

Lotus Portal

Staff Login & Clock In / Clock Out Guide

WHO THIS GUIDE IS FOR

This guide is for **Staff users** with an email address that ends in:

@lotusseniors.com

If your email ends in **@lotus seniorhousing.com**, you will use a *different login method* (Google login). Ask your supervisor for that guide.

WHAT THIS GUIDE COVERS

This guide is focused on:

- Accessing your Lotus work email
- Logging in to the Lotus Portal
- Clocking in, taking lunch, and clocking out
- Viewing your timecard
- Updating limited profile information
- Submitting portal support requests

Additional training on tasks, residents, meals, tickets, schedules, and other features will be provided separately.

STEP 1: Open Your Lotus Email

1. Open a web browser (Chrome, Safari, etc.)
2. Go to:

<https://lotusseniors.com/webmail>



Email Address

Password

[العربية](#) [čeština](#) [dansk](#) [Deutsch](#) [Ελληνικά](#) [español](#) [español latinoamericano](#) [español de España](#) ...

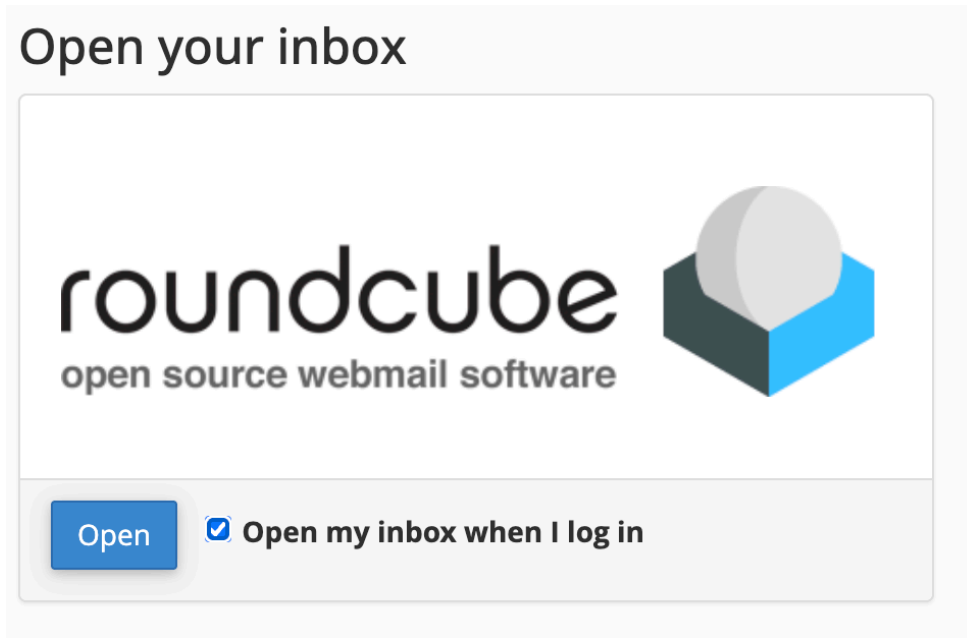


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3. Enter:
 - **Email Address:** yourname@lotusseniors.com
 - **Password:** the password you were given
4. Click **Log in**

STEP 2: Open Your Inbox

You will see the Webmail home screen.

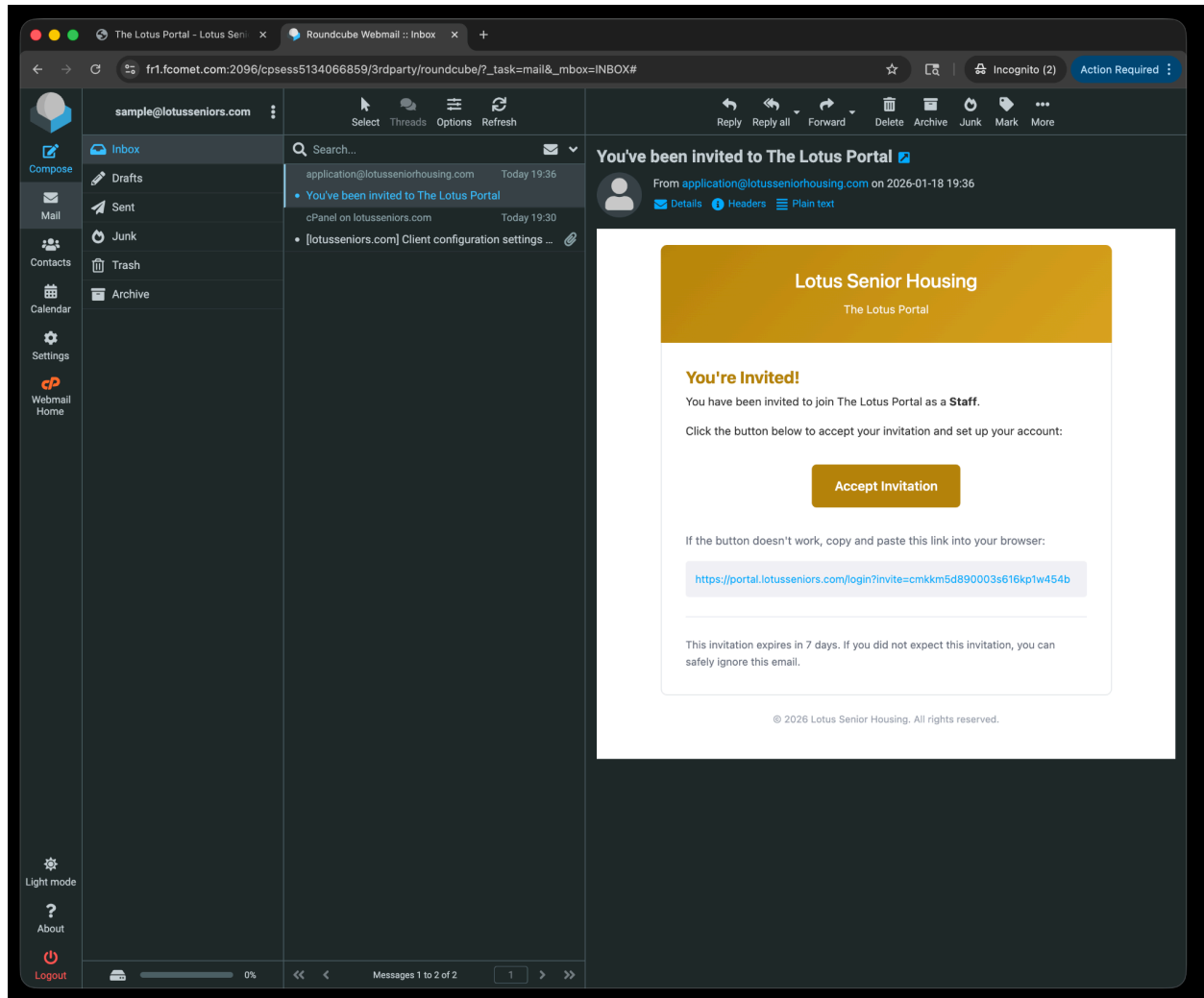


1. Click **Open** next to **Roundcube**
2. (Optional) Leave "**Open my inbox when I log in**" checked

STEP 3: Find Your Lotus Portal Invitation

In your inbox, look for an email with the subject:

