

# blueArrow

## Portal How To Guide

July 2022

The purpose of this document is to guide you through the basic functionality of the Portal

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# Functionality of Blue Arrow's Portal

**Approve hours  
online**

Review submitted hours in one easy place

**View approved  
timesheets**

View approved charge & hours from previous weeks

**Place a  
booking**

Book shifts online at a time convenient to you

**Preferred  
Worker**

Select workers who can respond to new shift requests directly

**Manage your  
shifts**

Track fulfilment at any time and rate your temps

**Manage your  
details**

Manage your details and the details of the other approvers

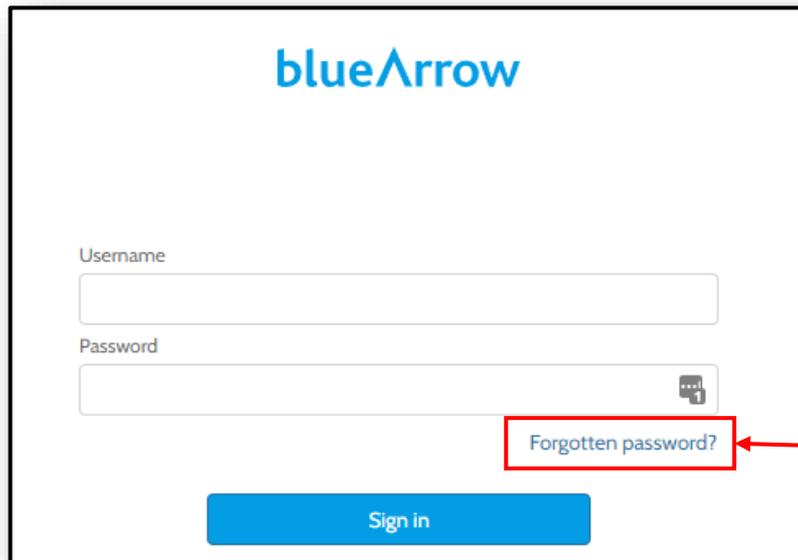
# How do I log into the portal?

You will be sent an email from [no.reply@bluearrow.co.uk](mailto:no.reply@bluearrow.co.uk) to access the portal

You will be asked to set your own memorable password and your username will be your email address

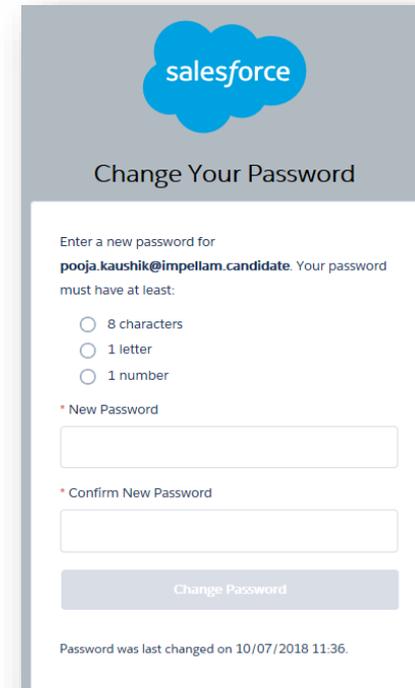
Once set up you can bookmark <https://myportal.bluearrow.co.uk>

You will then be taken to the log in page



The screenshot shows the blueArrow login page. At the top is the blueArrow logo. Below it are two input fields: 'Username' and 'Password'. The 'Password' field has a strength indicator showing '1' character. To the right of the password field is a red-bordered box containing the text 'Forgotten password?'. Below the input fields is a blue 'Sign in' button.

If you forget your password, there is a link on the login page to help you



The screenshot shows the 'Change Your Password' page. At the top is the Salesforce logo. Below it is the title 'Change Your Password'. The page asks the user to enter a new password for 'pooja.kaushik@impellam.candidate'. It lists requirements: 8 characters, 1 letter, and 1 number. There are two input fields: 'New Password' and 'Confirm New Password'. A 'Change Password' button is at the bottom. A note at the bottom states 'Password was last changed on 10/07/2018 11:36.'

