Randstad working in
partnership with
DS Smith

Worker User Guide

DS
Smith

randstad

Worker Quick Guide

Contents

I want to set my availability

You can set your availability in your Work Calendar so that your agency knows when to book you for shifts and when you are off. Your agency will be allocating you to shifts based on your availability.

1) Go to your Work Calendar and find the relevant day in your calendar. Click 'Set availability' and you'll see a number of options
2) Choosing 'Available' sets you as available for the whole day
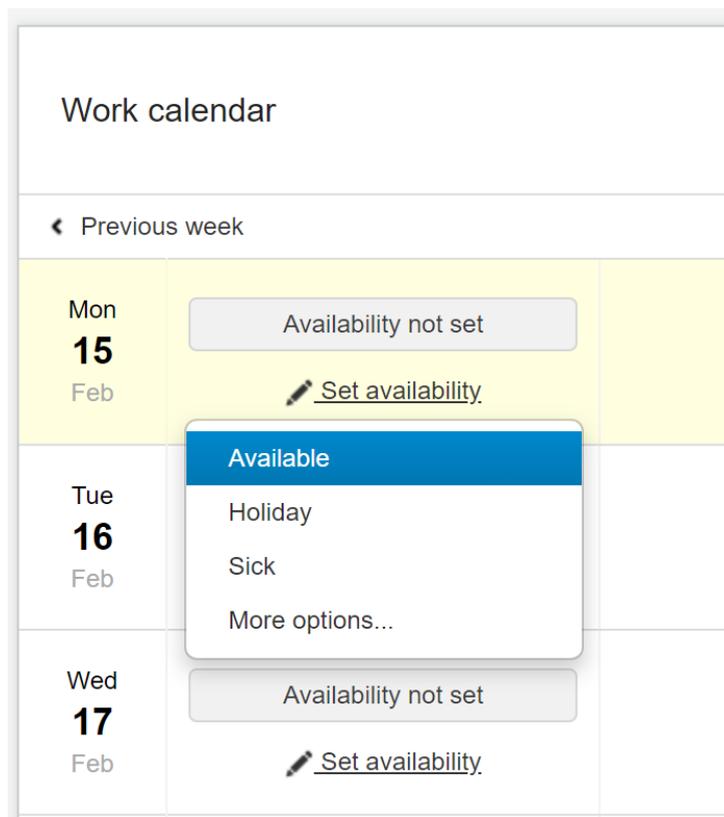
3) You can also select 'More options' which lets you choose specific times.

4) Just enter the times you want to be available or unavailable. These will then appear in your Work Calendar like this - for example if you were busy in the morning;

Work calendar

‹ Previous week

Mon 15 Feb	Unavailable until **13:00 - Rest**
	✏ Edit availability
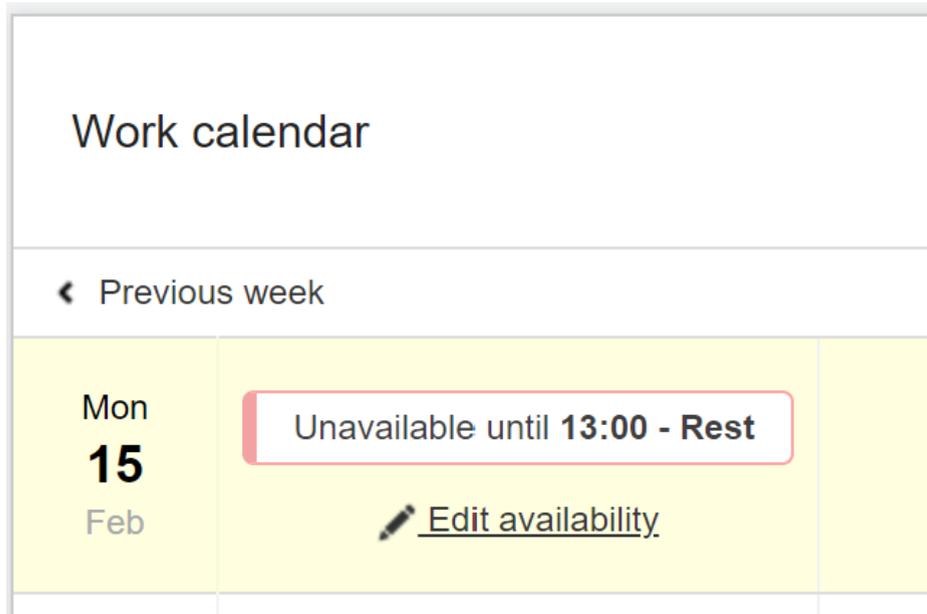
Or you were available all day;

