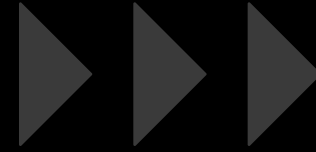


one
call **24+**
GROUP



MOBILE APP

Candidate Guide

version 1.10

Presented By

OneCall24 Group



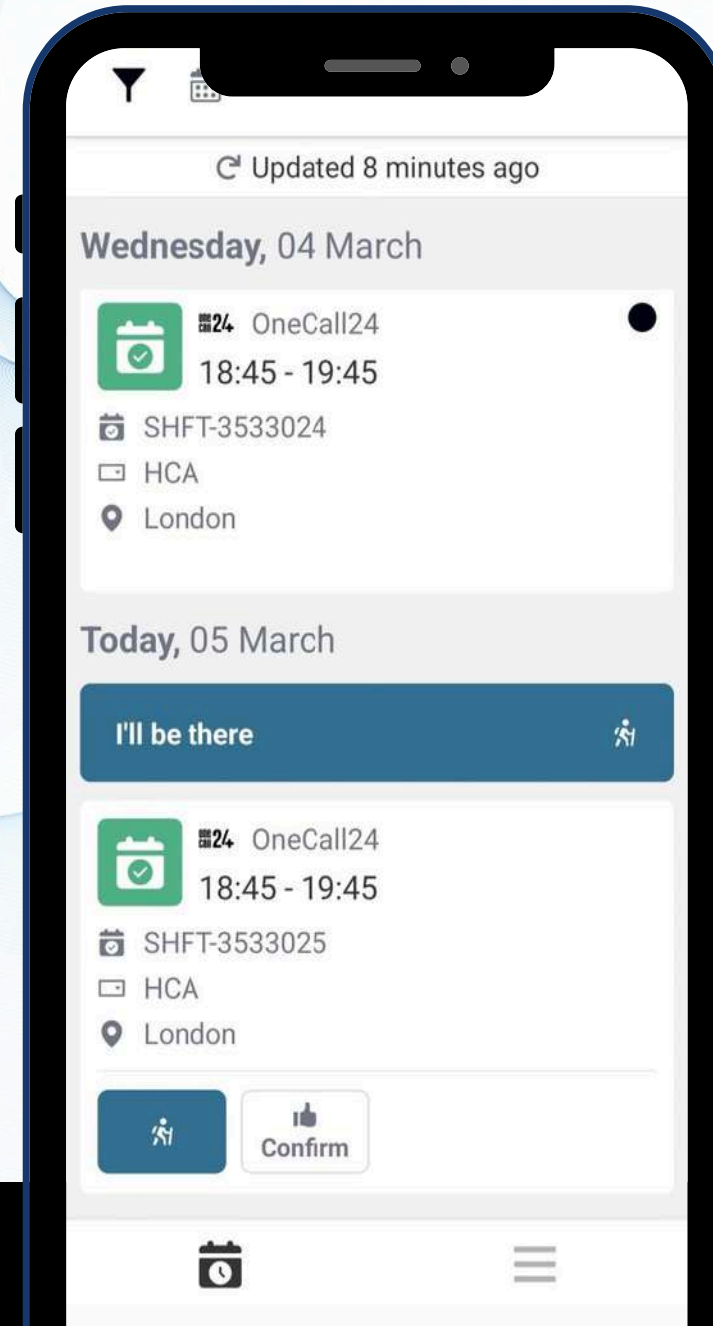
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ONECALL24 GROUP APP

OneCall24 Group Mobile app is an app built to put you in control of your work-life schedule by:

- Viewing past, current and upcoming shifts
- Seeing further details about your shift
- Being notified of changes to your shift
- Confirming your attendance at the Start and End of a shift - ensuring you are paid accurately
- Receiving alerts about shift opportunities and the option to accept or decline in one click
- Telling consultants when you are available to work
- Keeping your profile updated for your suitability for types of work



LOGGING INTO THE APP

Welcome Email

1. Your Work Relationship will send you a Welcome Email. **From your mobile device tap the link in the email asking you to activate/Set your password**

2. **Tap the link** and create a **New Password.**

ONE CALL 24+ GROUP

Hi,

Welcome to the OneCall24 Group App- we're delighted to have you on board on our new app!

Our OneCall24 Connect app has been built exclusively for our candidates, making it easy for you to view your schedule, receive real-time shift updates, manage key HR tasks, and update your availability or time off.

Your app account is now ready. Please click the link below to set your password and access the app. Once logged in, click "Connect" to get started

[Set your password](#)

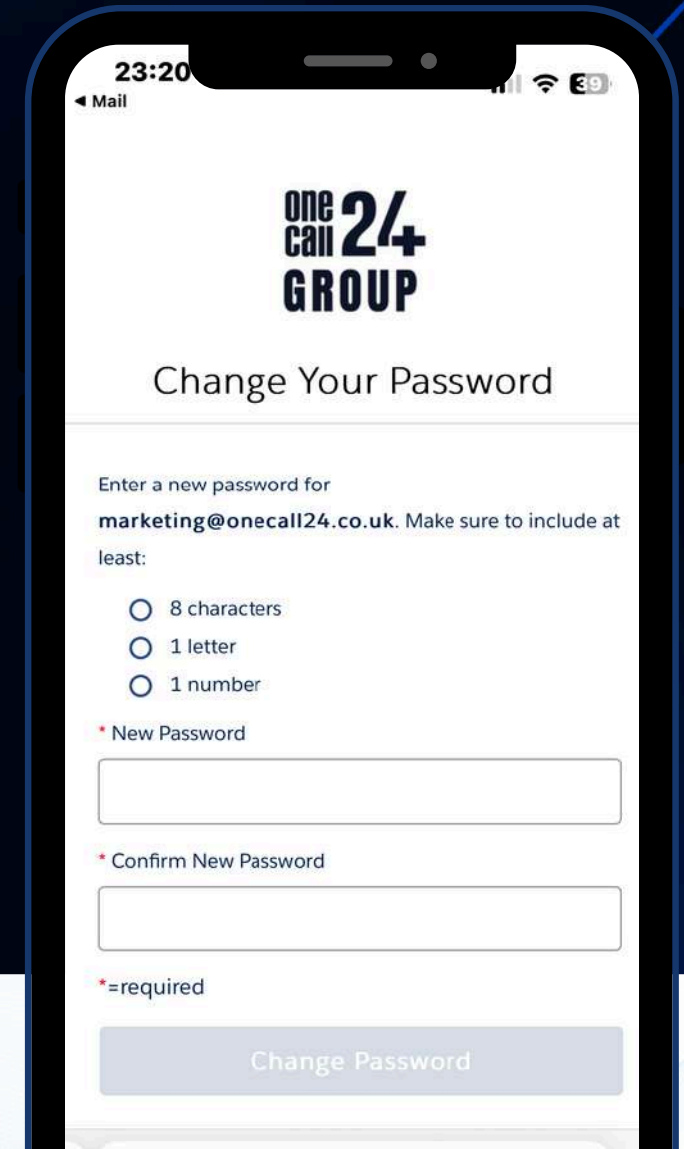
Username: marketing@onecall24.co.uk

Important: We use the availability you enter to book shifts. If it's not updated, you may not be offered work.

If you need any help, our team is here to support you. We look forward to working with you.

Please uninstall the old My sirenum application after you have successfully download this one.

Regards,
OneCall24 Group



23:20
◀ Mail

one call 24+ GROUP

Change Your Password

Enter a new password for **marketing@onecall24.co.uk**. Make sure to include at least:

- 8 characters
- 1 letter
- 1 number

* New Password

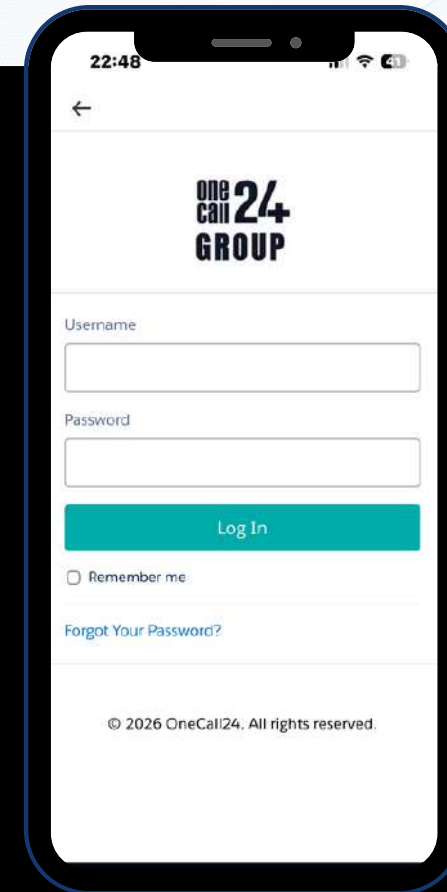
* Confirm New Password

*=required

Change Password

LOGGING INTO THE APP

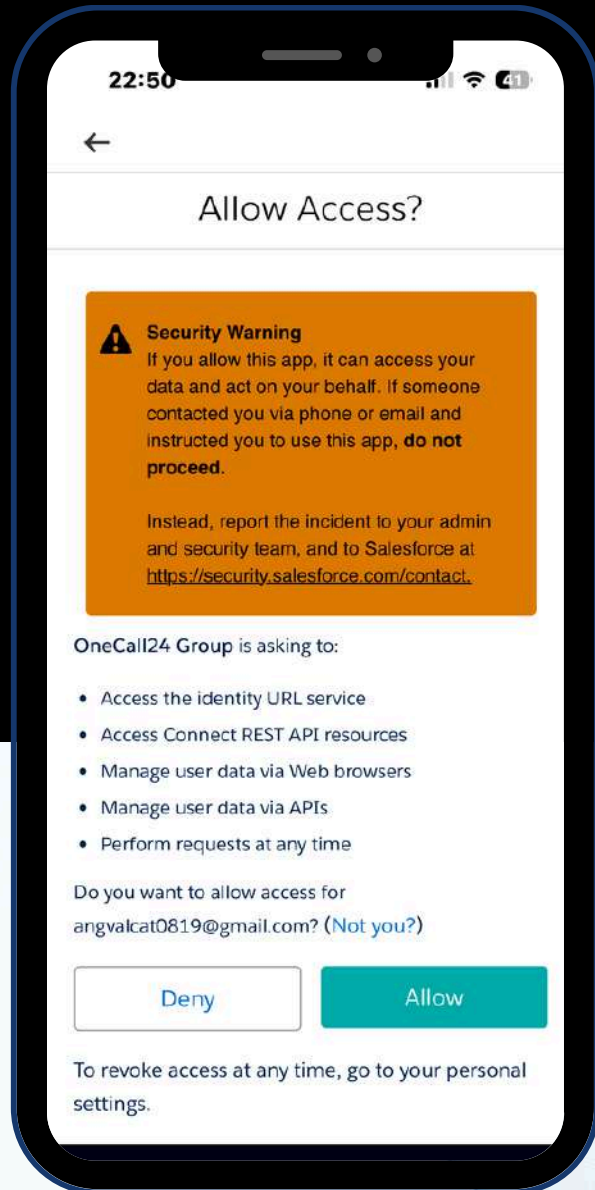
1. If you have already downloaded the app, tap **Add to Connect**.
2. **Tap the link** and **create a New Password**.
3. **Click Log In** to OneCall24 Group App.