# What is the Dashboard?

blueArrow

## Dashboard

These tiles are configurable so you can view the information you find most useful

Configure tiles



Sarah Manning

Client - Test Site - Luton

### Site Owner Details

Name:  
Michael Smith

Email:

Phone:

Email >

You can select your site from this drop down

- Dashboard
- Shift Approval
- Workforce Management
- Contact Us
- Help

Use this tool bar on the left to navigate around the site or click on the links in the tiles

### Shift Approval

10

Shifts to be approved

Approve Shifts



### Request new shift

View workforce management

### Shift fulfilment

6

Shifts requested

View shift requests

2

Shifts fulfilled

### My Workers

Name	Job Role	Upcoming Shifts
Marcin Millan	Production Operative	1



# What information is displayed and how do I configure my portal layout?

blueArrow

Dashboard

Shift Approval

Workforce Management

Contact Us

Help

**What can I do on each page?**

**Shift Approval** – approve shifts for this week and view previously approved shifts

**Workforce Management** – Track past and future fulfilment, rate workers, request shifts, view rate cards

- On these screens you will see the list of shifts you can **amend**, **accept** or **reject**.
- Hours in **Scheduled Start & End** time columns = hours booked with Blue Arrow
- Hours in **Actual Start & End Time** columns = hours that the temp has submitted via the **'MyBlueArrow'** app or portal

The column layout can be amended by clicking on the 'Adjust Columns' button on the top right of the screen

Client - Test Site - Luton

Clear Filters

Adjust Columns

Export

Adjust Columns

Main columns

- Shift ID
- Worker Name
- Job Role
- Site
- Start Date
- End Date
- Scheduled Start Time
- Scheduled End Time
- Actual Start Time
- Actual End Time
- Breaks
- PO
- Timesheet No.
- Chargeable Hours
- Booked Hours
- Actual Hours
- Week Ending
- Forecast Charge
- Status

Just tick to add, or untick, to remove columns depending on the information you want to see when viewing your shifts

Reset to standard

Apply

# How do I view and approve timesheets for Blue Arrow payroll?

1. Go to the **'Shift Approval'** button on the toolbar on the left (or on the Dashboard click **'Approve Shifts'**), to be taken to the list of shifts

Shift Approval - To Be Approved

View All Shifts Total Hours Selected: 36:00 Total Charge Selected: 35:30 Client - Test Site - Luton Clear Filters Adjust Columns Export

	Worker Name	Job Role	Site	Start Date	Scheduled Start Time	Scheduled End Time	Actual Start Time	Actual End Time	Breaks	PO	Chargeable Hours	Status
<input checked="" type="checkbox"/>	Kara King	Test Client- Lu...	Client - Test S...	03/06/2022	06:00	18:00			00:30		35:30	Not Approved Not Processed

Amend Shift Hours Amend PO Number Amend Shift Breaks Reject Approve

2. Select the tick box next to the worker(s) name and then select the action button at the bottom of the screen  
If required, you are also able to amend (instructions on how to do this, refer to Slide 9) or reject hours at this point

3. Click on the small blue arrow to expand the list  
Review the hours and click **'Approve'**

Approve Shifts

Candidate	Job Role	Site	Total Hours	Total Chargeable Hours	Preferred Worker	
<input type="checkbox"/>	Stacey Taylor	Test Client- Luton - Small Packing	Client - Test Site - Luton	0	11.5	Prefer Worker

Start Date	End Date	Start Time	End Time	Actual Hours	Chargeable Hours
22/06/2022	23/06/2022	18:00	06:00	0	11.5