“You’ve been invited to The Lotus Portal”

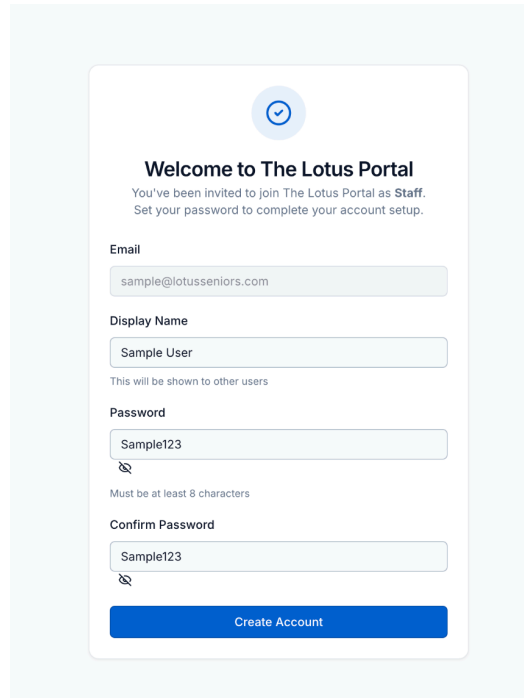


1. Open the email
2. Click **Accept Invitation**

⚠️ If the button does not work, copy and paste the link shown in the email into your browser.

STEP 4: Create Your Portal Account

You will be taken to the Lotus Portal setup screen.



Welcome to The Lotus Portal
You've been invited to join The Lotus Portal as Staff.
Set your password to complete your account setup.

Email
sample@lotusseniors.com

Display Name
Sample User
This will be shown to other users

Password
Sample123
Must be at least 8 characters

Confirm Password
Sample123

Create Account

1. **Email** – already filled in (do not change)
2. **Display Name** – enter your first and last name
3. **Password** – create a password (minimum 8 characters)
4. **Confirm Password**
5. Click **Create Account**

✔ This password is **for the Lotus Portal**, not your email.

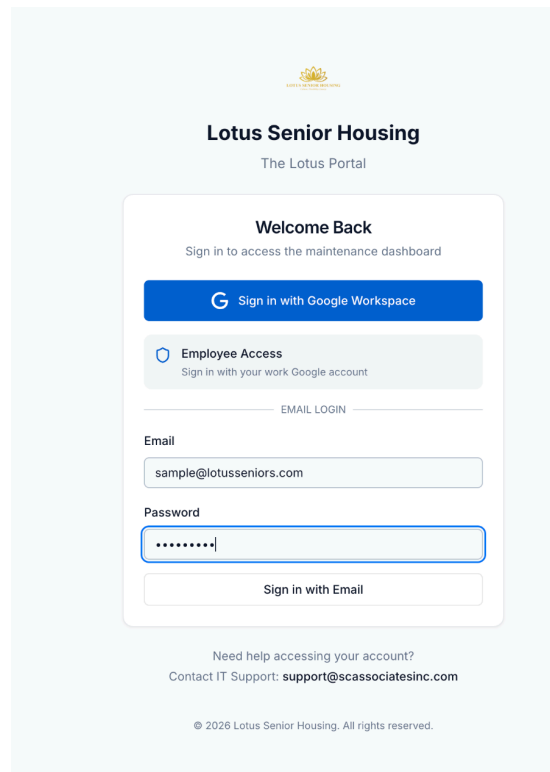
STEP 5: Log In to the Lotus Portal

After your account is created:

1. You will be redirected to your portal page login screen. If this doesn't happen automatically, go to:

<https://portal.lotusseniors.com>

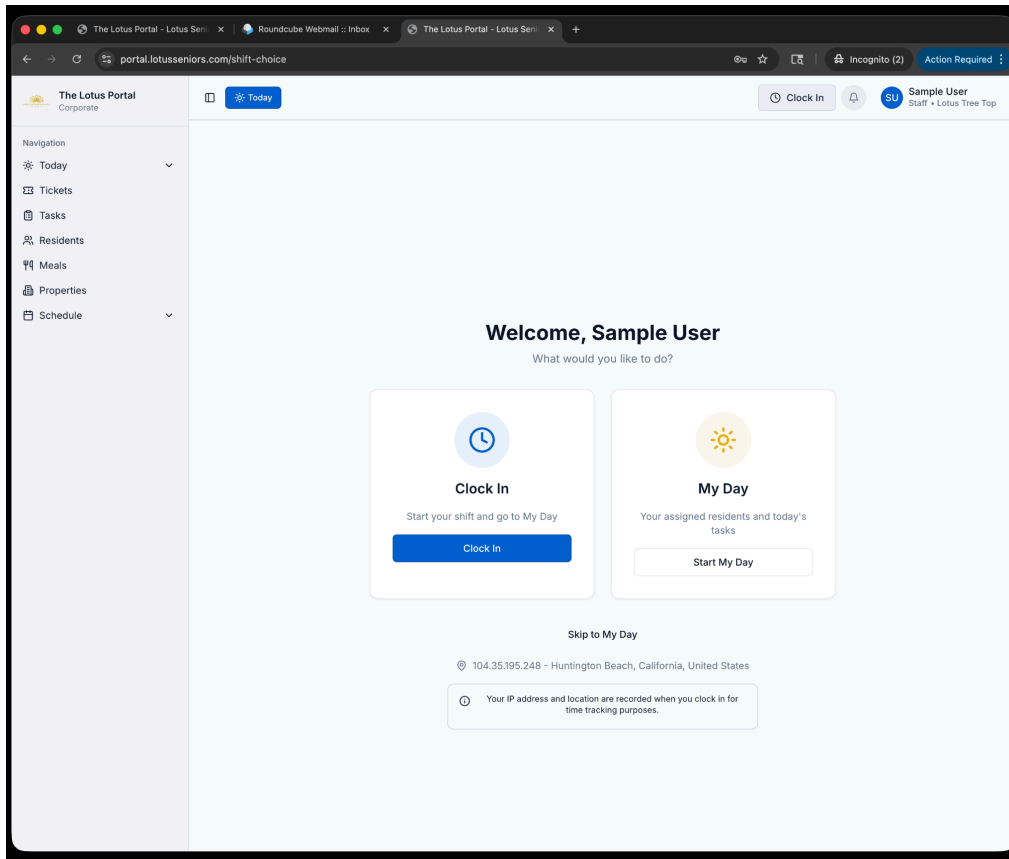
2. Enter:
 - Email: yourname@lotusseniors.com
 - Password: the portal password you just created
3. Click **Log In**



The screenshot shows the Lotus Senior Housing login portal. At the top, there is the Lotus Senior Housing logo and the text "Lotus Senior Housing The Lotus Portal". Below this, a white box contains the "Welcome Back" message and the instruction "Sign in to access the maintenance dashboard". There are two main login options: "Sign in with Google Workspace" (a blue button) and "Employee Access" (a light blue button with a radio button). Below these is the "EMAIL LOGIN" section, which includes an "Email" field with the text "sample@lotusseniors.com" and a "Password" field with masked characters. A "Sign in with Email" button is located below the password field. At the bottom of the white box, there is a link for "Need help accessing your account?" and contact information for IT support: "support@scassociatesinc.com". The footer of the page contains the copyright notice: "© 2026 Lotus Senior Housing. All rights reserved."

