DEPT REP — COMPLETE GUIDE

The complete guide for Dept Reps

Fourth edition — SOLO and MANAGED modes, Dept Rep wording, union positions (2026-11-14)

You run one department's timesheets from your phone: register your crew, record each shoot day's times, send the daily report, and send the weekly at week's end. This guide covers every screen in depth — the crew card and what the weekly needs, day types, travel and meals, sending and fixing reports — plus a troubleshooting section and glossary. If you only have ten minutes, read the Quick-Start instead; this is the reference to keep.

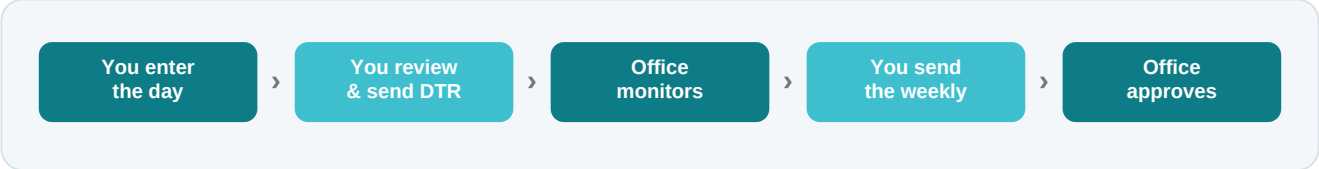
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1 How CrewTimes works for you

You are a Dept Rep. Your job in CrewTimes is small and repeatable: keep your crew list current, record each shoot day's times, and send the reports. The Office handles the rest — who the reports go to, approving the weeks, and payroll.

- Each shoot day you enter your crew's times and send a Daily Time Report (DTR).
- At the end of the week you send the weekly timesheets, which CrewTimes builds from the days you already sent.
- The Office sees your reports arrive, chases anything missing, and approves the week for payroll.



Your part of the flow — you enter and send each day, then send the weekly; the Office monitors and, at the end, approves.

> **Tip** *This guide describes MANAGED mode — a show whose production office runs CrewTimes. Working without an office? That is SOLO mode: the app is the same, and §20 lists exactly what differs.*

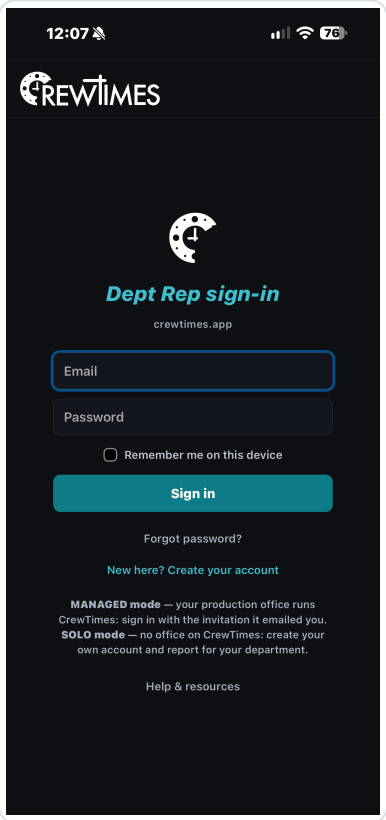
> **Tip** *You never chase recipients or do math on a spreadsheet. Enter the day, review, send — that's the loop.*

2 Signing in & your login

Your login is your email address. The first time, you set your own password from a one-time link the Office emails you.

1. Open the email titled “Set your CrewTimes password” and tap the link.
2. Choose a password (at least 10 characters) and press Set password.
3. On the sign-in screen, enter your email address and that password. That's your login from now on.

- The link works once and expires after 14 days. If it says it's invalid, it's already been used — ask the Office to re-send it.
- Forgot your password later? The Office can send a fresh link. Nobody types your password for you.

