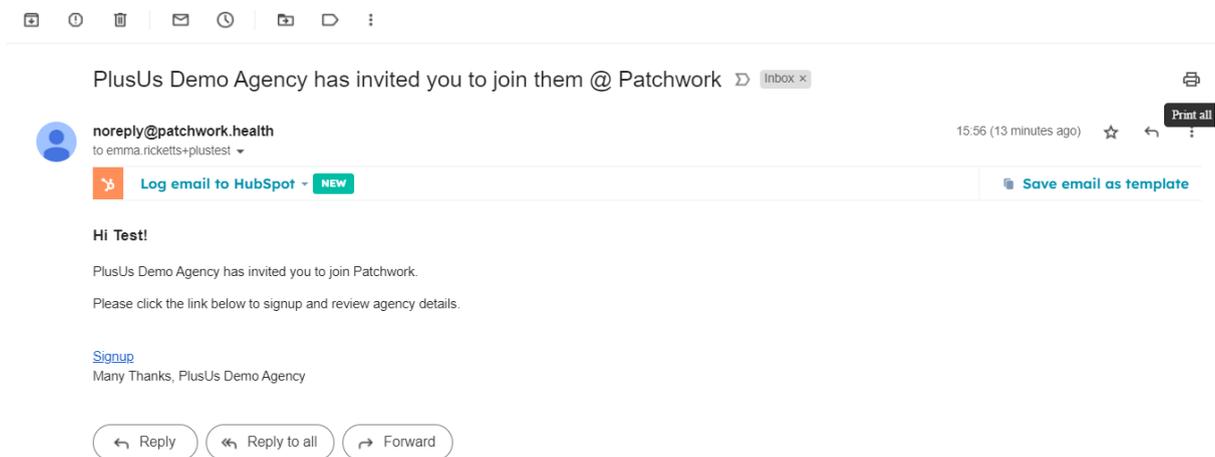


Agency Worker Workflow

As an Agency Worker how do I activate my account?

Firstly, your agency will need to set up your profile and then you will receive an email inviting you to the agency on Patchwork. It will look like this;



You will then need to select on the highlighted 'signup' link, which will take you to the below screen





Patchwork

Email Address
emma.ricketts+plustest@patchwork.health

NI Number
SBI23456A

Create Password
.....

Strong password guidance:

- 10 characters minimum
- At least one upper case
- At least one lower case
- At least one number
- At least one special character
- Avoids using common password words e.g. 'password' or 'patchwork'