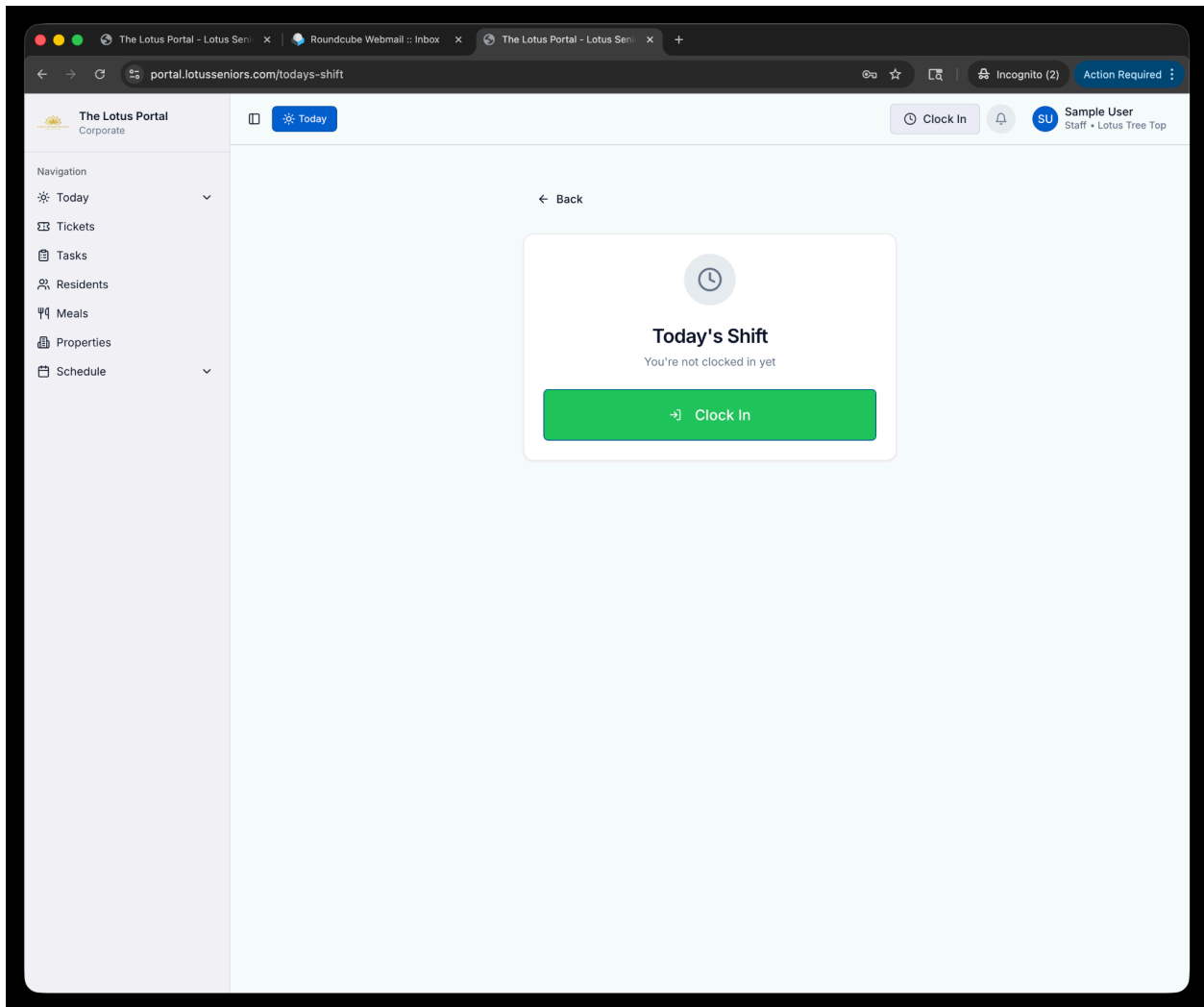
STEP 6: Start Your Shift (Clock In)

After logging in, you will see a welcome screen with two main options.



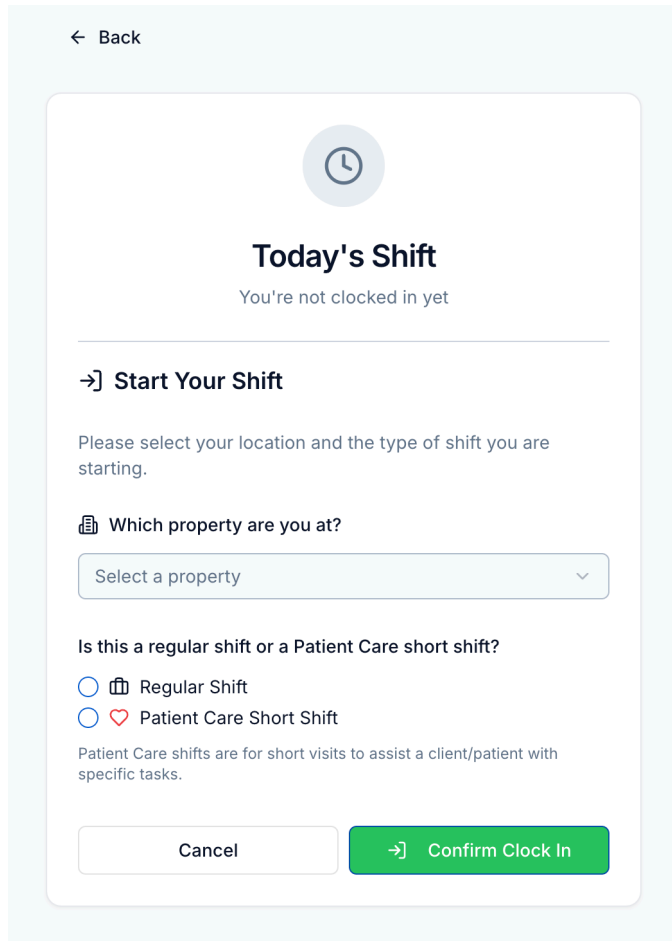
Most staff will use **Clock In**

1. Click **Clock In**
2. You will be taken to **Today's Shift**




STEP 7: Confirm Your Shift Details

Before you clock in, you'll be asked to confirm a few details.



← Back




Today's Shift

You're not clocked in yet


→] **Start Your Shift**


Please select your location and the type of shift you are starting.

 Which property are you at?

Select a property

Is this a regular shift or a Patient Care short shift?

 Regular Shift

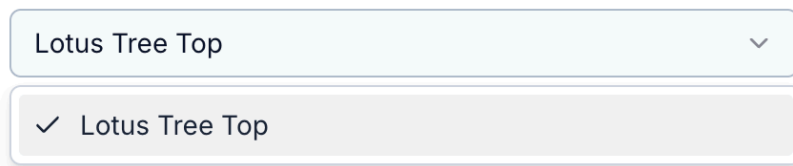
 Patient Care Short Shift

Patient Care shifts are for short visits to assist a client/patient with specific tasks.

