

Randstad working in  
partnership with  
DS Smith

Worker User Guide



randstad

# Worker Quick Guide

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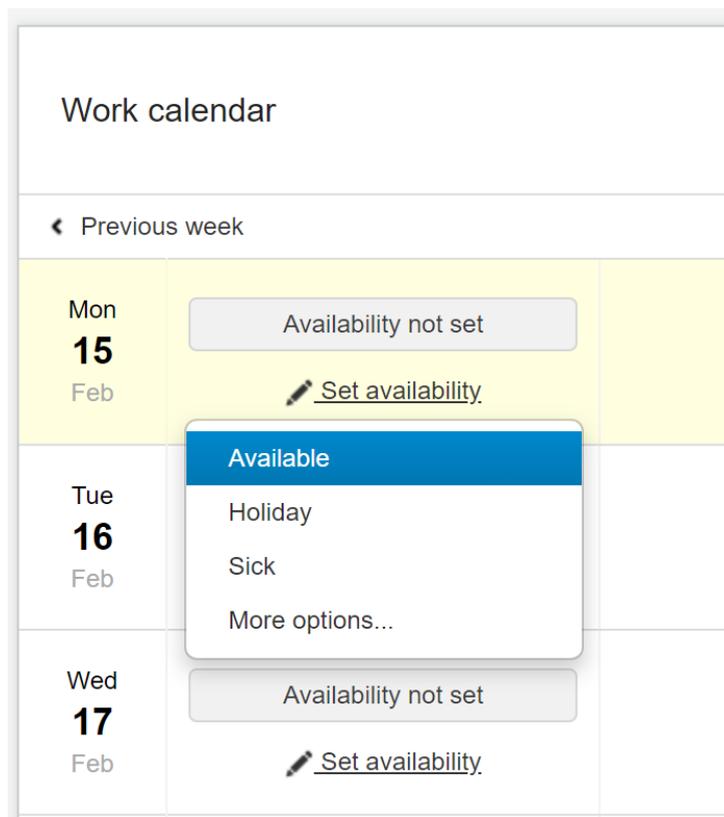
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## I want to set my availability

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



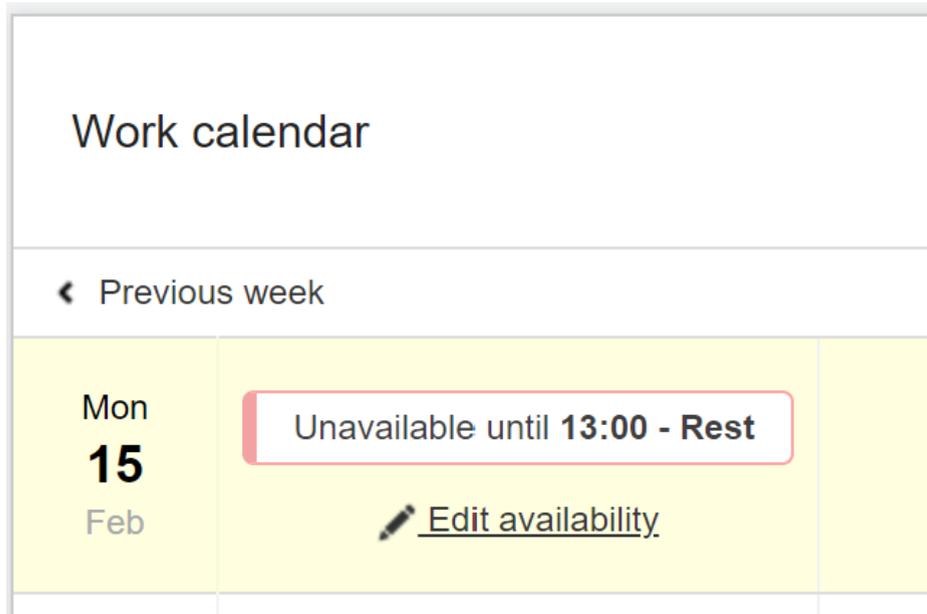
- 3) You can also select 'More options' which lets you choose specific times.

