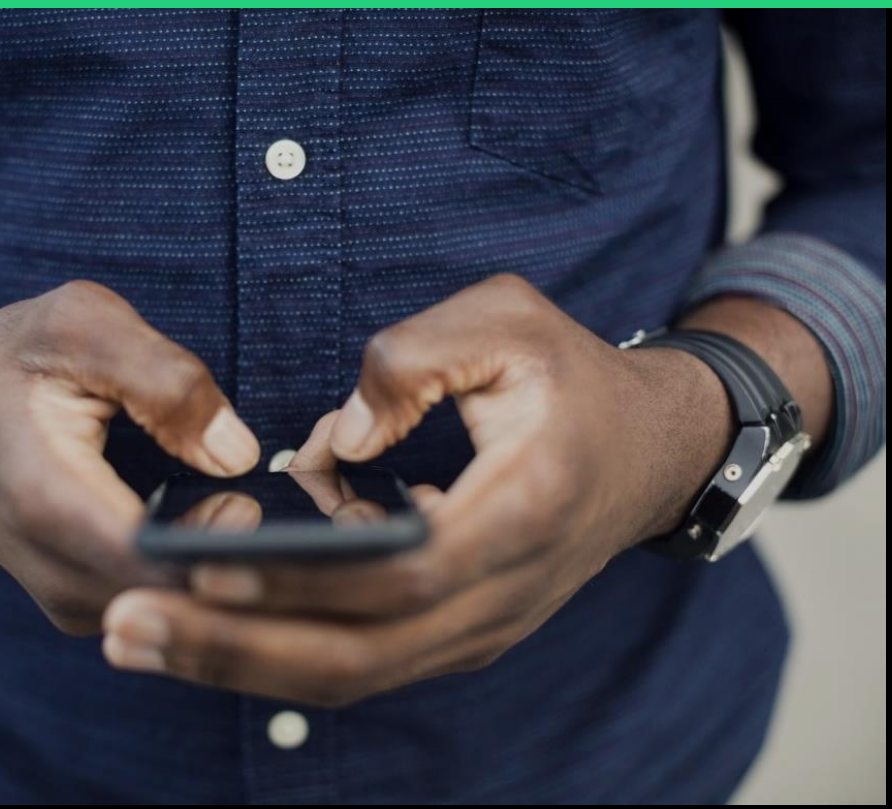
ready people

User Guide

Ready Workforce by Zambion



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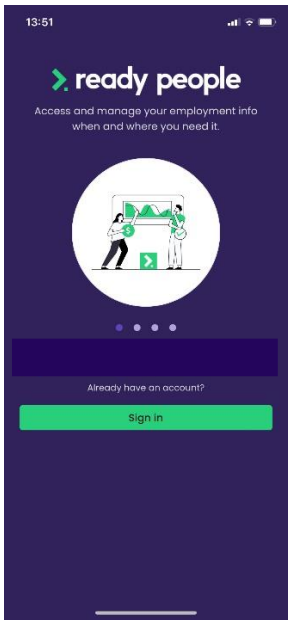
Sign in

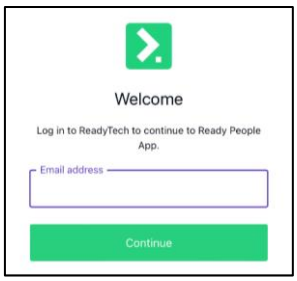


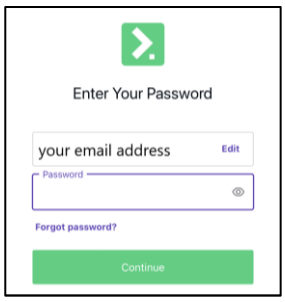
Welcome to Ready People, the mobile app where you can manage your leave, view your payslips, roster, timesheets and forms. You will be invited to create your password by an email invitation from your employer administrator.

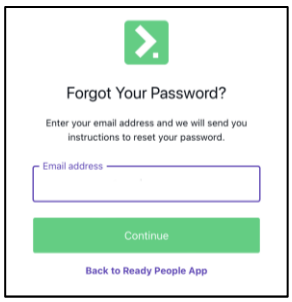
Once you have signed in for the first time you are able to update your details, create a #PIN code and use biometrics for future sign in.

If you forget your password, click **Forgot Your Password?** In the **Enter Your Password** pop-up window.

You will be required to enter your email address and the system will send you instructions to reset your password.







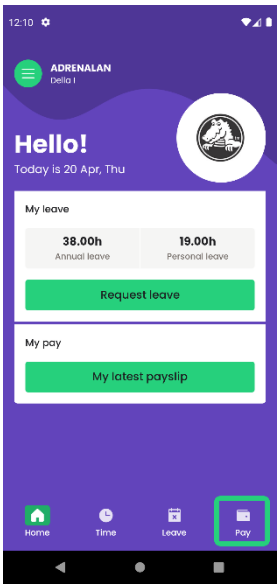
My Pay

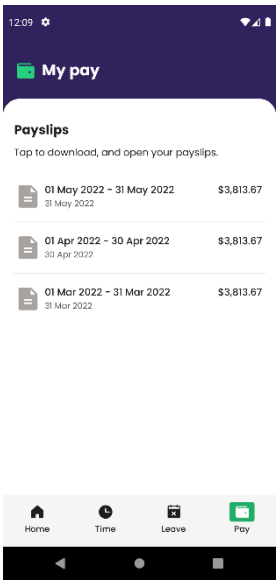
How do I access my payslips?

You can access your latest payslip from the home screen or to view all of your payslips:

- From the home screen, click the 'pay' icon on the home screen or at the bottom ribbon.
- You will be able to view all your payslips.
- To open a pay slip, click on the payslip you wish to view.

Please Note: You can use the functions available through your own devices such as share, download, and print.

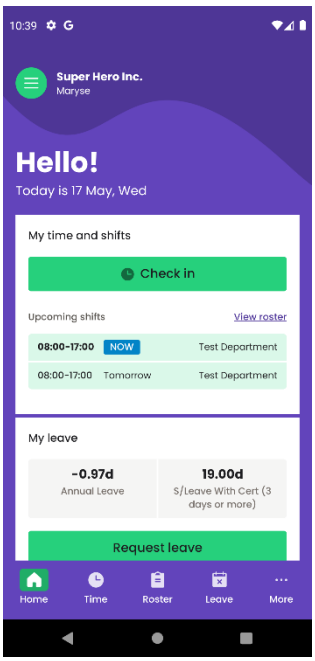


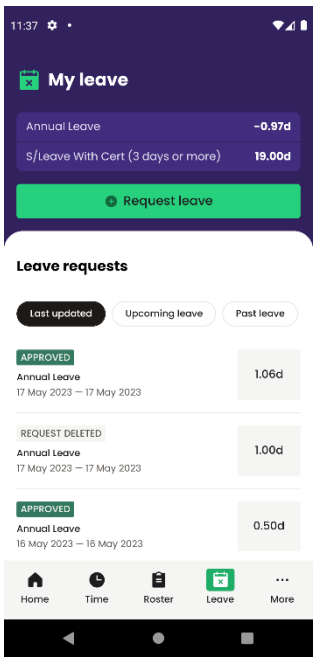


My Leave

How do I request leave?

- From the home screen, click 'My Leave' button, select Request Leave.
- Under Request Leave, select the leave type and the leave reason.
- If the leave is part day, toggle on the Part day leave.





What are the leave types?

- The leave types include but not limited to Personal (Sick) Leave, Long Service Leave, Annual Leave, Public Holiday, Leave Without Pay, Flexitime Paid etc.

Please note: the view might be different with Apple devices and Android devices.

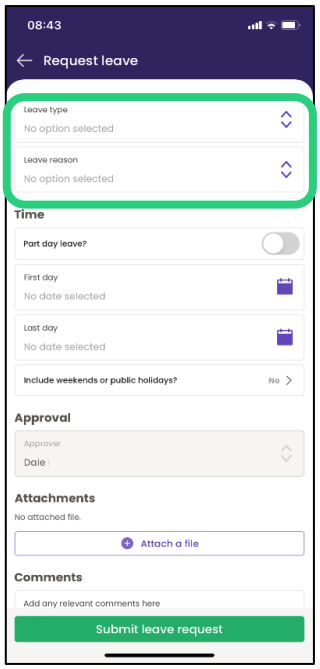
What do the leave reasons include?

