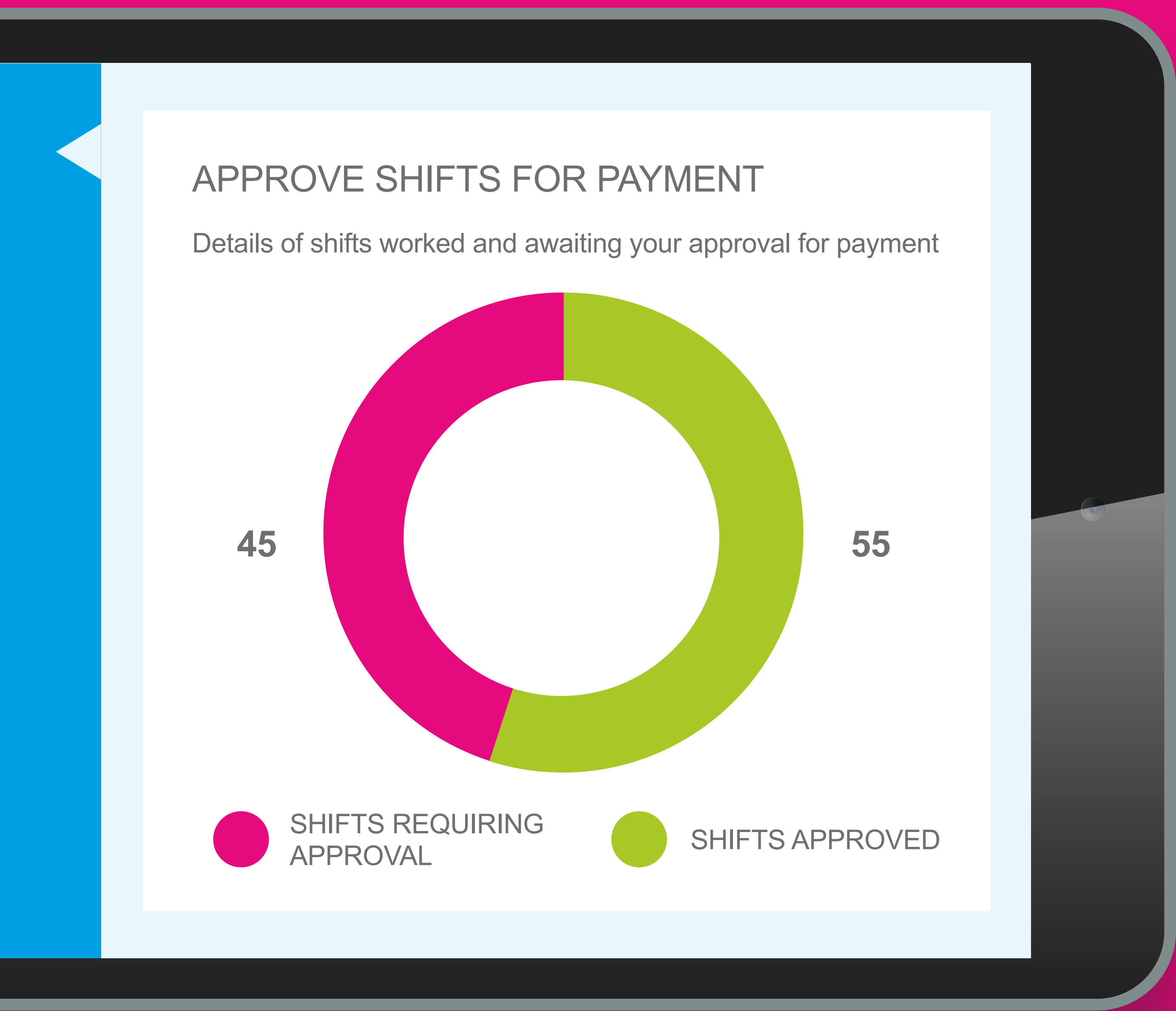
Client Portal User Guide

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



FUNCTIONALITY

Using Blue Arrow's Client Portal you can:

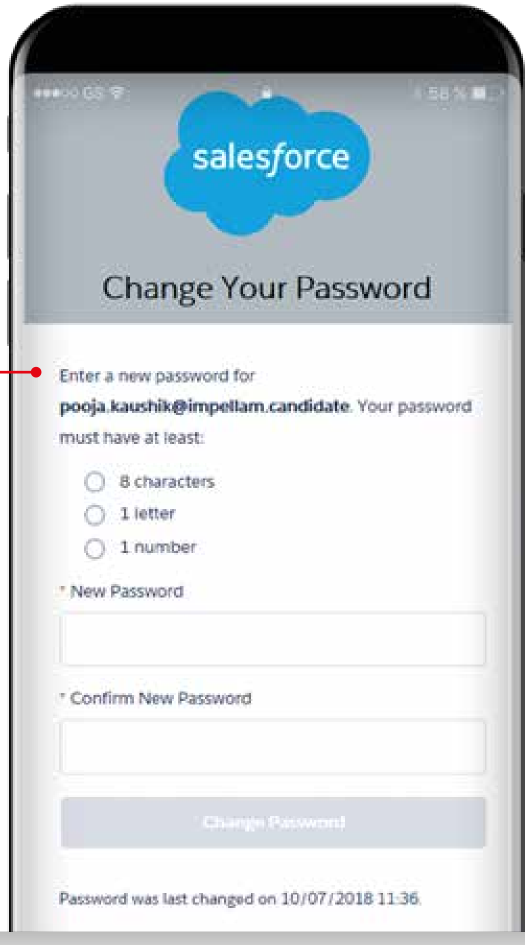
Approve hours online	Review submitted hours in one easy place
View approved timesheets	View approved cost & hours from previous weeks
Place a repeat booking	Repeat book shifts you've placed with us before
Place a new shift/vacancy request	Share details of new positions at your convenience
Manage your details	Manage your details and the details of other approvers
View details of booked temps	Review staff skills before they start work
Manage your shifts and temps	Track fulfilment at any time and rate your temps

GUIDANCE

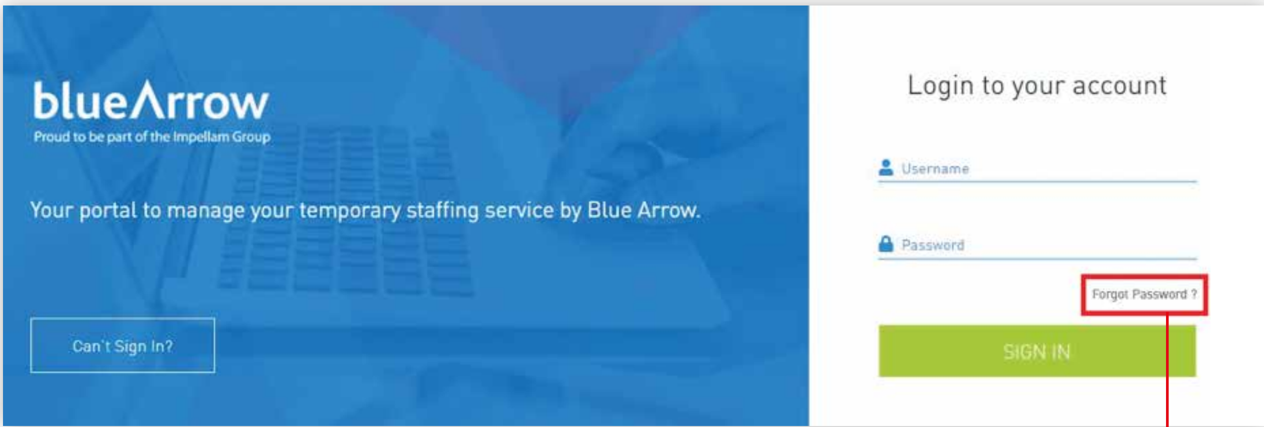
How do I log in to the portal?

You will be sent an email from no.reply@bluearrow.co.uk to access the portal.

Your username will be your email address and you will be asked to set your own memorable password.

