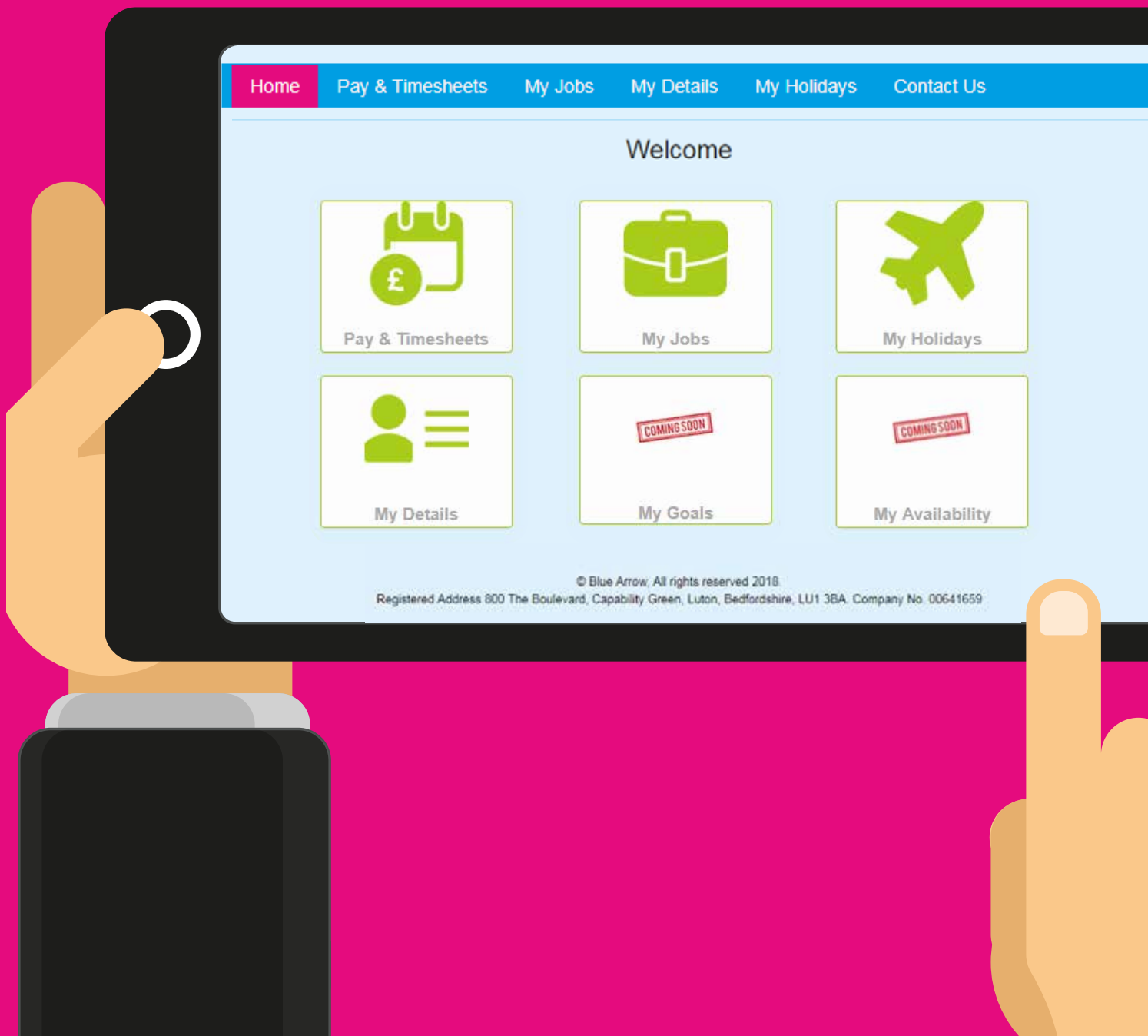


Candidate Portal User Guide

The purpose of this document is to guide you through the basic functionality of the Blue Arrow Candidate Web Portal.



