

## Member Mobile App Guide

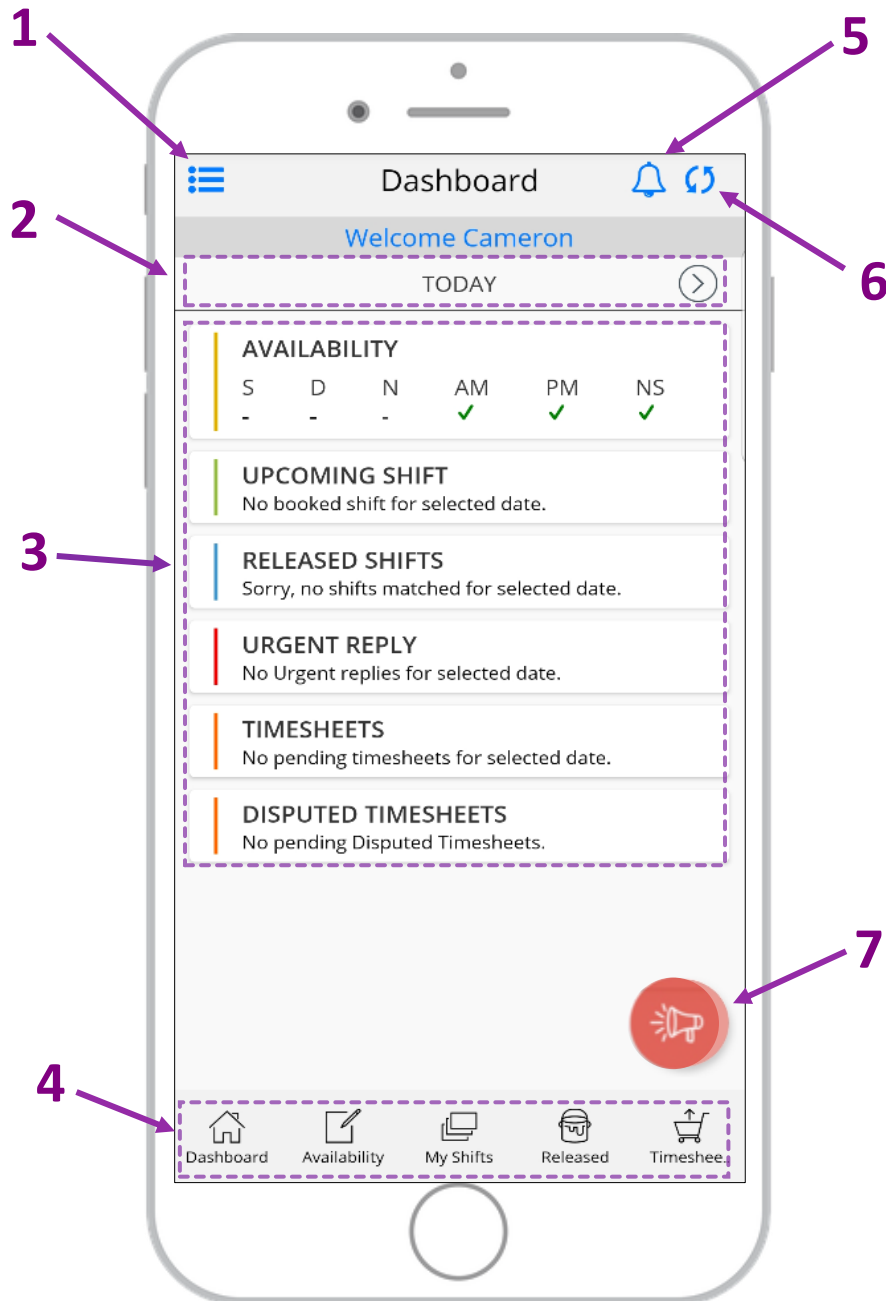
This Member Mobile App guide has been created as an introductory guide to navigating and using the Member App. The images provided in this guide may appear slightly different depending on the make, model and size of device.

If you need assistance with submitting a timesheet, please contact the Help Center details found in the top left More Options Menu of your Mobile App.

