



USER GUIDE

newton 360 is available to download from your app store.



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App Store



ANDROID APP ON

Google™ play

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LOGGING INTO APP

After downloading newton 360 app from Google Play or Apple App store, open your app on your device. After opening, please follow the steps below to successfully log in.

STEP 1

After the n360 app is successfully downloaded the first time you open the app you will see a dialogue box.

Please **ENTER AGENCY CODE** to proceed. *(screenshot a)*

STEP 2

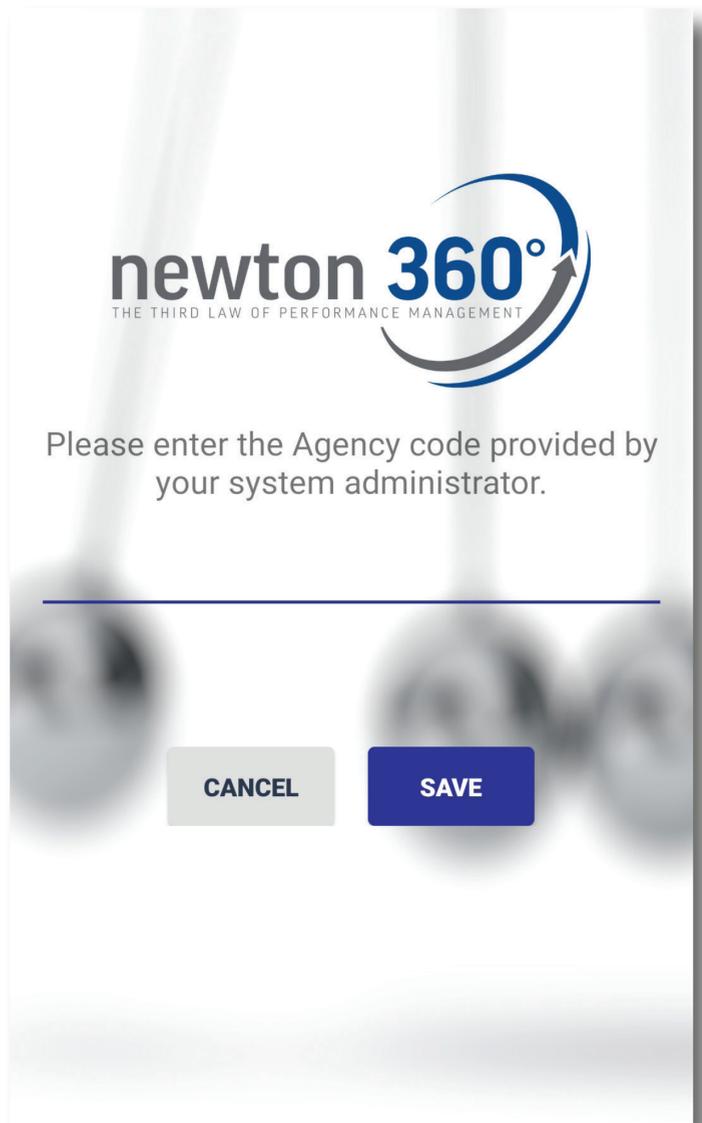
After entering your agency code you will now see a login screen.

USERNAME: first initial + last name
(ex. smoore)

