Altaira Workforce App

Instruction Manual for Casual Staff Members using the Workforce App

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Contents

How to download the Altaira Workforce App 3
App Dashboard 4
How to view and accept Released Shifts 5
How to see your rostered shifts 6
Complete your timesheet 7
How to view your signed timesheets 9
If you cannot see the name of the RN signing off your shift 9
If your timesheet has been submitted incorrectly or needs to be changed 9
If your shift time requires to be changed 10
How to access your payslips 10
When to add discrepancy notes on timesheets 11
Setting your permanent availability 12
Setting your casual availability 13
How to change your password 14
Turn on your push notifications 15
Set up Simple Sign In 16
How to update your personal details 17
How to update your payroll details 18
How to upload documents (checks) 19

How to download the Altaira Workforce App

To download the Altaira Workforce App on your smartphone, follow the below link and choose to install it via the Apple App Store or the Google Play Store, depending on which type of phone you have:

https://altairaapplications.entirehr.com.au/MembersApp.aspx

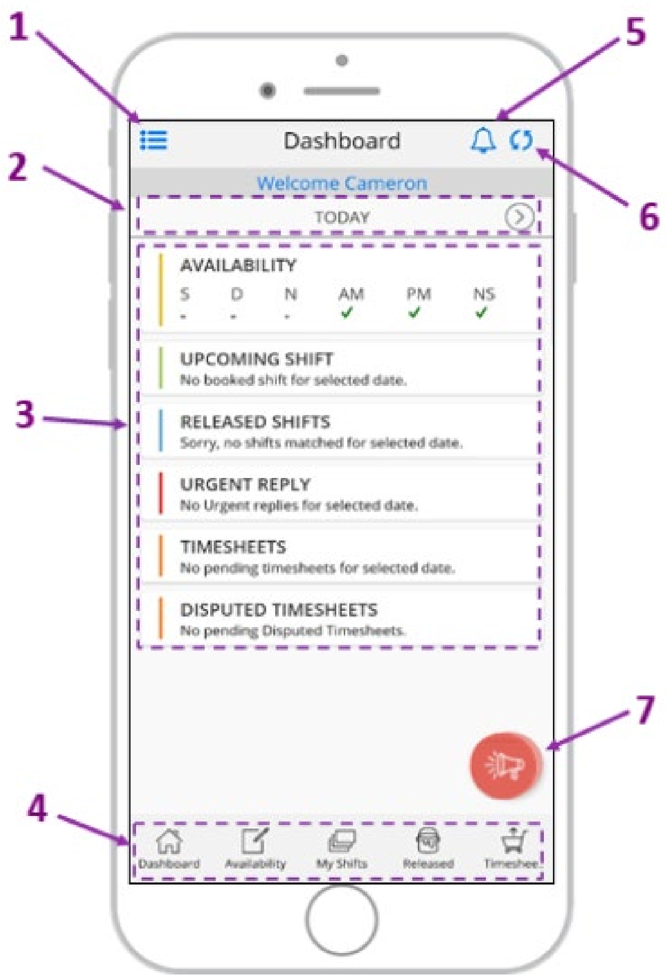
Once installed, open the Workforce App and allow all Permission Requests:

- **Pictures and Record Video:**
  This allows the app to use the gallery for document submissions or if you need to snap a pic for any reason.
- **Location:**
  Needed for location-based services, navigation, and personalized content, like the Check-in and Check-out feature.
- **Calendar:**
  This is for scheduling, reminders, and anything related to events and bookings.
- **Notifications:**
  Allows the app to send push notifications regarding new shifts, changes to your shifts, expiry checks, and company updates.

How to Login:

- You will receive your member number and password via email.
- Your Access Code is ALT
- If you do not receive your login credentials, please contact us via email: Info@altaira.com.au

App Dashboard



1. **Additional Menu Options**
    - **Permanent Availability**: Set your permanent availability preferences for scheduling purposes.
    - **Personal Details**: Review and update your personal information.
    - **Contact Details**: Ensure your contact information is up-to-date.
    - **Member Preferences**: Customize your preferences for a better app experience.
    - **Employment Details**: View and manage your employment-related information.
    - **Payroll Details**: Access your payroll-related details securely.
2. **Selected Dashboard Date**
    - The Dashboard will present information relevant to the date you select. Make sure to choose the desired date to view the corresponding data.
3. **Important Details for Selected Date**
    - **Availability Set**: Check your availability status for the day.
    - **Upcoming/Current Shift Information**: View your upcoming or ongoing shifts.
    - **Urgent Replies Awaiting Response**: Respond promptly to urgent messages.
    - **Timesheets Pending Submission**: Submit your timesheets on time to avoid delays.
    - **Disputed Timesheets**: Monitor any disputed timesheets and take appropriate action.
4. **Main Access Menu**
    - **Dashboard**: Get an overview of your important information.
    - **Casual Availability (View/Enter)**: Manage your casual availability preferences.
    - **My Shifts (Booked/Assigned Shifts)**: View and manage your booked or assigned shifts.
    - **Released Shifts (Available to Accept)**: Accept available shifts as they are released.
    - **Timesheets Pending Submission**: Quickly submit your timesheets for processing.
5. **Unread App Notifications**
    - Stay up-to-date with recent notifications by checking this section regularly.
6. **Refresh the App Screen**
7. **Important Notification**