A screenshot of a 'Set yourself unavailable' dialog box. The dialog has a title bar with a close button (X). It contains the following fields:

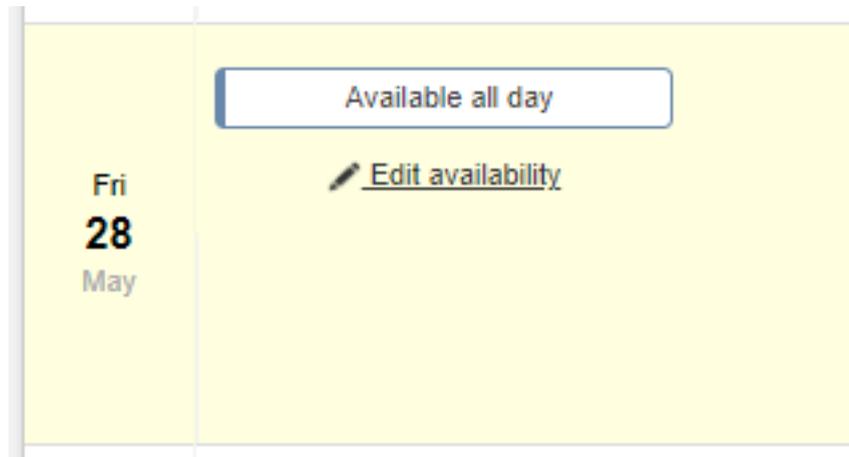
- 'From': 15 Feb 2021, 00:00 (with a dropdown arrow)
- 'To': 15 Feb 2021, 13:00 (with a dropdown arrow)
- 'Type': Rest (with a dropdown arrow)
- 'Reason': Optional

At the bottom right, there are two buttons: 'Close' and 'Save'.

- 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;



Or you were available all day;



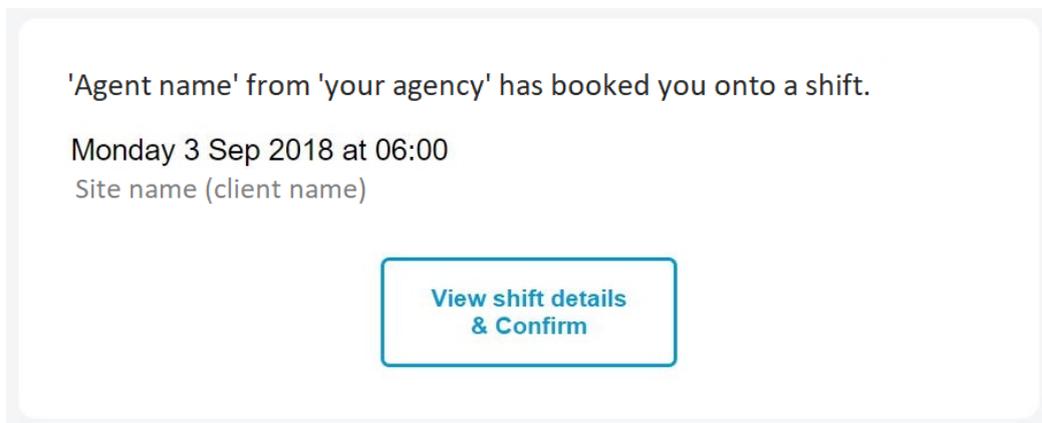
- 5) Your agency will then be able to see when you're available to work!

