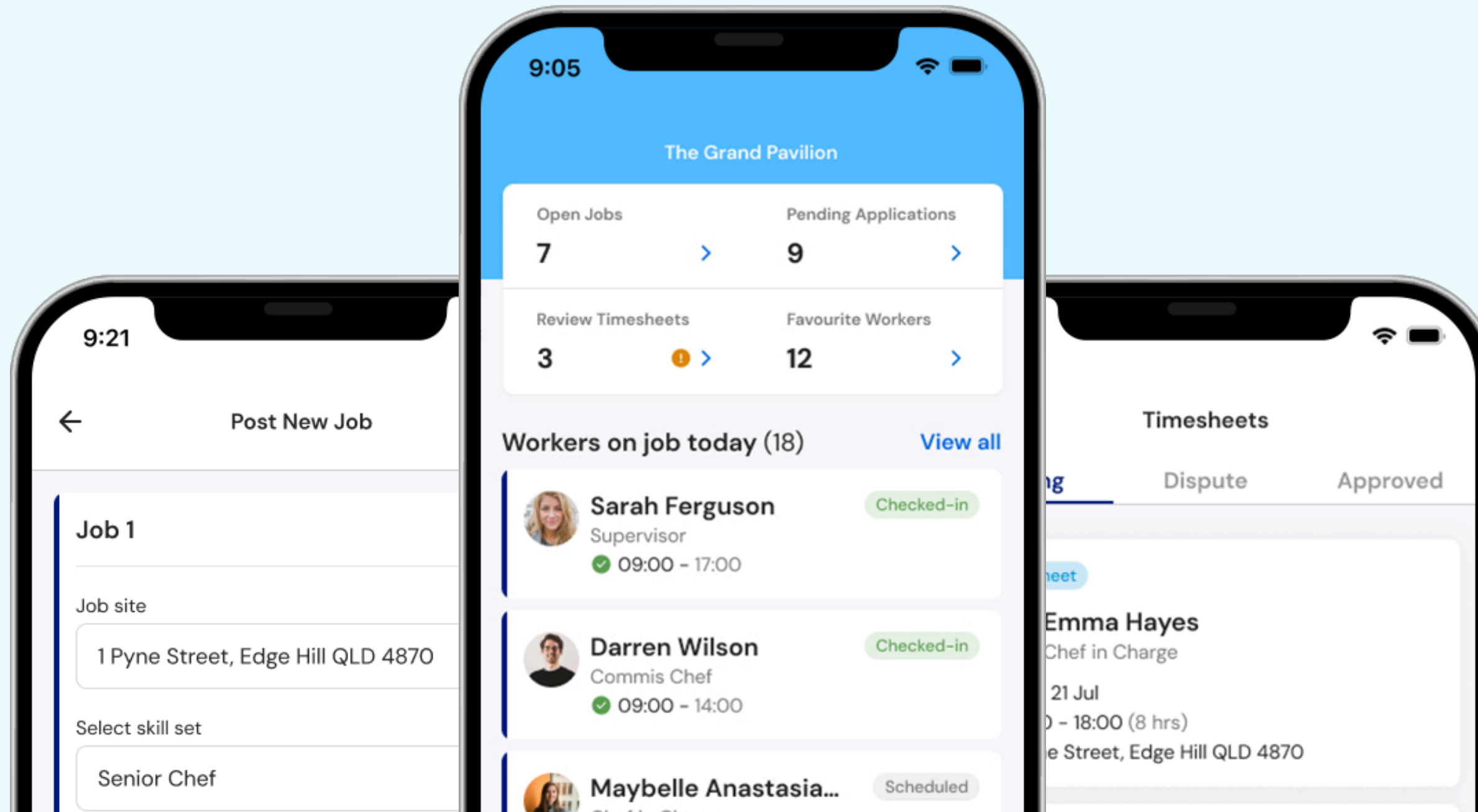



A guide to our

Signature Staff App

for Clients



App Overview



Say hello to labour hire - revolutionised. Our App will fill your temp jobs faster than ever before. Post jobs at the click of a button, see Candidates applications in real time and manage time-sheets in App. You'll have in App visibility of Candidate reliability and star ratings and the ability to build out your favourites list, all in the one place.

Our App smart-matches your jobs to our pre-vetted Candidate cohort based on skills, qualifications, availability and location. Candidates can auto-accept or apply for you jobs with just one click, making filling your jobs fast and effortless. Want to review before selecting a candidate? Use the Apply option to receive applications and choose the best fit for your specific needs.

Favourite your top candidates to give them priority access to your jobs, and block those who don't fit your team to maintain a reliable temp workforce. Track who's coming today, who's locked in for future, and review all unfilled jobs in one place. Manage timesheets, confirm hours, and quickly access all completed jobs.

