

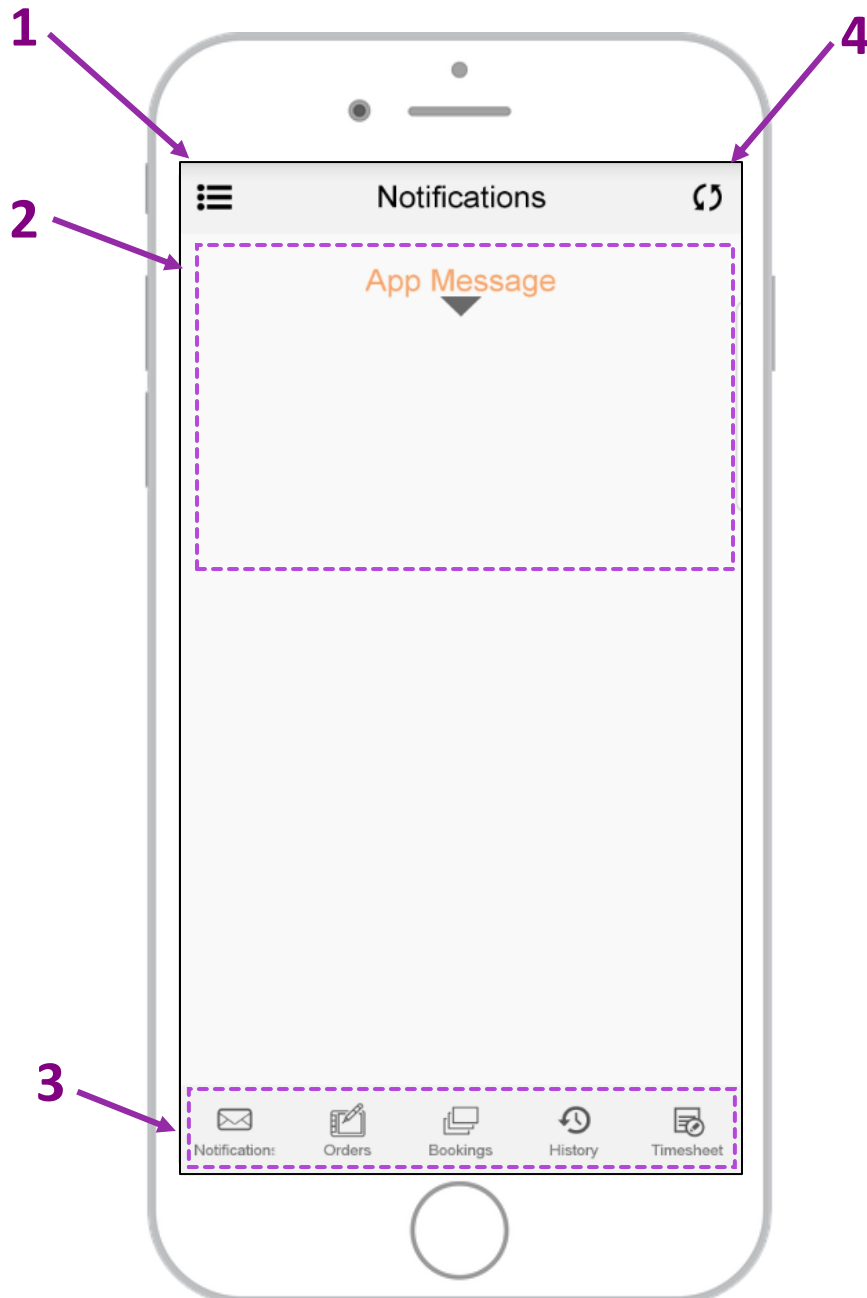
Client Mobile App Guide

This Client Mobile App guide has been created as an introductory guide to navigating and using the Client App. The images provided in this guide may appear slightly different depending on the make, model and size of device.

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App Navigation– Main Screen



1 Additional Menu Options

- *Personal Details*
- *Contact Details*
- *Client Notes*
- *Settings*
- *Change Password*
- *And more!*

2 Notifications

Flashing Global notifications will appear here if applicable

3 Main Access Menu

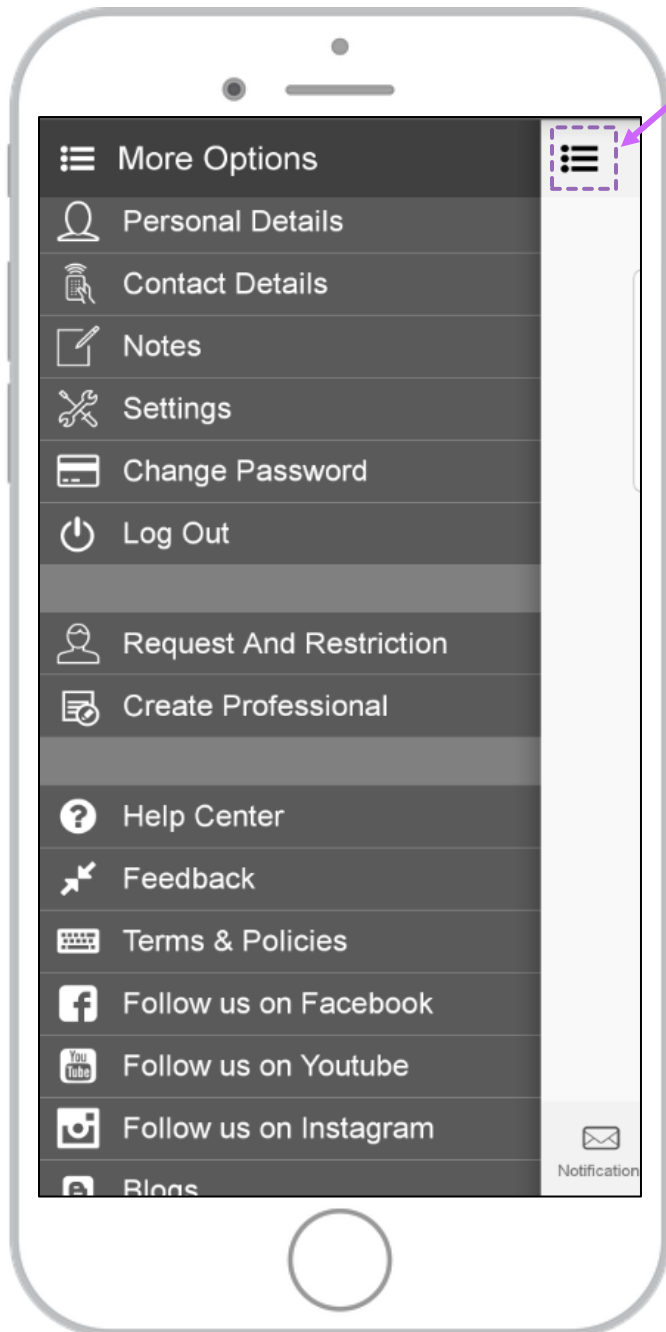
- *Notifications*
- *Orders (Enter a new booking)*
- *Bookings (Review current bookings)*
- *History (Review past bookings)*
- *Timesheet (Authorise Timesheets)*