Cancel →] Confirm Clock In

1. **Which property are you at?**
 - Select the property you are physically working at

 Which property are you at?





Lotus Tree Top

✓ Lotus Tree Top

2. Shift Type

- Regular Shift** (most shifts will be regular)
- Special Resident Assist Short Shift** (only if instructed)

Is this a regular shift or a Special Resident Assist short shift?

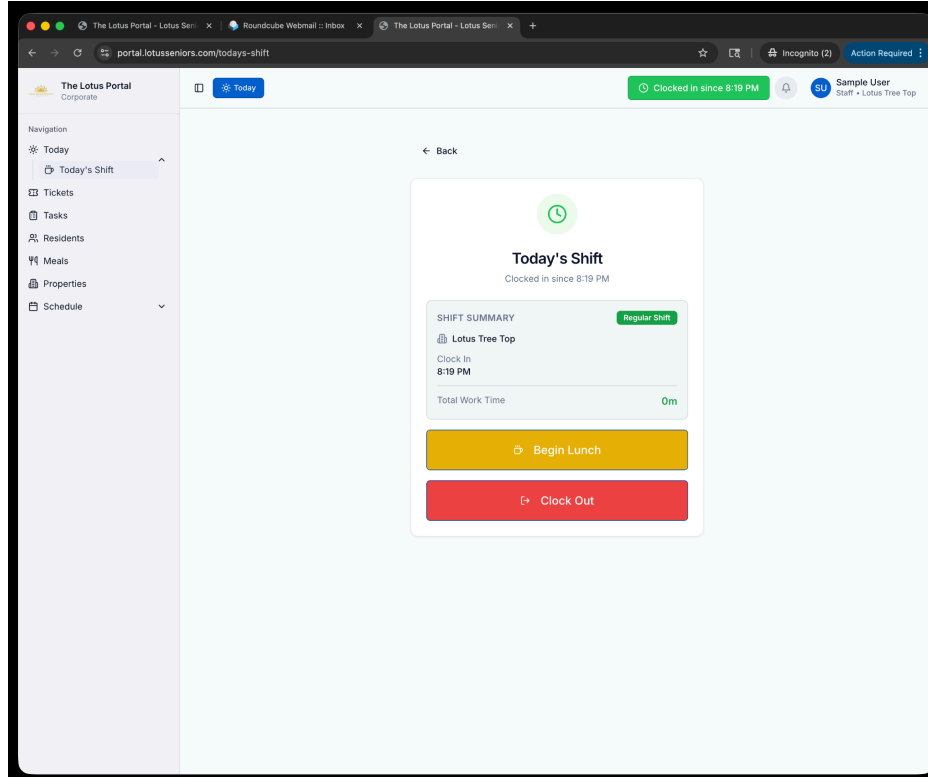
-  Regular Shift
-  Special Resident Assist Short Shift

Special Resident Assist shifts are for short visits to assist a resident with specific tasks.

3. Click **Confirm Clock In**

STEP 8: You Are Clocked In

Once you clock in, you'll see confirmation on the screen.



What to look for:

- A **green bar at the top of the screen** showing you are clocked in
- Your **clock-in time** listed under Today's Shift
- Your **property name** and **shift type**

📌 This green bar means your time is being tracked correctly.

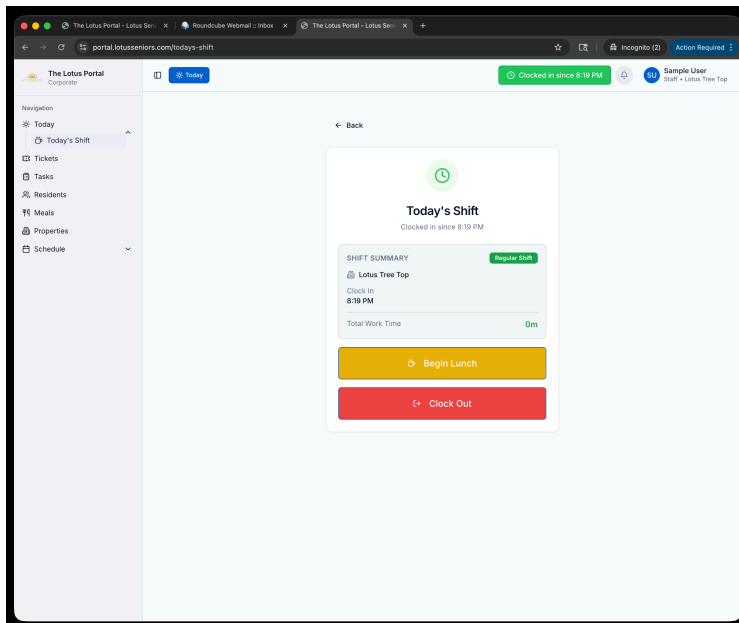
STEP 9: During Your Shift

While clocked in, you may see options such as:

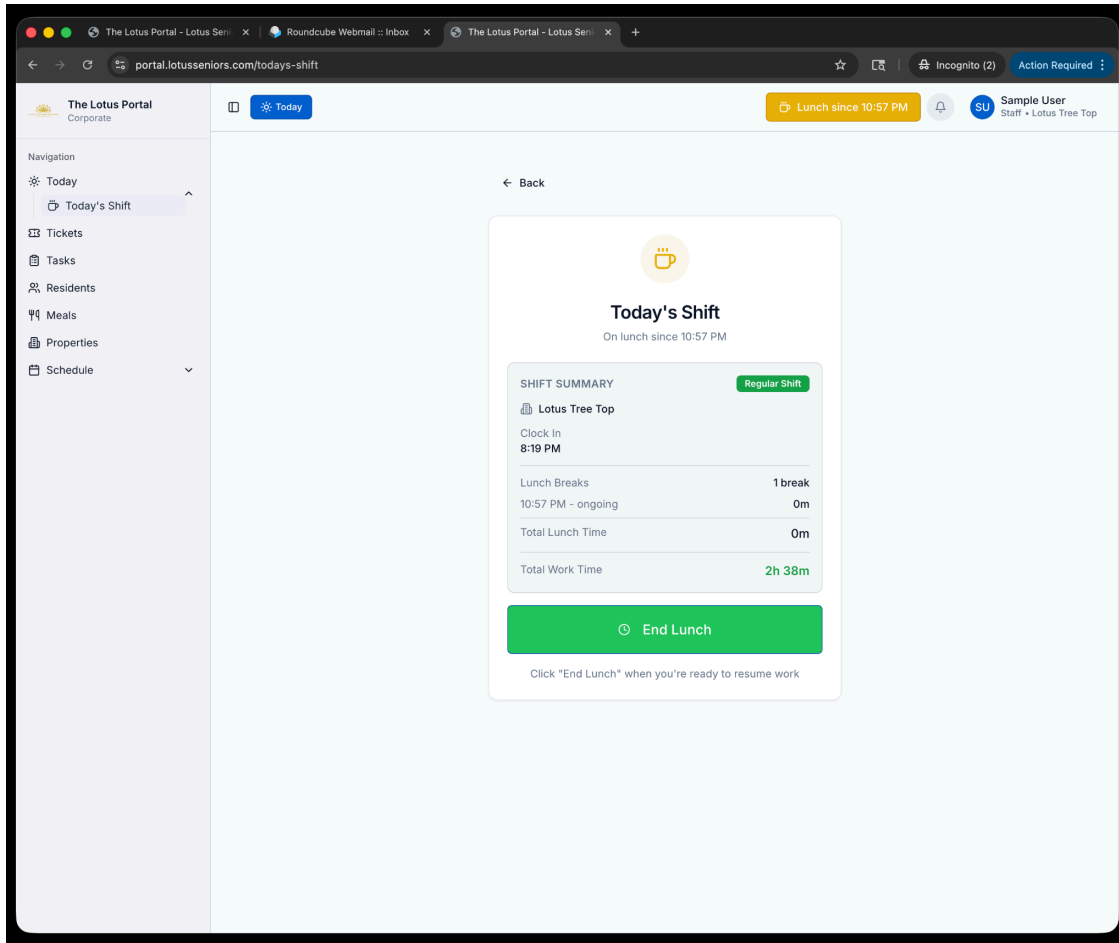
- **Begin Lunch** (yellow button)
- **My Day** (your assigned residents and tasks)