LOGGING INTO THE APP

Adding Work Relationship:

- The permissions will vary depending upon what information the organisation requires access to. None of these permissions are anything to worry about – they're needed to ensure that we can access relevant information through the Work Relationship.
- **Tap Allow to connect to the Work Relationship**
- Success! You have successfully logged into the App.



RESET YOUR PASSWORD

You can **reset your password** at any time, without having to contact your organisation.

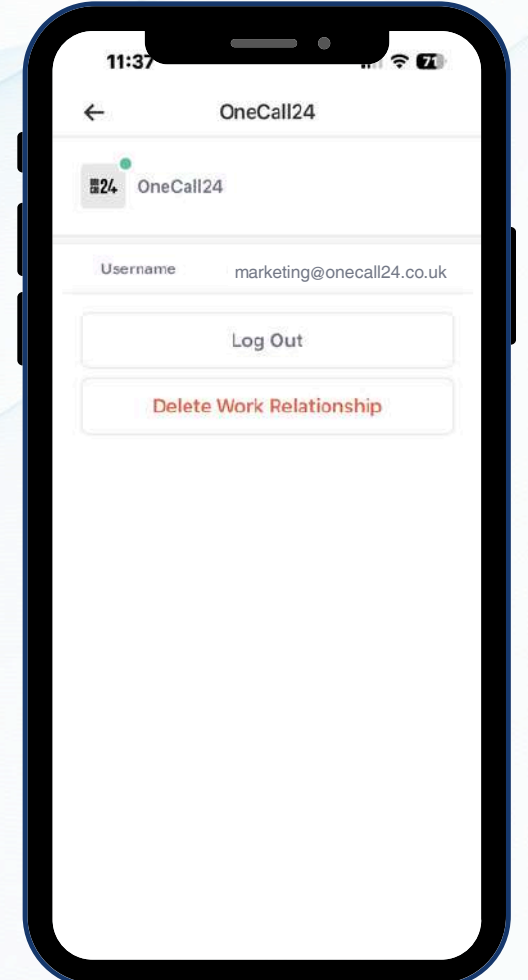
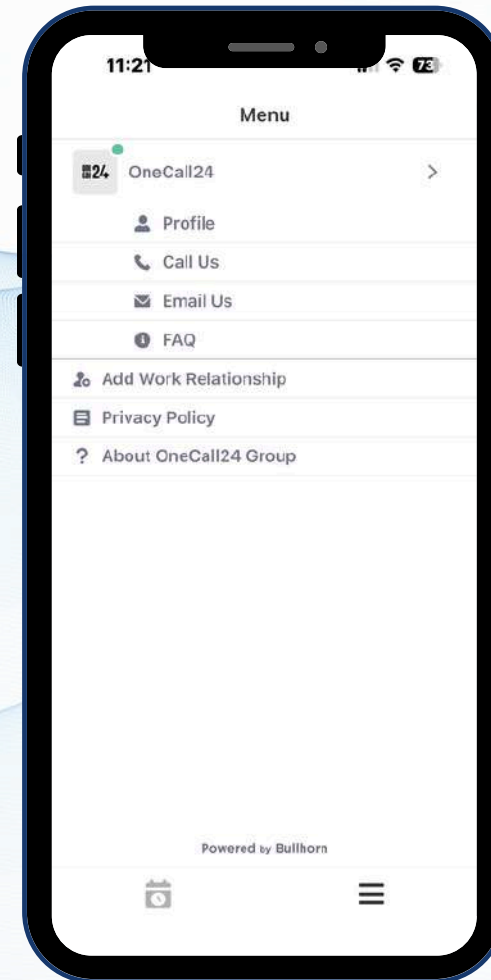
If you **Log Out** or get **Logged Out** of Connect for Salesforce, when you next open the app you will only have access to the Menu tab.

1. **Select the Work Relationship.**
2. **Tap Log in.**

You're automatically redirected to the Log In screen where you can reset your password.

To Reset your password, tap:

1. ForgotYour Password?
2. Enter your email address.
3. An email will be sent to you with a link to reset your password.



SCHEDULE TAB SHOWING TODAY'S SHIFT

1. Header: Typically displays a Toolbar and a Status bar showing:

The Calendar Month

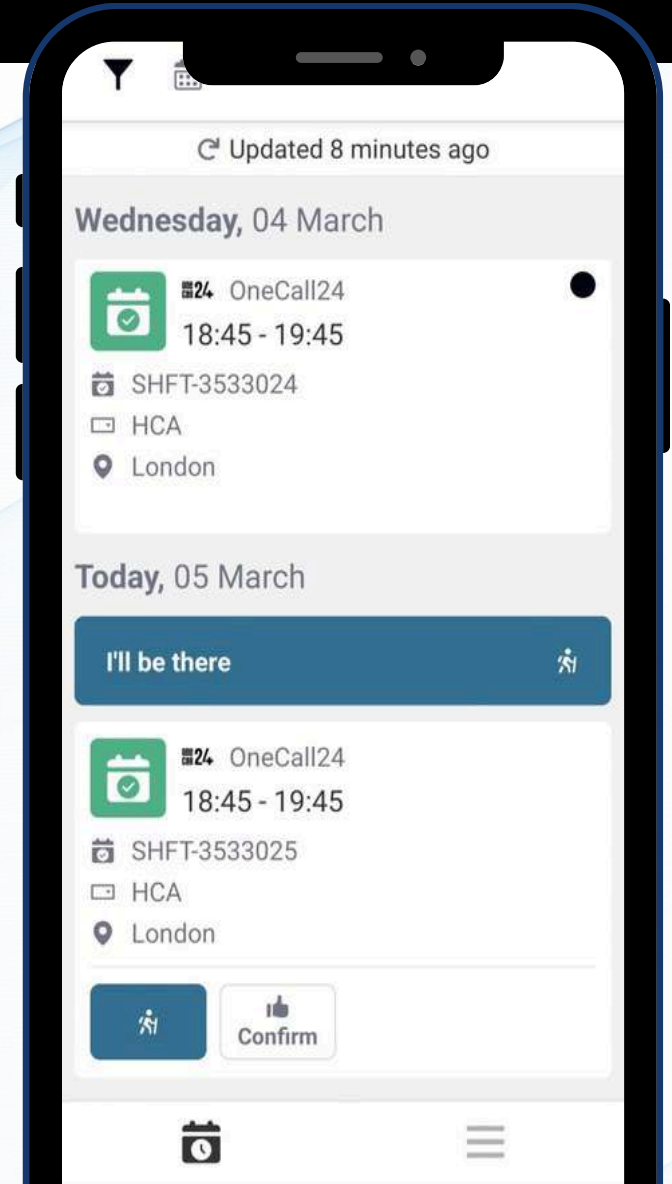
- Add + Employee Request
- Status is usually when the timeline was last updated but will also display if information is being sent to Workforce Management or if the device is offline

2. Page Content: Typically displays:

- Shift titles
- Job Opportunities tiles
- Employee Requests tiles
- Black circles on new or updated records

3. Tabs: Typically displays the:

- Schedule Tab: Select to refresh the schedule timeline
- Menu Tab: Manage the work relationship



THE MENU TAB

The Menu tab is always displayed.

1. Icon: Typically displays:

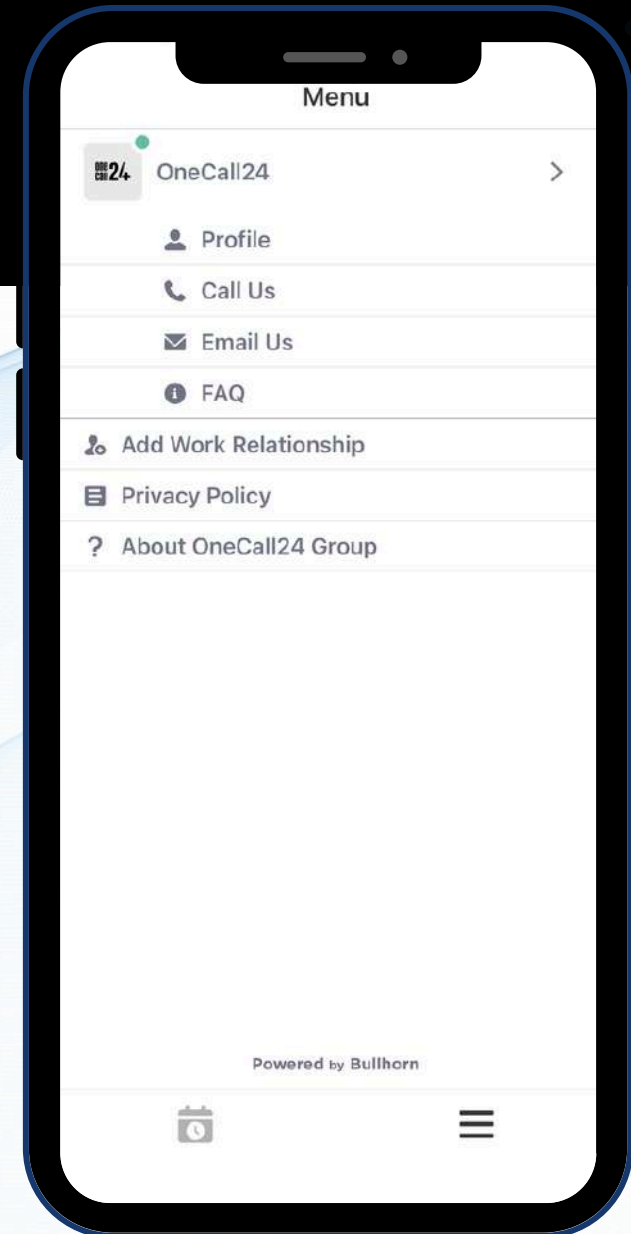
- The Work Relationship where you can logout of the Work Relationship or remove the Work Relationship.

