

HAYS HUB FAQs

The Hays Hub makes temporary working even easier.

Find everything in one place

A central hub for everything you need.

Access jobs instantly

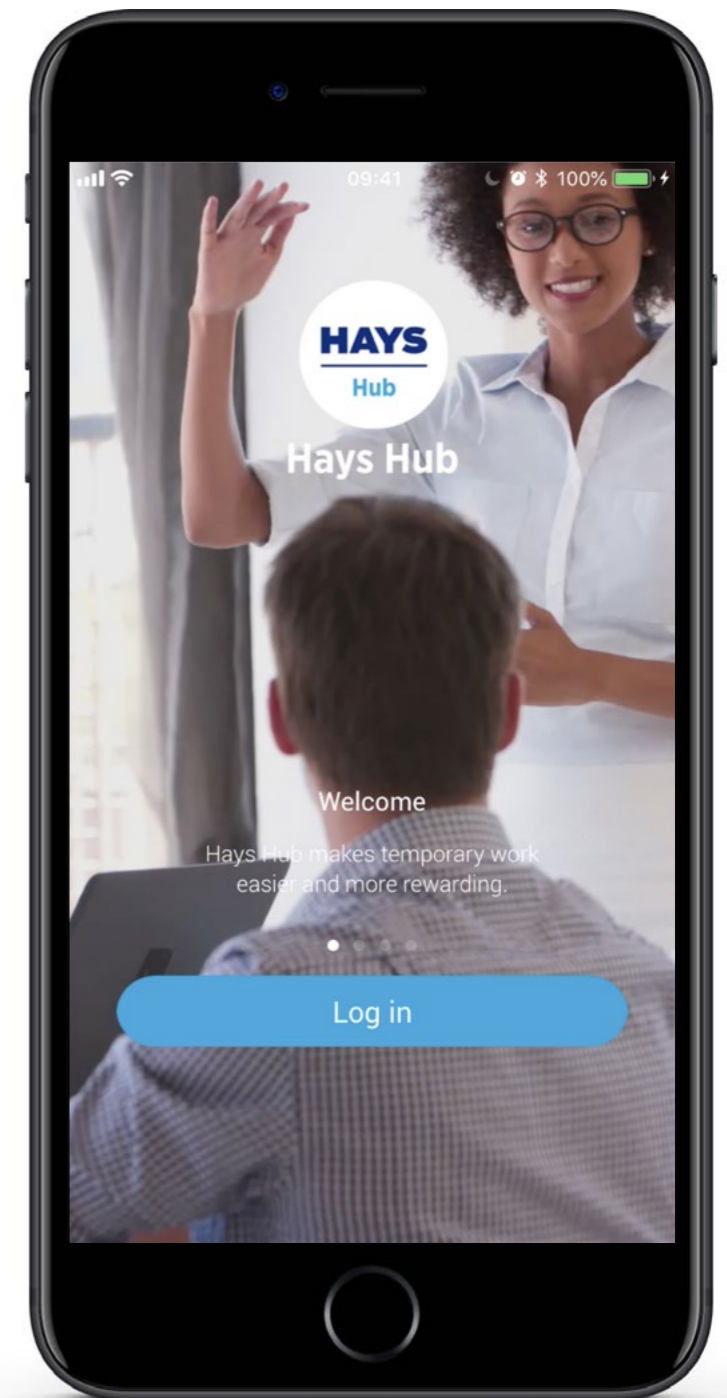
Receive and accept temporary assignments anywhere and at anytime.

Manage your schedule

Advise of your availability and view your assignments with one click.

We are delighted to welcome you to a new way of working with Hays. This short FAQ document walks you through the most commonly asked questions and aims to help you get fully set up and using the Hays Hub quickly and effectively.

[> View FAQs](#)



What is the Hays Hub?

The Hays Hub is designed to make temporary working even easier. In order to sign up, you will be required to download the app designed and operated by TempBuddy, a Hays third party supplier, with the following details:
TempBuddy Limited, (co 535776), registered office at 68 Pleasants Place, Dublin 8, Ireland.

