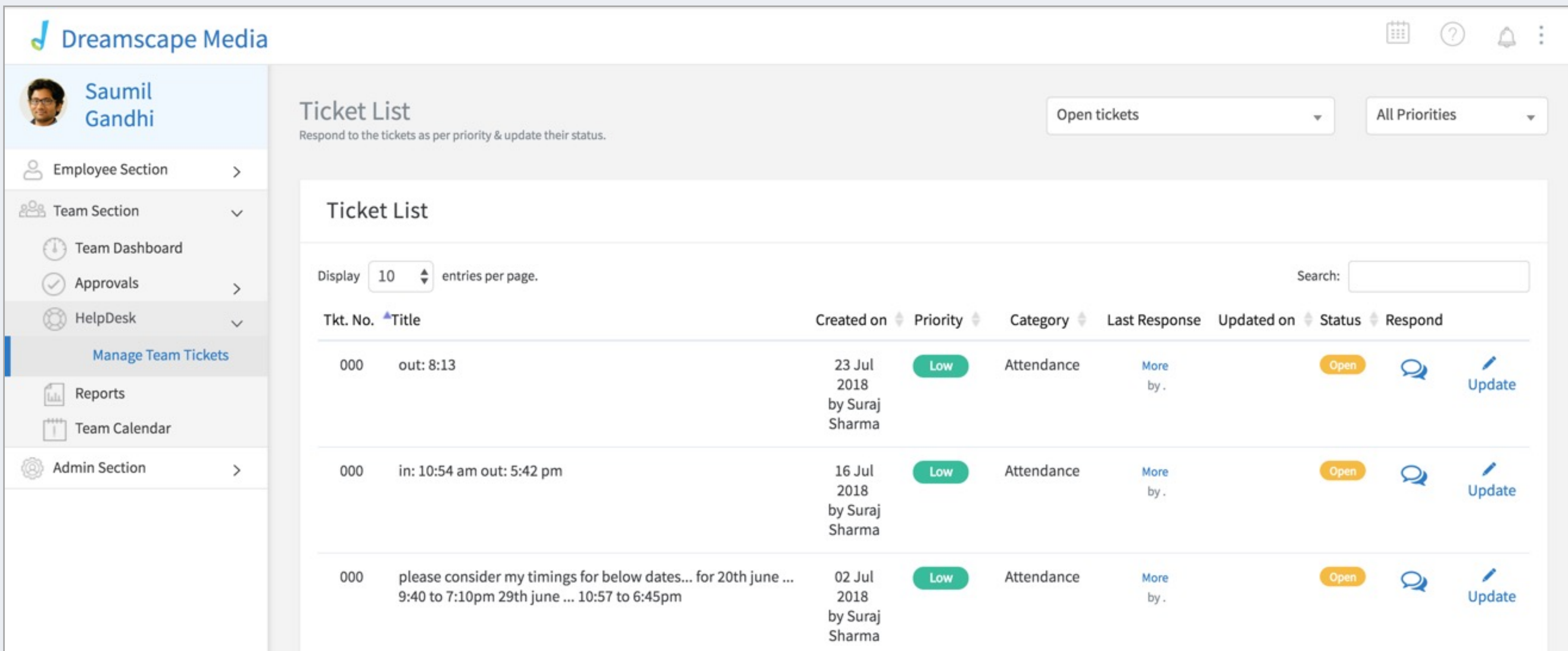


Helpdesk Tickets

Manage your team members' issues by responding to their tickets

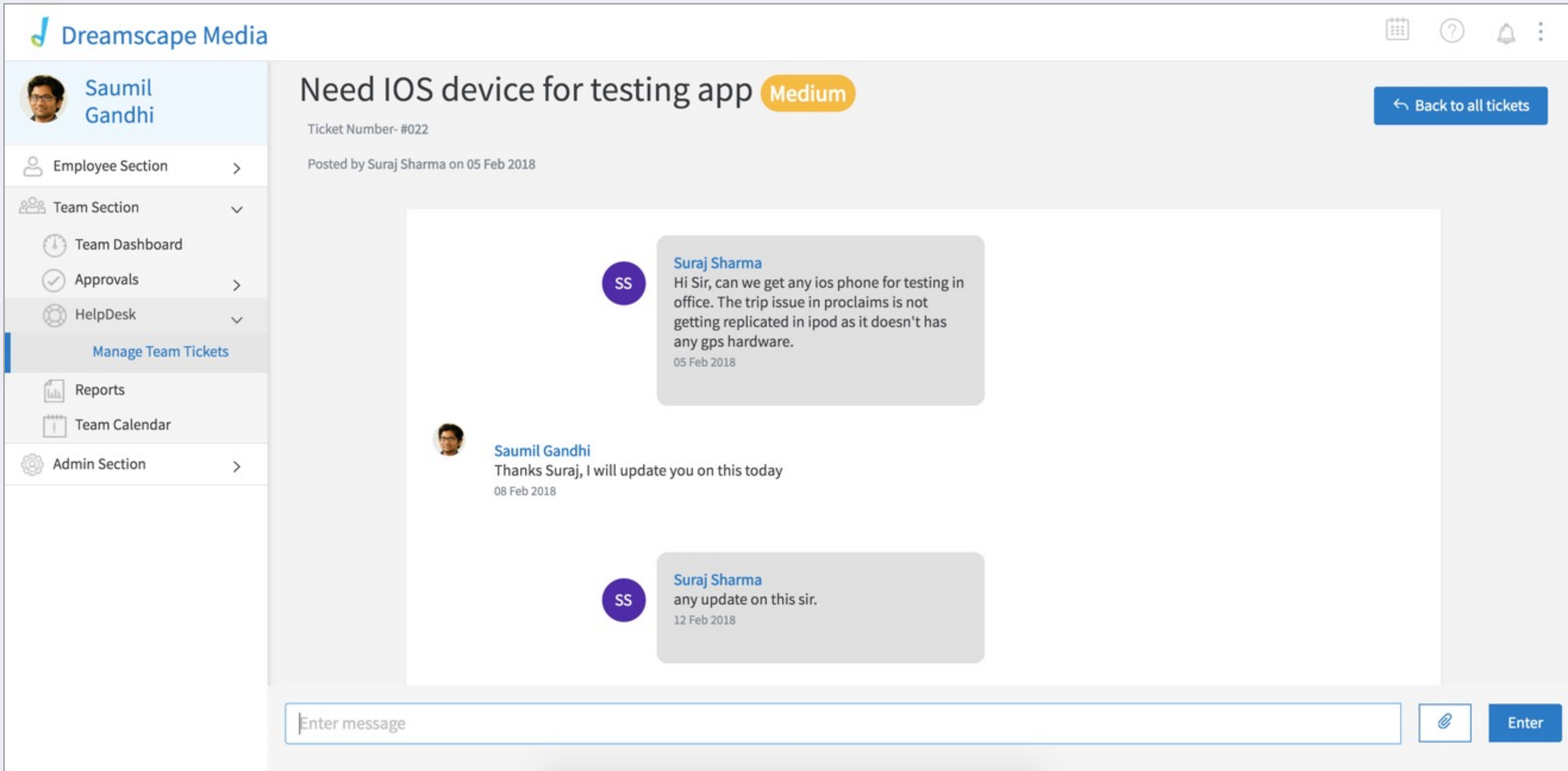
MANAGE HELPDESK TICKETS

1. Login to TeamNest.
2. Go to Team Section > HelpDesk > Manage Tickets
3. You will see all helpdesk tickets assigned to you. You can filter by Status to see **Open** or **Closed** tickets
4. Click on the chat icon to see the ticket history and respond to the ticket
5. Click on the ‘Update’ icon to change the status of the ticket or re-assign it to someone else