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## Display Guide - Dashboard



### 1 Additional Menu Options

- *Permanent Availability*
- *Personal Details*
- *Contact Details*
- *Member Preferences*
- *Employment Details*
- *Payroll details*
- *And more!*

### 2 Selected Dashboard Date

The Dashboard will show all information relevant to date indicated

### 3 Important Details for Selected Date

- *Availability set*
- *Upcoming/Current Shift information*
- *Urgent Replies awaiting response*
- *Timesheets pending submission*
- *Disputed timesheets*

### 4 Main Access Menu

- *Dashboard*
- *Casual Availability (View/Enter)*
- *My Shifts (Booked/Assigned Shifts)*
- *Released Shifts (Available to Accept)*
- *Timesheets Pending Submission*

### 5 Unread App notifications

Any recent notification can be accessed here

### 6 Refresh App Screen

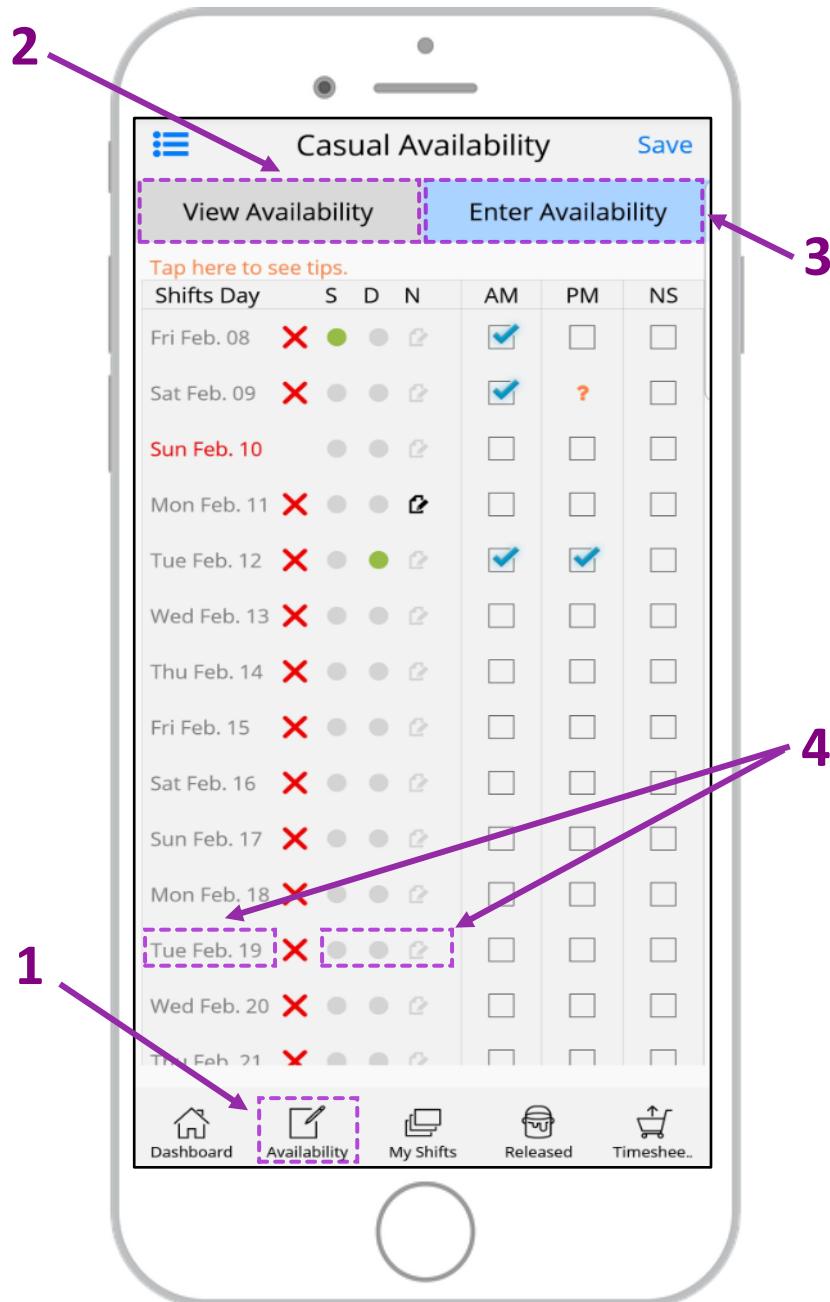
Select this to refresh screen

### 7 Important Notification

Will only appear if there is an important message

## Casual Availability

The Casual availability allows users to view, enter and update their availability on the go.