FUNCTIONALITY

Using Blue Arrow's Candidate Portal you can:

- Access to your payslips → View, print and manage your pay slips in one easy place
- Access to your timesheets → View and print your timesheets
- Book holiday → Everybody loves a holiday - you deserve it!
- Manage your skills → View and update your current skills to stay ahead of the game
- Change your personal details → Moving home? Change your phone number? Not a problem, update it!
- Change your bank details → Changed accounts? Update your new account no from the portal
- Track your pay → Keep track of your earnings to help you manage your budget

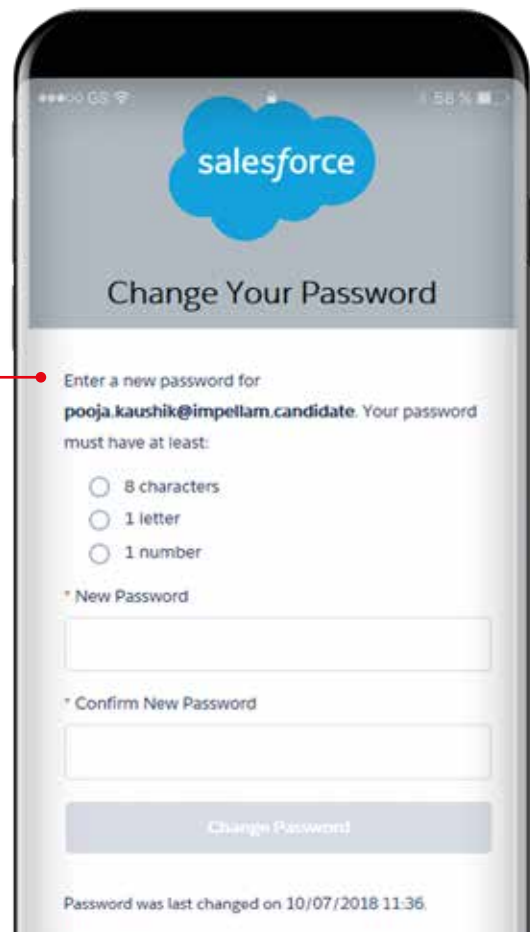
www.bluearrow.co.uk/MyTempAgency

GUIDANCE

How do I log in to the portal?

You will receive an email from Blue Arrow to access the website once you have signed your Terms of Employment form. Click on the link in the email to access the portal.

Your username will be your email address and when you first access the portal you will set your own memorable password.



You will then be taken to the login page:

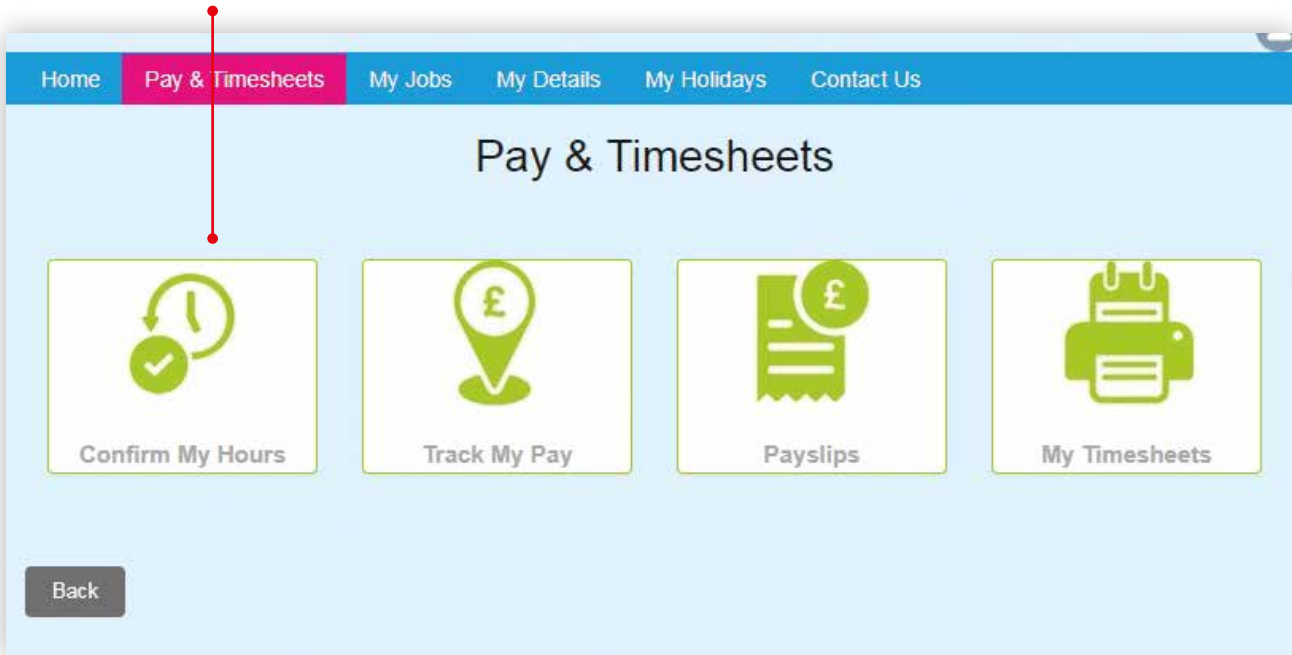
If you forget your password, you can click on the **'Forgot your password?'** link on the login page which will send a reset password email to your email account.

