

Unitemps intelligent staffing solutions



Client guide



Canterbury
Christ Church
University

Ethical • Quality • Community

UNITEMPS

www.unitemps.com

Getting started



Before a temporary worker begins an assignment, it is essential that they have registered on our website and visited one of our branches to establish their eligibility to work in the UK.

This is a **legal requirement**.

In some cases, a temporary worker may have restrictions on their work, due to their visa, which must not be breached. International workers with temporary visas will be required to have document rechecks. In this case, Unitemps will contact you before their eligibility to work expires to ensure that no further work is done until new documentation has been supplied.

Trouble logging on



Verifying contact website username

If you are having difficulty logging onto the website, you may be using an incorrect username. Your consultant will be able to verify the correct username with you over the phone or by email.

Forgotten password

If you have forgotten your password, you can request a new one via the login screen:

- Enter your username and then click **'Forgotten password'**
- Enter your email address and click **'Request password'**
- You will then be sent an email containing a link you can follow to reset your password. This will be sent to the address you provided when creating your account (please note: this link is only valid once and expires after 24 hours. If you are taken to the homepage rather than the password reset page, please request a new link). Please check all spam/clutter folders for this email
- The password must be between 8 and 16 characters and include at least one capital letter and one number. Once you have set your password you will be able to log into your account

Reset your PIN

- To reset your PIN you first need to log on to your account, then click your name in the top right
- In the drop down box click **'Reset PIN'**
- Your new PIN will be sent to the email address registered to your account

Authorising timesheets

How to approve timesheets as a contact

Visit www.unitemps.com and 'login'.

1. Click 'Approve timesheets'
2. Tick the box next to the timesheet(s) you wish to approve
3. Select the action to 'Approve these timesheets'. Enter your PIN and click 'Process timesheets'

Select	Ref	Job	Person	Weekend	Bill	Status	Notes	Hours	Cost code
<input type="checkbox"/>	1962830	Tester for website	Benedict Cumberbatch	29/07/2018	£52.00	Entered		26.00	
<input type="checkbox"/>	2265510	Birmingham Student Visa Test	Birmingham Testington	22/11/2020	£240.00	Entered		20.00	
<input type="checkbox"/>	2265511	Leicester Student Visa Test	Leicester Testington10	29/11/2020	£98.01	Entered		9.00	
<input type="checkbox"/>	2265512	Leicester Student Visa Test	Leicester Testington20	29/11/2020	£196.02	Entered		18.00	
<input type="checkbox"/>	1951546	Tester for website	Marketing User	08/07/2018	£46.00	Entered		23.00	
<input type="checkbox"/>	2265516	Nottingham Student Visa 10 Test	Nottingham Testington10	29/11/2020	£101.60	Entered		8.00	
<input type="checkbox"/>	1917501	Cylon Infiltration Detector	Test 1 STG Test 1 STG	10/06/2018	£36.93	Entered		3.50	
<input type="checkbox"/>	2056739	Test Office - UNW-135 Scenario2	Test 1 STG Test 1 STG	21/10/2018	£8.00	Entered		4.00	
<input type="checkbox"/>	2056740	Test Office - UNW-135 Scenario2	Test 1 STG Test 1 STG	28/10/2018	£9.50	Entered		4.75	
<input type="checkbox"/>	2265343	Test UNW-133	Test 1 UK Test 1 UK	04/08/2019	£190.00	Entered		95.00	535383-D-OTH-172819-2216

4. You will then receive an email confirming the timesheet(s) have been approved.

Rejecting timesheets

You can reject a timesheet on the following grounds:

- Inaccurate hours
- Incorrect week ending date
- Need to enter breaks
- This person does not work for me
- Submitted for wrong job

How to reject timesheets as a contact

Visit www.unitemps.com and 'login'.

1. Click 'Approve timesheets'

2. Tick the box next to the timesheet(s) you wish to reject
3. Change the action in the drop down box to 'Reject timesheet' along with the appropriate reason

Scenario2

<input type="checkbox"/>	2265343	Test UNW-133	Test 1 UK Test 1 UK	04/08/2019	£190.00	Entered	95.00	535383-D-OTH-172819-2216
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Displaying 1 to 52

By approving the timesheet(s) you are confirming that all hours claimed are an accurate account of the time and days actually worked.