Signup

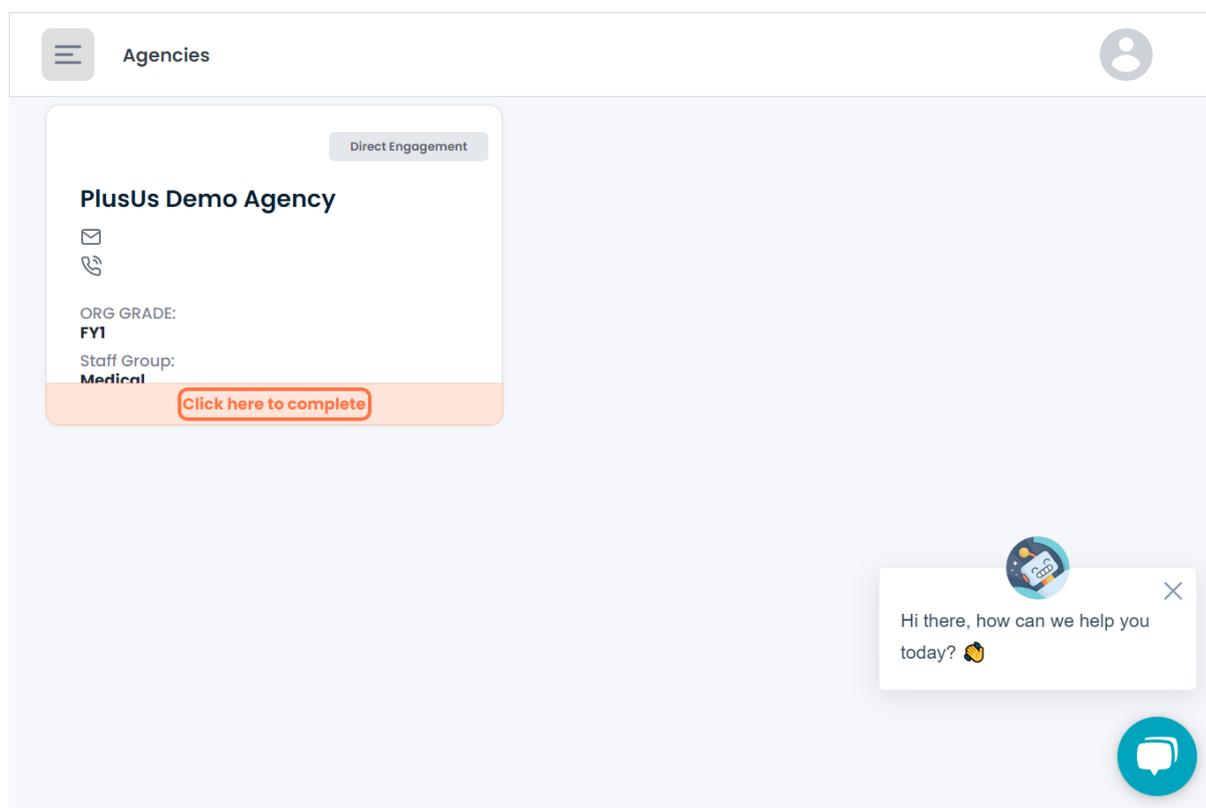
To complete the activation of your account, you will need to follow the below steps

- NI Number - *note this will need to be exactly the same as what has been inputted by your agency. If they do not match, you will need to contact the agency to have this updated and a new activation be sent to you*
- Create your password
- Select 'signup'



As an Agency Worker what do I need to do once I have activated my account?

Once you have activated your account and successfully signed in to your account, you will be prompted to confirm your details that have been inputted by your agency



Select 'Click here to complete' and you will be able to edit your details accordingly



Agencies

Profile Check

Please review, and confirm the information is correct.

 [Add Image](#)

First Name *

Last Name *

Preferred Name

Suggested Grade

Date of Birth *

Gender *

Email Address

Phone Number *

Hi there, how can we help you today? 🙋

Once you are happy with your details you will be able to confirm this at the bottom of this view