## How do I see and confirm my shifts?

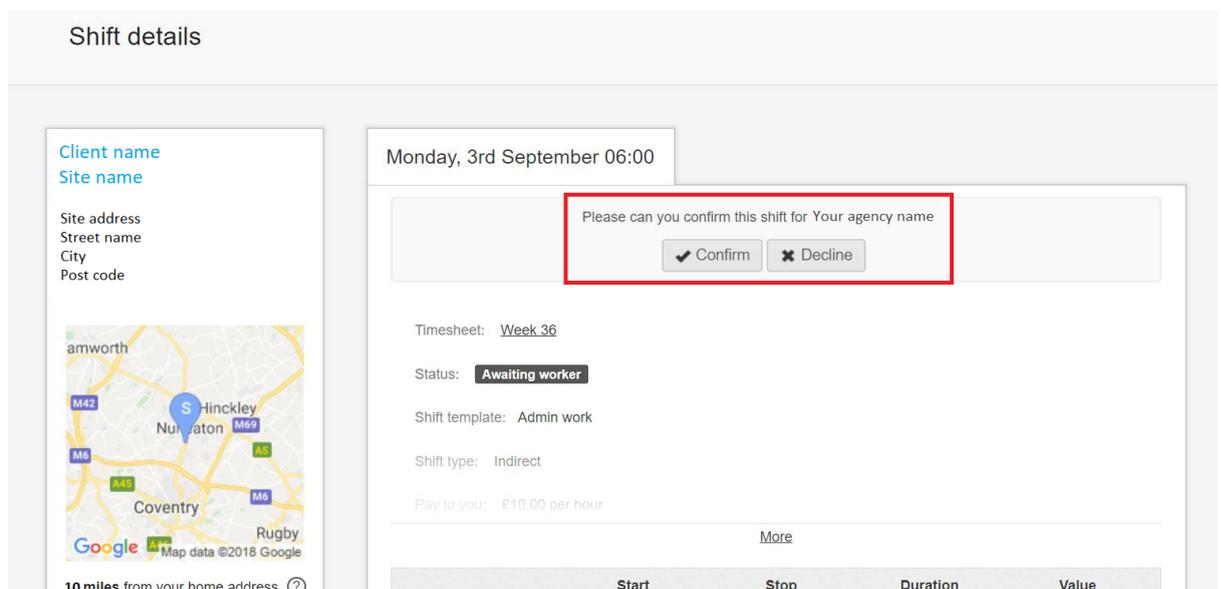
All your shifts are shown in your Work Calendar.

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:

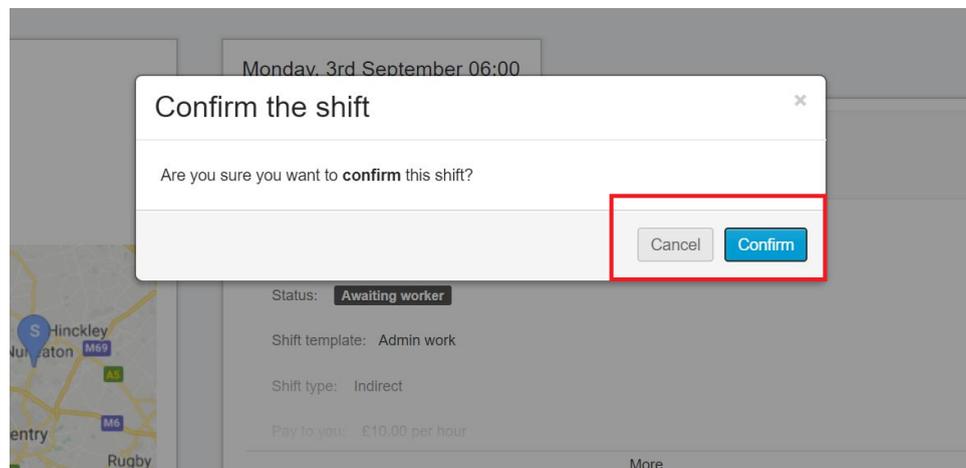
- 1) If you receive emails or texts, they will look like this. You can go directly to the shift details that need confirming by clicking the link.



- 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).

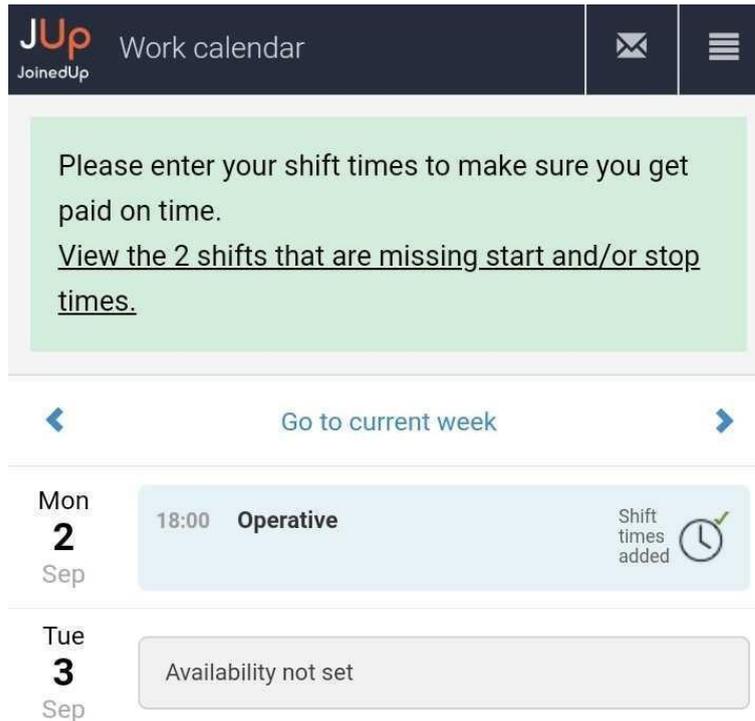
Work calendar	
◀ Previous week	
Next week ▶	
Mon <b>15</b> Feb	<div style="background-color: #e0ffe0; padding: 5px; border: 1px solid #ccc;">Booked</div> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;"><b>Start:</b> 18:00 <b>Client:</b> Royal Mail - Southampton MC Industrial - Angard <b>Site:</b> Southampton MC Industrial - Angard <b>Rate:</b> £8.72 per hour</div> <div style="text-align: right; background-color: #006666; color: white; padding: 2px 5px; border: 1px solid #006666;">Unsubmitted</div>
Tue <b>16</b> Feb	<div style="background-color: #e0ffe0; padding: 5px; border: 1px solid #ccc;">Booked</div> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;"><b>Start:</b> 18:00 <b>Client:</b> Royal Mail - Southampton MC Industrial - Angard <b>Site:</b> Southampton MC Industrial - Angard <b>Rate:</b> Dynamic</div> <div style="text-align: right; background-color: #006666; color: white; padding: 2px 5px; border: 2px solid red;">Confirmed</div>

