

Sign in to the Staff App

Sign in to the BondiByte Staff App on your phone with your work email and password, reset a forgotten password, and check you are signed in.

WHO IT IS FOR Support Worker	TIME NEEDED About 3 minutes	LAST REVIEWED 2 October 2026
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Who this is for

Permissions: You need a login for the Staff App. Your organisation gives you one. If you cannot sign in, ask your coordinator or an Owner or Admin.

Before you begin

- The **BondiByte Staff** app is on your phone. Install it from the App Store (iPhone) or Google Play (Android).
- Your organisation has given you login access and you have set your password from the email it sent you. If you have not, see Give a staff member login access.
- You know the work email address your organisation set up for you.



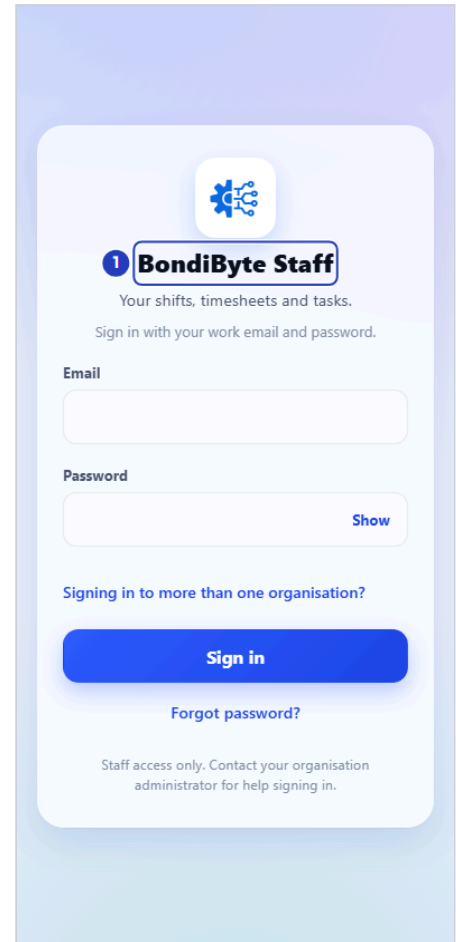
Steps

1 Open **BondiByte Staff** > Sign in

On your phone, open the **BondiByte Staff** app.

- 1 If you are signed out, the sign-in screen opens. It shows the heading **BondiByte Staff** and the line **Sign in with your work email and password**.

Note: If the app opens on the **Today** screen with your name, you are already signed in. Go to step 6.



The sign-in screen opens (1).



2 Type your email and password

- 1 In **Email**, type your work email address.
- 2 In **Password**, type your password. Tap **Show** to see what you typed. Tap **Hide** to cover it again.
- 3 Tap **Sign in**.

Email: The work email address your organisation set up for you.

Password: The password you chose from the email your organisation sent you.

Tip: If a red message appears under a box, for example **Enter your work email.** or **Enter your password.**, fill in that box and tap **Sign in** again.

BondiByte Staff
Your shifts, timesheets and tasks.
Sign in with your work email and password.

Email 1
casey.sample@example.com

Password 2
Show

Signing in to more than one organisation?

Sign in 3
Forgot password?
Staff access only. Contact your organisation administrator for help signing in.

Type your email (1) and your password (2), then tap Sign in (3).



3 Reset your password if you forgot it

Skip this step if you remember your password.

Under the **Sign in** button, tap **Forgot password?** A box opens that says **Enter your email and we'll send a password reset link**.

- 1 Check the address in **Email**. The app fills it in from the sign-in screen.
- 2 Tap **Send reset link**. The app says **If an account exists for that email, we've sent a reset link**.

Open the link in the email and set a new password. Then tap **Back to sign in** and sign in with it.

Note: If your email is used at more than one organisation, also type your organisation's code in **Organisation code (optional)**.