4 Refresh App Screen

Select this to refresh screen

More Options Menu

Selecting the menu icon in the top left corner of the app will display open the More Options Menu.



Personal Details

Access to view and update personal details such as first name, surname, preferred name, designation (Position) and qualification (if applicable).

Contact Details

Access to view and update contact details such as Email, Phone number and contact preference.

Notes

Selecting this will allow you to view and update notes for all authorised locations

Notes available to view and update include:

- Important Personnel Notes
- Transport | Parking
- Entry | Security | Timesheets notes.

App Settings

Selecting this will take you to General App settings.

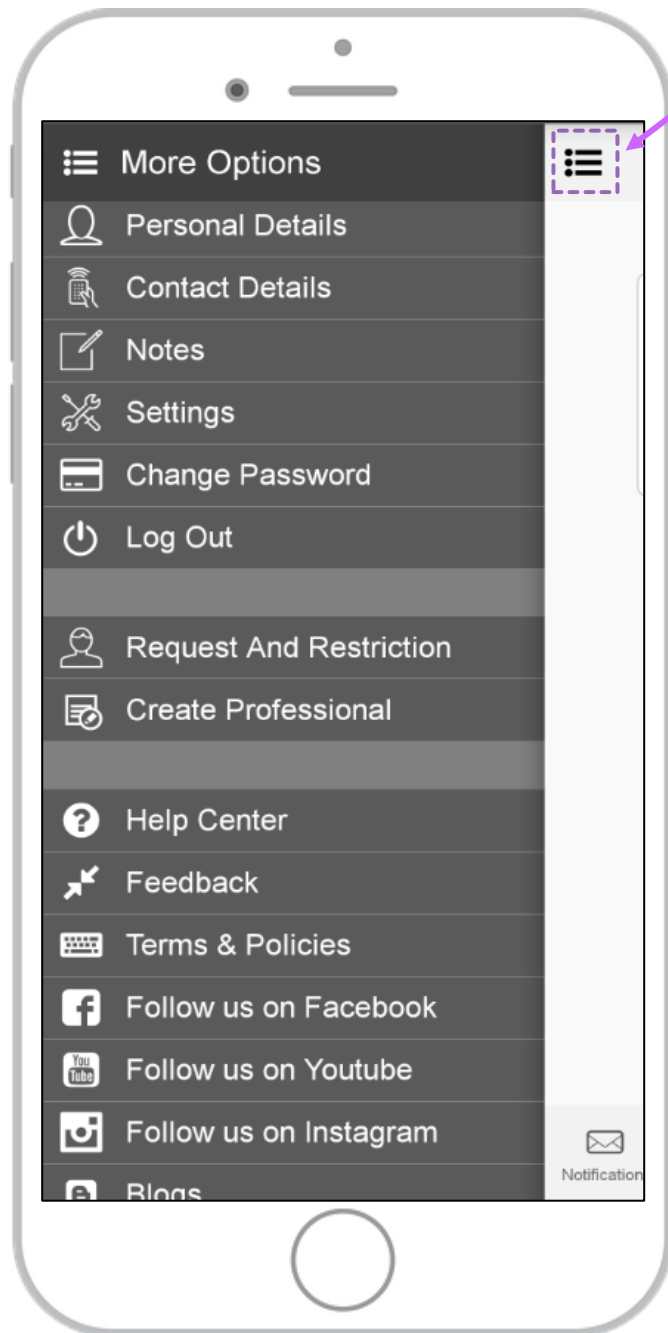
Change Password

Click here to change your password.

Logout

It is recommended to stay logged in on your app. However, if you wish to log out click here.

More Options Menu Cont.



Request and Restriction

Select here to view, add or edit location Requests and Restrictions.

Create Professional

Click here to create a new professional to authorise access to order staffing requests, view current bookings and booking history via the App and portal.

