# JoinedUp user guide

A detailed guide to Reed Education's supply workforce management system.

**Joined**Up

# Contents page

# Introducing JoinedUp

**At Reed Education, we want to make the lives of our temporary workforce easier, ensuring you get the work you want, when you want it.**

We have invested in our user experience by partnering with JoinedUp to deliver a bespoke workforce management system for education professionals. JoinedUp gives you increased control, visibility, and flexibility in securing supply school and college jobs in your local area.

Once you are set up with your profile, you can then access JoinedUp on any laptop, tablet, or mobile device.

**This Reed Education user guide will show you how to:**

- **Set up your profile on JoinedUp** - getting started

- **Use your availability calendar** - update your availability in real-time and view all your assignments in one place

- **Accept work** - receive and accept assignments with the click of a button

- **Get paid** - log your hours, view your timesheets and manage your pay

**Watch our introduction to JoinedUp:**
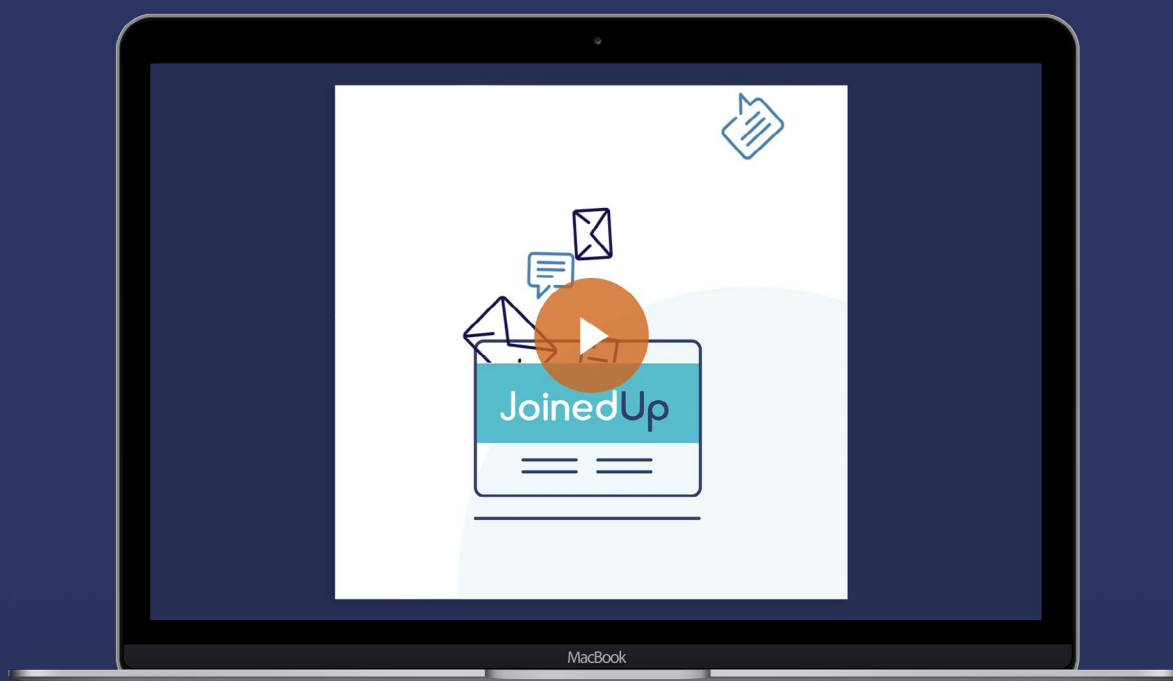
# Your profile

## Getting started

**1** To get started, you will receive an email from system@joinedup.reed.com inviting you to complete your profile on JoinedUp.

**2** Click the link. You will then be asked to set up a strong password for your profile that meets the security requirements. Create your password and keep it safe.

**3** Next, you will need to authenticate your phone number. Enter your phone number and click the 'Verify the number' button. You will then receive a text with a four-digit verification code - enter this code into the appropriate section.