The app is a separate platform run by TempBuddy, and in using the app, you are required to sign up to separate terms directly with TempBuddy. The terms of use and privacy policy for TempBuddy can be found below:

[TempBuddy Terms of Use](#)

[TempBuddy Privacy Policy](#)

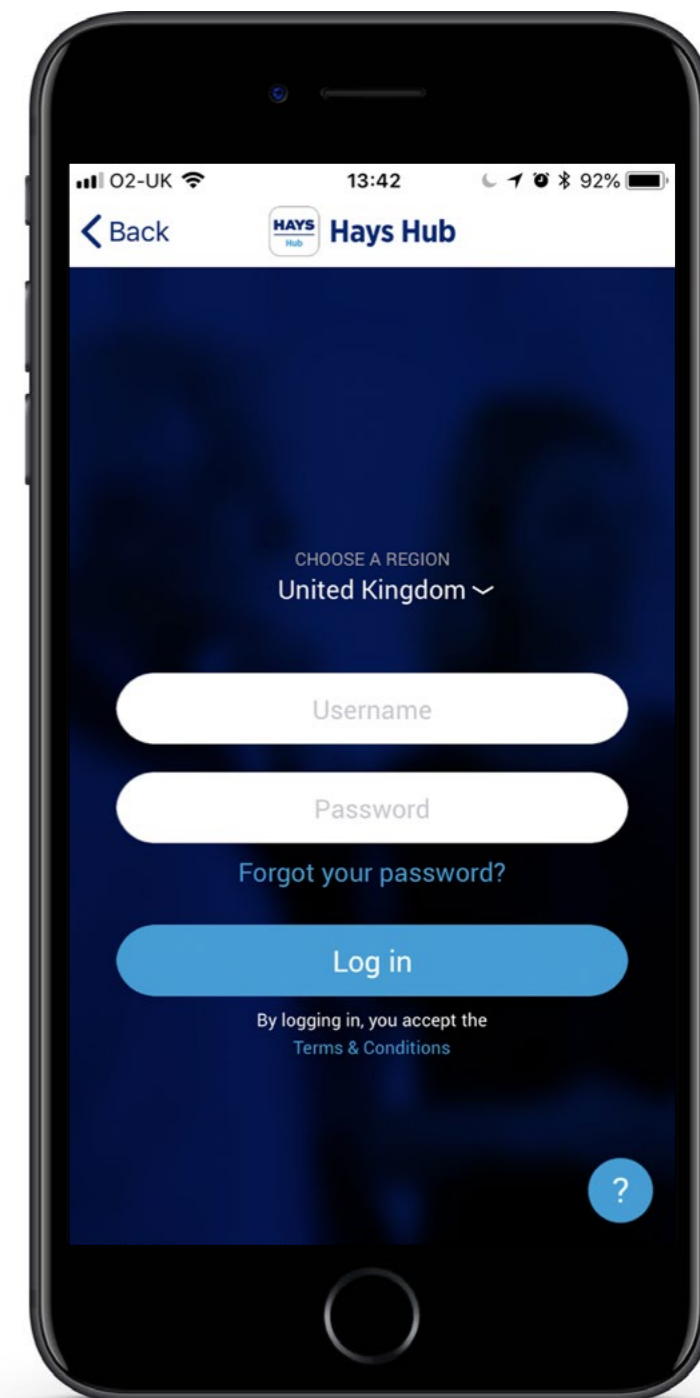
TempBuddy provides Hays with access to your data on the app in order to manage your assignments. The use of the app is governed by your agreement with TempBuddy, and Hays is not party to this agreement. Hays shall not be liable for your use of the app whatsoever and howsoever arising.

I haven't received the registration email yet

- You will receive your registration email as soon as your vetting checks have been complete and you are authorised to work. Your Hays consultant, or compliance administrator will be able to advise you on this
- Check your spam folder

I can't log in to the app

- Set your password by clicking on the link in the email from Hays. An email from support@hayshub.hays.com will have your password information
- Check if the username and password were correctly entered (no spaces at the start or end)
- Make sure you're using the username and not your email address to log in
- If all of the above fails please contact your Hays consultant and we will send you a new registration email



Do I have to take a photo?

Yes. To be able to complete your profile set up and start using the app you are required to upload a photo. The photo is used to help verify you are the correct person for the assignment.

