HelloFlex Learnings.

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Tutorials

HelloFlex Time tutorial for candidates

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Introduction

You can fill in and submit timecards online with the HelloFlex Time tool. The *Timecards module* is central to this. These instructions explain the process of completing timecards.

Important to remember

To ensure timely payment:

- complete timecards by the deadline communicated to you;
- add the cost center, if necessary;
- Include an attachment when reimbursement is involved, such as a kilometre log or public transportation receipt;
- Be sure to submit the timecard; simply saving it is not enough. Click “Submit” to send the timecard to your supervisor for approval.
- If you are working for various departments and the timecards are linked to departments, make sure to enter the hours under the correct department.

All of the above is explained in this guide.

We will start by explaining how to submit claims on your desktop. We will then explain the same process on a smartphone.

Filling in a timecard

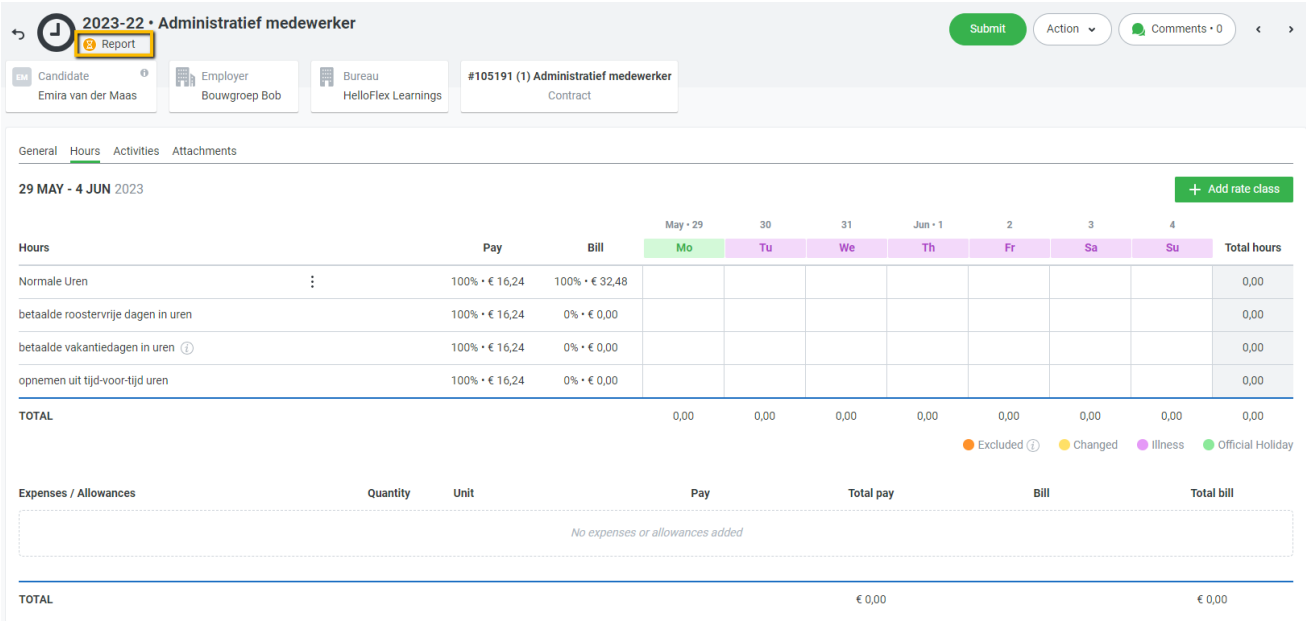
Once you have created an account, you will receive an email from us when one or more timecards are ready to approve. The email will include the link to the timecard(s):

Click the link in the email and sign in to HelloFlex with your email address and password to view the timecard. If multiple timecards are awaiting approval, you will be taken to an overview page in the *Timecards* module from which you can select one.

The timecard

Submit your timecard every week as soon as you finish working for that week. Do this as soon as possible but before the deadline at the latest. The timecard will have the status “Report” if no hours have been submitted yet. You must complete the timecard.
Click the timecard link in the email to open the *Hours* tab.

This is where you enter your hours worked per day. Convert the time to decimal numbers. To convert time to decimal numbers, divide the number of minutes by 60. Example 15 minutes is 0.25 hours.
Be sure to enter your hours on the correct component/hour type; for example, regular hours, overtime hours or hours qualifying for extra pay.
If you are entitled to any expenses, you can enter them at the bottom of the screen. These fields may be completed automatically, for example with fixed daily travel expenses. In that case, they cannot be entered manually.