Help Centre

Access to Contact information of who to contact if you require assistance

Feedback

Click here if you wish to submit a complaint, compliment or Suggestion

Terms & Policies

Click here to view Terms and Conditions

Social Media Links

Link to Facebook page

Link to Youtube

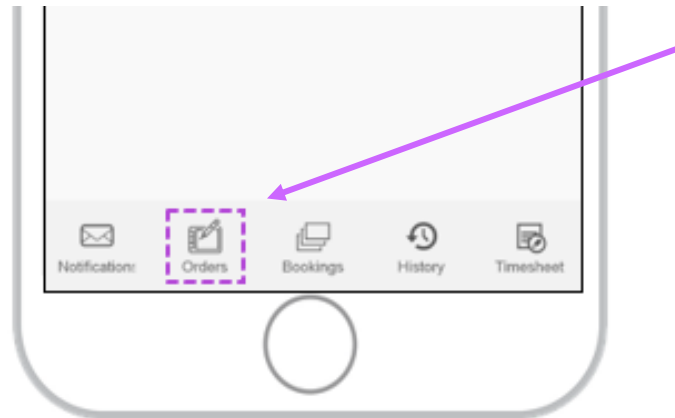
Link to Instagram

Blog Link

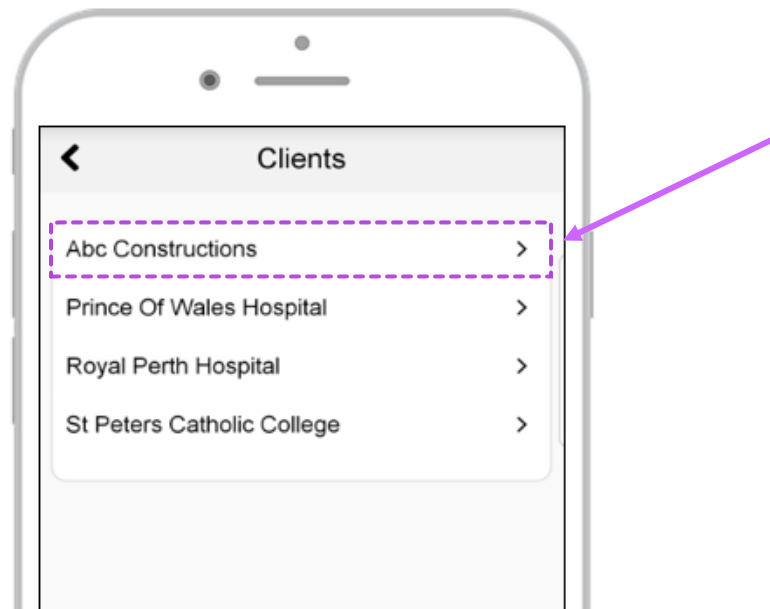
Link to access company Blog/Information

How to enter in a new booking

Step 1. Select Orders from the Main Access Menu

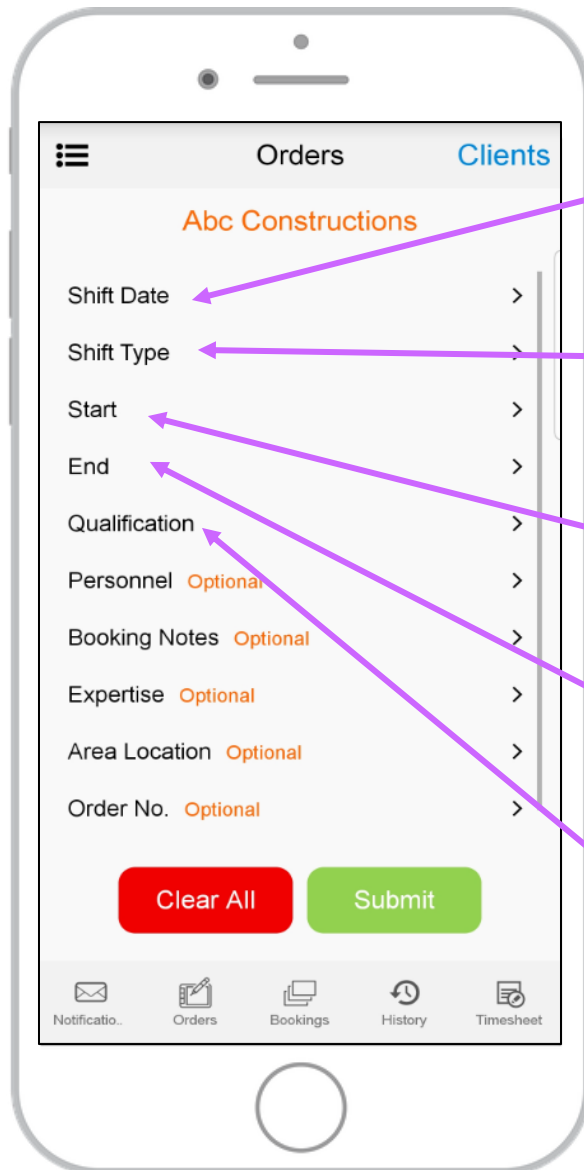


Step 2. Select the required Service Location from the displayed list



Step 3. Enter in mandatory order details

Please begin from the top of the screen and apply all mandatory details.



Shift Date

The Shift Date is the Calendar date you request a staffer request. On selection of Shift Date, a calendar will appear. To apply a shift date, select from the calendar. To apply multiple dates for the same Qualification and Shift time please select more than one date from the calendar view.

Shift Type

The Shift type assists the system and users to search for available staff. On selection of the shift type the App will show all available Shift Type codes. If you are unsure on the shift types please contact your Help Centre personnel.

Start

The Start field is used to define the shift start time. Selecting this will provide a pop-up screen to select a start time in 15-minute increments. Please note the Start and End time are in 24hour format.

End

The End field is used to define the shift end time. Selecting this will provide a pop-up screen to select a start time in 15-minute increments. Please note the Start and End time are in 24hour format.

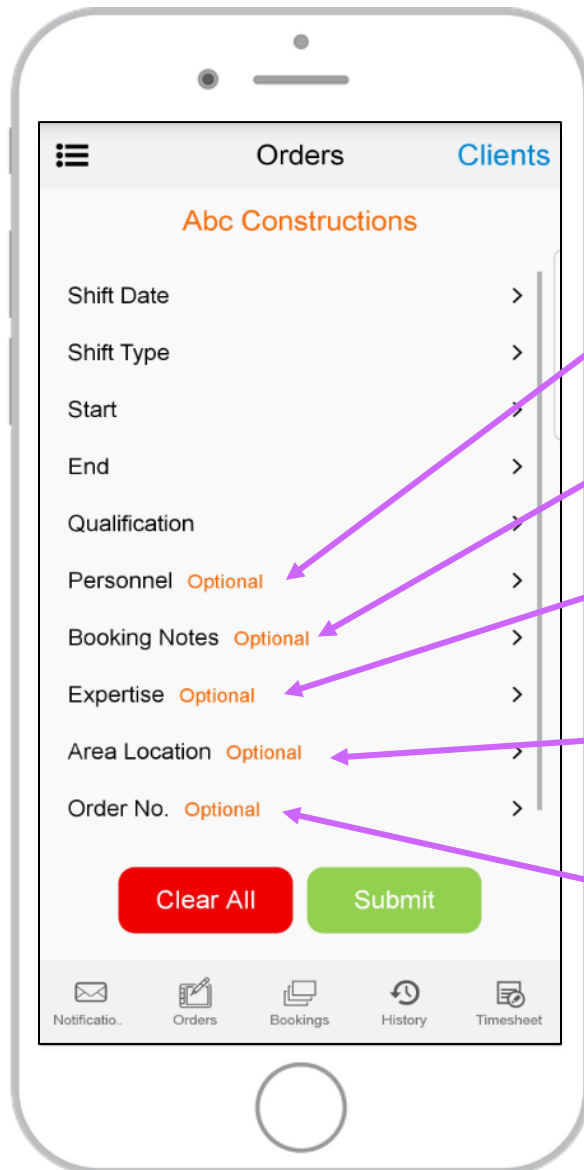
Qualification

The Qualification is used to identify the Skill Set/Role of the personnel you are requesting. On selection of Qualification a list of all available Qualifications will appear.