Taking Lunch

1. When instructed to take lunch, click **Begin Lunch**



-
2. You will see a yellow indicator showing **Lunch in progress**
3. When you return, click **End Lunch**



 Lunch time is tracked automatically.

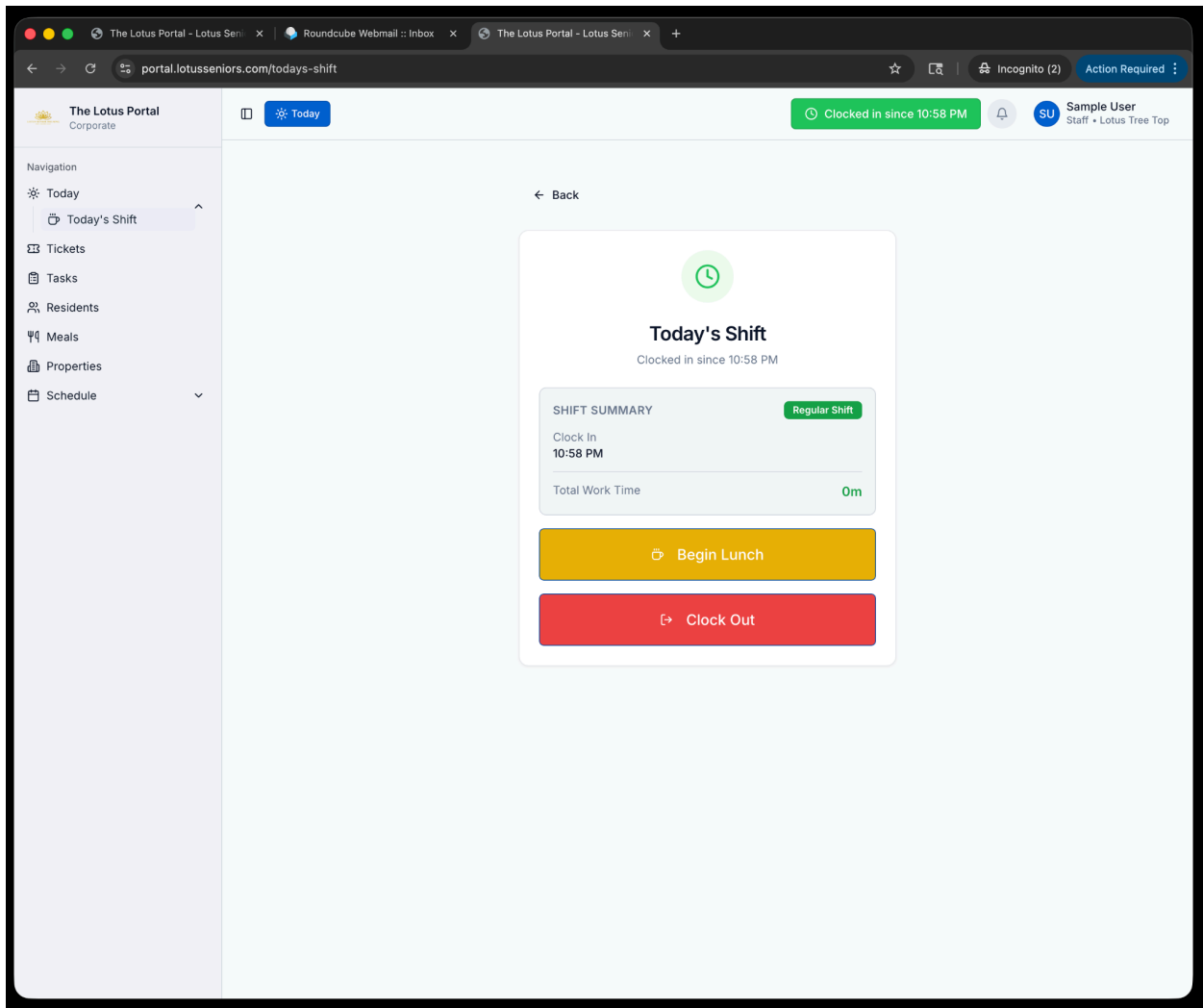
- Use **Begin Lunch** to start lunch
- Use **End Lunch** when you return
- **Do not use Clock Out to end lunch** — Clock Out is only for ending your shift

Follow your supervisor's instructions for meals, tasks, and breaks.

STEP 10: Clock Out (End of Shift)


When your shift is complete:

1. Go to **Today's Shift**
2. Click **Clock Out** (red button)



End of Shift Confirmation

Before clocking out, you will be asked to confirm your shift details.



Today's Shift

Clocked in since 10:58 PM

SHIFT SUMMARY Regular Shift

Clock In
10:58 PM

Total Work Time 0m

[> End of Shift Confirmation

Please answer the following questions before clocking out.

Meal Breaks & Rest Periods Attestation

In a 12-hour shift, 3 rest periods are required.

I certify that I was authorized and permitted to take all meal breaks and (3) rest periods to which I was entitled.

I was not able to take all required breaks


Is all the shift information above accurate?

Yes, everything looks correct

No, I need a supervisor to make an adjustment

You will answer:

- **Meal Breaks & Rest Periods Attestation**
 - Most staff will select: *I was authorized and permitted to take all required breaks*



Today's Shift

Clocked in since 10:58 PM

SHIFT SUMMARY Regular Shift

Clock In
10:58 PM

Total Work Time 2m

[\[-> End of Shift Confirmation](#)

Please answer the following questions before clocking out.

Meal Breaks & Rest Periods Attestation

In a 12-hour shift, 3 rest periods are required.

I certify that I was authorized and permitted to take all meal breaks and (3) rest periods to which I was entitled.

I was not able to take all required breaks

Is all the shift information above accurate?


Yes, everything looks correct

No, I need a supervisor to make an adjustment

Cancel

[\[-> Confirm Clock Out](#)

- If not, select the second option and briefly explain



Today's Shift

Clocked in since 10:58 PM

SHIFT SUMMARY Regular Shift

Clock In
10:58 PM

Total Work Time **3m**

[> End of Shift Confirmation

Please answer the following questions before clocking out.