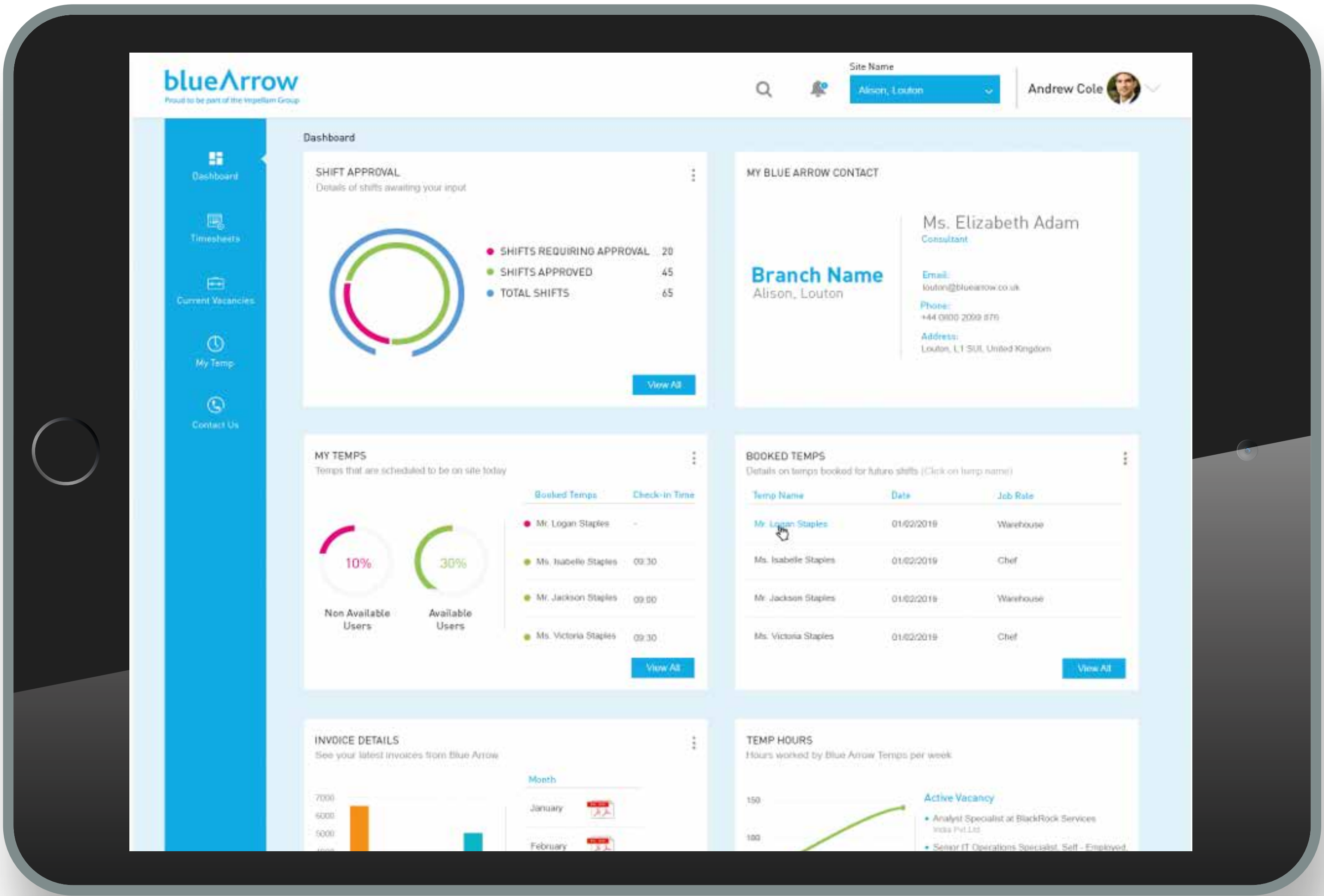


You will then be taken to the login page:



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

Once signed in, you will be taken to your dashboard: use the tool bar on the left to navigate around the site and the moveable widgets to view the data.



The widgets include:

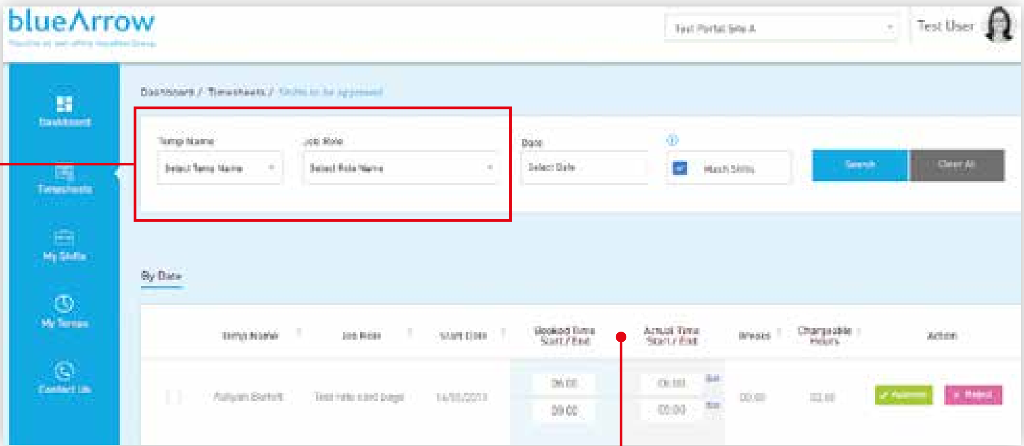
- Shifts to be approved
- Blue Arrow contact details
- Flexible Employees(?) and their check in times
- Booked Flexible Employees
- Temp Hours

These widgets are moveable so you can prioritise information you need to refer to regularly.