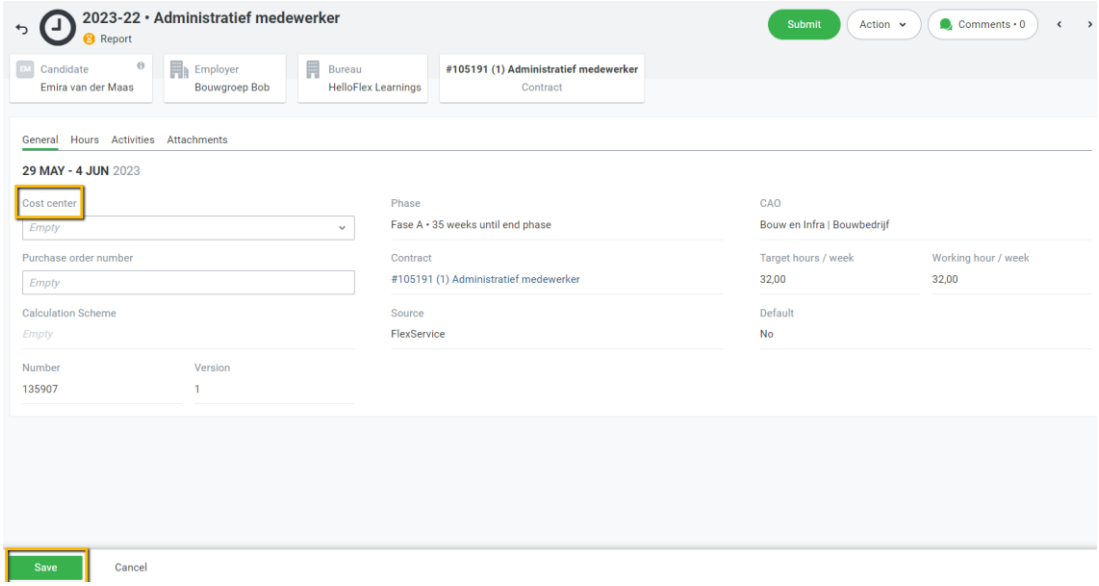


Click “Save”. The “Submit” button will become visible at the top right.
If all hours have been entered correctly, click “**Submit**”.

The timecard will be sent to your supervisor for review. Make sure you click “Submit”.

Another step may be required before submitting the timecard: selecting a cost center.
If you need to link the timecard to a cost center yourself, open the *General* tab. This tab also contains information about the timecard and the contract to which it is linked.

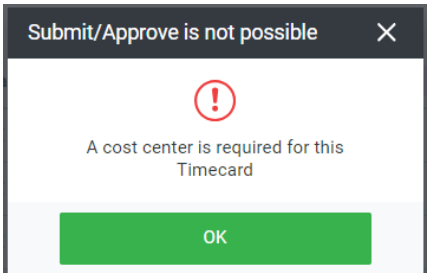
General tab



Select the cost center and click “Save”. When the timecard is complete, click “Submit”. You can also add a reference number if asked to do so.

Your organization may require entering the cost center (or reference number). In this case, an exclamation mark will be displayed on the General tab. One more action is required.

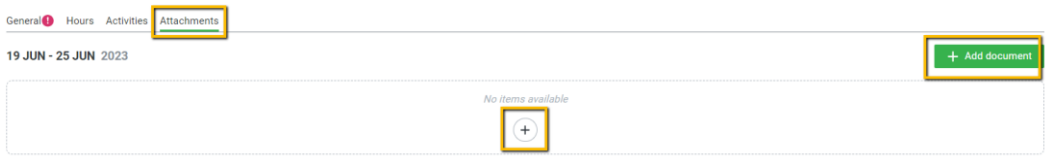
If a cost center or reference number is required, you cannot submit the timecard until the relevant fields have been completed. This helps ensure that the cost center is filled in.