2. Page Content: Typically displays:

- Work Relationship
- Your Profile
- Contact methods

3. Tabs: Typically displays the:

- Schedule: View and manage the schedule timeline
- Menu: Manage the work relationship







THE SCHEDULE TAB



Contains information about Shifts, Job Offers and your Requests:

- Each entry is represented by a Tile, displayed in a date/time order. Different types of entries are displayed with different tile icons and colours based on the work relationship provider's choice. The icons may vary. Examples are available below.
- When you select the Schedule tab, the current day is displayed with any Today's Actions applicable to your current schedule.



Request Tile




 Work Smartie
09:00 - 09:00



-  Holiday
-  Annual Leave

 Approved  Unavaila...



Job Offer Tile





 Work Smartie
08:30 - 16:00


-  Deliver Pronto
-  Receptionist
-  DP Milton Keynes

 Apply  Decline

Shift Tile

 Work Smartie
08:30 - 16:00

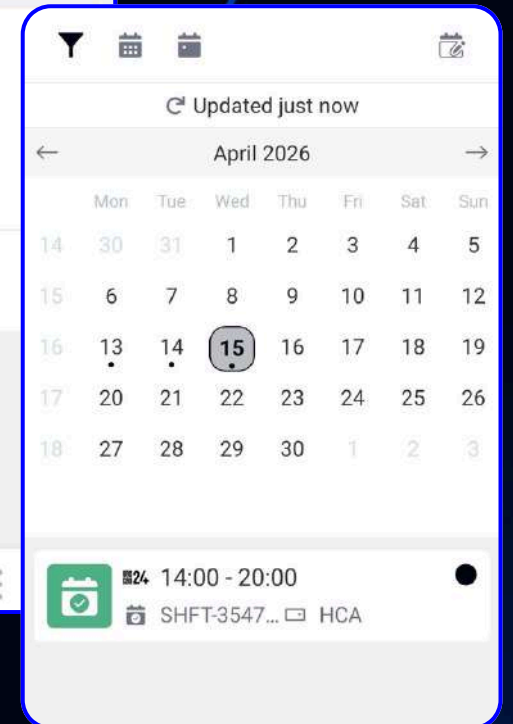
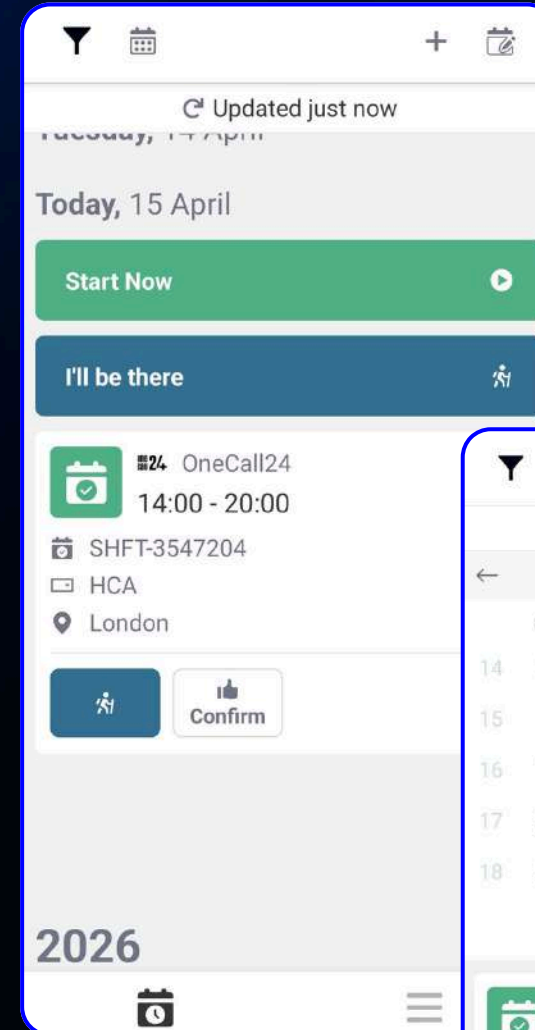
-  Deliver Pronto
-  Receptionist
-  90.00
-  DP Milton Keynes

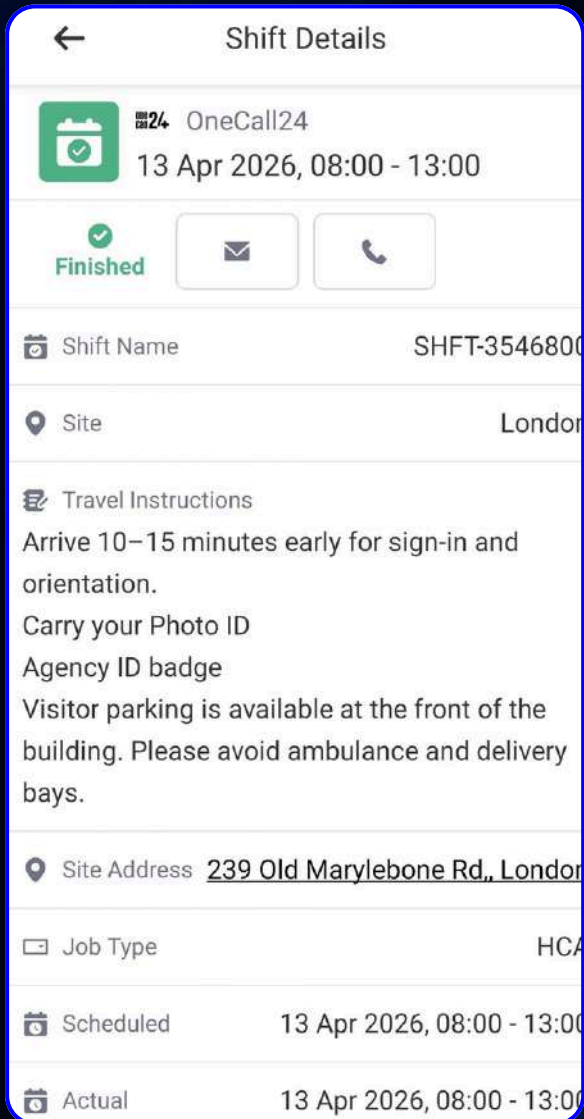
 Confirmed

NAVIGATING THE SCHEDULE

Only dates with timeline entries are displayed. To navigate the Schedule:

- Scroll down to view earlier entries, scroll up to view future days.
- Select the Calendar icon in the header. A monthly calendar view is displayed. Days with one or more schedule entries are displayed with a dot.
- The calendar highlights the current date in a different colour.
- Select a specific date (the date will be highlighted) to view summarised entries scheduled for that date. Select an entry to view details.





SHIFT DETAILS - TAP ON A TILE TO SEE MORE DETAILS

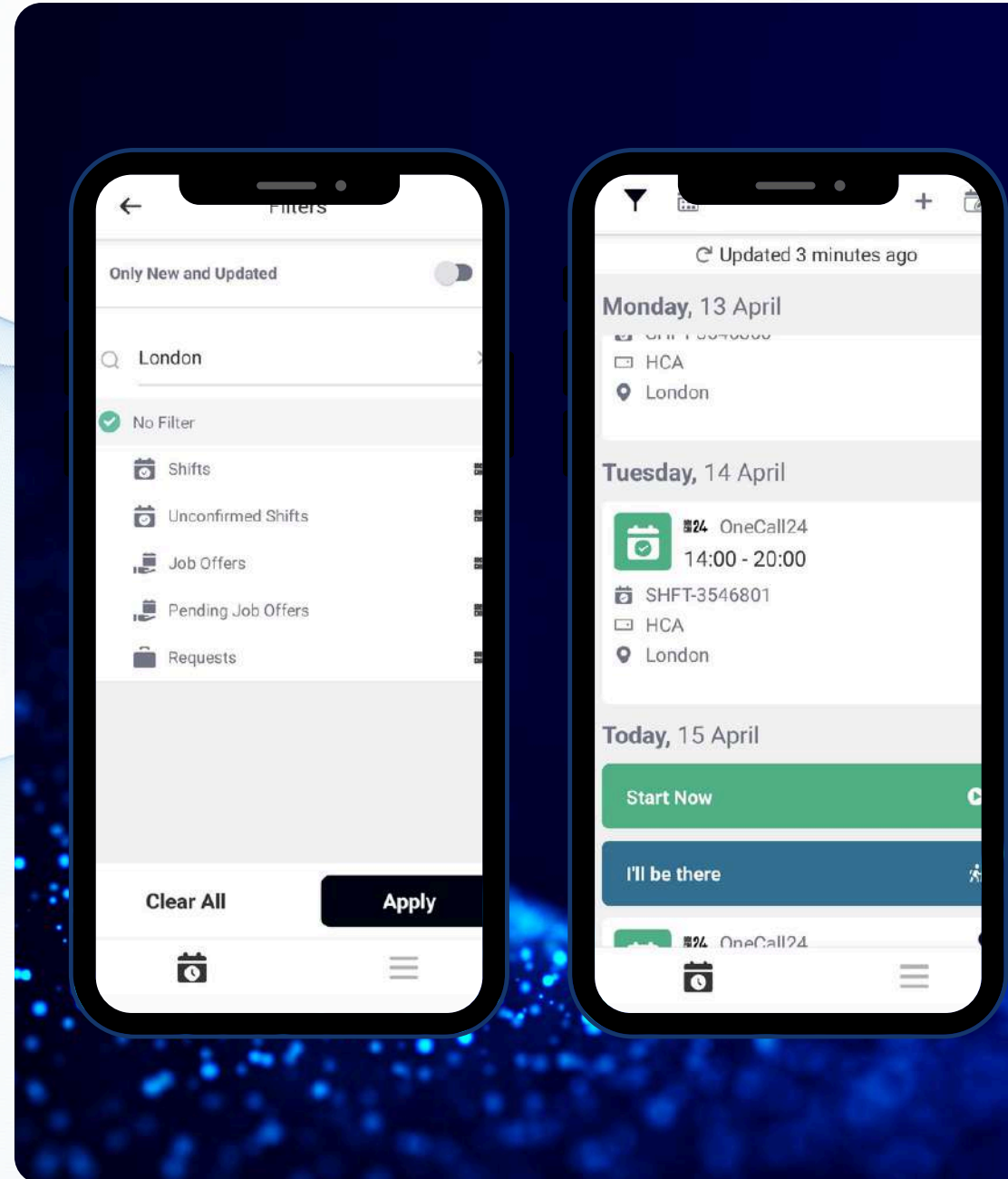
The following information may be available (depending on permissions and configuration):