## How do I enter my hours?

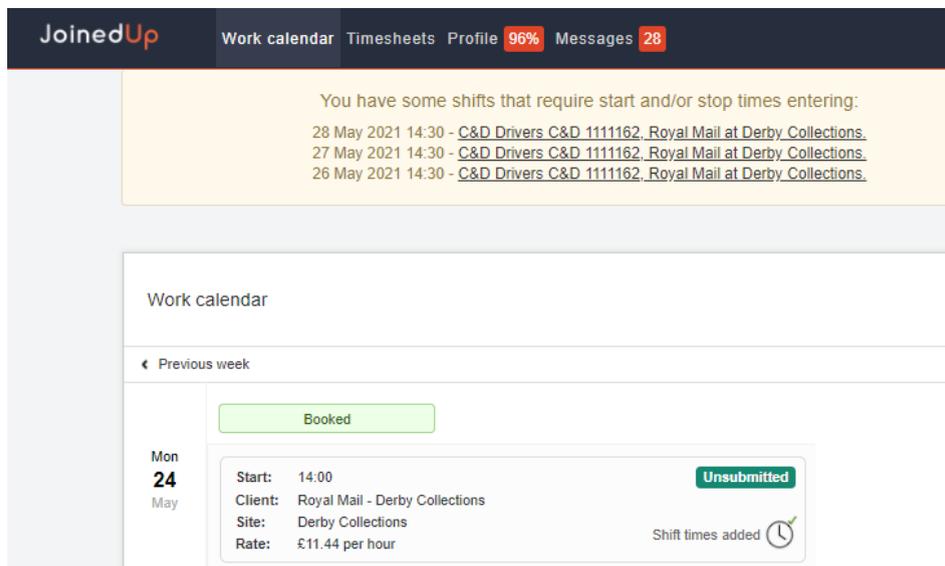
When you've finished your shift, you can enter the times you worked yourself to ensure that you are getting paid correctly.

- 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:

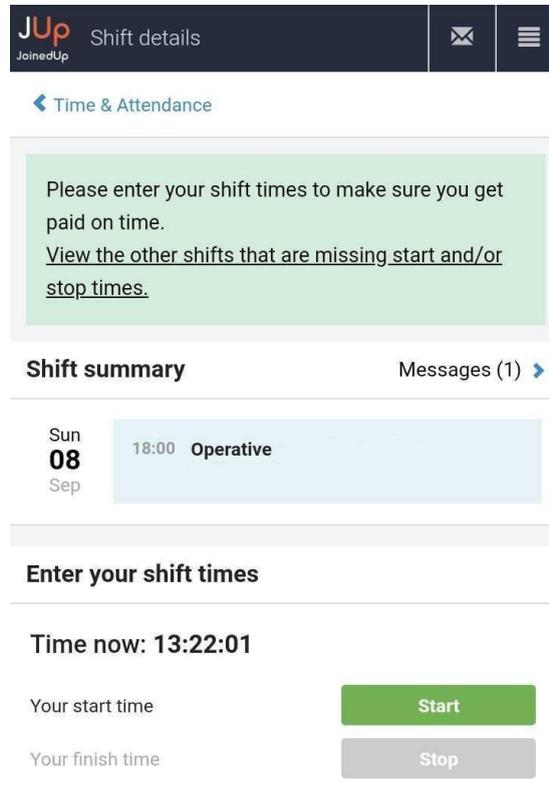


Desktop:



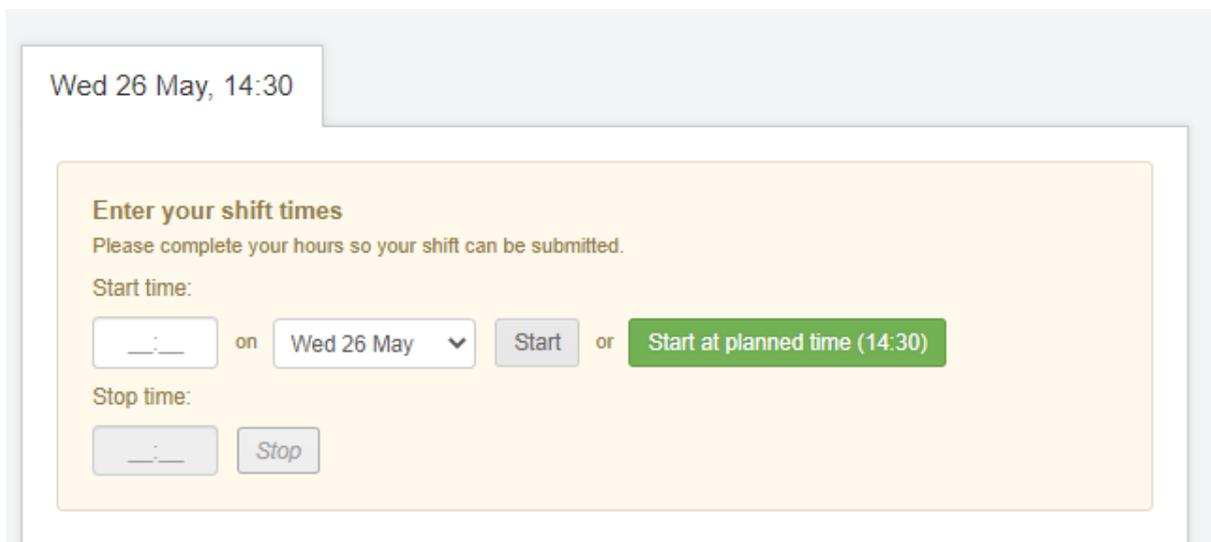
- 2) When you click into the shift, you will see the details of that shift and have the option to put in the Start and Stop times.

Mobile:



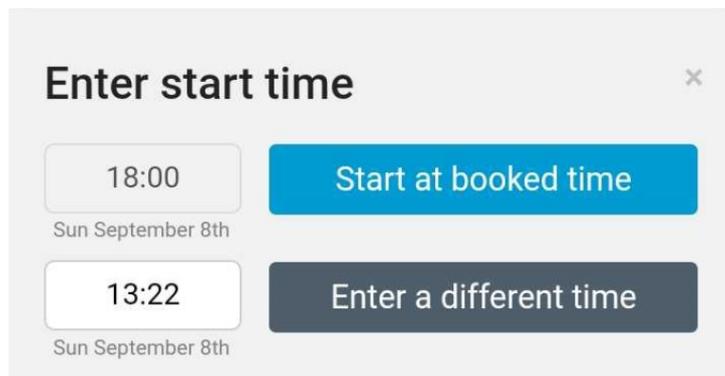
The screenshot shows a mobile app interface for 'JUp Shift details'. At the top, there is a dark header with the 'JUp' logo and 'Shift details' text, along with a mail icon and a menu icon. Below the header is a blue arrow pointing left with the text 'Time & Attendance'. A green box contains the instruction: 'Please enter your shift times to make sure you get paid on time. View the other shifts that are missing start and/or stop times.' Below this is a 'Shift summary' section with a 'Messages (1)' link. A date card shows 'Sun 08 Sep' and a shift card shows '18:00 Operative'. The main section is titled 'Enter your shift times' and shows 'Time now: 13:22:01'. There are two input fields: 'Your start time' with a green 'Start' button, and 'Your finish time' with a grey 'Stop' button.