Other possibilities

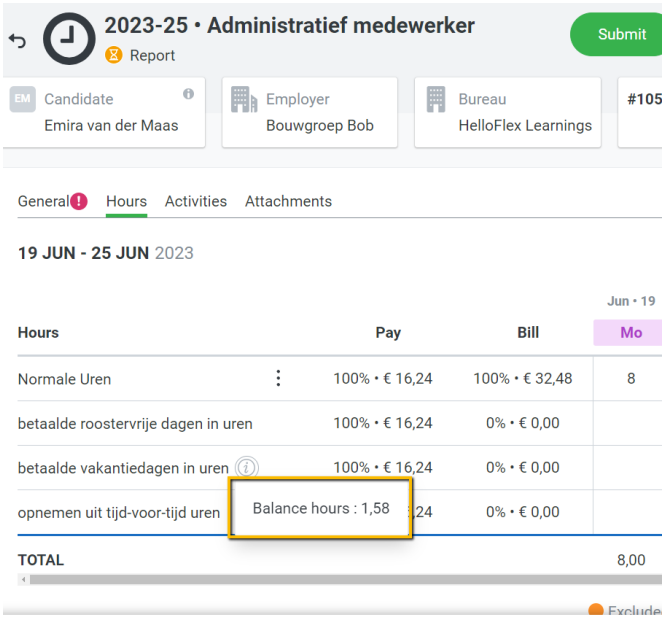
1. Attachments

It is possible (sometimes even required) to add an attachment to your timecard. To do so, open the *Attachments* tab and drag the file to HelloFlex or select it by clicking the plus icon or the “Add Document” button:



2. Entering reservations

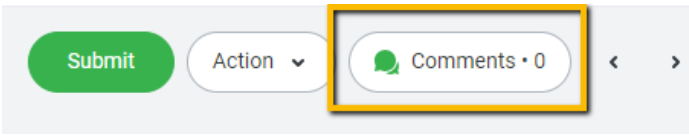
You can request holidays or short-term leave through the timecard. Click the exclamation mark to see how much leave you have accrued:

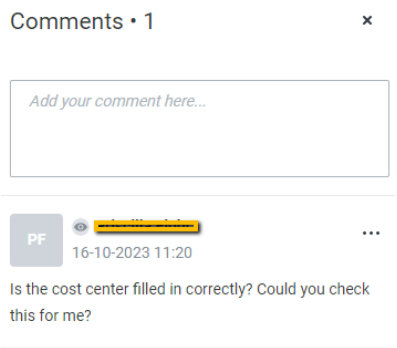


3. Comments

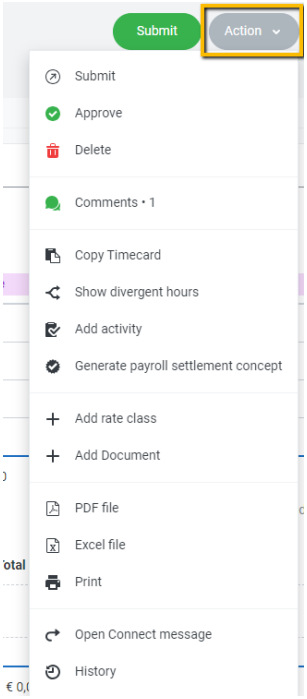
If comments are enabled for your account, you can post comments relating to the timecard, such as a question about the details of your timecard. To post a comment, click the action button and then click “Comments”. A screen will open in which you can add a comment.

Sample comments:





Below the action button are several specific actions you can take. Some of the options may be disabled for you if they are not relevant.



An explanation of *"Copy timecard" and "Set as default"*:

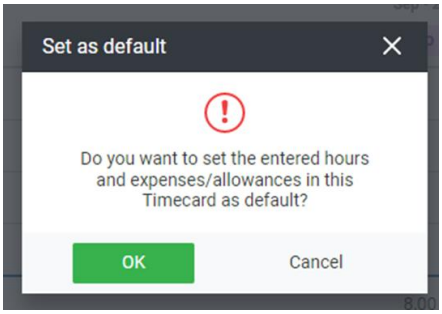
Copy timecard

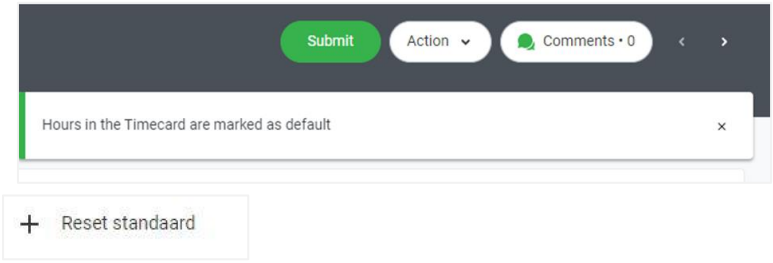
If this feature is enabled for your account, you can use it when you have worked on different cost centers under the same contract for the same client in one week and have to fill this in yourself.