|	Available all day
Fri 28 May	✏ Edit availability
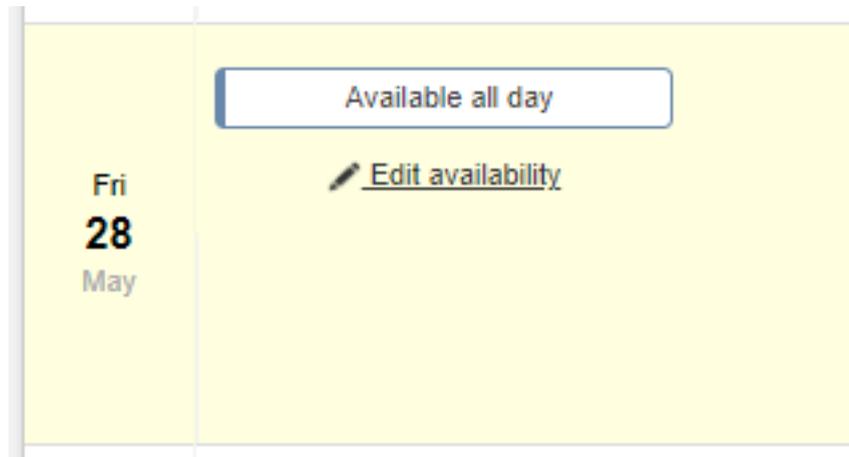
5) Your agency will then be able to see when you're available to work!

How do I see and confirm my shifts?

All your shifts are shown in your Work Calendar.

