HelloFlex Learnings.

HelloFlex Tutorials

HelloFlex - General use for candidate

DATE

23-10-2023

DOCUMENT VERSION

R3

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Welcome to HelloFlex

We use HelloFlex, an online platform that offers 24/7 access to your payslips, annual statements, reservations and payments. You can also us it to sign your contract(s) and submit and view timecards.

HelloFlex works in any web browser on PCs, Apple devices, tablets and smartphones.

When action is required of you, we will send you an email invitation to take action. The email contains a direct link to the appropriate summary page, specific timecard, or document. You can also find items awaiting action through the dashboard on your personal page.

This tutorial is aimed at getting you started with registration, the sign-in process, and navigating in HelloFlex
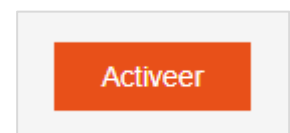
Activation

Let's start with how you can access HelloFlex. We will send an account activation email to the email account you specified.

Example

Click "*Activate*" to open the registration page.

If the "Activate" button in the activation email doesn't work, you can also copy the link at the bottom of the email and paste it into your browser's URL bar.

Two-factor authentication

To secure your account we are going to configure two factor authentication for you.

One time pincode

Please check your mobile (***********678). You received a SMS with an one time pincode

Fill in

Resend one time pincode

Verify

SMS

During registration, a verification code will be sent to your mobile number via SMS. Enter the code in the "Verification code" field. This requires your current mobile number to be registered with us.

When activating your account, you may also be required to enter the number and/or expiration date of your ID for verification.

Create password

You can create your password to sign in.

Please note that your password must contain certain characters, as shown in the image to the right.
When you have created the password, the registration is complete.

Register password

Password
Please register your new password. For your online safety we require the following password conditions:

- At least 15 characters long;
- Previous used password can not be reused;
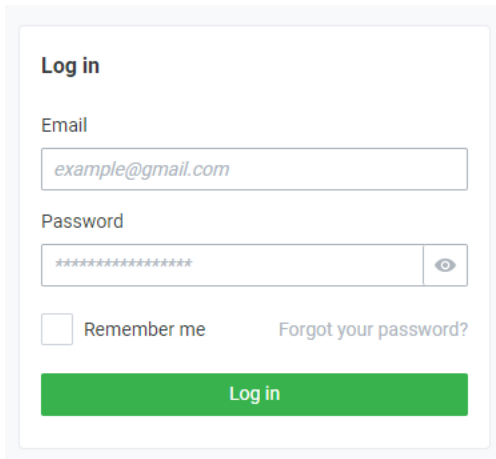- You can not use parts of your name in the password

Password *

****

Confirm password *

****

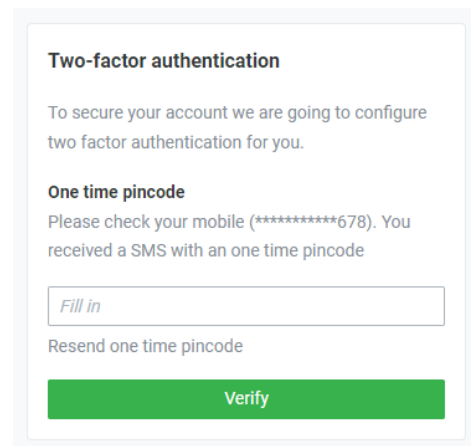**Apply**

Sign in with your email address and password.

If you have forgotten your password, click "Forgot password?". You will receive an email with a link to create a new password.

Verification

Additional verification is enabled for your account. This is two-factor authentication through a smartphone app.

When this process is used, in addition to your password, you will have to enter a code sent by SMS to the mobile number you provided.

Two-factor authentication

To secure your account we are going to configure two factor authentication for you.

One time pincode
Please check your mobile (***********678). You received a SMS with an one time pincode

Fill in

Resend one time pincode

Verify

Two-factor authentication

When two-factor authentication is enabled, an SMS code will be sent to the mobile number you provided, as described in the "*SMS authentication*" instruction above.