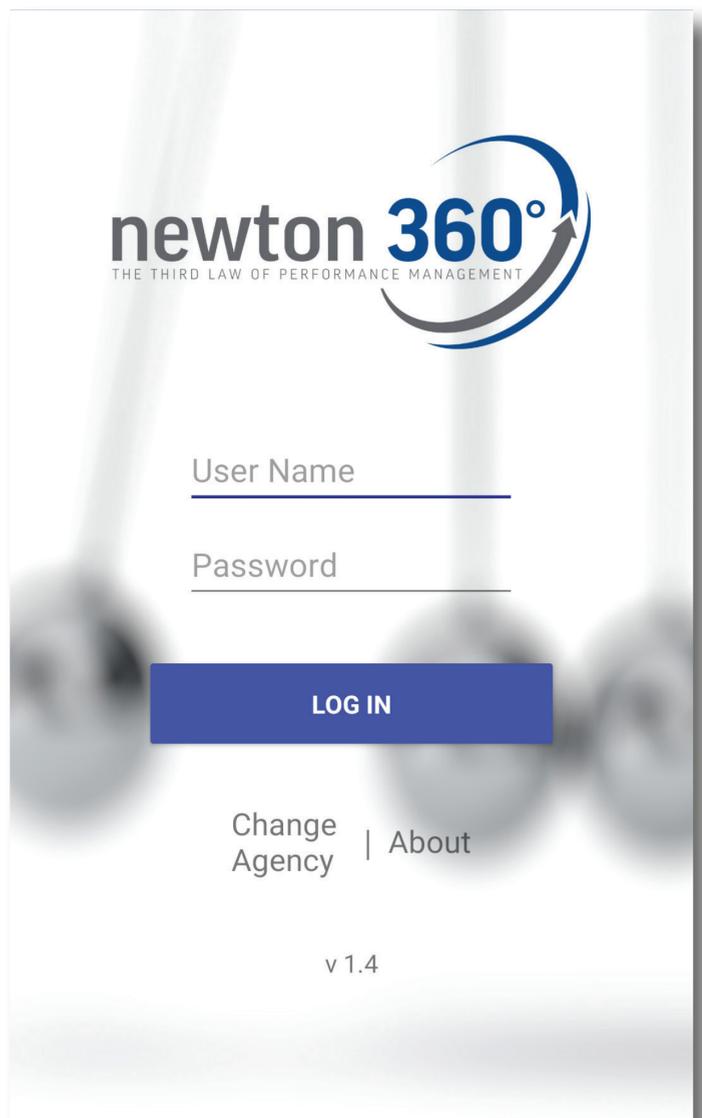
PASSWORD: T# + birthdate
(T#MMDDYYYY)
(screenshot b)

STEP 3 *(optional)*

Now that you have successfully logged into n360 you will now have an option to change your password. You can do this under settings.