For example, if you must link cost centers yourself and have worked for two cost centers in the same week under the same contract, you can copy the timecard and adjust the cost center and hours under that cost center in the copy.

Set as default

When you fill in hours, and you know that you will work these hours each week, you can use "Set as default" if this option is enabled for your account. Hours set as default will be filled in for you in future timecards. You can reset the default hours, if necessary. Please note: timecards with default hours set must still be submitted! You can also adjust a timecard with the default hours set.



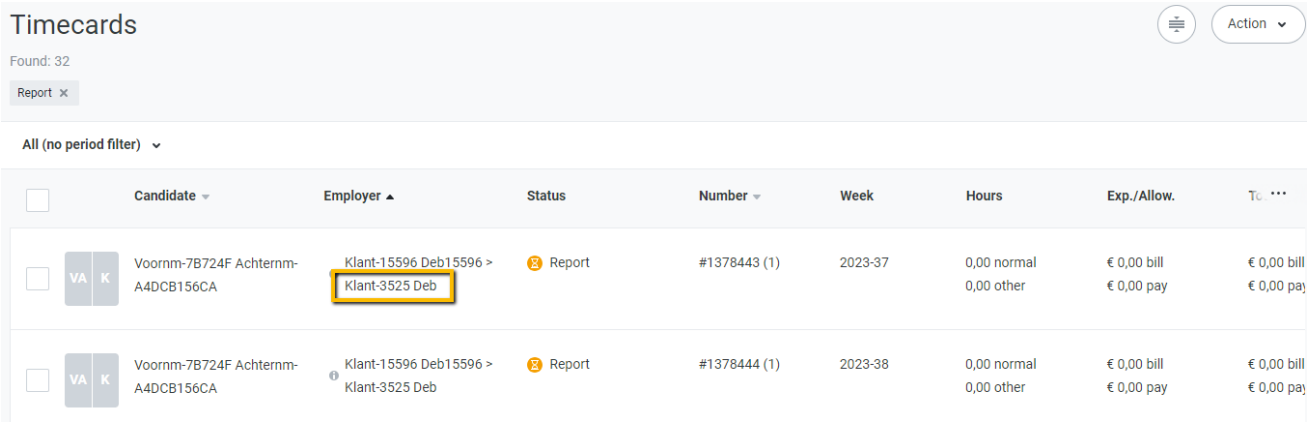


Departments and timecards

If you are supposed to fill in the timecard under a specific department, click the link in the email to open the timecard to which the department is linked.

If there are multiple timecards to fill in, click "View All" in the email to open the overview page in the Timecards module. The departments are also listed here.

If you work for multiple departments in one week or alternate between departments each week, make sure to fill in the timecard under the correct department:

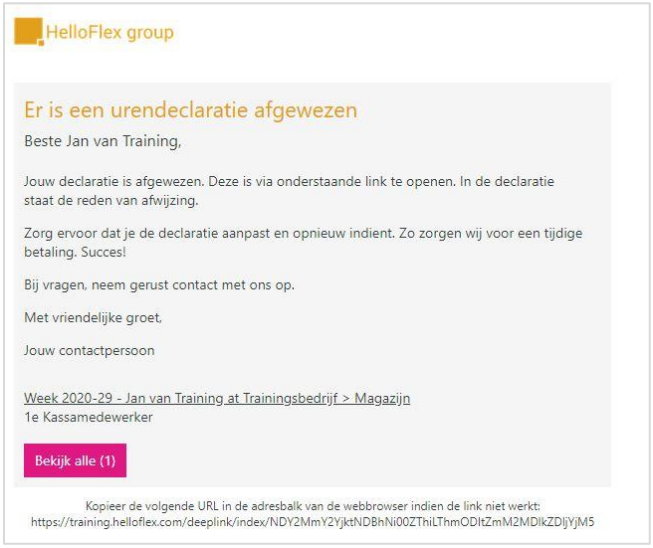


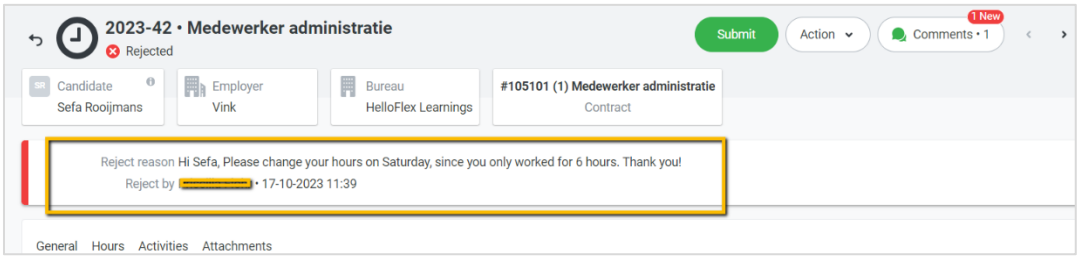
Rejection

If a timecard is rejected, it will receive the status “Rejected”. Your supervisor will have included a reason for rejection. You will receive an email notifying you that the timecard has been rejected. The reason for rejection will be stated in the timecard.

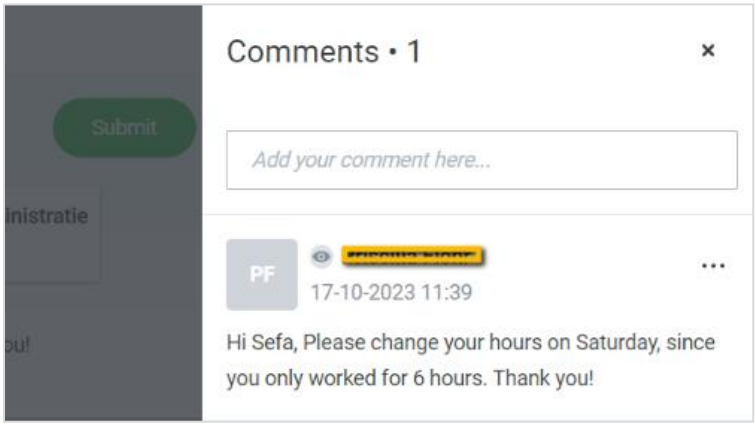
After adjusting the timecard and saving your changes, it will receive the status “Report”, and you can resubmit it. The status will change to “Submitted”. Your supervisor must now review and approve the timecard before we can process it for payment.

The reason for rejection is visible to the agency.
Sample of a rejected timecard:





You can see the reason for rejection under “Comments”. You can also respond there. Your organisation may have comments turned off, in which case it has chosen not to use this as a communication tool.



Timecard symbols and statuses

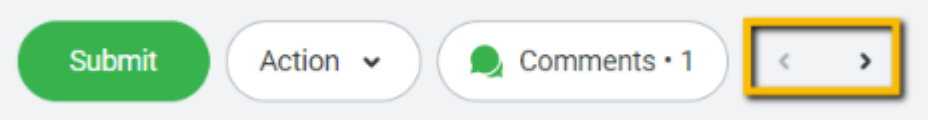
The timecards use various icons. This is what they mean:

	You must wait. The timecard is awaiting action by another user.
	The timecard is awaiting action by you.
	The timecard has been rejected and must be adjusted by the submitter.
	The timecard is ready in HelloFlex.

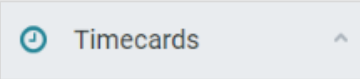
- The potential statuses of a timecard are:
- Report: awaiting action by you; you must fill in the timecard ;
- Submitted: you have submitted the timecard, and it is now awaiting approval ;
- Rejected: your claim has been rejected by the principal. The reason will be listed. You can now adjust the timecard ;
- Completed: the timecard has been completed by you and approved by the principal;
- Processed: the claim has been processed for payment to you.

Navigation

You can navigate between timecards as follows:



You can find all your timecards in the “Timecards” module:



You can also use filters in this module.

You can find your payslips in the “Payslips” module.

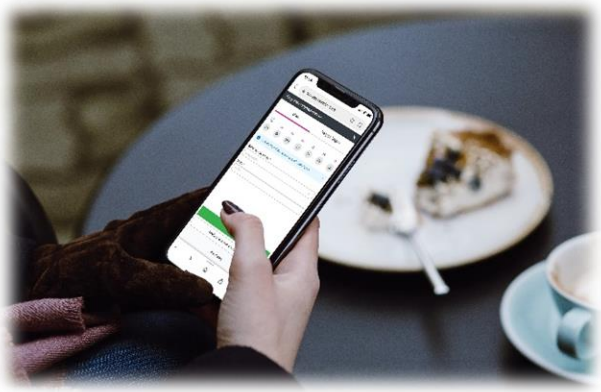
This was the instruction for submitting timecards using a desktop.

