

Find your way around BondiByte

A tour of the BondiByte left menu, top bar and account menu as an Owner sees them, so you know where to find each part of your workspace.

WHO IT IS FOR Owner, Admin, Manager	TIME NEEDED About 6 minutes	LAST REVIEWED 3 October 2026
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Who this is for

Permissions: Any signed-in person can use the menu. Owners and Admins see every item described here. Other roles see only the items their role is allowed to open.

Before you start, features that need switching on

Most of the left menu works as soon as your organisation is set up. A few features only start working after an Owner or Admin switches them on. Owners and Admins do this in **Account settings**: choose your name at the top right, choose **Account settings**, and find the **Automation & Capacity Controls** card. Each control in it has an **Enable** or **Disable** button. If your organisation asks for multi-factor authentication, the card shows once your multi-factor authentication is set up, so use the **Multi-factor authentication** card on the same page first.

Pay Levels and automatic interpretation switches on the **Pay Levels** screen. Until it is switched on, **Pay Levels** shows **Pay Levels are not enabled for this organisation**. After you choose **Enable**, open **Pay Levels** in the left menu to review and confirm the setup.

Automation Centre is the master switch for the **Automation Centre** screen. While it is off, none of the automation controls under it run.

Smart Rostering works once an Owner or Admin ticks **Enable Smart Rostering** in **Configuration > Rostering rules > Organisation Settings**, each site is switched on, and **Smart Rostering automation** is enabled here. See Set up Smart Rostering.

Send to Xero on the **Timesheets** screen works once Xero Payroll is connected in **Configuration > Xero Payroll**. Until then it says **Connect Xero in Configuration to send timesheets**.

How BondiByte is laid out

BondiByte has three parts you use all the time. The **left menu** is the main way to move around. The **top bar** shows the name of the page you are on, your notifications and your account menu. The page below the top bar shows the records and tools for the menu item you chose.

This guide shows the menu as an Owner sees it. Admins see the same items. Staff do not use this workspace day to day: they use the Staff App on their phones.

To learn how to sign in, see Sign in to BondiByte.



The screenshot shows the BondiByte dashboard interface. On the left is a dark blue sidebar menu (1) with sections: PLATFORM (containing 'Dashboard'), OPERATIONS (containing 'Clients', 'Staff', 'Rostering', 'Sites', 'SIL/Smart Rostering', 'Approvals', 'Timesheets', 'Invoicing', 'Support Coordination'), REGISTERS (containing 'Service Agreements', 'Staff Contracts', 'Documents', 'Reports', 'Charts'), and a 'Collapse menu' icon at the top. The main dashboard area (2) has a header with the page name 'Dashboard', a notifications bell (3), and a user profile/account menu (4) for 'Demo User'. The dashboard contains several cards: 'Unfilled shifts' (5), 'Document alerts', 'Upcoming shifts' (239), 'Active service agreements' (12), and 'Active staff contracts' (15). Below these are sections for 'Roster attention' (with a 'Manage roster' link), 'Document control' (with an 'Open register' link), 'Workspace coverage' (showing 25 active staff, 17 active clients, 11 active sites, and 12 active agreements), 'Automation pulse' (with 'Document expiry monitor', 'Roster fill monitor', and 'Recommendation engine'), and 'Recent notes' (with a note about a daily check on 2 October).

The left menu (1), the page name (2), the notifications bell (3) and the account menu (4).

The left menu

The left menu is grouped under four headings: **Platform**, **Operations**, **Registers** and **Administration**. Choose an item to open its page. The item you are on is highlighted.

Choose the button at the top of the menu to shrink it to icons only. It is labelled **Collapse menu**, and it becomes **Expand menu** when the menu is small. BondiByte remembers your choice.

The next four sections go through each heading.

Platform

Dashboard is the first page you see after you sign in. It shows cards such as **Unfilled shifts**, **Document alerts**, **Upcoming shifts**, **Active service agreements** and **Active staff contracts**, with lists below it such as **Roster attention** and **Document control**. Choose a card or a link such as **Manage roster** to go to the full page.



Operations

Clients opens **Client Records**, the list of the people you support. Use it to find, add and open client records.

Staff opens **Staff Records**, the list of your staff. Use it to find, add and open staff records.

Rostering is the hand-made calendar for clients who are not attached to a site (community clients): you add each shift yourself.

Sites opens **Site Records**, the list of your houses and locations, with filters for **SIL Home**, **Respite**, **Community Access**, **Office** and **Other**.

SIL/Smart Rostering is for sites (SIL houses): shifts belong to the site, several workers can be on one shift, sleepovers and roster periods apply, and Smart Rostering can build the roster for you.

Approvals lists the requests waiting for a decision, in tabs for **Swap requests**, **Shift cancellation requests**, **Open shift requests**, **Leave & unavailability** and **Document requests**.