- The Status of the shift
- Ability to send an email or call the contact information set in your Work Relationship
- View the site address via the device's mapping app
- The role required for the shift
- Shift scheduled timings
- The actual timings of completed shifts
- Travel Instruction if applicable

FILTERS

Select and/or type free text filters and Apply to your schedule. The filters:

- Select or enter all or part of a search term
- Free text search isn't case sensitive. All record details are searched, not just those displayed on the summary tile.
- Will filter both the calendar view and the main schedule
- Remain in place until you select Clear All or apply a new filter (even when the app is closed)
- Will display a coloured icon so that you can see that it's still applied will only show records marked as new or updated on your timeline if you toggle Only New and Updated.



EMPLOYEE REQUESTS

You can create and potentially modify requests for:

1. Click in the calendar on the top right to add/edit your request

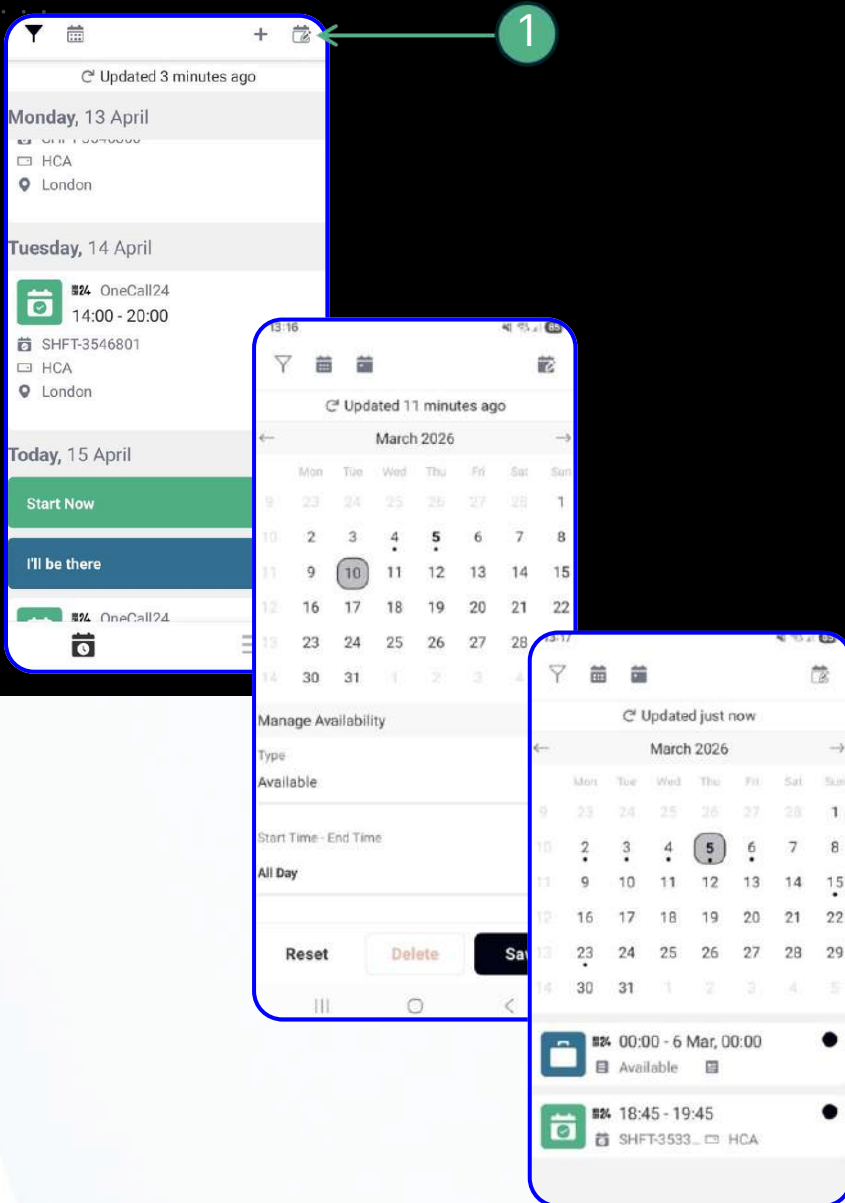
- Time off, such as holidays or appointments
- Availability for work
- Unavailability for work

Enter the:

- Date and time (and whether All Day or Part of a Day)
- Type of request
- Click on Save

You can update requests:

- Once a request has been submitted, update it by tapping on the Pencil icon.
- Once updated, save the details and the new information will be sent to your organisation.
- Tap Delete to Cancel.

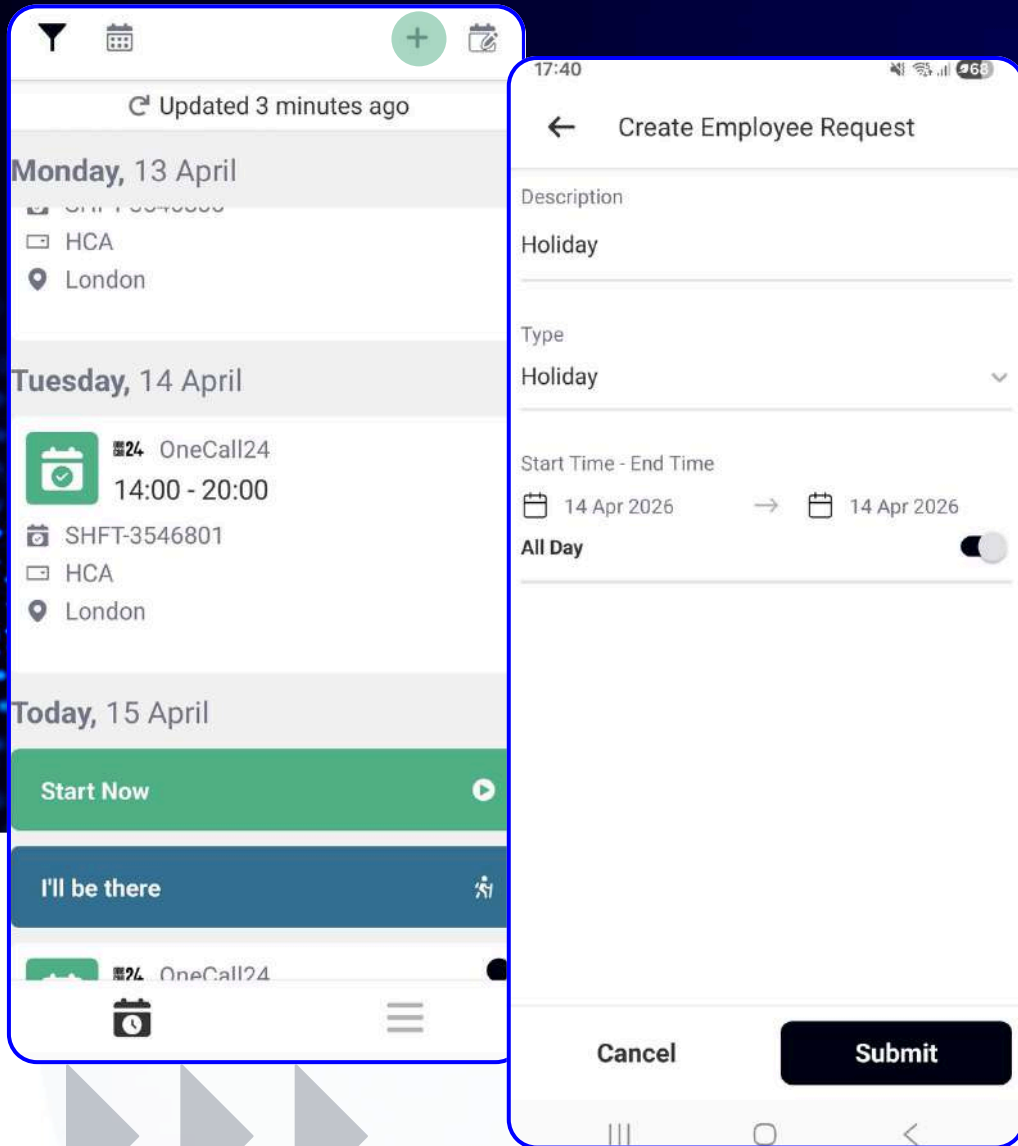


SUBMITTING AN EMPLOYEE REQUEST

Inform the Work Relationship when you're available or unavailable to work by submitting Employee Requests:

1. **Tap +** in the **Schedule Header**. This will open the Employee Request form (your organisation may provide additional options).
2. **Provide an optional** Description of your request.
3. Select the **Type of Request**. The Type selected will determine whether you're available or unavailable e.g. Paid Holiday, Request Shift, Rest Day, Sick Leave.
4. **Select** whether it's an All Day or Partial Day Request using the toggle switch.
 - Select the Date/s and/or Time/s of the Request. Submit.

