TEMPBUDDY
MORE WORK, LESS EFFORT

WORKER HANDBOOK

Welcome to TempBuddy,
the future of flexible working, today.

We're thrilled to introduce you to a new way of engaging with your agency.
This short handbook walks you through what you need to know about TempBuddy
and aims to answer any questions you might have.

What is TempBuddy?

It's award-winning software designed to make temporary work
easier and more rewarding.

Downloading the TempBuddy app means you will receive instant
notifications of temporary and contract assignments from your
agency, as well as enabling you to register your hours worked.
It removes the need for paper timesheets, saving you time and hassle.

Giving you control

With one click you can:

- Send real-time availability updates to let your agency know when you're free to work.
- Accept or reject assignments.
- Receive starter onboarding info, including maps for new assignments.
- Manage your work schedule.
- Register your hours worked by clocking in and out to generate automated timesheets.
- Extend bookings when a client asks you to work more hours/days.
- Self-book your own assignments and shifts.

What happens next?

As soon as your agency registers you on TempBuddy you'll receive an email from them. This will contain your username, login details and a link to reset your password, plus links to download the application (app) for IOS or Android.

When you first log in to the app, you'll be asked to take a profile picture. This will be used to verify you when you check in and out of assignments and will be seen by your agency staff and clients. Make sure you take a clear picture of your face with adequate light and a plain background. Although the app has been designed to be very intuitive and easy to use, the email will also include a link to Tempbuddy's training website http://training.tempbuddy.com with some handy tips. The chat bubble can be used to communicate with TempBuddy's customer success team at any time.
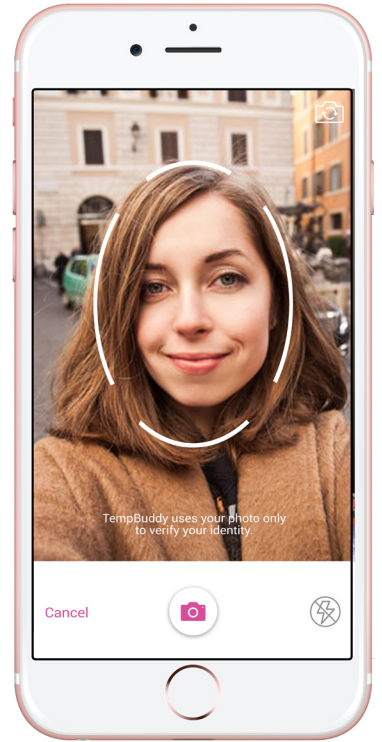
How do I use TempBuddy?

Job Notifications

Going forwards you'll receive notifications of available assignments from your agency on your app or by email, according to your selected settings. When you click on the notification, you'll be able to review the job details. You'll be given information on where the job is, the client, their address and phone number, what time/s and day/s relate to the assignment or shifts and any other relevant details.

With one click you accept or decline this job offer. You can write a message along with your response. The job then disappears from the screen. If your response was yes, you'll see the job on your Schedule tab where you'll be provided with the details of the assignment along with a map.
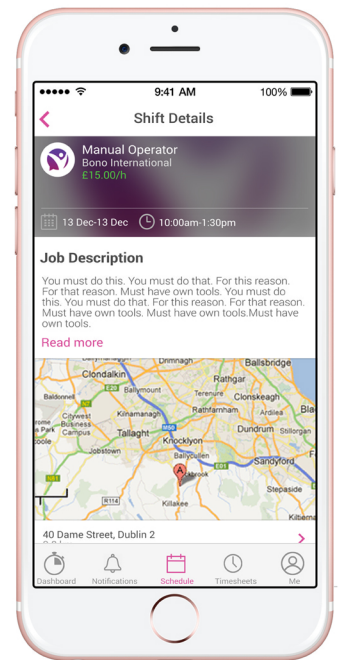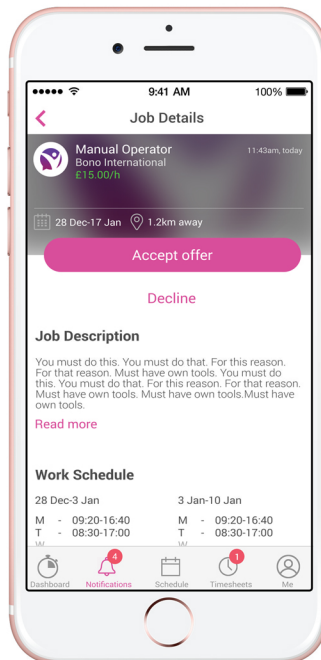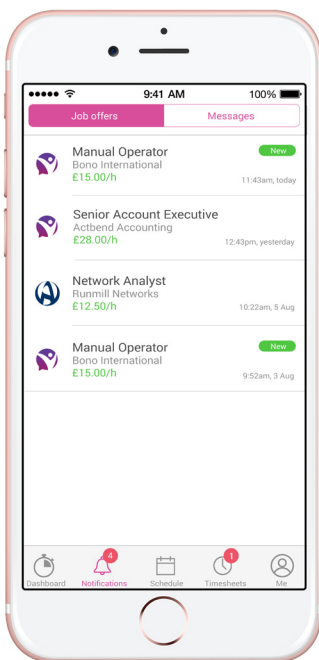
Availability for Work

