

# blueArrow

You're always in control with  
*The Blue Arrow app*



# Meet the Blue Arrow App



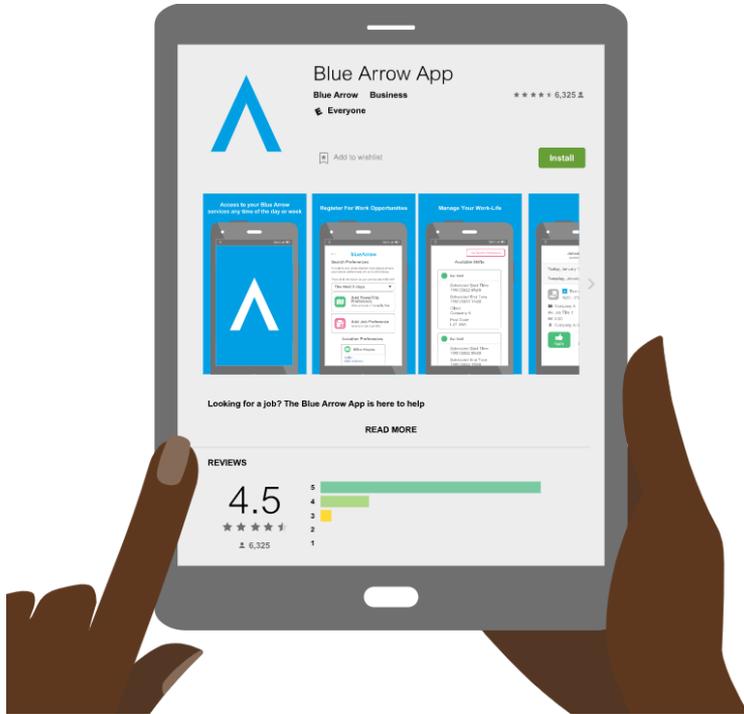
The **Blue Arrow App**, puts you firmly in control of your work-life schedule.

**Blue Arrow App** gives you easy, fuss-free access to manage your work schedule on your mobile.

- ✓ Find work opportunities
- ✓ Accept work offers
- ✓ Submit requests for time off
- ✓ Confirm your start and finish times for fast, accurate pay
- ✓ Update your availability so that you are offered work to suit

**The Blue Arrow App takes 8.3MB of storage.**

# Download & Set-Up



Available to download on:



## TIP:

Ensure your 'Location Settings' are enabled for 'Blue Arrow App' this will allow you to find places of work. It will not track any of your movements.

# Username & Password



## USERNAME

Is the email address you receive your pay slips to or the email address given at the time you registered with us.

## PASSWORD

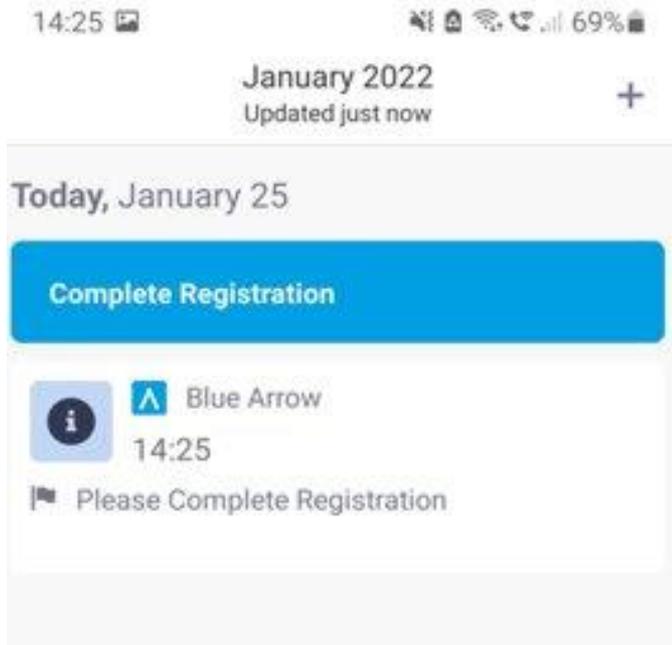
This is your Blue Arrow candidate portal log in password. The App and portal username and passwords are the same.

## TIP:

If you have trouble logging into your app, select 'Forgotten Password' and a link to reset your password will be sent to your email address.

Check your JUNK mailbox and mark the email as 'Safe' to ensure you receive future notifications.