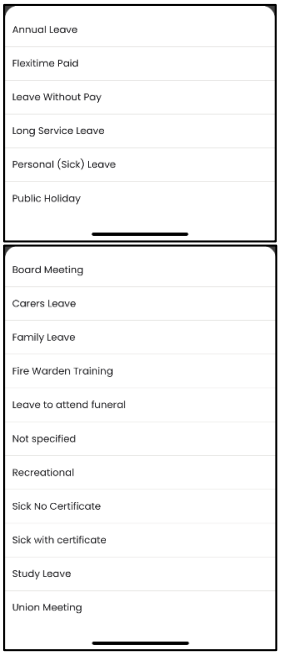
- The leave reasons include but not limited to Sick with certificate, Study Leave, Carers Leave, Not specified, Recreational, Leave to attend funeral, Board Meeting, Union Meeting, Family Leave, Sick No Certificate, Fire Warden Training etc.

Please note: the options might be different for each business.

How do I select leave dates?

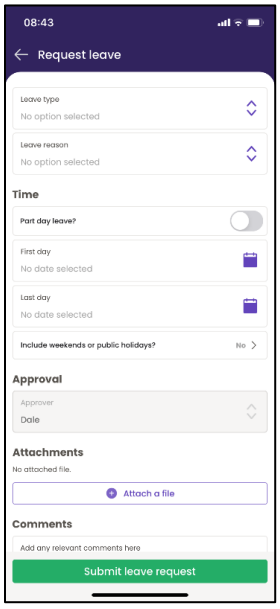
- Select the first date and the last date of the leave, and if it is Part day leave, you can also select the start and end time. The approver should automatically show up.

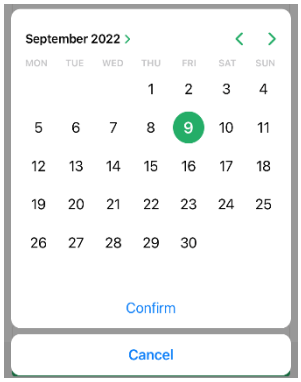




- You can attach one document with maximum 3.5MB along with the leave request.
- You can also add relevant comments in the comments section.
- After checking all the details are filled in correctly, click Submit leave request.

Please note: the view might be different with Apple devices and Android devices.





Other questions

Can Ready People show leave balances?

Yes.

On the home screen, you can see leave balances of two leave types depending on what leave types your company choose to display.

The leave balances will also show up for your reference when requesting leaves.

How do I select leave dates?

Leave dates will appear after you click Request Leave. Slide the year, month, and date to make sure the correct information is selected. Then click 'Confirm'.

What does approval mean?

The approval means the leave request needs to be approved by an approver in the organisation. The approver will automatically show up after you click Request Leave.

What do I put in comments?

You can add more relevant leave information depending on the organisation requirements.

How do I cancel my leave request?

To cancel the leave request:

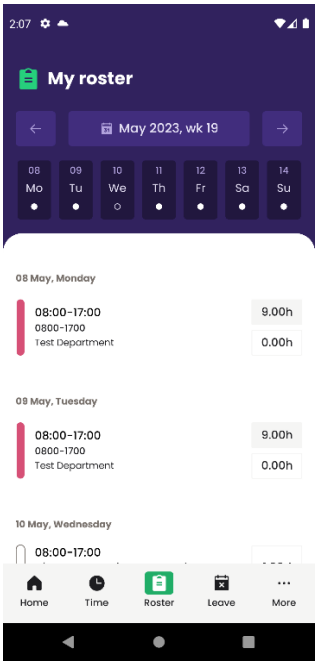
- Click My Leave on the home screen.
- Under Leave request, select the leave request that you would like to cancel.
- At the top right there is a three-dot option icon, click the icon.
- The Cancel leave request option will show up - click it and you will see a warning page asking if you are sure you want to cancel the leave request and you can't undo this action.

The warning page will also require you to provide a reason. You **must** provide a reason to be able to cancel the leave request. After you provide a reason, you can select Cancel leave. You can also click Cancel to keep the leave request.

My Roster

My Roster is where you can check your roster, shift details anytime and anywhere.

It is easy to use, it enhances accessibility and convenience to allow for real-time updates, ensuring that everyone has the most up-to-date information regarding their shifts and any changes to the schedule.

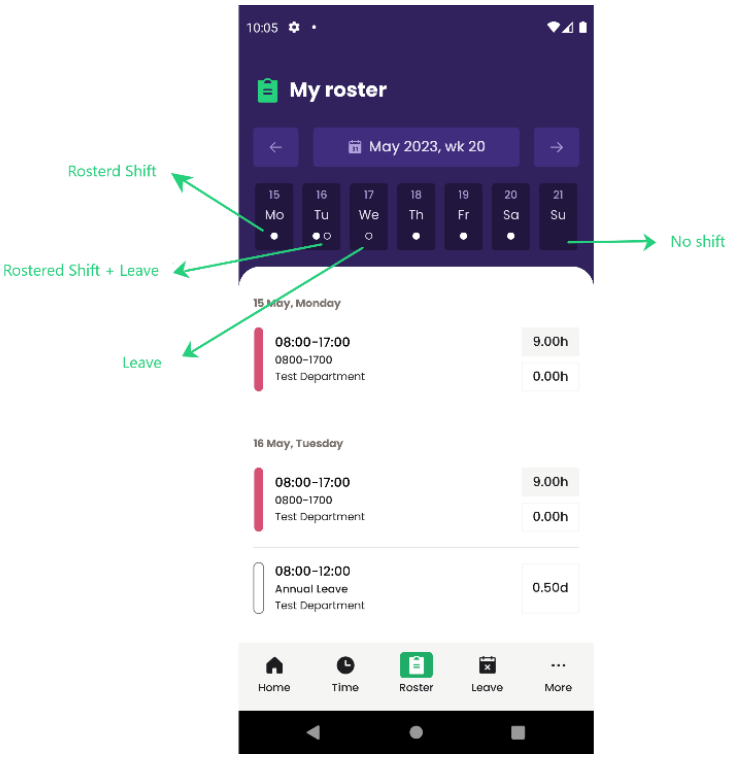


Roster Top Ribbon View

Roster displays weekly view, you can select the desired dates and week to view that week's shift details by selecting the date or using the left and right arrows to adjust the week.

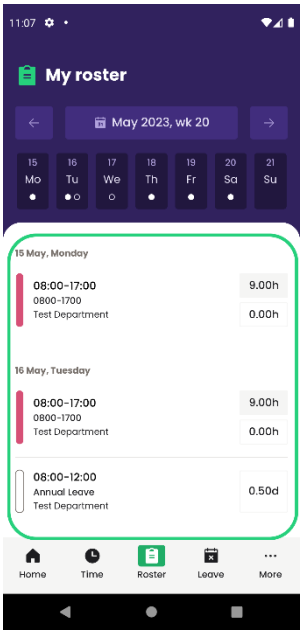
On the top ribbon, you can see some basic information about this week's roster:

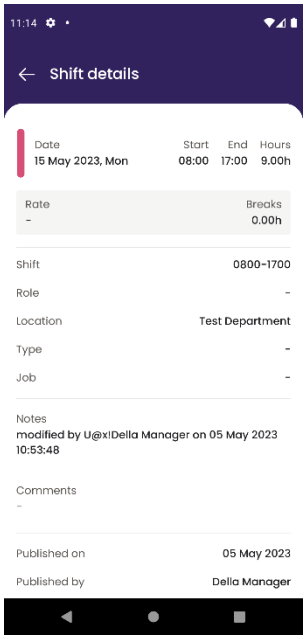
- Full circle. It means you have roster shift on that day.
- Full circle + Empty circle. It means you have both roster shift and leave (for example, half day annual leave).
- Empty circle. It means you have leave on that day.
- Empty. It means there is no rostered shift on that day.