With everything in one platform, posting, filling, and managing jobs is faster, simpler, and more reliable than ever.

Table of Contents

Understanding the app's purpose and benefits...

This app is designed to manage your needs in one place:

- **Sign-up & Onboarding**
- **Home Page**
- **Jobs Page**
- **Posting Jobs**
- **Cancelling Jobs**
- **Timesheets**
- **Ratings & Favourites**
- **Account Page**



Sign-Up & Onboarding

Follow the steps to get started

1. Receive Your Invitation

Open your unique link to the app store sent to your email.

2. Sign Up with your Invited Email

Enter the email and password requested. Ensure your password meets the requirements (min. 8 characters, 1 lowercase, 1 uppercase character & a symbol).

3. Verify your Account

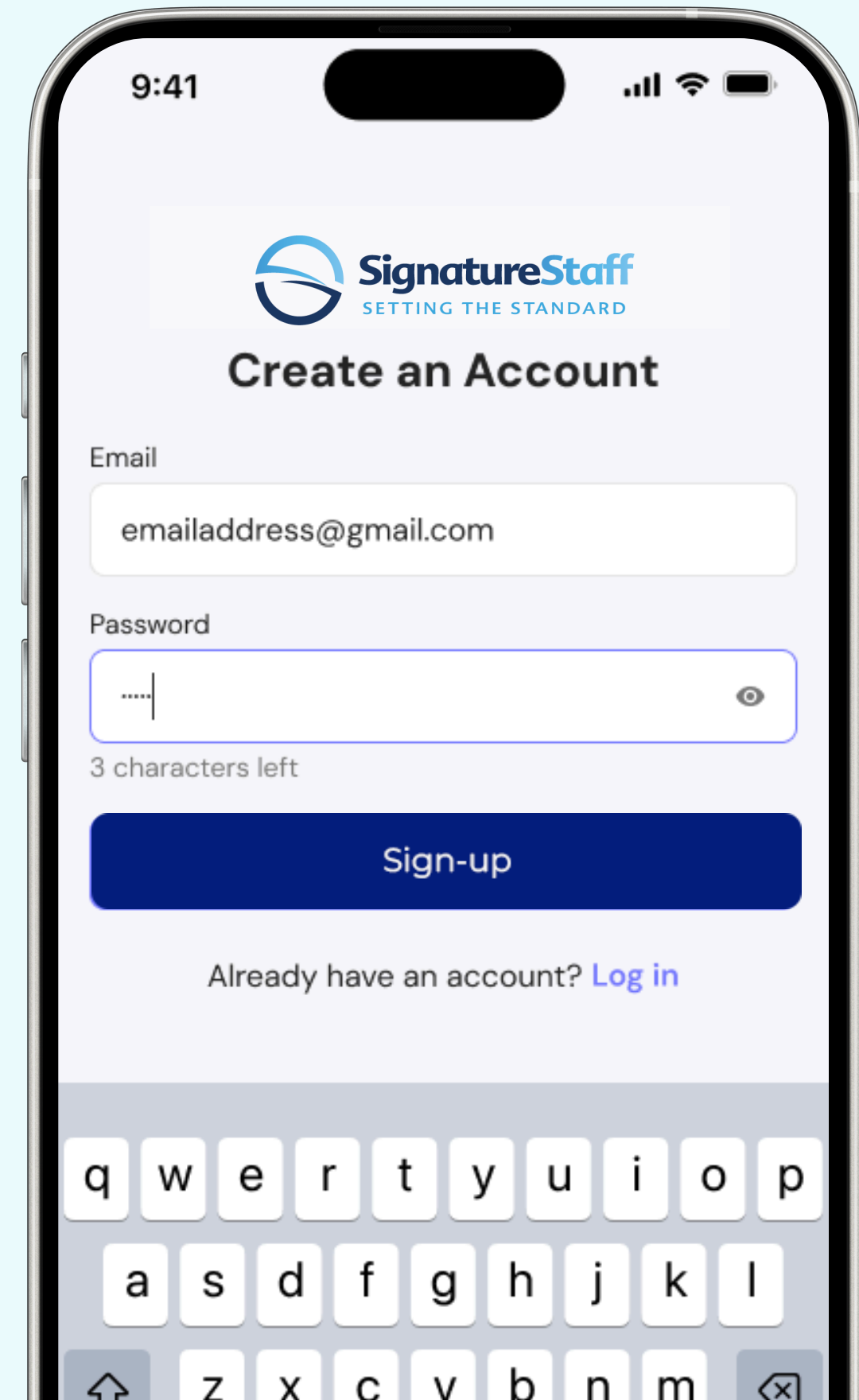
Check your inbox for a verification code and enter it to confirm it's you.