Please note any fields marked as "Optional" are non-mandatory.

Step 4. Enter in any details in applicable optional fields

Update any of the optional fields.



Personnel

The Personnel field provides the ability to nominate a single person from the list shown. On the selection of this field the screen will provide a list of Preferred Personnel.

Preferred personnel are available staff, that have attended your location in the past.

Booking Notes

Booking notes can be used to provide addition shift specific information relating to the booking request.

Expertise

The Expertise field provides the ability to nominate additional skill sets/requirements relating to the qualification applied. On the selection of this field a list of available expertise for the qualification applied will appear.

Area Location

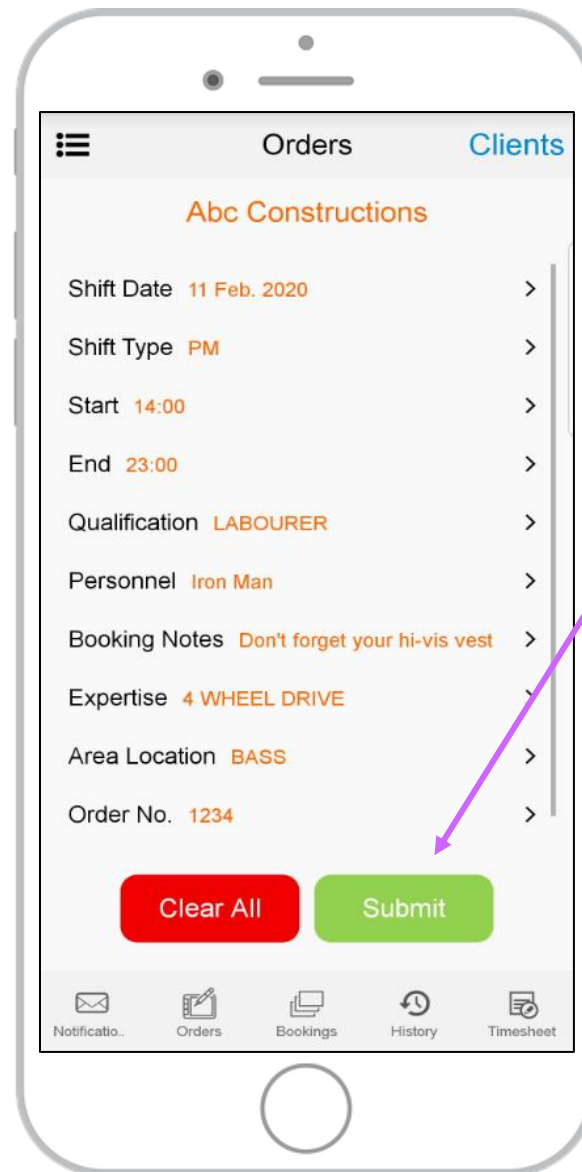
The Area location is a field that can be used to nominate an area or sub location connected to the service location. On the selection of Area location a list of available areas connected to the service location will appear.

Order No.

The Order No. field is used to apply a purchase order numbers of reference codes associated to the booking order. One the selection of this field it will allow users to enter in an order number.

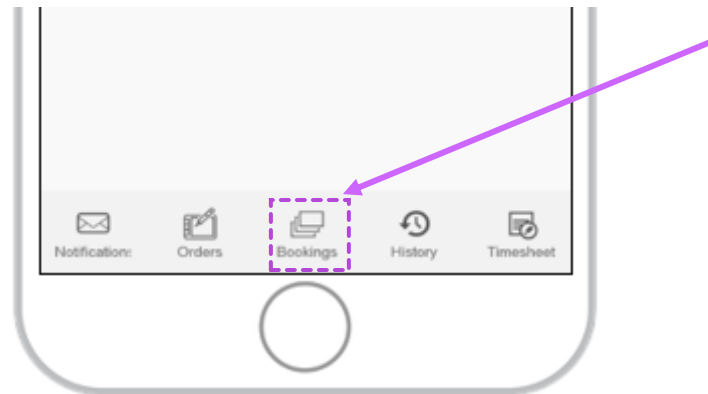
Step 5. Click on Submit

Once all Mandatory and Optional Data are entered

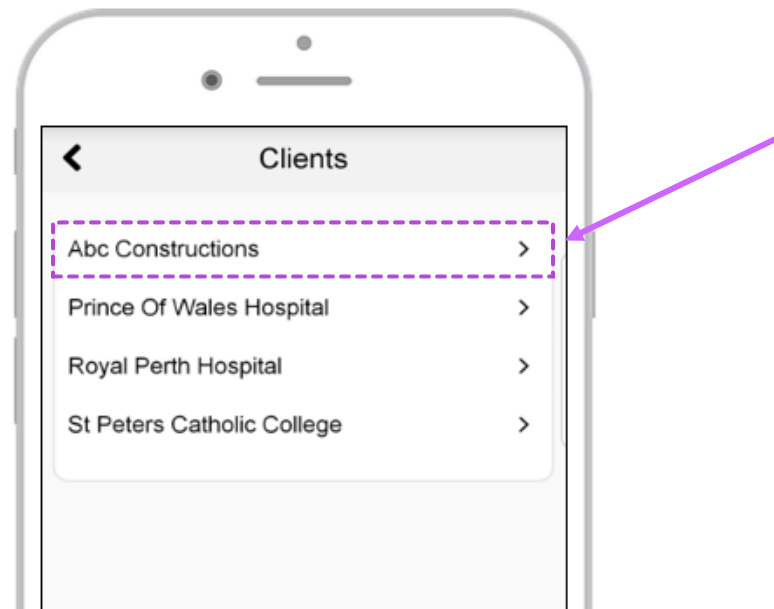


How to view current bookings

Step 1. Select Bookings from the Main Access Menu.