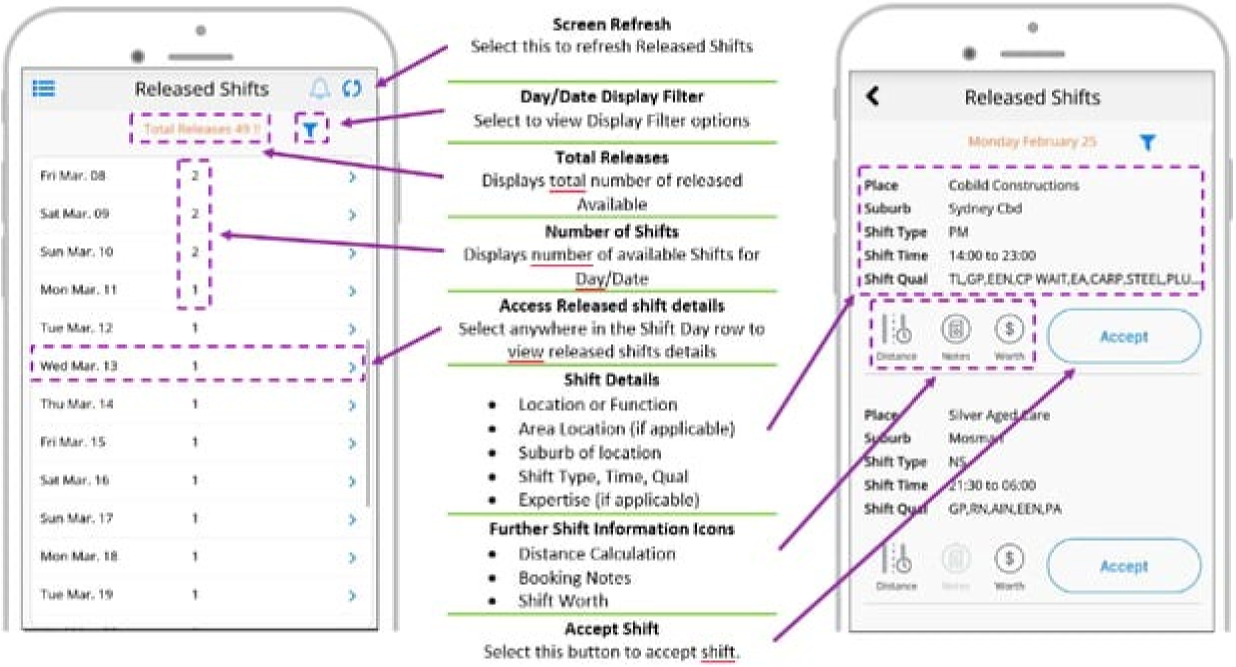
How to view and accept Released Shifts

Step 1: From the main menu at the bottom of the app screen, select Released Shifts

Step 2: You will see the shifts released, available to select per day. Select the day you'd like to pick up a shift.

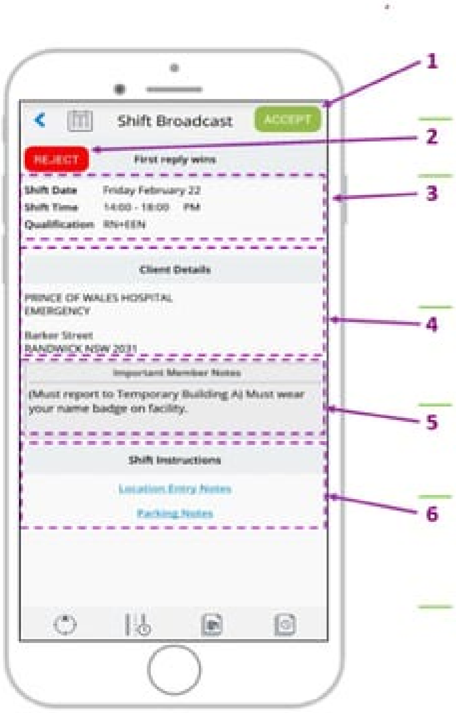
Step 3: Select the shift you'd like to work. Check the shift details and if you're happy to work the shift, select **Accept**.

Step 4: Any notifications regarding the site, or infections the site may currently have will come up for you to agree to. Ensure to read these notifications.



How to see your rostered shifts

Any Shifts that appear in the My Shift Screen have been allocated to you



1 - Select to Accept Shift

By selecting this button, you are accepting the shift and confirm your attendance unless further communication is received of this shift being cancelled.

2 - Select to Reject Shift

By selecting this button, you are rejecting this shift as you do not wish to attend

3 - Shift Information

This section shows basic shift information including:

- Shift Date
- Shift Time & Type
- Qualification(s)
- Expertise (if applicable)

4- Details of Client Location

This section provides key location information

- Name or Function of location
- Delivery location (if applicable)
- Street Address

5 - Important Member Notes & Booking Notes

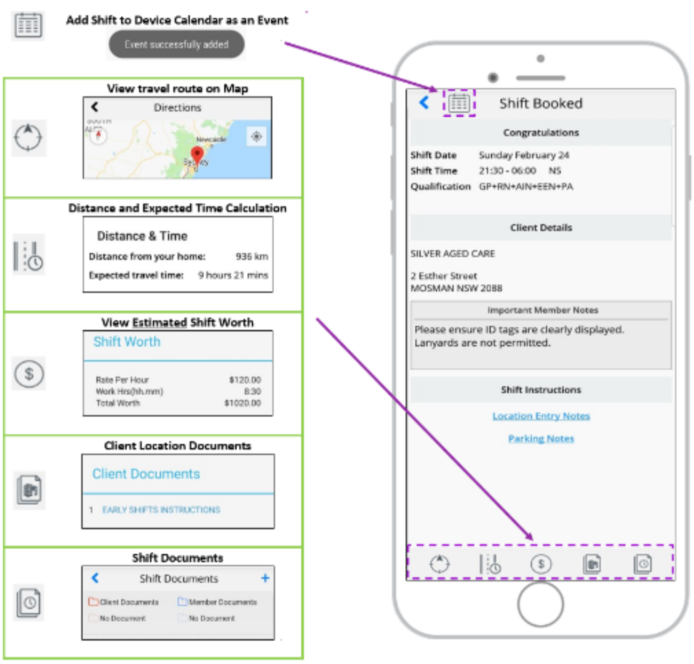
This section provides important information that the agency has highlighted about this location or the booking. Any Booking notes which are related to the shift will appear in Brackets i.e. (Must report to Temporary Building A)

6 - Shift Instructions specific to location

Locations Entry Notes - Supplementary information to assist in accessing, gaining entry or arrival procedures to location i.e. Access code for entry.

