

THE HAYS TIMESHEETS APP WORKER FAQs

What is the Hays Timesheets app?

This user-friendly app allows workers and employers to submit and approve timesheets quickly and easily, at all times and from anywhere, using a mobile device.

What are the benefits of the Hays Timesheets app?

You can:

- Submit your timesheets within seconds in real-time
- Receive notifications when your timesheet is approved or rejected
- Receive payment notifications, confirming when you are being paid and how much
- Quickly book, view and cancel holidays
- Auto login, no need to remember your logins or passwords

Where can you download the Hays Timesheets app?

The Hays Timesheets app can be downloaded from either Google Play or the App Store. If you are already registered on Hays Connect, you can use your user ID and password and start using the app immediately.

Search: Hays Timesheets app, or click the links below:



Do you need a smartphone to use the app?

Yes. The Hays Timesheets app can only be used on an Android or iOS tablet or smartphone.

IMPORTANT

In order to be able to download and use the Hays Timesheets app you must register a Hays Connect account, which will enable you to access all of our online tools and make your experience of working with Hays faster and easier. Your consultant can help you with registration.

How do you register for both online timesheets and the Hays Timesheets app?

After speaking with your Hays consultant regarding your placement, they will send you an email to register on Hays Connect.

The registration email will contain links for you to register, which you can either do on your mobile or desktop. Once registered, you will then receive a second email with your unique user ID.

Are you able to register for Hays Connect via the app?

No. Due to security reasons, you must use the emails your consultant has sent to you to register for a Hays Connect account.

What should you do if the registration link isn't working when you try to set up a new account, or you can't remember your user ID?

You should contact your Hays consultant who will be able to send you another registration email.

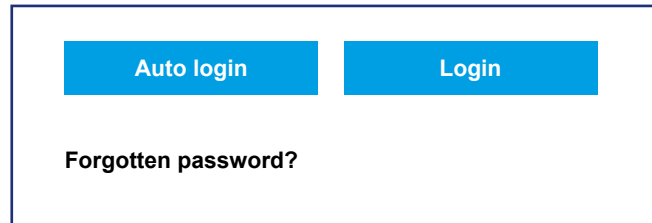


Do you have to remember your login and password every time you use the app?

No. After logging into the Hays Timesheets app for the first time, you should log out and then select the **'Auto login'** button. This allows you to register the device as a 'known device', enabling an auto-login each time you open the app.

What should you do if you forget your password?

You should select the **'Forgotten password?'** link on the login screen and follow the subsequent steps.



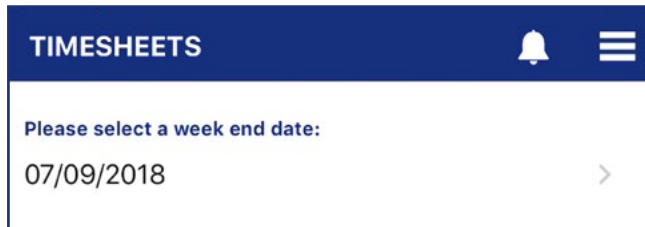
What should you do if you lock your account or forget your security answer?

If you lock your account/forget your security answer, then you can contact the Hays Service Centre directly on 020 3727 2977 for assistance (8:30am-6:00pm).

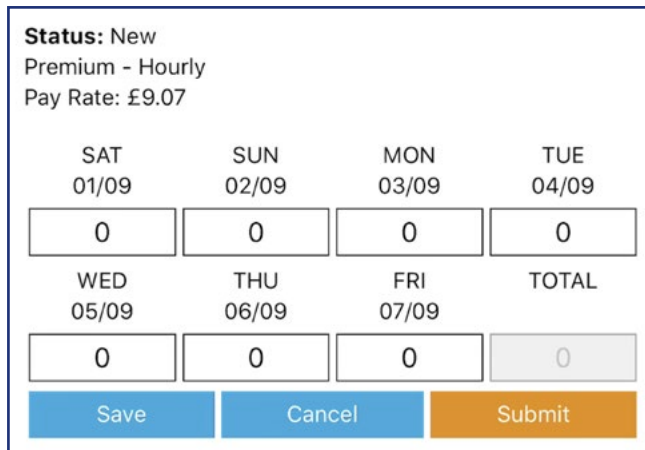
How do you submit a timesheet?

You need to select the predicted week ending **A** and then choose the assignment you're working on. On the next screen **B** you can input the units (hours/days) under the relevant dates against the time codes you've worked and click the **'Submit'** button. You then choose the approver you want the timesheet to go to. You can then submit the timesheet for approval.

A



B



Can you submit expenses via the app?

No. Currently you are unable to submit expenses via the app. Please use a computer to submit any expenses via your Hays Connect account.

What happens if your employer rejects a timesheet?

You will receive a notification explaining that the timesheet has been rejected with the comments left by your employer. You may be required to discuss with your employer what changes to the timesheet are needed, and once agreed you can resubmit your timesheet for approval.

What should you do if you cannot see the week ending date to enter your timesheet?

If you cannot see the week ending date you can contact the Hays Service Centre directly on 020 3727 2977 for assistance (8:30am-6:00pm).

Can you book holiday on the app?

Yes (if your contract stipulates holiday entitlement). To book holiday time you select the dates you want to book from the calendar in the **'Holiday'** tab. Enter the hours to book against the dates selected and press **'Submit'** to complete the booking.

Are you able to cancel holiday?

Yes. You can see an overview of your holiday in the **'Holiday Booked'** screen. You can also cancel any holiday booked from this screen.

Is all personal data secure on the app?

All bank and personal data is stored securely on the Hays mobile website and desktop. No personal data is stored on the app.

Download the Hays Timesheets app on Google Play or the App Store and start submitting your timesheets paper free in an instant. For more information contact your Hays consultant.

hays.co.uk/timesheets-app