That is it, you are ready to go! Whenever you want to access the system, just go to app.joinedup.com and sign in on your laptop, tablet, or mobile device. We recommend you bookmark the webpage for future use.
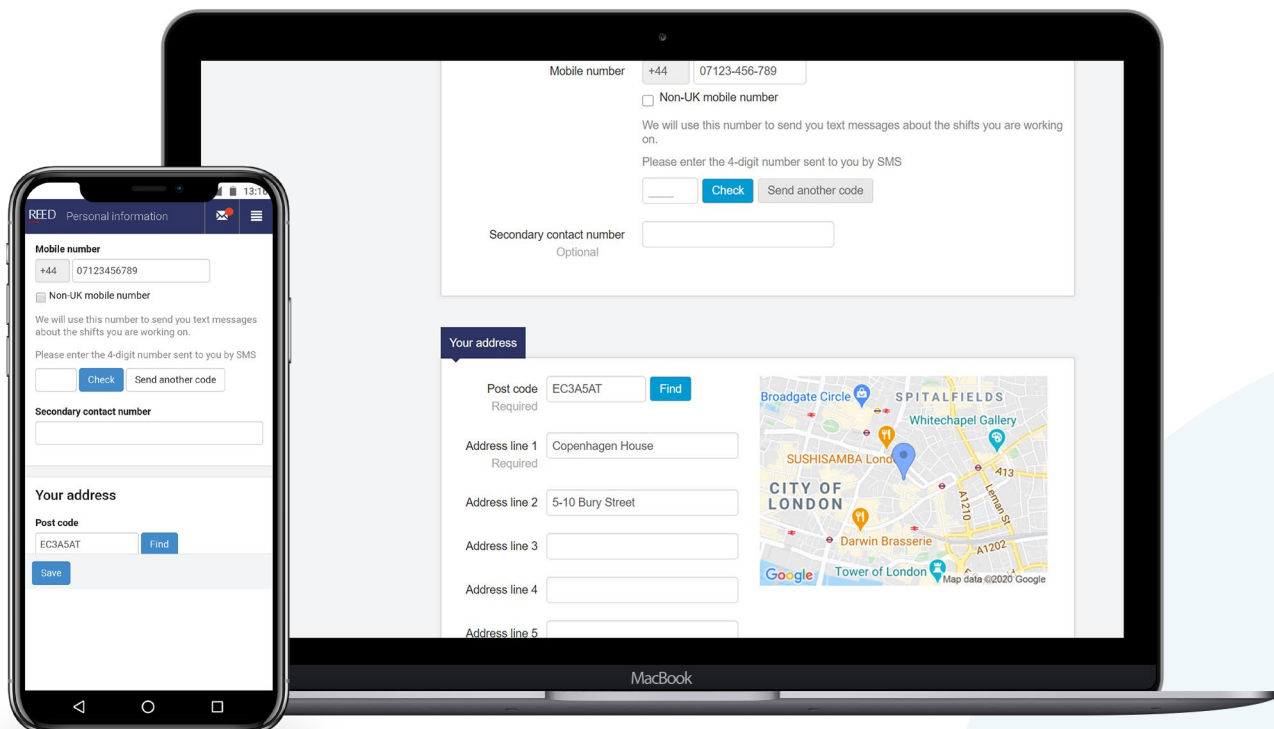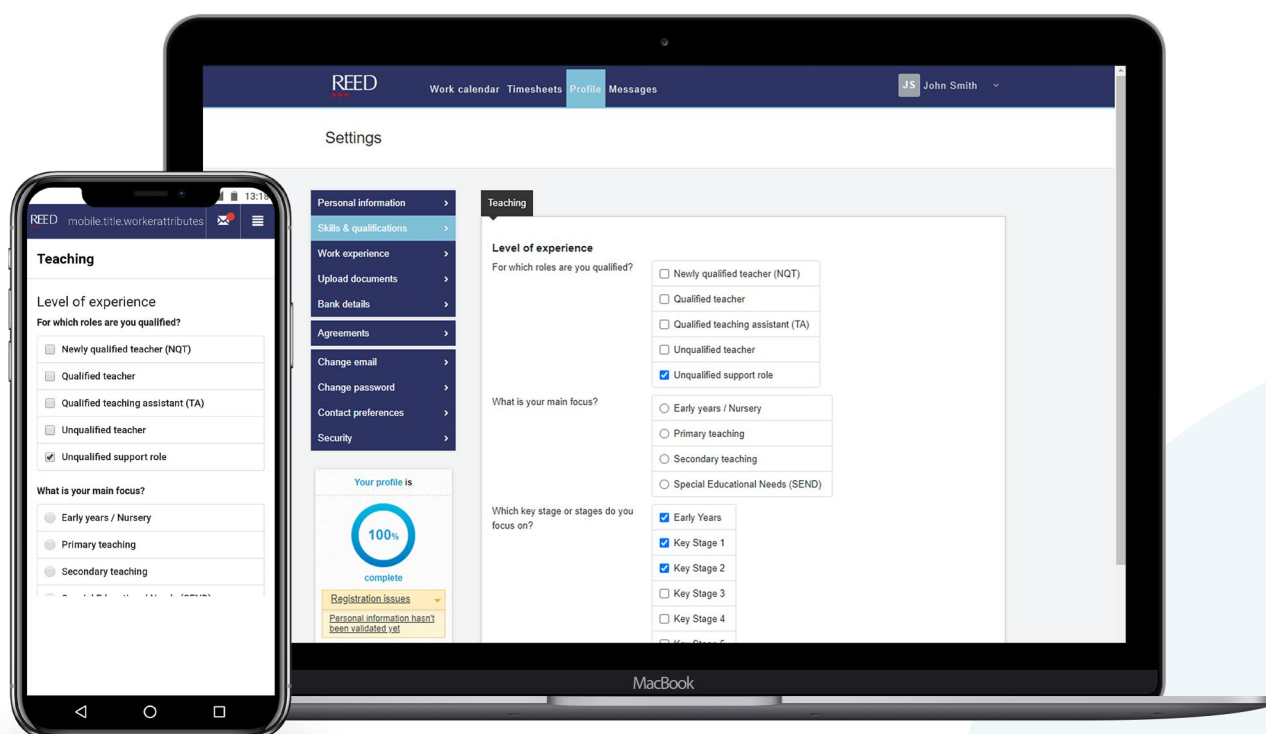
# Your profile