screenshot a



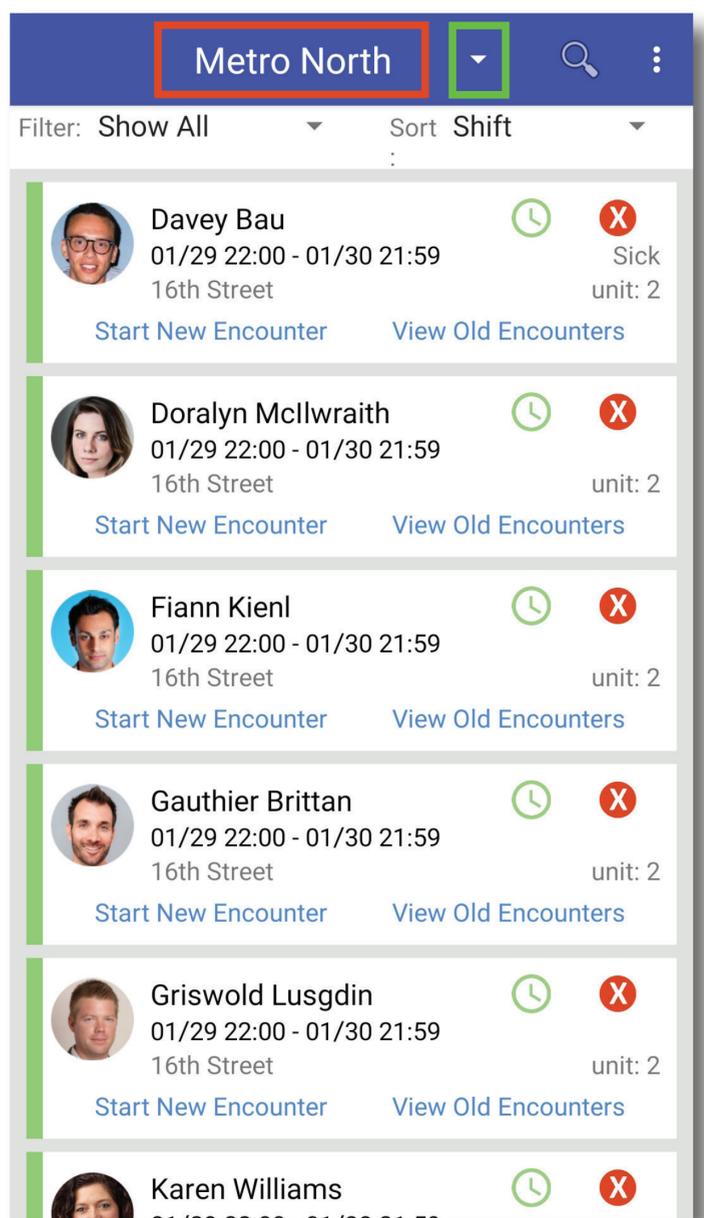
screenshot b

SUPERVISOR VIEW, WHAT I SEE

Starting at the top you will see your department name displayed. *(see red box on screenshot c)* To the right of your department or division name you will see a white drop down arrow. Under this drop down you will see the remaining departments or divisions for your company.

(see green box on screenshot c)

You will see each employee on shift along with a photo, shift details, and several icons.



screenshot c

- Employees will be **RED**, **YELLOW**, or **GREEN** (left hand side). The **RED** bar means those employees have the least amount of overlap with your shift, and you should aim to see them first. **GREEN** has the most amount of overlap with your shift.
- The **CLOCK ICON** to the right will be **RED**, **YELLOW**, or **GREEN**. If the clock is **RED** then the employee has **not clocked** in. If **GREEN** the employee has **clocked** in. If **YELLOW** the employee **clocked in** more than 15 minutes **late**.
- The **RED X** means that the percentage of times that particular employee has been evaluated is $< 60\%$. A **YELLOW !** means that the percentage is between $\geq 60\%$ and $< 80\%$, and a **GREEN ✓** means the percentage of times the employee has been evaluated is $\geq 80\%$.

(screenshot c)