Parking Notes - Supplementary information to assist with Transport, Parking and finding location.

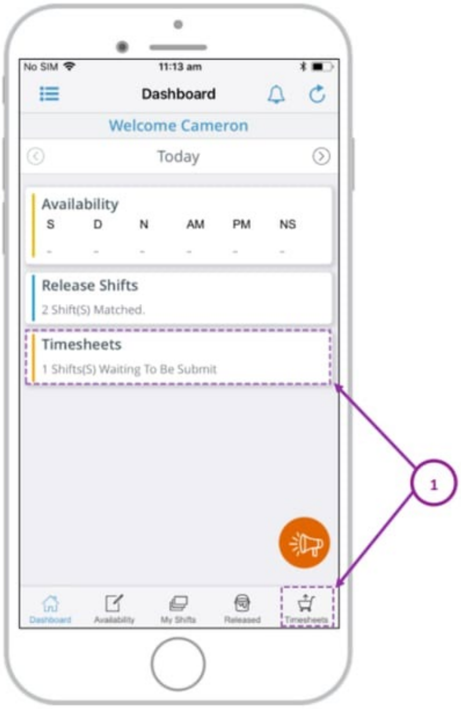
My Shifts Menu Icons



Complete your timesheet

Step 1. Access the Timesheets Submission Area

Select the Timesheets icon on the dashboard or via the Main Access Menu.



Step 2. Select the Shift

Select the relevant shift you wish to submit a Timesheet for within the Timesheet Submission screen.

Please note shifts will only be displayed on the submission screen once the current time is greater than the booked shift finish time. Meaning you cannot submit a Timesheet prior to the original shift's finish time.

Step 3. Review and Edit Shift Details

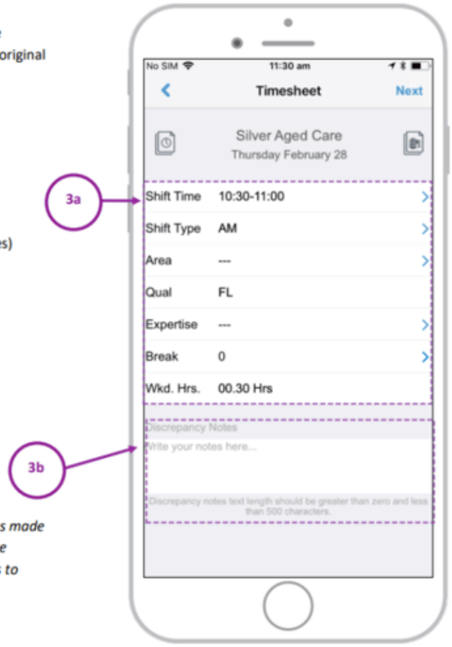
Review the shift details and select any fields that need to be adjusted from the original booking.

To edit any of the fields select the applicable field.

IMPORTANT: This information must be correct before proceeding. Incorrect or incomplete timesheets will require you to return to the site for completion before payroll is completed (Tuesdays) to ensure correct payment for the shift.

The shift details will preload the following information from the original shift entry.

- **Shift Time**
- **Shift Type**
- **Area** (if applicable)
- **Qualifications**(s)
- **Expertise** (if applicable)
    - **Sub-expertise**
- **Unpaid Break** (in minutes)
- **Total Worked Hours**



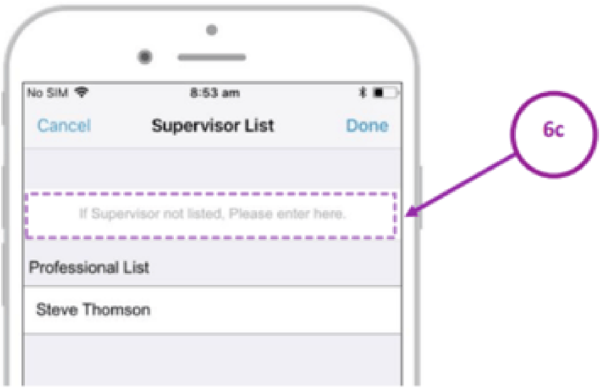
***Please note any adjustments made to the original booking must be explained in discrepancy notes to proceed with submission.*

Step 4. Choose Authorized Supervisor

Select the Next button in the top right-hand corner.

This step is either optional or mandatory depending on the client's settings. If applicable choose an authorized Supervisor.

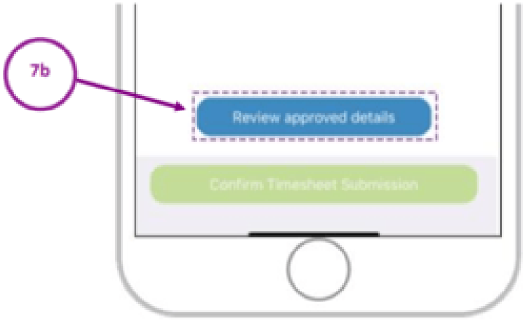
If the Supervisors name is not listed, enter the name in the available box.



Step 5. Members Signature

Enter your signature in the signature area.

If the supervisor's signature is mandatory, you will need to select on the Review approved details for the supervisor to authorize the submission details.