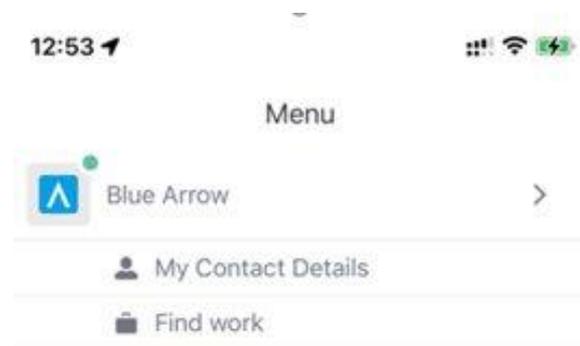
# Register with Blue Arrow



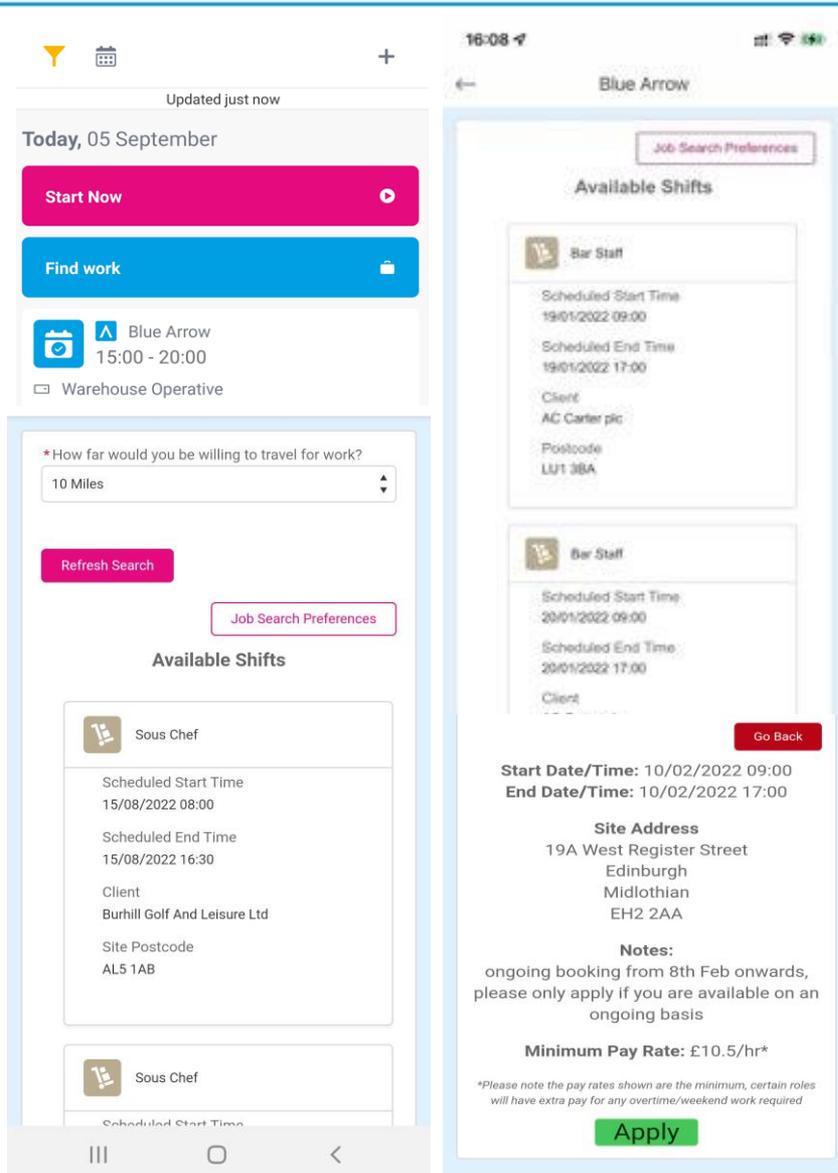
## Tell us about you

Complete your contact information, the existing skills that you have, the type of work you are looking for and of course, a few legal bits that we need from you.

Once you have uploaded all relevant documents, you can enter the menu and search for work opportunities using the 'Find work' tool, while you await your Right to Work verification call with one of our Consultants.