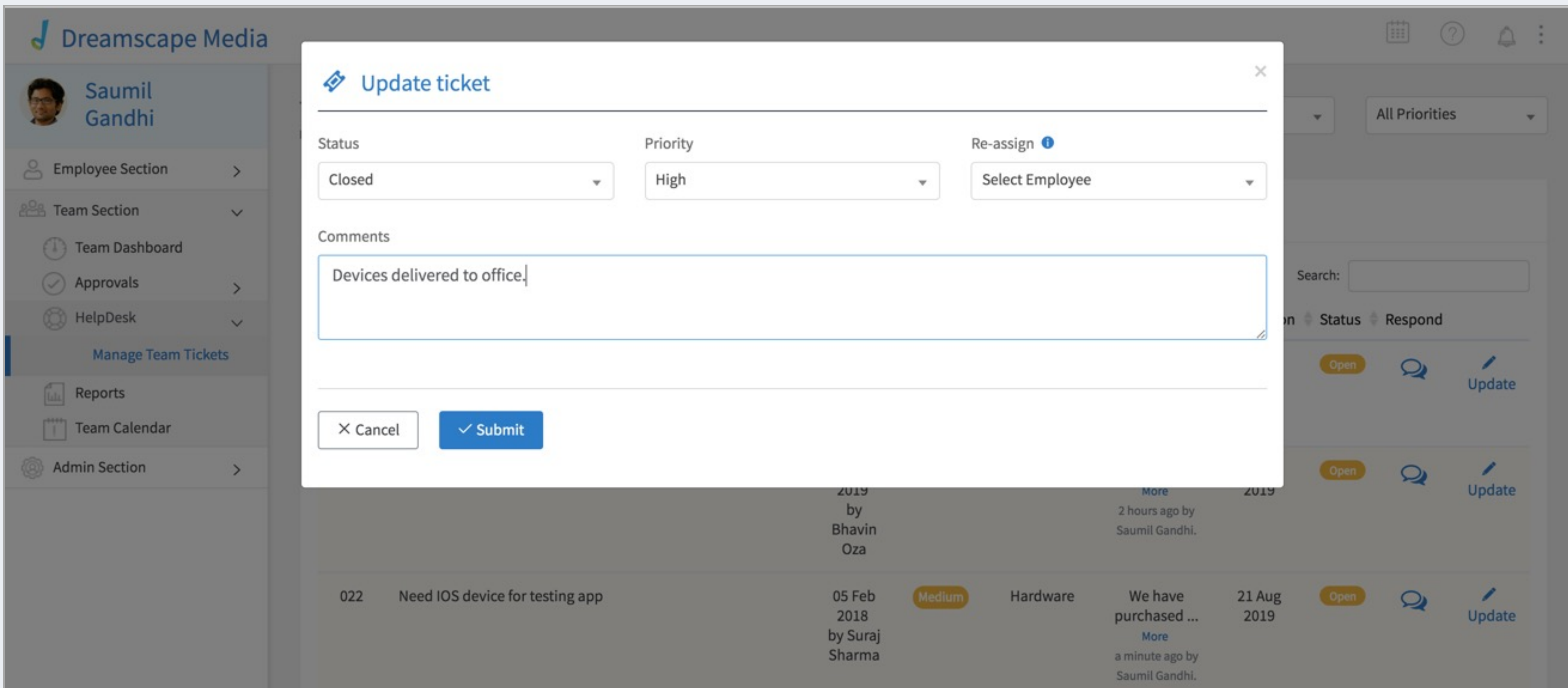
MANAGE HELPDESK TICKETS

1. The ticket will give a view of the conversation history with the employee
2. You can add your comment. You have the option to add an attachment (file or image) that will also be sent to the employee
3. You can continue the conversation with the employee till the issue is resolved