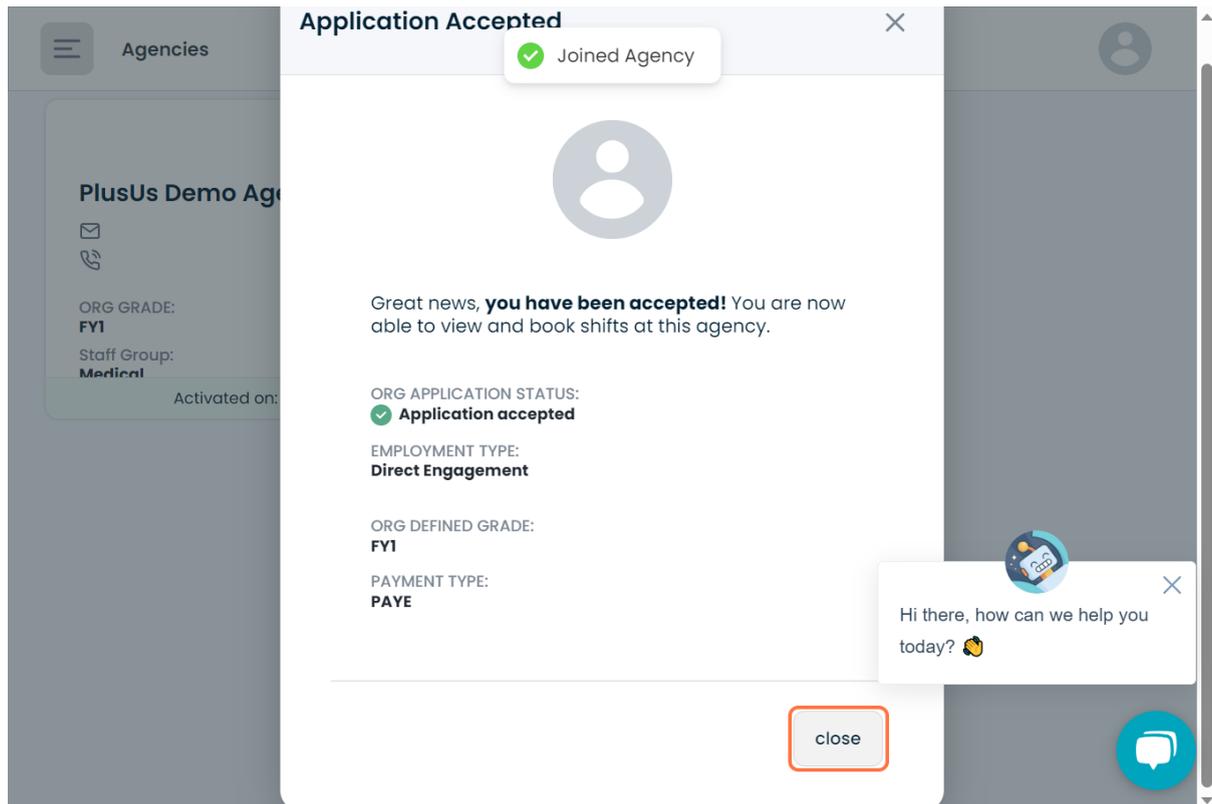
close **Confirm Agency Info**

Hi there, how can we help you today? 🙋





You will then view confirmation of your application being accepted and joining the agency successfully. Once you can then read the information provided and press close





How do I book into shifts as an Agency Worker?

Your agency will review available shifts that are available and propose you into the shifts you are able and available to work. Once a shift has been confirmed, you will be able to see this within your Patchwork account

The screenshot displays the Patchwork user interface for managing shifts. On the left is a navigation sidebar with the following items: My Schedule, Calendar View, Bank Shifts (highlighted), Timesheets, Agencies, Organisations, and Document Upload. The main content area is titled 'Shifts' and includes a 'Filters' button. A date selector shows '25 Sep 2023'. A shift card is displayed with the following details:

Date	Time	Status
Mon, 25th Sep 23	09:00 - 17:00	BOOKED

Below the shift card, the following information is listed:

- FYI
- PlusUs Department
- PlusUs Site

The shift is labeled as an **Agency Shift**.



As an Agency Worker how do I get my timesheets signed off?

Once you have completed your shift, you can go into your Patchwork account and navigate to 'Timesheets', here you will see the shifts that need to be actioned

The screenshot shows the Patchwork Timesheets interface. On the left is a navigation menu with options: My Schedule, Calendar View, Bank Shifts, Timesheets (highlighted with a red notification icon), Agencies, Organisations, and Document Upload. The main content area is titled 'Timesheets' and has tabs for 'Needs Attention' (with a red notification icon), 'In Progress', and 'Finalised'. A 'Update Timesheets' button is in the top right. Below the tabs, a message states: 'These timesheets need to be signed-off at the end of your shift to mark attendance.' A card for 'PlusUs Department (1)' is shown, containing a table with one row: 'Thu, 21st Sep 23' at '09:00 - 17:00' with a 'TO SIGN-OFF' button. Below the table are details for 'FY1', 'PlusUs Department', and 'PlusUs Site', and a label 'Agency Shift'. A 'Sign-Off Timesheet' button is in the top right of the card.