### 1 How to Access Casual Availability

To access the Casual Availability, select the Availability Icon within the Main Access Menu located at the bottom of the screen.

### 2 View Availability

When you first open the Casual Availability screen it will load the View Availability Tab that shows any previously saved availability for current or future dates.

### 3 Enter Availability

To enter or update an availability, select the Enter Availability Tab. Each row is used to highlight the availability for the single Shift Day for current and future dates. Please refer to the Casual Availability legend for further information on what each column signifies.

Each day has three availability Types:

**AM** = Morning

**PM** = Afternoon

**NS** = Night Shift

For further information on the correct use of the availability types please contact the agency.

### 4 Additional Availability Information

To enter in Additional Availability Information, select either the Shift Day + Date or Icons within the Enter Availability screen. Further information is available on the next page.

## Additional Availability Information

Switching this on = Nominating yourself for Standby.

### Standby

You will not be able to select this option if you have not ticked AM/PM/NS for the date selected.


Switching this on = Nominating yourself for Double Shift.



### Double Shift

You will not be able to select this option unless you have ticked two or more AM/PM/NS for the date selected.

Switching this on = Taking yourself off for the date selected.

### Not Available all Day

Selecting the  on the previous screen will also achieve this.

Switching this on = Changes your  to a .

### Set Possible Availability

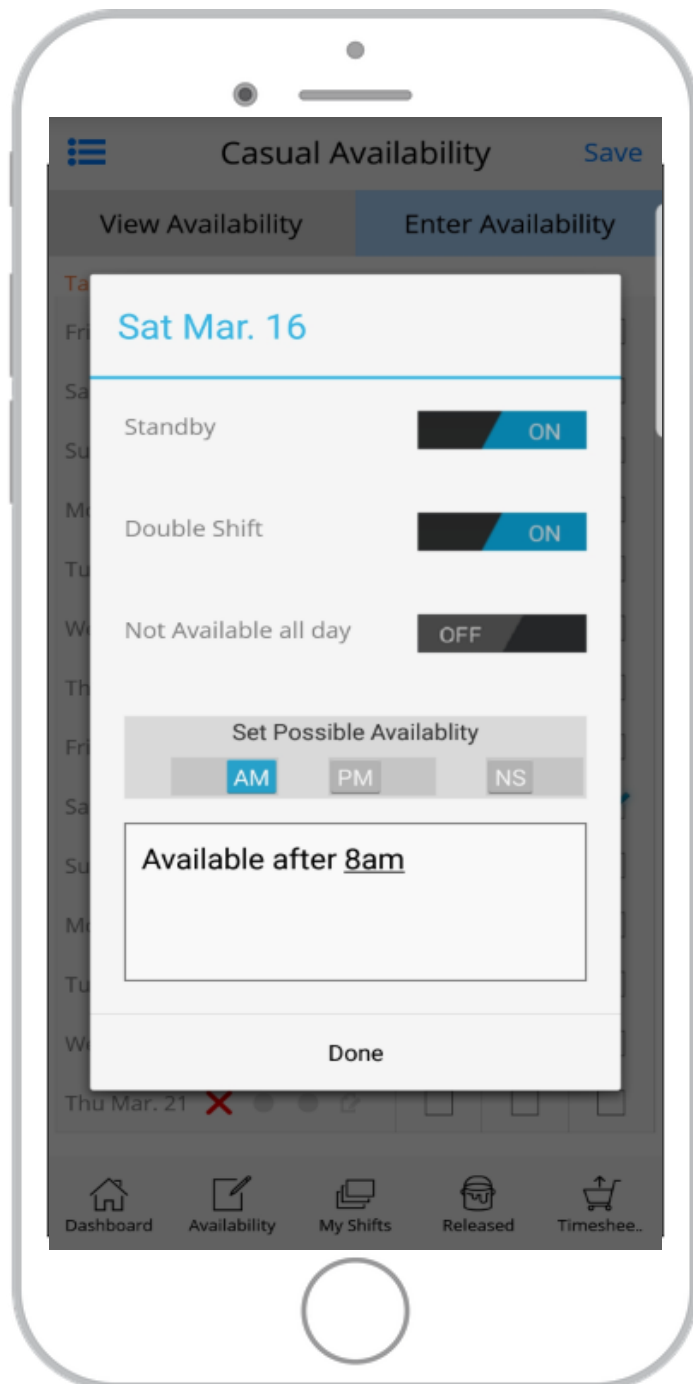
If you have only selected possible availabilities or have made yourself 'Not Available All Day' you will not be able to select this option.