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

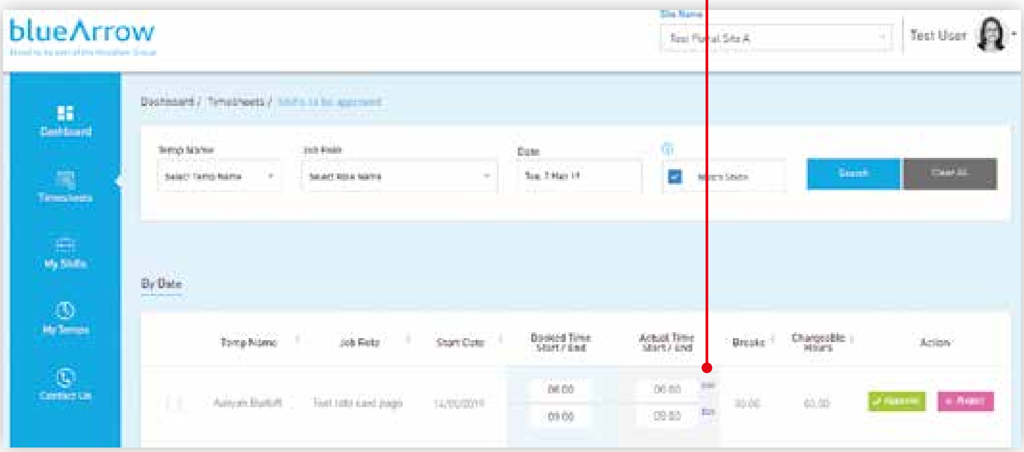
Go to the **'Timesheets'** button on the toolbar on the left and select **'Shifts to be approved'** or on the the **'Approve Shifts for Payment'** tile click **'View All'** to be taken to the list of shifts.

You can seach by individual Temp name or Job Role.

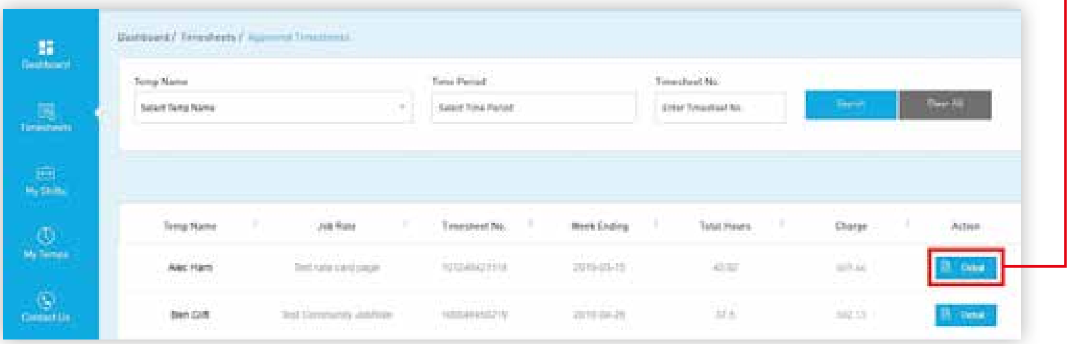


- Hours in Booked Start & End time columns = hours booked with Blue Arrow.
- Hours in Actual Start & End time columns = hours that the temp has checked in and out via the mobile app or portal.

You will see the list of shifts you can accept or reject. If you would like to amend you can edit by clicking here. When hours are rejected they are removed from your list and both the candidate and the branch is informed.



The **'Approved Timesheets'** button allows you to view timesheets that have already been approved & sent for invoicing. By clicking on the **'Detail'** button you can view the daily breakdown of hours as well as who approved it and the date & time it was approved.