You will then be instructed to scan a QR code (the large black and white square) via an app, as shown in the image on the right. You need to install the app on your smartphone.

The following apps are supported:

Google Authenticator, Microsoft Authenticat, Duo Mobile and Authy

Grant the app access to your phone's camera. Now you can scan the QR code with your camera.

The app will return a 6-digit code to enter on the screen.

Please note: the code refreshes every thirty seconds!

Your browser can remember the code for 30 days using cookies. If you are working from a different device or browser, or if your browser's cookies have been deleted, you will have to re-enter the 6-digit code when signing in.

If the QR code does not work, you can try the manual code (below the QR code). Alternatively, you can try
whether the other apps work and check whether your smartphone's software is up to date.

After entering the code, you will be signed in and can get started in HelloFlex.
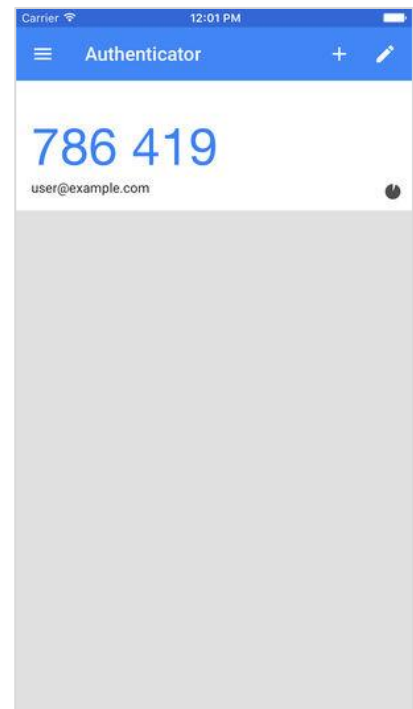
Navigating in HelloFlex

Dashboard

The "Dashboard" is the module that loads when you sign into the HelloFlex portal.

The dashboard serves as an information overview. Depending on which modules are enabled for you, you can see required actions, details, comments, filter results, recently viewed items and news. Each module can be folded in and out. By default, all available items are expanded to display the information they contain.

Example of the dashboard overview page
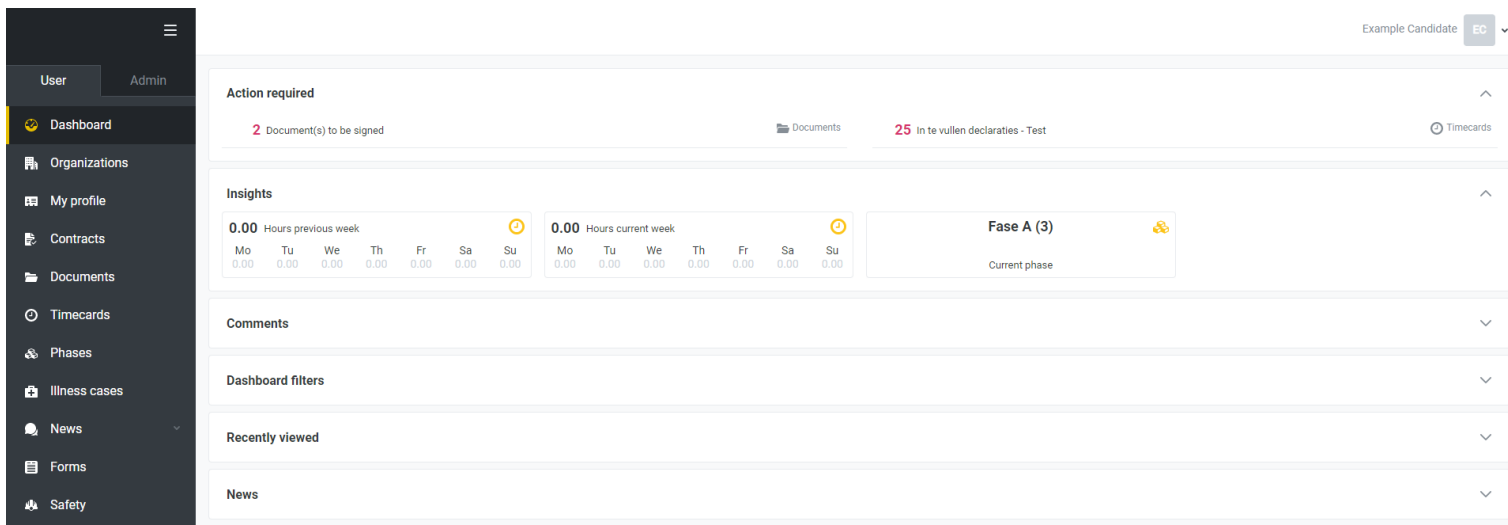
In addition to the dashboard, where you can see what actions are expected of you, such as signing a contract or filling in a timecard, we will also email you when an action is expected of you.