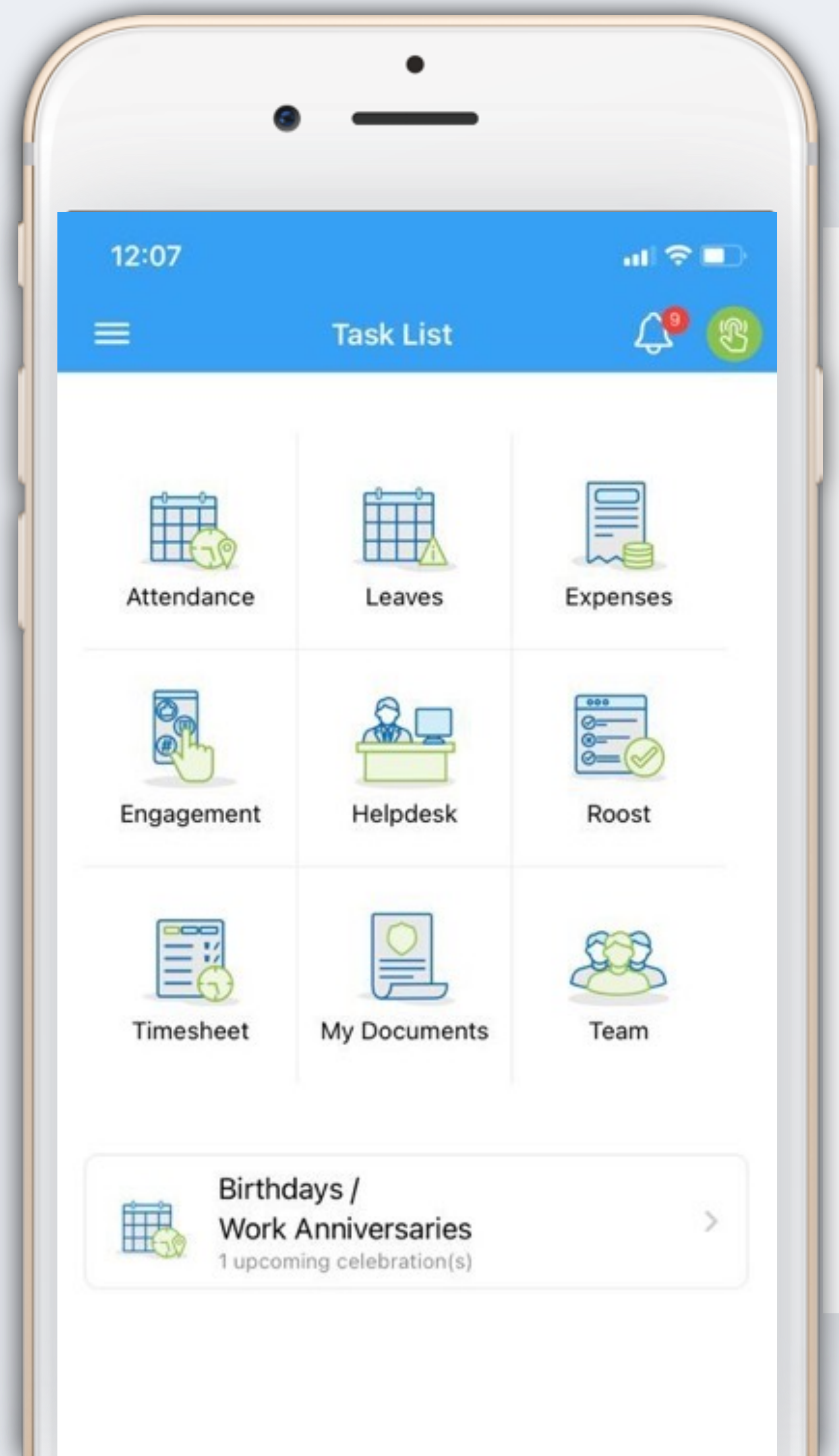


MANAGE HELPDESK TICKETS

1. This section also gives you an option to **Close** the ticket, change the **Priority** of the ticket or to **Re-assign** it to someone else in the company
2. You can add a comment to accompany your action for records and reference.