Meal Breaks & Rest Periods Attestation

In a 12-hour shift, 3 rest periods are required.

- I certify that I was authorized and permitted to take all meal breaks and (3) rest periods to which I was entitled.
- I was not able to take all required breaks

Please explain

Sample explanation....|


Is all the shift information above accurate?

- Yes, everything looks correct
- No, I need a supervisor to make an adjustment

Cancel

[> Confirm Clock Out

- **Is all the shift information accurate?**



Today's Shift

Clocked in since 10:58 PM

SHIFT SUMMARY Regular Shift

Clock In
10:58 PM

Total Work Time 3m

[> End of Shift Confirmation

Please answer the following questions before clocking out.

Meal Breaks & Rest Periods Attestation

In a 12-hour shift, 3 rest periods are required.

I certify that I was authorized and permitted to take all meal breaks and (3) rest periods to which I was entitled.

I was not able to take all required breaks

Is all the shift information above accurate?

Yes, everything looks correct

No, I need a supervisor to make an adjustment

What adjustment is needed?

Sample request for supervisor's adjustment.
Example: Forgot to clock out.

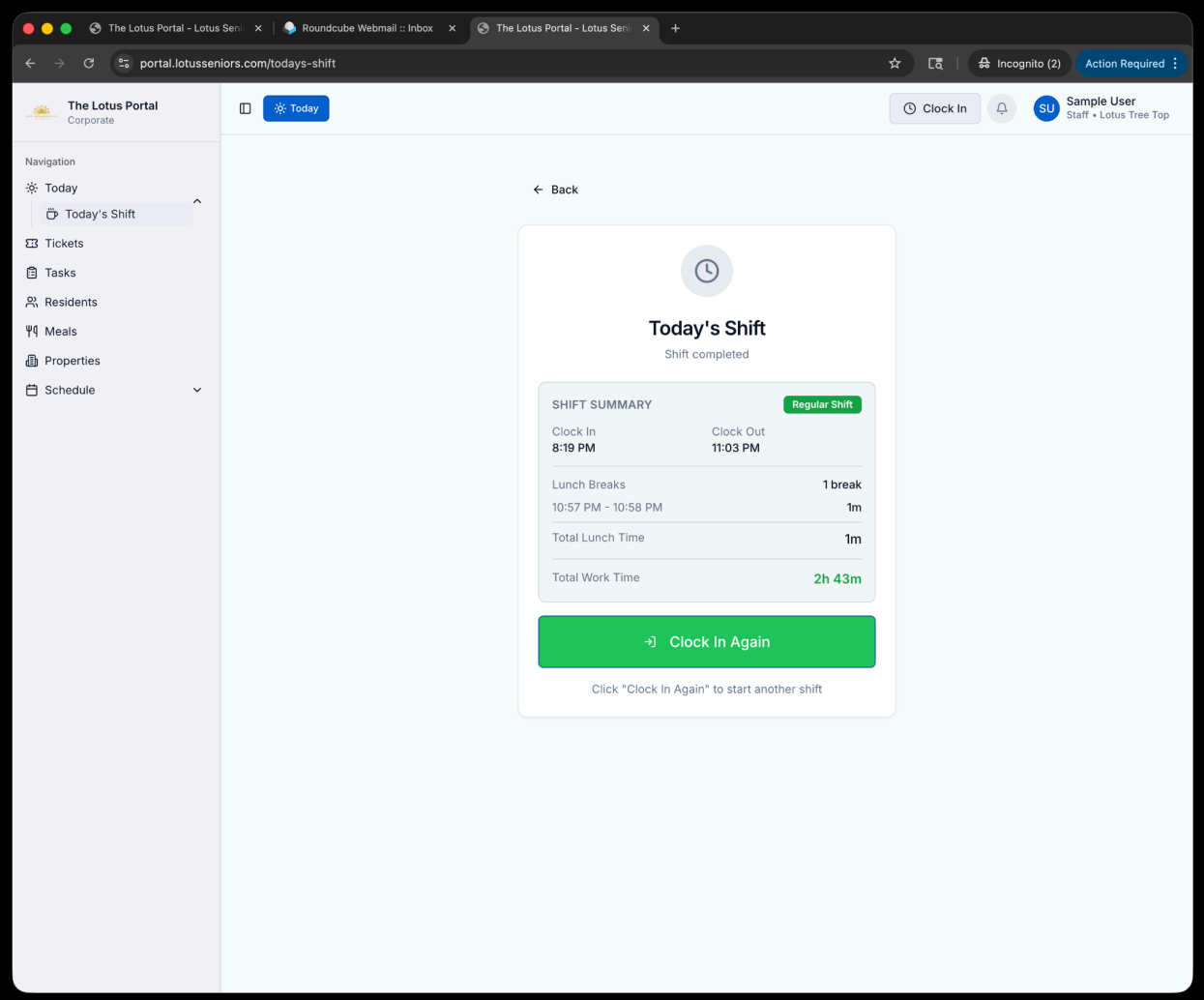
Cancel [> Confirm Clock Out

- Select **Yes** if correct
 - Select **No** if a supervisor adjustment is needed and explain why
3. Click **Confirm Clock Out**

After You Clock Out

Once clocked out:

- Your shift will show as **Completed**
- The **Clock In** button at the top will return to **gray**
- You may see a **Clock In Again** option if another shift is needed



The screenshot shows a web browser window displaying the Lotus Senior Housing portal. The page title is "Today's Shift" and it indicates "Shift completed". A "SHIFT SUMMARY" table is visible, showing clock in and out times, lunch breaks, and total work time. A green "Clock In Again" button is prominently displayed at the bottom of the summary card.

SHIFT SUMMARY		Regular Shift
Clock In	Clock Out	
8:19 PM	11:03 PM	
Lunch Breaks		1 break
10:57 PM - 10:58 PM		1m
Total Lunch Time		1m
Total Work Time		2h 43m

[→ Clock In Again](#)