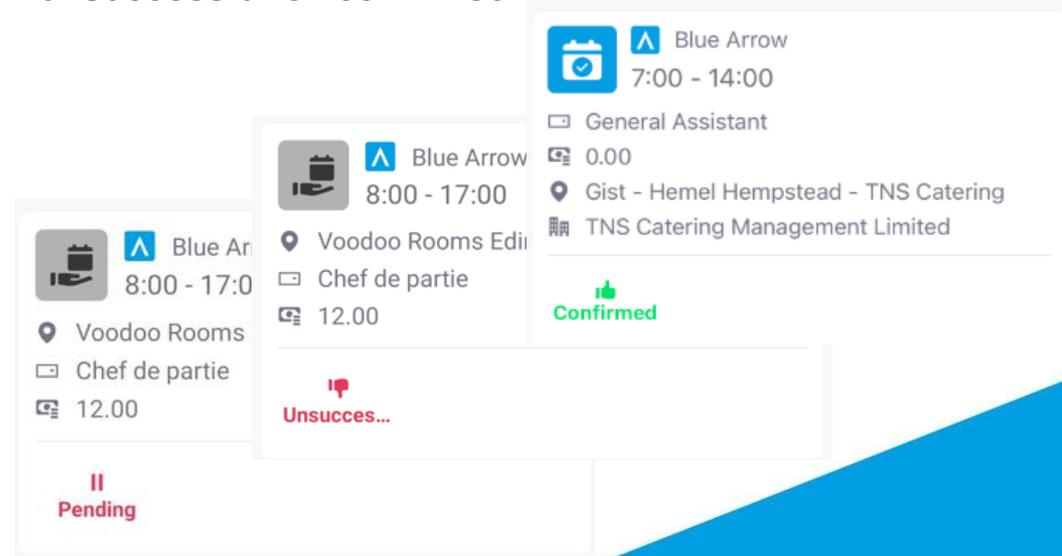
# Find Work



## Search and apply for current work opportunities

From the 'Find work' button, enter your job search preferences and available shifts will be presented that you can apply for. **You will see any notes from the consultant before you apply.** Once you click apply, the shift will appear on your home screen as a pending shift.

From here your pending shift will either move to 'unsuccessful' or 'confirmed'.

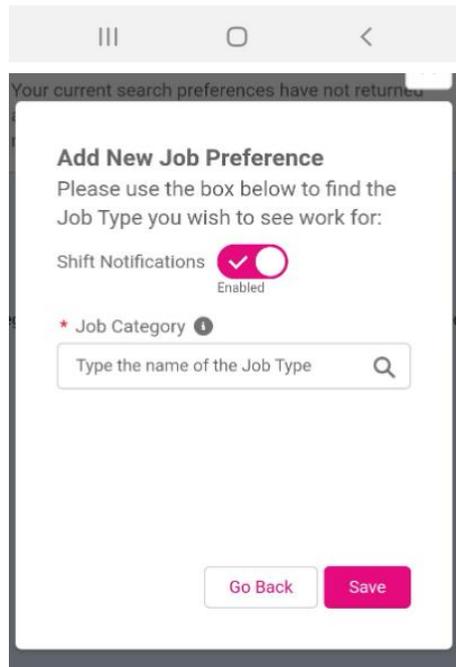
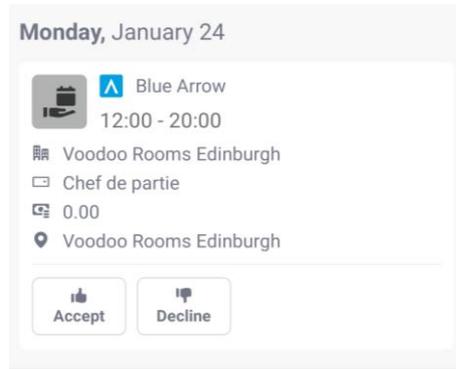
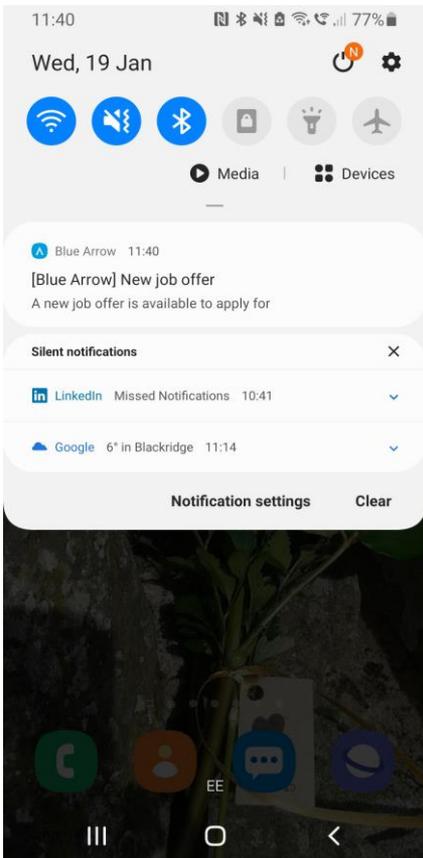


# Accept or Decline Work

## Accept / Decline Offers of Work

As well as being able to Find work opportunities yourself, you will be the first to hear of new work opportunities as our consultants send you job offers, which you can choose to accept or decline with a single tap.