Detailed Shift View

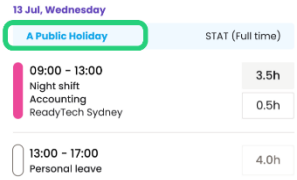
- You can scroll down the screen to see the whole week shift information.
- If you click into a shift, you can view a much more detailed shift including role, location, type, job, comments etc.

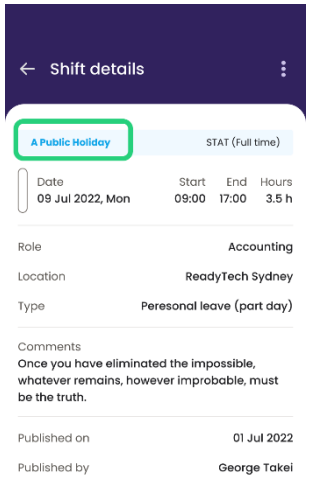




Public Holiday

- If it is a public holiday, you can view it in the main screen.
- In the Shift details screen, you can also see the Public Holiday reminder on top of the screen.



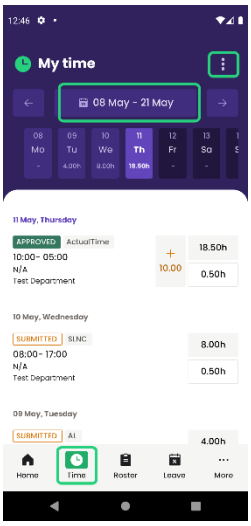


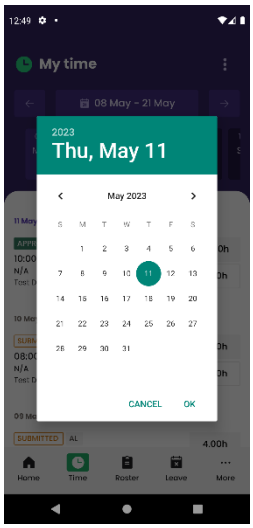
My Time

My time is where you can record your timesheets.

My time allows you to accurately track your work hours, it is easy to use, entering and submitting timesheets are only a few clicks away.

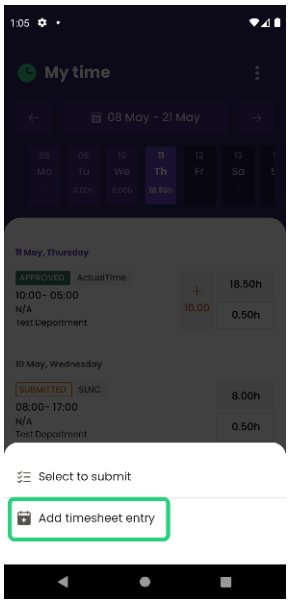
Click 'Time', on the top bar, you can click the date period to select the dates or use the right/left arrow to navigate to the desired period.

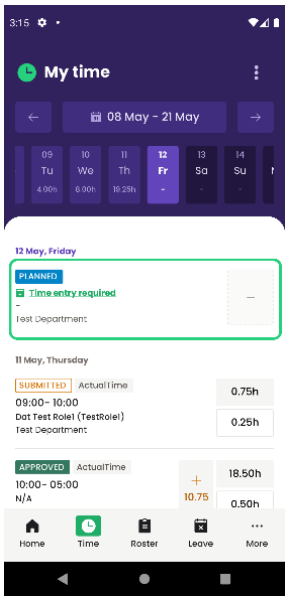


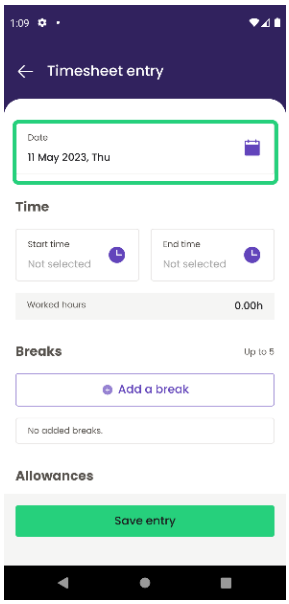


Add Timesheet Entry

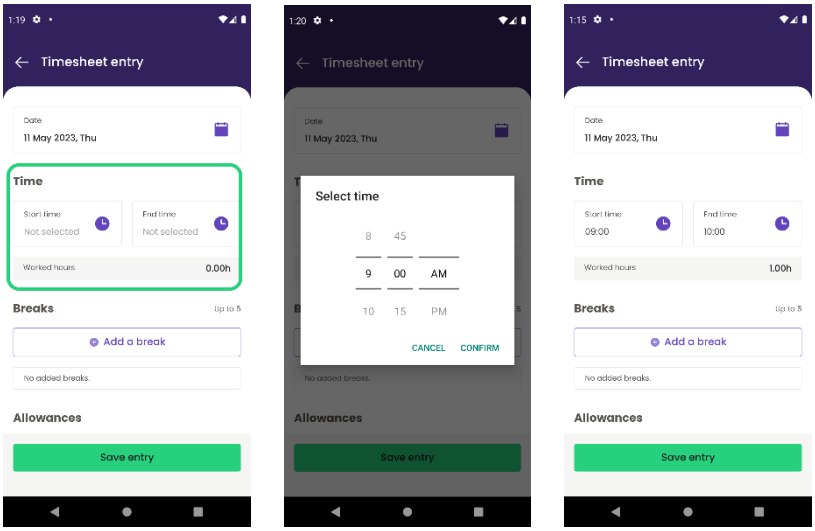
- If you have a roster, you can see the timesheet appear as 'Planned', you can tap on that timesheet directly to add a timesheet entry.
- To add a new timesheet entry, click the three dots on the top of your screen and choose 'Add timesheet entry'.
- Select the date of the timesheet.



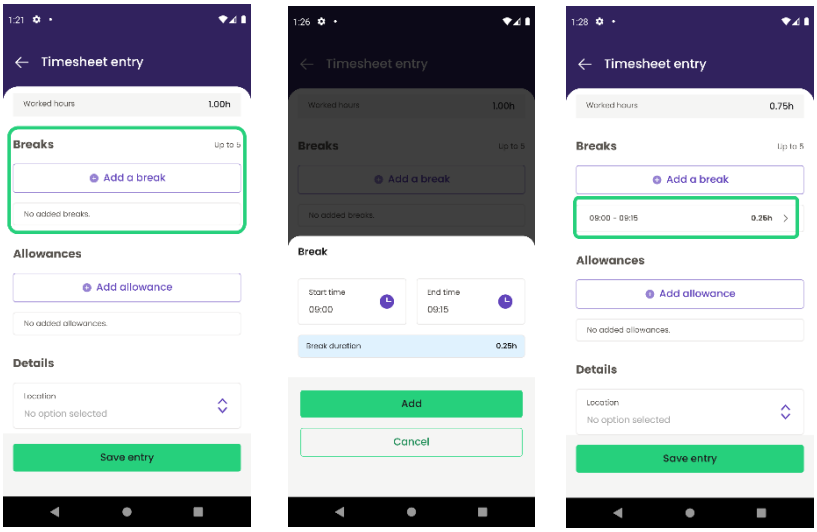




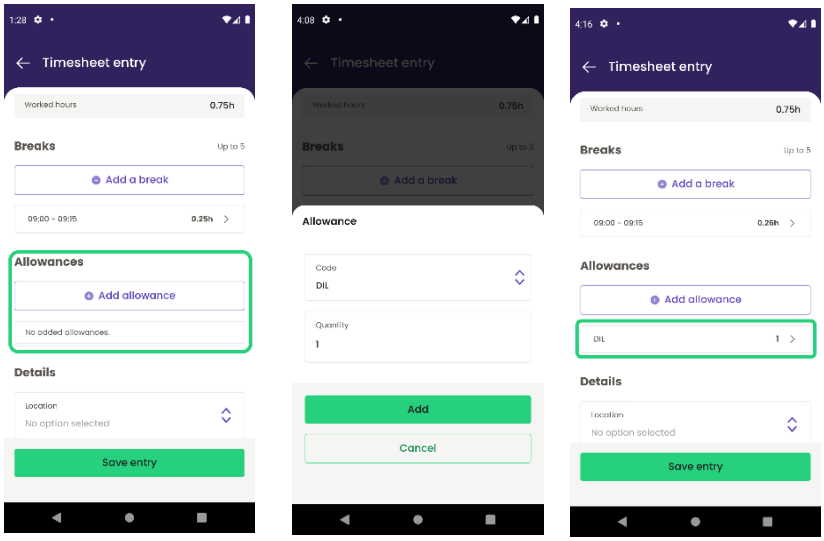
- Click ‘Enter start and end time’ bar to enable the Start and End time button, you can slide and select the desired start/end time. You can also type in the break hours.