## Skills and qualifications

**This section is designed to help Reed Education understand your skills and qualifications so we can match you to your perfect role.**

**To update your information, please navigate to 'Profile' in the top banner menu, and click on the 'Skills & qualifications' tab. Here you can:**

- Tick the relevant boxes relating to your qualification level, areas of focus, and key stages you work in

- If you are a qualified teacher, please enter your TRN number in the required field

- Enter one or more specialisms by using the drop-down menu and clicking '+Add'. Then select the length of your post-training experience from the drop-down menu

**Please note:** We transfer all your personal information from X3 (our internal database) to JoinedUp. The only extra information you need to add to your JoinedUp profile are your skills and qualifications. If you would like to, you can also add a profile photograph in the 'Personal information' tab.

# Your profile

## Contact preferences

**This section is designed to help you manage your JoinedUp notifications via SMS text or email.**

To change your contact preferences please navigate to 'Profile' in the top banner menu, and then click on 'contact preferences'.

**You will automatically be set up to receive all notifications via text and email. Under 'contact preferences' you can:**

- Personalise your text notifications to ensure you are alerted at the right time on your phone

- Personalise your email notifications to ensure you are contacted about the notifications that matter to you

You will always be alerted for every notification type in your JoinedUp 'Messages', which can be found in the top banner menu.
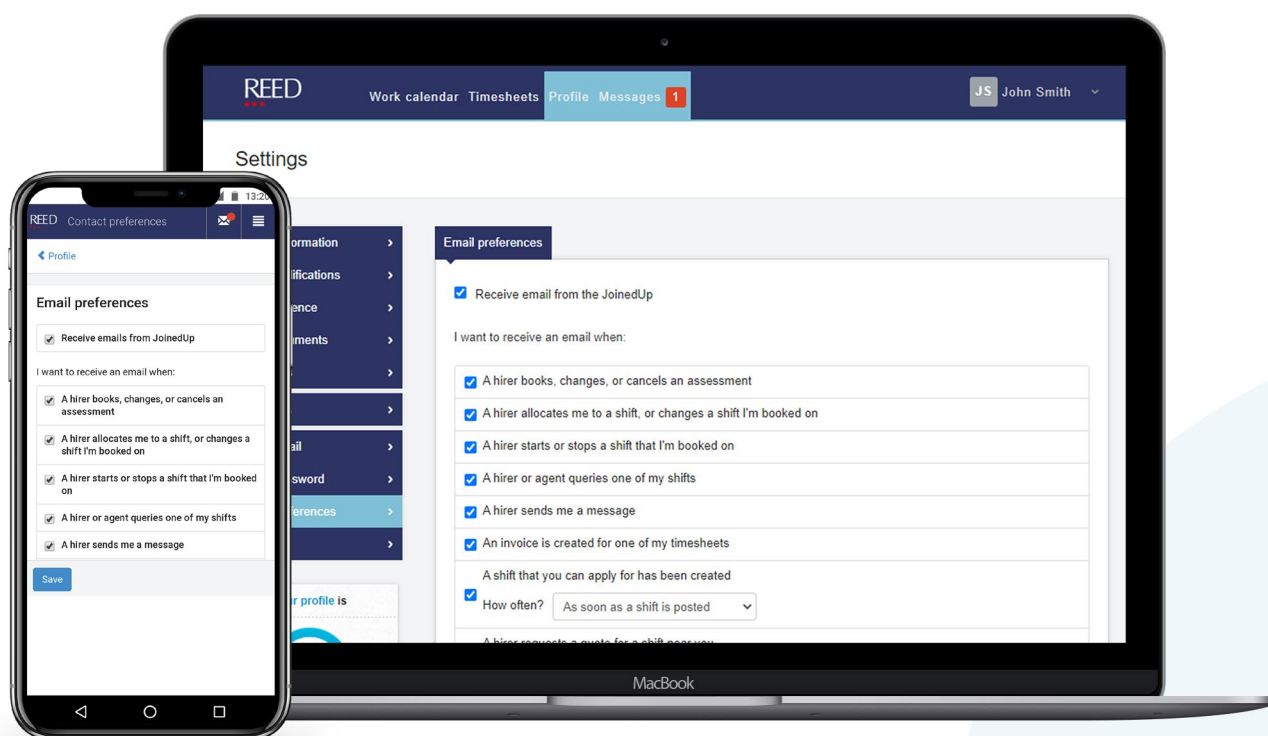
# Your work calendar

**The work calendar is the central point for you to manage your work on a daily, weekly, and monthly basis. Here you can set your availability for work and view your schedule – past, present and future.**
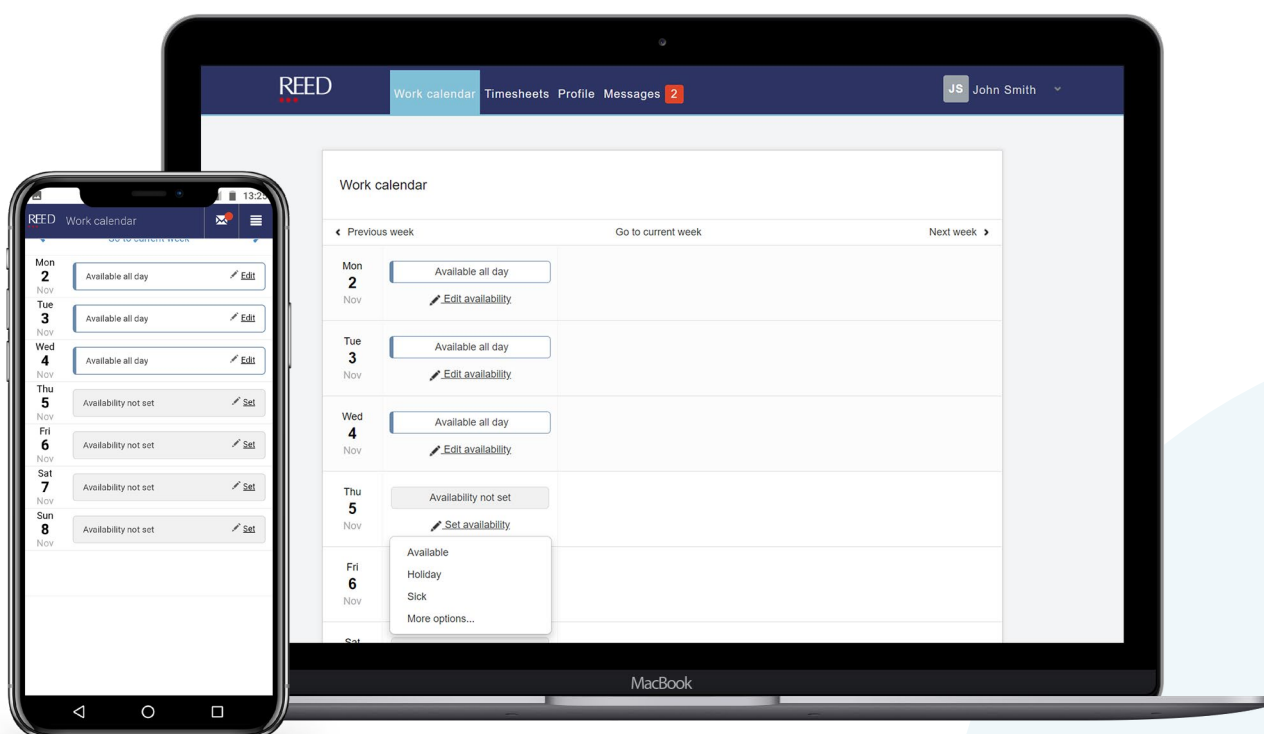
## Entering availability