Don't wait for opportunities to be sent to you, switch on your shift notifications while adding your job preferences in the 'Find work' tool and you will be notified each time there is new work to apply for.



# Tell Us When You Can Work

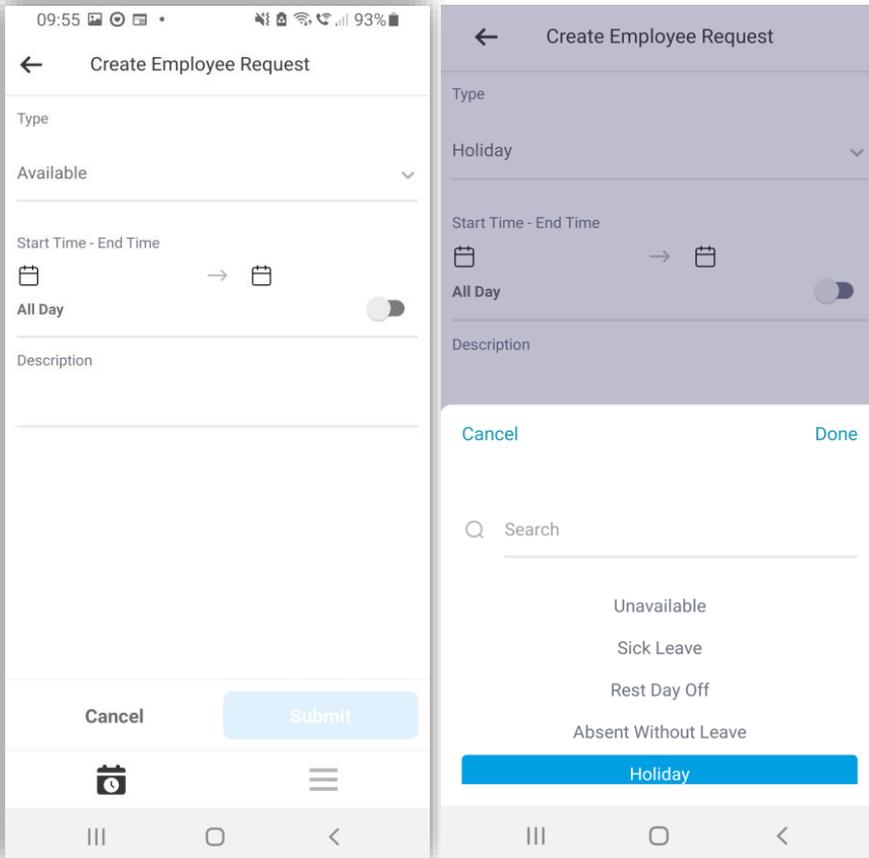


Tell us whether you are **AVAILABLE** or **UNAVAILABLE**

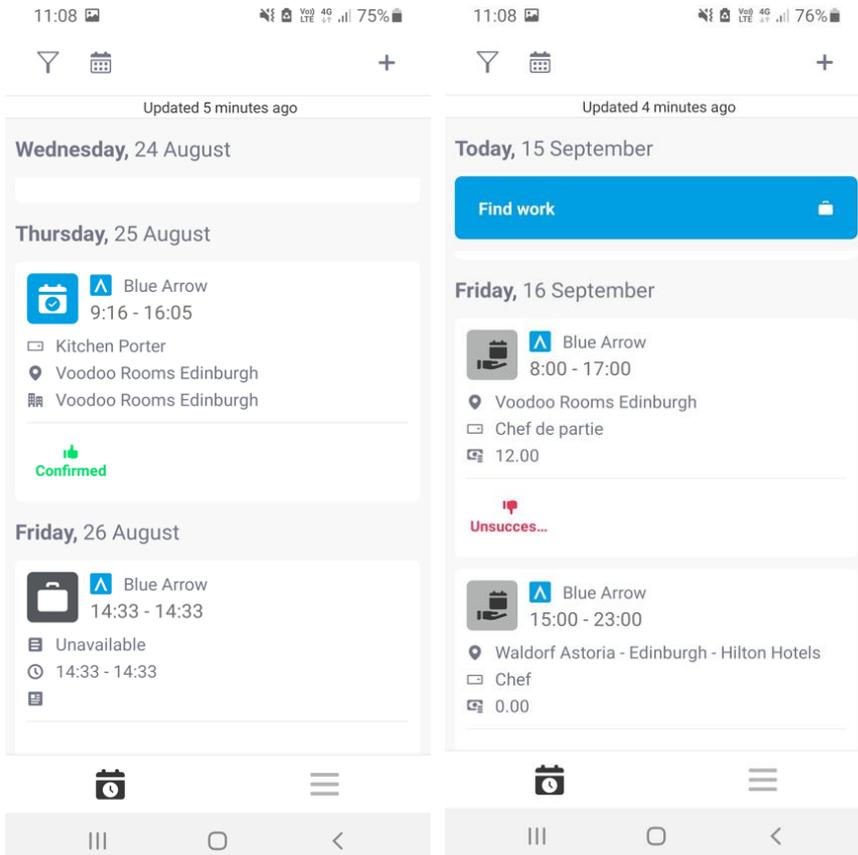
Click on the + button to add a request.