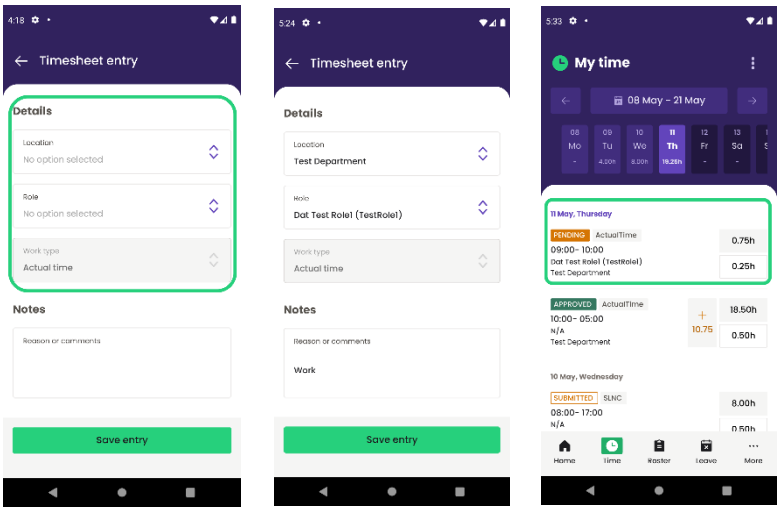
- **Breaks.** You can add up to five breaks. Select the right time, and click Add to add the timesheet.



- **Allowances**. If you need to add allowance, click ‘Add allowance’, then click ’Add’.

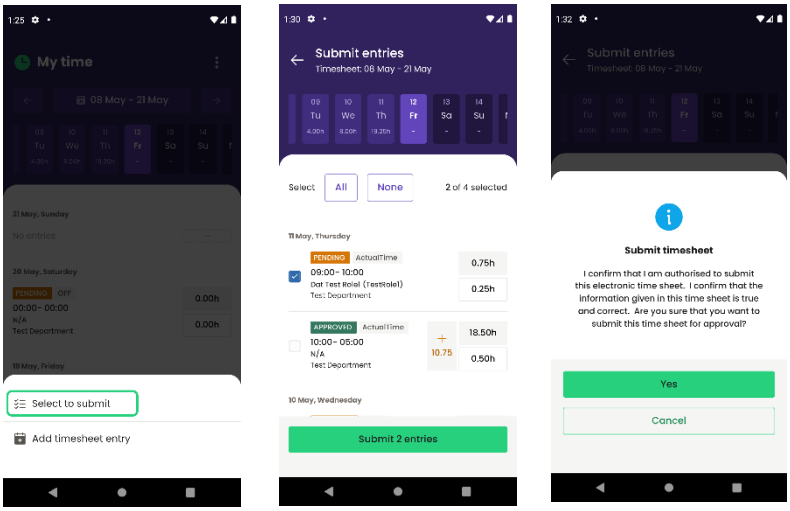


- **Details.** You can select location, Role, and Work type.
- **Notes.** You can add reason or comments in the Notes field. Once all the fields have been filled out, click **Save entry** to save this time sheet entry.
- This entry will appear under My time as showing as '**Pending**'.
- You can enter multiple timesheets in one day if needed.

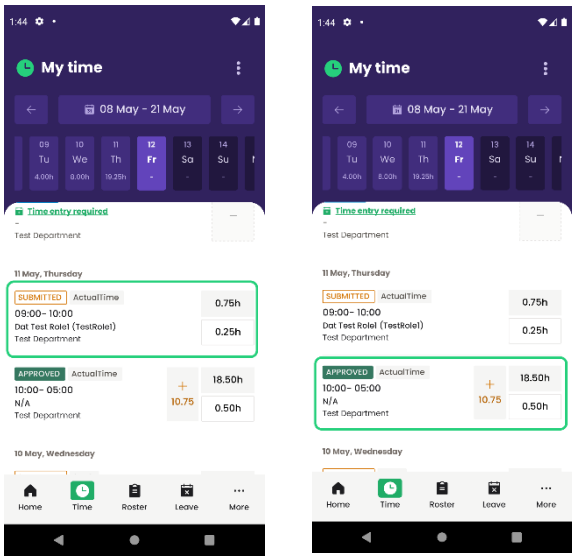


Submit a timesheet

- Once the timesheets are ready to submit, you can select the three dots on the top right, tap 'Select to submit'.
- Select the desired timesheets, and tap Submit entries.
- A confirmation window will pop up to ensure the timesheets is true and correct, you want to submit the timesheet select.
- Click 'Yes' to submit, and 'Cancel' to reselect.

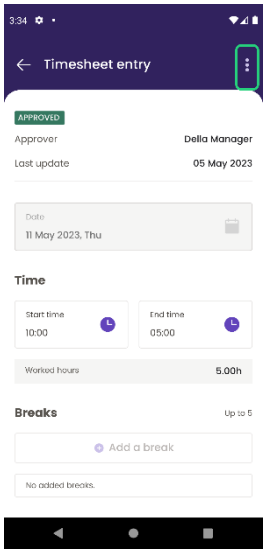


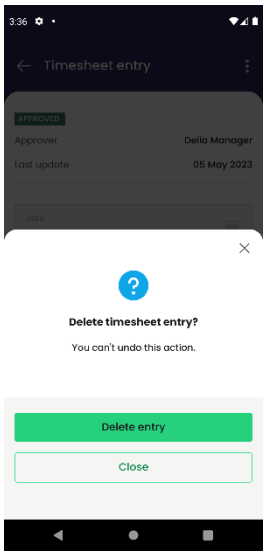
- Once the timesheet is submitted, the timesheet status will be changed from 'Pending' to 'Submitted'.
- If the timesheet is approved, the timesheet status will be changed from 'Pending' to 'Approved'.
- If the timesheet is declined, the timesheet status will be changed from 'Pending' to 'Declined'.



Delete an Entry

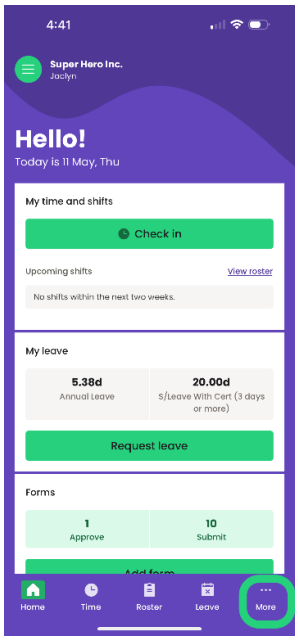
- If you would like to delete a timesheet entry, tap into a timesheet, click the three dots on the top right.
- A confirmation window will pop up to ensure that this is the timesheet you would like to delete, and once you delete, you can undo the action.
- Select 'Delete entry' to delete or 'Close' to return to the timesheet.

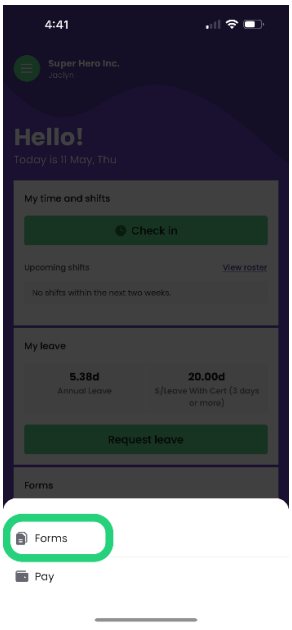




Forms

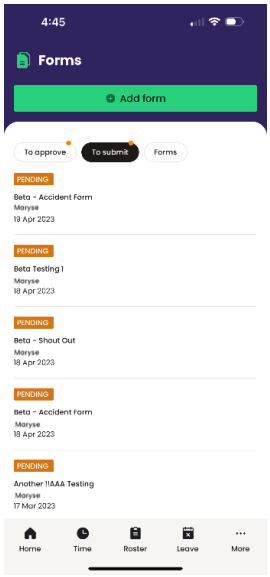
Submit your forms with ease straight from the Ready People mobile app. Simply access Forms from the navigation menu.

