

Troubleshooting common problems

Find the message or symptom you see and follow the fix, from signing in and Staff App access to rostering, timesheets, invoices and billing.

WHO IT IS FOR Owner, Admin, Manager, Rostering Officer, Finance	TIME NEEDED About 10 minutes	LAST REVIEWED 6 October 2026
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Who this is for

Permissions: Anyone can use this guide. Some fixes need an Owner or Admin, for example changing a role, switching on a setting or sending login details, and the entry says so where it matters. A manager whose access is limited to certain sites sees only those sites.

Before you begin

- You are signed in to BondiByte on a computer. If you cannot sign in, start with the first entries below.
- Where an entry says a setting is switched off, an Owner or Admin switches it on. Entries name the exact place and the exact label.

Good practice

- Read the message on the screen word for word and look for it in bold below. The same wording usually points to the same cause.
- Start with the setup that the feature depends on, such as a role, a site link or a switch in Account settings, before you try the task again.
- When you ask your Owner or Admin or BondiByte support for help, say which screen you were on, what you expected and what happened. Never share your password or an authentication code.



Problems and fixes

I cannot sign in to BondiByte.

Why it happens: The most common reasons are a typing mistake in the email or password, a company code that belongs to a different organisation, or sign-in that has paused for a few minutes after too many attempts.

What to do: Check that the box under the page heading shows your own organisation's name. Choose the eye icon at the right of **Password** to see what you typed. If **Email or password is incorrect.** keeps appearing, choose **Forgot password?** under **Sign in**, type your email in **Email or Login UPN** and choose **Send password reset link**. If a message says **We could not find an organisation with that company code.**, check the code with your Owner or Admin. If it says **Too many attempts. Please wait a few minutes and try again.**, wait a few minutes before you try again. See Sign in to BondiByte.

A message says **Your organisation requires Microsoft SSO. Please sign in with Microsoft.**

Why it happens: Your organisation requires single sign-on, so a password cannot be used.

What to do: Choose **Continue with organisation sign-in** and sign in with your organisation's Microsoft account. If the button is not on the page, ask an Owner or Admin to check the single sign-on settings in **Configuration > Login, SSO & User Sync**.

A message says **Your account is inactive. Contact your organisation admin.**

Why it happens: Your login has been turned off in your organisation.

What to do: Ask an Owner or Admin to turn your login back on, then sign in again.

A page headed **MFA setup required** or **MFA verification required** opens instead of the Dashboard.

Why it happens: Your organisation requires multi-factor authentication. Either your login does not have it set up yet, or the code check for this sign-in is not finished.

What to do: For **MFA setup required**, choose **Open account security**, set up the **Multi-factor authentication** card, then sign out and sign in again. For **MFA verification required**, choose **Back to sign in** and sign in again with the code from your authenticator app.

I signed in, but I am in the wrong organisation's workspace.

Why it happens: You used a company code, work email or sign-in link that belongs to a different organisation. Your organisation's name shows at the top right, in the account menu, and in the box under the sign-in heading.

What to do: Choose your name at the top right, choose **Sign out**, then choose **Sign out** again on the page that opens. Sign in again with your own organisation's company code or sign-in link, which your Owner or Admin can find for you. See Sign in to BondiByte.

I cannot see **Sites** in the left menu, or a site is missing from the **Sites** list.

Why it happens: Your role does not include **Can view sites**, the search box or the **Site type** filter is narrowing the list, the site is inactive, or your access is limited to certain sites and you see only those.

What to do: If **Sites** is missing from the menu, ask an Owner or Admin to check your role. Otherwise clear **Search sites...**, set the filter back to **All types** and tick **Include inactive**. If you are a manager who should work at the site, an Owner or Admin opens the site, chooses its **Staff** tab and uses **Assign staff** to add you. See Create a site and Roles and permissions basics.



A staff member cannot sign in to the Staff App.