Select **available**, **unavailable**, **holiday** or **rest day** from the 'type' drop down and add the relevant dates. Please call us if you are sick and cannot attend your shift, prior to the start time and then you can record it on your app.

Requests of any type will be visible within your home page amongst your shifts in date order and can be changed as required.



# Your Work Schedule



## Date order view

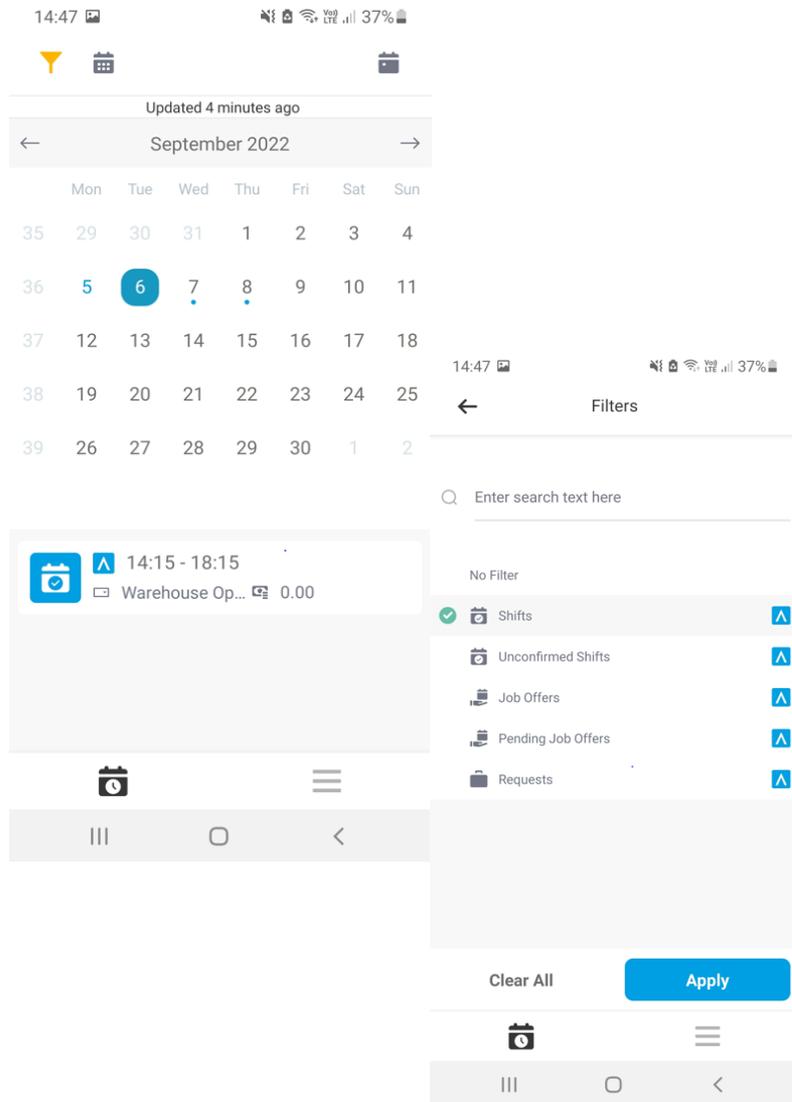
Your home screen shows you, in date order, any shifts which have been confirmed, availability/unavailability requests, shifts you have applied for and job offers which have been sent to you.

You can scroll backwards or forwards and click on to any shift for more information.