To change your availability please navigate to 'Work calendar' in the top banner menu. Once in your work calendar, use the 'Previous week' and 'Next week' arrows to navigate between different weeks.

**You will see the 'Set availability' button on any days where your availability has not been set. Simply click this button to enter your availability options for that day:**

- **Available –** Should only be selected for days when you are sure you are available, as consultants will book you into shifts that match your location, skills, and qualifications

- **Holiday –** Let your consultant know when you are unavailable for work due to holiday

- **Sick –** If you are unable to work due to sickness then please let us know immediately

As soon as you select your availability, it will set your status for the entire day and will be immediately visible to your Reed Education consultant.

# Your work calendar

## Entering availability (continued)

**Alternatively, select 'More options…' under the 'Set availability' button. Use this option if you are only available for half a day or certain hours.**

The system is flexible and easy to use, whether you are going on a two-week holiday, or have a dentist appointment in the morning but can work in the afternoon.

**After selecting 'More options...':**

- Input the date and time range for which you are unavailable

- Personalise your availability by selecting a type and/or entering a reason

Once you have entered your information click **'Save'**.

Your availability is now set. Our Reed Education consultants can now book you into suitable shifts on JoinedUp.

**This can be updated anytime, anywhere, and on any device.**
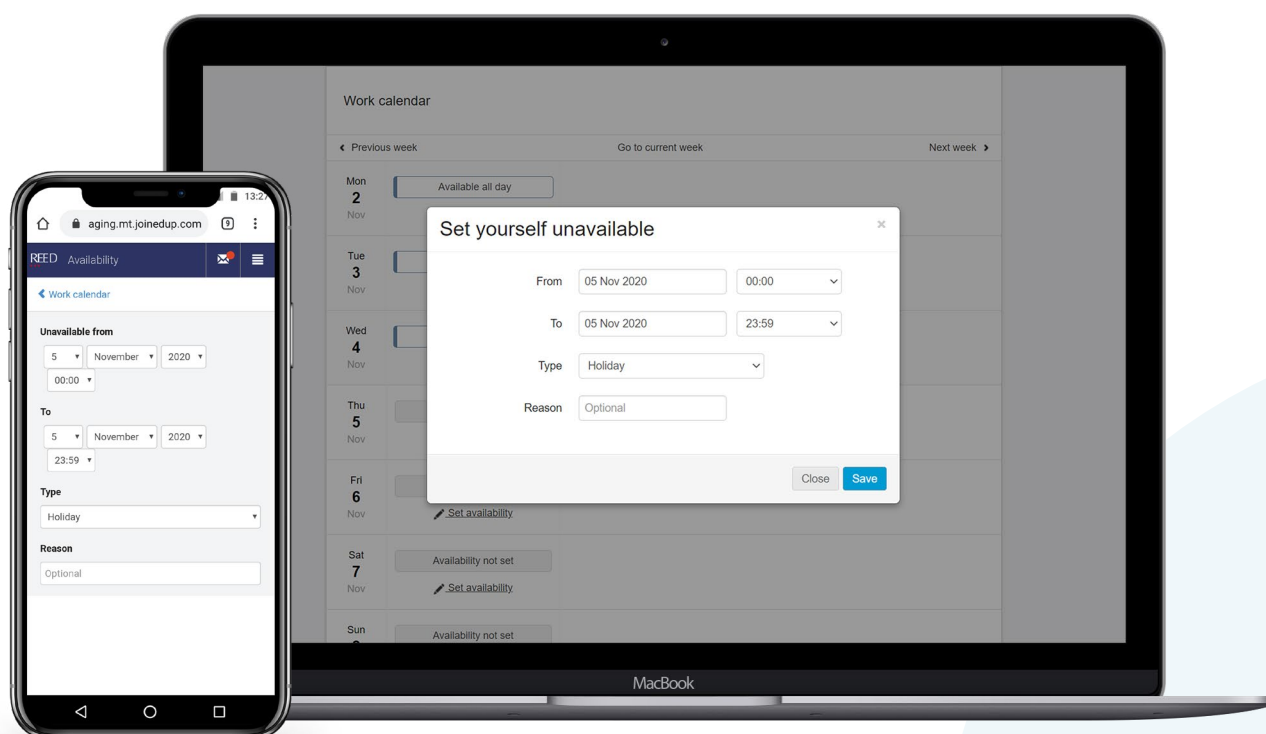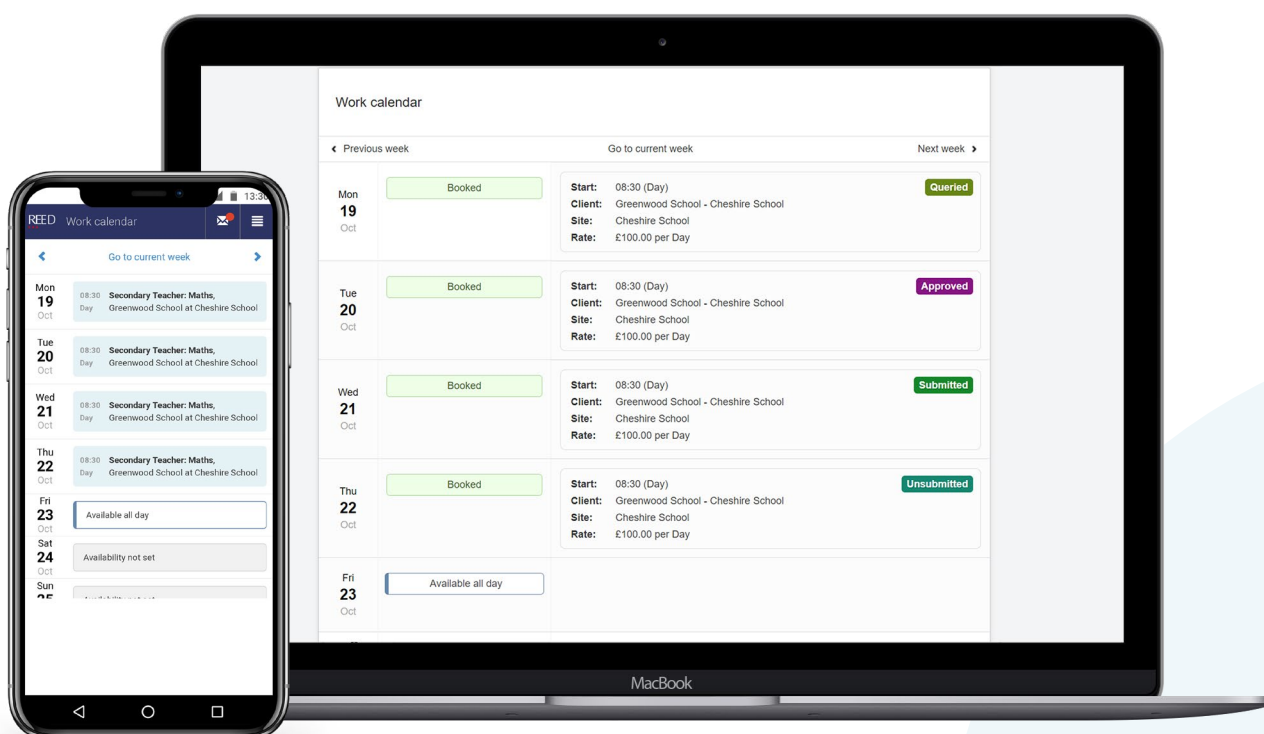
# Your work calendar

## Your shifts

**As soon as you are booked into a shift, this will appear on your work calendar on the relevant day(s).**

JoinedUp will send a notification to your 'Messages' inbox – you will also receive an email and/or text message with a link to the inbox, depending on the contact preferences you have set.