Why it happens: Staff sign in to the Staff App on their phone, not in a web browser. They need login details sent from their staff record to a working **Staff contact email**. A setup link works once and expires after 12 hours, as the note under the button on that tab says.

What to do: As an Owner or Admin, open **Staff**, open the person's record and choose its **Login access** tab. Check the login email in the heading of the card, or the name after **Signs in as** in the line under it. Then choose **Send login details** (it reads **Resend login details** if details were sent before). Ask the person to open the new email the same day. If they set a password and forgot it, they choose **Forgot password?** on the Staff App sign-in screen. See Give a staff member login access.

The Staff App shows **Staff portal access not available**, with the message **You do not currently have staff portal access. Please contact your organisation administrator.**

Why it happens: The person's record is **Inactive**, **Terminated** or **Staged**, or their login does not have the **Staff** role or is not linked to their staff record.

What to do: As an Owner or Admin, open the person's **Login access** tab and check that **Roles** shows **Staff**. If it does not, choose **Send login details**. To bring back an **Inactive** or **Terminated** person, open **Staff**, tick **Include inactive** in the **Staff Records** list, choose **Reactivate** on their row and tick **Restore login access**. For a **Staged** person, choose **Active** in the **Status** list on their row, or ask them to finish the emailed setup. The person then chooses **Sign out** on that screen and signs in again. See Give a staff member login access.

A document is missing from **Document Control**.

Why it happens: A filter is narrowing the list, the document is inactive, it was uploaded for a different person, client or site, or your role does not include **Can view documents**.

What to do: Go to **Registers > Documents**. Clear **Search file or type**, set the owner and document type lists back to **All owners** and **All document types**, clear the date, tick **Include inactive**, or choose **Reset**. To see the files of one person or site, open their record and choose its **Documentation** tab (staff and clients) or **Documents** tab (sites). If a file was added to the wrong owner, upload it again with **Upload document** and choose the right **Owner type** and **Owner**. If **Documents** is not in the left menu, ask an Owner or Admin to check your role. See Find your way around BondiByte.

A document shows **No expiry**, or it is not listed under **Expiry attention**.

Why it happens: The document has no **Expiry date**. **Expiry attention** lists only uploaded documents that have expired or are coming up for renewal. Some document types need an expiry date, and the upload form then says **This document type requires an expiry date**.

What to do: Fill in **Issue date** and **Expiry date** when you choose **Upload document**. To give a document that has no dates an expiry date, upload it again with both dates filled in, then use **Delete** on the earlier copy if your role allows it.



In Smart Rostering, the note on every shift says **Recommendations disabled**, or the **Readiness** tab says **Org Smart Rostering Disabled**.

Why it happens: Smart Rostering, or its recommendations, is switched off for your organisation or for the site.

What to do: An Owner or Admin switches on **Enable Smart Rostering** in **Configuration > Rostering rules > Organisation Settings** and chooses **Save organisation settings**. Then, for each site, open the site's **Site settings** tab and switch on **Enable smart rostering automation for this site** and **Enable smart recommendations for this site**. If a message says **This automation is not enabled for your organisation.**, an Owner or Admin chooses **Enable** on **Smart Rostering automation** in **Account settings > Automation & Capacity Controls**. See Smart Rostering organisation settings and Prepare sites for Smart Rostering.

In Smart Rostering, the **Recommended staff** panel says **No recommendations**, or the **+ Assign staff** window says **No recommendations or assigned site staff are available for this shift**.

Why it happens: No one who can work the shift was found. Usually no staff are linked to the site, or the people linked to it are already booked, blocked or unavailable.

What to do: Open the site, choose its **Staff** tab and use **Assign staff** to link staff. Tick **Include blocked** in the **Recommended staff** panel to see who was ruled out and why. Check each person's availability and capabilities on their staff record. Owners and Admins can also open the **Readiness** tab under **Configuration > Rostering rules**, and others can check the **Readiness** column on the **Sites** tab. See Check readiness and Review recommendations.

I cannot find a shift on the **Rostering** screen.