## TIP:

You can navigate to a calendar view if preferred by clicking the calendar icon on the top left of your home screen

# Your Calendar



## Calendar view

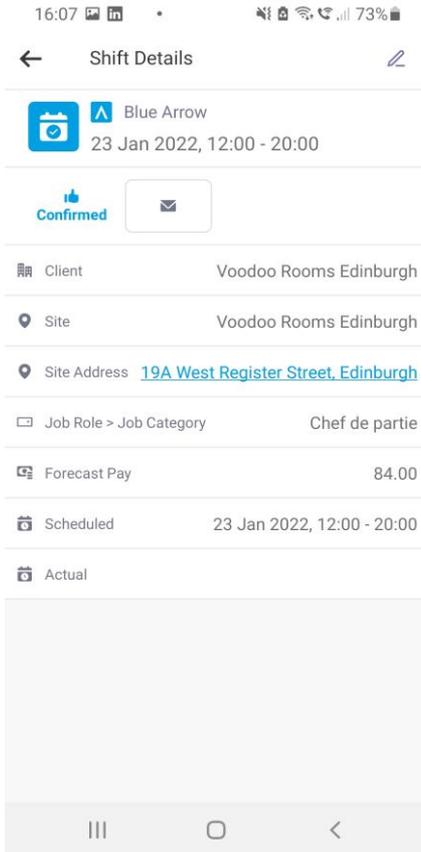
Your calendar shows you, indicated by a coloured dot on the date, any shifts which have been confirmed, availability/unavailability requests, shifts you have applied for and job offers which have been sent to you.

Clicking on the day you would like to know more about will show more details below.

## TIP:

You can add a filter to see only shifts, so that it is easy to see what confirmed shifts you are working amongst the availability (requests) and job offers

# Managing Your Shifts



## Managing shifts

Once you have clicked into your shift from the calendar view, you will be able to contact the consultant who is looking after your shift by clicking on the email button.

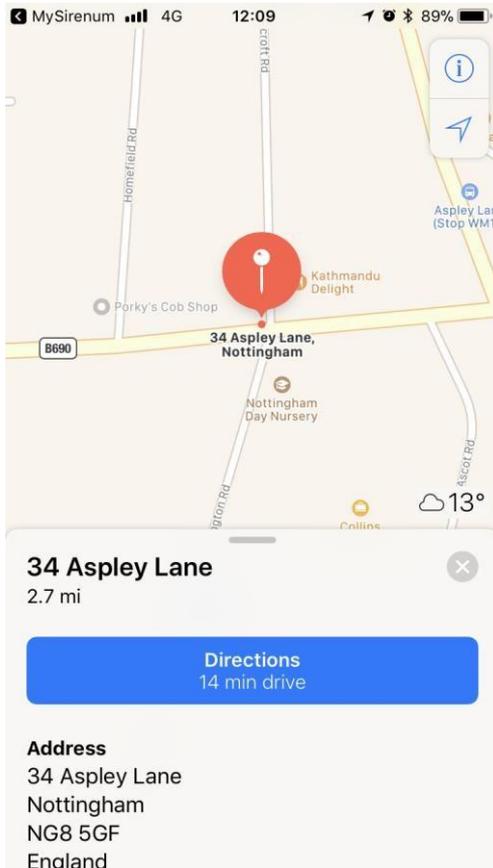
By clicking on the address, you will be taken to maps where you can click directions.

### TIP:

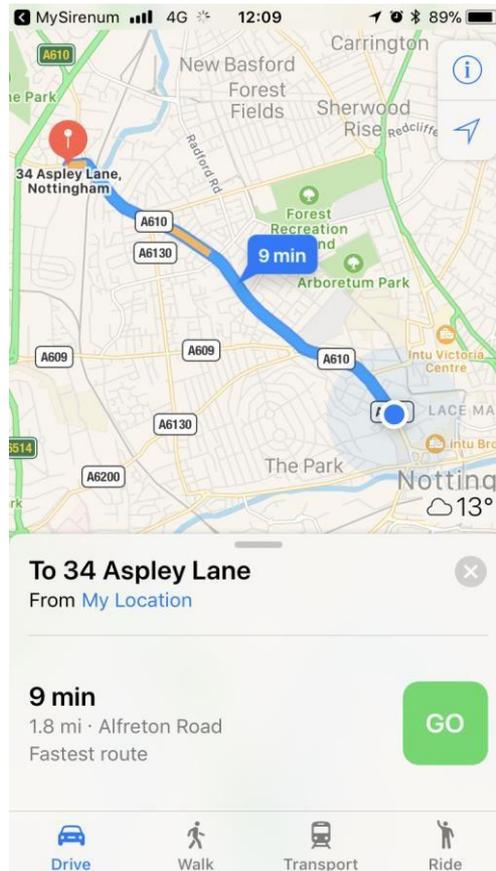
When you click directions, choose your preferred transport method and you'll receive live traffic information including public transport routes and walking distance. You'll even see an estimated arrival time.