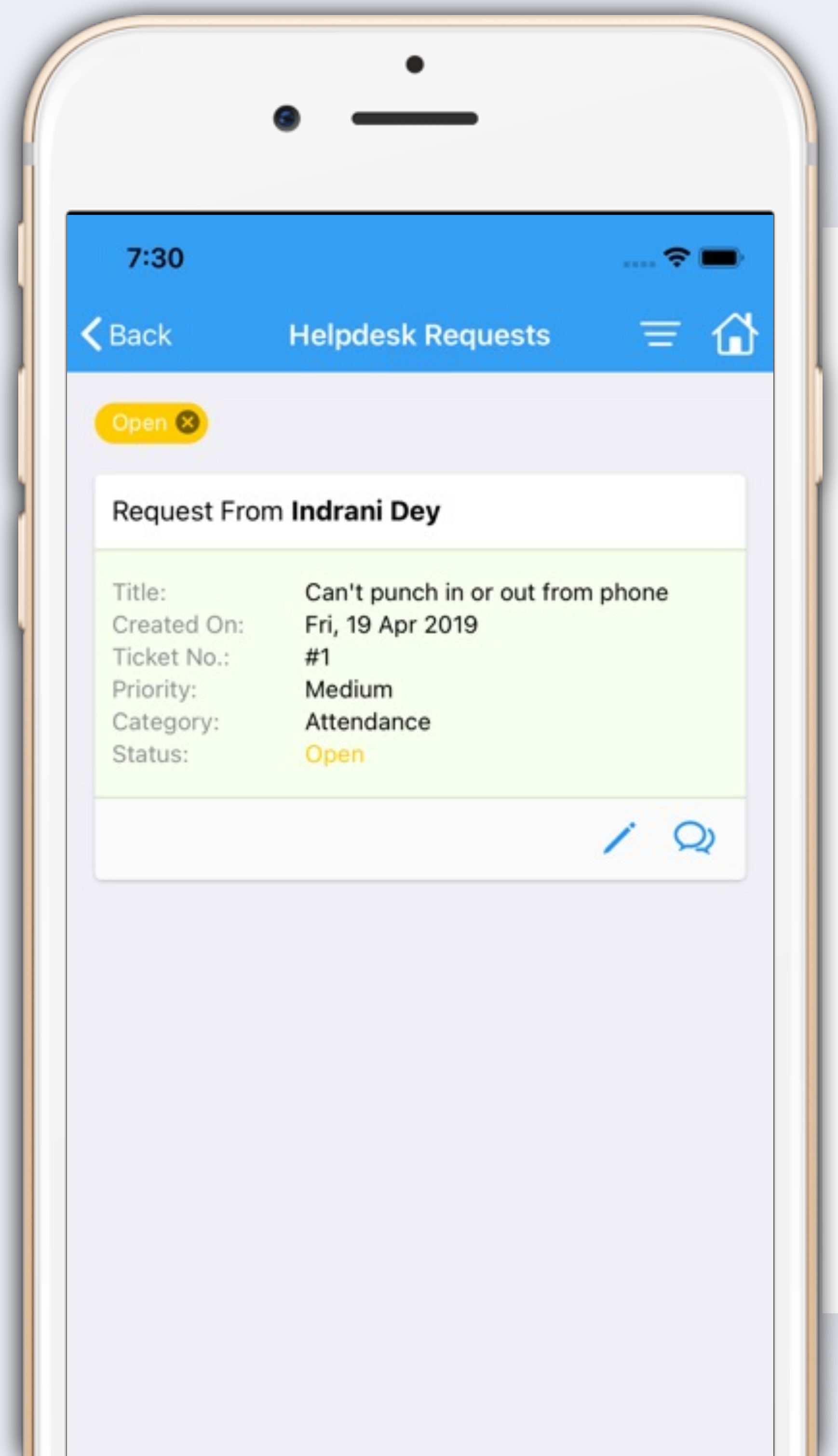
MANAGE HELPDESK TICKETS



You can also manage your helpdesk tickets from the mobile app.

Once you are logged in, tap ‘Team’.