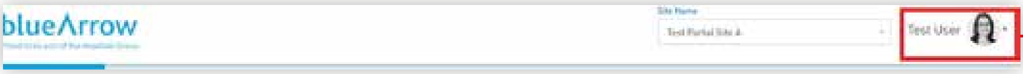


What if I forget to approve before 5pm on a Monday?

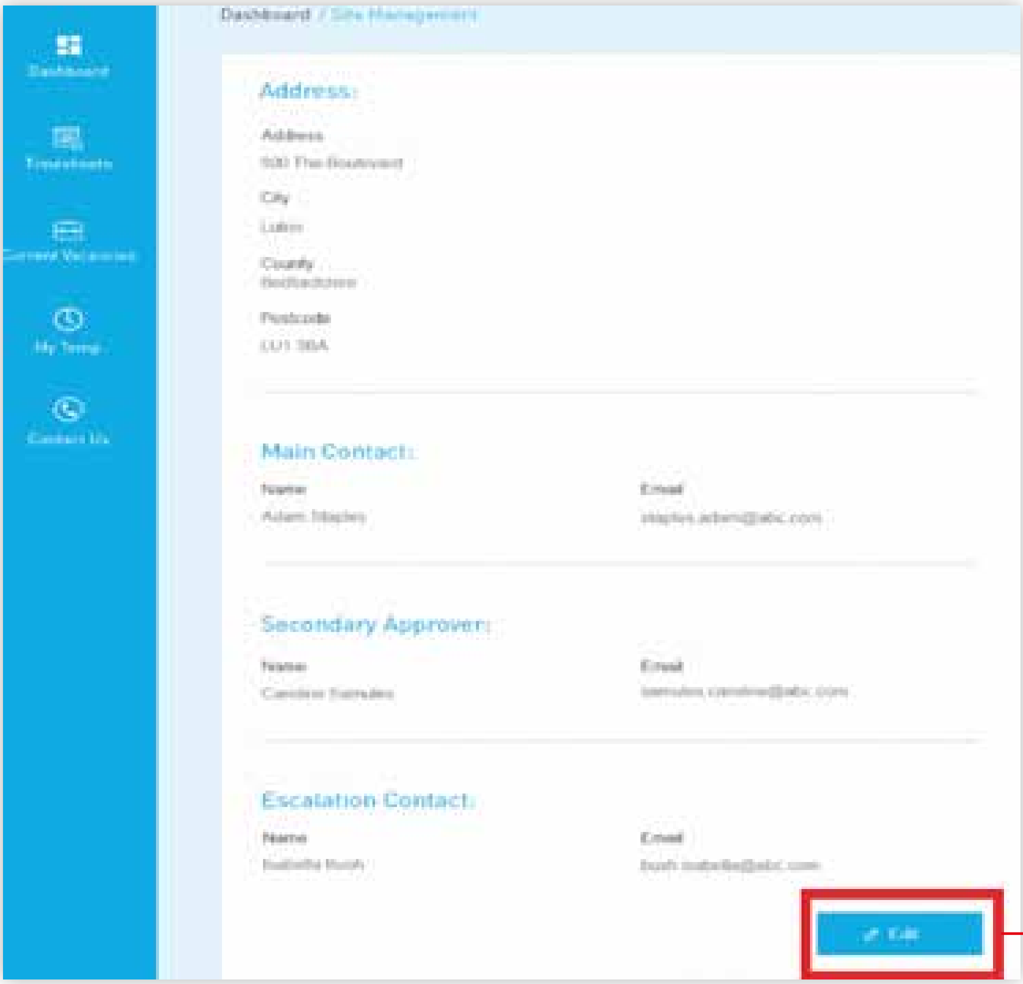
To ensure payment of our flexible employees then any unapproved timesheets where there is a 100% match between scheduled hours and the hours checked in and out by staff via the MyBlueArrow app or portal will be **'Auto Approved'** for payment.

How can I add a colleague as an approver?

1) Select the down arrow next to your user name profile in the top right of the screen and select **'Site Management'**.