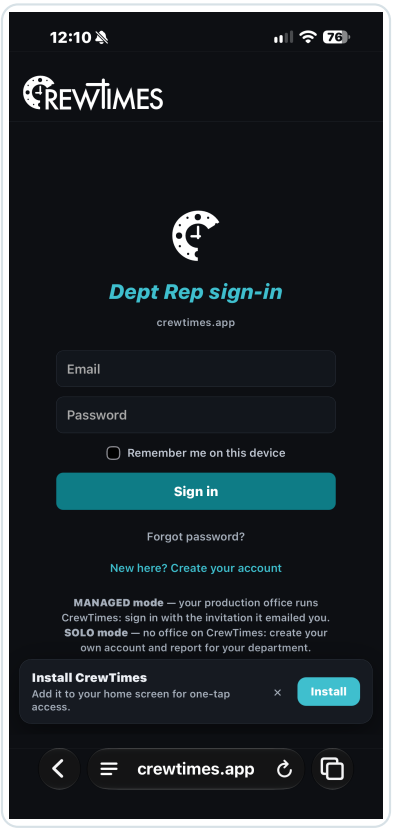


Sign in with your email address and the password you set from the link.

3 Install it on your phone

CrewTimes runs in your browser, but you can add it to your home screen so it opens like a normal app — full screen, one tap, no typing a web address.

- iPhone (Safari): tap the Share button, then “Add to Home Screen.”
- Android (Chrome): tap Install on the banner that pops up, or use the “Install app” item in the menu.
- Installing is optional — everything works the same in the browser. It just makes CrewTimes quicker to reach on a shoot day.



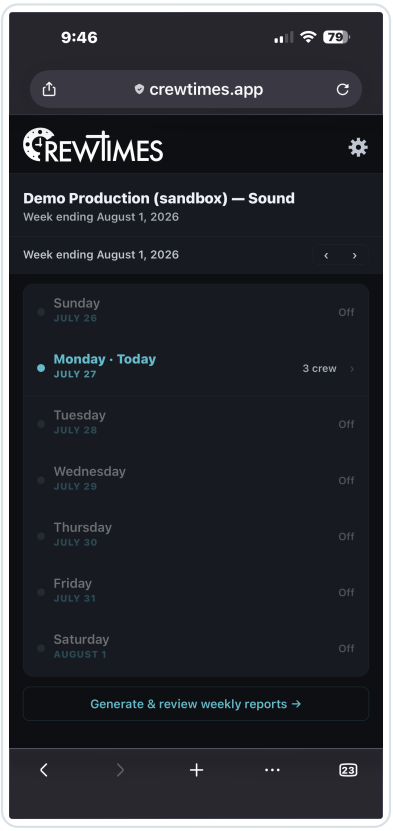
The install nudge — tap Install (Android), or on iPhone use Share → Add to Home Screen.

> **Tip** *No signal on location? You can still open the app, enter and save days — a day saved without a connection is kept on your phone and sends itself to the office when you're back online. Only the reports need a connection, because the server builds and emails them when you tap Send email →.*

4 The week at a glance

After signing in you land on the week overview — your home base. Each day of the week is listed and shows a check mark once you've sent its report, so you see what's done at a glance.

- Use the ‹ › arrows to move between weeks.
- Tap a day to enter or edit that day's times.
- A day marked Saved on phone (amber dot) was saved while you were offline and hasn't reached the office yet — it sends on its own once you're connected. A banner at the top says how many days are waiting.
- The gear icon, top-right, opens Crew & Settings — where you register and keep your crew current.
- The Generate & review weekly reports button lights up once the week's days are in — that's for the end of the week (§13).



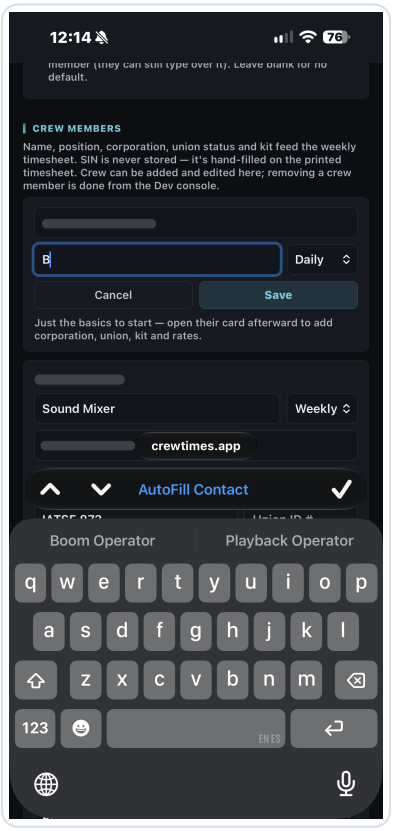
The week overview — your home base; tap a day to work on it, or the gear to reach Crew & Settings.