# The Best Travel Route For You

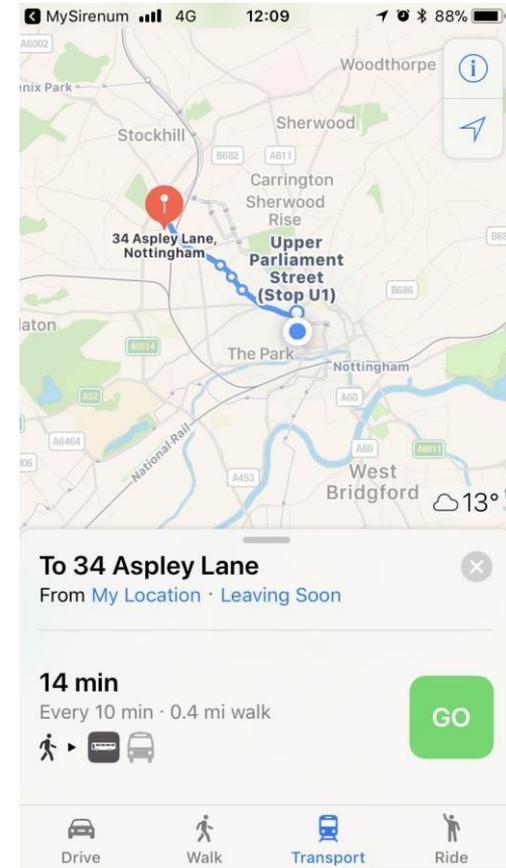
Pin points the site address on your map



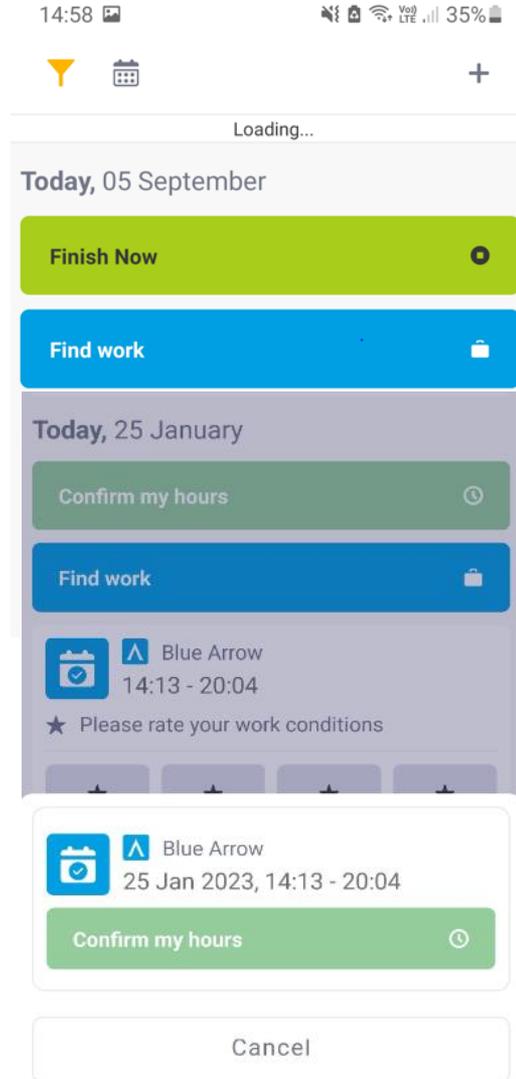
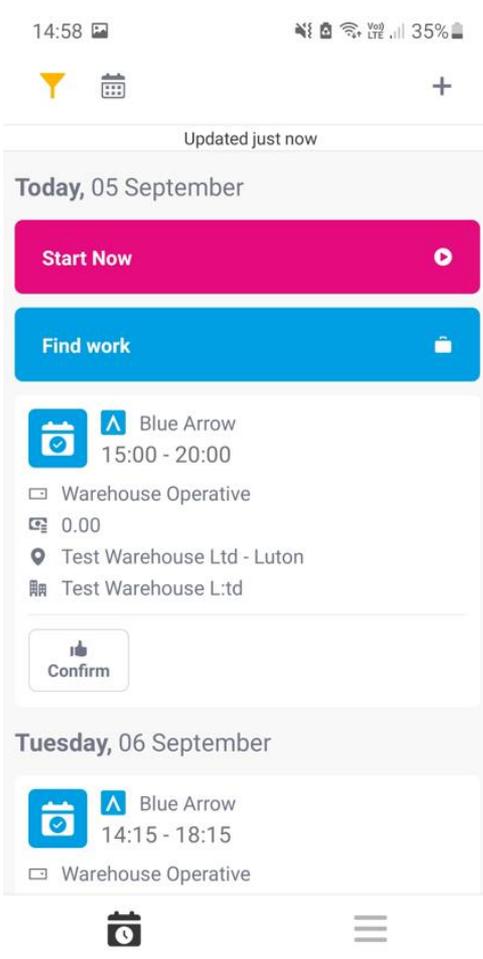
Shows the route, gives a travel time & current traffic