To advise your agency of your availability for work go to the **Schedule tab and press the clock icon.**
Then, press on the edit icon, select the days and hours that you are available and press Save.
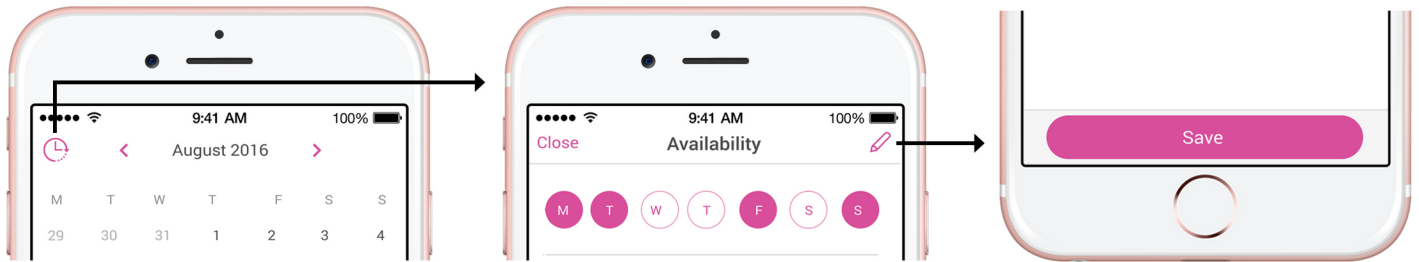
Your general availability that you have set will repeat every week for the next 6 months if you do not make any changes.
Remember that updating your availability maximizes your chance of availing for work that your agency has to offer.
As a smart platform, TempBuddy will look at who is available on the day and will send a job message to those people only.

Check-in & check-out

Your app will make check-in available **three hours** before your shift actually starts.
On that day, you may receive a notification to test check-in prior to your actual check-in, based on your agency's settings.
Your next action screen will show a green button, the name of the job and the time left until you start. Press the arrow icon at the top of the screen to pull down a map showing your job's location. If you own an Android phone, you can click on the pin on your assignment map and an option will appear where you can open google maps.


When it's time to check in, the main button will be labelled 'CHECK IN' with a green indicator around it. You'll be prompted to take a selfie. Take the picture the same way that you took your profile picture with your face in the circle and adequate light. **To start recording your hours of work click on the CHECK IN button.** This verifies your arrival. The agency will be notified on their recruiter dashboard from the second you check in that you're working. They are also notified as soon as you check out. **To clock in and out for breaks, press the ⋯ button and select the "ON A BREAK" option.**
If the time to start your shift has passed, it will be showing a red indicator around the button. Both the agency and client will already be aware you're late. **Click on the CHECK IN button to indicate you've commenced work.**

At the end of your working day/shift check out.
This verifies the end of your working day/shift.
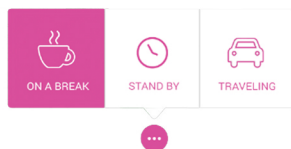
Your hours will be automatically be collated into a digital timesheet
at the end of your working week.

Note: if you check out early by mistake, your timesheet will record that check out. You can check back in, but the check out record will remain and may result in loss of hours. We recommend you contact your agency to advise them of the error.
*If you forget to check in or out, and that was your only shift for the week, then you'll need to edit the timesheet when it's generated and sent to your app or email.*
If you have more shifts you will have the opportunity to manually add the missing days to the timesheet before confirming.