The screenshot shows the Staff App sign-in interface. At the top, it says "Your shifts, timesheets and tasks. Sign in with your work email and password." Below this are fields for "Email" (containing "casey.sample@example.com") and "Password" (with a "Show" button). A "Sign in" button is present. Below the "Sign in" button, it says "Enter your email and we'll send a password reset link." There is an "Email" field (containing "casey.sample@example.com") with a circled "1" next to it. Below this is an "Organisation code (optional)" field (containing "e.g. your provider code"). Below the code field, it says "Only needed if your email is used at more than one organisation." At the bottom, there is a "Send reset link" button with a circled "2" next to it, and a "Back to sign in" button below it. At the very bottom, it says "Staff access only. Contact your organisation administrator for help signing in."

Check your email (1), then tap Send reset link (2).



4 Choose your organisation if the app asks

Most people skip this step. You need it only when your email is used at more than one organisation.

To type your organisation's code yourself, tap **Signing in to more than one organisation?** under **Password**.

- 1 In **Organisation code**, type the code your organisation gave you.

If you do not type a code and your email is used at more than one organisation, the app shows **Choose your organisation to continue.** and a list called **Organisation**. Choose your organisation, then tap **Sign in** again.

Type your organisation's code in Organisation code (1).

5 Type your verification code if the app asks

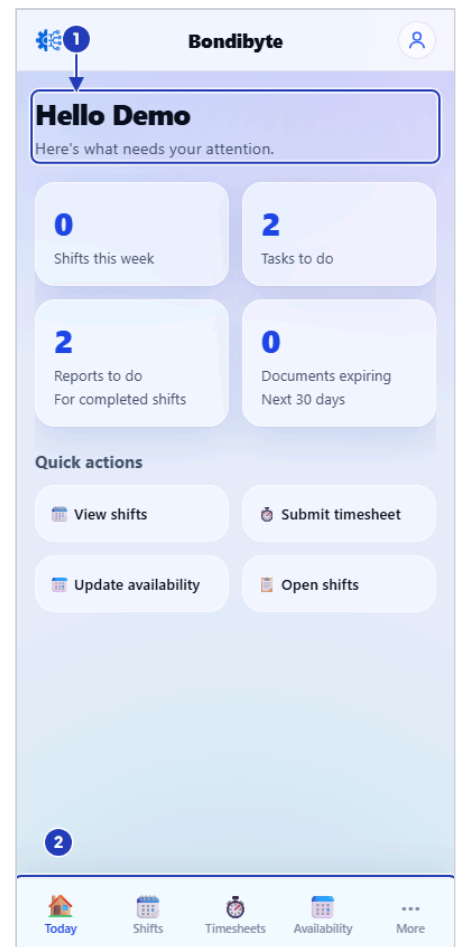
Skip this step unless a box asking for a code appears after you tap **Sign in**. It appears only when two-step sign-in is switched on for your login.

- 1 Open the authenticator app on your phone and find the 6-digit code.
- 2 In **Verification code**, type the code. If you cannot use your phone, type one of your recovery codes instead.
- 3 Tap **Verify and sign in**. Tap **Back** to return to the sign-in screen.



6 Check you are signed in

- 1 The **Today** screen opens. It says **Hello** and your first name, then **Here's what needs your attention.**
- 2 The menu at the bottom has **Today**, **Shifts**, **Timesheets**, **Availability** and **More**.