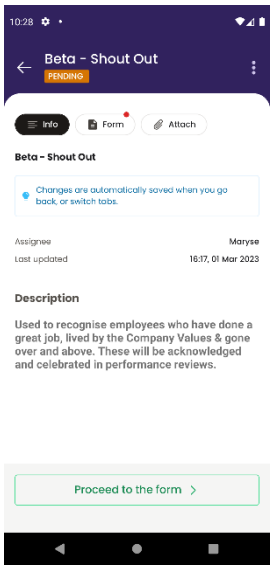




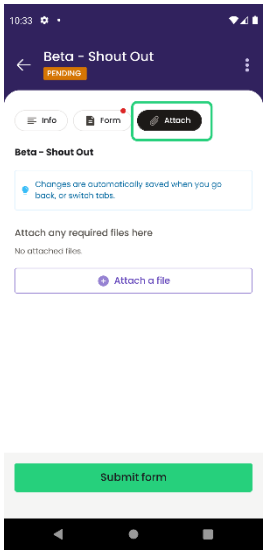
How do I submit a form?

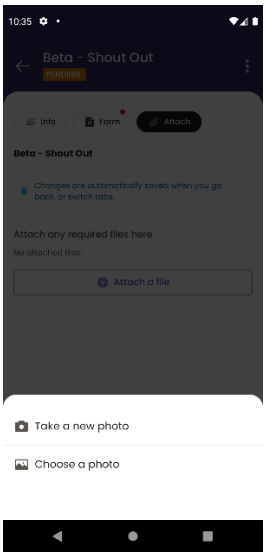
- You'll see the forms you need to submit under the 'To submit' section on the Forms screen.
- Click on the form you'd like to submit.
- You'll land on the Info tap which describes what you'll need to fill out.
- Click "Proceed to the form" then fill out all necessary form info.





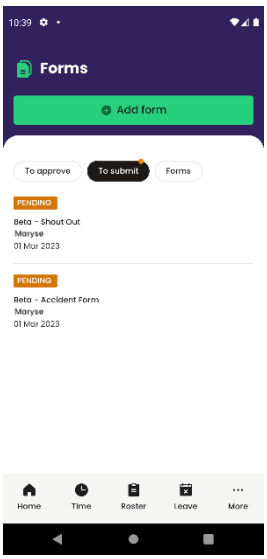
- If necessary, you can attach any files to the form by taking a photo or selecting one from your photo library.
- When you're ready, tap the "Submit form" button to submit the form.

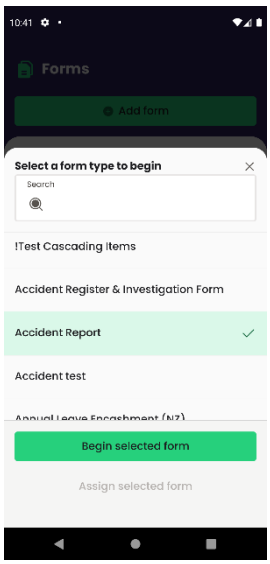




How do I raise a Form?

- To raise a new form, click the "Add form" button at the top of the screen.
- Click on the form you'd like to submit and select 'Begin selected form'.
- You'll land on the Info tap which describes what you'll need to fill out.
- Click "Proceed to the form" then fill out all necessary form info.
- If necessary, you can attach any files to the form by taking a photo, or selecting one from your photo library.
- When you're ready, tap the "Submit form" button to submit the form.





Other questions

How can I discard a form?	You can discard any draft forms in the Pending status by selecting the form from the list, tapping the 3 dots in the top-right corner and selecting Discard form.
How do I see forms that have been approved in the past?	The 3rd filter on the Forms screen, named "Forms" shows you all the forms under your account, where you'll find forms that have been approved in the past.
Can I start a form and come back later?	Yes! At each step, we save your progress. You always can start filling out a form, save your progress and come back later.
What happens if my internet drops out while I'm filling out a form?	If your internet connection drops out, you can still begin filling out any forms you have access to. We save your progress on your phone. When you're back online you can then submit your form.

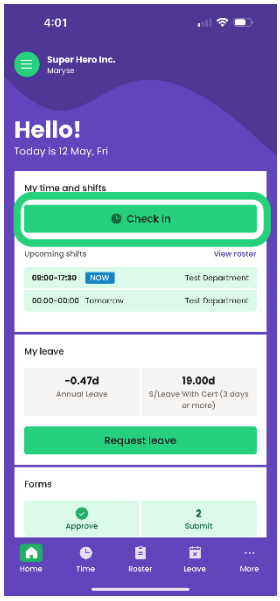
Check In/Check Out

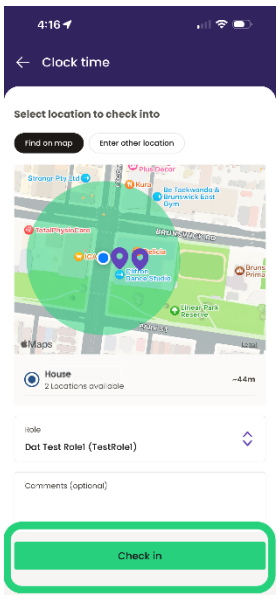
Use the Check In / Check Out feature to clock your time on-the-go. Access this straight from the Home screen.

How do I check in to a shift?

- When it comes time to check in to your shift, go to the Home screen. You'll see upcoming shifts displayed under 'Upcoming shift'.

  When it's time to check in, your rostered shift will appear with a "NOW" icon beside it.

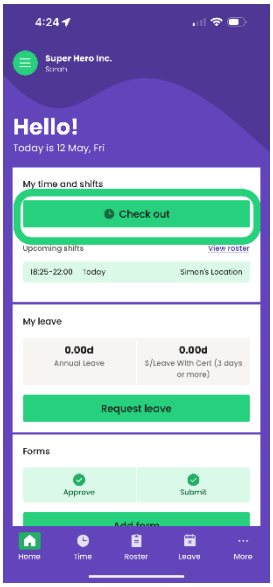


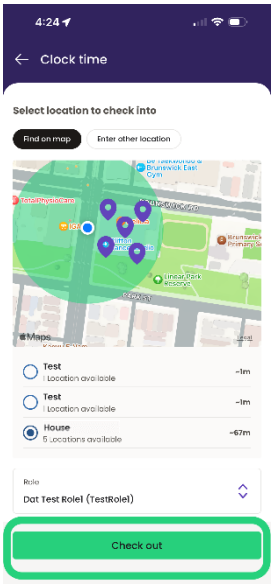


- Simply click the 'Check In' button on the Home screen.
- You'll need to ensure you're located close enough to the designated check-in locations. Once you're in close proximity, location pins will appear on the map. Select the location that you'd like to check in to under the map, enter your Role if required and click the 'Check In' button to check in.

How do I check out of a shift?

- When you're ready to check out, go to the Home screen and click the 'Check Out' button.
- Select the location you're checking out from, ensuring you're in close enough proximity to that location, enter your Role if required and click the 'Check Out' button.





Other questions

It's not detecting my location correctly

The Ready People mobile app needs to access your location to ensure you're close enough to designated locations to check in or out. Ensure you've granted Ready People the "Precise" background location permission in your phone's settings.

I can't see any locations to check in to

Please contact your leader if this is the case to ensure the correct locations are setup.

What happens if my internet drops out when I'm trying to check in or out?

Simply follow the prompts in the app to check in or out of your shift as usual. When your phone's internet access is restored, simply open the app and we'll sync up any checking events while offline.

Options

You will have 3 options available: Switch employer, My details, Preferences.