MANAGE HELPDESK TICKETS

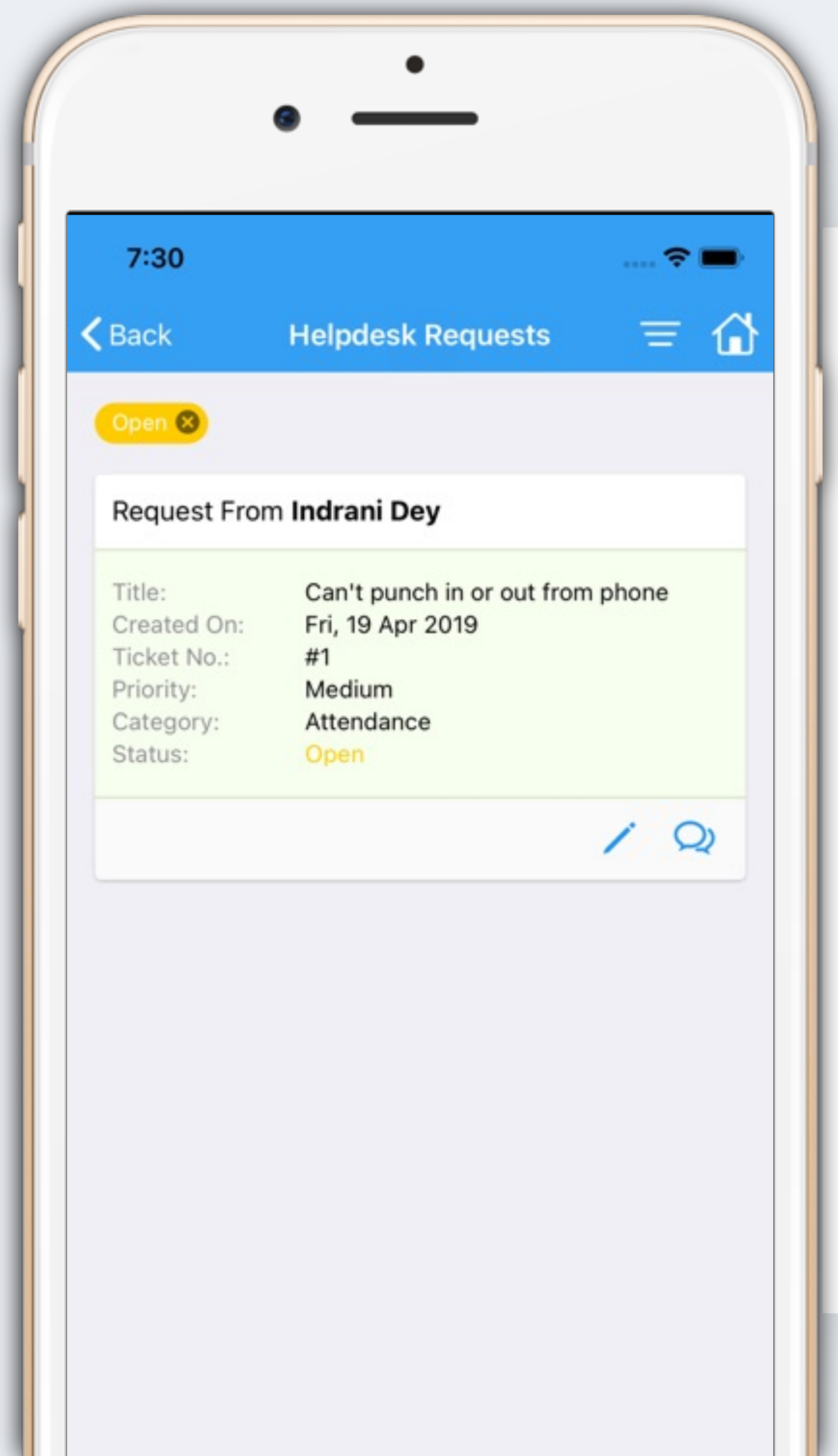


You will see a list of all helpdesk tickets assigned to you.

Click on the chat icon to **View** the ticket history and **Respond** to it.

Click on the Update icon to **Close** the ticket, change **Status** or **Re-assign** it.