Notes entered here should be specific to the date selected.

### Daily Availability Notes

Examples: short shift, travel restrictions, preferred type of work or facility.

Ongoing availability notes must be entered in member preferences.



## Legend for Enter Availability Screen

### Legend for Enter Availability Screen



#### Blue Tick

When showing in AM, PM or NS this icon indicates the Availability Type is set as Available for the applicable date



#### Orange Question Mark

When showing in AM, PM or NS this indicates the Availability Type is set as Possibly Available for the applicable date.



#### Green Indicator

**S** – When showing under the letter S this indicates Standby is on  
**D** – When showing under the letter D this indicates Double Shift is on (More than one availability type for date must be selected for this to be set.)



#### Availability Notes

When this icon is highlighted it means an availability note has been entered against this date.



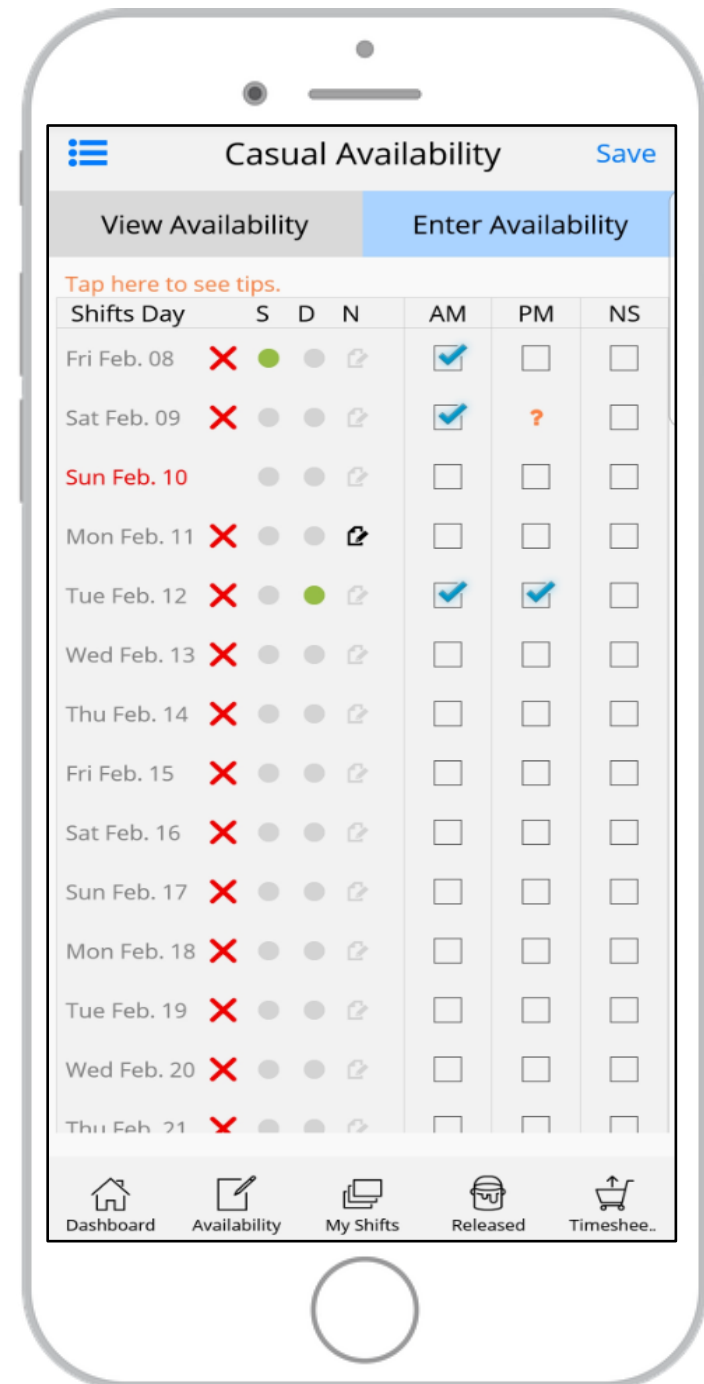
#### Whole Date Not Available

Selecting this icon will quickly nominate all day not available. When used the selected date will turn red Example: **Sun Feb. 10.**



#### Faded Tick

Means you are allocated to a shift for this availability type and cannot adjust your availability. Please go to My Shifts to view the Shift allocation.