5 Register your crew (do this first)

Before you send any report, get your crew into CrewTimes. The quickest way is on the Crew & Settings screen — reach it from the gear icon, top-right.

1. Tap + Add crew member at the top of the crew list. In the form that opens, type the person's Full name and Position (e.g. Boom Operator).
2. Choose Daily or Weekly, and tap Save. They join the bottom of the list.
3. Repeat for each person. That basic registration is all you need to send the dailies all week.

- Adding someone during day entry (with + Add crew member) also registers them here, so your list stays in sync either way.
- Before your first weekly, open each person's card and complete what the weekly needs (§6).



Add crew member — the form opens at the top of the crew list: name, position (your department's titles are suggested), Daily or Weekly, then Save.

> **Tip** *No rush on day one: the basics get your dailies out all week. Completing each card is only needed before the first weekly goes out.*

6 The crew member card

Open a person from Crew & Settings to see their full card. The daily reports need only the basics; the weekly needs the rest, so fill these in before your first weekly of the show.

Field	Needed for	Notes
Full name	Daily	How they appear on every report.
Position	Daily	Their role (e.g. Boom Operator).
Daily / Weekly	Daily	How they're hired — sets how their week is treated.
Email	Weekly copy	So they can receive their own weekly timesheet (if the Office turns that on).
Corporation	Weekly	Loan-out / corporation name, if they invoice through one.

Field	Needed for	Notes
Union status	Weekly	Union and member details for payroll.
Kit / rate fields	Weekly	Kit rental and rate information the weekly carries.
Upgrade	Optional	A position upgrade for the day/week; a default can be pre-set in Crew & Settings.

One field you won't find: SIN

Your Social Insurance Number is deliberately never collected or stored in CrewTimes. If payroll needs it, it's hand-written on the printed weekly — it never travels through the app or the cloud.

7 Crew & Settings reference

The gear icon → Crew & Settings is where you keep everything current. What lives there:

- Your name — signs the report emails you send. Set it once.
- Crew members — add new people, or open a card to edit position, email, corporation, union, kit and rates.
- Email each crew member a copy of their weekly — turn this on to send everyone their own timesheet when you submit the weekly. Needs an email on each person's card.
- Department head — pick someone to be CC'd on every report; they get the whole department, so they're skipped from the individual crew copies. Also needs an email on their card.
- Default upgrade position — pre-fills the Upgrade box on a crew member; leave blank for none.

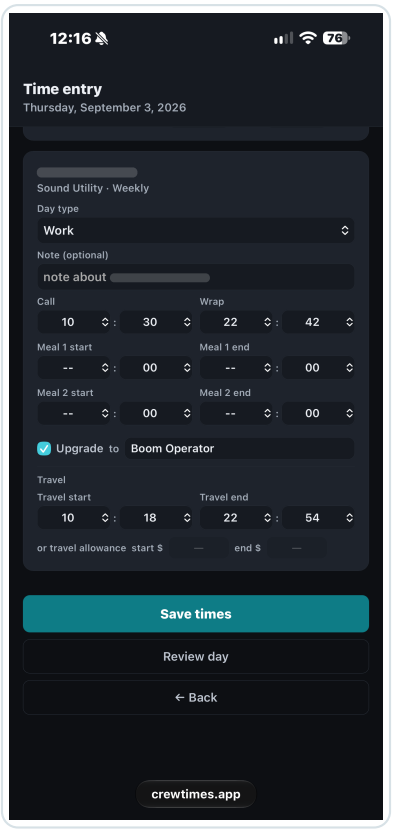
Tip *Two things you don't set here: the official report recipients are chosen by the Office, and removing a crew member is done by the Office too. For a one-off recipient, add a CC at the send step.*

8 Entering a day

Tap a day on the week overview and you'll see your crew for that date. For each person you record the day's times.