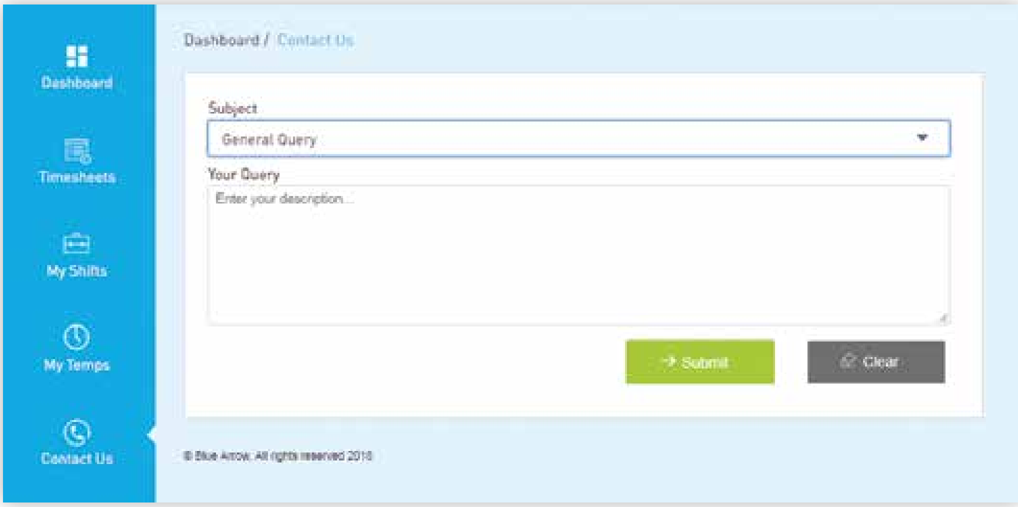


You can press the 'edit' button on the bottom of the screen to manage approvers.

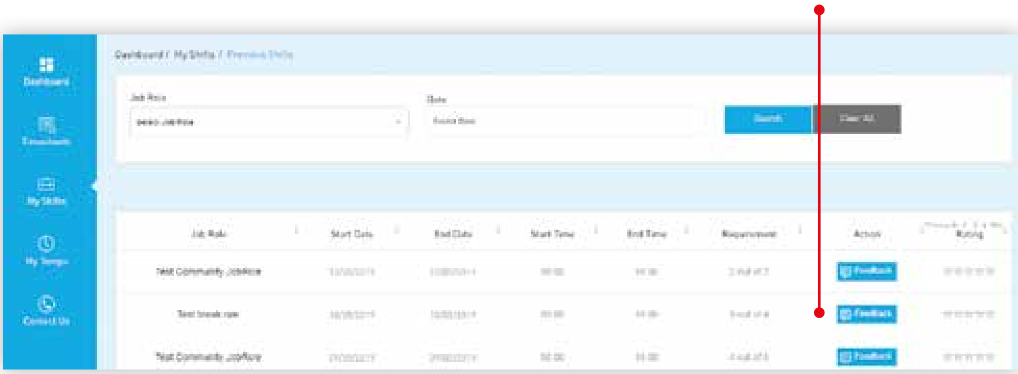


How can I ask a question and/or give feedback?

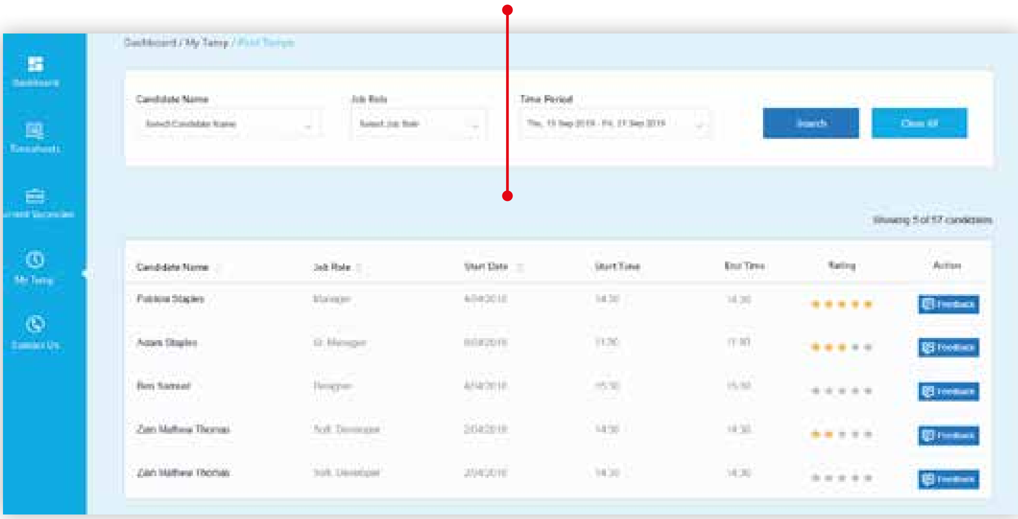
1) Select the **'Contact Us'** tab, complete fields and press **'Submit'**.