For example, you will receive an email when a timecard is ready for you to complete. You can open the timecard in question directly by clicking the link in the email.

Modules

The modules available to you are displayed on the left side of each screen, depending on the access set by the agency.

Dashboard

This is your personal dashboard.

Organizations

An overview of the organizations that you have a contract with.

My profile

An overview of your personal details as known to us.

Contracts

An overview of information about your contracts.

Documents

An overview of your documents, such as your employment contract.

Timecards

An overview of your timecards. This is also where you submit timecards and can view the status of a timecard.

The potential statuses of a timecards are:

- Report: the action is yours; it is up to you to fill in the timecards;
- Submitted: you have submitted the timecard, and it is now awaiting approval;
- Rejected: your claim has been rejected by the principal. The reason will be listed. You must edit the timecard;
- Completed: the claim has been completed by you and approved by the principal;
- Processed: the claim has been processed for your payment. As explained previously, when action is required from you, such as filling in a timecard or reviewing and signing your employment agreement, we will notify you by email.
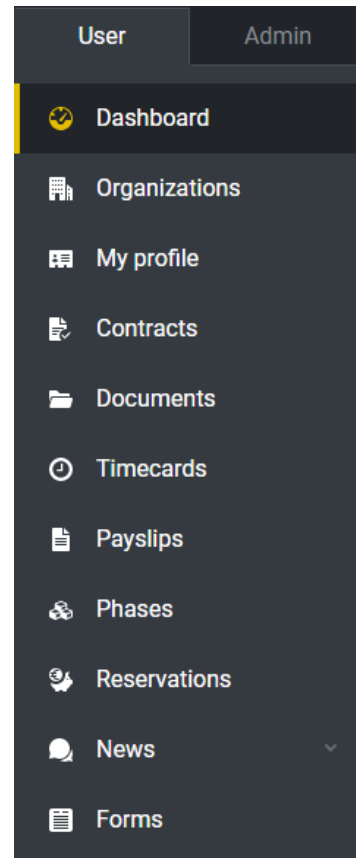
Payslips

An overview of your pay slips.

Phases

An overview of your position in the deployment phase.

Reservations

An overview of your accrued reservations, including leave and holiday pay.

Payments

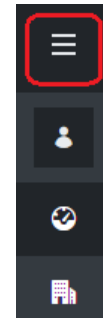An overview of information about payments.

Newsroom / News

If you have access to this module, an overview of our published news items will be available here.

Forms

If you have access to this module, an overview of your forms will be available here.

You can collapse the module window
by clicking the icon with the three lines in the upper left corner of the menu.

Within a module

Clicking on a module will open an overview page. The example below uses the timecards page (see 1).

Click on one of the lines to open the corresponding hourly timecard.

(2) You can add and remove columns to arrange your overview to your liking.

(3) The available filters are located on the right side of each module. You can use the filters to narrow down your selection.

(4) When a filter is applied, it will be displayed at the top of the filter.