You can see the basic details of your shift immediately, including the start time, school or college name, location, and pay rate. If you want to see more details, click into the shift box.

Use the map to see where the school or college is located and click through to view it on Google Maps to help you find your way there.

If you have any questions about the shift, click 'Contact the client'. When you send a message about a shift, both the school/college and your education consultant are notified immediately. This is particularly useful if you are running late.

# Your work calendar

## Entering hours worked

**As soon as you finish your shift, you need to input the start and end times for your day's work. You can do this in three simple steps:**

**1** Navigate to the 'Work calendar' in the top banner menu. Then click into today's shift.

**2** Enter your shift start and stop timings. Press the 'Stop' or 'Update stop time' buttons in order to confirm the timings.

**3** This will update your shift from 'Add shift times' to 'shift times added' in your work calendar.

After you have entered your hours, your Reed Education consultant will be able to submit them to the client for approval and subsequent payment.
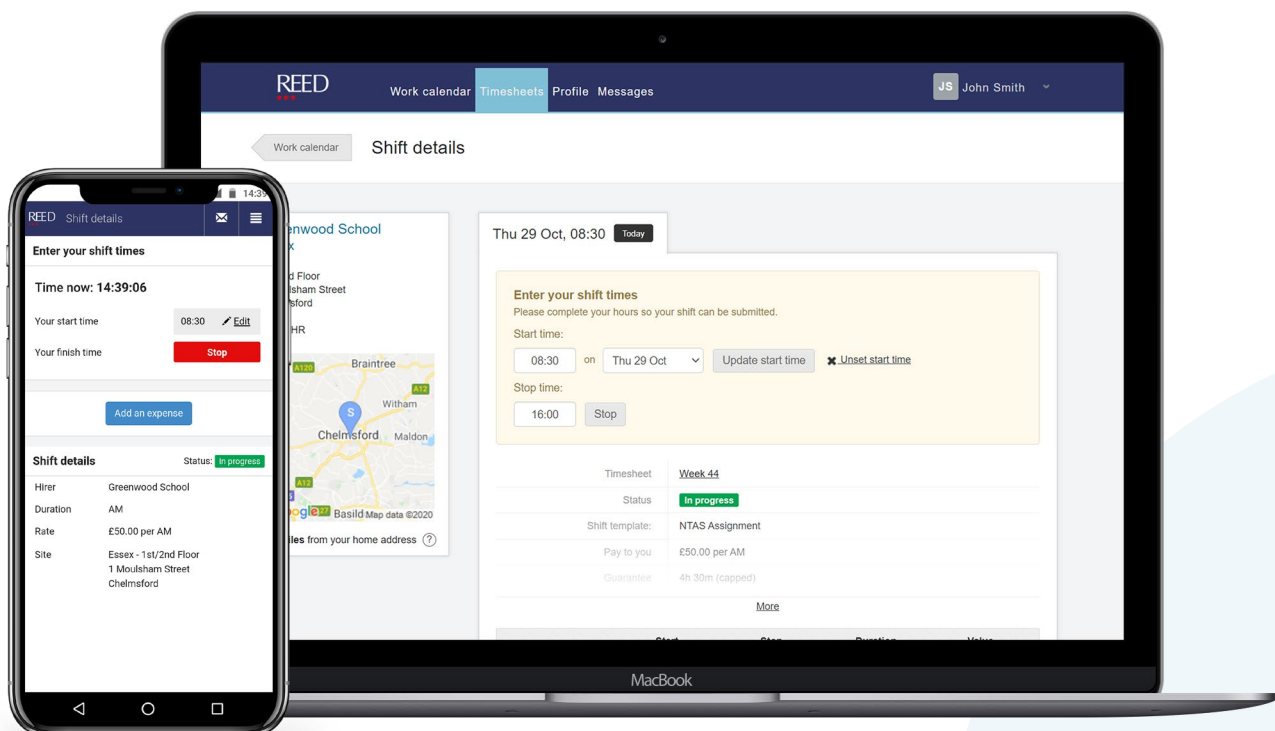
# Your timesheets

**JoinedUp allows you to see your historic timesheets, and most importantly, how much you are going to be paid.**

If you want to find specific timesheets, navigate to 'Timesheets' in the top banner menu. Here you can filter your view by school or college, or by date. Just select the parameters under 'Hirer', or 'Up to' in the timesheet display.