Switch employer

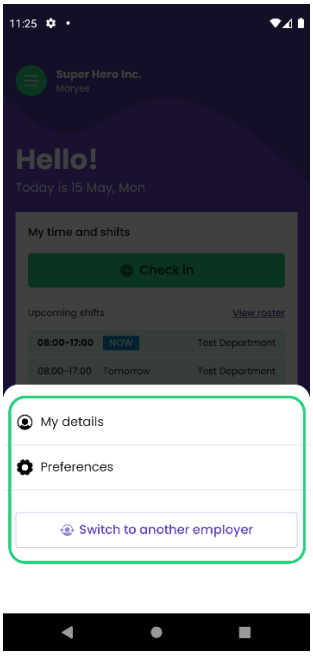
- You will see all the employers you have access to. Click the employer's name to switch.

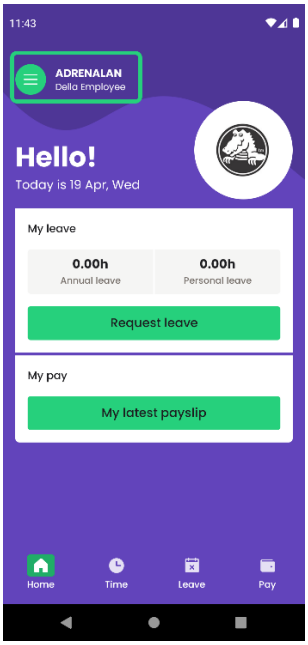
My details

- Where you can view and update your own details

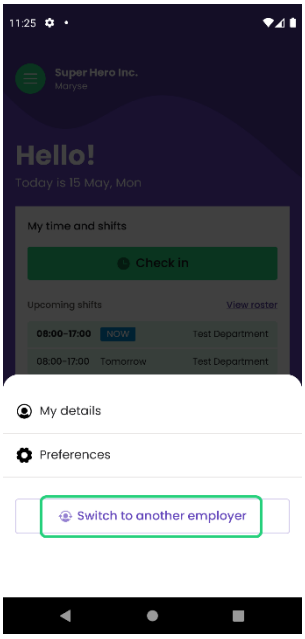
Preferences

- Where you can enable your security, have access to the help sections, reset your password and sign out.





Switch employer



If you work across more than one employer, you have the ability to switch your information between employers.

To switch to another employer, click the top left icon beside your name from the home screen and then select the 'Switch to another employer' button.

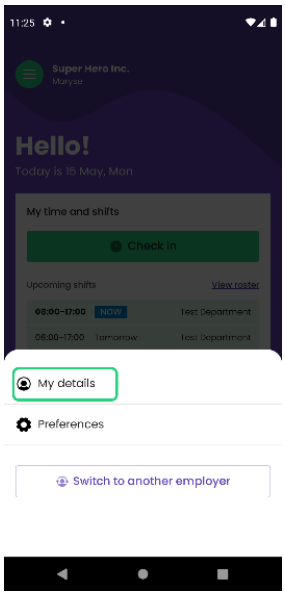
A list of your employers will appear, select the employer by clicking on the employer's name. It will highlight in green with a green tick on the right.

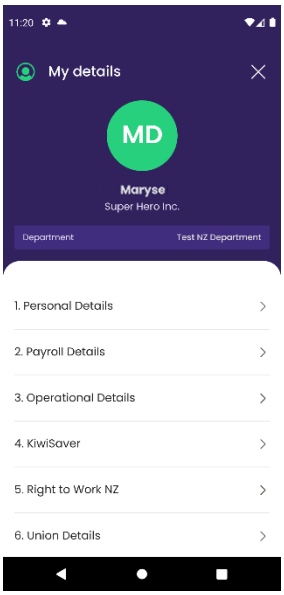
My details

To view your employee details, select ‘My details’. A pop-up box will appear.

Different organisations may have different staff details options shown in Ready People.

Click into each option to view or edit your details such as bank account.





Preferences

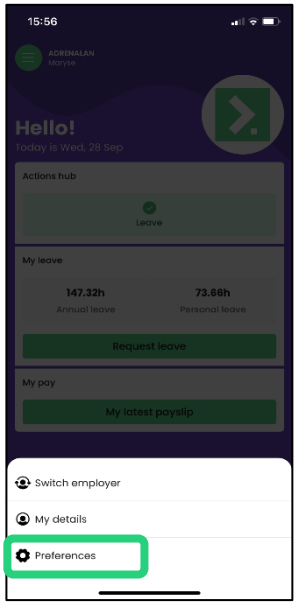
In Preferences, you have three options:

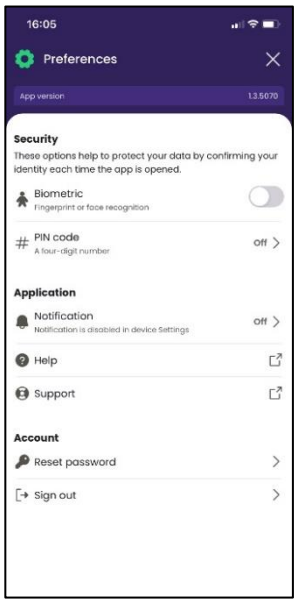
- Security
- Application
- Account

Security is where you can add a fingerprint, face recognition or a 4-digit pin code to log in.

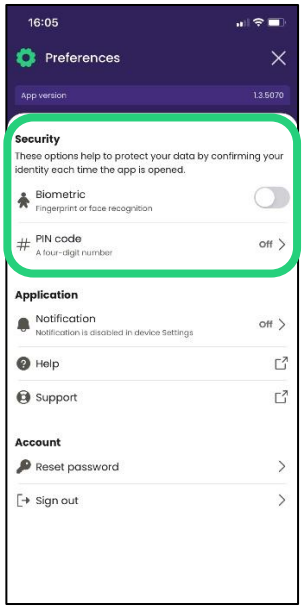
Application is where you can find help, support, and turn your phone notifications on and off.

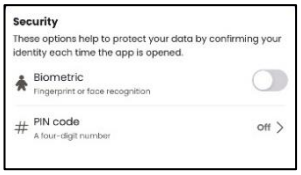
Account is where you can reset your password or sign out of the app.





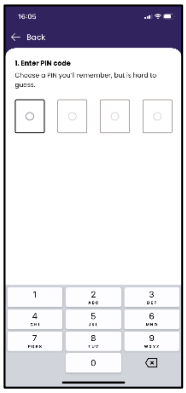
PIN code

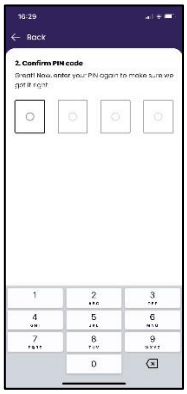




How to create a PIN code

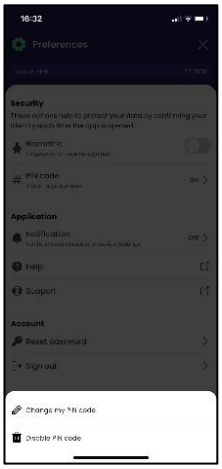
Select PIN code, enter your 4-digit code and confirm your code. When you open your Ready people app, you can now log in with your PIN code:





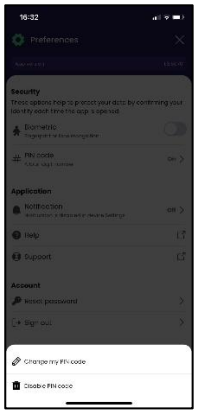
How to change a PIN code

To change your PIN code, click #PIN code. Click change my PIN code. Repeat the steps to create a new PIN code.