**This value is customizable!*

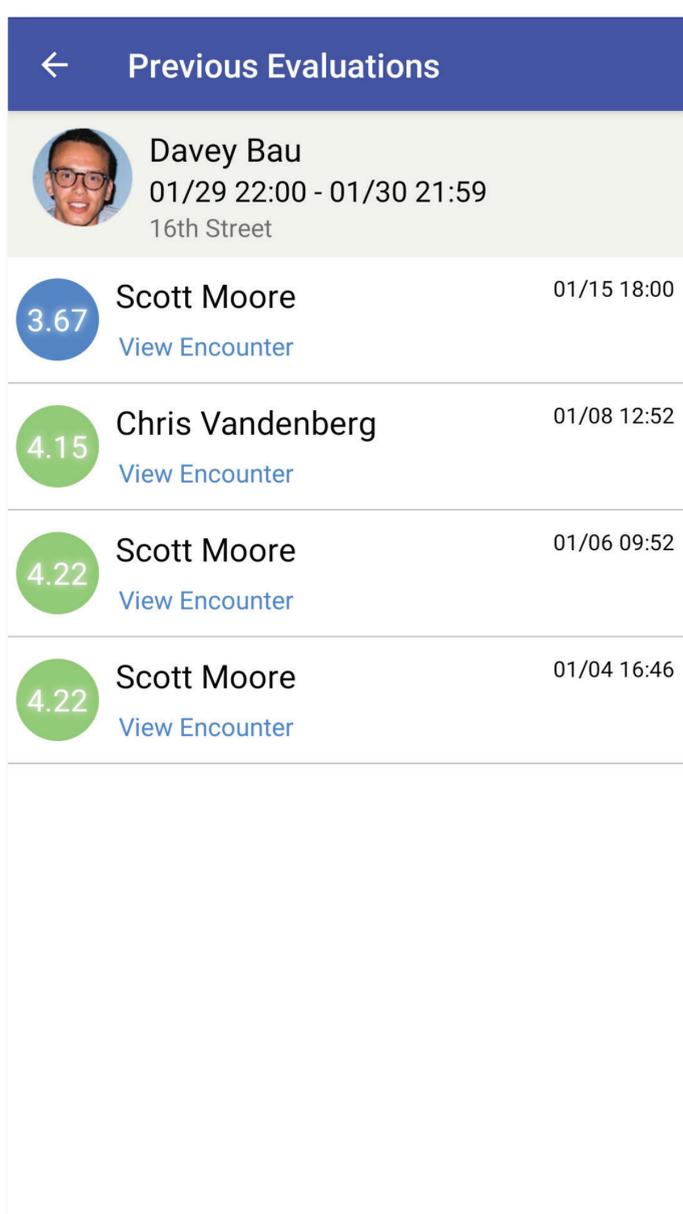
STARTING A NEW ENCOUNTER

Each time you have an intentional interaction with an employee where you are discussing company business, talking points, providing feedback on performance or correcting behavior, you should be entering an encounter into n360. When you click Start a New Encounter, you will see a set of questions defined by your organization. Each question allows for a star rating. At the bottom of the screen *(scroll required)* there will be a box in which comments can be entered and the encounter can be submitted. Encounters should be **HONEST**. None of your responses should surprise the employee but rather reinforce the conversation(s) had with the employee throughout any and all interactions you've had with them.

Once you submit an encounter, the employee will be able to view that encounter. They will then have an opportunity to review you using a set number of questions defined by your organization with associated star ratings.

REVIEWING PREVIOUS ENCOUNTERS

You will notice on the main screen where employees are listed, there is a 'button' for viewing old encounters. As a **SUPERVISOR**, you will be able to view the details of any encounter you have entered for any employee. Additionally, you will be able to see that an encounter has been entered for that employee, and by which supervisor; you will NOT be able to view the details of encounters entered by other supervisors. As an **ADMINISTRATOR**, you will be able to view everything the **SUPERVISORS** can view. Additionally, your organization can set permissions allowing you to view the details of any encounter entered for an employee, including scores, comments, and which Supervisor entered that encounter. (screenshot d)



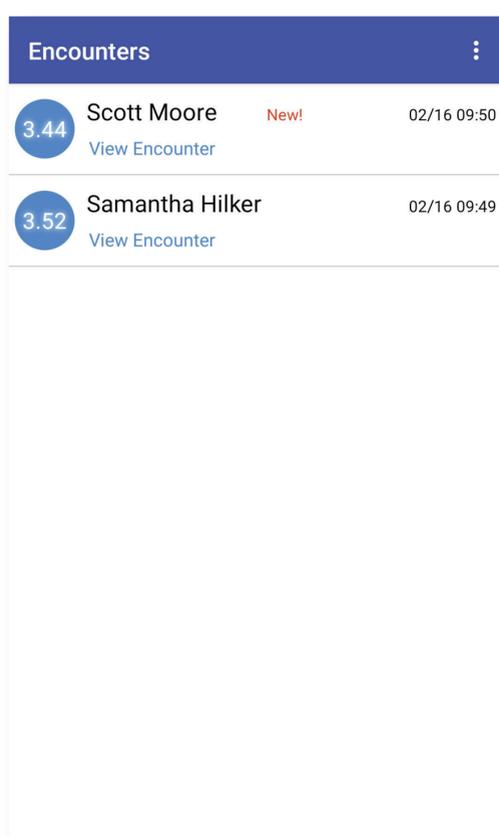
screenshot d

EMPLOYEE VIEW, WHAT I SEE

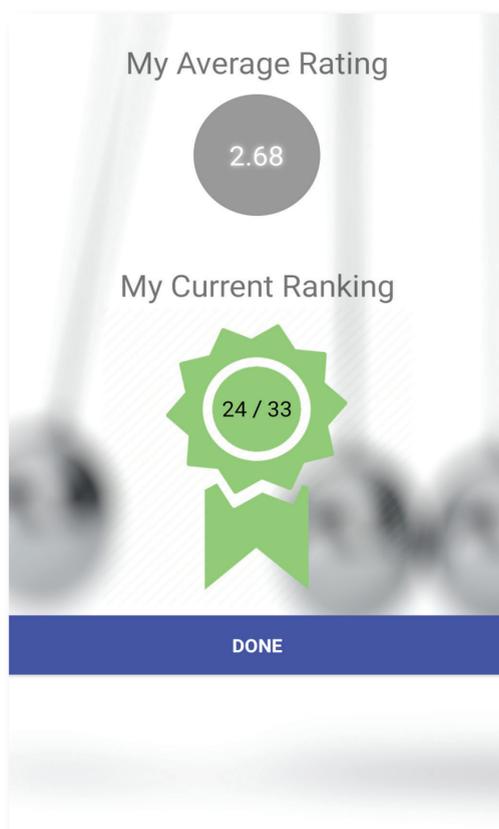
When an employee logs into n360, they will see a running list of encounters entered by the Supervisor. Those not yet viewed or responded to will have **NEW** (screenshot e) next to them. Clicking the menu (3 dots in upper right corner) will open a menu list of items including:

- Log out
- My Rating
- Change Password
- My Profile Picture
- About

Select My Rating to view your average rating, based on all entered reviews and your current ranking. (screenshot f) Your current ranking is your average rating when compared to the others in your same job category. For the example pictured here, Scott has the highest average rating among the 6 individuals sharing his job category. *Your average rating and your overall ranking are not visible to your peers!



screenshot e



screenshot f

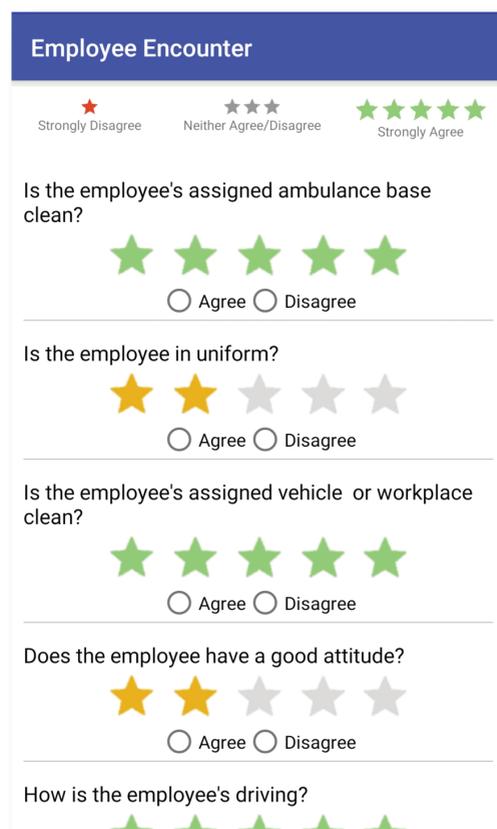
EMPLOYEE FEEDBACK ON SUPERVISOR PERFORMANCE

Clicking **VIEW ENCOUNTER** on any **NEW** encounter in the list will open the encounter showing the employee the details of that review, along with an opportunity to respond. *(screenshot g)*

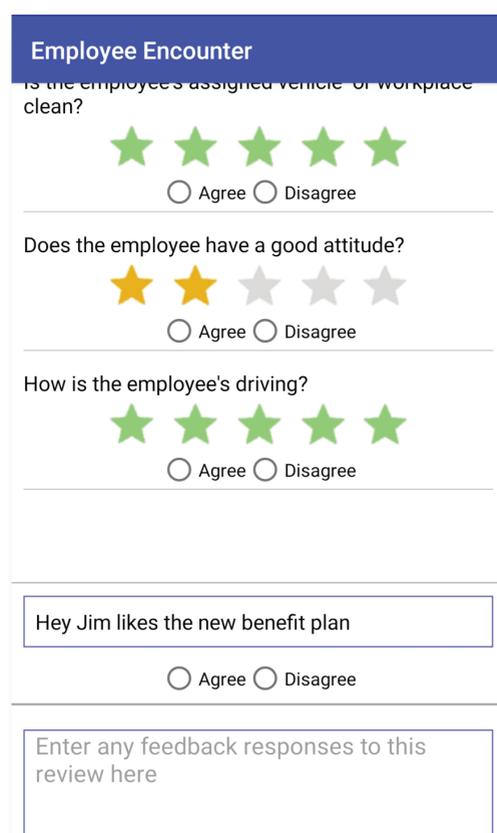
Each time a supervisor enters an employee review, the employee will have a chance to respond to each rating with **AGREE** or **DISAGREE** along with an opportunity to comment. *(screenshot h)*

You will be prompted to confirm your responses when you click **DONE** at the bottom of the screen. After clicking **DONE** a dialogue box will appear giving you a choice to save your agreements/disagreements with this encounter. *(screenshot i)* After clicking **YES** you will also be asked if you would like to provide feedback on your supervisor's performance. By clicking **YES** *(screenshot j)*, you will be brought to a new screen where you can rate your supervisor's performance according to questions set up by the organization. *(screenshot k)*