Cancel Approve

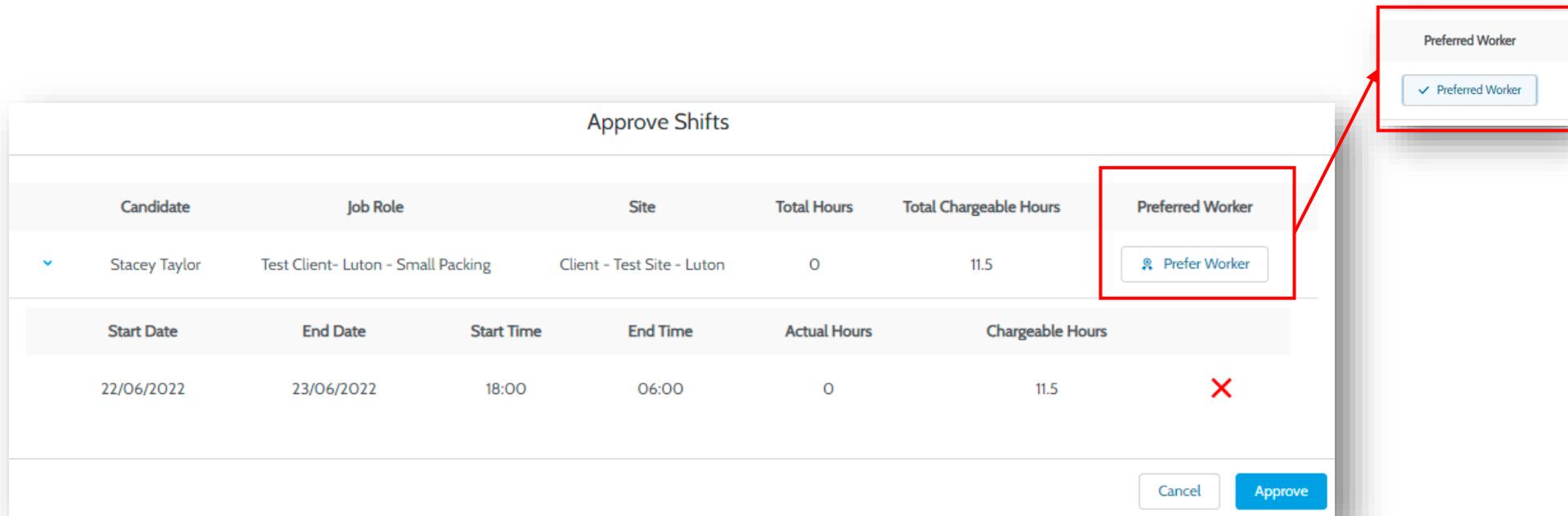
If hours are rejected they are removed from your list and both the candidate and the branch are informed

**N.B. If you need to change the date of a shift you will need to contact your consultant**

# What is a Preferred Worker?

When approving shifts you will see a 'Prefer Worker' button in the pop up box. Ask your consultant for a list of your Preferred Workers.

By selecting your '**Preferred Worker**' they will be alerted to your jobs as soon as they are added and they will be able to be confirmed immediately. To unselect just click again on the button.



The screenshot displays the 'Approve Shifts' interface. It features a table with columns for Candidate, Job Role, Site, Total Hours, and Total Chargeable Hours. A red box highlights the 'Preferred Worker' button in the table. A callout box shows the button after being clicked, with a checkmark and the text 'Preferred Worker'.