## My Shifts

Any Shifts that appears in the My Shift Screen have been allocated to you or Multiple Members depending on the status. For further information on what each status represents please view below.

### Reply (Member Assigned)

This shift has been individually assigned to you and requires you to accept or reject this shift. If you receive a notification and the shift is no longer visible on the My Shifts page, it could mean this shift has been covered.

### Broadcast (Member Broadcast)

If you see Broadcast in My Shifts screen against a shift it means multiple Members have been jointly nominated to this shift and can accept this shift at any time. The system will place the Member who accepts the shift first. First to accept Wins!

Shifts Day	AM	PM	NS
Thu Feb. 21	Reply		
Fri Feb. 22		Broadcast	
Sat Feb. 23		Book	
Sun Feb. 24			Book
Tue Mar. 26		Acknowledged	

### Book (Member Accepted)

The shift has been accepted by the Member awaiting Client Confirmation

### Book (Shift Booked)

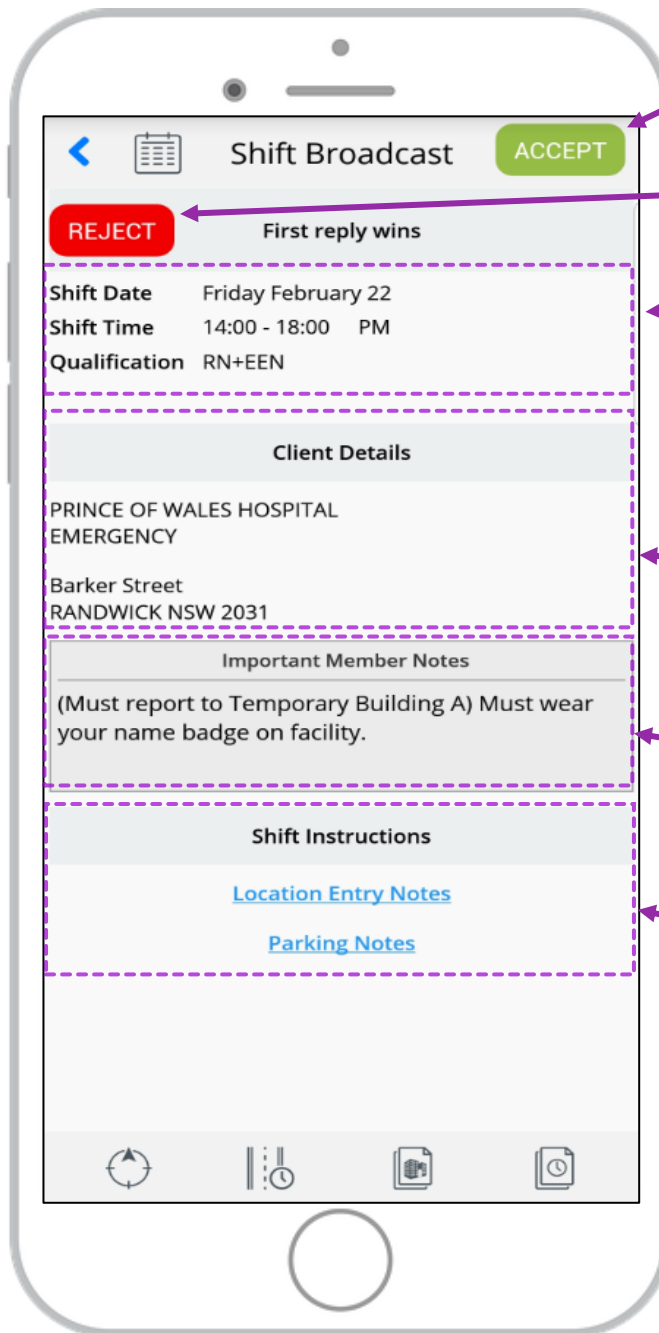
Member has Accepted the shift and the Client has Confirmed the Member for the shift. No further action is required from the Member unless there your agency has additional processes.