A consultant will be informed of your request.



BULK RECORD MANAGEMENT

You can bulkmanage records, including Shifts, Job Offers and your Requests, with Bulk Mode.

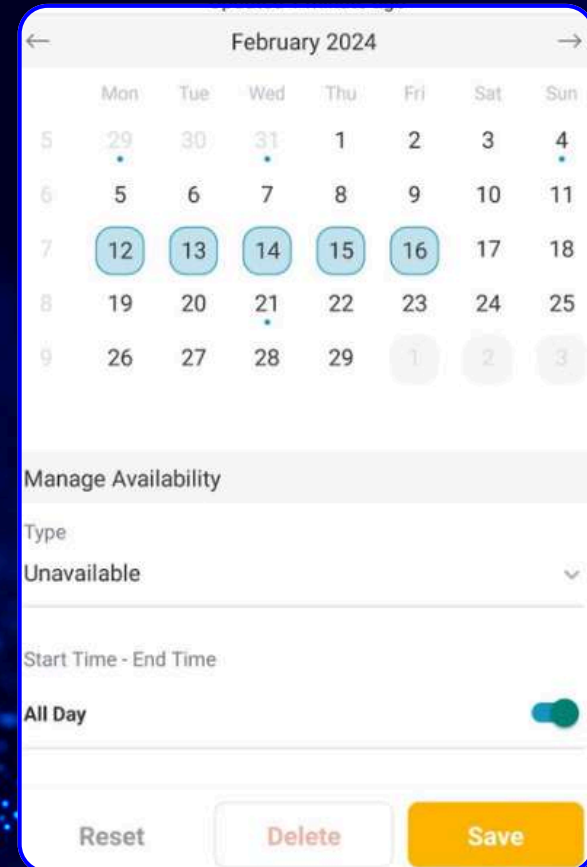
1. **In the Timeline and Date Navigator, click the Calendar icon.**
2. **Select Bulk Mode.**
3. **You can now select one or more dates in the calendar.**

Depending on your permissions, this allow you to:

- Create multiple records based on an existing record
- Edit a single record
- Delete a single record

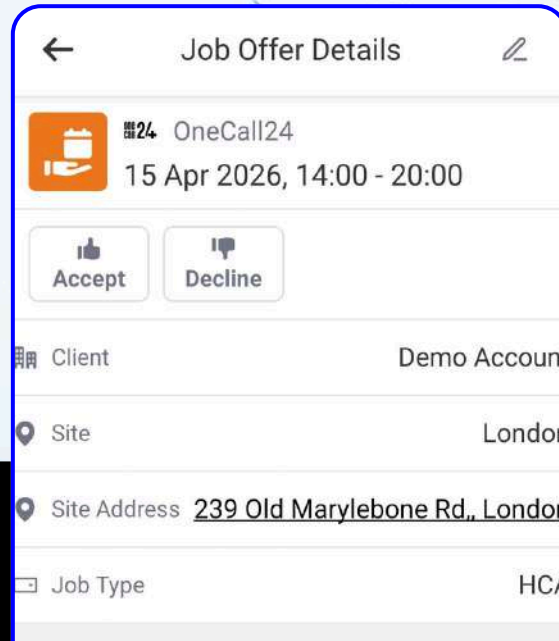
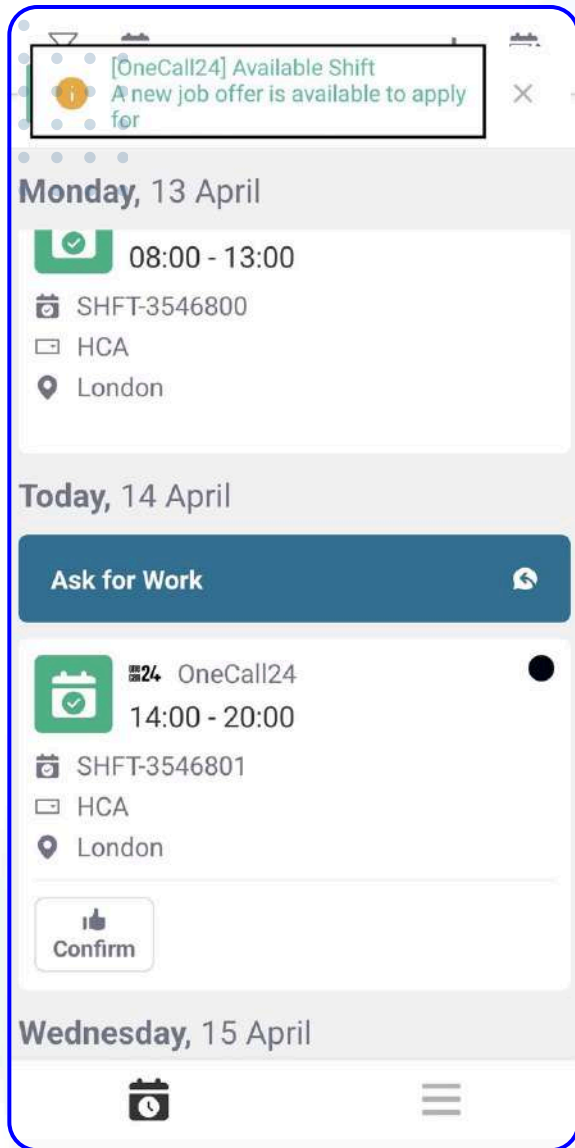
4. **After making your changes, click:**

- Reset to undo your changes
- Delete to remove a record
- Save to finalise your changes




NOTIFICATIONS

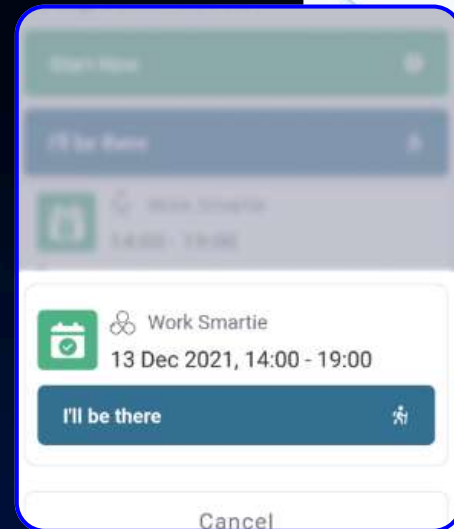
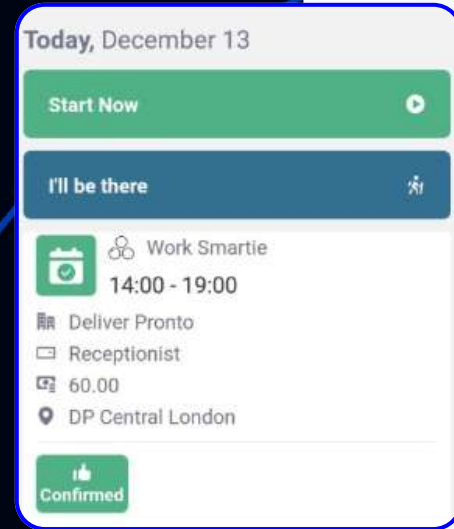
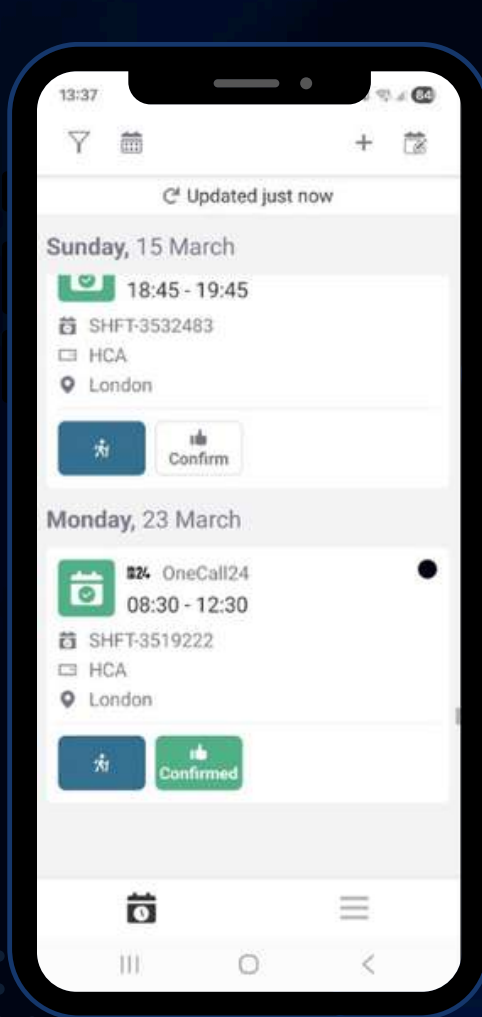
- You will receive notifications whenever changes are made to your shifts, new shifts are assigned to you, or new job offers are made available.
- Your app doesn't need to be open to receive notifications.
- Tap the notification to view the associated details.