If you select 'sign-off timesheet, you will then be able to select all shifts that need to be signed off

The screenshot shows a modal window titled 'Select shifts for sign-off (Max 15)'. The modal contains the text: 'Select the timesheet(s) you wish to sign-off. Simply click on a shift to select or de-select it.' Below this is a table with one row: 'Thu, 21st Sep 23' at '09:00 - 17:00' with a 'TO SIGN-OFF' button. Below the table are details for 'FY1', 'PlusUs Department', and 'PlusUs Site', and a label 'Agency Shift'. At the bottom left of the modal is a checkbox labeled 'Select all shifts'. At the bottom right are 'Cancel' and 'Next' buttons.





Once you have selected the ones you need signing off, you can select 'Next'. You will then be able to adjust the times of the shift if necessary. Please ensure you are sending through an accurate timesheet of what was worked

Please check all Shifts ✕

Please check all Shifts and amend your timesheet(s) if necessary.
Use the arrows to go through to view other timesheets

Shift 1 of 1

Date	Time	TO SIGN-OFF
Thu, 21st Sep 23	09:00 - 17:00	

FY1

PlusUs Department

PlusUs Site

Agency Shift

Start Time

End Time

Breaks
Mins

Once completed, you can select 'Request Shift'

[Back](#) [Request 1 Shift\(s\)](#)





This will then be sent to the necessary sign-off authoriser to action. It is important to note that once it has been sent, it can not be changed.





As an Agency Worker, how do I know if my timesheet has been signed off?

You are able to follow the journey of your shift being signed off and approved for payment within your Patchwork account, under timesheets. If you have requested sign off, you can review 'in-progress' shifts from the view below

The screenshot shows the Patchwork Timesheets interface. On the left is a navigation menu with options: My Schedule, Calendar View, Bank Shifts, Timesheets (highlighted), Agencies, Organisations, and Document Upload. The main content area is titled 'Timesheets' and has three tabs: Needs Attention, In Progress (selected), and Finalised. Below the tabs, there is a section titled 'Shifts Sign-off Requested (1)' with a sub-header 'These shift(s) have been sent to the department to be signed-off for attendance.' A card displays the following information: Date: Thu, 21st Sep 23; Time: 09:00 - 17:00; a 'SIGN-OFF REQUESTED' button; FYI; PlusUs Department; PlusUs Site; and Agency Shift.

Once it has been signed off, it will update to 'signed-off' as below

The screenshot shows the Patchwork Timesheets interface with the 'In Progress' tab selected. The section is now titled 'Shifts Signed-Off (1)' with a sub-header 'These shift(s) have been signed-off for attendance and awaiting approval for payment.' The card displays: Date: Thu, 21st Sep 23; Time: 09:00 - 17:00; a 'SIGNED-OFF' button; FYI; PlusUs Department; PlusUs Site; and Agency Shift.





As an Agency Worker, how do I know my shift/s has been sent to payroll?

You are able to follow the journey of your shift being signed off and approved for payment within your Patchwork account, under timesheets. You will be able to review your finalised timesheets under 'Finalised' as below

The screenshot shows the Patchwork Timesheets interface. On the left is a navigation menu with options: My Schedule, Calendar View, Bank Shifts, Timesheets (highlighted), Agencies, Organisations, and Document Upload. The main content area is titled 'Timesheets' and has three tabs: Needs Attention, In Progress, and Finalised (selected). Below the tabs, there is a section titled 'Shifts with Payroll (1)' with a sub-header 'These shift(s) are with your employer's payroll team to process for payment.' A single shift card is displayed with the following details: Date: Thu, 21st Sep 23; Time 11: 09:00 - 17:00; and a 'PAYROLL' button. Below the shift details, it lists 'FYI', 'PlusUs Department', and 'PlusUs Site'. At the bottom of the card, it is labeled 'Agency Shift'.