- For each crew member enter call, meal out / in, and wrap (plus travel or allowances if they apply).
- Not on the list? Tap + Add crew member — enter name, position and Daily/Weekly, then add. They're saved to your crew right away, so they appear in Crew & Settings too.
- If most of the crew share the same call and wrap, fill the top row and tap Apply to all crew — then just tweak the exceptions.
- Tap Save times when the day is complete — the button turns amber whenever something on the day is not saved yet. You can still add a note for the whole day at the bottom.
- If there's no connection when you save, the app says Day saved on phone and keeps it — it sends to the office automatically the next time you open the app with a signal. Offline you'll see the last crew list

and week data the phone saw.



Time entry — call, meal, wrap; each crew row has a Day type, a per-person Note, an Upgrade tick and travel. Save times and Review day sit at the bottom.

> **Tip** *The minutes are offered in 6-minute increments to reduce mental math — a tenth of an hour per step.*

9 Day types & per-person notes

Each crew row carries two extras beyond the times: a day type and an optional note. Both follow that one person onto their weekly.

Day type

- Leave it on Work for an ordinary day, or set Holiday, Sick, Travel or Personal for that person that day.
- Holiday is only selectable on days the Office has marked on the production's holiday calendar. If it's greyed out, that date isn't a holiday on this show — check with the Office.

Per-person note

- Each row has a Note (optional) for something about that one person — a meal penalty, a late add, an early release — which follows them onto their weekly.
- That's different from the whole-day note at the bottom of the screen, which is about the day in general.

10 Travel time & allowance

There are two ways to record travel, and they're mutually exclusive per person — enter one and the app greys out the other, so you can't record both by accident.

Option	What it does
Travel time offset	Calculates the exact travel start and end from a travel-time figure — use when travel is paid as time.
Travel allowance	A flat dollar amount instead of time — use when travel is paid as a set allowance.

- Some shows use zone-based flat rates for travel; where that applies, choose the zone option and the rate is handled for you.

> **Tip** *Not sure which your show uses? Ask the Office — it's usually one convention for the whole production.*

11 Meals & penalties

For each person you record the meal break as a meal-out and meal-in time. CrewTimes uses those to work out worked hours around the break.

- Enter Meal 1 out and Meal 1 in for the break. Leave them empty if there was no break to record.
- A meal penalty — a late or missed break — is recorded as a per-person note on that crew row (§9), so it travels onto their weekly for payroll to see.

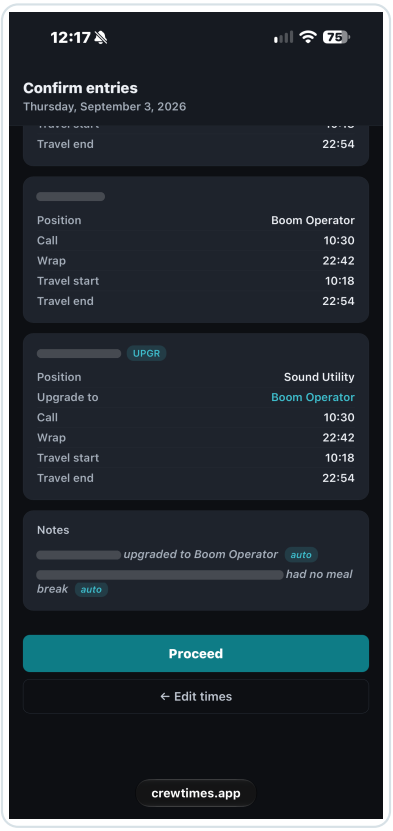
> **Tip** *Keep penalty notes short and specific (for example, “MP1 — late lunch 18 min”). The note is attributed to that person on the weekly.*

12 Reviewing & sending the daily

You get to check everything before anything leaves the app.

- Every report lists the department head first, then the rest of the crew in the order of their position on the union rate card, Weekly before Daily. The department head is the person chosen under Department options in Crew & Settings.