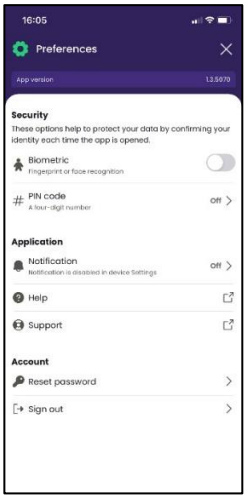


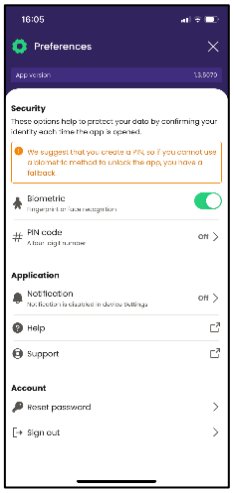
How to disable a PIN code

To disable your PIN code, click #PIN code. Click Disable my PIN code. A confirmation message will appear, choose to disable, or keep.



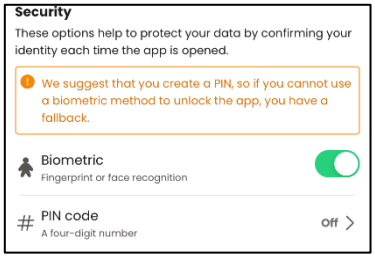
Biometric



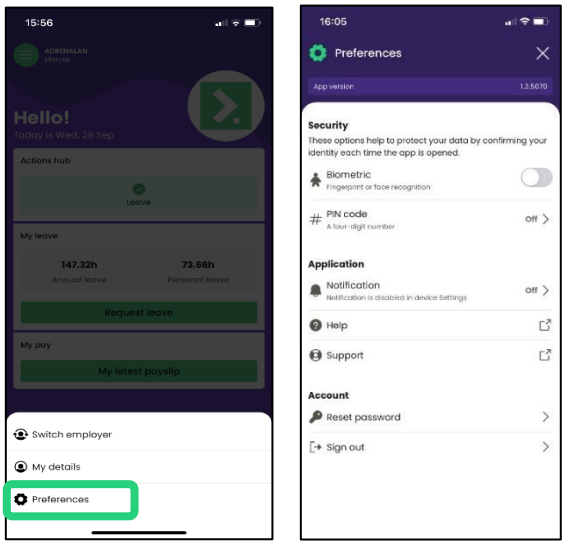


Biometric is available to you for Fingerprint or face recognition and links to your own phone settings.

It is recommended to set a #PIN code as a fallback option.



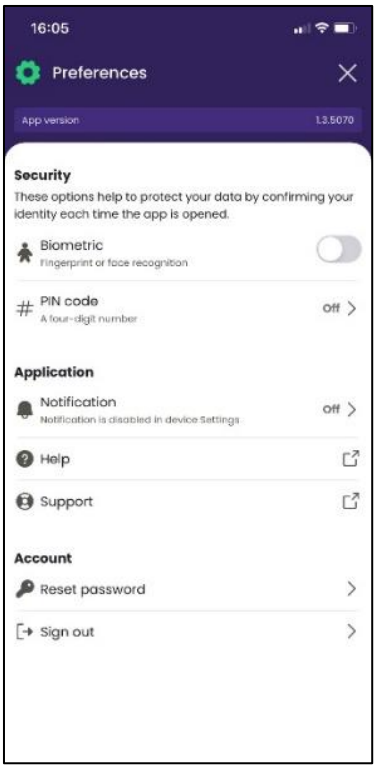
The Application options in the Preferences toggle has three actions:



Notifications – Turn notifications on or off by going to your phone settings. The toggle to open phone settings will be available and will send you to the correct screen in your phone settings.

Help - Opens the online Ready People help centre

Support – allows you to contact your organisation's administrator.



The Account option in the Preferences toggle has two actions:

Reset password – when this toggle is selected, confirm you would like to reset your password and you will receive an email notification.

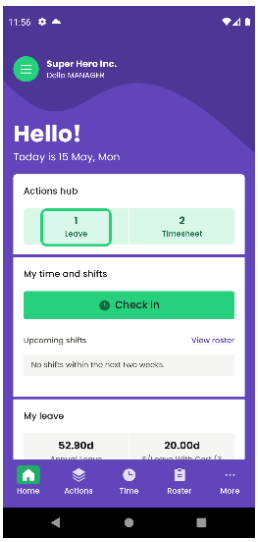
Sign out – a pop up will open to confirm you want to sign out of the Ready People app.

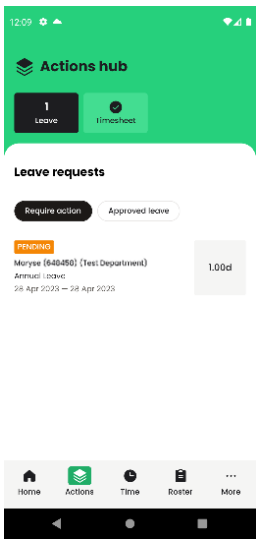
Using Ready People to Manage Your Staff

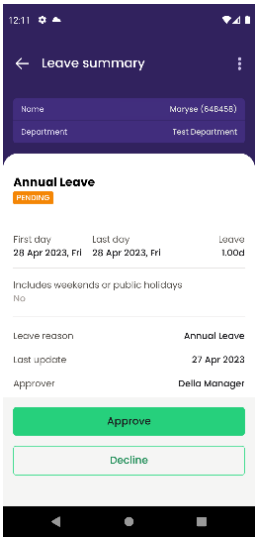
The Action hub allows the manager to access any outstanding actions, such as approve/deny leave requests.

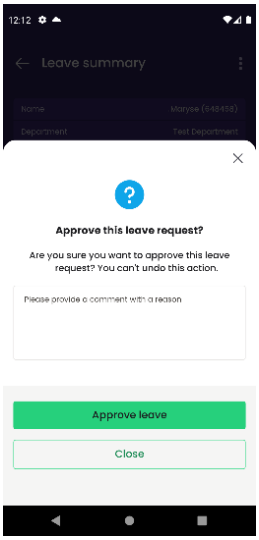
How to Approve Leave

- Select the Actions button at the bottom of your home page screen.
- Click on the leave request.
- Review and Approve the leave by clicking the green Approve button.
- A confirmation message will appear, click 'Approve leave'.



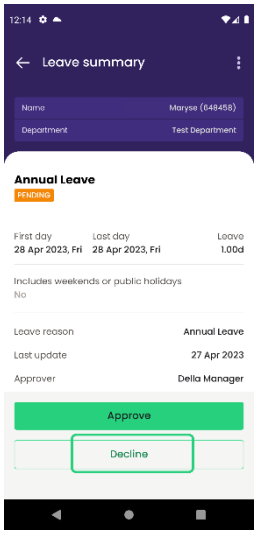


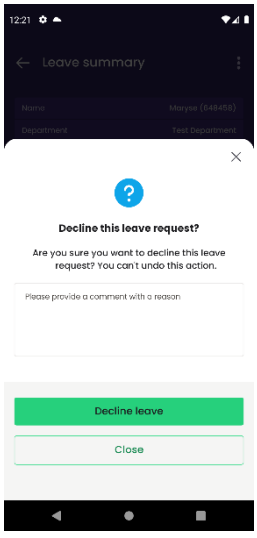




How to Decline Leave

- Select the Actions button at the bottom of your home page screen.
- Click on the leave request.
- Review and Decline the leave by clicking the grey **Decline button.**
- A confirmation message will appear, and you must write a reason for declining the leave
- Click the green **Decline leave** button.