**Under each timesheet, you can see:**

- The dates worked

- The school or college name and job role

- The days worked

- The number of shifts that week

- The total gross pay

If you would like more information, you can click into each timesheet to view line-by-line details of the work carried out and associated earnings of each daily shift.
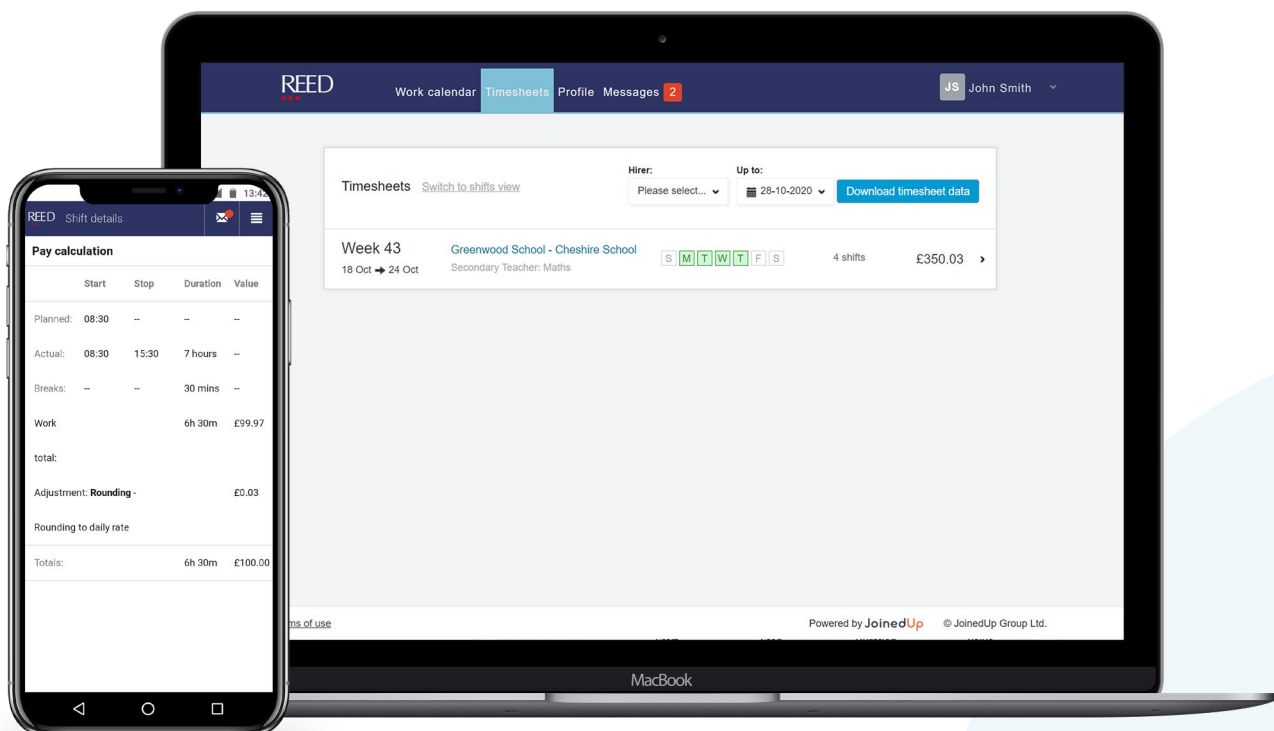
# Message inbox

**The message inbox is a tool you can use to communicate with your school or college and Reed Education consultant simultaneously. You can also message your consultant individually.**

To access the message inbox, navigate to 'Messages' in the top banner menu.

You can reply to existing conversations by clicking on the notification, typing your response into the box, and clicking on the 'Reply' button.

Alternatively, if you want to send a new message, click on the 'New message' button and select the linked school or college you want to start a conversation with. Please bear in mind that this is a three-way conversation between the school/college, consultant, and yourself.

## Notifications by SMS text and email

**Please note:** If you have chosen to receive notifications via text and/or email, you can only reply to these notifications by logging into JoinedUp and replying via the message inbox. Following the link in the text or email will take you directly to your JoinedUp message inbox. A record of all messages and notifications will always be kept in the message inbox.