You can also see which filter(s) you have applied above your results *(in this example, cost centre 152 (location Y))*:
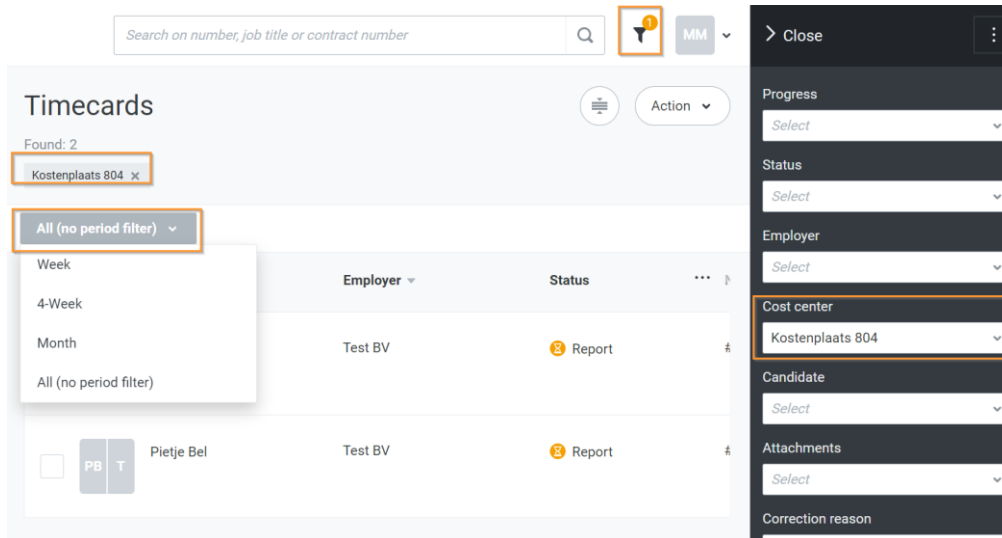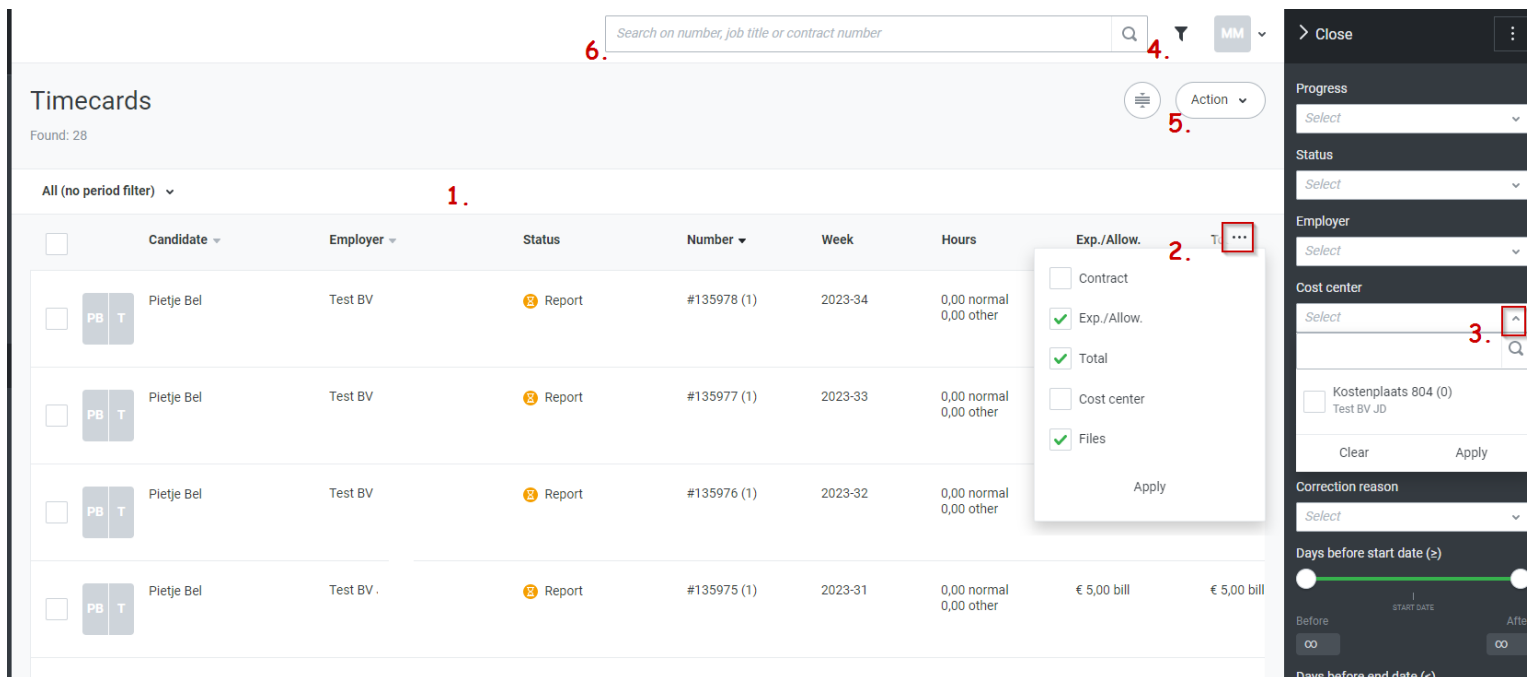
On the Timecards page, you can also filter by period by clicking "All (no period filter)" and selecting the desired period.