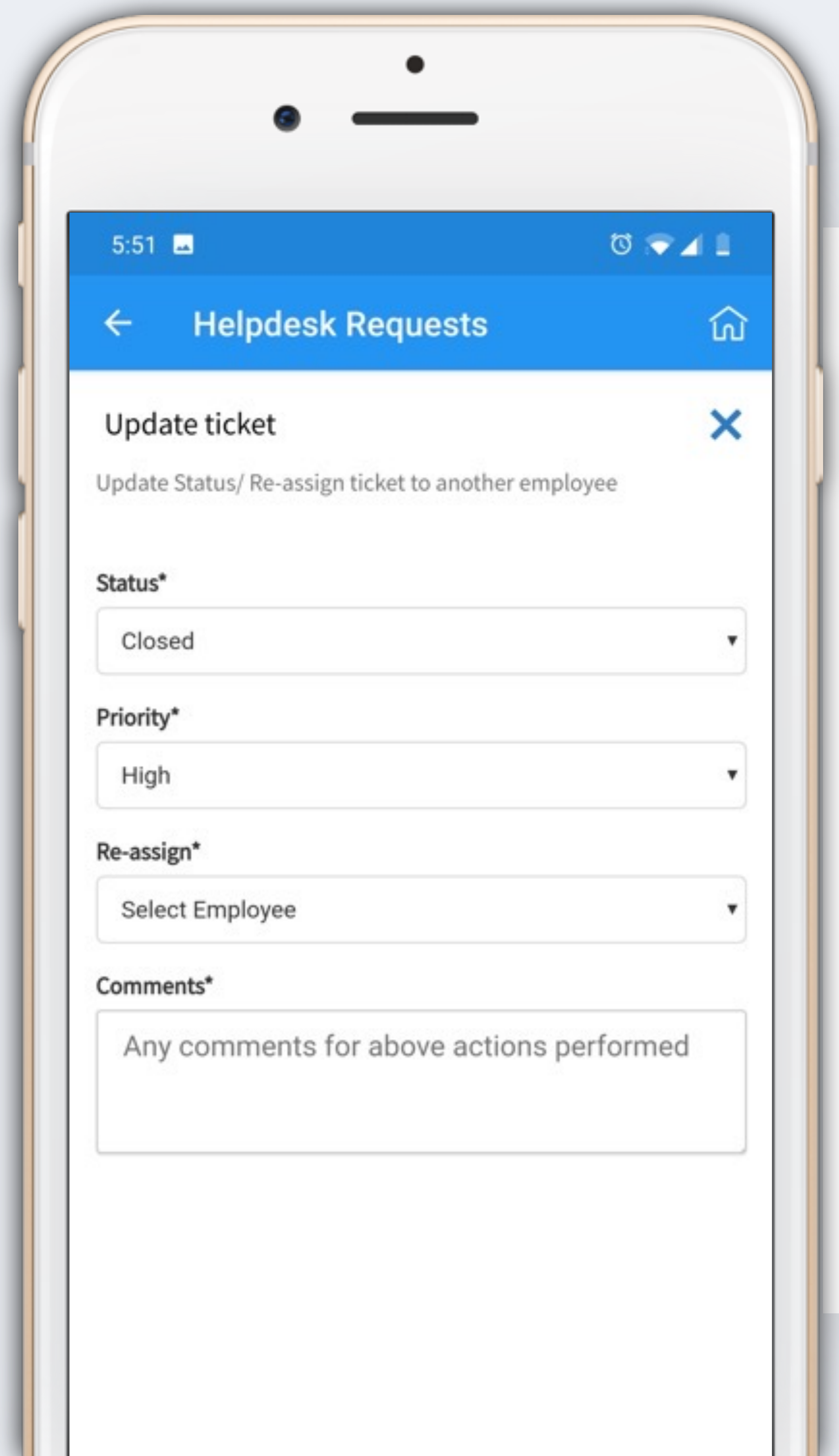
MANAGE HELPDESK TICKETS



View History and Respond to Ticket

You can view the ticket history and add your comments to the ticket. You can also add attachments.