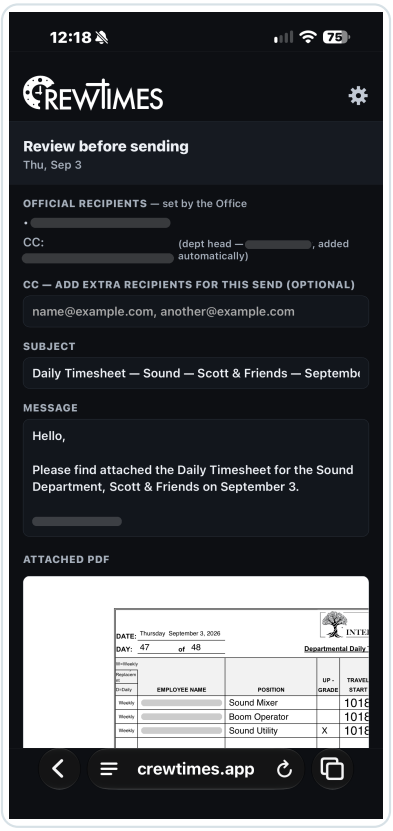
1. Review day — on the time-entry screen, tap Review day to save and see Confirm entries: a read-back of every person's times and the day's notes. If it's right, tap Proceed. (Wrong? tap Edit times and fix it.)



Confirm entries — the read-back of the day; Proceed if it is right, Edit times if not.

2. On the saved screen tap Generate & review DTR. The app builds the PDF and shows it with the email it will send.
3. Send — the recipients are already set by the Office; you can add a CC if you like. Tap Send email → and the DTR goes out.

- You're automatically CC'd on every report you send — the daily and the department weekly land in your inbox too, so you always hold your own copy of everything.
- If the show's daily form has a “Completed by” box, CrewTimes fills it with your name automatically — nothing to enter.



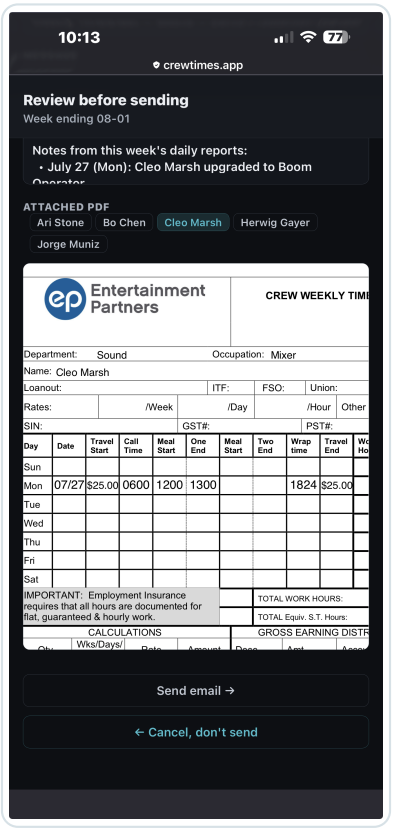
Review before sending — a read-back of the day; tap Send email → when it's right.

> **Tip** *Nothing sends until you press Send email →. The Office controls who it goes to; you can add a CC for a one-off.*

13 The weekly timesheets

At the end of the week, open the week overview and tap Generate & review weekly reports. CrewTimes builds each crew member's weekly timesheet from the daily entries you already sent, then shows the same review-before-sending screen.

- Check it and send — the weeklies go to the Office, and each crew member can get their own copy if the Office turned that on (§7).
- The department weekly CCs you automatically, like every report you send. The individual crew copies don't CC you — your record is the department package, which already contains every timesheet.
- The weekly is assembled from your dailies, so if the days are right, the week is right.

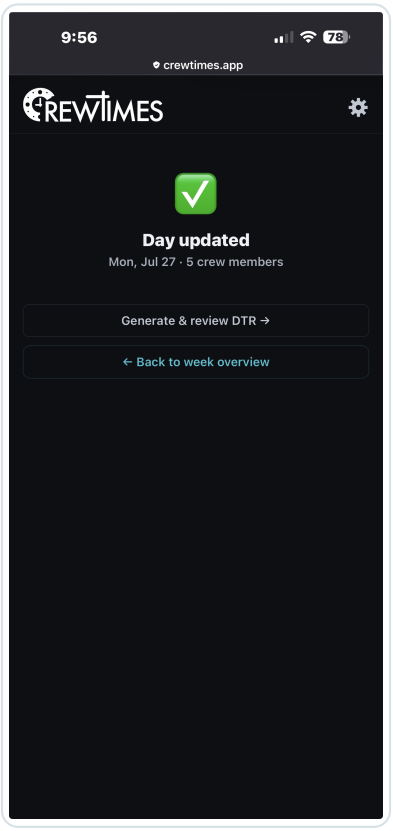


The weekly review — each crew member's weekly timesheet, built from your dailies, ready to send.