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Timesheet submission

Once you've completed your assignment/working week you'll receive an in-app notification or email from TempBuddy, according to your settings, asking you to review your timesheet. You will see a summary of hours worked, if all looks right send it for approval, or alternatively you can edit the hours on the timesheet.
You can check out the TempBuddy Academy for more information on how to edit your timesheet.

After approval of your timesheet, you are done and can await payment from your agency.
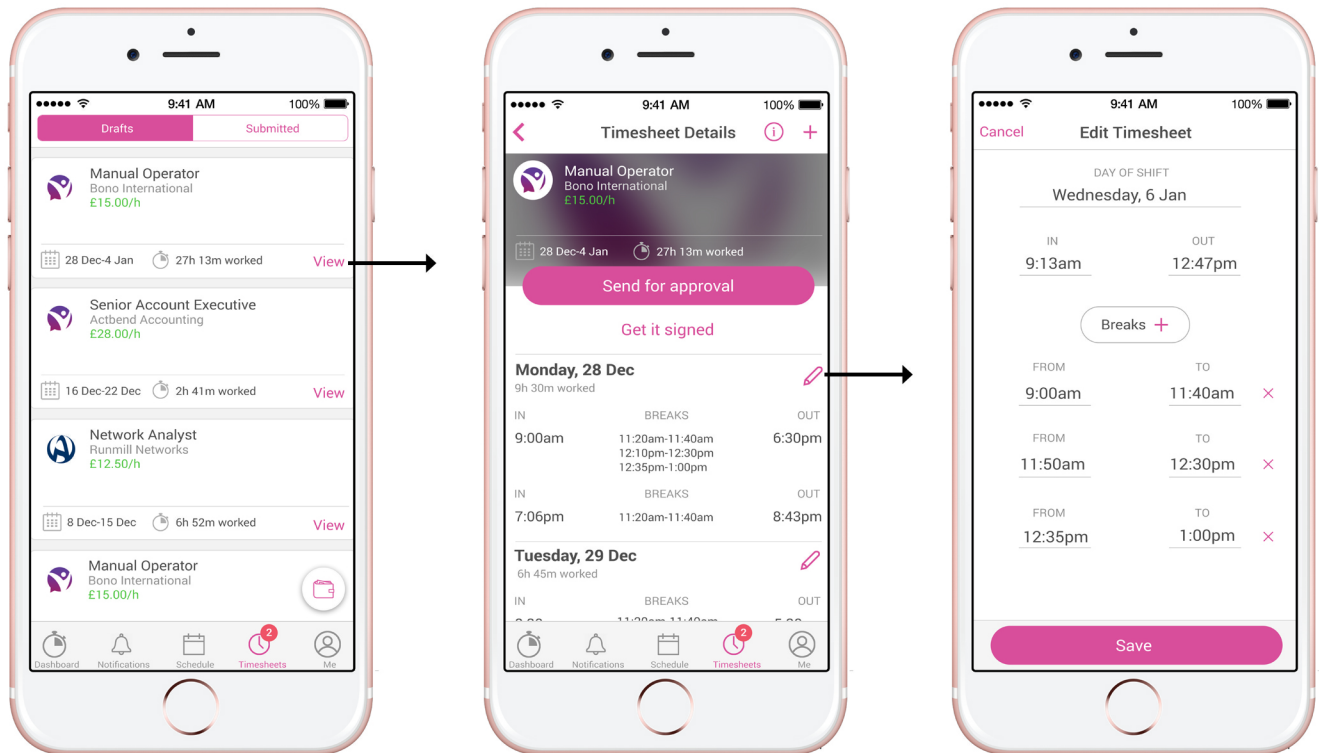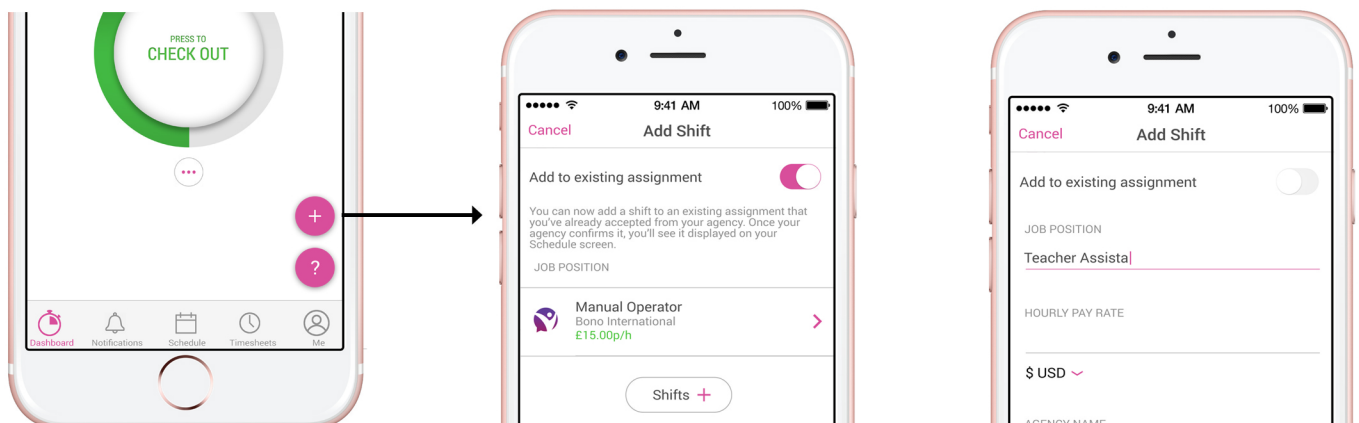