When your agency allocates you to the shift, the system automatically sends a notification to your JoinedUp inbox. Depending on your contact preferences setup, you can also receive an email and/or text message with a link to see the details. To confirm the shift, follow these steps:
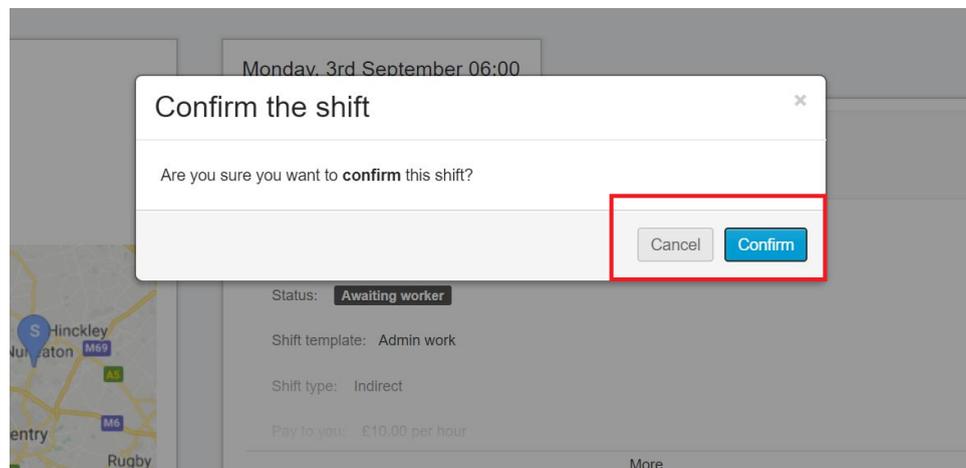
1) If you receive emails or texts, they will look like this. You can go directly to the shift details that need confirming by clicking the link.
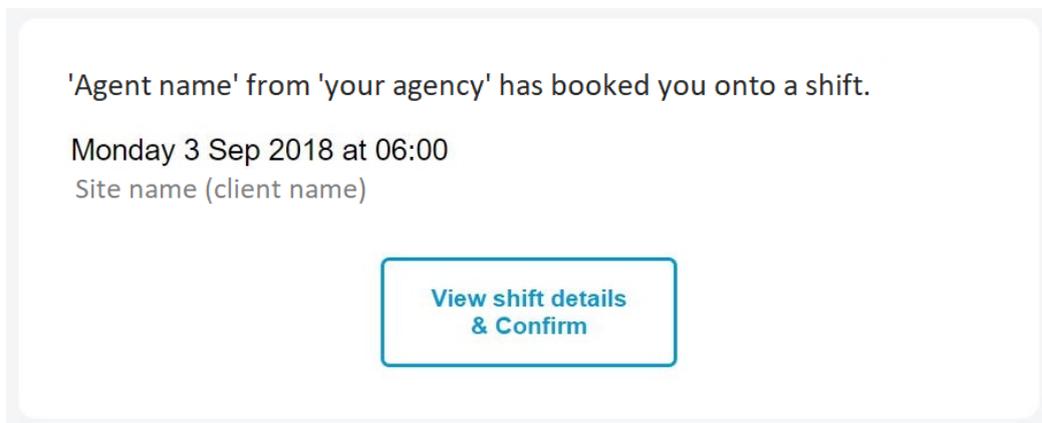
2) You will then be taken to the login page (unless you're already logged in) and then to your shift details. There's a tick box at the top to confirm or decline your shift.
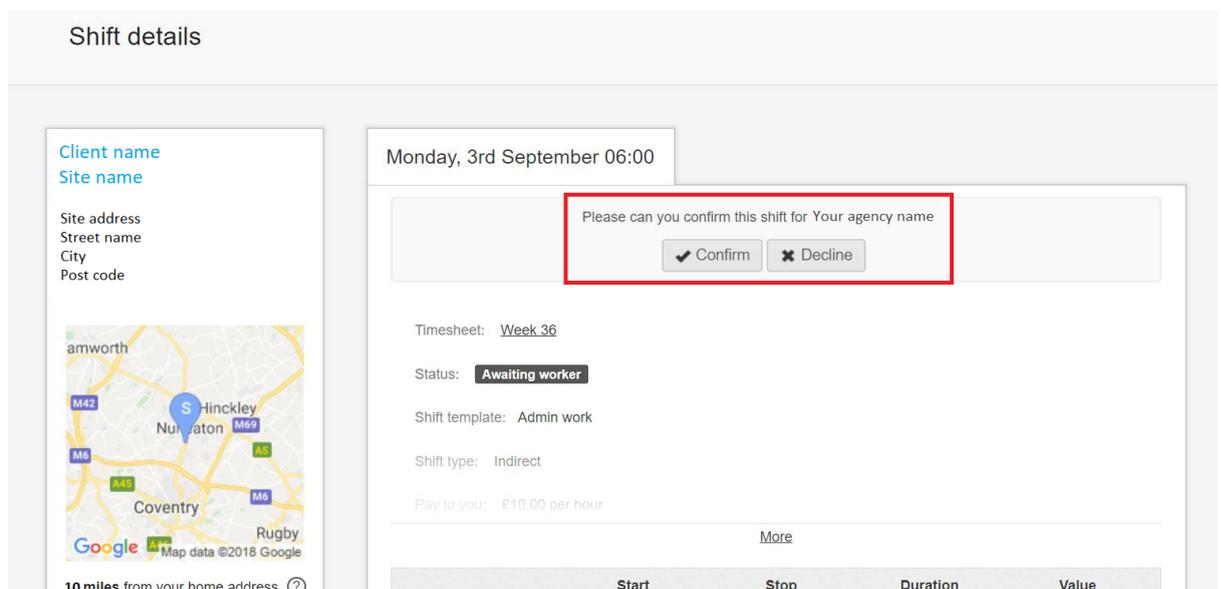
3) When you click the confirm button, you'll be asked to re-confirm.