### Acknowledge Cancellation (Client Cancelled)

Client has Cancelled the shift after the Member has accepted.

To access the shift information shown on the next page please select the coloured shift Status within the My Shift AM, PM or NS columns.

## My Shifts Cont.



- 1 Select to Accept Shift**  
By selecting this button, you are accepting the shift and confirm your attendance unless further communication is received of this shift being cancelled.

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- 2 Select to Reject Shift**  
By selecting this button, you are rejecting this shift as you do not wish to attend

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- 3 Shift Information**  
This section shows basic shift information including:

  - Shift Date
  - Shift Time & Type
  - Qualification(s)
  - Expertise (if applicable)

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- 4 Details of Client Location**  
This section provides key location information

  - Name or Function of location
  - Delivery location (if applicable)
  - Street Address

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- 5 Important Member Notes & Booking Notes**  
This section provides important information that the agency has highlighted about this location or the booking. Any Booking notes which are related to the shift will appear in Brackets i.e. (Must report to Temporary Building A)

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- 6 Shift Instructions specific to location**  
**Locations Entry Notes** - Supplementary information to assist in accessing, gaining entry or arrival procedures to location i.e. Access code for entry.  
**Parking Notes** - Supplementary information to assist with Transport, Parking and finding location.



## My Shifts Menu Icons



Add Shift to Device Calendar as an Event

Event successfully added

### View travel route on Map

### Distance and Expected Time Calculation

Distance & Time	
Distance from your home:	936 km
Expected travel time:	9 hours 21 mins

### View Estimated Shift Worth

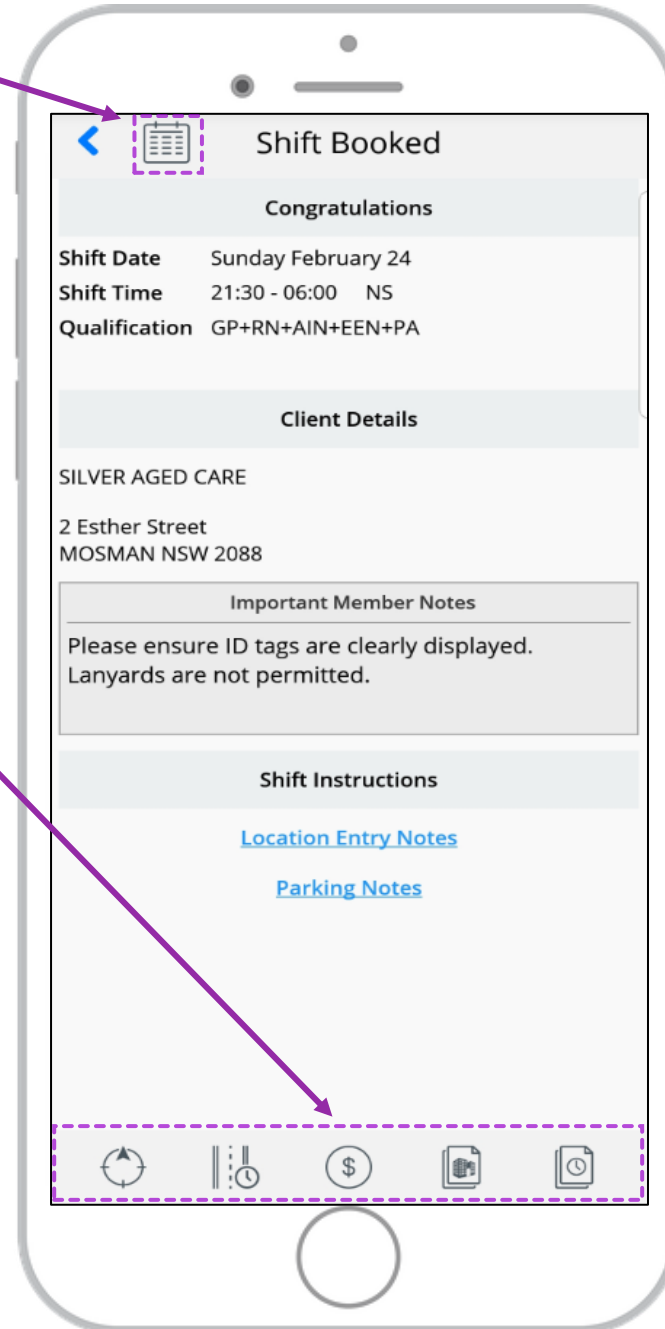
Shift Worth	
Rate Per Hour	\$120.00
Work Hrs(hh.mm)	8:30
Total Worth	\$1020.00