Press the timesheet card to review its details.

To edit any of the recorded days, press on the edit icons that accompany them.

Choose the day of shift and the hours worked and press Save.

Self-book shifts

There are two ways to use the Add Shift functionality. In both cases, you will need to input the date and time that you have worked.

Add to an existing assignment
You can extend bookings if a client has requested you to work more days. The additional shifts that you add will also be reflected in your timesheet.

Record for personal use
In case your agency doesn't use TempBuddy, you can record your shifts through your app instead of using pen and paper. You may then send a digital timesheet to your agency's email.

Frequently Asked Questions

I haven't received the registration email yet

- Confirm the TempBuddy go live date with your agency
- Check your spam folder

I can't log in to the app

- Set your password by clicking on the link in the email from your agency
- Check if the username and password were correctly entered. (No spaces at the start or end)
- Make sure you're using your username and not your email address to log in
- If all of the above fails we can send you a new registration email

I don't have a smartphone

The app is available for iPhones and Android. If you're a Windows user, or don't have a smartphone device, you can use the web portal from your browser by typing https://app.tempbuddy.com/ and logging in with the username and password you've set.

The app store says the app is not available in my country

Your phone may have saved the settings of the app store for another country than your current country of residence. TempBuddy may not have launched in this country yet.

I don't have a network connection at work

The app will still allow you to check in and check out. The app will then sync when a network connection is available.

Does the app track my every movement?

No. We don't track location outside of checked in and out time when you are working as part of our verification process. Even when we receive possible late alerts your exact location is not identified or shared.

Who do I contact about what?

For queries related to the app usage, sign in and registrations please contact TempBuddy. For queries related to jobs and payment, please contact your agency directly.

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How does TempBuddy affect my privacy?

With the power of technology that's in our hands every day, companies need to take responsibility for how they use our data. Tempbuddy, as a provider of technology, is in a strong position to influence how agencies manage their workforce and we take our role in protecting the worker very seriously.
When you download the Tempbuddy app you're entering into an agreement directly with us to provide certain data on your behalf to the agency. In this same agreement we commit to protect your privacy and adhere to relevant data protection laws. Our first responsibility is to you, the worker, in how we use the data we collect from the app.
When it comes to the specifics of location services, Tempbuddy only shares your location with the agency when you check in for work to verify you're on the client's premises, while you're working and when you check out. At other times, Tempbuddy does not store your location.
Up to an hour prior to the start of an assignment, Tempbuddy checks to see if your location is within a specific radius to the place of work. We do not store, share or otherwise identify this exact location with anyone.
Tempbuddy also needs access to your storage/SD card - this is used to temporarily store the photo taken at check in and check out before it is uploaded for verification.
We do not access any other data stored on your phone/SD card.

Is TempBuddy my new employer?

TempBuddy is a software service provided to agencies. You are still employed by the agency that registered you on TempBuddy. If you self-registered on the app then you will be employed by any agency who finds you work in the future.

Are there videos I can watch about how to use TempBuddy?

There are plenty available on our training website http://training.tempbuddy.com/
If you have any other questions, please contact a member of our customer success team who will be happy to help you.

Quick links

WEB PORTAL: https://app.tempbuddy.com/
TRAINING SITE: http://training.tempbuddy.com/
COMPANY WEBSITE: www.tempbuddy.com

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