4) Your shift is now confirmed and your agency will see that on their planning screen!
5) You can see your shifts in your Work Calendar. They will show up like below, showing 'Confirmed' for shifts in the future that you have confirmed. (Shifts in the past have different status' such as Unsubmitted or Submitted).
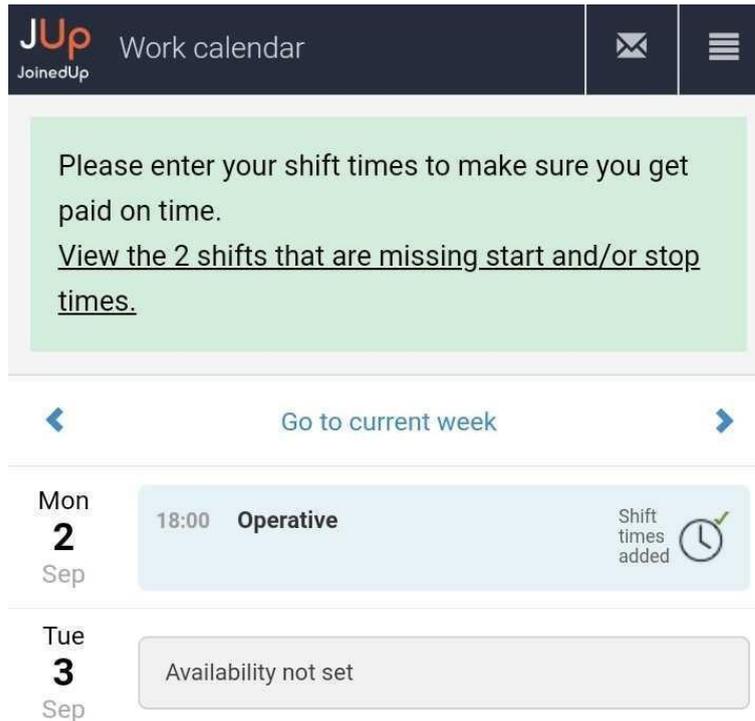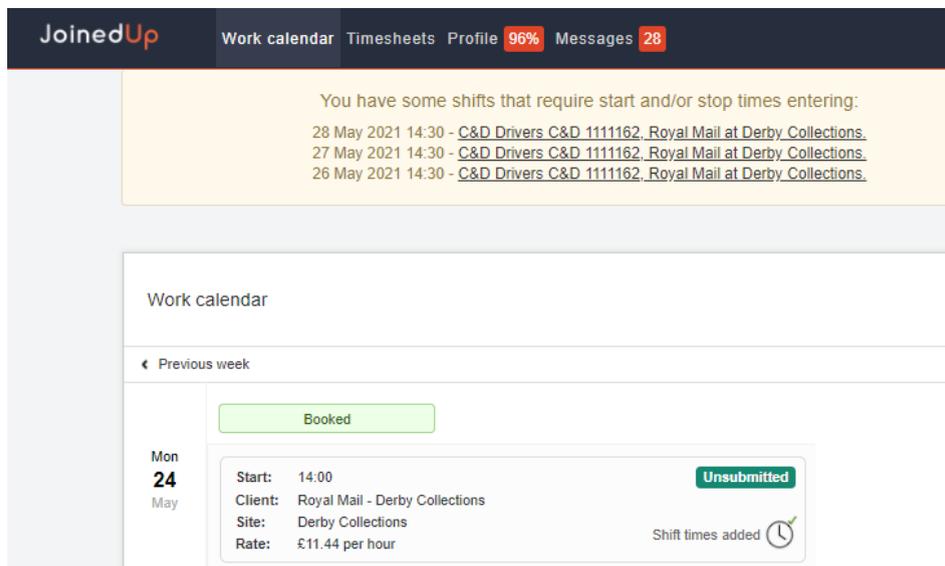
How do I enter my hours?

When you've finished your shift, you can enter the times you worked yourself to ensure that you are getting paid correctly.