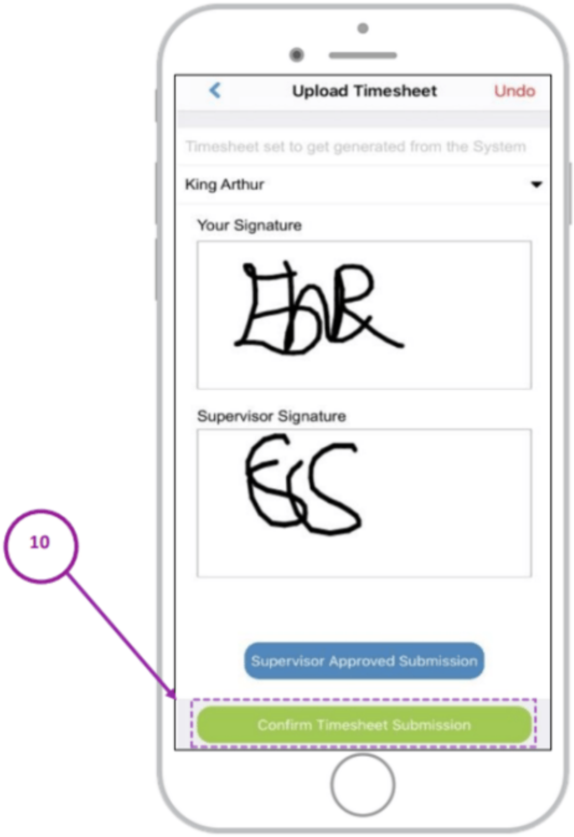


Step 6. Supervisor's approval

Once the supervisor has reviewed and approved the submission they sign in the bottom box.

Step 7. Select confirm timesheet submission

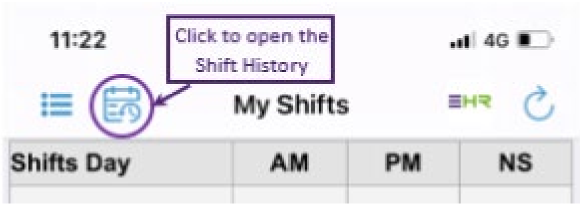
Once all required signatures are entered select the Confirm Timesheet Submission button located at the bottom of the screen.



How to view your signed timesheets

1. In the Workforce App, select the My Shifts tab.

2. Click on the calendar/clock icon in the top left-hand side of the screen. This will open your Shift History.



3. By default, this will show you your previous shifts for the last 30 days. You can change this to any date range you'd like.

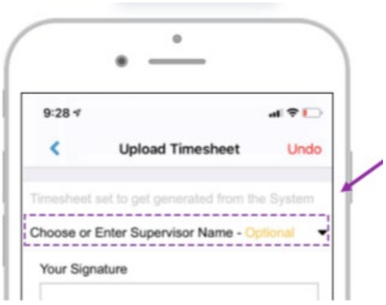
4. Each shift will have a docket number, shift date, and service location.

5. Click on the docket number (usually a 3-4 digit number) to see the timesheet submitted.

If you cannot see the name of the RN signing off your shift

1. When you're completing your timesheet, there will be a field to choose or Enter Supervisor Name.

2. If you click on this field, you'll have a list of names of site at staff.
   At the top of this list, there is a text field to add in the name of the Supervisor.
   Add in the RN's name here.



If your timesheet has been submitted incorrectly or needs to be changed

1. The Allocations Team cannot reset your timesheets in the new system. Only Payroll has access to change your timesheets.

2. It is important that you check over all information in the timesheet to ensure that it is correct.

3. If you have submitted a timesheet with incorrect information, you'll need to send an email to payroll@altaira.com.au to advise.

4. Payroll may advise you need to return to the site to have your timesheet completed again.

If your shift time requires to be changed

1. Please call the Allocations Team to advise of your new shift time before you get your timesheet signed, so we can edit it.

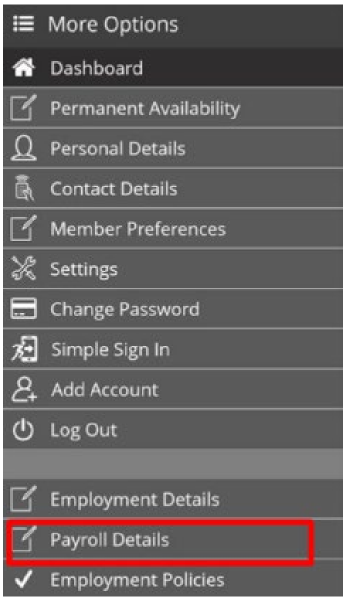
2. If there is anything missing from the timesheet or needs to be changed, and you cannot call Allocations, please add it to the notes section of the timesheet.

   Payroll will see the notes on your timesheet when they are processing payroll, and will be able to adjust, or ask you to return to site with a new timesheet.

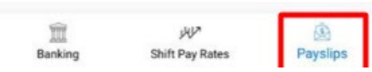
How to access your payslips

1. Open the Workforce App on your mobile device. If you haven't already logged in, enter your credentials to access your account.