Candidate	Job Role	Site	Total Hours	Total Chargeable Hours	Preferred Worker
Stacey Taylor	Test Client- Luton - Small Packing	Client - Test Site - Luton	0	11.5	<input type="button" value="Prefer Worker"/>

Start Date	End Date	Start Time	End Time	Actual Hours	Chargeable Hours	
22/06/2022	23/06/2022	18:00	06:00	0	11.5	✗

Buttons: Cancel, Approve

# How do I amend shift hours?

1) When approving timesheets click on the 'Amend Shift Hours' button at the bottom of the screen

Shift Approval - To Be Approved

View All Shifts Total Hours Selected: 36:00 Total Charge Selected: 35:30 Client - Test Site - Luton Clear Filters Adjust Columns Export

<input type="checkbox"/>	Worker Name	Job Role	Site	Start Date	Scheduled Start Time	Scheduled End Time	Actual Start Time	Actual End Time	Breaks	PO	Chargeable Hours	Status
<input checked="" type="checkbox"/>	Kara King	Test Client- Lu...	Client - Test S...	03/06/2022	06:00	18:00			00:30		35:30	Not Approved Not Processed

2) Select the tick box next to the worker(s) name and then select the action button at the bottom of the screen

3) You can amend hours separately for each worker or you can select multiple workers or days and amend all hours

Amend Shift Hours

Candidate Name	Start Date	End Date	Scheduled Start Time	Scheduled End Time	Actual Start Time	Actual End Time	Shift Hours
Marcin Millan	11/06/2022	11/06/2022	06:00	18:00	06:00	18:00	12:00
Marcin Millan	12/06/2022	12/06/2022	06:00	18:00	06:00	18:00	12:00

Add To All Start Add To All End Apply Cancel

# How do I edit breaks?

1) When approving timesheets click on the **'Amend Shift Breaks'** button at the bottom of the screen

blueArrow Shift Approval - To Be Approved

Dashboard View All Shifts Total Hours Selected: 36:00 Total Charge Selected: 35:30 Client - Test Site - Luton Clear Filters Adjust Columns Export

<input type="checkbox"/>	Worker Name	Job Role	Site	Start Date	Scheduled Start Time	Scheduled End Time	Actual Start Time	Actual End Time	Breaks	PO	Chargeable Hours	Status
<input checked="" type="checkbox"/>	Kara King	Test Client - Lu...	Client - Test S...	03/06/2022	06:00	18:00			00:30		35:30	Not Approved Not Processed

2) Select the tick box next to the worker(s) name and then select the action button at the bottom of the screen

Amend Shift Hours Amend PO Number Amend Shift Breaks Reject Approve

Amend Shift Breaks

Candidate Name	Start Date	Current Breaks	Amended Breaks
Kara King	03/06/2022	00:30	<input type="text"/>

Add To All  Apply Cancel

3) Amend the break which appears and click **'Apply'** to make the changes.

To make changes to multiple records at once, ensure all workers are ticked and then amend the breaks in the **'Add To All'** field.

# Where can I add Purchase Order (PO) number?

## 1) Request new shift

When a new shift is added a PO Number can be added

Request new shift

This is a new job  This shift requires multiple workers

Job Role

Search Job Roles...

\* Site

Select Site

\* Start Date

\* Start time

\* End date

\* End time

Invoice PO (Optional)

Clear Send Request

## 2) Shift Approval & Workforce Management

Select the tick box next to the worker(s) name and then click **'Amend PO Number'** at the bottom of the screen

blueArrow Shift Approval - To Be Approved

View All Shifts Total Hours Selected: 36:00 Total Charge Selected: 35:30

<input type="checkbox"/>	Worker Name	Job Role	Site	Start Date	Scheduled Start Time	Scheduled End Time	Actual Start Time
<input checked="" type="checkbox"/>	Kara King	Test Client- Lu...	Client - Test S...	03/06/2022	06:00	18:00	

Amend Shift Hours Amend PO Number Amend Shift Breaks Reject Approve

Multiple workers can be selected and a PO can be added for all workers and their week of work by adding a PO in the **'Add To All'** field and click the **'Apply'** button