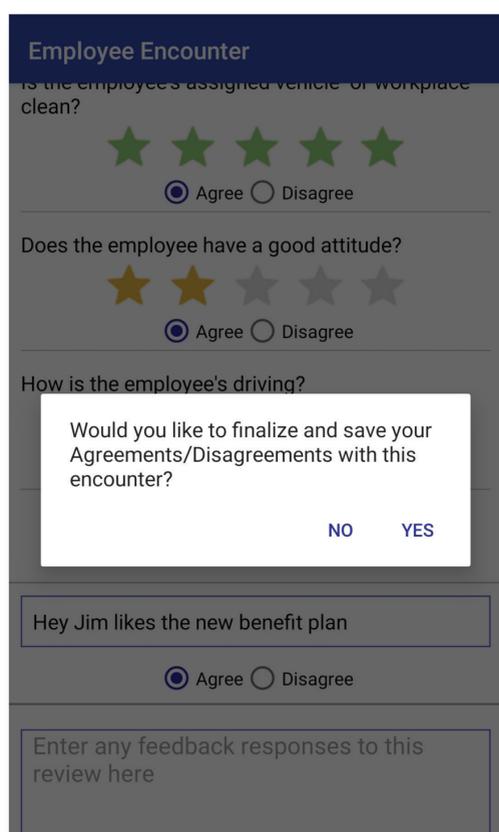
Employees will still have the ability to click **VIEW ENCOUNTER** on old encounters, however the **AGREE/DISAGREE** responses and comments will be locked in, and you will not be able to change them.



