



OXFORDSOFTWARE

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iTempaid Queries

If, after reading this guide, you have general questions or queries about iTempaid, you can email these to admin@stepahead.co.uk or call us on 020 7400 6260.

If you do not receive your iTempaid activation email or it does not work, please call the Finance Team on 020 7400 6266 or email them at Finance@stepahead.co.uk

If you do not have a timesheet for the current week (remember that these will normally be issued on Friday of the week prior), please call your consultant or email admin@stepahead.co.uk

Do you have other queries?

If you have a pay or tax query, please contact the Finance Team (see contact details above).

If you have a pensions query, please email admin@stepahead.co.uk

If your enquiry is not related to iTempaid and concerns temporary, apprentice or permanent work, please contact your consultant.

Activating and Accessing Your iTempaid Account

Activating your iTempaid Account

If you are new to iTempaid, you will need to activate your account before you can use it.

You do this by clicking on the Activation Link we have sent you. Please contact our Finance Team on 020 7400 6266 or by emailing Finance@stepahead.co.uk if you have not received your Activation Link.

Clicking on the activation link takes you to a window where you need to enter a password.

The password is one of your choice but we recommend that you use a combination of letters and numbers. You will be prompted to enter your password a second time to confirm it.

Your account will now be activated and you will be taken to the normal login screen.

Once you have activated your account, the activation link will no longer work.

To log onto your iTempaid account in future, go to
<http://www.iTempaid.co.uk/TempPortal>

Log on to your iTempaid account

To log onto your iTempaid account in future, go to <http://www.iTempaid.co.uk/TempPortal>



The screenshot shows the 'Welcome to iTempaid Temp Portal' login page. It features a title, a prompt to enter login details, two input fields for 'Email Address' and 'Password', a 'Login' button, a 'Forgotten Password' link, and an 'Our Cookie Policy' link at the bottom.

Enter your email address and password where shown. Now click the login button.

Step Ahead cares that our systems and your and our Flexible Employees and Apprentices data are both secure and GDPR compliant, so this takes you to an identify confirmation screen.



The screenshot shows the 'Confirm Details' screen. It asks the user to confirm they are 'Abacus'. Below this, it provides a warning to read the Terms and Conditions and a note that users not named should log out immediately. At the bottom, there are 'Log Out' and 'Continue' buttons.

To confirm you are the person named click "Continue". This will take you into your Timesheets.

If you are not the person named, please click 'Log Out' and contact us immediately (calling the Finance Team on 020 7400 6266 or email Finance@stepahead.co.uk

Guide to Icons and Buttons on your iTempaid site

Once you are logged in, you will see a screen similar to the image below which shows your picklist of timesheets.

Exactly you see will depend on the configuration and modules Step Ahead are using (during the initial period following roll-out only the Timesheets option may be visible and the option to view Payslips may only become available at a later date).



Export to Excel



Exports the timesheets to Excel.

Back



Back will take you back one stage/screen.

Inside Timesheets: Day to View and Week view



Each icon shows a **specific date to view** with an **All Week View** icon at the end (right-hand side).

Inside Timesheets: Job Lines

Enter details for: **Monday 13th May**
 Job: **CATERING**
 Time Rate: **NORM**

Start Time	End Time	Breaks(Mins)	Hours Worked
HH : MM 09 : 00	HH : MM 17 : 00	60.00	7.00

Buttons: Copy, Cancel, Save

Clicking on a job line presents you with an entry box where you can view (or complete) the details.

You can also copy the data to auto-fill the same details into other days.

Click the cross to cancel your entry in the timesheet line.

Click the tick to save your entry in the timesheet line.



Click on the green tick to **confirm** your Timesheet once all dates and times have been entered and you have checked they are correct.

If you have already confirmed your timesheet you can click the red cross to **unconfirm** your timesheet and correct any mistakes before confirming again.

Disputing a timesheet



If our client enters your timesheet for you and you do not agree the hours, you can log in to view the hours and click this icon if you wish to Dispute the Timesheet Hours entered.

Step Ahead will provide appropriate support to resolve the issue.

Timesheet Authorisation Process: Standard

Most Step Ahead clients use our standard process where Flexible Employees/Apprentices enter their own timesheet hours onto iTempaid.

However, a few do not.

If we have arranged an assignment for you with a client who has opted to enter the timesheet hours on your behalf, please refer to the Timesheet Process described in the next section.

When you logon to iTempaid, you will see a screen similar to that below. This shows you all available timesheet by weekending date, specifying which company it is for and what the current status of the timesheet is.