Enter your pin

Action

- Approve these timesheets:
- AUTHORISE:
- Approve these timesheets:
- REJECT TIMESHEET (specify):
- Inaccurate hours
- Incorrect week ending date
- Need to enter breaks
- This person does not work for me
- Submitted for wrong job

Navigation: [Home](#) [About us](#) [Terms and conditions of use](#) [Work with Unitemps](#) [Work at Unitemps](#) [Contact us to find out more](#)

4. Both you and the worker will receive an email to confirm the timesheet has been rejected along with the reasons why

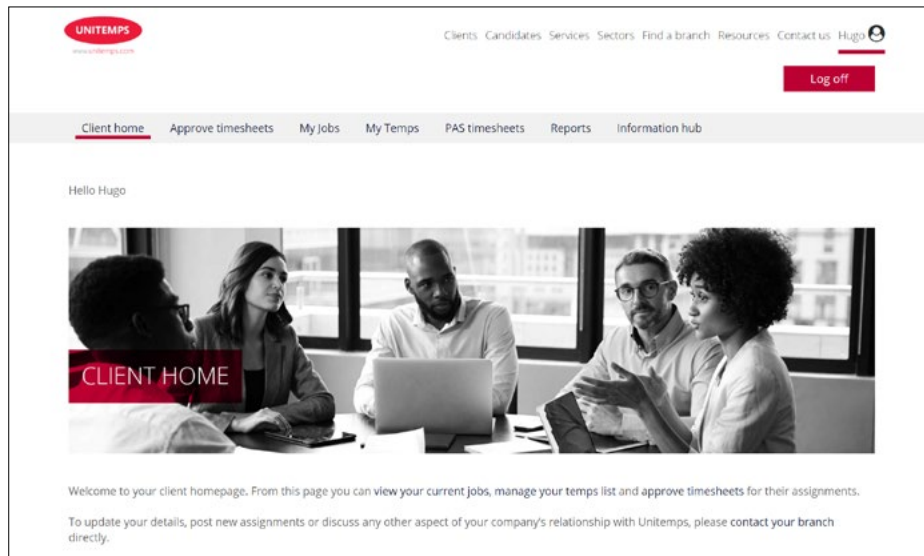
The worker will then be able to resubmit the timesheet with the correct information. Please speak to your Unitemps consultant if you have any questions.

Client information

Once you are logged onto your account, you can access the information hub which provides some useful information regarding:

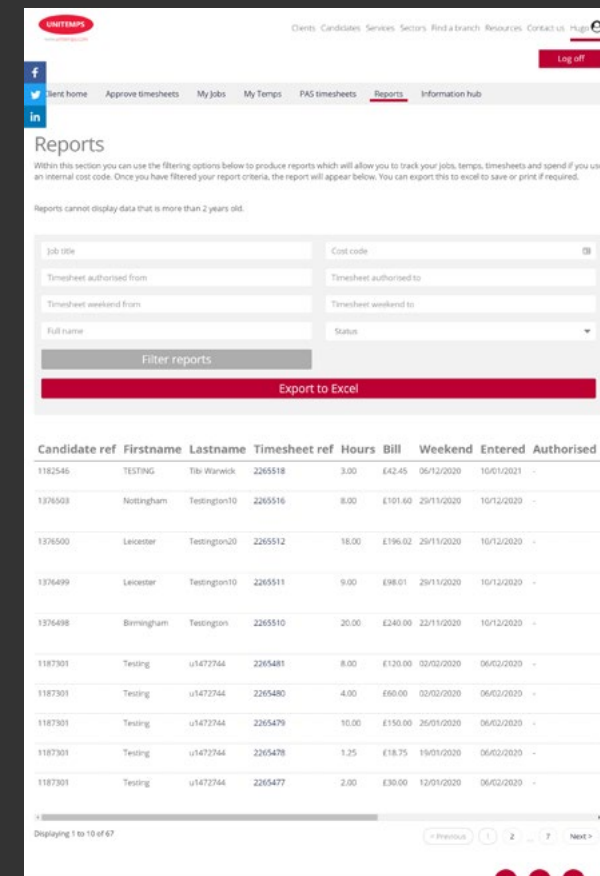
- Right to work and visa checks
- Agency worker regulations
- Working time regulations
- Young workers
- Statutory sick pay
- Health and safety information
- Equality and diversity
- Payroll and invoicing
- Complaints policy and procedure
- Unitemps harassment policy and procedure

To access it, select **'Information Hub'** from the grey navigation menu. This will take you to the Information Hub, where you can select **'Client'** from the drop-down menu.



To obtain reports visit www.unitemps.com and login

- From your **'Client home'** page, click on **'Reports'**
- Here you can select a number of filtering options to produce reports which will allow you to track your jobs, temps, timesheets and spend if you use an internal cost code
- The default report is for all timesheets associated with your account. You can use the fields to narrow down your results, and once you are happy with your selection click **'Filter reports'**
- Once you have filtered your report criteria, the report will appear. You can export this to excel to save or print if required



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