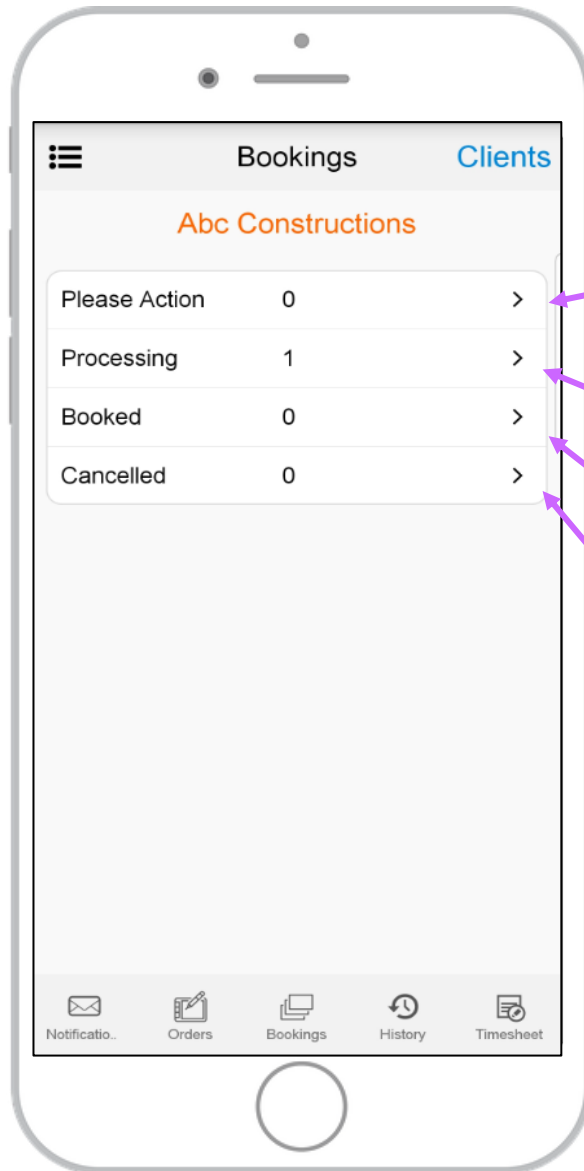


Step 2. Select the required Service Location from the displayed list.



Step 3. Select the applicable section to view bookings.

The sections categorise shifts on their current statuses and highlight the total number of requests.



Please Action

Shifts that require actioned will appear here. These include shifts that are:

- Accepted by personnel and require client approval
- Personnel nominated awaiting acceptance and client approval

Processing

Bookings that are entered and are currently "In progress".

Booked

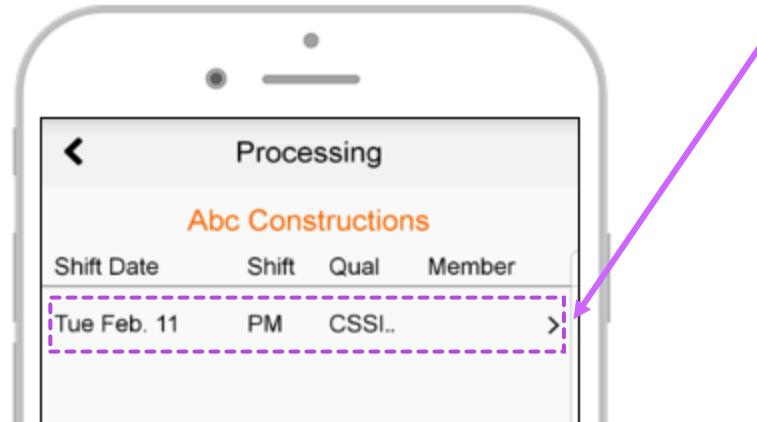
Current and future shifts that are confirmed and no further action is needed unless a cancellation is required. If you wish to cancel a booked shift please contact agency.

Cancelled

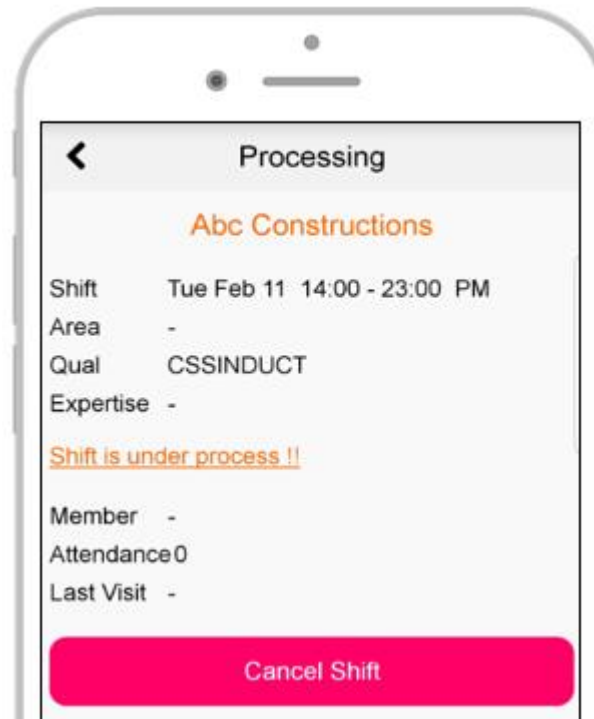
This area will show any current/future shifts that have been cancelled and are no longer required.

Step 4. Viewing current/future shifts.

Once a section is selected a list of applicable shifts will appear. Select the shift to view specific shift details.