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PAYSLIPS TIMESHEETS Change Password Log Out

Timesheets For: **Norman Adeoye** Export

Click on a Timesheet to View/Enter Start/End Times or Hours

Weekending	Start Date	Timesheet	Agency Name	Client Name	Contact Name	Status
02/06/2013	27/05/2013	00014612	My Weekly Company	A.C.C. (C.W.S.)	qwerty	Unconfirmed
05/05/2013	29/04/2013	00014539	My Weekly Company	A One Transport	Benny Blue	Unconfirmed
12/05/2013	06/05/2013	00014540	My Weekly Company	A One Transport	Benny Blue	Unconfirmed
12/05/2013	06/05/2013	00014537	My Weekly Company	A One Transport	Benny Blue	Unconfirmed

Double-click on a Timesheet on the list to open it and a screen similar to this one below will open showing each of the days available for you to complete hours and the job title/description.

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PAYSLIPS TIMESHEETS Change Password Log Out

SAT 06 APR SUN 07 APR MON 08 APR TUE 09 APR WEDS 10 APR THUR 11 APR FRI 12 APR WEEK ALL VIEW Export Back

Click to Enter Start/End Times or Hours Worked for WeekEnding: **12/04/2013** Timesheet Number: **00000001**

Date Worked	Job Code	Description	Time Rate	Start Time	End Time	Break(Mins)	Hours Worked
Saturday 6th April	BKKP	Bookkeeping	NORM	06:00	14:00	30:00	7.50
Sunday 7th April	BKKP	Bookkeeping	NORM	hh:mm	hh:mm	0:00	0.00
Monday 8th April	BKKP	Bookkeeping	NORM	06:00	14:00	30:00	7.50
Tuesday 9th April	BKKP	Bookkeeping	NORM	08:00	16:00	30:00	7.50
Wednesday 10th April	BKKP	Bookkeeping	NORM	14:00	22:00	30:00	7.50
Thursday 11th April	BKKP	Bookkeeping	NORM	06:00	14:00	30:00	7.50
Friday 12th April	BKKP	Bookkeeping	NORM	08:30	16:30	30:00	7.50

Populate the timesheet

Double click on a line to open the edit/entry pop-up window.

The screenshot shows the iTempaid software interface. A pop-up window titled 'Enter details for: Monday 10th June' is open. It contains the following information:
Job: CATERING
Time Rate: NORM
Fields for Start Time, End Time, Breaks (Mins), and Hours Worked, each with 'HH : MM' and 'hh : mm' input formats.
A 'Copy' button is located to the right of the input fields.
At the bottom, there are 'Cancel' (with a red X icon) and 'Save' (with a green checkmark icon) buttons.

- Enter the start time.
- Enter the end time.
- Enter the total unpaid break(s) time (in minutes).
- Click save.

The number of hours is automatically calculated.

Repeat for each line on the timesheet until the week is complete.

Any day on which you did not work in this assignment (including any day on which you took leave, were absent on sick leave or were not required to work on a bank holiday etc) must be left at zero. Only working hours and unpaid breaks within working hours should be recorded on the timesheet.

Are the working hours and break times the same on multiple days?
You can populate them using the Copy Feature

Confirming (Submitting) Your Timesheets

Once you are happy all details have been entered accurately, click the **Confirm Timesheet** button.

The screenshot shows the iTempaid software interface. At the top, it displays:
Timesheet Number: 00000001
Timesheet Status: UNCONFIRMED
Total Hours Worked: 45.00
Week Ending: 12/04/2013
Total Non Hourly Pay: 0.00
Total Pay: 450.00
A red arrow points from the text 'click the Confirm Timesheet button' to the 'Confirm Timesheet' button, which is a green checkmark icon.

After clicking on **confirm** you will see a confirmation message, like that below.

The screenshot shows a confirmation message dialog box with the following text:
MESSAGE
By CONFIRMING this timesheet you are confirming that you have read and agree to the terms and conditions below.
(Once the timesheet is confirmed it will be submitted to the client for authorisation.)
Are you sure?
At the bottom, there are three buttons: 'Cancel' (with a red X icon), 'T&Cs' (with a blue document icon), and 'OK' (with a green checkmark icon).



Click on the **T&Cs** icon to view our terms and conditions and other information that we wish you to be aware of.

After reading these carefully, click ok to continue. You will be returned to the timesheet page so you can complete any remaining timesheets

Once you have confirmed your timesheet, your line manager may dispute your hours if they do not agree them. This will generate an email which comes to you or to Step Ahead. You will also see this status on your iTempaid account.

Remember that it is always your responsibility to submit your hours accurately and to ensure your timesheet is approved by 10:30am each Tuesday to be in time for payroll.

Timesheet Authorisation Process: Non-Standard (For use only where our client enters your hours on your behalf)

If we have arranged for our client to enter timesheet hours on your behalf, the below describes the timesheet process for this.