I don't have a smartphone

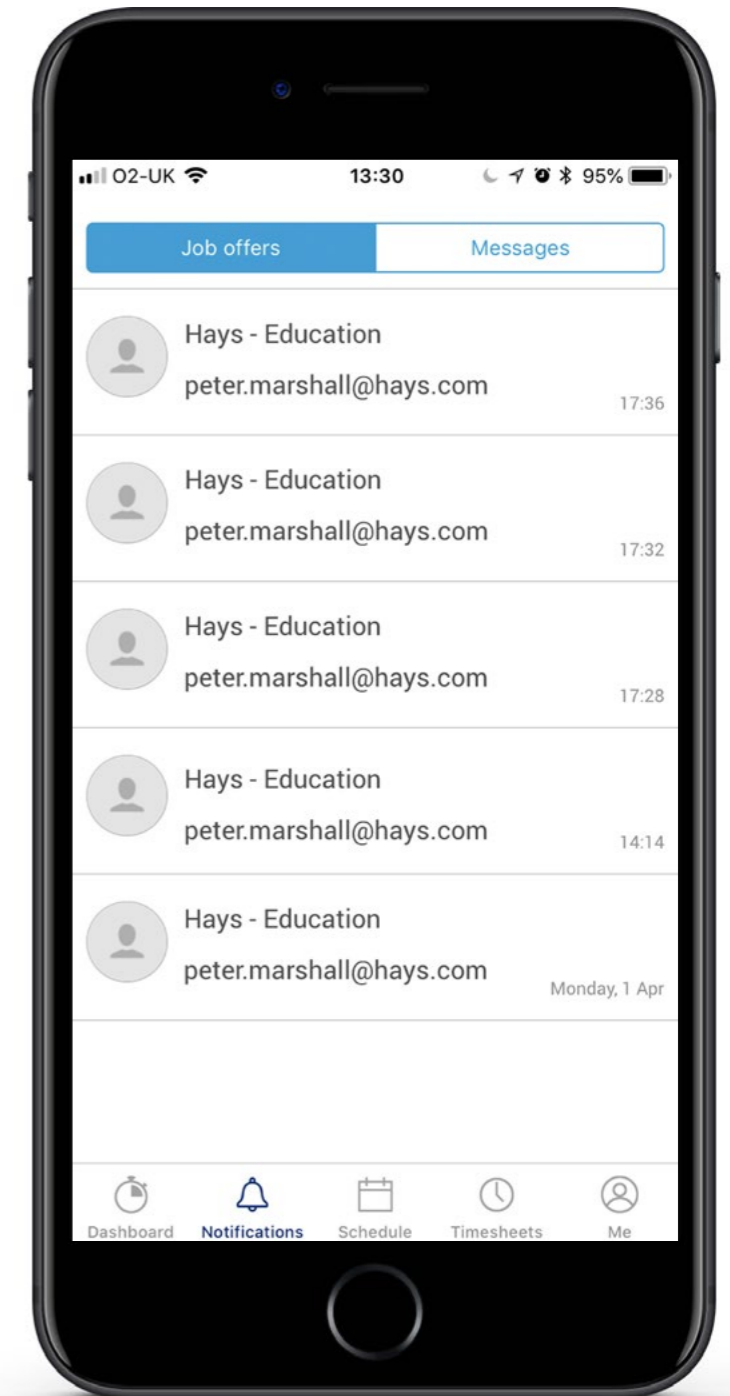
At present the app is only available via smartphone or tablet. If you do not have a smartphone device, speak to your Hays consultant who can advise if this status changes.

I don't have a network connection

- The app will still allow you to view your current assignments. The app will then sync when a network connection is available.
- In accordance with the Hays Code of Conduct, please remember to ensure your mobile is switched off throughout your assignment and stored securely.

If I see a time sheet tab in my app can I submit my timesheets?

No. To complete and submit your Hays timesheets, you will still need to use Hays Connect. Using Hays Connect, your log in details are sent after your first placement and once you are logged in you will need to select the organisation you have been working for. The timesheet will then populate for you to fill out and once you click 'submit' this then goes to your line manager for approval. We ask that timesheets are submitted no later than the Tuesday after your last week worked so we can guarantee you are paid on the following Friday.



How does the Hays Hub affect my privacy?

When you download the Hays Hub app and accept the terms and conditions you are entering into an agreement to provide data to TempBuddy. In this same agreement TempBuddy commit to protect your privacy and adhere to the relevant data protection laws. Please see the TempBuddy terms of use and privacy policy for further information.

TempBuddy provides Hays with access to your data on the app in order to manage your assignment. Hays also provides data to TempBuddy to assign you on to the app and update information around assignments. The way in which Hays uses your data is governed by our privacy policy found [here](#).

Is the Hays Hub my new recruiter?