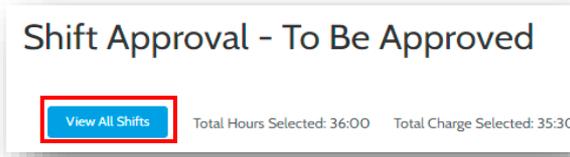
Amend PO Number

Candidate Name	Start Date	PO Number
Marcin Millan	13/05/2022	

Add To All PO Number Apply Cancel

# How can I check the hours I have approved?

1. In the **'Shift Approval'** screen click on the blue **'View all Shifts'** button on the top left of your screen



2. You can filter on the Name, Job, Site, Start Date and PO columns

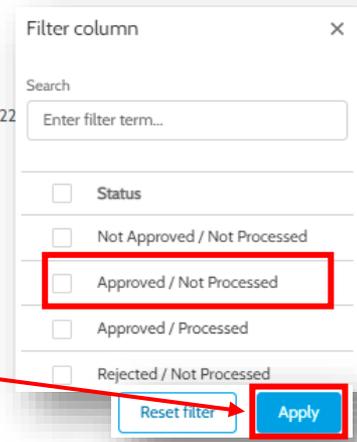
## Shift Approval - All Shifts

<input type="checkbox"/>	Worker Name	Job Role	Site	Start Date	End Date	Scheduled Start Time	Scheduled End Time	Actual Start Time	Actual End Time	Breaks	PO	Chargeable Hours	Status
<input type="checkbox"/>	Matthew Kirova Moore	Test Client - L...	Client - Test S...	24/06/2022	25/06/2022	06:00	18:00	06:00	18:00	00:30	ST1234	35:30	Approved
<input type="checkbox"/>	Mary Mokhtar	Test Client - L...	Client - Test S...	23/06/2022		18:00	06:00	00:30			SMTEST4	11:30	Not Processed

3. Filter on the funnel on the **'Status'** column

5. This data can be exported into Microsoft Excel

4. Select **'Approved/Not Processed'** in the pop up box, click **'Apply'**.



# How can I see who is working tomorrow/next week and monitor fulfilment?

1. Go to **'Workforce Management'** and toggle between **'View by Worker'** or **'View by Job Role'** to track fulfilment

2. You can filter by roles/worker names or by dates.

This data can be exported into Microsoft Excel

blueArrow My Current Shifts by Job Role

View by Worker View Past Shifts Client - Test Site - ... Clear filters Adjust columns Export

	Job Role	Start Date	End Date	Fulfilment				
<input type="checkbox"/>	Test Client- Luton - Small Packing	11/06/2022	12/06/2022	2 of 2				
	Name	Location	Start Date	End Date	Start Time	End Time	Worker Rating	Fulfilment
<input type="checkbox"/>	Marcin Millan	Client - Test Site - Luton	11/06/2022	11/06/2022	06:00	18:00	5/5 ★★★★★ (2)	1 of 1
<input type="checkbox"/>	Marcin Millan	Client - Test Site - Luton	12/06/2022	12/06/2022	06:00	18:00	5/5 ★★★★★ (2)	1 of 1

View/Edit Worker Feedback Request New Shift Rate Card Cancel Shifts < 1 >

3. Click on the small blue arrow to expand the list

4. Booking fulfilment can be monitored here

# How do I review rate information?

Go to the **'Workforce Management'** button on the left hand side and select **'View Past Shifts'**.

Tick the job role and click on **'Rate Card'** to view the rates and select the job role.

<input checked="" type="checkbox"/>	Job Role	Start Date	End Date	Fulfilment
<input checked="" type="checkbox"/>	Test Client- Luton - Small Packing	11/06/2022	12/06/2022	2 of 2

View/Edit Worker Feedback Request New Shift **Rate Card** Cancel Shifts

You can select the most recent rate card here, or there may be a rate card for a named worker

Rate Name	Code	Day	Start Hour	End Hour	Pre/Post AWR	Charge Rate	Overtime Charge Rate
Standard Hours	P1	Any Day	00:00	00:00	Pre AWR	13.02	13.02
Sundays	DX	Sunday	00:00	00:00	Pre AWR	13.02	15.54
Saturdays	DS	Saturday	00:00	00:00	Pre AWR	13.02	15.54