MANAGE HELPDESK TICKETS



Update Ticket

If you choose to Update the ticket, you can change the status, re-assign the ticket to another person, or change the priority.

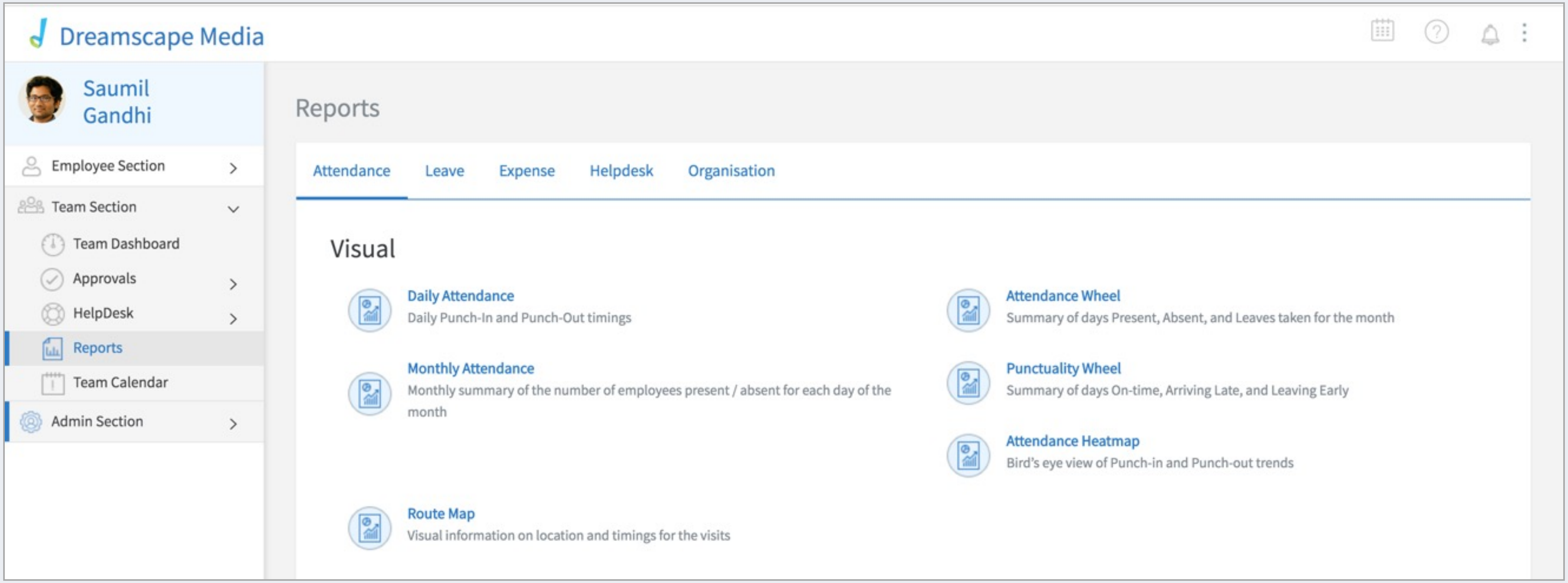
You can also add comments to accompany your actions.

Team Reports

Detailed reports, and insights into your team's attendance, leave, and expense records

TEAM REPORTS

1. Login to TeamNest.
2. Go to Team Section > Reports
3. You have access to reports across all sections – Attendance, Leave, Expense, Helpdesk, Organisation
4. Under each are a number of tabular and graphical reports
5. Each report can be filtered by employees, organisational units, and time period
6. The reports can be downloaded in Excel or PDF



STAY UPDATED WITH NOTIFICATIONS

- Our in-built notifications platform ensures communication between your team members and you.
- When any team member generates a request on TeamNest, you are notified on the mobile app and by email.
- Similarly, when you approve or reject a request, a notification goes to the employee, notifying them of your action.
- You can see all received notifications on the mobile app and on the web.

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HR MADE EASY FOR YOU