2) To leave feedback on Blue Arrow's service select the **'My Shifts'** on the tool bar on the left and select **'Previous Shifts'**. Feedback can be given on a shift by shift basis.

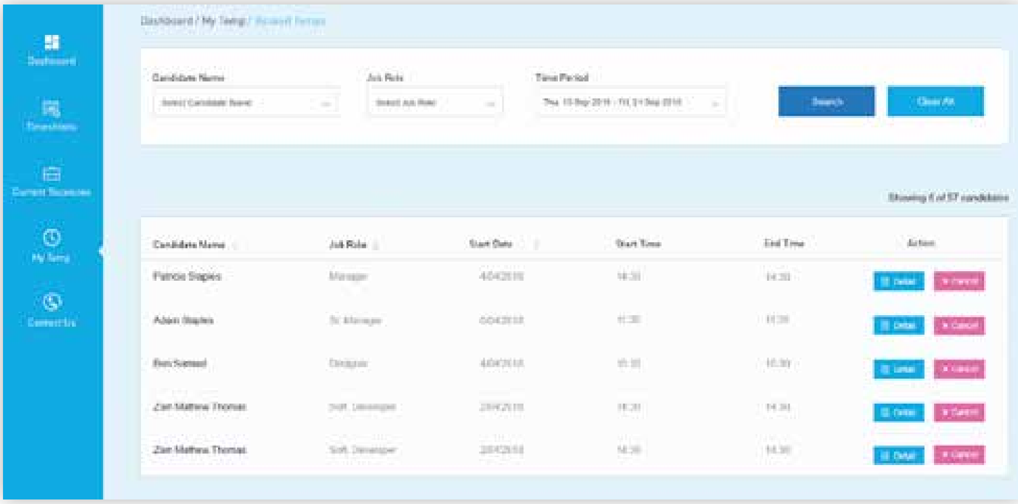


3) To leave feedback on a candidate's performance select the **'My Temps'** tab and select **'Past Temps'** icon. Feedback can be given on a shift by shift basis.



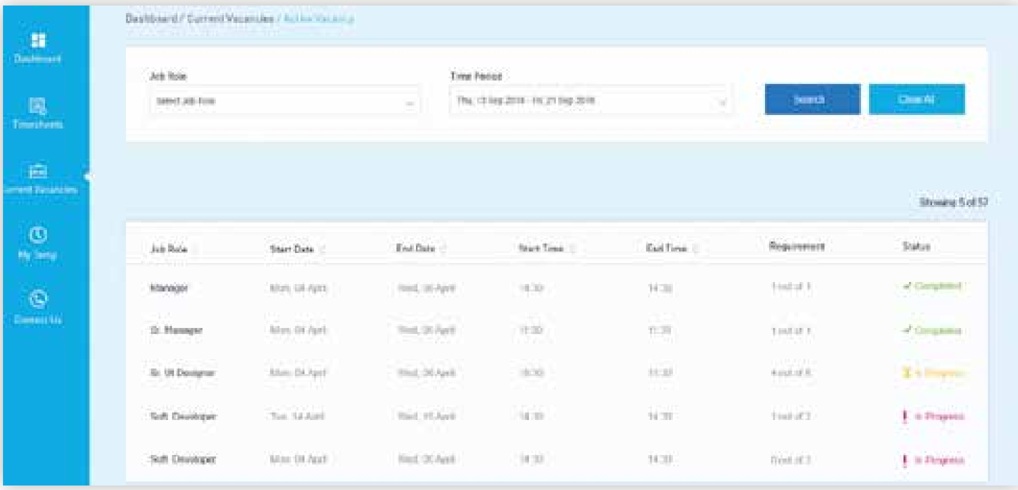
How can I see who is working tomorrow/next week and their skills?

Go to the **'My Temps'** tab and then select **'Booked Temps'** icon to be able to view candidate names, the job, dates, and hours they have been booked to work as well their skills which are relevant to your role.