TIME AND ATTENDANCE-MANAGE THE TIMINGS OF YOUR SHIFTS

Confirm that you will be attending a shift when it's displayed on your Schedule. You can confirm the shift by clicking on the confirm button displayed on your Schedule . You can confirm the shift Update that you are leaving to attend your shift up to two hours before the start time (by default):

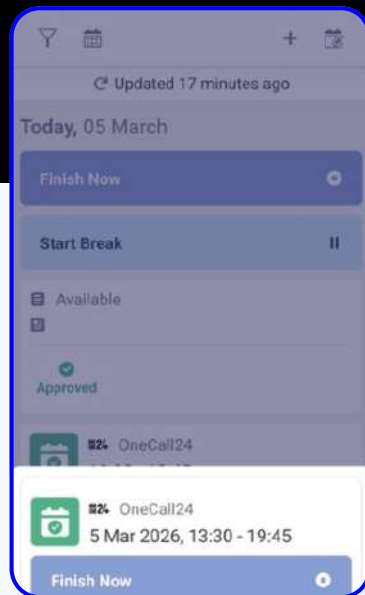
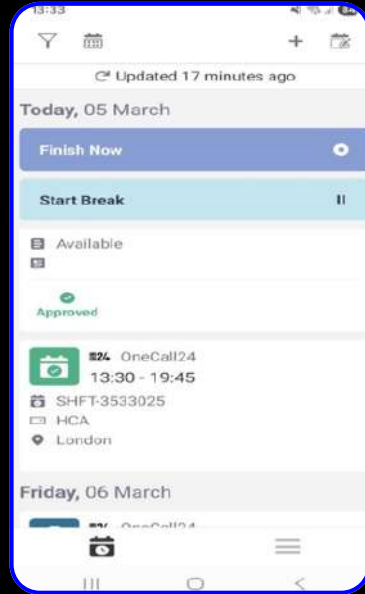
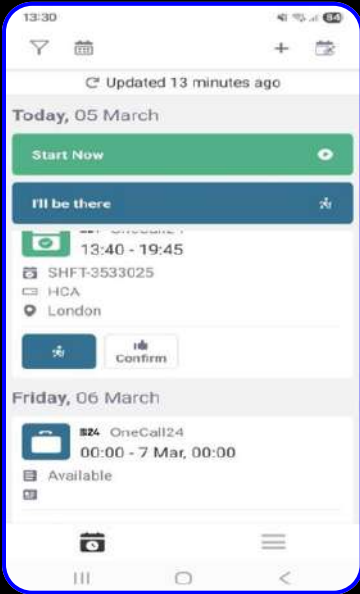
1. Tap I'll be There. 
2. Tap I'll be There again in the confirmation dialogue.



TIME AND ATTENDANCE CONFIRM ATTENDANCE

Select the shift details to:

- View the location of the shift on your device's mapping app
- Communicate with your organisation regarding the shift
- Click on Start Now when you start your shift
- Click on Finish Now when you end your shift

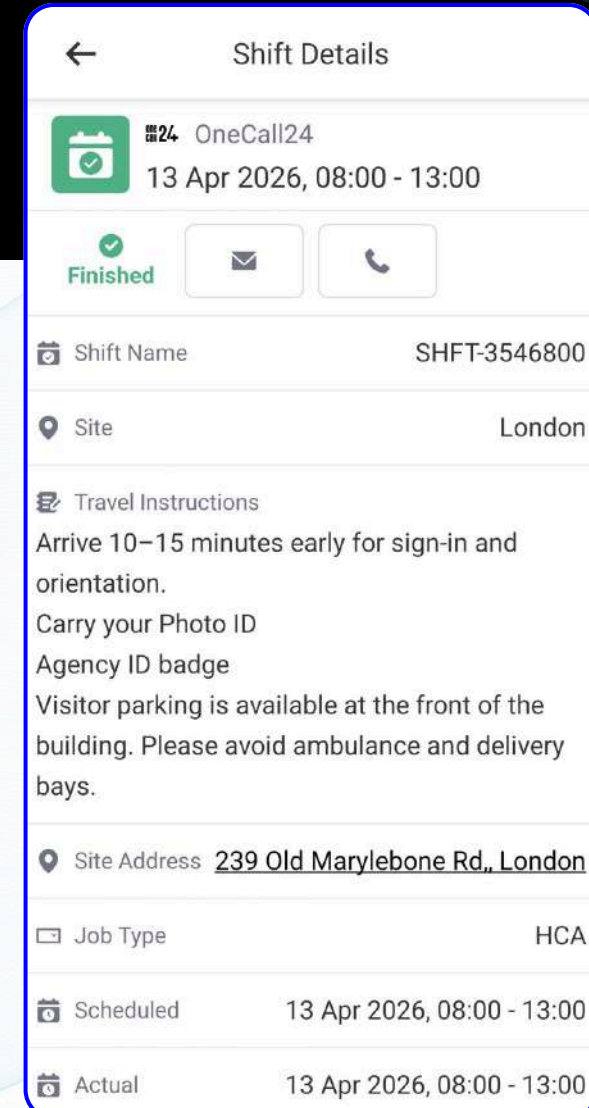
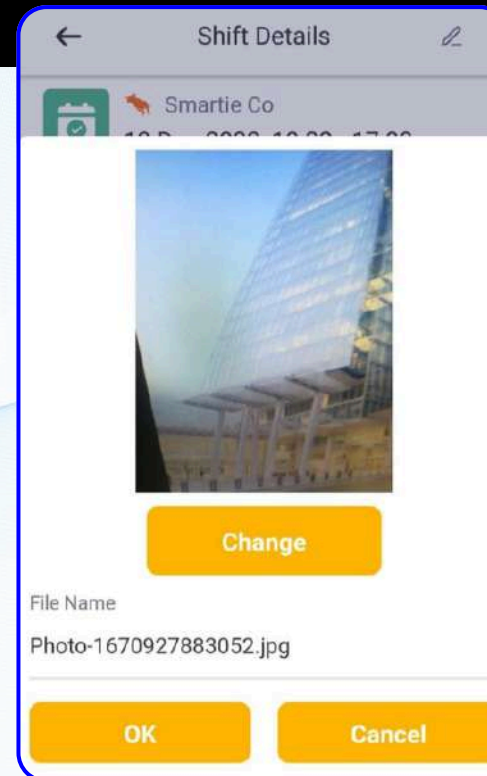


TIME AND ATTENDANCE ADDING DOCUMENTS TO YOUR SHIFT

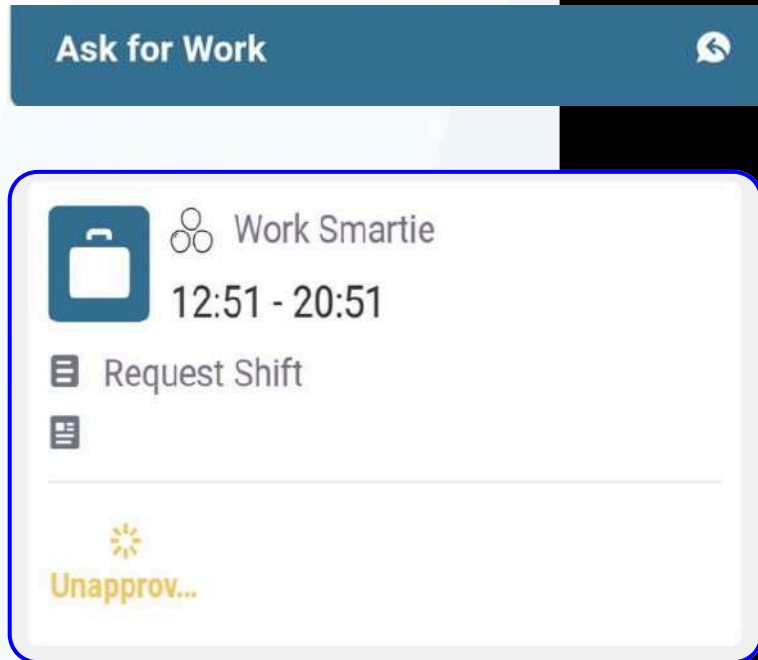
You can add documents, photographs, and signatures to a shift from the shift detail page. For example, you can:

- Capture a photograph of the work you do
- Provide a signature from a supervisor that you attended a shift
- Provide photographic evidence of an issue you faced

You can view and download any attachments.