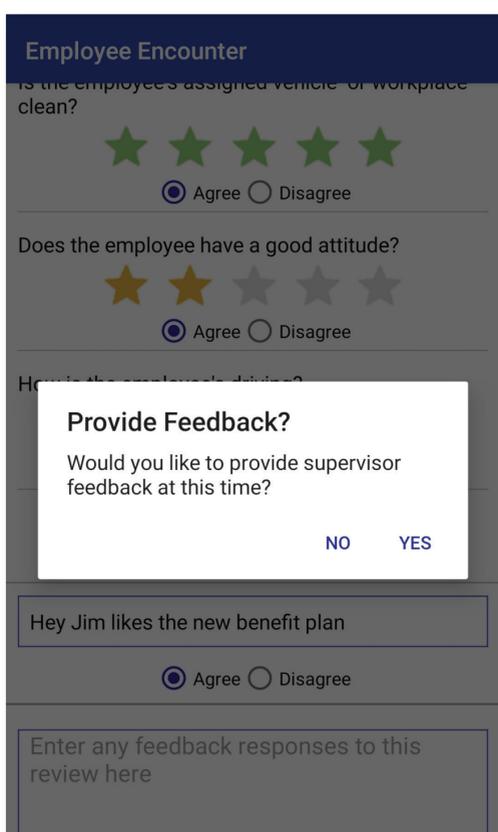
screenshot g



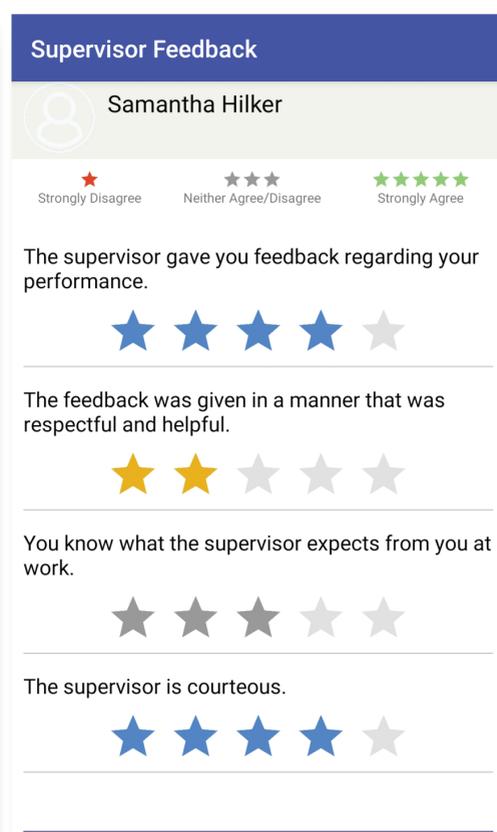
screenshot h



screenshot i



screenshot j



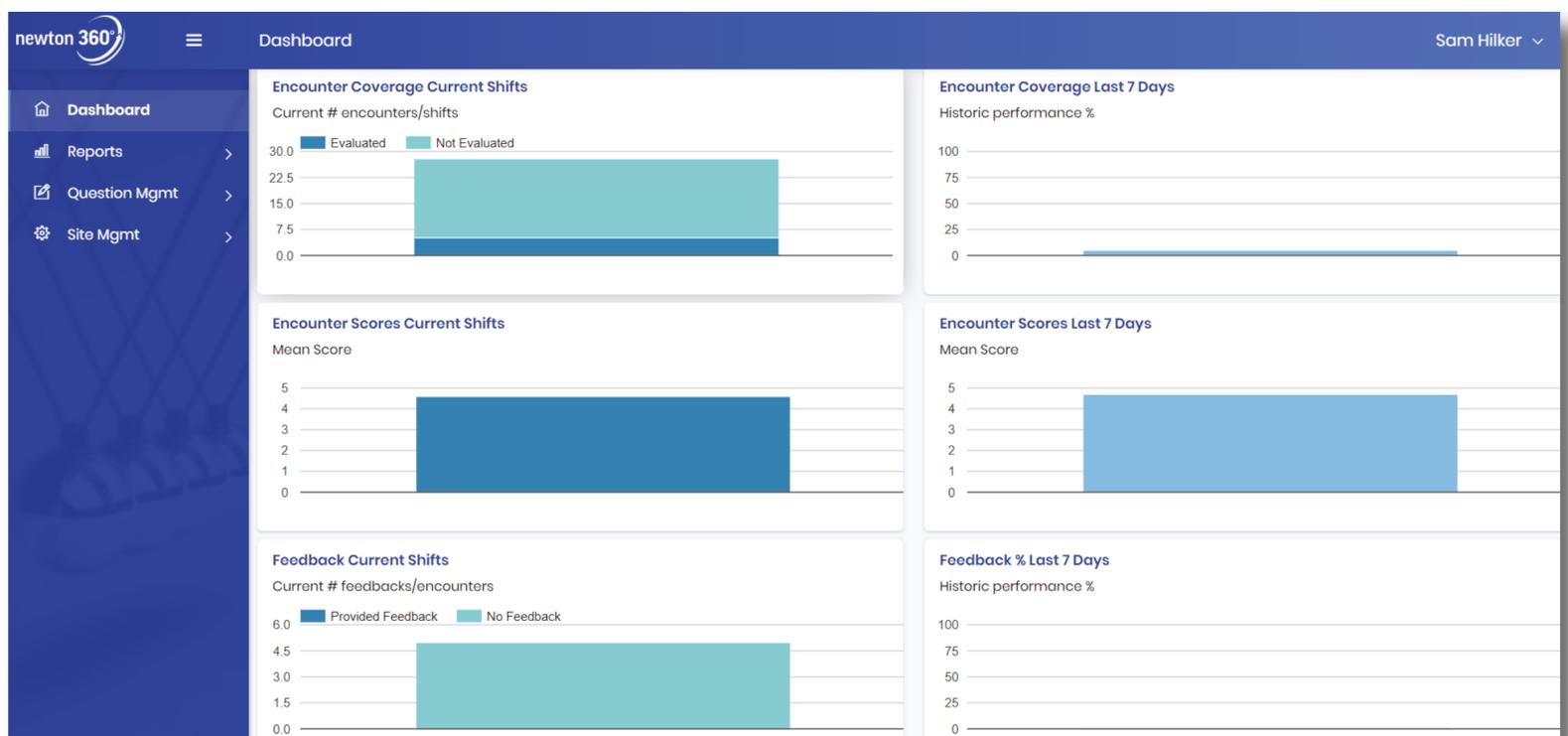
screenshot k

ADMINISTRATIVE DASHBOARD

The administrative dashboard is available to anyone with Administrator permissions in n360. Accessed by going to www.newton360.com/login and using the same username and password as used in the app, this is where you can see high level, aggregate information.