14 Fixing a day you already sent

Made a typo? Open that day again from the week overview, correct the times, and submit — you'll see an “editing existing submission” note, and re-sending replaces the earlier report.

Once the Office has approved a week for payroll, it's locked and you'll get a message that it can't be changed. That's normal — ask the Office to reopen it, make your fix, and send again.



Re-opening a day you already sent — correct the times and submit; re-sending replaces the earlier report.

15 PDF records

Every report you send is kept. From the menu you can reach PDF records to browse and download the reports you've sent — a durable archive, so you can pull an earlier day without re-sending it.

16 Holidays & special days

Holidays are set for the whole production by the Office, on a holiday calendar. That's what unlocks the Holiday day type on the dates that are holidays for your show.

- On a holiday date, set a crew member's Day type to Holiday (§9). On any other date the Holiday option is greyed out on purpose.
- You still record each person individually — marking the calendar doesn't set anyone to Holiday automatically.

> **Tip** *If a day should be a holiday but Holiday won't select, the date isn't on the show's holiday calendar yet — ask the Office to add it.*

17 Your alternate & handing over

A department can have two logins: the Dept Rep — that's you — and an alternate. Only one of you is the Dept Rep at a time, and only the Dept Rep can enter days or send reports. Both adding the alternate and switching who is the Dept Rep are YOUR moves, from the app (the Office can add an alternate for you too).

Adding your alternate

1. Open the gear menu and tap Add alternate Dept Rep. Enter their name and email address.
2. They get the same set-password email you did, with the guides attached. Once they've set a password, your gear menu shows Hand over to <their name>.

- A department holds one alternate. If the entry isn't there, you already have one — the menu shows Hand over instead.

Handing over

1. Open the gear menu and tap Hand over to <their name>.
2. Tap it and confirm. The department moves to them immediately and you are signed out.
3. They open the app: their standby screen is gone and the normal week view is there. That IS the confirmation — nobody has to text anybody.

- Until a handover, the alternate can sign in but only sees a standby screen naming you as the Dept Rep. The app refreshes it on its own once you hand over.
- Handing back works the same way, from their gear menu. There is no Office step in either direction.
- Both of you are CC'd on every daily and weekly the department sends, whoever is the Dept Rep that day — so each of you holds the full record.
- Hand over won't go through until the alternate has set their password from their invite link — the app tells you so.

> **Tip** *Hand over before you go, not after. Once you're the alternate you can't enter days, so finish and send the current day first.*

18 Troubleshooting & FAQ

My set-password link says it's invalid
It's been used or has expired (14 days). Ask the Office to re-send the invite.

A crew member isn't in the day's list
Tap + Add crew member on the day, or add them in Crew & Settings (§5). New adds are saved to your crew.

The Holiday day type is greyed out
That date isn't on the show's holiday calendar. Ask the Office to add it (§16).

It won't let me edit a day
The week is approved and locked. Ask the Office to reopen it, then fix and re-send (§14).

I only see a standby screen
You're the alternate and someone else is currently the Dept Rep. It opens up by itself when they hand over to you (§17).

Entering or sending says I'm the alternate

The Dept Rep handed the department to someone else — or hasn't handed it to you yet. Ask them to hand over from their gear menu (§17).

A day still says Saved on phone

It was saved offline and hasn't synced yet. Open the app with a connection and it sends itself. If it stays put while you're online, the week may be approved and locked — ask the Office to reopen it and it will go through (§14).

I can't build or send a report offline

Reports are built and emailed by the server, so they need a connection. Save the days offline, then send the daily or weekly once you're back on signal.