Why it happens: The calendar shows one week at a time, a staffing filter may be hiding the shift, or the client is rostered on **SIL/Smart Rostering** instead of on this screen.

What to do: Choose the shift's date in **Jump to date**, or change **Weekly** to **Fortnight**. Set **Filter shifts by staffing** to **All shifts**. Clients who live at a site, or who have a standalone site, are rostered on **SIL/Smart Rostering**. To see their shifts on the **Rostering** screen as read-only cards, switch on **Include SIL clients**, then open **SIL/Smart Rostering** to change them. See Create a shift.

A staff member says they cannot see their shift in the Staff App.

Why it happens: On the **Rostering** screen, a shift is visible to its staff member as soon as a person is assigned to it, and **Publish** does not change that. On **SIL/Smart Rostering**, a roster stays a draft until someone chooses **Publish**, and staff see only the shifts of a published roster.

What to do: On the **Rostering** screen, open the shift and check that the right person is in **Assigned staff**. On **SIL/Smart Rostering**, look at the button at the right of the toolbar. If it says **Publish**, the roster is not published yet, so choose **Publish**. If it says **Unpublish**, the roster is already published and the person may not be assigned to a shift on it. Also check that the staff member has Staff App login access. See Publish a roster, Assign and publish from Smart Rostering, Give a staff member login access and View your shifts in the Staff App.



A timesheet has not been created for a staff member, or the **Timesheets** screen says **No timesheets found**.

Why it happens: A draft timesheet is made from the shifts assigned to the person in the period. It appears when BondiByte creates it at the end of the period, when the staff member generates it in the Staff App once the period has ended, or when a manager chooses **Create for staff**. **No timesheets found** means no timesheet has the status you chose in the selected period. A Manager sees only the timesheets of staff whose **Manager / supervisor** is that Manager.

What to do: Open **Timesheets** under **Operations**, choose **All** and move through the periods with **Previous**, **Next** or **Last completed**. Check that the person has shifts assigned in the period, and that you are the person's **Manager / supervisor** if you are a Manager. Then choose **Create for staff** to make a draft. The staff member still checks and submits it. To have BondiByte create drafts for you, an Owner or Admin checks **Automatic draft timesheet generation** in **Account settings > Automation & Capacity Controls**, then ticks **Automatically create draft timesheets at the end of each period** in **Configuration > Rostering rules > Organisation Settings** and chooses **Save organisation settings**. See [Timesheets overview](#).

Create Invoice is greyed out for a client, and a notice says **Invoice setup needed**.

Why it happens: The client has no active service agreement, so there is nothing to invoice against. Pointing at the button shows **No active service agreement found for this client**.

What to do: Choose **Create service agreement** in the notice, or open the client's agreement, and make sure it is active and has line items. Then return to **Invoicing** and choose **Create Invoice** again. See [Create a Service Agreement](#).

A message says **No uninvoiced shift billing line items were found for this client and period**.

Why it happens: No shift for this client in the dates you chose has an invoice line item chosen, or the shifts in those dates have already been invoiced.

What to do: Check **Start** and **End** under **Period**. Open the shifts in those dates and choose an item under **Client invoice line items**, then choose **Generate invoice** again. If a message says an invoice already exists for the client and period, choose **Regenerate** on that invoice to refresh it. See [Create a shift](#).

Generate invoice is missing, and the page says **Auto-generate from shifts is unavailable**.

Why it happens: Automatic client invoice generation is switched off for your organisation, or the automation capacity included in your plan has been used up.

What to do: An Owner or Admin opens **Account settings**, finds **Automatic client invoice generation** under **Automation & Capacity Controls** and chooses **Enable**. In the meantime, use **Create Invoice** to make the invoice by hand, as the page says.

A message says **Add client billing details, including a billing email, before sending this invoice**. or **Add invoice payment terms in Configuration > Organisation settings > Invoice payment details before sending this invoice**.

Why it happens: The invoice draft is ready, but the client's billing details or your organisation's invoice payment details are incomplete, so the invoice cannot be sent.