1) Go to your Work Calendar. You can either use the shortcut on top of the screen or look through the calendar and find the shifts that need the times to be added.
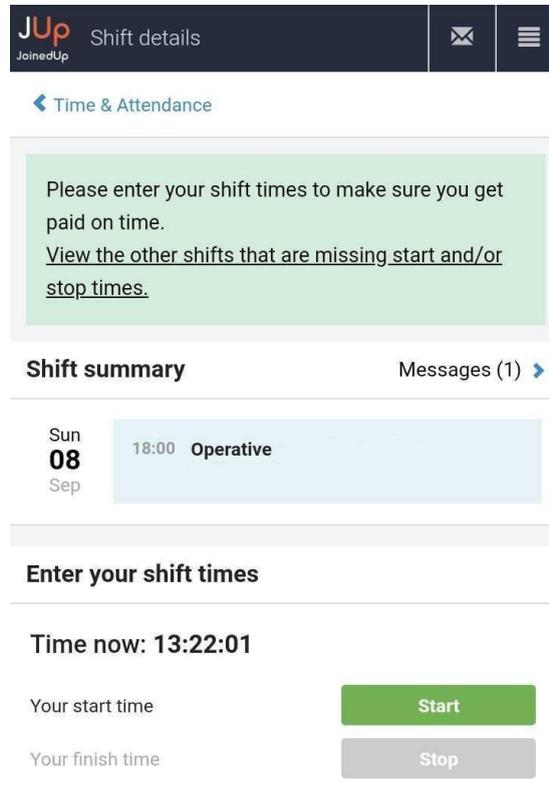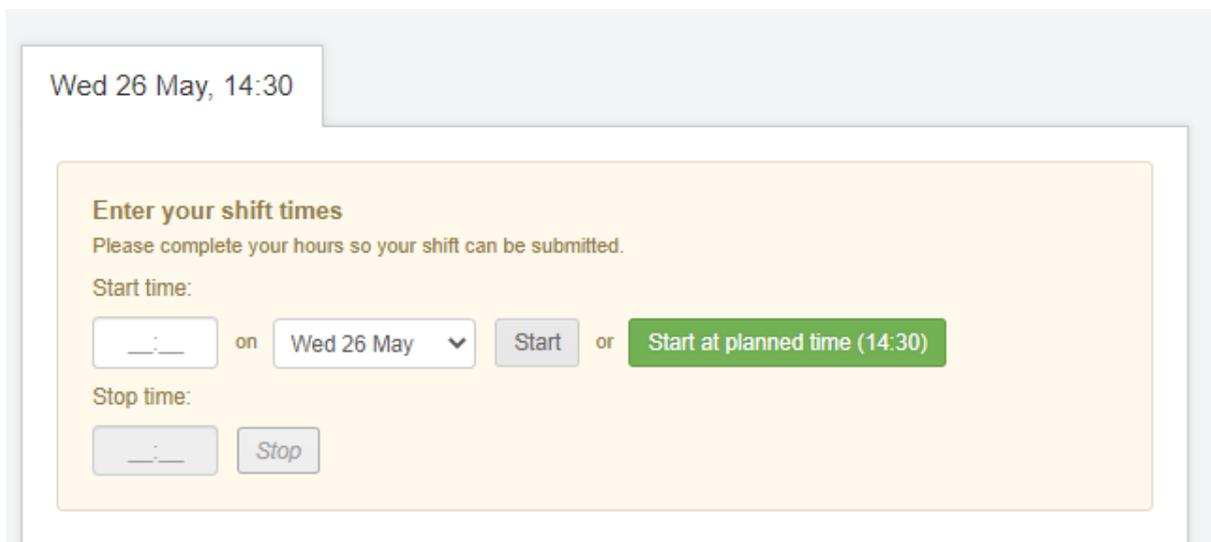
Mobile:

Desktop:

2) When you click into the shift, you will see the details of that shift and have the option to put in the Start and Stop times.
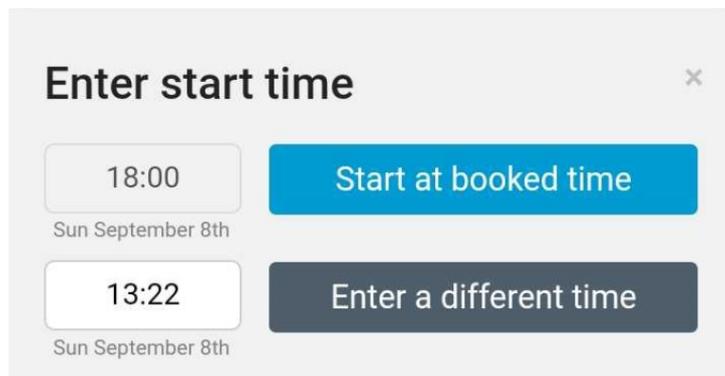
Mobile:

Desktop:

3) On mobile, simply press the 'Start' button and you will get the option to either start the shift at the planned time or type in a different time if the plans changed. You can then do the exact same with the Stop time.