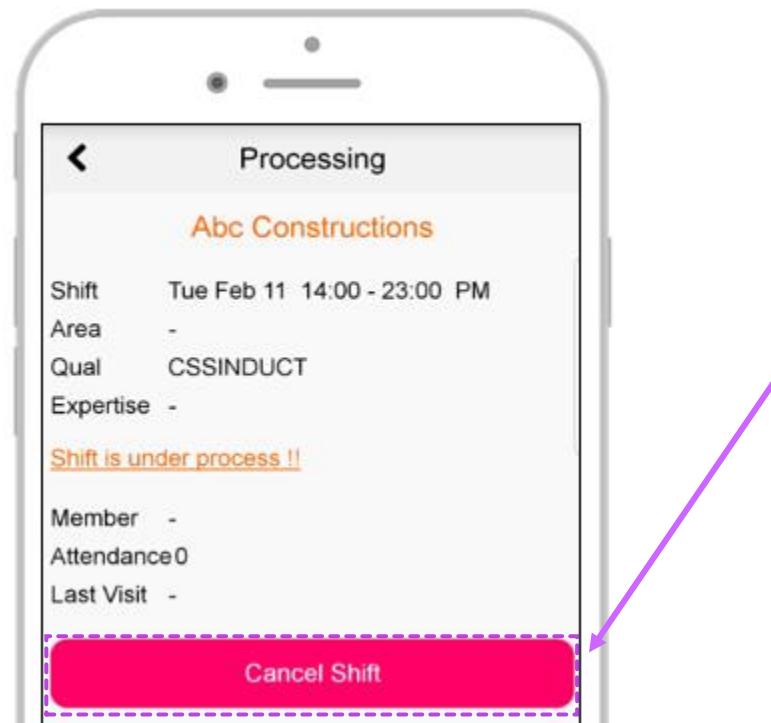


Below is an example of shift details shown in the expended view



Step 5. Cancelling a shift in the processing section.

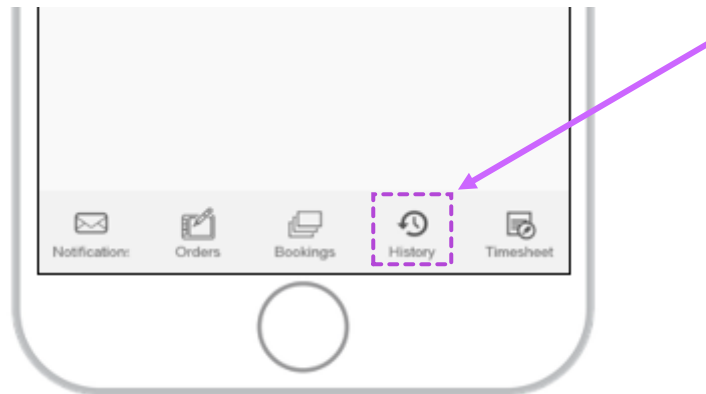
If a shift is in the processing section, you can cancel it by selecting the Cancel shift button.



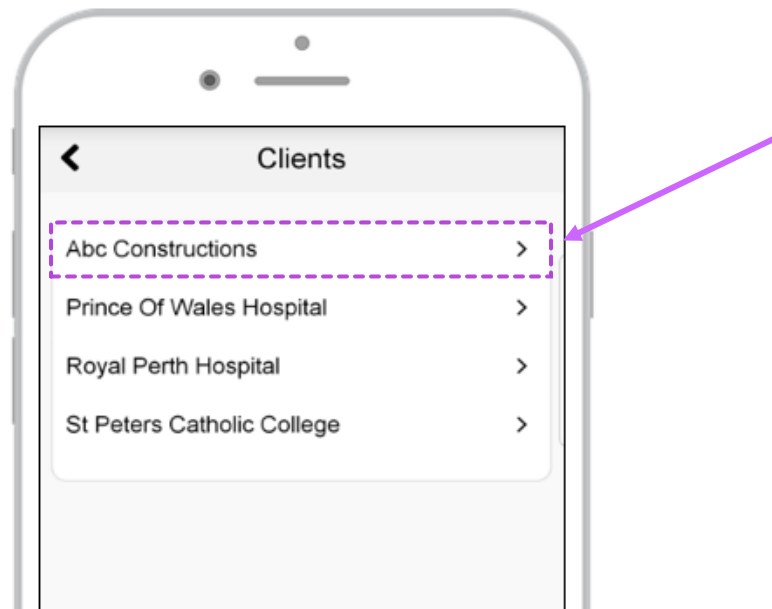
Please note if a shift has progressed past the processing section please contact the agency to cancel the booking.

How to view past bookings (History)

Step 1. Select History from the Main Access Menu.

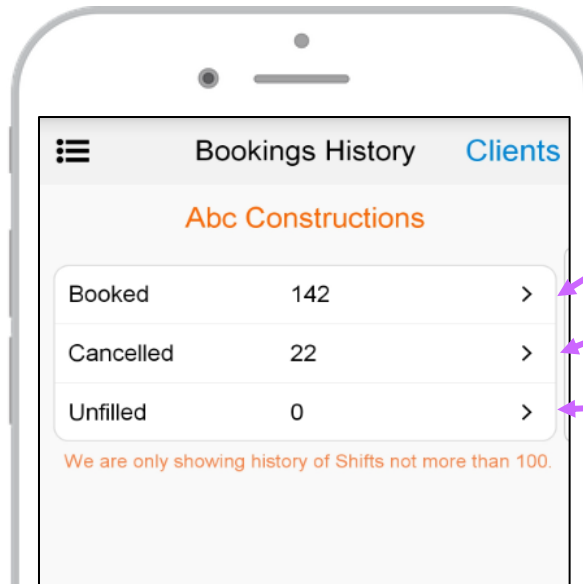


Step 2. Select the required Service Location from the displayed list.



Step 3. Select the applicable section to view bookings.

Similar to current bookings each section categorised the final status of previous bookings and highlight the total number of requests for each.



Booked

This section will show all shifts that were ordered and completed by personnel.