Timesheets opens **Timesheet review** for a pay period, with options to export payroll and to send timesheets to Xero Payroll.

Invoicing opens the invoicing workspace, where you find a client and work with their invoices.

Support Coordination opens your participant caseload and coordination activities.

Registers

Service Agreements opens **Agreement Records**, with **Create agreement** and the **Service Agreement Builder**.

Staff Contracts opens the staff contract records, with **Create contract** and the **Staff Contract Builder**. Only Owners and Admins see this item.

Documents opens **Document Control**, the register of staff, client and site documents, with their expiry dates.

Reports opens the written reports about clients, staff, sites and shifts, with **Add report**.

Charts opens the entries recorded on client Charts, with filters for **Client**, **Chart** and **Range**. If the list is empty, try a wider **Range**.

Incidents opens the incident register, with counts of open and high-risk incidents and **Add incident**.

A few items appear only in some workspaces. For example, **NDIS Catalog** appears under **Registers** only in some workspaces. If you need it and cannot see it, contact BondiByte support.



Administration

Automation Centre shows the rules that run automatically in your workspace and how they have run recently.

Audit Centre opens the **Audit & Compliance Centre**, with readiness checks, audit sessions, issues, complaints, ratings and settings.

Pay Levels opens **Staff Pay Levels**, with your pay table and the levels in it. It needs **Pay Levels and automatic interpretation** to be switched on first, as described at the top of this guide. If you are an Owner or Admin and **Pay Levels** is not in the left menu, contact BondiByte support.

Settings opens **Workspace Settings**, where you choose the theme, the organisation display name, the time zone and the date and time format.

Configuration holds the settings for the whole organisation. Its tiles are **Setup, Organisation, Rostering rules, Easy Migration, Login, SSO & User Sync, Roles & Permissions, Xero Payroll, Email, Security, Data Export, AI Settings, Reports & Forms** and **Chart Library**. Type in **Search settings** at the top of the page to find a setting.

To fill in the organisation details and the time zone, follow [Set up your organisation](#).

The top bar

The name of the page you are on is at the top left.

The bell shows how many notifications you have not read. Choose it to open the list of your latest notifications. On a notification, choose **Open** to go to the record, **Mark as read** or **Mark as unread** to change it, or **Delete** to remove it. Choose **Clear all** to remove every notification and **Close** to close the list.

Your name and your organisation's name are at the top right. Choose them to open the account menu.

The account menu

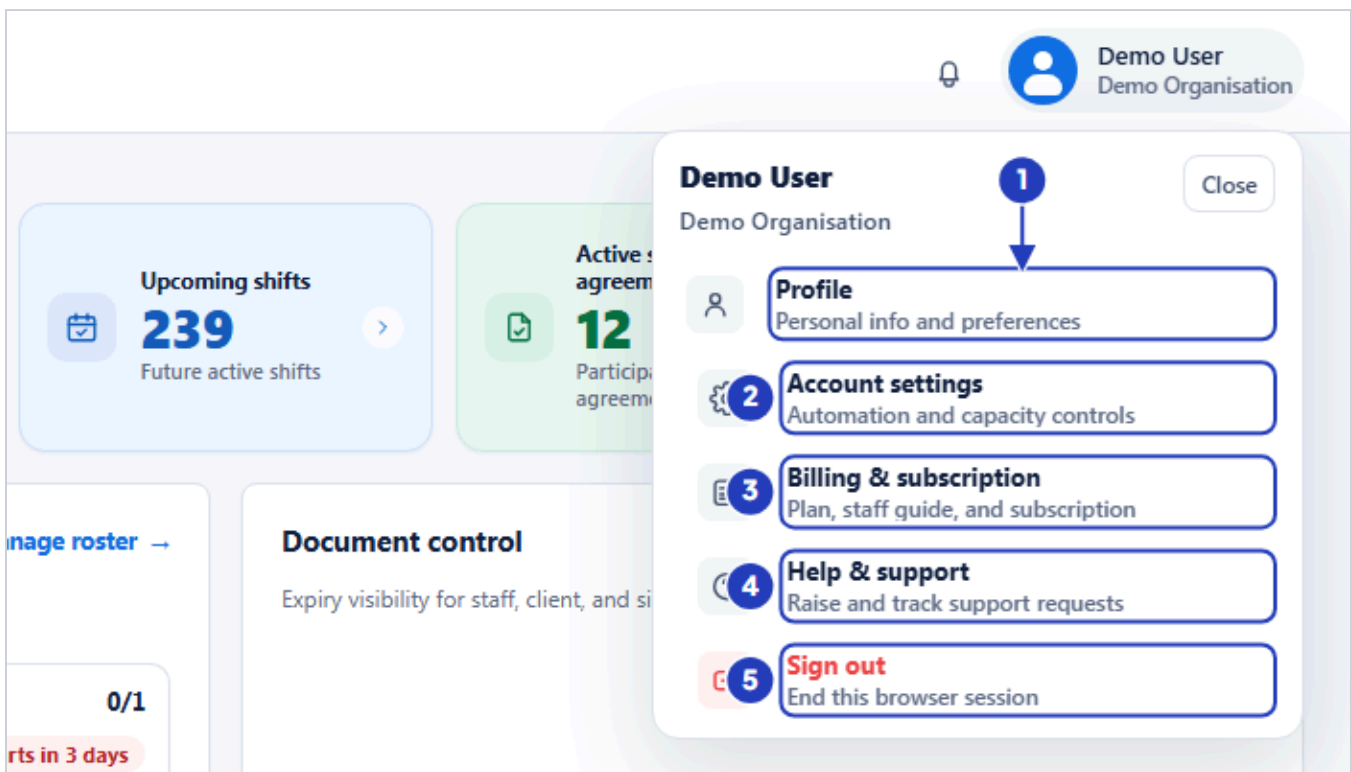
Profile holds your personal details and preferences.