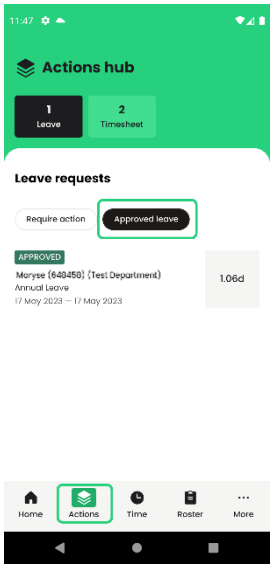


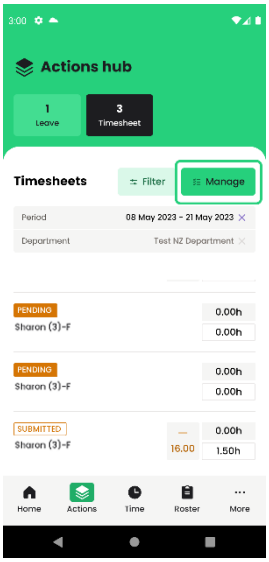


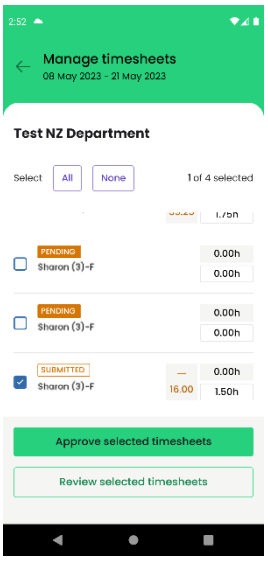
Viewing Approved Leave

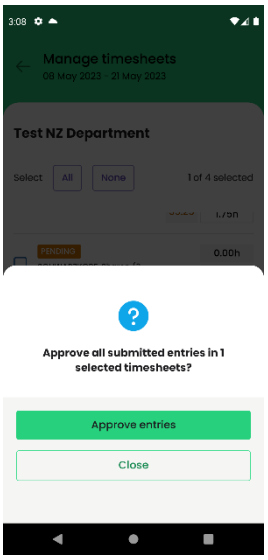
As an Employee, you can view your future approved leaves under Approved Leave in Action hub.

As a Manager, you can view the future leaves you have approved under Approved Leave in Action hub.







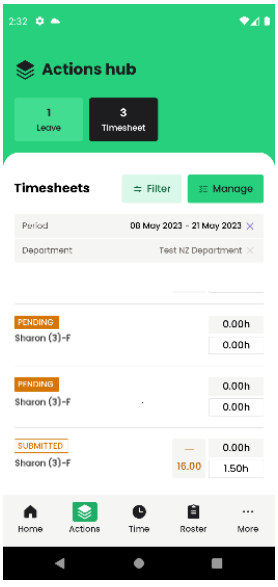


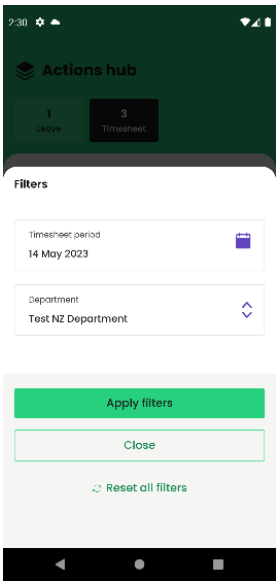
How to Approve Timesheet

Approve

As a manager, you can approve your direct report employees' timesheet in the Action hub. You can see the number of timesheets that need to be approved.

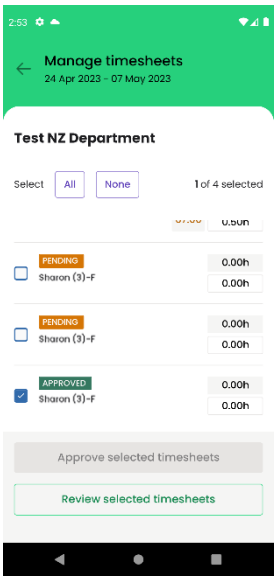
- You can click **Filter** to filter out the dates and departments that you would like to view the timesheet requests.
- Filter date range (Weekly, Fortnightly or Monthly etc) is pay period configured in Ready Workforce in your organization.
- Select the department you would like to view and click Apply filters to apply.
- If you tap **Manage**, you can tick the check boxes to approve multiple timesheets.
- If you choose '**Approve selected timesheets'**, it will pop up a confirmation window to ensure that you would like to approve those selected timesheets, and once the timesheets are approved, the status will be changed to 'Approved'. Employee Kiosk will reflect the status.

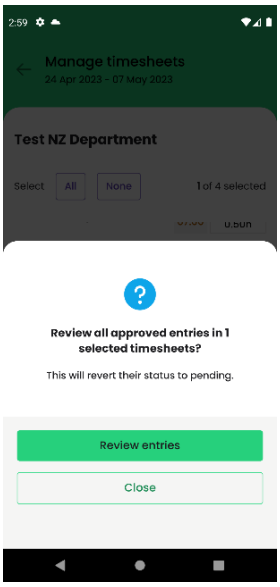




Review selected timesheets

- You can review the approved timesheet. Tick the timesheet entry, you can have the option to select 'Review selected timesheets', once you click it, the timesheet status will be changed to from 'Approved' to 'Pending'

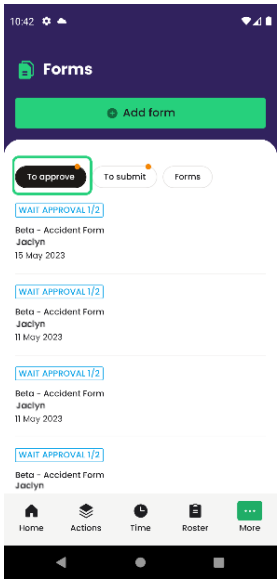


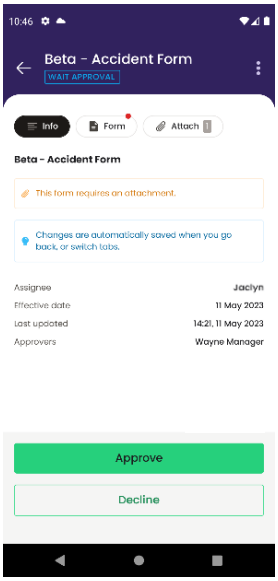


How do I Approve Forms

As a manager, you can manage the forms your staff have submitted.

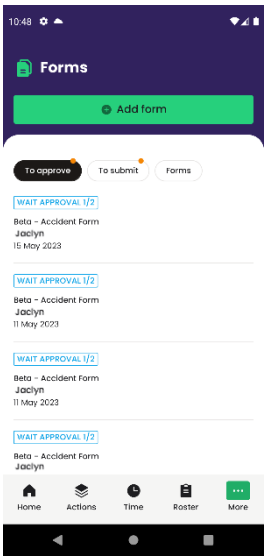
- Under the 'To Approve' filter, you'll find forms that have been submitted and are awaiting your approval.
- Select the form you'd like to approve.
- Click the Approve button at the bottom of the screen.

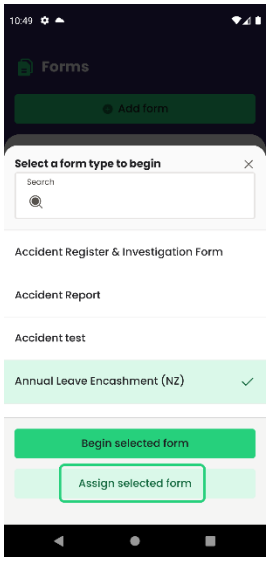


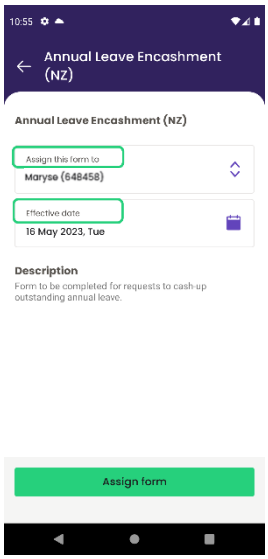


How do I Assign Forms to staff?

- On the Forms screen, click 'Add Form' at the top.
- Search for and select the form you'd like to assign.
- Click the 'Assign Selected Form' button on the bottom.
- Choose the staff member to assign the form to.
- Click 'Assign Form' at the bottom.







Other questions

How do I decline a form?

Select the form you'd like to decline under the To Approve filter. Click the 'Decline button' at the bottom. Provide a comment or reason if applicable before clicking Decline Form.

How do I send a form back?

Select the form you'd like to send back under the 'To Approve' filter. Click the 3 dots menu icon in the top-right corner, then select 'Send Form Back'. Provide a comment or reason if applicable before clicking Send Form Back.

How do I transfer form approval to another manager?

Select the form you'd like to transfer to another Manager under the To Approve filter. Click the 3 dots menu icon in the top-right corner, then select Transfer Form. Select your name under Transfer From, then select who you'd like to Transfer the form to and provide a comment or reason if applicable, before clicking Transfer form.