Good luck with the timecards!

The following is an explanation of submitting timecards using a smartphone.

Complete timecards with your smartphone

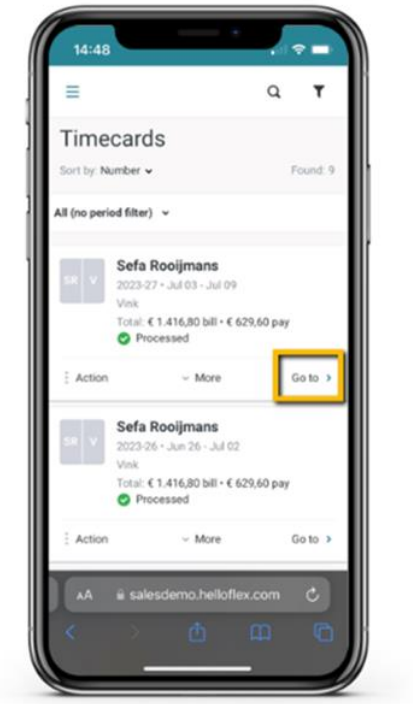
You can complete timecards on your smartphone.



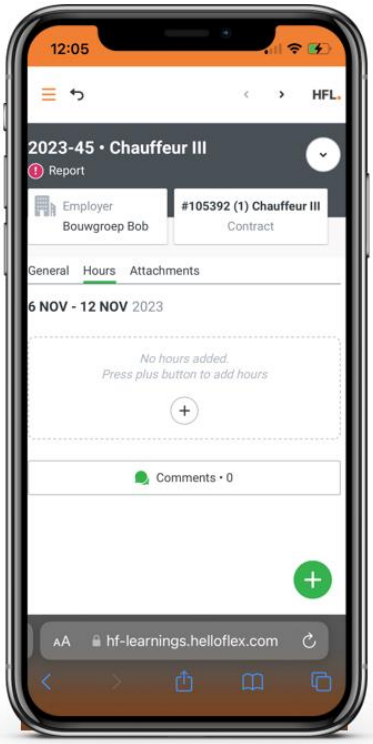
This is how to complete and submit timecards using your smartphone.

Click the timecard link in the email to open the timecard.

Alternatively, open the “Timecards” module.
Open the relevant timecard.
Click on “Details” to open the timecard:



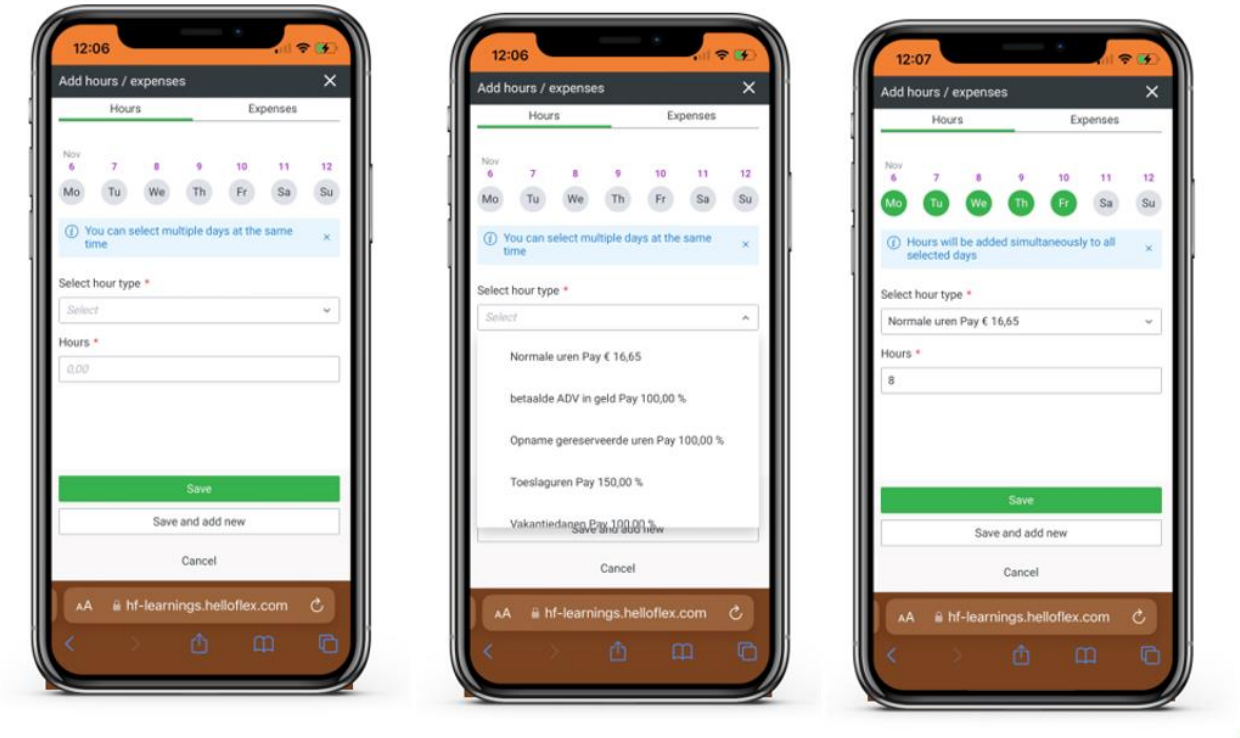
This will open the “Hours” tab in the timecard.
Click the plus symbol to add your hours:



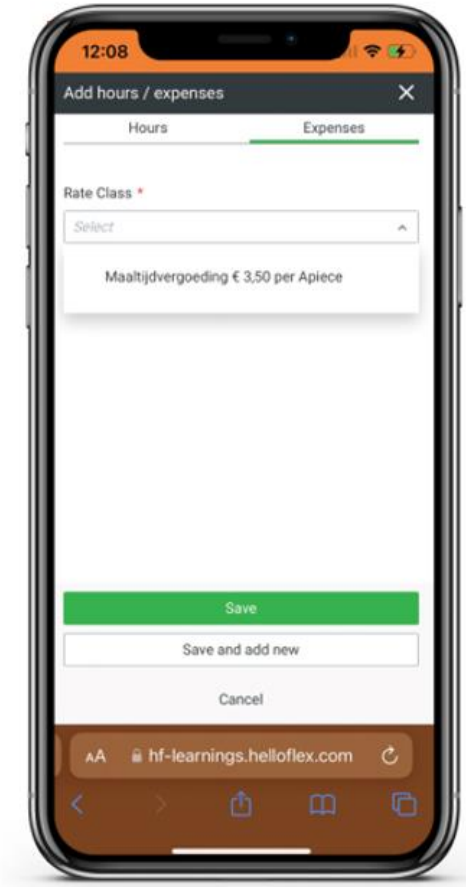
Select the appropriate hour type, e.g., normal hours. Enter the number of hours per day. Select the days for which this entry applies. You can select multiple days at once.

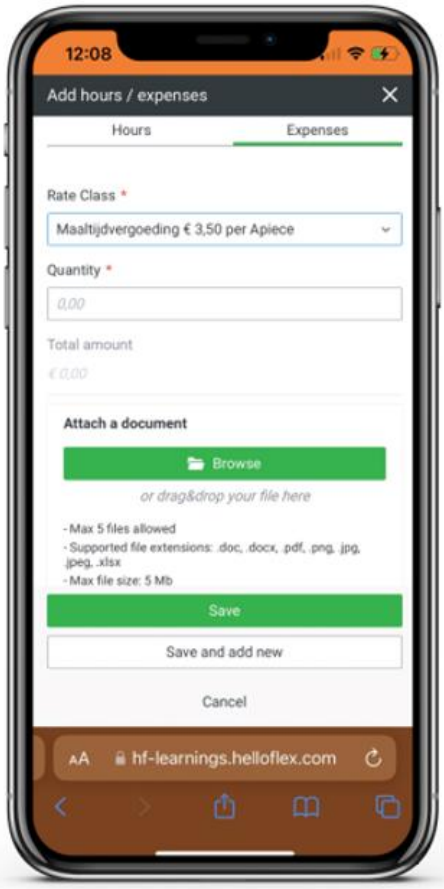
Click “Save” or “Save and add new” if you also want to enter overtime hours, for example.