Account settings holds multi-factor authentication and changing your password. Owners and Admins also see automation usage and the **Automation & Capacity Controls** card there.

Billing & subscription holds your plan and subscription. Only Owners and Admins see it.

Help & support lets you raise support requests and follow them.

Sign out ends your session in this browser. BondiByte then shows a page that asks you to choose **Sign out** once more.



The account menu lists Profile (1), Account settings (2), Billing and subscription (3), Help and support (4) and Sign out (5).

What you see depends on your role

A menu item appears only when your role has permission to open it. A manager or a coordinator therefore sees fewer items than an Owner. If a colleague can open something that you cannot, ask an Owner or Admin to check your role.

A manager whose access is limited to certain sites sees the same kind of menu, but inside each page they see and create records only for their own sites. For how roles work, see Roles and permissions basics.

Important notes

Tip: The names in the left menu are the names used in every BondiByte guide, so you can search a guide for the item you are looking at.

Good practice

- Start each day on **Dashboard**. The **Unfilled shifts** and **Document alerts** cards and the **Roster attention** list show what needs action first, and each card opens the full page.
- Use the bell to follow up. Choose **Open** on a notification to go straight to the record, then **Mark as read** so the count shows only what is new.
- Use **Search settings** at the top of **Configuration** to jump to a setting instead of looking through every tile.
- If you cannot see a menu item that a colleague uses, ask an Owner or Admin to check your role. Always sign in with your own login, so each person's work is recorded under their own name.



Questions and answers

Why does Pay Levels say Pay Levels are not enabled for this organisation?

Pay Levels has not been switched on yet. An Owner or Admin chooses their name at the top right, then **Account settings**, and in **Automation & Capacity Controls** chooses **Enable** on **Pay Levels and automatic interpretation**. Then open **Pay Levels** in the left menu to review and confirm the setup.

Why does Send to Xero ask me to connect Xero?

Xero Payroll is not connected yet. An Owner or Admin connects it in **Configuration > Xero Payroll**, then **Send to Xero** on **Timesheets** can be used.

Why does nothing happen for my site on the SIL/Smart Rostering screen?

Smart Rostering has to be switched on for the organisation and then for each site, and **Smart Rostering automation** must be enabled in **Account settings** under **Automation & Capacity Controls**. If **Enable Smart Rostering** is greyed out on the site, hold the pointer over it. The message **Configure organisation settings before enabling sites** means the organisation step is not done yet. See Set up Smart Rostering.

Why can I not see Automation & Capacity Controls in Account settings?

Only Owners and Admins see this card. If your organisation asks for multi-factor authentication, it shows once your multi-factor authentication is set up. Open the **Multi-factor authentication** card on the same **Account settings** page, set it up, then sign in again with your authenticator code.

Why can I not see Staff Contracts, Pay Levels or Configuration?

BondiByte shows only the menu items your role is allowed to open. These items are mainly for Owners and Admins. Ask an Owner or Admin to check your role if you need one of them. If you are an Owner or Admin and **Pay Levels** is still not in the left menu, contact BondiByte support.

How do I make the left menu smaller?

Choose **Collapse menu** at the top of the left menu. Choose **Expand menu** to bring the names back.

Where do I change my password or turn on multi-factor authentication?

Choose your name at the top right, then **Account settings**.

Where do I find my organisation's sign-in link and company code?

In **Configuration > Login, SSO & User Sync**, in the **Tenant login URL** tab.

Where do I change the time zone or the date format?

In **Settings**, under **Date and time**.

Need more help?

Guides: bondibyterobotics.com.au/guides | Support: support@bondibyterobotics.com.au

*Screens show a demonstration organisation with made-up names and may differ slightly as BondiByte is updated.
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