

HAYS HUB FAQs

Hays Hub makes temporary working even easier.

Access jobs instantly

Receive and accept the latest job opportunities from anywhere, anytime.

Job information at your fingertips

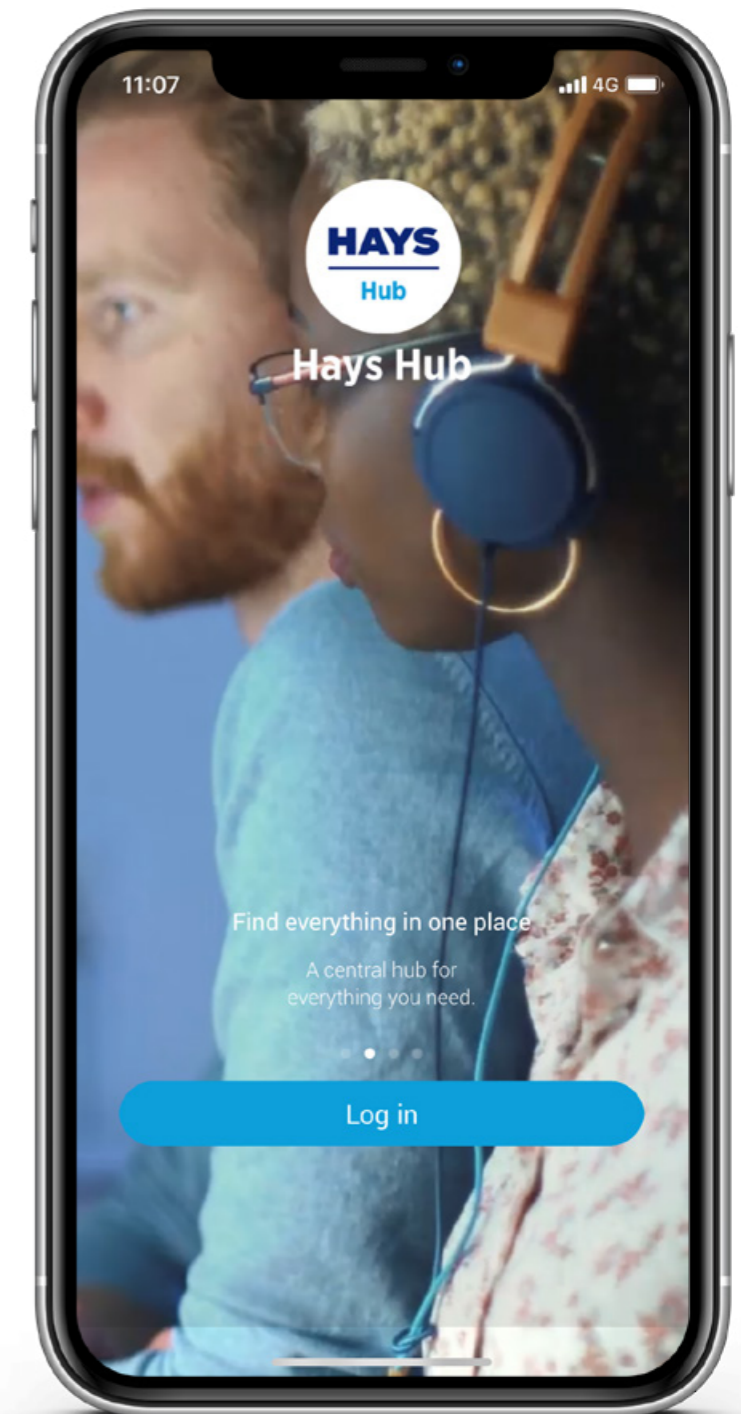
A central hub for job assignment details, maps and real-time updates.

Manage your schedule

Update your availability, view your assignments and check-in easily with the Hays Hub app.

We're delighted to welcome you to a new way of working with Hays. This short FAQ document walks you through the most commonly asked questions and aims to help you set up and start using Hays Hub quickly and effectively.

[> View FAQs](#)



How do I get started?