ASK FOR WORK INFORM YOUR ORGANISATION THAT YOU ARE AVAILABLE TO WORK TODAY

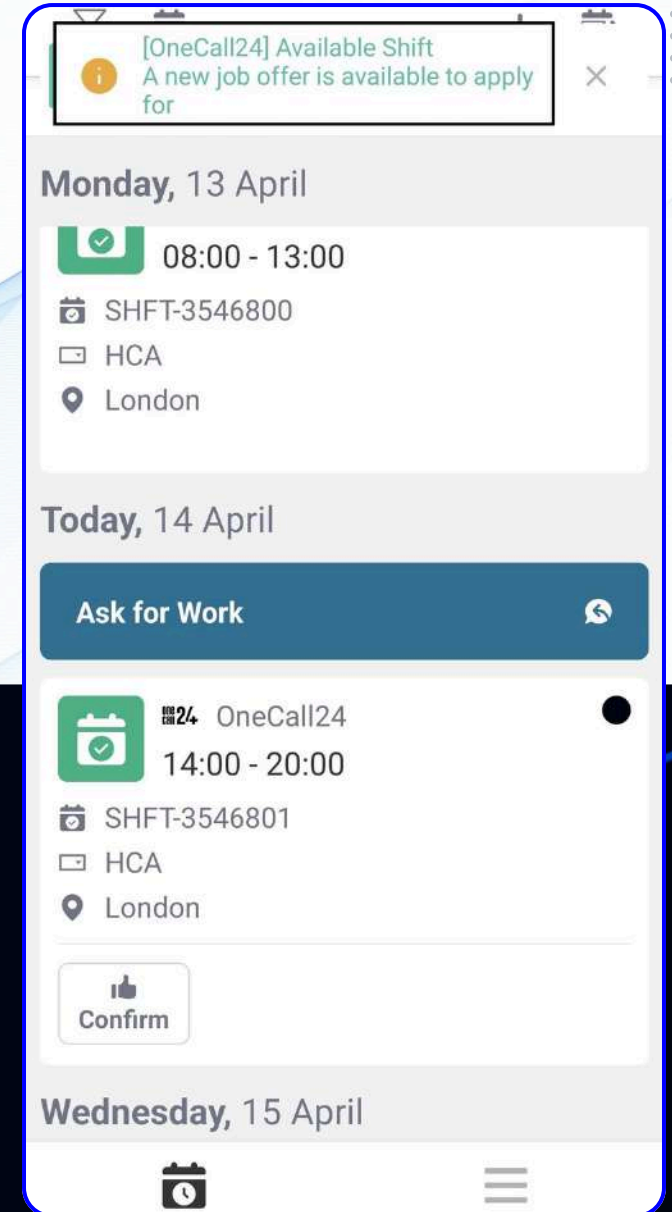
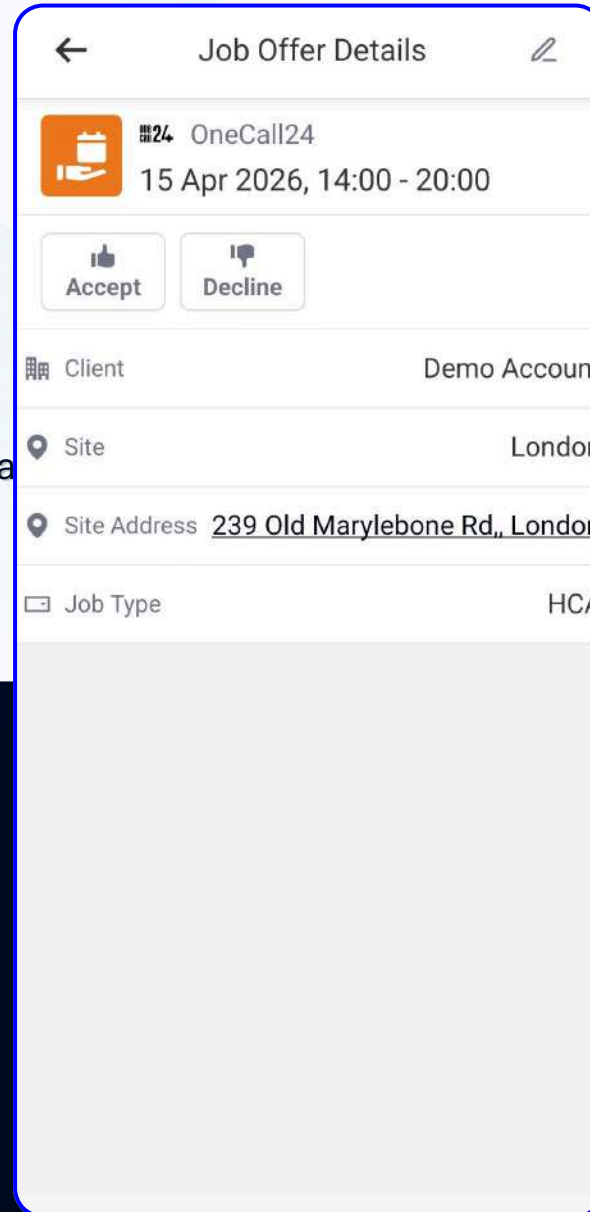


- If you don't have any upcoming shifts for the current day, you can inform your organisation that you're available for work.
- Select Ask for Work and confirm.
- A Request Shift tile is displayed showing that you're available for work for eight hours (or as set by your organisation) from the time you press the button.
- Your organisation will see your availability and potentially assign you a shift.

NOTIFICATIONS

You will receive a notification whenever:

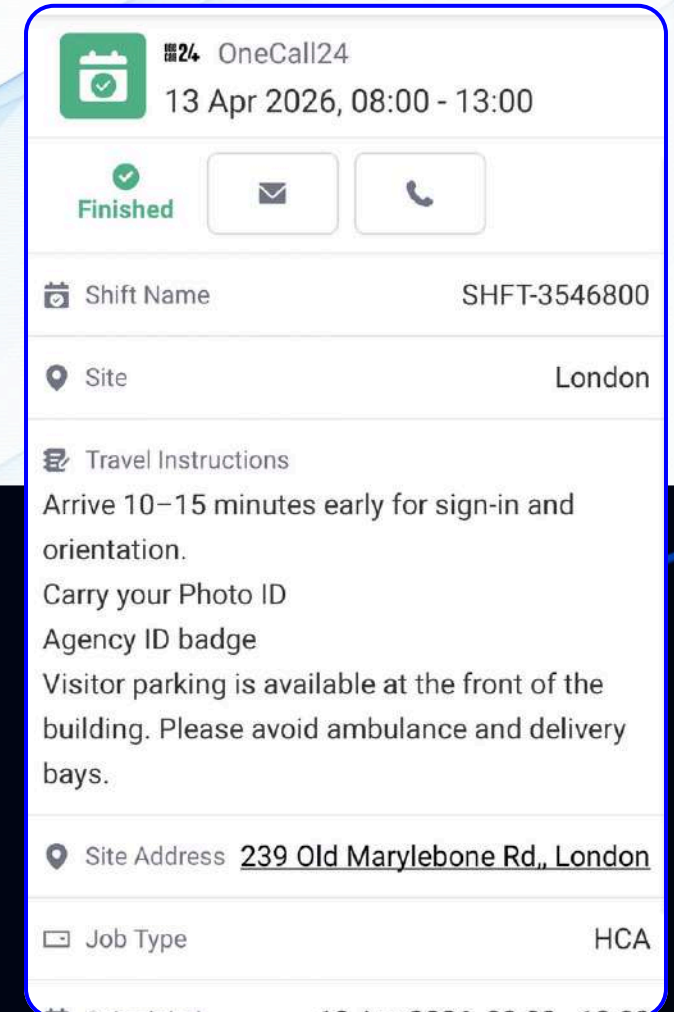
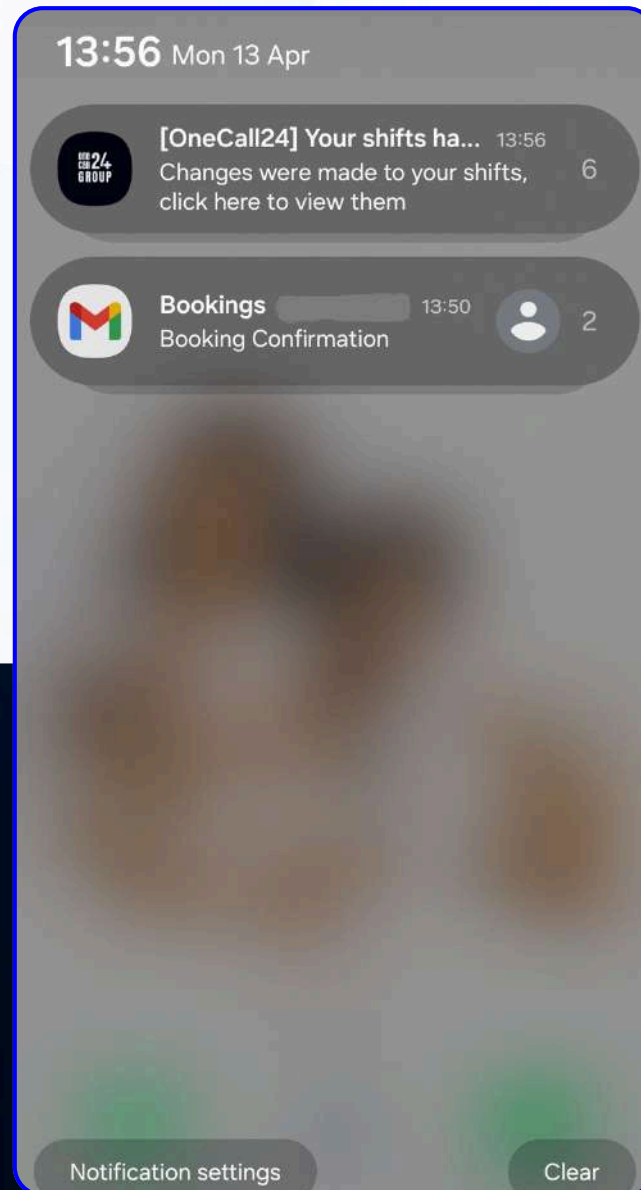
- A new shift has been assigned to you
- A job offer has been made available to
- A modification is made to a shift or job offer (for example, time or site changes)
- Tap the notification to open the

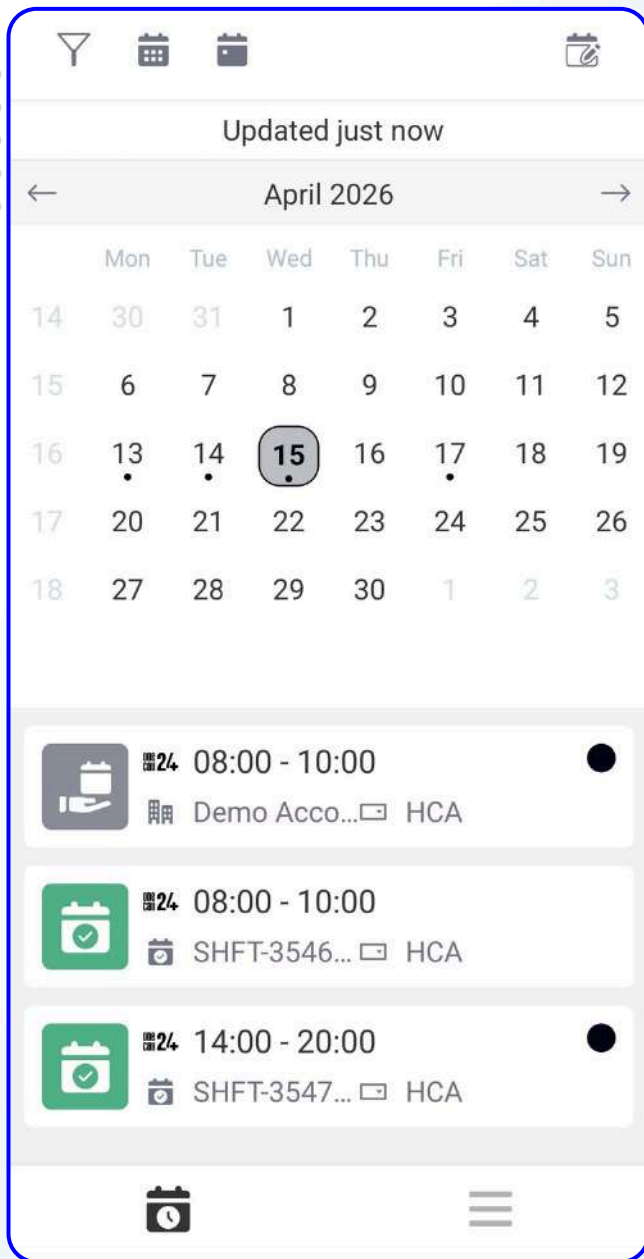


NOTIFICATIONS

Notifications are still displayed if you don't have Connect open on your device:

- Tap the icon to view the notifications.
- Tap a notification. Connect will open and display the shift or job offer details.