What to do: For the first message, a notice headed **Billing setup required before sending** appears. Choose **Open client billing details**, complete the **Billing Details** tab on the client's record, then return to the invoice and send it again. For the second, an Owner or Admin opens **Configuration**, chooses **Organisation** in the **Workspace** group, types the number of days in **Payment terms** on the **Invoice payment details** card and chooses **Save section**. See [Set up your organisation](#).



I cannot see **Billing & subscription**, or the page says **Billing is restricted**.

Why it happens: Only Owners and Admins can view billing and subscription details.

What to do: Ask an Owner or Admin. They open the account menu at the top right and choose **Billing & subscription**.

A page says **Your trial has ended** or **Workspace access limited**, or a banner says **Your subscription has lapsed**.

Why it happens: Your organisation's free trial has finished, or its subscription has expired. Your data is kept. A page headed **Workspace access is on hold** is different. BondiByte has placed the workspace on hold, and payment does not remove the hold.

What to do: An Owner or Admin chooses **Add a card to continue**, **Renew now to continue** or **Renew now**, as the page offers. Everyone else asks their administrator. For **Workspace access is on hold**, contact BondiByte support.

I need to update my payment details, change my plan or cancel the subscription.

Why it happens: Subscription billing is separate from the invoices you raise for clients. It is managed by an Owner or Admin on **Billing & subscription**.

What to do: An Owner or Admin opens the account menu at the top right, chooses **Billing & subscription** and chooses **Manage billing in Stripe**, when the page shows it, for payment methods, invoices and cancellation. Plan changes are made on the same page in BondiByte. For Enterprise or other commercial questions, or when **Manage billing in Stripe** is not shown, choose **Contact BondiByte**.

The steps here did not fix my problem.

Why it happens: The cause may be specific to your organisation's setup.

What to do: Note the area you were in, what you expected and what happened, including any message word for word. If you can sign in, choose your name at the top right, choose **Help & support**, complete the **Raise a support request** form and choose **Send support request**. If you cannot sign in, choose **Contact** on the BondiByte website at bondibbyterobotics.com.au and use the **Support** email address listed there, support@bondibbyterobotics.com.au. Never share your password or an authentication code.

Questions and answers

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

An Owner or Admin finds both in

Configuration > Login, SSO & User Sync, in the **Tenant login URL** tab. See Sign in to BondiByte.

Why does a site show no staff or clients?

People appear at a site only once they are linked to it. Open the site, choose its **Staff** tab and use **Assign staff**, then choose its **Clients** tab and use **Assign client**. An Active staff member is also linked to the **Primary site / house** chosen on their record. See Create a site.



Does **Publish** on the **Rostering** screen make shifts visible to staff?

No. On the **Rostering** screen a shift is visible to its staff member as soon as they are assigned, and **Publish** only sends them a notification. On **SIL/Smart Rostering**, staff see only the shifts of a published roster. See [Publish a roster](#).

Why does a staff member appear under **Not submitted** with a status of **Draft**?

A draft timesheet exists but the person has not submitted it. A manager cannot submit it for them, so follow up with the staff member, who submits it in the Staff App. See [Timesheets overview](#).

Who can use **Invoicing**?

People whose role includes **Can view invoices** see **Invoicing** under **Operations**. Creating or generating an invoice also needs **Can create invoices**. An Owner or Admin can change a role in **Configuration > Roles & Permissions**.

How do I contact BondiByte support?

If you can sign in, choose your name at the top right, then **Help & support**, and send a support request. Otherwise, on the BondiByte website at bondibbyterobotics.com.au, choose **Contact** in the top menu and use the **Support** email address, which is for help with your BondiByte workspace. Owners and Admins can also choose **Contact BondiByte** on **Billing & subscription**.

Need more help?

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

*Screens show a demonstration organisation with made-up names and may differ slightly as BondiByte is updated.
Last reviewed 6 October 2026.*