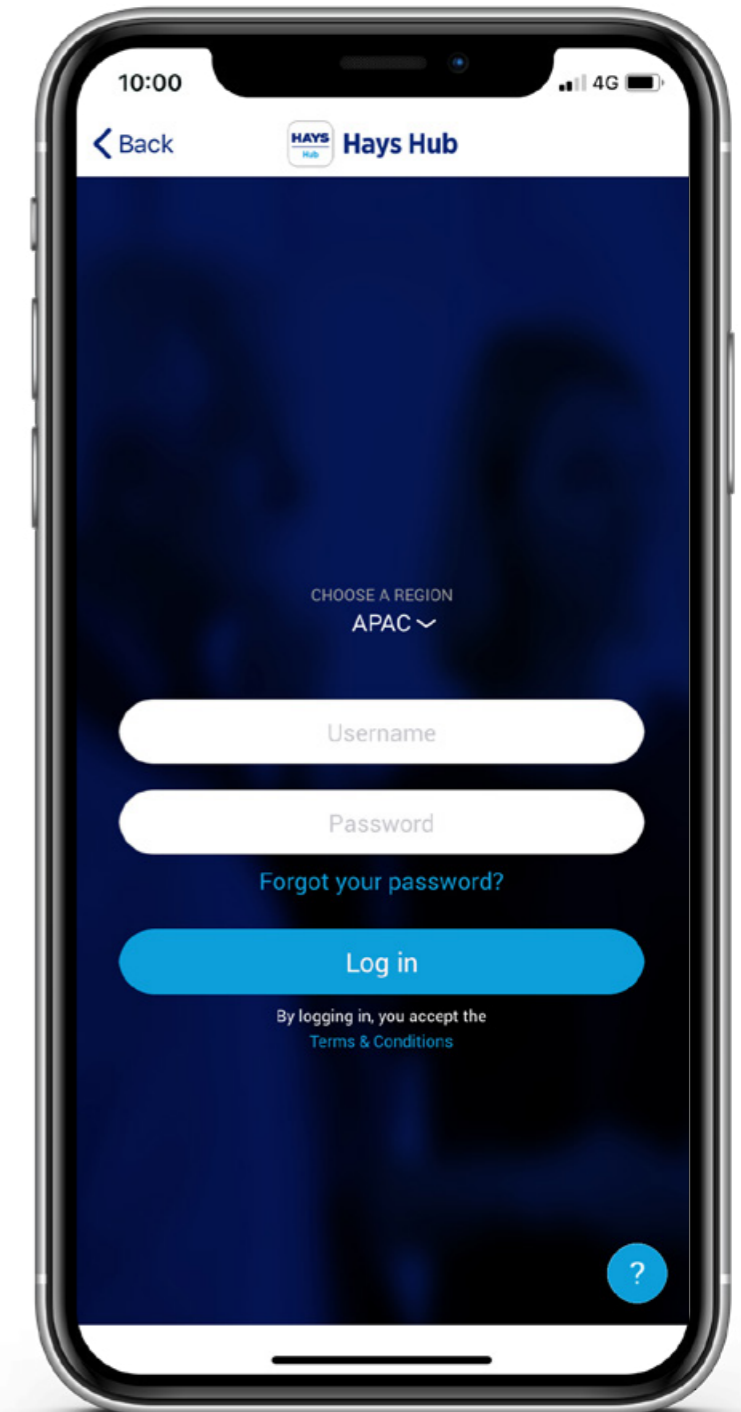
After registering with Hays, you will receive an email with your Hays Hub details. To sign up, you will be required to download the app designed and operated by TempBuddy, a third party technology provider engaged by Hays. To get started, you will need to accept the terms and conditions.

I haven't received the registration email

- You will receive your registration email as soon as your consultant has received your compliance details and you are authorised to work. Your Hays consultant, or compliance administrator will be able to advise you on this
- Check your spam folder

I can't log in to the app

- Your new user registration email will have your username and a link to set your password.
- Check if the username and password were correctly entered (no spaces at the start or end)
- Make sure you're using the username and not your email address to log in
- If you are still unable to log in, contact your Hays consultant and we will send you a new registration email



Do I have to take a photo?

Yes. To complete your profile set up and start using the app you are required to upload a photo. The photo is used to verify your identity when you arrive on site to start an assignment.

I don't have a smartphone

At present the app is only available via smartphone or tablet. If you do not have a smartphone device, speak to your Hays consultant who can advise if this status changes.

I don't have a network connection

- The app will still allow you to view your current assignments. The app will then sync when a network connection is available
- Please ensure your mobile is switched off throughout your assignment and stored securely

How do I confirm my availability?