Conver the time to decimal numbers. Divide the number of minutes by 60, e.g., 15 minutes is 0.25 hours.

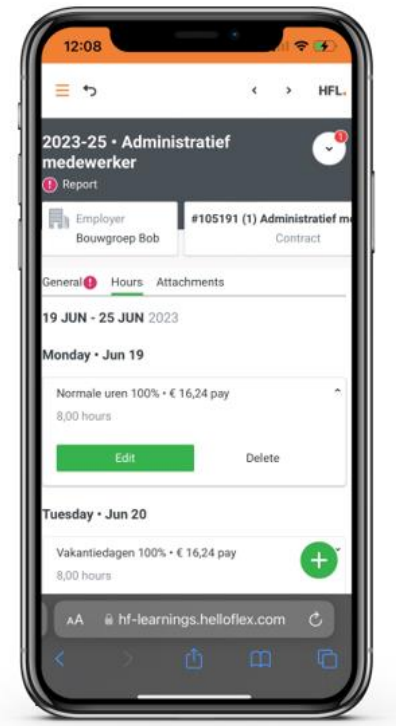


If you need to fill in expenses, open the “Expenses” tab next to “Hours”. Add your claim along with proof such as a receipt or kilometre log via “Add Attachment”.





Click “Save” when you have finished entering your hours and any expenses.



A summary page will open, displaying the filled-in hours and any expenses for this timecard.

You can also change or delete your daily hours here if necessary. The green plus at the bottom will take you back to the “Hours” tab; you can add hours and/or expenses in the adjacent “Allowances” tab.
Click “Save” after entering.

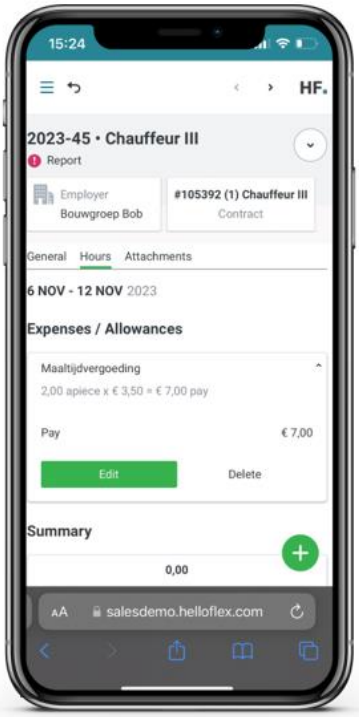
The “General” and “Attachments” tabs are now also visible.

In the “General” tab, you can add a cost center and view data related to your timecard.

In the “Attachments” tab, you can upload an attachment if necessary.

When everything is filled in, click “Submit”.

Click “Submit” at the bottom. Your timecard is now awaiting approval.



You will receive an email notification if a timecard is rejected. You can also edit and resubmit timecards on your smartphone.

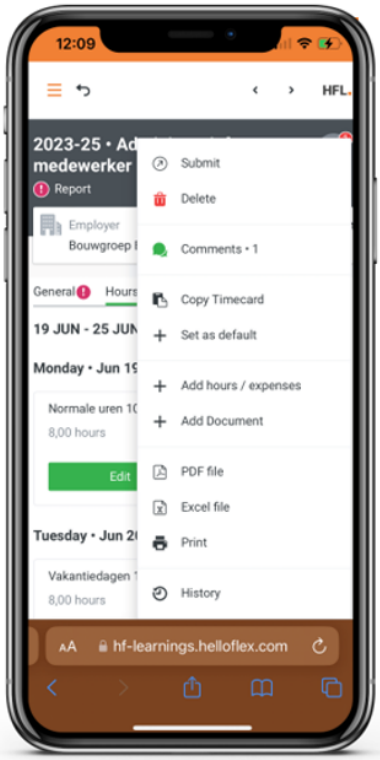
More

There are several actions available through the menu (see below), including copying a timecard (if this is enabled for you) and setting the work pattern as default for future timecards under this contract (remember to click Submit!).

You can also add a comment in the mobile view (if this is enabled for you).

Lastly, you can click the “Timecards” module in the general menu to open the overview page with your timecards and timecard statuses. You can also apply filters here; click the filter at the top to open the filter menu.

Good luck completing and submitting timecards in HelloFlex!



Action Menu

Comments Page

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