

### Frequently Asked Questions

We hope you find our Timesheet Portal quick and easy to navigate, however here are some frequently asked questions which may assist with any queries. If you still require assistance please email [contractorqueries@michaelpage.com](mailto:contractorqueries@michaelpage.com) with the details of your query and we will be more than happy to assist.

#### **Are there any specific system requirements to use the portal?**

The portal should work on all available web browsers. If you want to print a timesheet for signing you will need Adobe Reader (this is loaded as standard on most environments, it is free and generally considered the global standard for viewing, and printing PDF documents).

#### **When I try to set up my login I get a message 'The credential entered cannot be matched'?**

When setting up your login please ensure you enter the email address that we have on record for you. This will be the email address you received the notifications to. If you want to change your email, this can be done once you have logged in.

#### **Can I still use a paper timesheet?**

The most efficient method is to submit an online timesheet, this is the preferred option and will send your timesheet directly to your Online Authoriser for approval.

\*Please note if your Authoriser has not yet set themselves up with a login you will see the following message on your timesheet ***"Online Authorisation is not available because the authoriser has not created a login"***

If your line manager does not want to authorise online, you can complete your timesheet on the portal then create a pdf file for printing. This can then be signed by your authoriser and sent directly to our payroll department. The details are below:

- **Option 1 - Print For Sign And Fax Authorisation-** This generates a pdf version of your timesheet which you need to print, get signed by your manager and emailed to [pagetimesheets@michaelpage.com](mailto:pagetimesheets@michaelpage.com) or faxed to 0207 858 2229
- **Option 2 - Email A Copy For Print And Fax Authorisation-** This emails the timesheet to an email address you specify. The timesheet then needs to be printed, signed by your manager and emailed to [pagetimesheets@michaelpage.com](mailto:pagetimesheets@michaelpage.com) or faxed to 0207 858 2229

#### **My timesheet didn't print, can I reprint it?**

- When you print your timesheet its status changes to 'Unauthorised', if you need to repeat the print process simply press 'Cancel Authorisation' which will revert the status back to 'Not Submitted' and repeat the process above.

#### **If I use a Client timesheet portal do I need to use pagetimesheets.com?**

If you enter your time onto a Client Timesheet portal, you will not be required to also enter it onto PageTimesheets as this information will be automatically downloaded, and processed for payment. However, you will still require an account of PageTimesheets as this is where you view your contractual documents and payslips.

#### **How do I change my timesheet authoriser?**

If you need to set up, or change an online authoriser, please contact the PageGroup Consultant you deal with, and advise them of the new authoriser's full name and their email address.

### How do I enter my timesheet?

Click on the 'Timesheets' tab and then click on the 'Enter Timesheets' option that appears on the left of the screen  
(See screenshot below)



### How do I record ½ day / ½ hour on my timesheet?

Next to the units box for each rate you will see three radio buttons to record quarter units ( $\frac{1}{4}$ ,  $\frac{1}{2}$ ,  $\frac{3}{4}$ )  
These will also show any quarter units of the timesheet total.

### When I enter my timesheet what do the different status' mean?

When you complete your timesheet it will go through a number of stages, these are indicated by different statuses as follows:

**Not Submitted:** your timesheet has time recorded, but has not been submitted or printed yet.

**Awaiting Checking:** this is a temporary status while a background system check takes place.

**Unauthorised:**

- Online approval – your timesheet is awaiting your authoriser to approve.
- Printed timesheet – the system is waiting to receive a signed copy of your timesheet.

**Processed:** your timesheet has been approved / received by the system and is ready for payment.

*If you **Cancel** a timesheet, it will return to 'Not Submitted' status and cannot be processed (even if you send a correctly authorised timesheet). Your timesheet must be in 'Unauthorised' status when submitting a timesheet for processing.*

### Can I amend / change my timesheet?

Until your timesheet has been processed you can still make changes. While in 'Not Submitted' status simply select the timesheet using the 'View' button and make the change. If your timesheet is in 'Unauthorised' status you will need to 'Cancel Authorisation' which will return it to 'Not Submitted' status and then make the change.

### Where should I send my signed timesheet?

If you are not using online approval, enter your timesheet on the portal then print off, once it has been signed you can email a copy to [pagetimesheets@michaelpage.com](mailto:pagetimesheets@michaelpage.com) or fax to 0207 858 2229.

*Please don't send anything else to this address / number as the system processes your timesheets automatically and will not read any messages. If you want to contact us please email [contractorqueries@michaelpage.com](mailto:contractorqueries@michaelpage.com).*

### Can I tell if my timesheet has been received?

Once your timesheet has been received and processed, the portal will send you a confirmation. By default this will be an email (you can select for your alerts to be sent by SMS if preferred).

Alerts can be managed under the 'Your Data' section. You need to enter a number in the in the **SMS No** field to receive SMS alerts.

### How do I submit expenses?

Please copy your receipts onto company headed paper, and ask your line manager to sign it, then

scan to [contractorexperiences@michaelpage.com](mailto:contractorexperiences@michaelpage.com). Your expenses will be processed in the next available payrun.

#### **How can I tell if I have I been paid and how much?**

As a default the system is set up to send an email advising when payment is made. This can be set as an SMS, or turned off. Alternatively you can see your Payslip by logging on to the portal.

#### **Will I still receive a paper payslip advice?**

Unfortunately we are unable to post payslips. These can be found on the portal in the 'Your Data' section, and you may print them if you wish.

#### **Who do I contact if I have any queries/problems with the Portal?**

Please use the Feedback function in the Portal and a member of the Contractor Services Team will respond to your query.

#### **How quickly can I expect a reply if I submit feedback?**

We make a commitment to reply to all feedback within four working hours, however we would hope that in most instances the response time will be less. The advantage of **Feedback** is that we can ensure the right person is dealing with your query and there is a record held on your file.