Desktop:



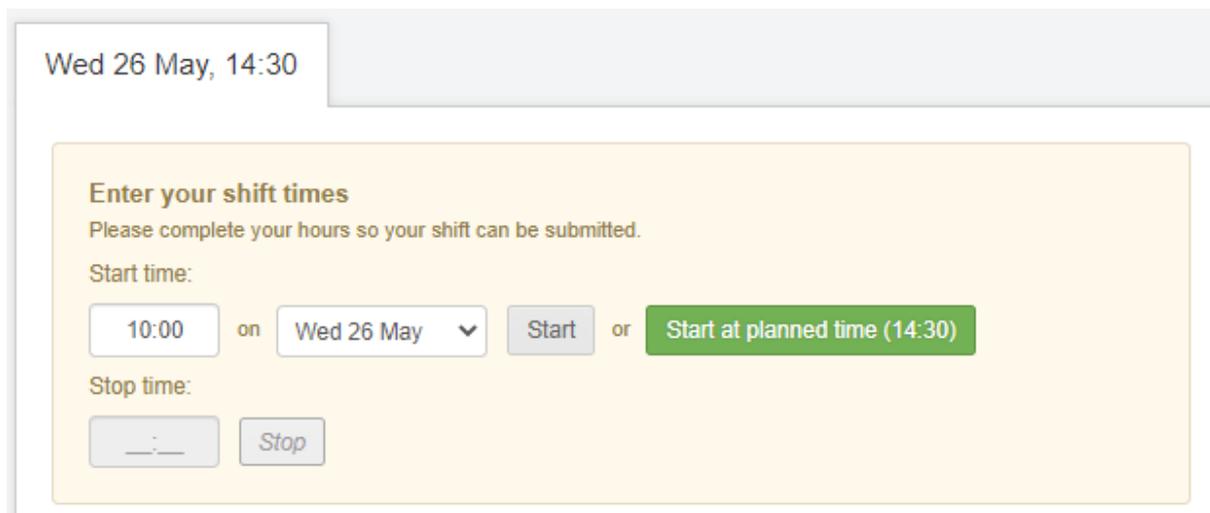
The screenshot shows a desktop app interface for 'Enter your shift times'. At the top left, it displays 'Wed 26 May, 14:30'. The main section is titled 'Enter your shift times' and contains the instruction: 'Please complete your hours so your shift can be submitted.' Below this, there are two rows of input fields. The first row is for 'Start time:' and includes a time input field, the word 'on', a date dropdown menu showing 'Wed 26 May', a 'Start' button, the word 'or', and a green button labeled 'Start at planned time (14:30)'. The second row is for 'Stop time:' and includes a time input field and a 'Stop' button.

- 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.



The screenshot shows a mobile app interface titled "Enter start time" with a close button (X) in the top right corner. There are two input fields for time, both set to "Sun September 8th". The first field shows "18:00" and is accompanied by a blue button labeled "Start at booked time". The second field shows "13:22" and is accompanied by a dark grey button labeled "Enter a different time".

- 4) On desktop, enter your start time or choose 'Start at planned time'. Do the same with the Stop time.



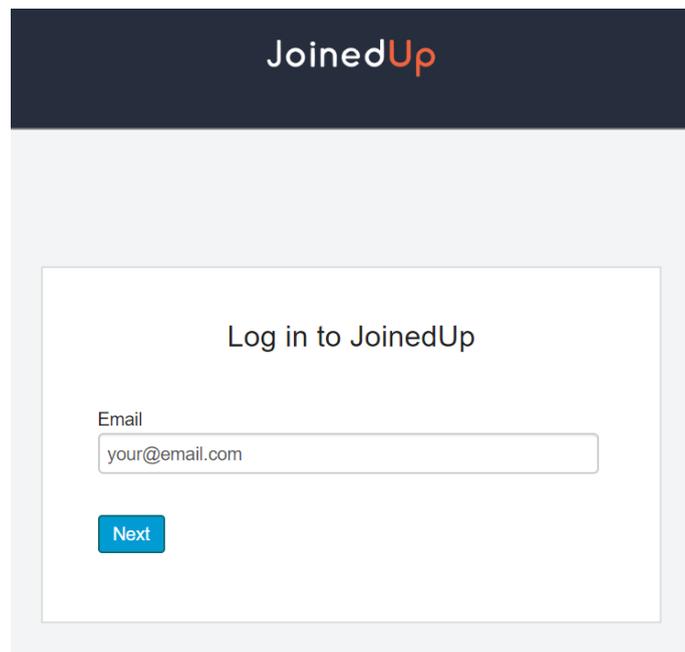
The screenshot shows a desktop app interface with a header "Wed 26 May, 14:30". Below the header is a yellow box titled "Enter your shift times" with the instruction "Please complete your hours so your shift can be submitted." Under "Start time:", there is a time input field with "10:00", a date dropdown menu with "Wed 26 May", a "Start" button, and a green button labeled "Start at planned time (14:30)". Under "Stop time:", there is a time input field with "\_\_\_:\_\_\_" and a "Stop" button.