Cancelled

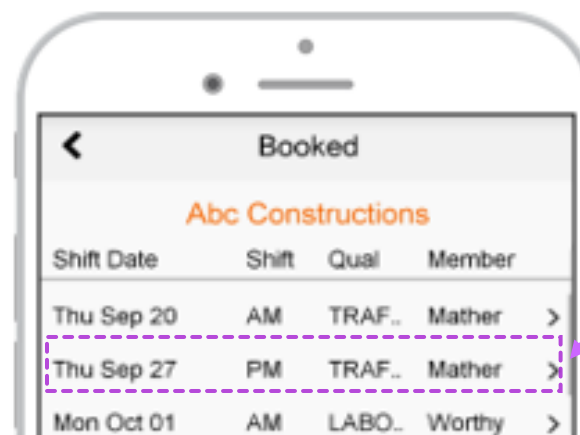
This section will show any past ordered shifts that were cancelled or withdrawn by client.

Unfilled

This section will show any past ordered shifts that were unfilled by the agency due to not being able provide a qualified staff to meet the orders requirements.

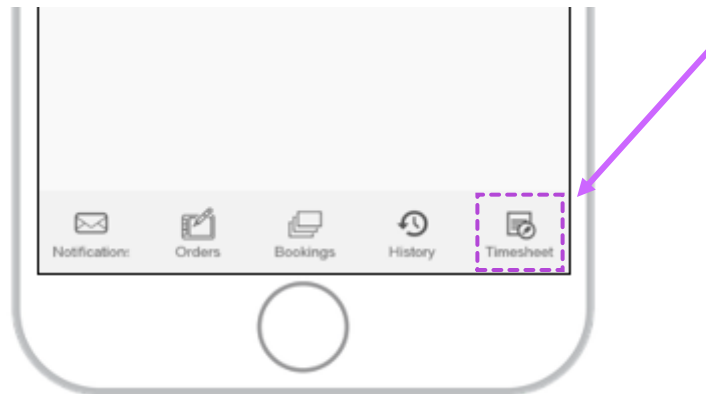
Step 4. Viewing past shift details.

Once a section is selected a list of applicable shifts will appear. Select the shift to view specific shift details.

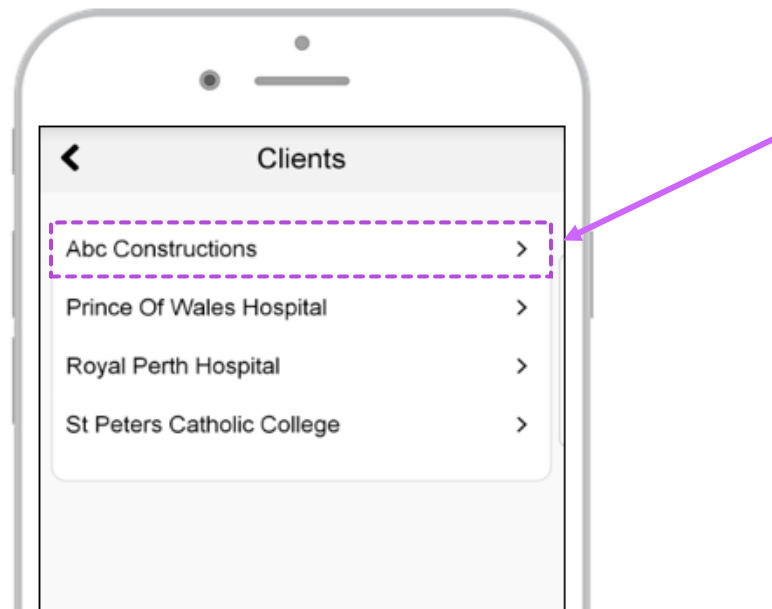


How to view and approval timesheets

Step 1. Select Timesheet from the Main Access Menu.



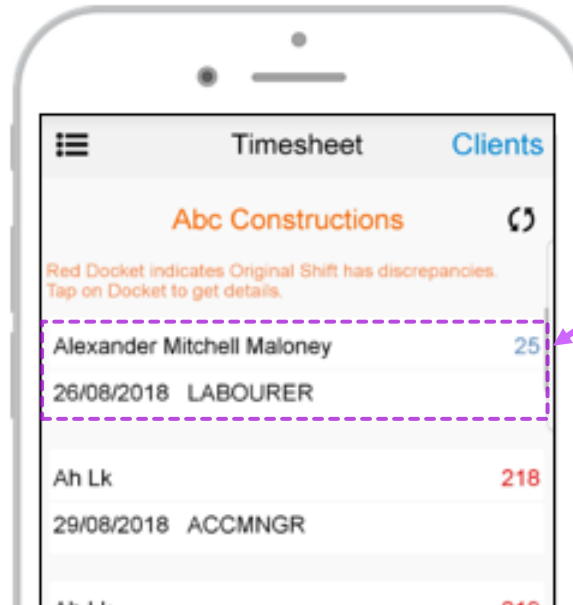
Step 2. Select the required Service Location from the displayed list.



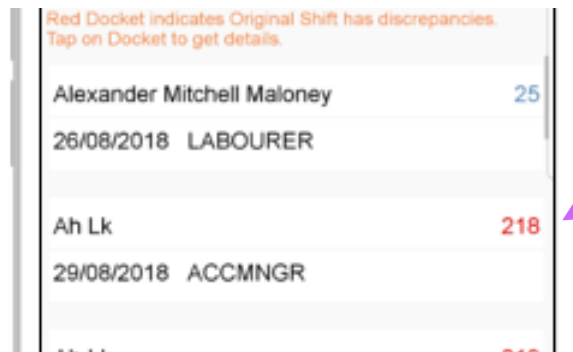
Step 3. Select a timesheet to approve.

On the selection of a service location the screen will display any outstanding timesheets awaiting client approval.


To view a timesheet submission and approve select the timesheet details.