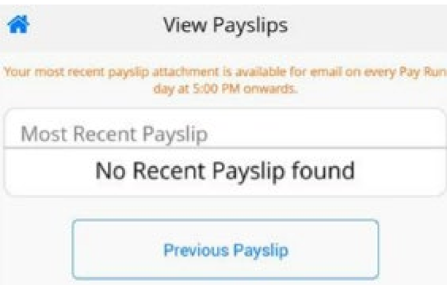
2. From the main menu of the app, select "Payroll Details"



3. At the bottom of the screen, you will see three options. Select "Payslips".



4. Select "Previous Payslip" to see earlier payslips.



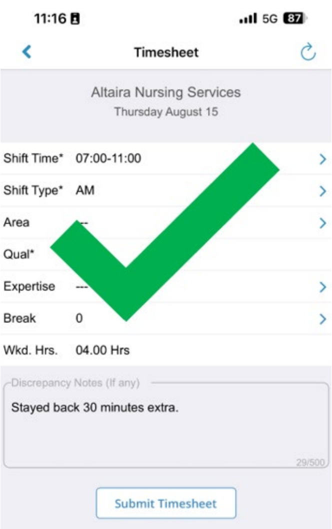
When to add discrepancy notes on timesheets

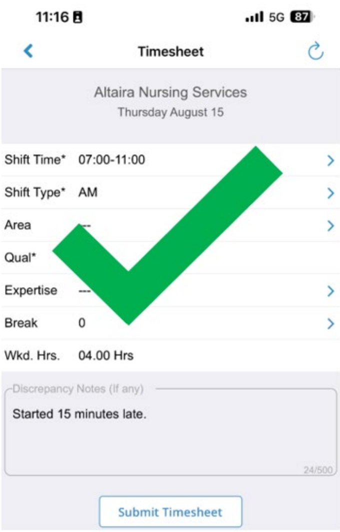
Please only add a discrepancy note in case of the below:

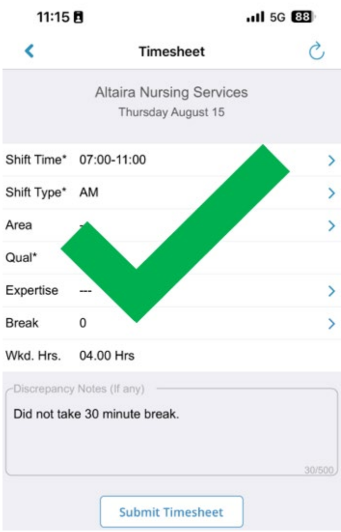
- if the time of your shift has changed and if you cannot update the time on your timesheet
- if you did not take a meal break for a shift 5 hours or longer – and the RNIC who approved no break
- if you worked as an RN In Charge on shift

Do not add discrepancy notes regarding tasks completed, incidents on shift, or any notes about the shift. These notes are only seen by Payroll when processing your timesheet. All enquiries should be directed to the Allocations Department in the first instance.

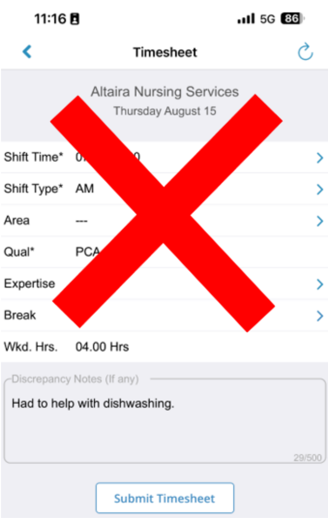
Correct uses of the discrepancy notes:

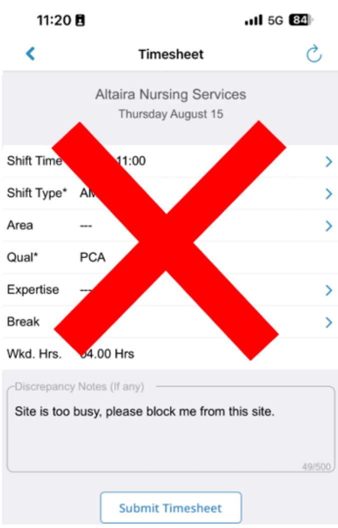




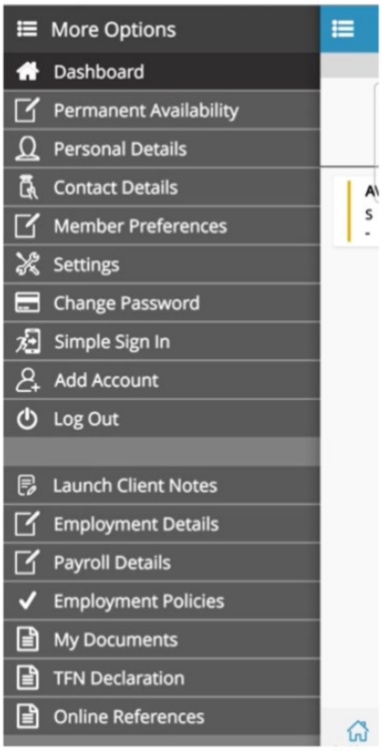


Incorrect uses of the discrepancy notes:





Setting your permanent availability



1. Launch the Entire Workforce App

Open the Entire Workforce app on your mobile device. If you haven't already logged in, enter your credentials to access your account.

2. Access the Permanent Availability Section

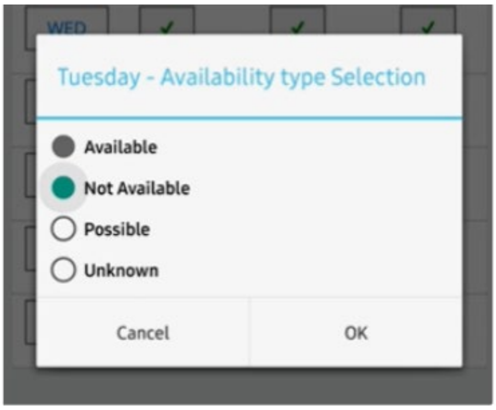
Once you're logged in, navigate to the main menu or dashboard of the app. Look for "Permanent Availability" Tap on it to proceed.

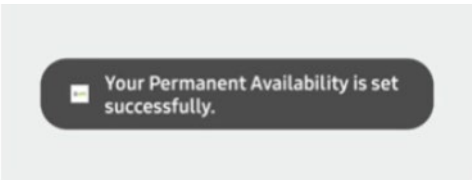
3. View Existing Permanent Availability (Optional)

If you have previously entered permanent availability, you may see a screen showing your existing preferences. This screen allows you to review and modify your existing settings. If this is your first time setting permanent availability, you will proceed directly to the next step.