A crew member didn't get their weekly copy

Check they have an email on their card, and that the Office's “email each crew member” option is on (§7).

I can't change who the report goes to

Recipients are set by the Office. Add a one-off CC at the send step, or ask them to change the standing list.

I need to remove someone from my crew

Removing a crew member is done by the Office, not on your Crew & Settings screen.

19 Glossary

DTR
Daily Time Report — your department's crew on one shoot day, sent from the day screen.

Weekly
Each crew member's week of days gathered into their weekly timesheet, built from your dailies.

Daily / Weekly (hire)
How a crew member is hired; set on their card, it affects how their week is treated.

Day type
Work / Holiday / Sick / Travel / Personal — set per person, per day.

Call / Wrap
The start and end of a person's work day.

Meal out / in
The start and end of the meal break.

Travel offset / allowance
The two mutually-exclusive ways to record travel (§10).

Department head
A person CC'd on every report; set in Crew & Settings, skipped from individual crew copies.

Recipients
Who the reports go to — set by the Office, not by you.

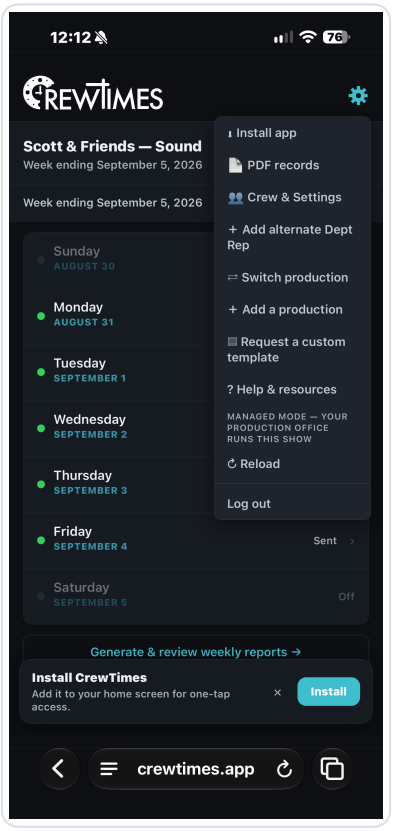
Dept Rep / alternate
The two logins a department can have. Only the Dept Rep enters and sends; the Dept Rep hands over from the gear menu (§17).

Saved on phone
A day saved without a connection, held on your phone until it syncs to the office (§4, §8).

20 SOLO and MANAGED modes

CrewTimes works in two modes, and the gear menu shows which one the production you have open is in. MANAGED mode: your production office runs CrewTimes for the whole show and invited you. SOLO mode: there is no office on CrewTimes — you created your own account and you run your department's reporting yourself. Entering days, the daily, the weekly, your crew and the handover to an alternate Dept Rep are identical in both. What differs:

	MANAGED mode	SOLO mode
Getting in	The Office emails you an invitation with a one-time set-password link (§2).	On the sign-in screen tap “New here? Create your account”, then pick your production from the list or create it.
Report recipients	Set by the Office. You can add a one-off CC when sending.	Yours: gear menu → Report recipients.
Which dates	Only the days on the production's shoot calendar.	Any date.
Holiday day type	Only on dates the Office put on the holiday calendar (§16).	Always available.
Approval & locking	The Office approves the week, which locks it (§14).	No approval step; a week never locks.
Password help	The Office re-sends your link.	Forgot password, on the sign-in screen.
Removing a crew member	Done by the Office.	Yours: Remove on their card in Crew & Settings.
A custom timesheet layout	Arranged by the production.	gear menu → Request a custom template.



The gear menu in MANAGED mode — the line near the bottom names the mode; in SOLO mode it reads SOLO and Report recipients appears.

- More than one show: gear menu → Add a production, then gear menu → Switch production. Each production can be in SOLO or MANAGED mode, under the same login.
- A show run by a production office cannot be joined from the sign-up page — it is in MANAGED mode, so ask that office for an invitation. The app shows you who to write to.
- If a production office joins a show you started in SOLO mode, your department carries over into MANAGED mode with its history; the Office then keeps the calendar, the recipients and the approvals.