Once signed in, you will be taken to your homepage.

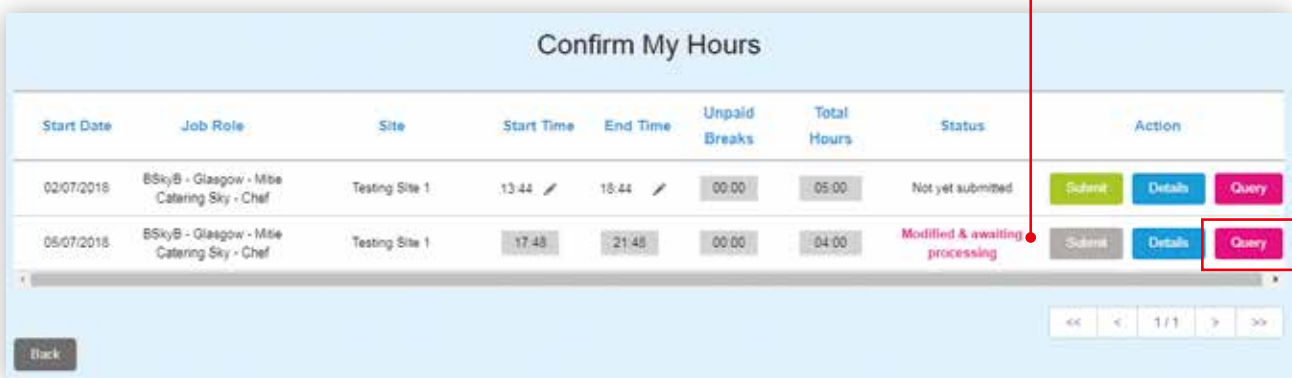


How do I submit my hours?

For some clients you can submit your hours online. Select the **'Pay & Timesheets'** tab, and then **'Confirm my Hours'** icon



The hours are pulled through from the Check In and Check Out on the **'MyBlueArrow'** app, however, you can edit them here; when they are correct, press the **'Submit'** button. If the **'Submit'** button is greyed out then this cannot be amended as the hours have already been approved by your manager.



Press the **'Query'** button if you have any questions and the branch will respond.

If your shift is visible you can submit your hours via the portal. If your shift is not visible please ensure you still use a paper timesheet which you can print your timesheet using the **'Pay & Timesheets'** tab and then **'My Timesheets'** icon.



How do I view my pay, payslips and timesheets?

Go to the 'Pay & Timesheets' tab.

Here you can track your pay, view your payslips and view/print your timesheets.



You can track your pay using the 'Track My Pay' icon.



This will show your pay before mandatory deductions (i.e. before tax and national insurance are deducted) so your final pay may vary. You will be paid weekly on a Friday.

Created Date	Week ending	Before Any Deductions	Total Hours	Status	Action
27/06/2018	30/06/2018	£ 12	4	Approved for payroll	Details Query
27/06/2018	30/06/2018	£ 24	8	Payroll Processing	Details Query
25/06/2018	30/06/2018	£ 12	4	Payroll Processing	Details Query
19/06/2018	24/06/2018	£ 12	4	Approved for payroll	Details Query

If you would like more information you can click on the 'Details' button and if you have a question you can click on the 'Query' button and complete the pop up box. This is sent to your consultant at your local branch.

You can view your pay slips using the 'payslip' icon.



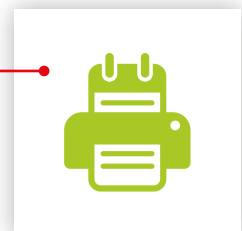
You can then amend the date range fields to find the payslip you are looking for.