4. Set Up your Profile

Add your personal details, upload a profile photo, and enable notifications and location services.

5. Complete Registration

Once you reach the end, your registration is complete. Your profile will go through a quick review, and you'll have full access shortly.




The image shows a smartphone screen displaying the 'Create an Account' form for the SignatureStaff app. The app's logo, 'SignatureStaff SETTING THE STANDARD', is at the top. The form includes an 'Email' field with the placeholder 'emailaddress@gmail.com', a 'Password' field with a strength indicator showing '3 characters left', and a dark blue 'Sign-up' button. Below the button is a link: 'Already have an account? [Log in](#)'. The phone's status bar at the top shows the time as 9:41 and signal, Wi-Fi, and battery icons. A portion of a QWERTY keyboard is visible at the bottom of the screen.

Your Home Page

See your jobs at a glance

Quick Access to Everything

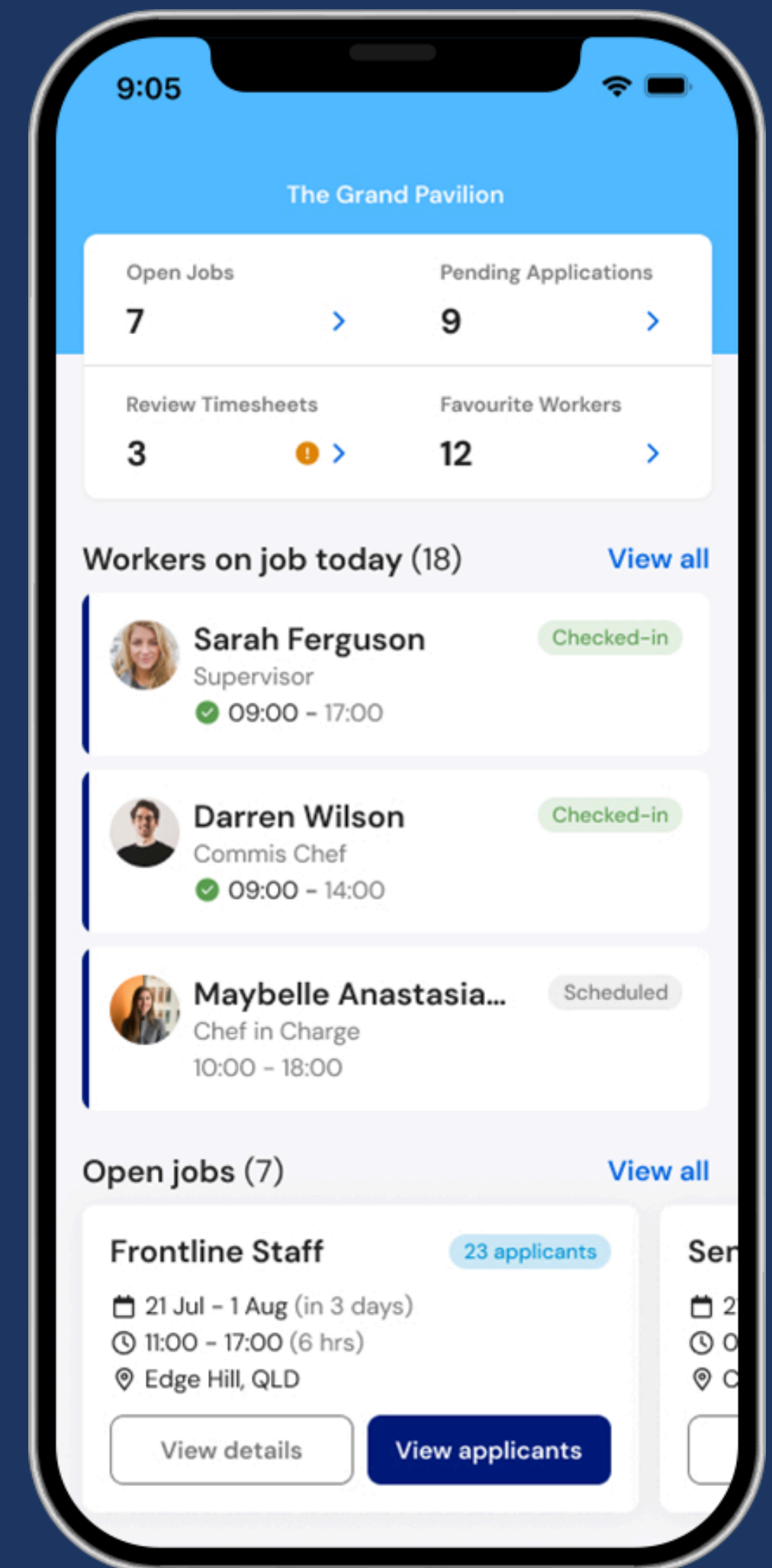
- See all your key items at a glance: Open Jobs, Pending Jobs, Review Timesheets, Favourite Candidates
- Everything is clickable for fast navigation
-  icon means there's a timesheet that needs actioning