You can collapse the filters window by clicking "Close" at the top left of the window.

(5) The Action button (5) lists the actions you can take within this module.

(6) The search bar at the top of the screen indicates how to search for information.

"My profile" module

This module is also mentioned in "Modules". The "My profile" module provides an overview of your personal details as known to us. This includes your name and address information, contact information, bank account number, your choice regarding the application of the general tax credit, and your ID.
You can change your details and upload documents here.
Documents can be uploaded through the "Documents" tab (or the Documents module). "My profile" is the module for obtaining insight into and changing your details.

To make a change, click the "Edit" button and change the data. Save your changes by clicking "Save".

To add a document, go the module Documents and use the green plus symbol at the top right of the page.
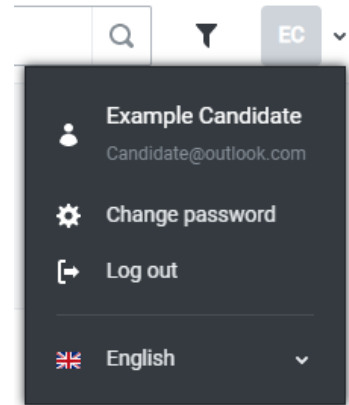Select the document type and if needed, a subtype:

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Profile and signing out

While signed in, you can click on the arrow next to your name in the top right corner.
You will see the menu displayed on the right.

You can change your password in this menu by clicking "*Change password*".

You can sign out by clicking "*Sign out*".

You can also click on your name and email address. This will take you to the "My profile" page, where you can enter or change personal details such as your phone number.

The "My profile" page includes a profile picture. This option may be disabled for you due to privacy legislation.
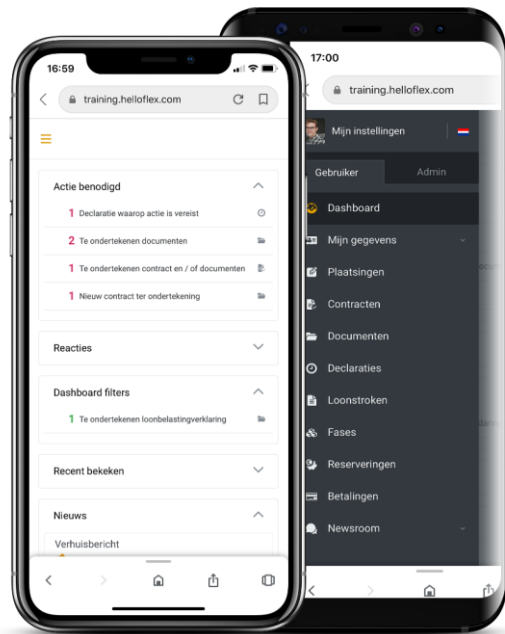
Mobile view

HelloFlex is easy to use on your smartphone; not in an app,
but always accessible through the browser.
This ensures round-the-clock access to your data.

This was the introduction to HelloFlex. We hope you will enjoy using the portal!

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