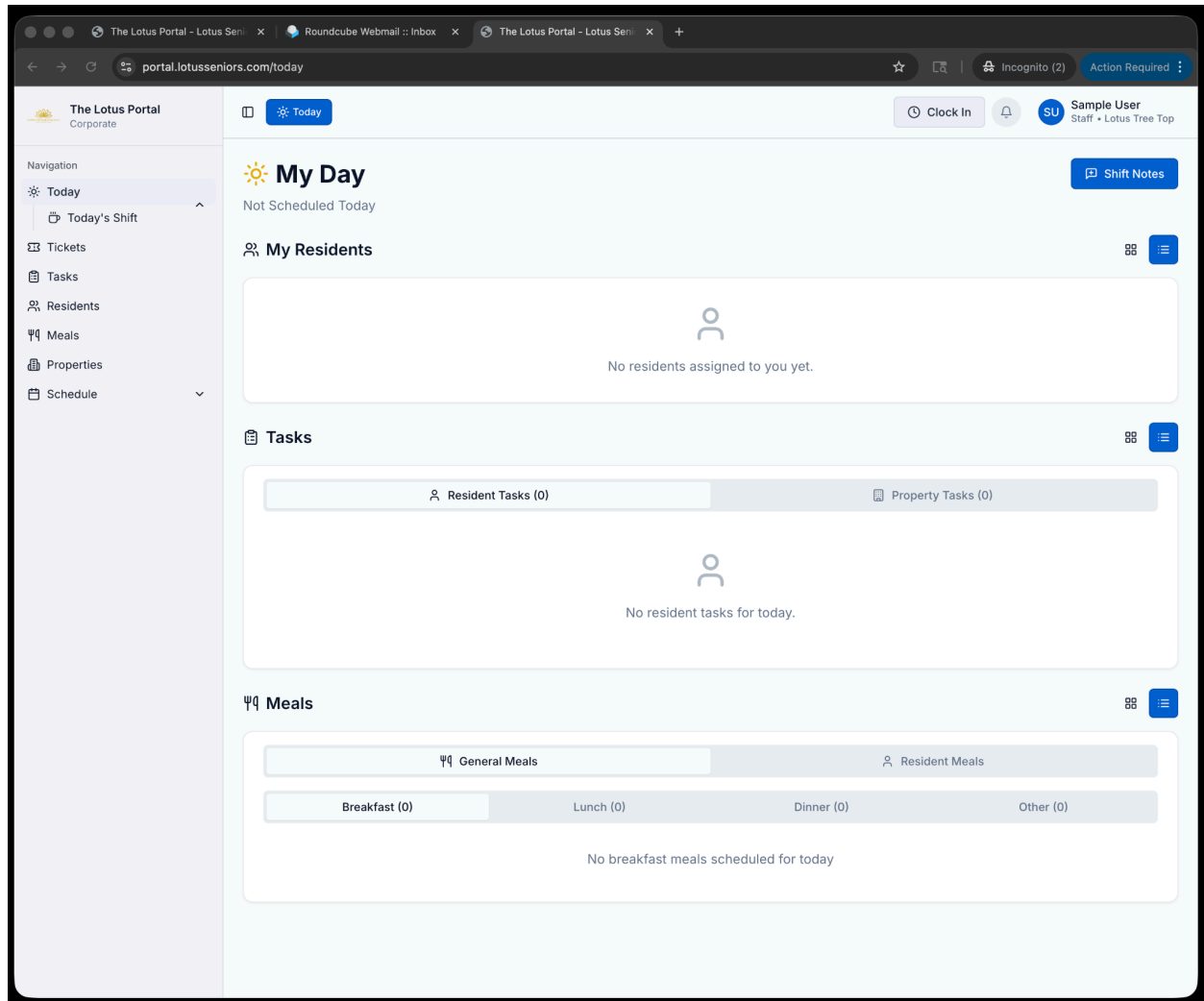
Click "Clock In Again" to start another shift

 You can log back in later if needed.

Finding Your Shift Information Later

At any time, you can review your shift by:

1. Clicking **Today** in the left menu
2. Selecting **Today's Shift**



If you forget to clock in or clock out, or something looks wrong:

👉 **Tell your supervisor immediately**

Do **not** try to fix it yourself.

IMPORTANT NOTES

- This system replaces paper sign-in sheets
 - Your hours are recorded based on clock in / clock out
 - If you do not clock in, it may appear that you did not work
 - Only use your own login — never share passwords
-

LOCATION VERIFICATION (FYI)

When you clock in and out, the system records your **IP address and general location**.

This is used only to:


- Confirm you are on-site when logging time
- Protect staff and ensure accurate time tracking

 This runs automatically in the background. No action is required from you.

IMPORTANT LOGIN REMINDER

When signing in to the Lotus Portal, the way you log in depends on your **work email address**:

- If your email ends in **@lotusseniors.com**, log in using **email and password**.
- If your email ends in **@lotusseniorhousing.com**, use the **Google Sign-In** button.

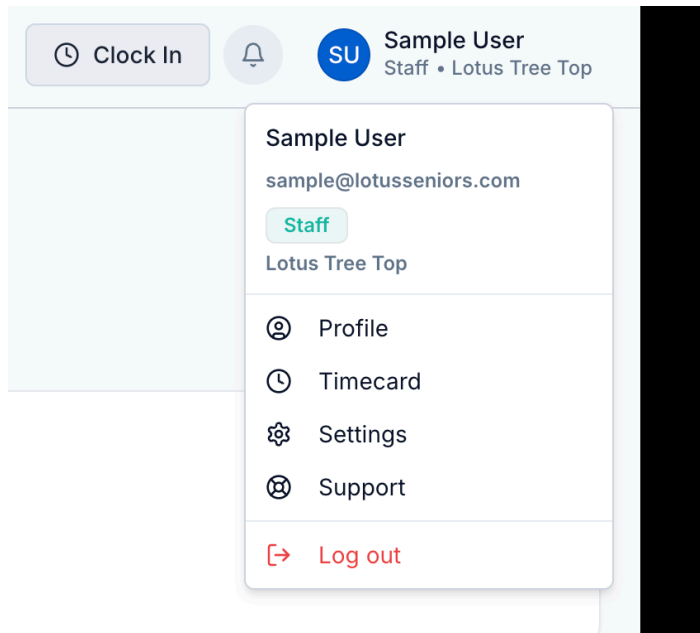
 Use the login method that matches your email address. If you are unsure, ask your supervisor.

YOUR PROFILE (Limited Editing)

Staff users have **limited access** to update their profile information.

To access your profile:

1. Click your **initials icon** in the top-right corner
2. Select **Profile**



You may update:

- Profile picture
- Bio / About Me
- Personal information (address, personal email, emergency contact)

 The following items are **managed by administrators** and cannot be changed by staff:

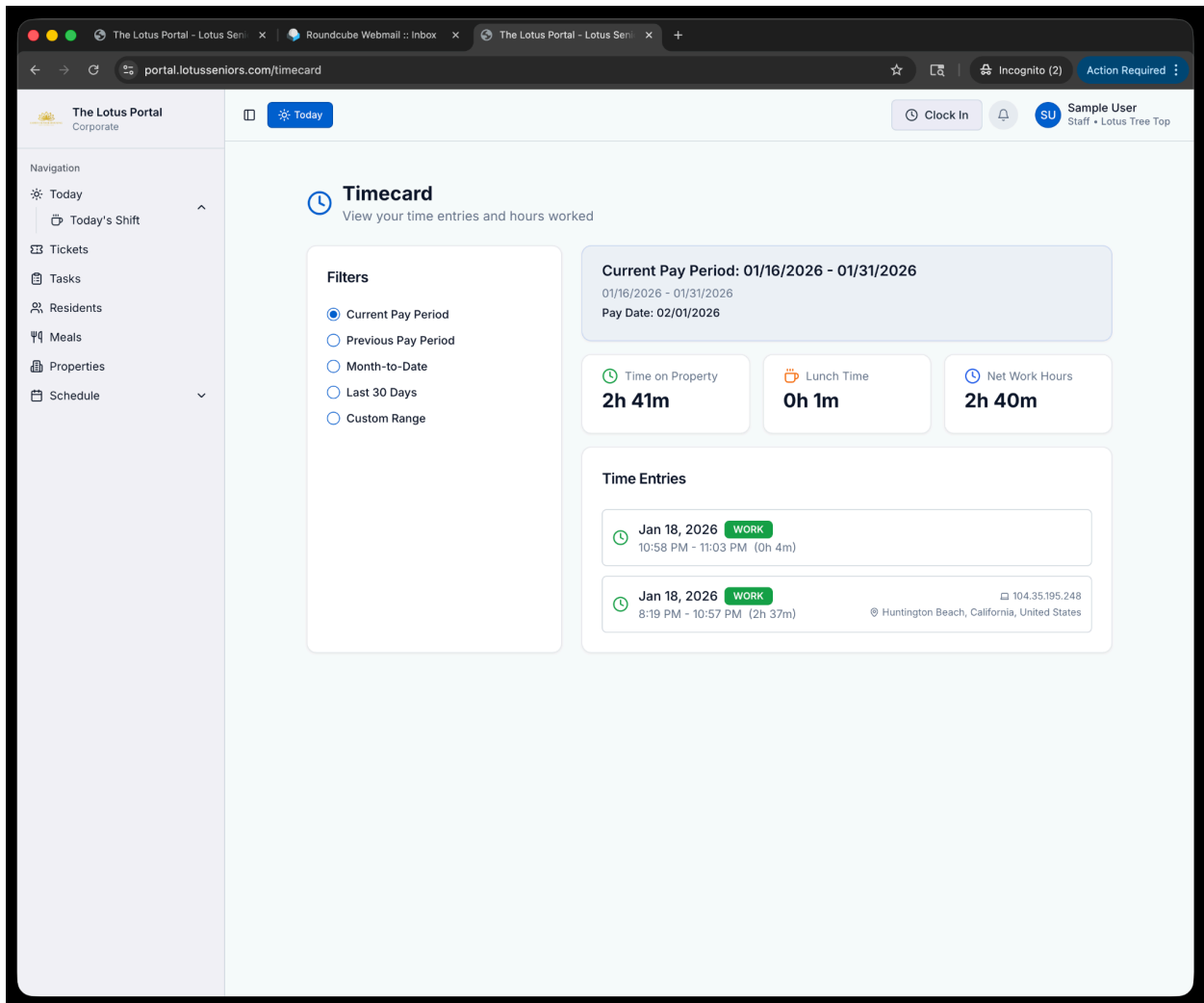
- Work email
- Role
- Display name
- Job title or department

VIEWING YOUR TIMECARD

You can view your recorded work hours at any time.

To access your timecard:


1. Click your **initials icon** in the top-right corner
2. Select **Timecard**



The screenshot shows a web browser window displaying the Lotus Senior Housing Timecard page. The browser address bar shows the URL `portal.lotusseniors.com/timecard`. The page header includes the Lotus Senior Housing logo and the text "The Lotus Portal Corporate". The navigation menu on the left includes "Today", "Today's Shift", "Tickets", "Tasks", "Residents", "Meals", "Properties", and "Schedule". The main content area is titled "Timecard" and includes a "Filters" section with options for "Current Pay Period", "Previous Pay Period", "Month-to-Date", "Last 30 Days", and "Custom Range". The "Current Pay Period" is set to "01/16/2026 - 01/31/2026" with a "Pay Date" of "02/01/2026". The summary section shows "Time on Property" as 2h 41m, "Lunch Time" as 0h 1m, and "Net Work Hours" as 2h 40m. The "Time Entries" section lists two entries for Jan 18, 2026: one from 10:58 PM to 11:03 PM (0h 4m) and another from 8:19 PM to 10:57 PM (2h 37m) at the location "Huntington Beach, California, United States".

From the Timecard page you can:

- View hours worked
- See lunch time vs work time
- Review current and previous pay periods

 If something looks incorrect, notify your supervisor.

SETTINGS

You may see a **Settings** option in your menu.

At this time:

- Settings do **not** apply to Staff users
 - No action is required
-

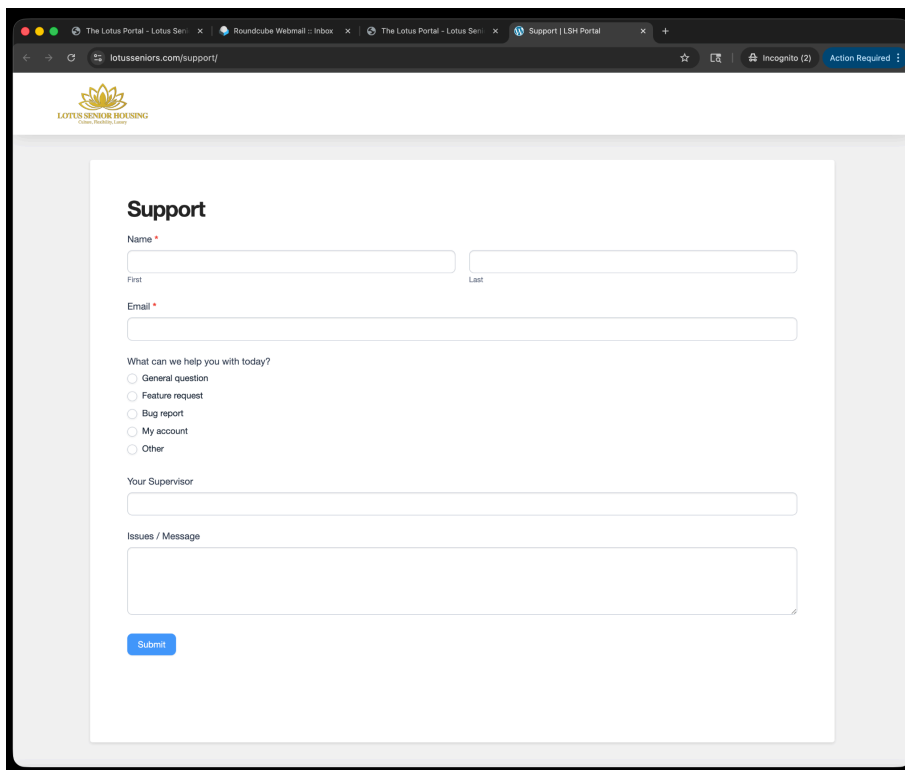
GETTING HELP / SUPPORT

If you have a question or issue related to:

- Logging in
- Clocking in or out
- Lunch tracking
- Viewing your timecard
- Portal access or errors

Please follow this order:

1. **Ask your supervisor first**
2. If they are unable to resolve it, submit a request using the **Support** link in the portal



The screenshot shows a web browser window displaying the Lotus Senior Housing support page. The page has a white background with a grey border. At the top left, there is the Lotus Senior Housing logo. Below the logo, the word "Support" is written in a bold, black font. The form contains several fields: a "Name" field with "First" and "Last" sub-fields, an "Email" field, a "What can we help you with today?" section with radio button options for "General question", "Feature request", "Bug report", "My account", and "Other", a "Your Supervisor" field, and a large "Issues / Message" text area. A blue "Submit" button is located at the bottom left of the form.

You may also visit the support page directly:

<https://lotusseniors.com/support/>

How portal support works

To ensure requests are tracked and resolved efficiently:

- Portal support is handled **only** through the Support form
- Portal support is **not provided by email or phone**

The IT Team reviews and responds to support requests submitted through the Support form as quickly as possible.