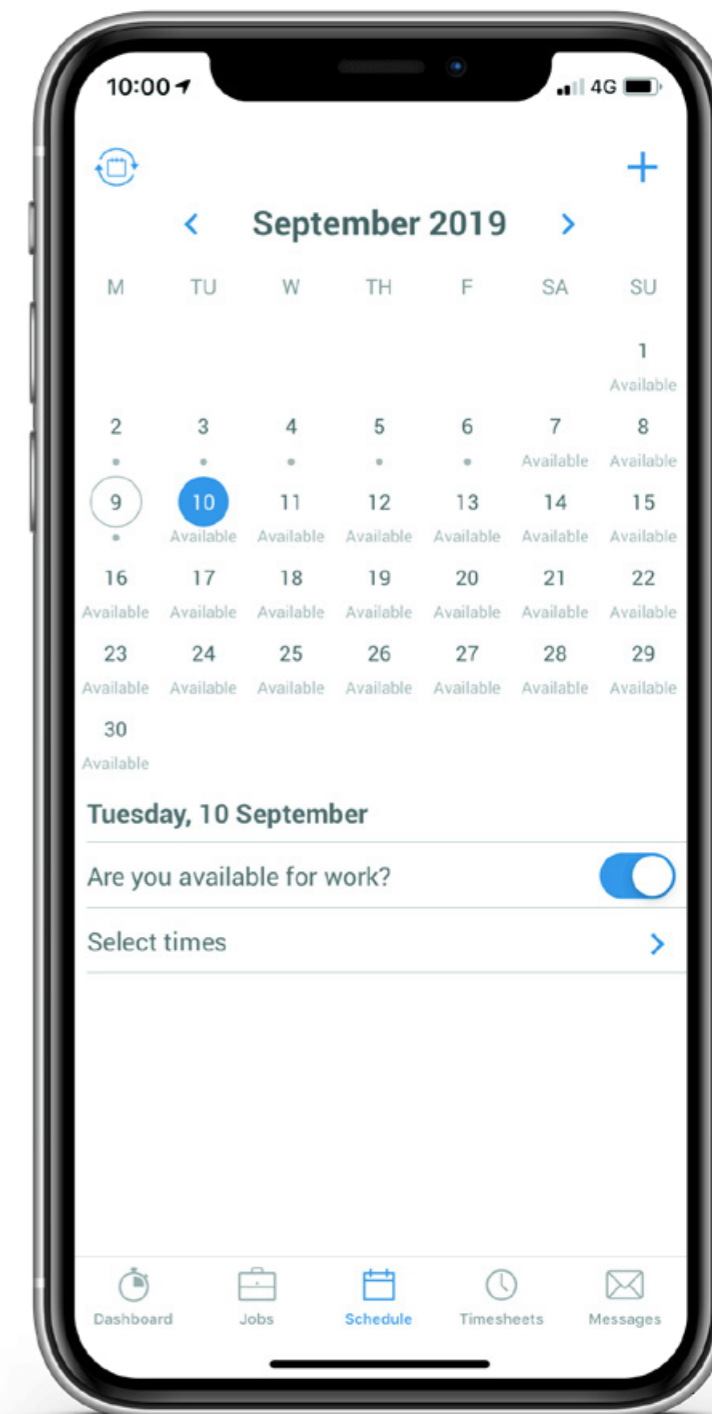
You will automatically be made available until you let us know otherwise with the click of a button. You are able to send your Hays consultant real-time availability updates, letting us know which days you are free to work. This can be done on a day-by-day basis or by setting reoccurring hours for the week.

Where do I find information about my assignments?

Within the app go to the **Schedule** tab. Here you will see a list of all of your confirmed assignments and find all pertinent information about the organisation, including address, a map, and any specific assignment information.

Can I submit my timesheets in the app?

No. To complete and submit your Hays timesheets, you will still need to use the [Hays Online Timesheets Portal](#). Your log in details for Hays Online including your Payroll ID will be sent to you separately.



How do I receive jobs?

You can receive jobs in the app in two ways.

First – your Hays consultant may advertise a position directly to you based on being an ideal match to your experience and location. You will receive the job details through an email alert as well as a push notification via the app. To confirm your interest in the assignment you must click [‘Yes, I’m interested’](#).

Secondly – your Hays consultant may send a job alert in the form of an email as well as a push notification via the app to a group of candidates who match the requirement. In this situation you must click [‘Yes, I’m interested’](#) to confirm your availability. Should you be successful in being placed for this assignment you will receive a second notification (via an email and push notification) confirming your success. You will also need to click [‘Got it’](#) again to confirm the assignment.

A history of all your jobs are stored in the **Jobs** tab of the app.

Is Hays Hub my new recruiter?

You are still engaged by Hays and the Hays terms apply to assignments that you undertake, regardless if they are confirmed via the Hays Hub app or directly through your Hays consultant.

Who do I contact with additional questions?

For queries related to the app, including registering or logging in, or for jobs and payment queries, please contact your Hays consultant. For technical support within the app, contact TempBuddy in the help settings of the app.