Choose your mode of transport so you can get to your assignment



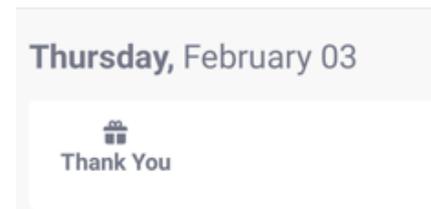
# Time & Attendance



## Confirm the hours you actually worked!

You should click '**Start Now**' to begin your shift and '**Finish now**' to end your shift. After you have done this, click '**Confirm my hours**' to confirm or makes changes to your start/finish time.

Logging the hours you work in this way help us process your timesheets faster and improve the accuracy of your pay.



# Give us feedback!

The image shows a screenshot of a feedback form with four questions. Each question is preceded by a calendar icon, a blue arrow icon, and the text 'Blue Arrow' and '11:45 - 20:45'. The questions are: 'How was your shift?', 'How are the working hours?', 'How supportive was your manager?', and 'Please rate your work conditions'. The first three questions have four rating buttons: 'Very Good' (green), 'Good' (light green), 'Bad' (orange), and 'Very Bad' (red). The fourth question has four yellow star rating buttons.

Blue Arrow  
11:45 - 20:45  
▶ How was your shift?

Very Good Good Bad Very Bad

Blue Arrow  
11:45 - 20:45  
▶ How are the working hours?

Very Good Good Bad Very Bad

Blue Arrow  
11:45 - 20:45  
▶ How supportive was your manager?

Very Good Good Bad Very Bad

Blue Arrow  
14:37 - 14:37  
★ Please rate your work conditions

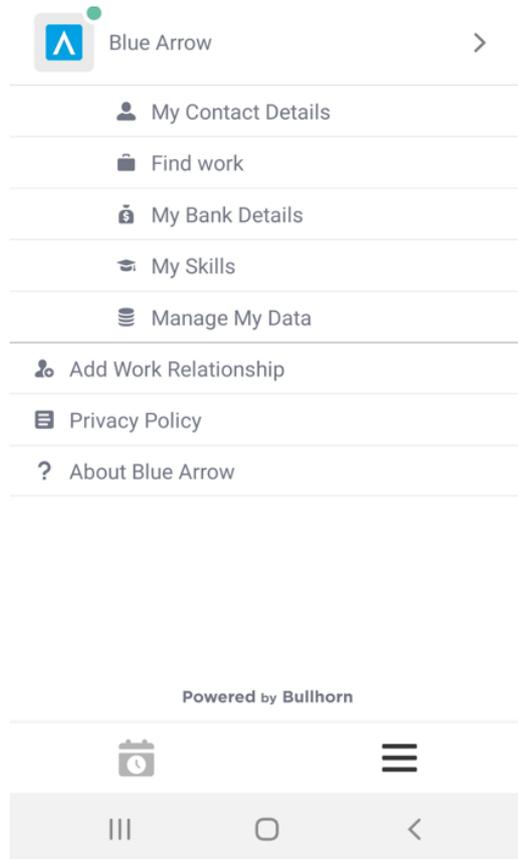
★ ★ ★ ★

## Help us to improve

We will regularly ask you for feedback so that we can find out how you are enjoying the work we offer you.

Rating your work conditions will produce a star rating on our clients, visible to you and others when applying for work as an average across all those who have reviewed.

# Update your details



## Tell us if any of your details change

From the menu, you can update:

Your contact details, such as phone, email or address  
Your bank details

Your skills, by adding or removing them

You can request data erasure through the manage my data option, deleting your personal information from our systems.

# Your Nearest Branch Can Help



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