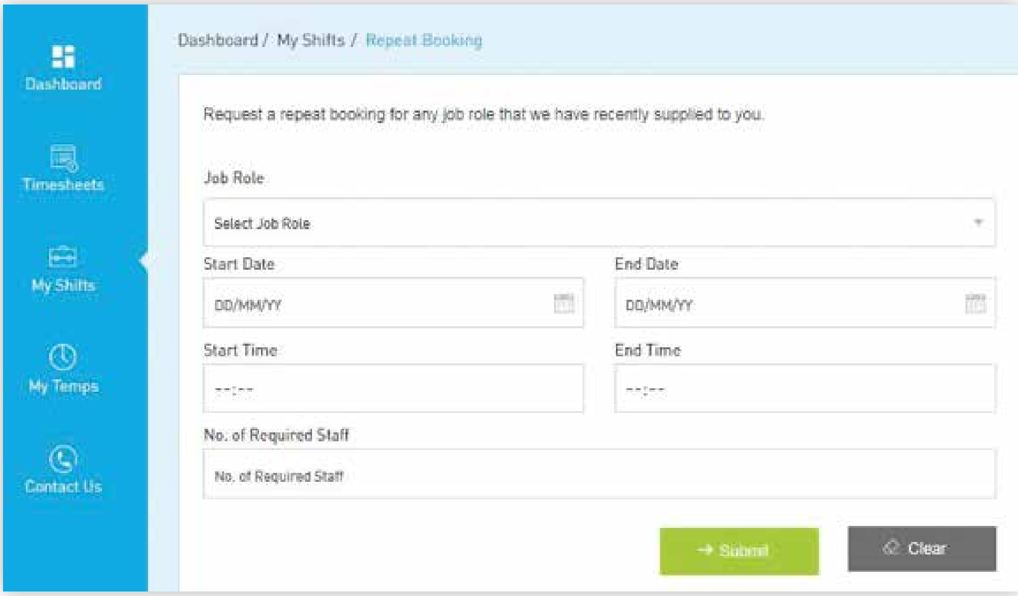
How can I monitor fulfilment?

Go to the **'My Shifts'** button on the left hand side and select **'Current Shifts'** to monitor how many of vacancies have been filled.

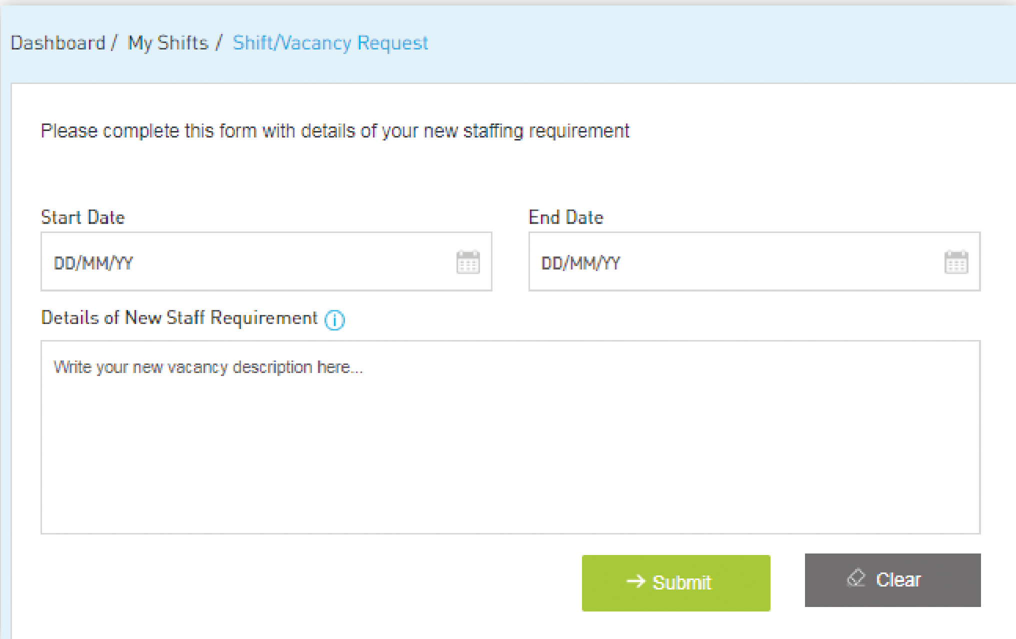


How do I request more staff?

Go to the My Shifts button tab the left hand side and select **'Repeat Booking'** to rebook a job you have placed with us before and 'Shift/Vacancy Request' to give us the details of a new role. **Repeat Booking** is to be used when you have a repeat requirement for a category of temps.



Shift/Vacancy Request is to be used for a brand new requirement with Blue Arrow.



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 Client Portal.