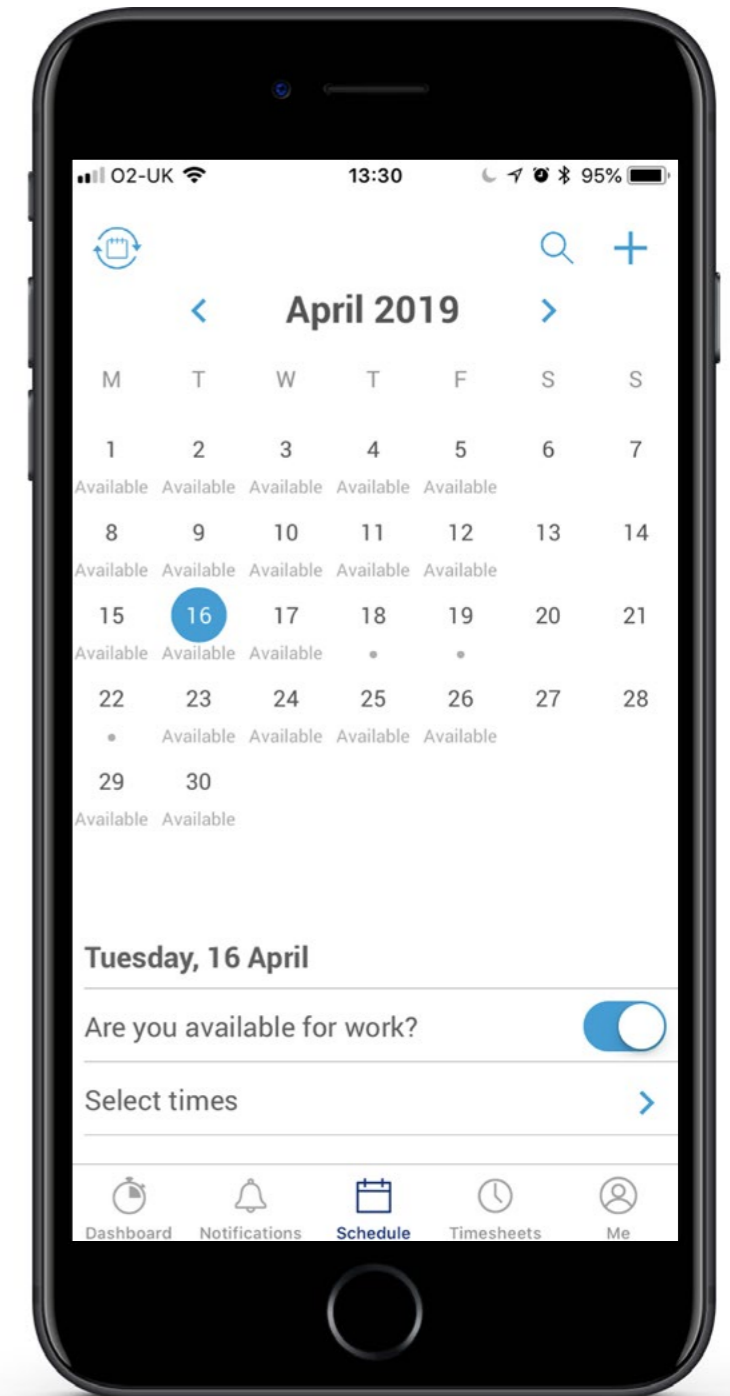
The Hays Hub app is a software service provided by TempBuddy. You are still engaged by Hays, who registers you on the system, and the relevant Hays terms continue to apply to assignments that you undertake in relation to the app.

How do I confirm my availability?

You will automatically be made available until you let us know otherwise with the click of a button. You are able to send your Hays consultant real-time availability updates, letting us know which days you are free to work. This can be done on a day-by-day basis or by setting reoccurring hours for the week that would be reflected over the academic year.

Am I required to use the app?

In the event you choose not to use the app, Hays will manage your engagement without the need for you to download the app, whilst using the Hays Hub to manage your information.



How do I receive jobs?

You can receive jobs in the app in two ways. First – your Hays consultant may send a position directly to you based on being an ideal match to your experience and location. You will receive this position notice through an email alert as well as a text message via the app. To confirm the assignment you must click ‘accept’.

Secondly – your Hays consultant may send a job alert in the form of an email as well as a text message via the app to a group of candidates who match the requirement. In this situation you must click ‘accept’ to confirm your availability. Should you be successful in being placed for this assignment you will receive a second notification (via an email and text message) confirming the placement. You will also need to click ‘accept’ again to confirm the assignment.

All messages and job notifications sent from Hays are stored in the **Notifications** tab of the app.

Where do I find information about my assignments?

Within the app go to the **Schedule** tab. Here you see a list of all of your confirmed assignments and find all pertinent information about the organisation, including address, a map, and any specific assignment information.

Who do I contact with additional questions?

For queries related to the app usage, sign in, registration or for jobs and payment queries, please contact your Hays consultant. For technical support about the app, contact TempBuddy within the help settings of the app.



If you have any questions please contact your Hays consultant. In some situations your consultant may accept the assignment for you within the system.