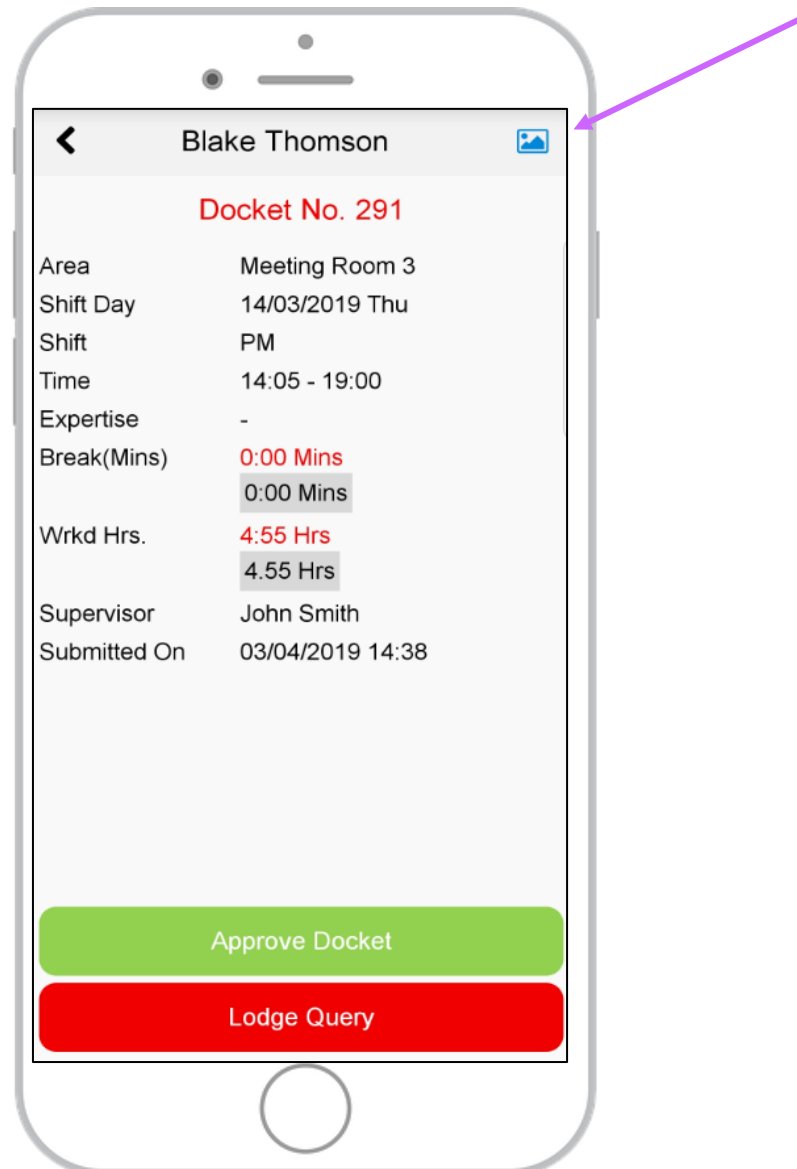


If a timesheet number is appearing in Red font it indicates a discrepancy from the original booking to what was submitted by the staff.



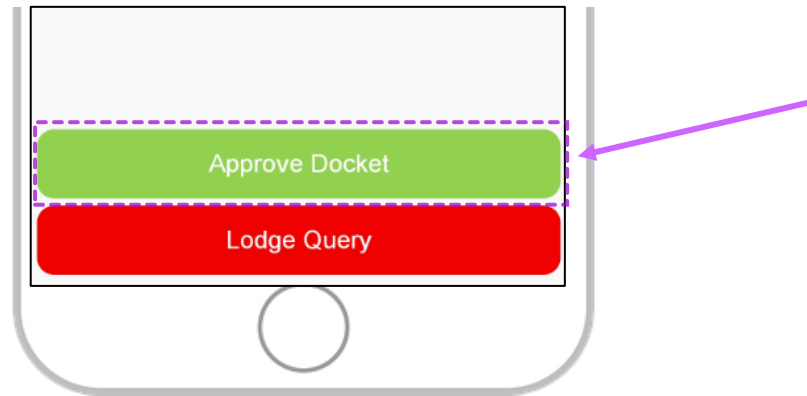
Step 4. Review submission

Any fields appearing in Red font it indicates a discrepancy from the original booking to what was submitted by the staff. To view a copy of the timesheet select the  found in the top right corner.

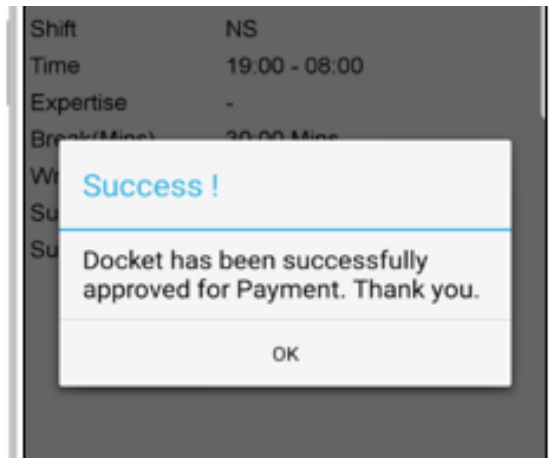


Step 6a. Approve submitted details for payment

Select Approve docket if the details submitted by the Member are correct.

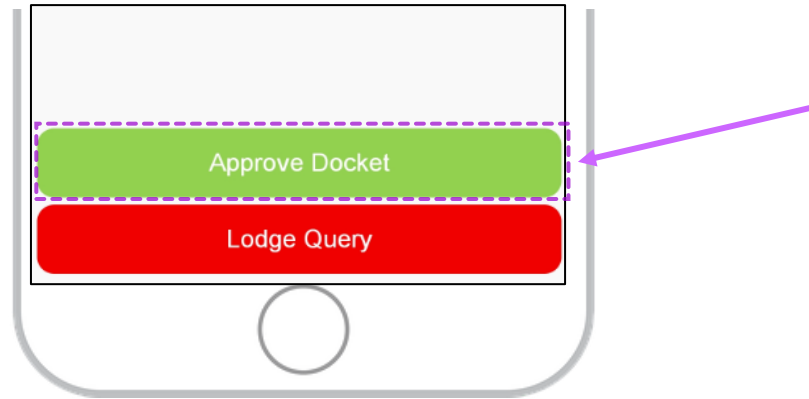


If you select Approve Docket the following message will appear.



Step 6b. Lodge Query for timesheet submission

Select Lodge query if you wish to dispute the submission. If you select Lodge Query the following screen will appear.



Notes entered via this screen will be sent directly to the staff who submitted the timesheet to allow them to adjust their submission or dispute the discrepancy.

If the staff disputes the clients notes the query will be locked for the agency to review and process.