- 5) You're all done! Your agency will check your hours and then submit and approve them.

## I've forgotten my password!

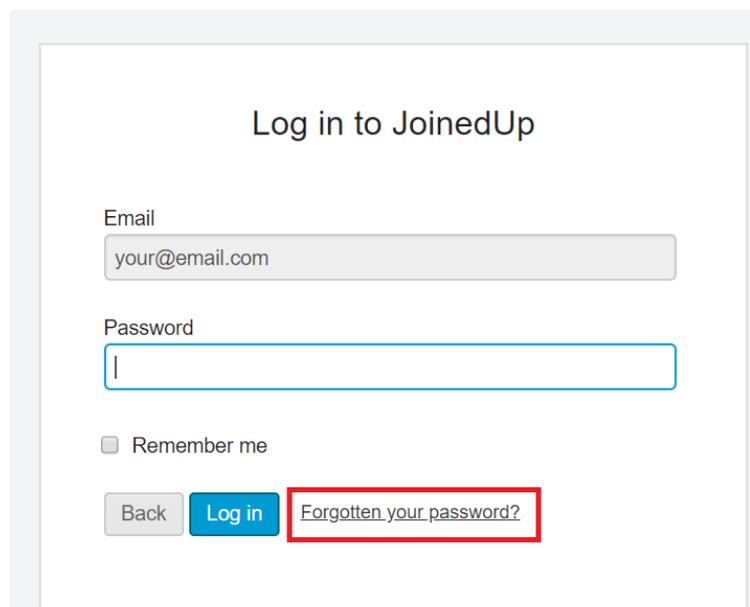
Don't worry - you can create a new password to get logged in.

- 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.



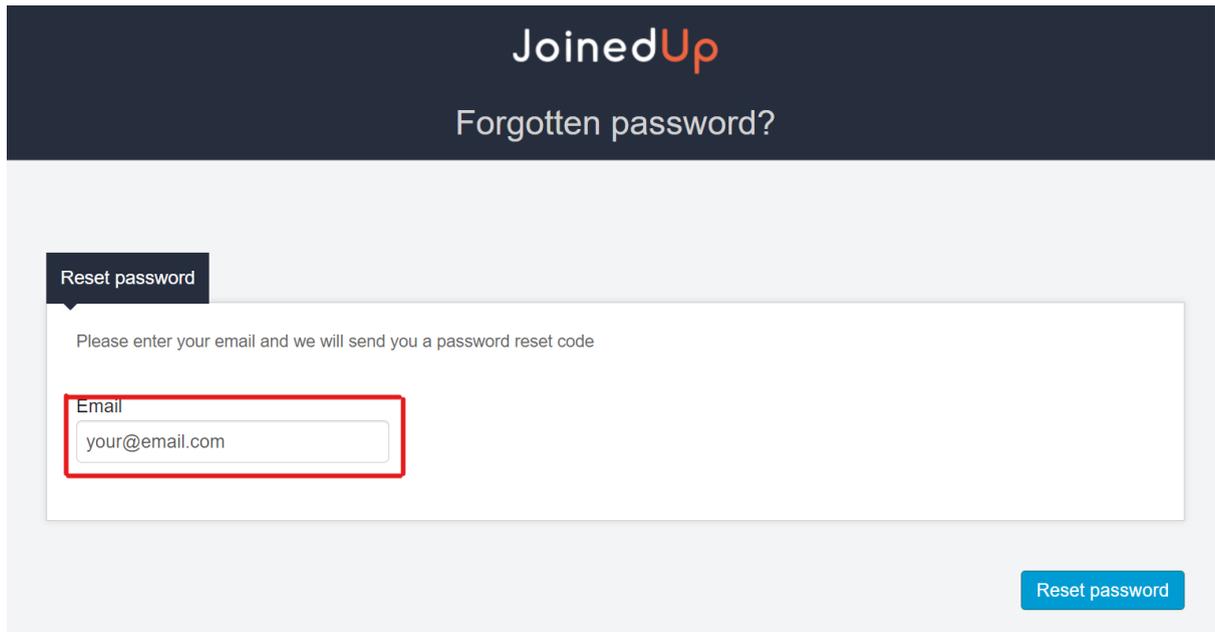
The screenshot shows the 'Log in to JoinedUp' page. At the top, the 'JoinedUp' logo is displayed in white on a dark blue background. Below the logo, the text 'Log in to JoinedUp' is centered. Underneath, there is an 'Email' label followed by a text input field containing 'your@email.com'. Below the input field is a blue button labeled 'Next'.