### Client Location Documents

Client Documents	
1	EARLY SHIFTS INSTRUCTIONS

### Shift Documents

Shift Documents	
Client Documents	Member Documents
No Document	No Document



## Released Shifts

Released Shifts are different to Assigned or Broadcast shifts as these shifts have been released to **all** Members who match the Qualification and Preferences of the shift.

**It is important to note the system will place the Member who accepts the shift first.**

**Screen Refresh**  
Select this to refresh Released Shifts

**Day/Date Display Filter**  
Select to view Display Filter options

**Total Releases**  
Displays total number of released Available

**Number of Shifts**  
Displays number of available Shifts for Day/Date

**Access Released shift details**  
Select anywhere in the Shift Day row to view released shifts details

**Shift Details**

- Location or Function
- Area Location (if applicable)
- Suburb of location
- Shift Type, Time, Qual
- Expertise (if applicable)

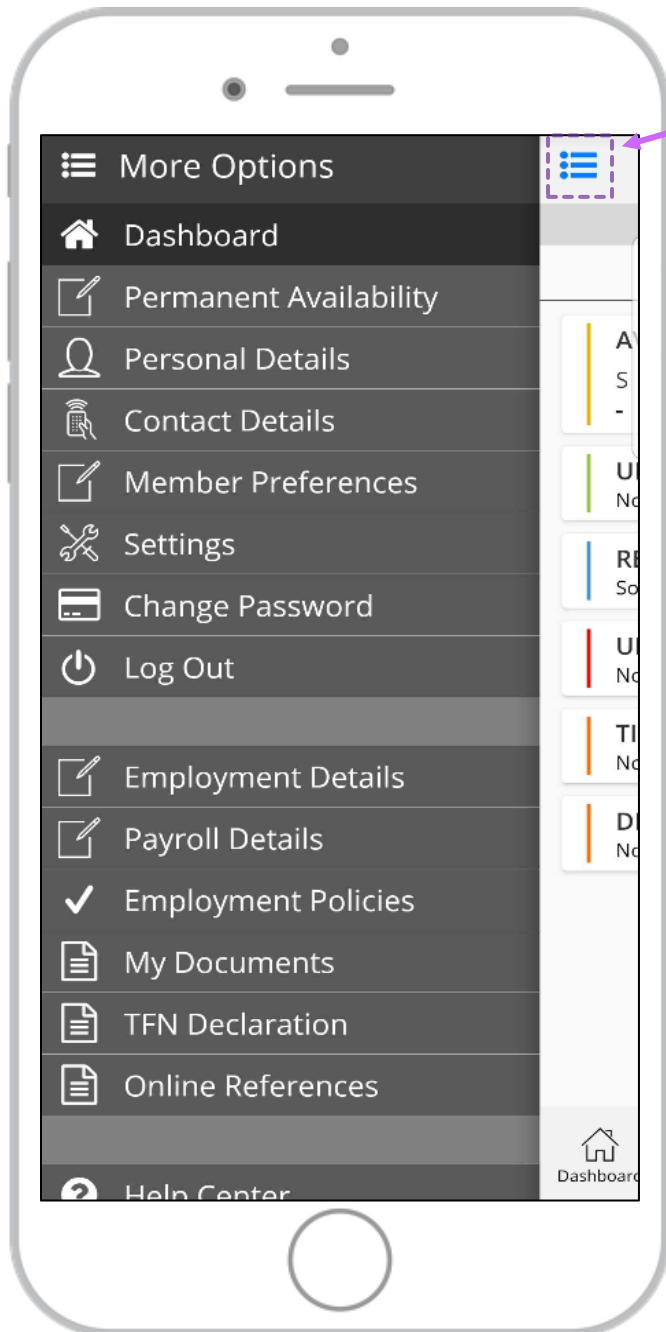
**Further Shift Information Icons**

- Distance Calculation
- Booking Notes
- Shift Worth

**Accept Shift**  
Select this button to accept shift.

## More Options Menu

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




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### Dashboard

Selecting this will load the Dashboard.