CALENDAR VIEW

Select the Calendar icon in the header:

- A monthly calendar view is displayed. Days with one or more entries are displayed with a dot.
- Select a date to view financial entries for that day.
- Select an entry to view details.



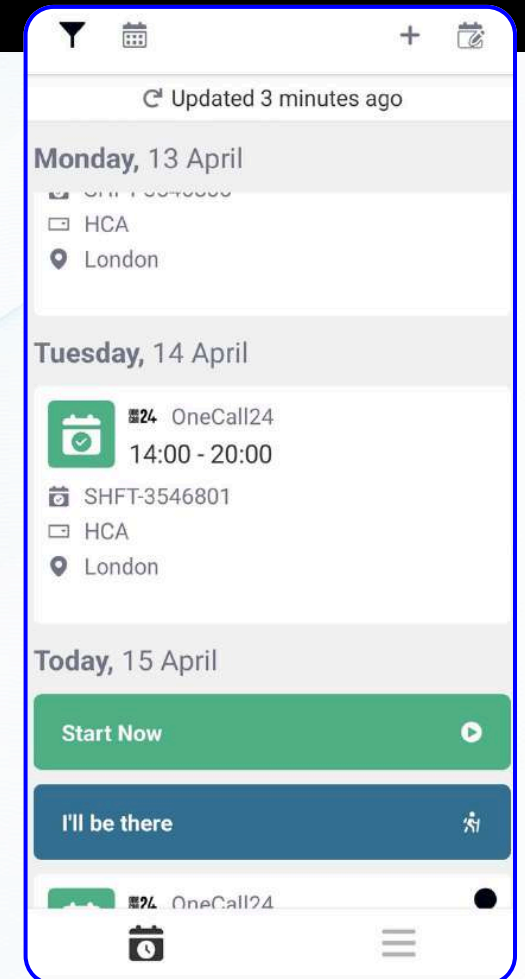
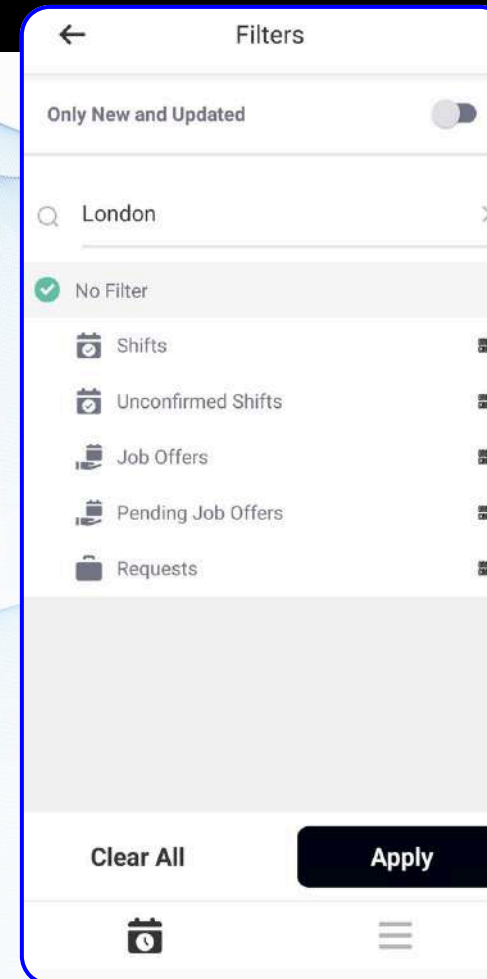
FILTER VIEW

Select the Filter icon to perform a free text search on Expense entries:

- Enter all or part of a search term. All record details are searched, not just those displayed on the summary tile.
- Free text search is not case dependent.
- Step forward or back to view other months.
- Select a date to view financial entries for that day.
- Select an entry to view details.

Filters are applied to both the Calendar and main Timeline views.

Filters remain until cleared, even when the app is closed. A coloured filter icon is displayed to show a filter is applied.



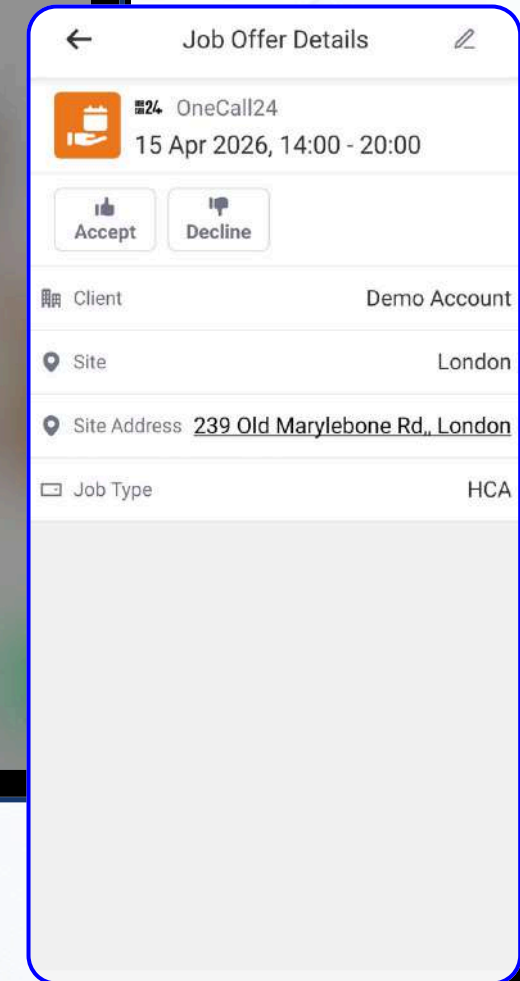
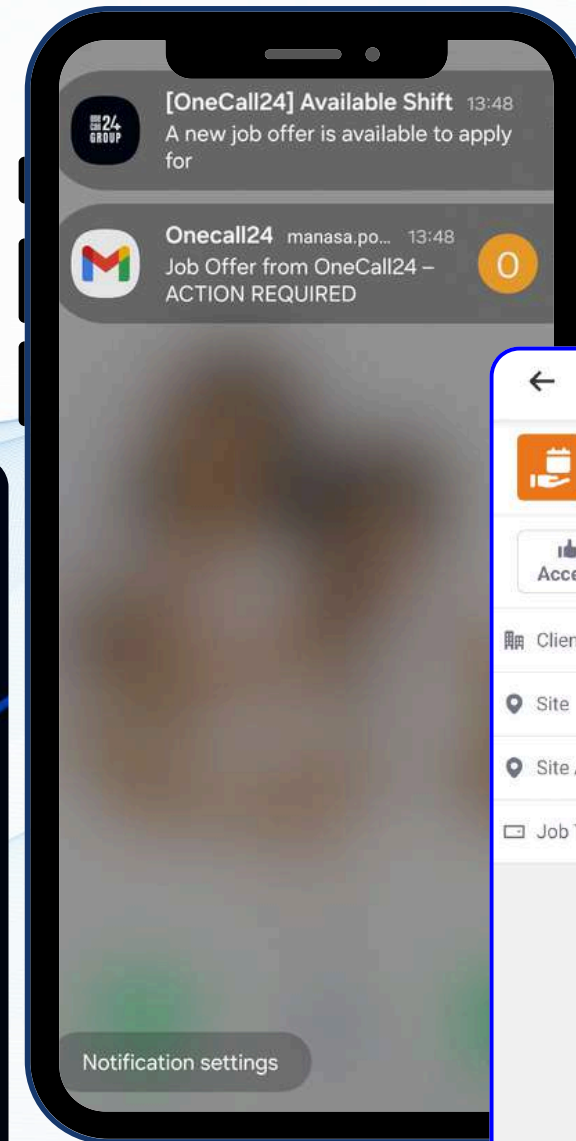
JOB ORDERS

Consultants may send you opportunities for work through Job Offers:

- You will receive a notification of an **Available Shift**.
- If your app is closed, **tap the notification** to open the App and view the Job Offer.
- If your app is open, **tap the notification** to view the Job Offer details.

You have the option to:

- **Accept** the Job Offer
- **Apply** for the Job offer, the Job Offer will show as **Pending** until a consultant:
 - Assigns the Job to you. You will receive a **Your Shifts have Changed** notification and the new shift will be added to your schedule.
 - If the job offer has been rejected or has been allocated to a different candidate the Job offer will display **Failed**.
 - **Decline** the Job Offer. The Job Offer will display **Declined**.



GPS LOCATION

Why we need you to allow the app to access your GPS location:

Your organisation and Connect do not continuously track your GPS, travel or any other aspects of your mobile device. A snapshot of your location is required at the point of pressing the following buttons:

- Confirm you're Attending a Shift
- Confirm Start and Confirm End of shift
- Confirm Start and Confirm End of breaks
- Start and Finish on-call shift

The snapshot is taken for a split second. Your organisation and App do not track any other details until the next action is performed. You have the power to let us know where you are.



GPS LOCATION

Why? To provide real-time data to geographical maps displayed in your recruitment organisation's database software to enable them to ensure that shifts are covered.

Accurately generate payroll information.

What happens?

When you press to Confirm that you are going to attend a shift, a snapshot of your GPS location is sent to your organisation's database. Their database also contains a map showing your location and consultants can use this information to answer any questions from the hiring organisation or to contact you to confirm your attendance if they do not hear from you. This also enables them to find a replacement to cover your shift if you are unable to get to the site or inform the hiring company of any potential problems.

The same process occurs when you Start Shift and End Shift. This information can be used to ensure you are paid accurately and to keep track of any overtime you perform.


Once the snapshot is taken no other information is required.

Your organisation and Connect do not track or require any other information from your mobile device.



one
call **24+**
GROUP

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 www.onecall24.co.uk

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