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

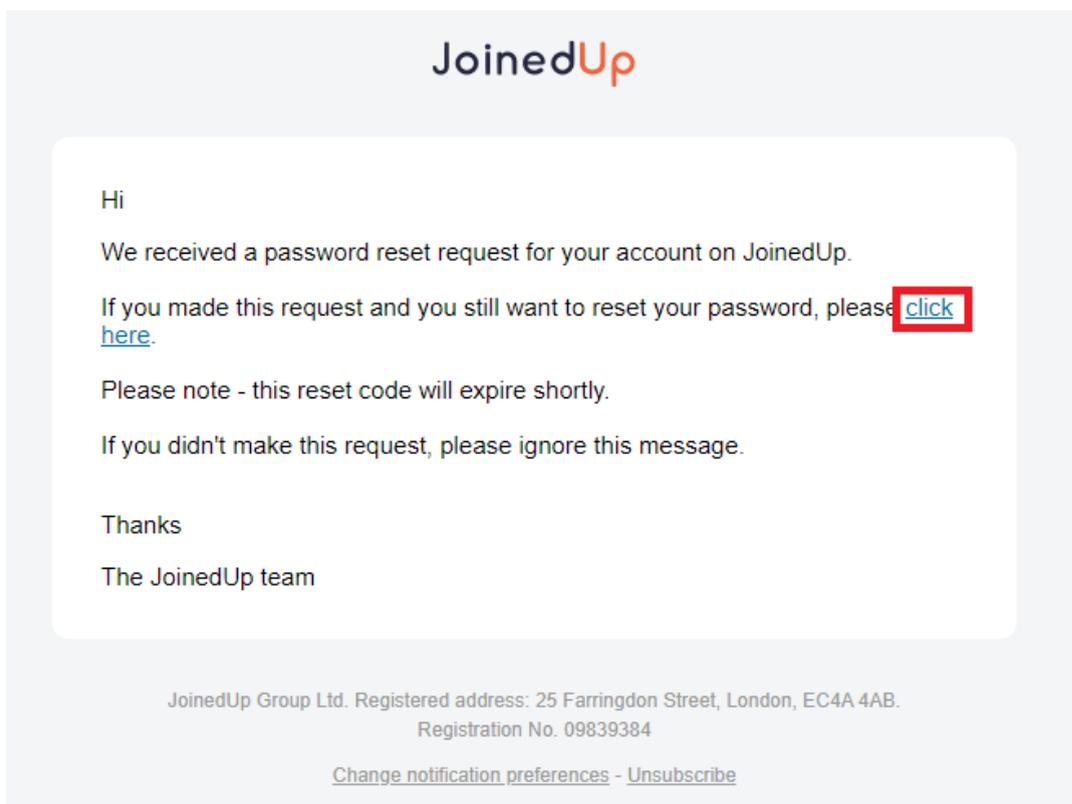


The screenshot shows the 'Log in to JoinedUp' page with additional fields. The 'Email' input field contains 'your@email.com'. Below it is a 'Password' label followed by an empty password input field. Underneath the password field is a checkbox labeled 'Remember me'. At the bottom, there are three buttons: 'Back', 'Log in', and 'Forgotten your password?'. The 'Forgotten your password?' button is highlighted with a red rectangular border.

- 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.)



- 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.



- 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>