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### Permanent Availability

Selecting this will take you to the Permanent Availability screen. Please note Permanent Availability is to enter ongoing permanent availability.

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### Personal Details

Access to view and update personal details such as name and transport type.

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### Contact Details

Access to view and update contact details such as Email, Phone Emergency and Address.

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### Member Preferences

Selecting this will allow you to update you Availability, Contact, Travel and General preferences.

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### App Settings

Selecting this will take you to General App settings.

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### Change Password

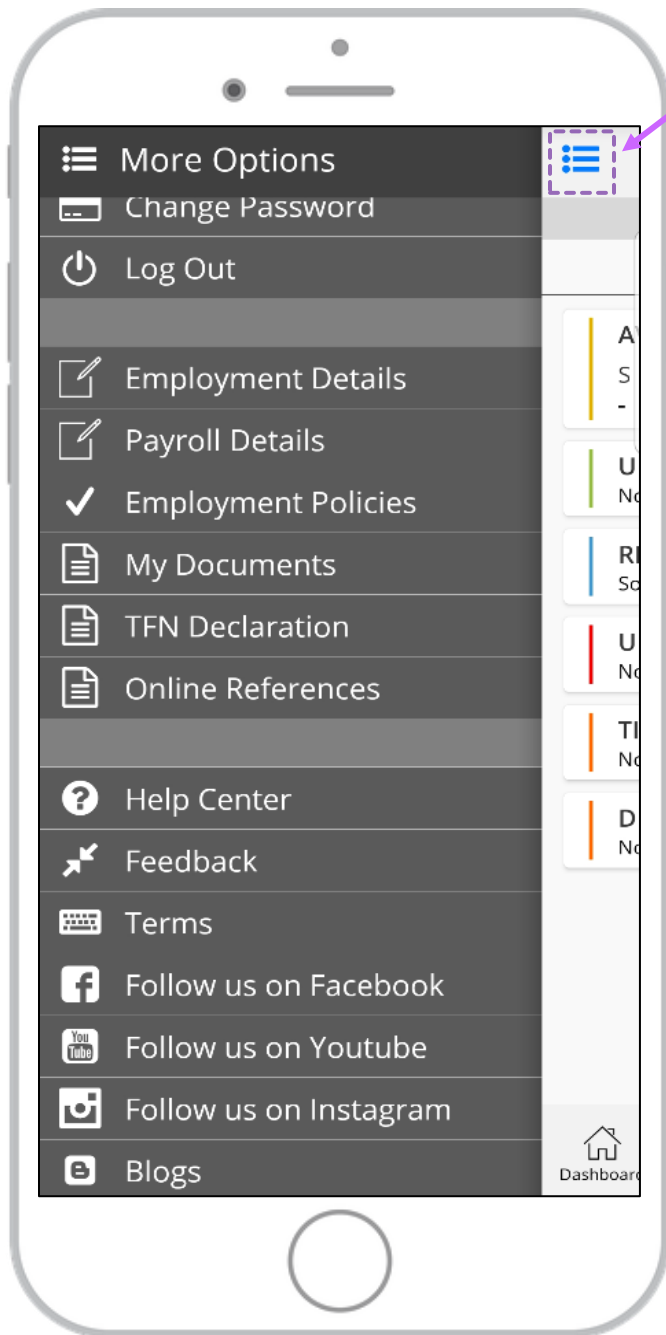
Click here to change your password.

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### Logout

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

## More Options Menu Cont.



### Employment Details

Select here to view your Qualifications and Expertise set within your profile.

### Payroll Details

Selecting here provides access to Banking, Shift Pay Rates and Payslips. Please note Pay Rates shown in the app are a general guide for minimum rates and might not reflect true shift worth.

### Employment Policies

To view/accept Employment Polices click here.

### My Documents

To view current documents within your profile or upload new documents click here.

### TFN Declaration

If you need to declare or redeclare your Tax Declaration click here

### Online References

To create a new referee or view existing referee details click here

### Help Center

Contact details of who to contact if you require assistance

### Feedback

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

### Terms

Click here to access Client Terms/Information

### Social Media Links

Link to Facebook page

Link to Youtube

Link to Instagram

### Blog Link

Link to access company Blog/Information