4. Select Dates and Timeframes

In the "Permanent Availability" section, you will see a standard work week. Use this to set your availability. You may chose available, not available, unknown or possible to whole days or specific to AM/PM/NS.





Please note if you click on the word Notes- you can write overall information regarding to your availability for your employer to see

5. Save Your Permanent Availability

After setting your preferred availability for the selected dates, click for a "Save" button.

6. Confirmation Message

You may receive a confirmation message indicating that your permanent availability settings have been saved successfully. Review the message to ensure your preferences were recorded accurately.

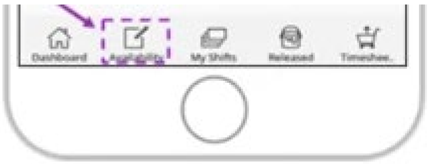
7. Edit or Update Availability (Optional)

If you wish to edit or update your permanent availability at any time, return to the "Permanent Availability" section in the app. Make the necessary changes and remember to save your updated preferences.

Setting your casual availability

1 - How to Access Casual Availability

To access the Casual Availability, select the Availability Icon within the Main Access Menu located at the bottom of the screen.



2 - View Availability

When you first open the Casual Availability screen it will load the View Availability Tab that shows any previously saved availability for the current or future dates.

3 - Enter Availability

To enter or update an availability, select the Enter Availability Tab. Each row is used to highlight the availability for the single Shift Day for current and future dates. Please refer to the Casual Availability legend for further information on what each column signifies.

Each day has three availability Types:

AM= Morning **PM** = Afternoon **NS** = Night Shift

For further information on the correct use of the availability types please contact Altaira.

4 - Additional Availability Information

To enter in Additional Availability Information, select either the Shift Day + Date or Icons within the Enter Availability screen.

Standby

- Switching this on = Nominating yourself for Standby.
- You will not be able to select this option if you have not ticked AM/PM/NS for the date selected.

Not Available all Day

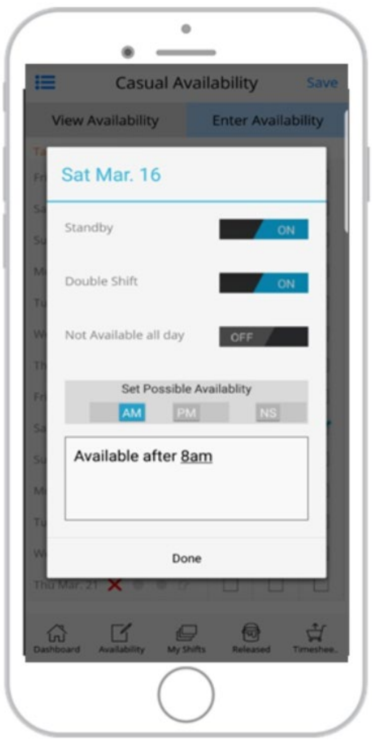
- Switching this on = Taking yourself off for the date selected.
- Selecting the on the previous screen will also achieve this.

Set Possible Availability

- Switching this on = Changes your to a
- If you have only selected possible availabilities or have made yourself 'Not Available All Day' you will not be able to select this option.

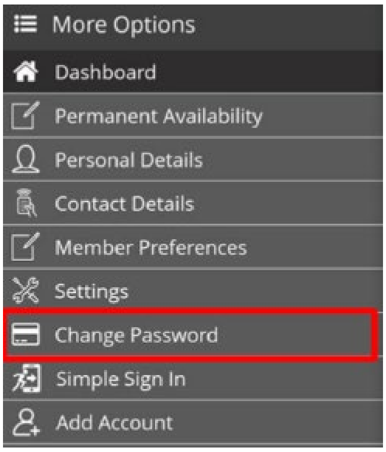
Daily Availability Notes

  - Notes entered here should be specific to the date selected.
  - Examples: short shift, travel restrictions, preferred type of work or facility.
  - Ongoing availability notes must be entered in member preferences.



How to change your password

Updating your Workforce App password is essential for maintaining the security of your account. Here's a simple guide to help you do it:



Step 1: Launch the Workforce App

- Open the Workforce App on your mobile device. If you're not already logged in, enter your current credentials to access your account.

Step 2: Find "Change Password" or "Update Password"

- Within your profile settings, click the hamburger menu icon and scroll down or explore the options until you find "Change Password". Tap on it to proceed.

Step 4: Verify Your Current Password

- To proceed with updating your password, you'll need to verify your current password. Enter your current password in the designated field.

Step 5: Enter Your New Password

- Now, it's time to set a new password for your account. Enter your desired new password in the appropriate field. Ensure it meets any specific requirements (e.g., minimum length, including uppercase letters or special characters).

Step 6: Confirm Your New Password

- To avoid any errors, re-enter the new password in the "Confirm Password" field to ensure it matches exactly.

Step 7: Save Your New Password

- Once you've entered and confirmed your new password, click the “Confirm Changes" button to apply the changes.

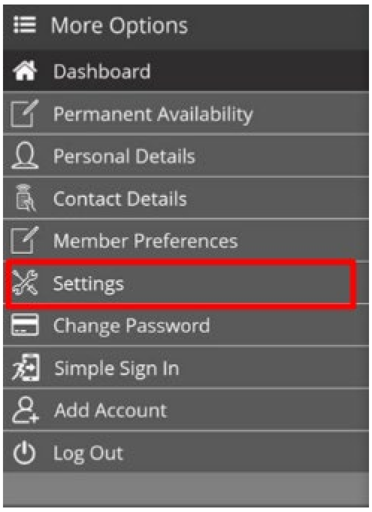
Step 8: Logout and Re-login (Recommended)

- For added security, consider logging out of the app and then logging back in using your updated password.