A screenshot of the 'Payslips' interface. At the top, there are navigation links: 'My Jobs', 'My Details', 'My Holidays', and 'Contact Us'. The main heading is 'Payslips'. Below this, there are two date input fields: '*From' with the value '06/05/2018' and '*To' with the value '05/07/2018'. A red box highlights these fields. Below the date fields is a green 'Search' button. Underneath is a table with columns 'Week Ending', 'Net Pay', and 'Action'.

Week Ending	Net Pay	Action
20180518	£ 423.59	Print
20180511	£ 437.05	Print

At the bottom of the interface, there are navigation controls: '<<', '<', '1 / 1', '>', and '>>'.

You can view and print your timesheet using the 'My Timesheets' icon

A screenshot of the 'My Timesheets' interface. At the top, there are navigation links: 'Home', 'Pay & Timesheets', 'My Jobs', 'My Holidays', 'My Details', and 'Contact Us'. The main heading is 'My Timesheets'. Below this is a table with columns 'Job Role', 'Site', 'Start Date', 'End Date', and 'Print'.

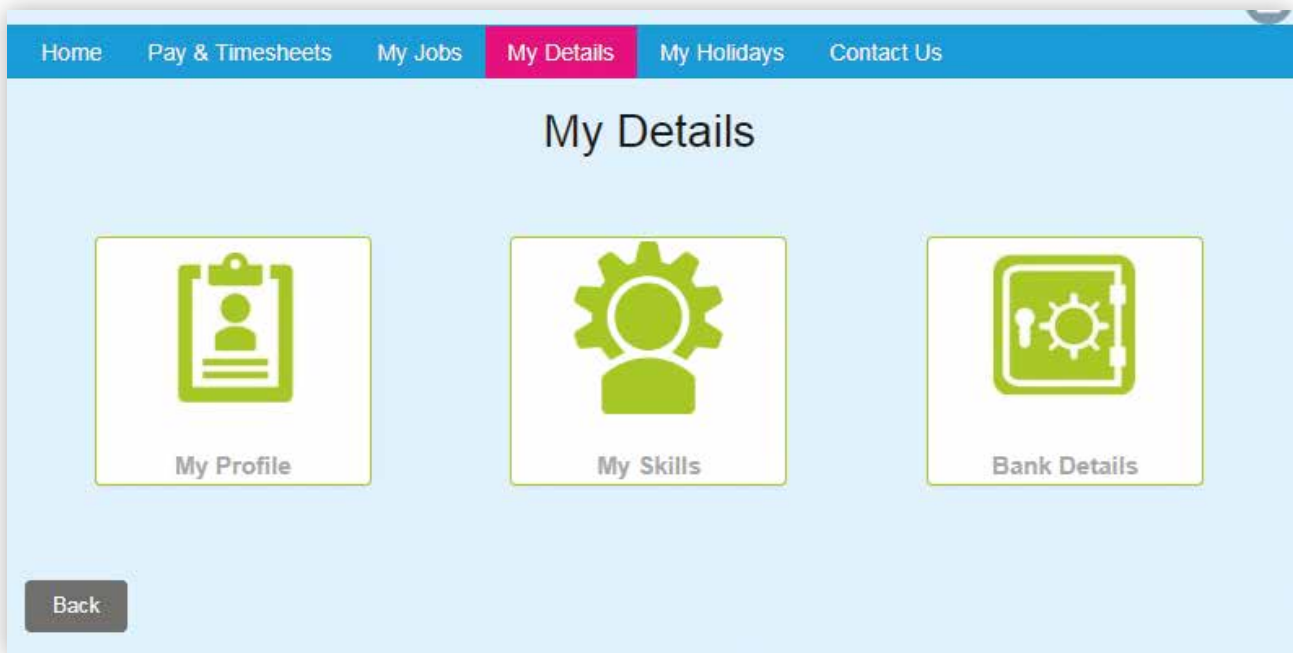
Job Role	Site	Start Date	End Date	Print
Test Community JobRole	Test community site	01/02/2019	31/03/2019	This Week Next Week

At the bottom left, there is a 'Back' button. At the bottom right, there are navigation controls: '<<', '<', '1 / 1', '>', and '>>'.

How do I update my details?

Go to the **'My details'** tab and you can use the **'My Profile'** icon to update your contact details.