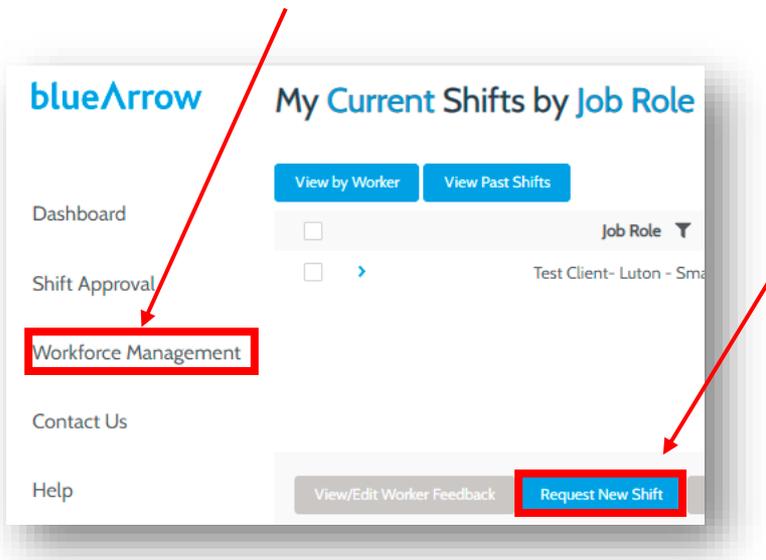
If there are rates for particular days and times, these are shown here

The charge rates these are shown here

If there are specific Pre and Post rates these are shown here

# How do I request more staff?

Select the **'Workforce Management'** button on the left hand side of the screen



At the bottom of the page, click the **'Request New Shift'** button

Complete the fields in the pop up screen and click **'Send Request'**

This is a new job     This shift requires multiple workers

Job Role  
Search Job Roles...

\* Site  
Select Site

\* Start Date

\* Start time

\* End date

\* End time

Invoice PO (Optional)

# How can I ask a question and/or give feedback?

Option 1) Select the **'Contact Us'** tab, complete the fields and press **'Submit'**. This request will be sent to your consultant

blueArrow

## Contact Us

Dashboard

Shift Approval

Workforce Management

Contact Us

Help

Subject

-- None --

Site

-- None --

Your Query

Submit

Option 2) To leave feedback on a worker(s) performance click on **'Workforce Management'** and select the **'View Past Shifts'** button.

## My Current Shifts by Job Role

View by Worker

View Past Shifts

Toggle between either **'View by worker'** or **'View by Job Role'**.

## My Past Shifts by Job Role

View by Worker

View Current Shifts

Last 1 Month

Client - Test Site - ...

Clear filters

Adjust columns

Export

<input type="checkbox"/>	Job Role	Name	Location	Start Date	End Date	Start Time	End Time	Worker Rating	Fulfilment
<input type="checkbox"/>		serge Somutochukwu	Client - Test Site - Luton	12/05/2022	12/05/2022	06:00	18:00	No Rating	1 of 1
<input checked="" type="checkbox"/>		Matthew Morgan	Client - Test Site - Luton	12/05/2022	12/05/2022	06:00	18:00	3/5 ★★★★★ (1)	1 of 1
<input type="checkbox"/>		Simon Surridge	Client - Test Site - Luton	12/05/2022	12/05/2022	06:00	18:00	No Rating	1 of 1

View/Edit Worker Feedback

Request New Shift

Rate Card

Cancel Shifts

Click **'View/edit Worker Feedback'** - feedback can be given on a shift by shift basis.

If you have further questions please contact your local Blue Arrow branch – these contact details are on the dashboard of the portal

Thank you for your time today.  
*from* **blueArrow**