DASHBOARD

This is the main screen that opens when you login to the website. If you want to return to the dashboard from any other menu item, simply click **DASHBOARD** on the left menu. *(screenshot 1)*



screenshot 1

Encounter Coverage Current Shifts

Current # encounters/shifts

This shows the number of employees on the current shift who have had an encounter entered into n360. This is a real time data element. That means the day will start at 0 and as your team begins entering employee encounters into the app, the numbers will adjust.

Encounter Scores Current Shifts

Mean Score

This is also a real time data element and shows the mean score for all encounters entered that day – essentially this is a daily **SHIFT SCORE**.

Feedback Current Shifts

Current # Feedbacks/Encounters

This shows you whether or not the employees on shift, receiving encounters from the supervisor, are providing feedback on the supervisor. Not seeing any feedback scores? Encourage employees to answer, view the encounters entered by their supervisor, offer a response and answer the questions about supervisor performance.

Feedback Scores Current Shifts

Mean Score

Real time information on how employees rate supervisor performance.

Encounter coverage last 7 days

Historic Performance Percentage

This shows the percentage of employees receiving an encounter in the past 7 days.

(total number of shifts with encounters in last 7 days/total number of shifts in last 7 days)

Encounter Scores last 7 days

Mean Score

This shows the mean encounter score and takes into account any employee encounters entered by any supervisor over the past 7 days.

Feedback Percentage last 7 days

Historic Performance Percentage

The percentage of times an employee provided feedback on supervisory performance in the past 7 days

(any employee, any shift, any supervisor)

Feedback scores last 7 days

Mean Score

Mean score of supervisor feedback over the past 7 days

(any supervisor, any employee, any shift)

REPORTS

This is where you can track, trend, and drill down into specific data elements captured through use of the app. The available reports mirror the main dashboard while allowing for additional filters to be set. You may also export data to Excel for further analysis.

QUESTION MANAGEMENT

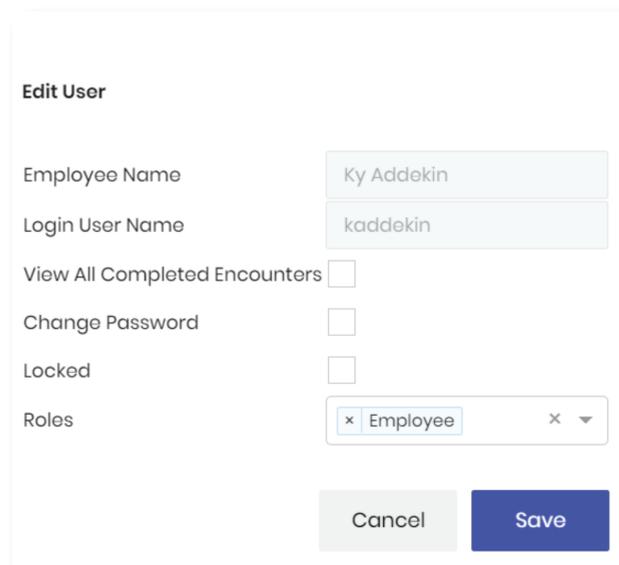
This is where you can build and edit your question lists for both employee encounters and supervisor feedback. You are also able to set permissions so certain job categories see specific questions that may not be relevant to another job category. In this section you may also update and change questions. Question can also be weighted based upon organizational importance. *(screenshot m)*

SITE MANAGEMENT

This is where you have the opportunity to manage users, view device permissions, deactivate devices, etc.

Mobile Management

You can see which users are active on which phones, and when the last login was.



Edit User

Employee Name: Ky Addekin

Login User Name: kaddekin

View All Completed Encounters:

Change Password:

Locked:

Roles: Employee

Buttons: Cancel, Save

screenshot n

Once an individual exists in n360, you will see them in the list along with options to:

Create Login

This will bring up a new window that allows you to set a username, password and select roles for the individual. Once these are set, the user can login and begin using the app.

Add Picture

You can upload the employee's photo here. This is the photo that will also display in the app.

With established employees, you will have options to Edit, Delete Login, and add/change the Picture. Clicking Edit will open a window allowing you to change their password, lock an employee, or adjust role settings.

APP SUPPORT

For questions regarding the newton 360 app please contact us by phone or email.

PHONE: 781.236.4411

EMAIL: support@newton360.com