Most Step Ahead clients use our standard process where temporary staff have entered their own timesheets onto iTempaid; that process is described in the previous section.

Once the client has completed and confirmed your timesheet, you can log onto your iTempaid account and check that you agree with the details the client has entered and dispute it if you do not believe it to be accurate.

After logging on, you will be taken to the screen below showing all the currently uploaded timesheets.

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PAYSLIPS		TIMESHEETS		Change Password	Log Out	
Timesheets For: Oberon Abrahams				 Export		
Click on a Timesheet to View/Enter Start/End Times or Hours						
Weekending	Start Date	Timesheet	Agency Name	Client Name	Contact Name	Status
27/10/2013	21/10/2013	00000581	My Weekly Company	A W MORRIS	Mr Morris	Confirmed by Temp
30/06/2013	24/06/2013	00000044	My Weekly Company	A One Transport	Benny Blue	Unconfirmed
18/06/2013	10/06/2013	00014683	My Weekly Company	A One Transport	Benny Blue	Authorised by Client
12/05/2013	06/05/2013	00014536	My Weekly Company	A One Transport	Benny Blue	Unconfirmed

Click into a specific Timesheet to see a breakdown of all the information entered – for the week or for any specific day.

PAYSLIPS		TIMESHEETS		Change Password	Log Out				
MON 10 JUN	TUE 11 JUN	WEDS 12 JUN	THUR 13 JUN	FRI 14 JUN	SAT 15 JUN	SUN 16 JUN	WEEK ALL VIEW	 Export	Back
Click to Enter Start/End Times or Hours Worked for WeekEnding: 16/06/2013						Timesheet Number: 00014683			
Date Worked	Job Code	Description	Time Rate	Start Time	End Time	Break(Mins)	Hours Worked		
Monday 10th June	CAT	CATERING	1.00	09:00	17:00	90.00	6.50		
Tuesday 11th June	CAT	CATERING	1.00	09:00	17:00	90.00	6.50		
Wednesday 12th June	CAT	CATERING	1.00	09:00	17:00	90.00	6.50		
Thursday 13th June	CAT	CATERING	1.00	09:00	17:00	90.00	6.50		
Friday 14th June	CAT	CATERING	1.00	09:00	13:00	30.00	3.50		
Saturday 15th June	CAT	CATERING	1.00	hh:mm	hh:mm	0.00	0.00		
Sunday 16th June	CAT	CATERING	1.00	hh:mm	hh:mm	0.00	0.00		
Timesheet Number: 00014683		Timesheet Status		Total Hours Worked: 29.50					
Week Ending: 16/06/2013		AUTHORISED BY CLIENT		Total Non Hourly Pay: 0					
				Total Pay: 177.00					

Disputing a Timesheet

Simply click **Dispute Timesheet** if you wish to dispute the timesheet

If you are not happy to confirm that the timesheet is accurate and clicked on the icon to dispute the timesheet, you will see a message like this one below prompting you to confirm that.



If you clicked on Dispute in error, click on **Cancel**.

If you do intend to dispute the timesheet, click **OK** and you will be prompted to give your reasons.



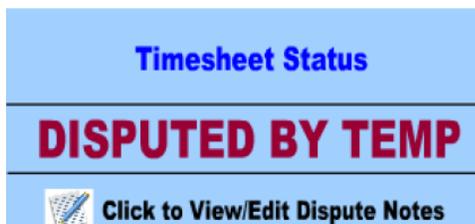
Type your reasons into the text box and click **OK** when complete.

It is important to be as clear as possible in giving your reasons as this helps to speed up the process of resolving the issue.

We recommend that you also tick the **Email Client** box as this will usually be the best means of resolving any disputed hours quickly. However, if you do not, Step Ahead will still receive them and can address this with the client – however, this is not automated and may thus result in delays.



On occasions, however, it may not be appropriate and, for this reason, you are asked to confirm if you meant to send the dispute email to the client.



A disputed timesheet will be given an updated status as shown in the picture here.

Click on **View/Edit Dispute Notes** to remind yourself of the basis of dispute or to edit this information, with the option to email the update to the client on each occasion.

Confirming a previously disputed timesheet



Once the client has altered and confirmed a corrected timesheet, you will receive a notification of this and can log on and check that the alterations meet with your approval.

Remember: only when Step Ahead has received an authorised timesheet can we process the associated wages in the next available payroll. Keep track of your timesheets and ensure they are confirmed by 10:30am on Tuesday each week

Note also that you may **Undispute timesheet** at any time if a dispute has been flagged in error.

You will always be asked to confirm that you are sure you wish to undispute.