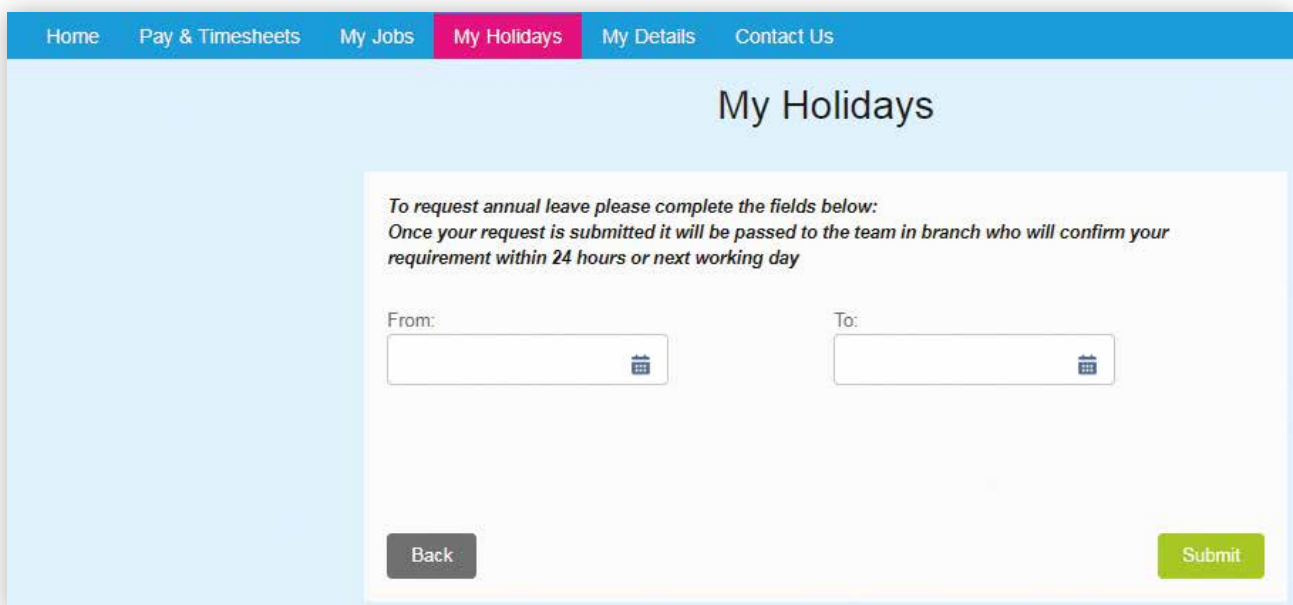
There are also icons to view your skills and amend your bank details.



How can I request holiday?

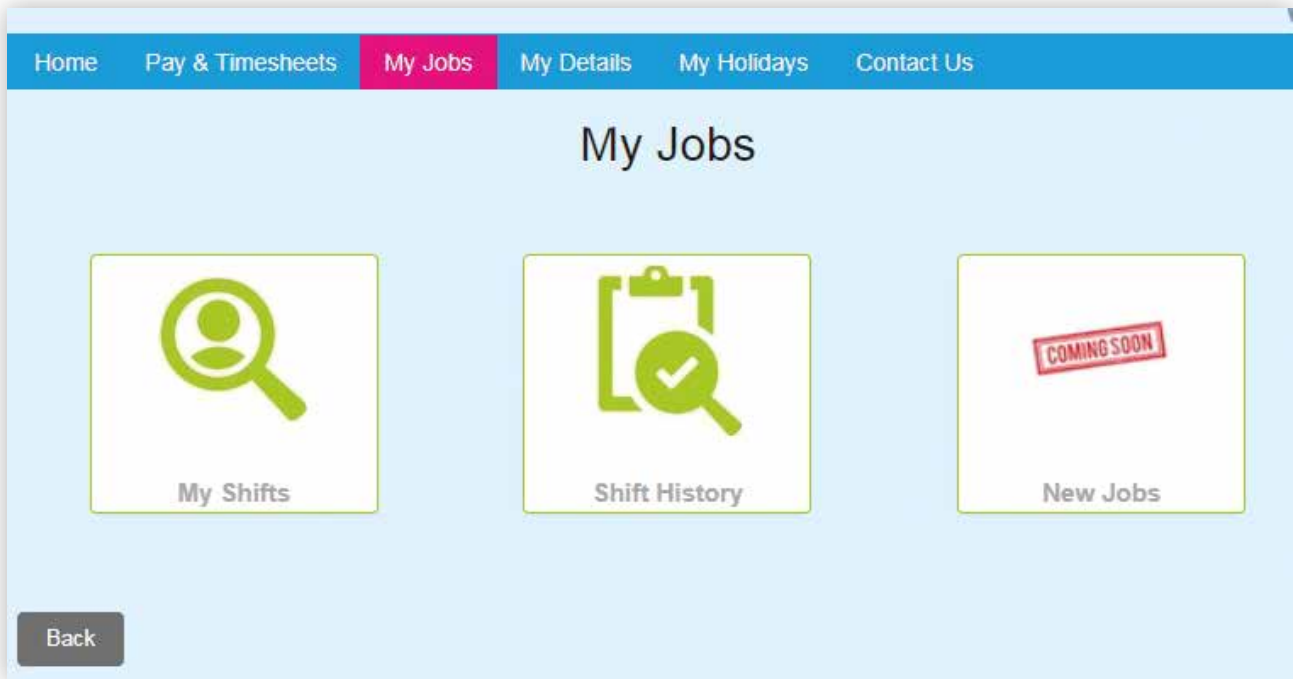
Go to the **'My Holidays'** tab to request annual leave.