4) On desktop, enter your start time or choose 'Start at planned time'. Do the same with the Stop time.
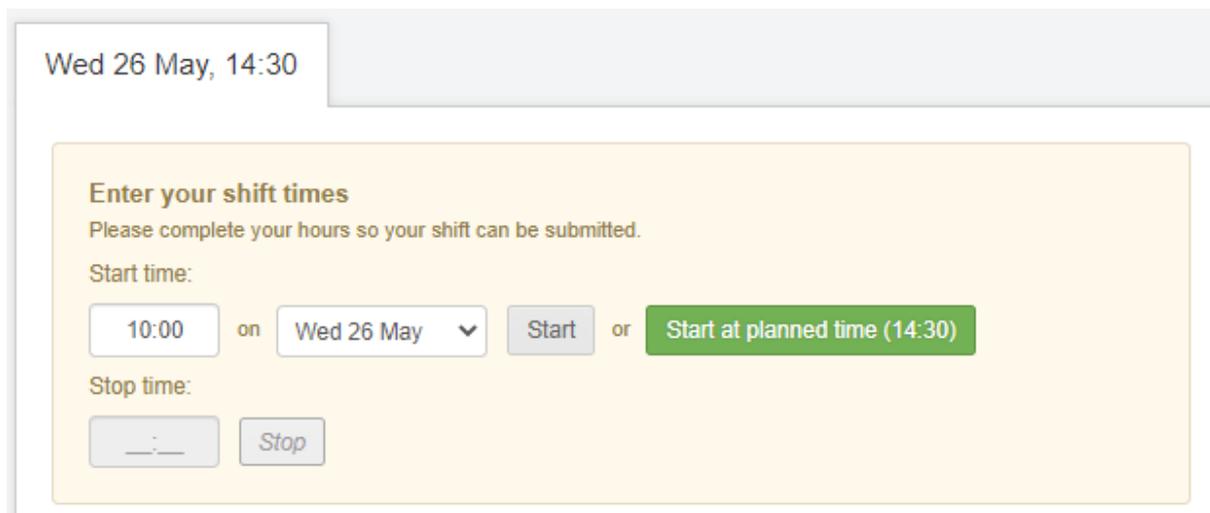
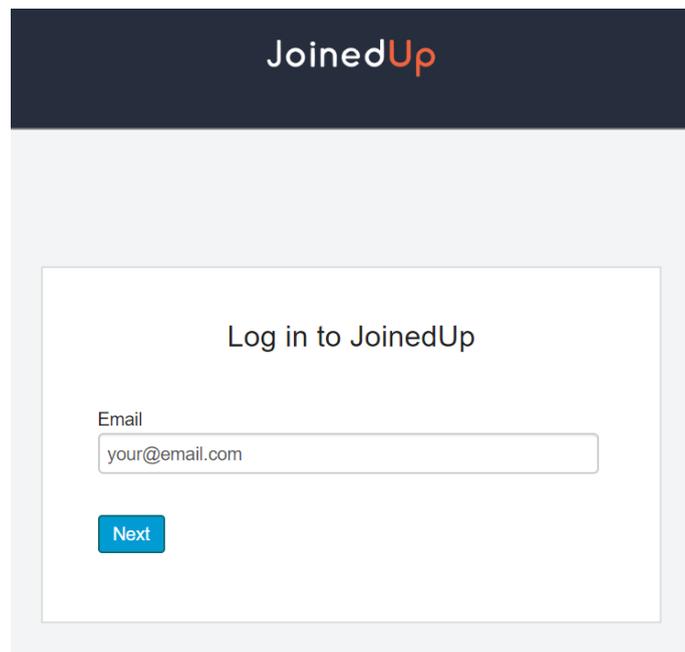5) You're all done! Your agency will check your hours and then submit and approve them.