Important Tips:

- Choose a strong and unique password that includes a mix of letters (both uppercase and lowercase), numbers, and special characters.
- Avoid using easily guessable information, such as your birthdate or name, as part of your password.
- Regularly update your password to enhance account security.

Turn on your push notifications



Step 1: Launch the App

- Begin by opening the app on your mobile device. If you're not already logged in, sign in with your account credentials.

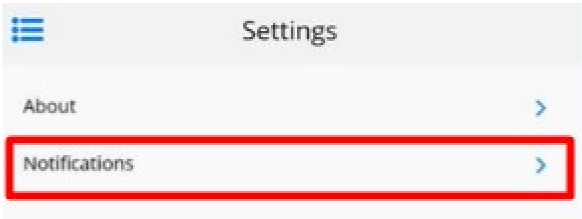
Step 2: Find "Settings"

- Within your profile settings, scroll down or explore the options until you find "Settings." Tap on it to proceed.

Step 3: Configure Notification Settings

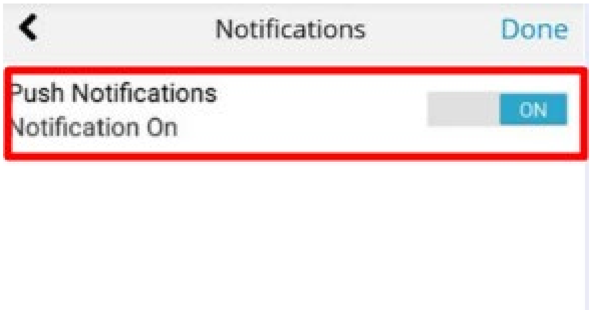
- You'll now be in the "General App Settings" section. Look for the "Notifications" option. Tap on it to access your notification preferences.

Step 5: Adjust Notification Preferences



- Here, you can customize your notification preferences to be on or off.

Step 6: Save Your Notification Settings



- After making your desired changes to the notification settings, tap on "Done" to apply the changes.

Step 7: Explore "About" Information

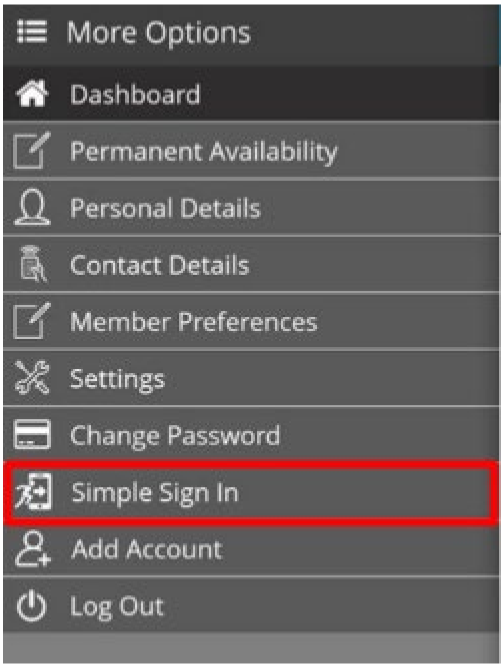
- While still in the "Settings" section, you may also find an "About" or "App Information" option. Tap on it to access details about Altaira.

Important Tips:

- Customize your notification settings to ensure you receive relevant alerts and stay informed without being overwhelmed by unnecessary notifications.
- If you're unsure about any app features or settings, check the "About" section for helpful information and updates.

Set up Simple Sign In

Here's a straightforward guide on how to use different sign-in methods, including fingerprint, code, and standard password:



1. Fingerprint/Face Sign-In:

- If your device supports fingerprint authentication, follow these steps to set it up and use it for sign-in:
  Step 1: Open the Workforce App on your device.

  Step 2: Access your "Simple Sign-In" section after clicking on the hamburger menu section.

  Step 3: Look for "Use Face/Touch ID"

  Step 4: Follow and read the on-screen prompts to register your fingerprint, you will need to click YES.

  Step 5: Once registered, place your registered finger on the fingerprint sensor, and it will automatically sign you in.

2. Code Sign-In:

- Using a code (PIN or passcode) is another quick and secure way to sign in:
  Step 1: Open the Workforce App on your device.

  Step 2: Access your "Simple Sign-In" section after clicking on the hamburger menu section.

  Step 3: Look for the "4 Digit Passcode"

  Step 4: Follow and enter your selected 4 digit code. It will automatically save

  Step 5: Once registered, next time you log in you will use the code.

3. Standard Password Sign-In:

- The traditional password method is still widely used and very secure. Follow these steps to set and use your standard password:
  Step 1: Open the Workforce App on your device.

  Step 2: Access your "Simple Sign-In" section after clicking on the hamburger menu section.

  Step 3: Look for "User ID and Password"

  Step 4: Next time you log in you will use the details provided by Altaira

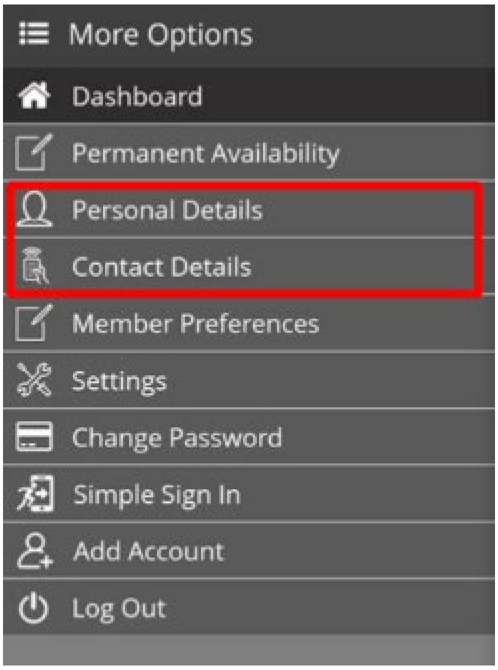
How to update your personal details

Step 1: Launch the App

- Open the app on your mobile device. If you haven't logged in yet, enter your credentials to access your account.