Once your request is submitted it will be passed to the team in branch for approval and processing. Please still ensure you requested your leave with your manager before submitting on the portal.



How can I see what shifts I am booked in for and give feedback on a place I have worked?

Go to the 'My Jobs' tab. Here you can see your future and past shifts.



The 'My Shifts' icon shows your future shifts that you are booked into, the time of these shifts and a useful Google Maps link for directions to the site.

The screenshot shows the 'My Shifts' table with a blue navigation bar at the top. The table has columns for Start Date, Job Role, Site, Directions to Site, Start Time, End Time, and Action. The 'Action' column contains 'Cancel' buttons for each shift. A red box highlights the 'Cancel' button for the shift on 11/07/2018, with a red line pointing to the text below.

Start Date	Job Role	Site	Directions to Site	Start Time	End Time	Action
07/07/2018	Matthew Clark Wholesalers - Harrow - Afternoon Shift Warehouse Operative	Matthew Clark Wholesalers - London - Harrow	https://www.google.com/maps/dr...	1:00 pm	6:00 pm	Cancel
08/07/2018	Matthew Clark Wholesalers - Harrow - Afternoon Shift Warehouse Operative	Matthew Clark Wholesalers - London - Harrow	https://www.google.com/maps/dr...	1:00 pm	6:00 pm	Cancel
09/07/2018	Matthew Clark Wholesalers - Harrow - Afternoon Shift Warehouse Operative	Matthew Clark Wholesalers - London - Harrow	https://www.google.com/maps/dr...	1:00 pm	6:00 pm	Cancel
10/07/2018	Matthew Clark Wholesalers - Harrow - Afternoon Shift Warehouse Operative	Matthew Clark Wholesalers - London - Harrow	https://www.google.com/maps/dr...	1:00 pm	6:00 pm	Cancel
11/07/2018	Matthew Clark Wholesalers - Harrow - Afternoon Shift Warehouse Operative	Matthew Clark Wholesalers - London - Harrow	https://www.google.com/maps/dr...	1:00 pm	6:00 pm	Cancel
20/07/2018	DHL Bombardier - Derby - Inventory Controller	DHL Bombardier - Derby - DHL Supply Chain	https://www.google.com/maps/dr...	4:00 pm	12:00 am	Cancel

If you need to cancel your shift you can use the 'Cancel' button.

This **must** be more than 2 hours before your shift is due to start.

You cannot cancel a shift less than 2 hours before the start time on the portal.

The 'Shift History' icon shows the shifts you have worked and you can leave a star rating for that shift.

Start Date	Job Role	Site	Start Time	End Time	Action	Rating
10/06/2010	Test Community Job Role	Test community Site	11:00	20:00	Feedback	★☆☆☆☆
10/06/2010	Test Community Job Role	Test community Site	12:00	16:00	Feedback	★☆☆☆☆

If you have further questions, please contact your local Blue Arrow branch.

Reason for Issue/Re-issue

This document has been issued to support the launch of Blue Arrow's Candidate Portal.