I've forgotten my password!

Don't worry - you can create a new password to get logged in.

1) Go to https://app.joinedup.com/login and enter your email address, then click 'Next'. **Remember**: it needs to be the email address associated with your profile, or else it won't know it's you.

2) Click the 'Forgotten your password?' link to see the option to reset it.

3) You'll then see the below screen. Please double-check that the e-mail address is correct and there are no typo's. (Remember, this email needs to be the one you use for your JoinedUp account.)

JoinedUp

Forgotten password?

Reset password

Please enter your email and we will send you a password reset code
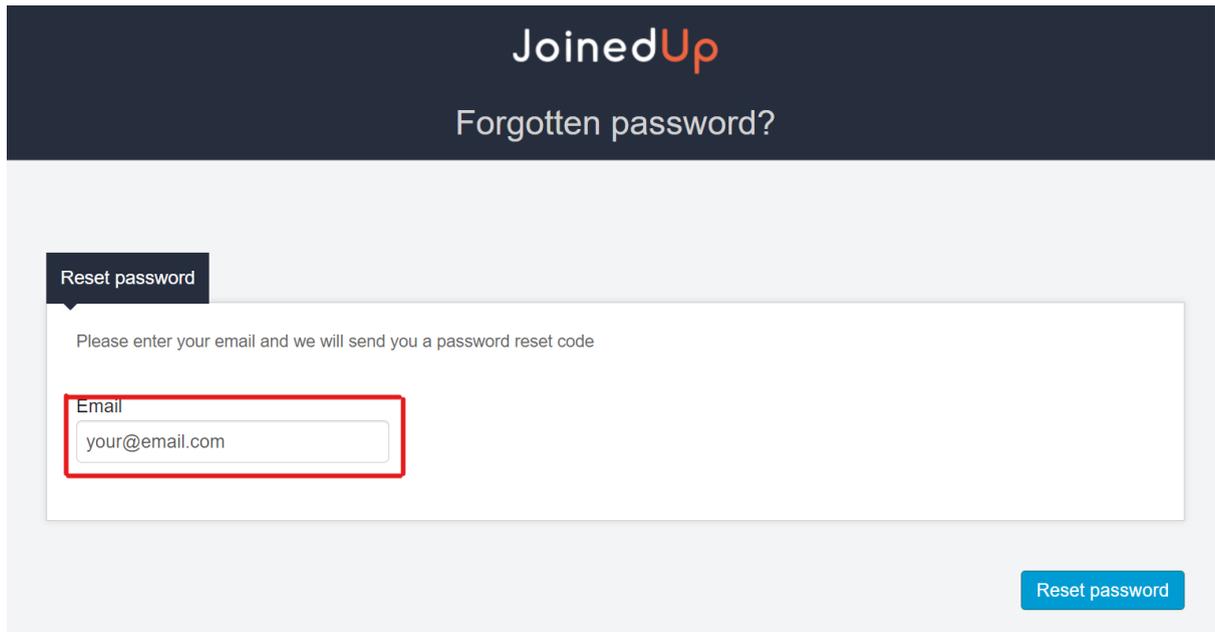
Email

your@email.com

Reset password

4) Once you click "reset password" in the blue box, we'll send you an e-mail to set up a new password. It will look like this.

JoinedUp

Hi

We received a password reset request for your account on JoinedUp.

If you made this request and you still want to reset your password, please click here.

Please note - this reset code will expire shortly.

If you didn't make this request, please ignore this message.

Thanks

The JoinedUp team

JoinedUp Group Ltd. Registered address: 25 Farringdon Street, London, EC4A 4AB.
Registration No. 09839384

Change notification preferences - Unsubscribe

5) Click on the link within and you'll be taken to the next screen to enter your password. Make a new one, click 'Save password'.

JoinedUp

Reset password

New password

Password

Repeat password

Save password

6) You're all done! Continuing using your new password when you login at
https://app.joinedup.com/login