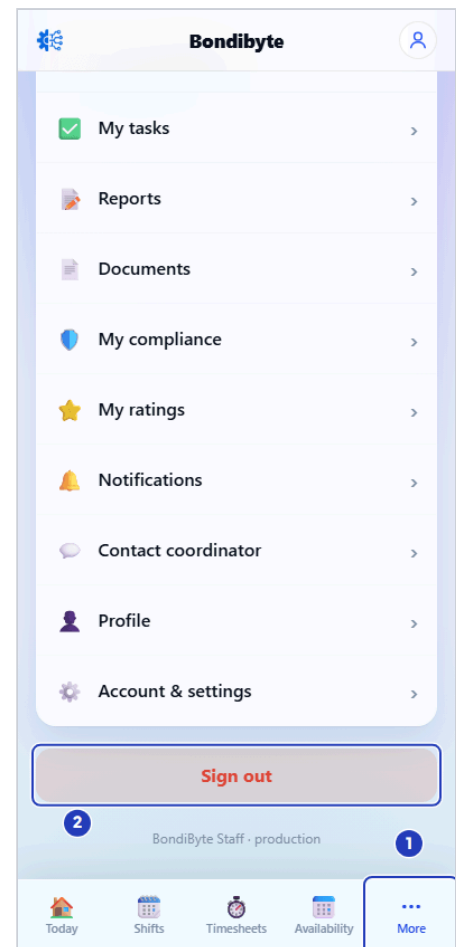
The Today screen opens with your name (1). The menu at the bottom (2) takes you to Shifts, Timesheets, Availability and More.



7 Sign out when you need to

- 1 Tap **More** in the menu at the bottom.
- 2 Scroll down and tap **Sign out**. The sign-in screen opens.

Note: You do not need to sign out each time. Sign out if you share your phone or if your organisation asks you to.



Tap More (1), then scroll down and tap Sign out (2).

What happens next

The Staff App keeps you signed in on your phone until you sign out. If the sign-in screen opens again later, sign in again with your email and password.

If you work for more than one organisation, sign in to each one. Once you are signed in to two, the name of your current organisation shows at the top of each screen. Tap it to switch, or tap **Add another workspace** to sign in to another organisation.

Next, read View your shifts, Notifications and Timesheets in the Staff App.

Important notes

Important: Keep your password private and sign in only with your own login. If you lose your phone, tell your coordinator straight away.



Good practice

- Tap **Show** to check your password before you tap **Sign in**, then tap **Hide** so nobody near you can read it.
- If you work for more than one organisation, type your organisation's code in **Organisation code** before you sign in, so the app does not have to ask.
- Open the setup email from your organisation soon after it arrives. If the app says the setup link could not be used, ask your coordinator to send a new one.

Troubleshooting

A message says **Incorrect email or password. Please try again.**

Why it happens: The email or the password does not match your login. A typing mistake is the most common reason.

What to do: Tap **Show** to check the password you typed and check your email. If you still cannot sign in, tap **Forgot password?** and send yourself a reset link.

A message under a box says **Enter your work email.**, **Enter a valid email address.** or **Enter your password.**

Why it happens: The box is empty, or the email is not written as an email address.

What to do: Fill in the box and tap **Sign in** again.

A message says **Too many attempts. Please wait a moment and try again.**

Why it happens: There have been several sign-in attempts in a short time, so the app asks you to pause.

What to do: Wait a moment. Check your email and password, then try again.

A message says **Choose your organisation to continue.**

Why it happens: Your email is used at more than one organisation, so the app needs to know which one to open.

What to do: Choose your organisation in the **Organisation** list and tap **Sign in** again. Next time, type your code in **Organisation code** first.

A screen with a lock is headed **Staff portal access not available** and asks you to contact your organisation administrator.

Why it happens: Your organisation has not given your login access to the Staff App, or it has turned that access off.

What to do: Ask your coordinator or an Owner or Admin to check your login. They can do this from your staff record, as explained in Give a staff member login access. Tap **Sign out** on that screen to go back.

A message says your organisation uses **Microsoft single sign-on**, which the mobile app does not support yet.

Why it happens: Your organisation requires single sign-on, so a password cannot be used in the Staff App for your login.

What to do: Tell your coordinator or an Owner or Admin what the message says. It asks them to allow password sign-in for your account.

A message says **We couldn't reach the server. Please try again in a moment.** or **We could not reach BondiByte. Check your connection and try again.**

Why it happens: Your phone has no signal or Wi-Fi, or BondiByte is busy for a moment.

What to do: Check your connection, then try again in a minute.



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.
Last reviewed 2 October 2026.*