Step 2: Access Your Profile

- Look for the little Hamburger Menu and click "Personal Details" or "Contact Details"



Step 3: View Your Personal Information

- "Personal Details" - Once you're in the section, you'll see your existing personal details displayed. This includes your name, gender, DOB and transport details
- "Contact Details" - Once you're in the section, you'll see your existing personal details displayed. This includes email, phone, emergency contact and address

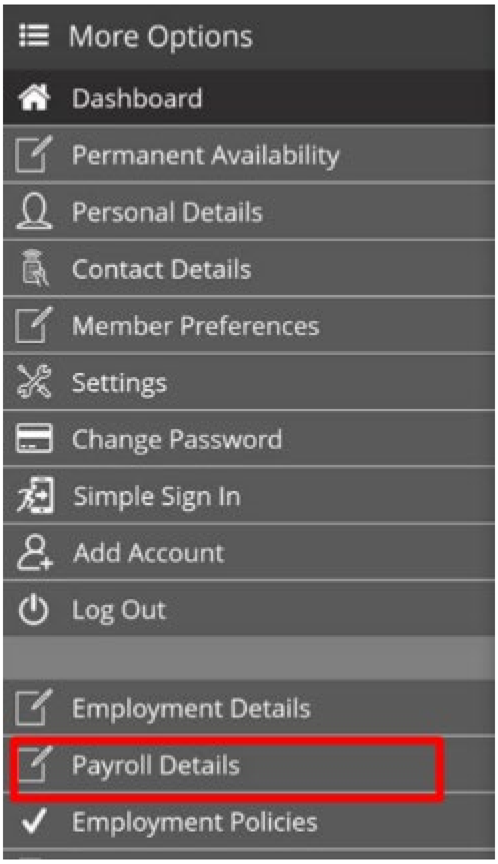
Step 4: Update Your Details and save

- To update any information, just update within the sections and click "Save" in the top right corner.

Important Tips:

- Always ensure that the information you provide is accurate and current to avoid any inconveniences in the future.
- If you have any specific fields or sections that you are not able to edit, they might be restricted by your organization's policies. In such cases, please email info@altaira.com.au

How to update your payroll details



Step 1: Launch the Workforce App

- Open the Workforce App on your mobile device. If you haven't already logged in, enter your credentials to access your account.

Step 2: Access the Finance Section

- Look for the "Payroll Details" option in the app's main menu or dashboard. Tap on it to access the Finance section.

Step 3: Banking Information

- In the Finance section, you'll find the "Banking" option. Tap on it to view or update your banking information, such as your account number, bank name, and other relevant details. Ensuring accurate banking information ensures you receive timely payments.

Step 4: Shift Pay Rates

- Explore the "Shift Pay Rates" section to get an overview of the general guide for minimum pay rates for different shifts. **Remember that these rates are just a guide and may not represent the true worth of specific shifts.** For detailed or specific pay information, consult your employer or HR department.

Step 5: Payslips

- In the "Payslips" section, you can access your digital payslips for each pay period. Review and download your payslips to keep track of your earnings and deductions as well as email to yourself.

Important Tips:

- Always ensure your banking information is up-to-date and accurate to avoid any payment delays or issues.
- The Shift Pay Rates in the app provide a general idea of minimum rates, but actual rates may vary based on factors like location, experience, and shift details.
- If you have any questions or concerns about your pay rates or payslips, reach out to payroll@altaira.com.au

How to upload documents (checks)

Step 1: Access More Options Tap the "More Options" icon located in the top left corner of the app. It's represented by three horizontal lines.

Step 2: Find My Documents Scroll down to locate and select "My Documents" from the options available.

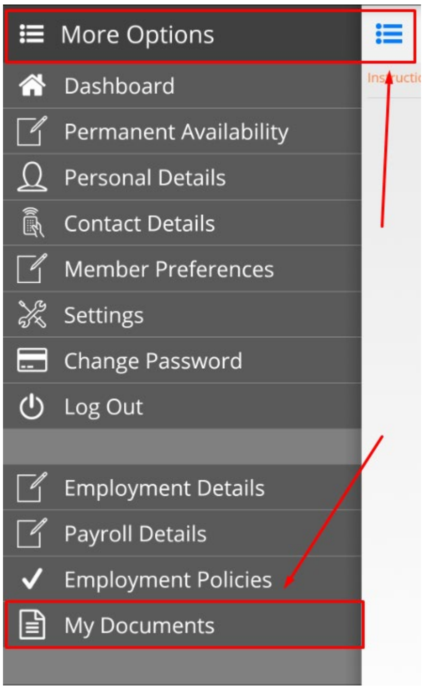
Step 3: View a Document To view a previously uploaded document, simply tap on the document you want to view from the list.

Step 4: Upload or Update a Document To upload or update a document, click on the "+" sign located in the top right-hand corner of the screen.

Step 5: Select Document Type From the drop-down selection, choose the document type and its sub-document name that you wish to upload.

Step 6: Enter Data (If Required) If any mandatory fields need to be filled, go ahead and enter the necessary data. If it says "(optional)," you can skip this step.

Step 7: Attach an Image Click on the picture icon to capture an image of the document using your device's camera. This will attach the image to your document.



Step 8: Upload the Document Once you've taken a snap of the document, click on "Upload" in the top right-hand corner to complete the process.