Today's Candidates Snapshot

- View all candidates rostered today
- Instantly see who's checked in or upcoming
- Candidate names are clickable to view job & candidate details

Open Jobs List

- See and review unfilled jobs and edit as required



Your Jobs Page

Three Tabs for Three Rosters

1. Open Jobs

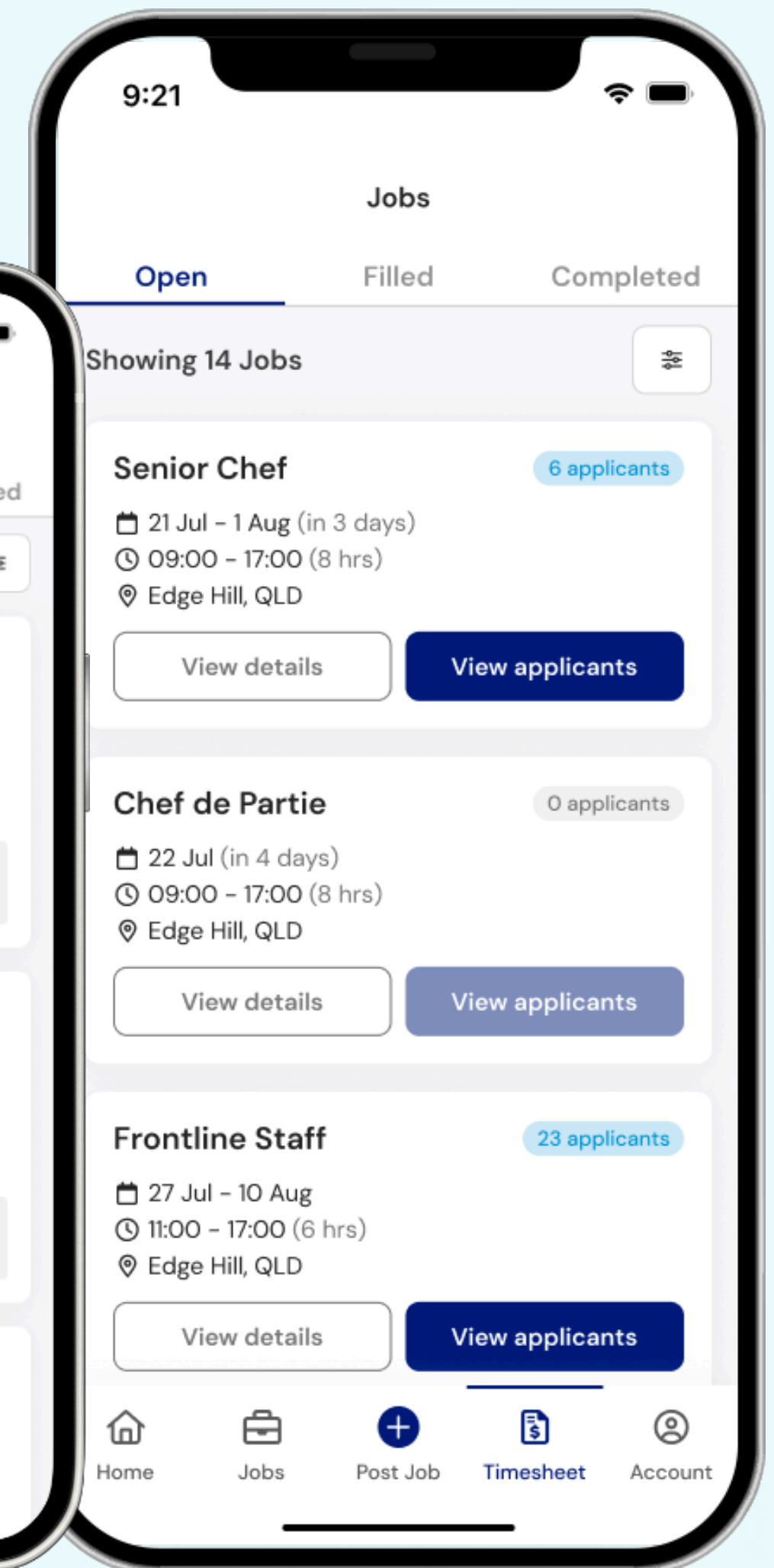
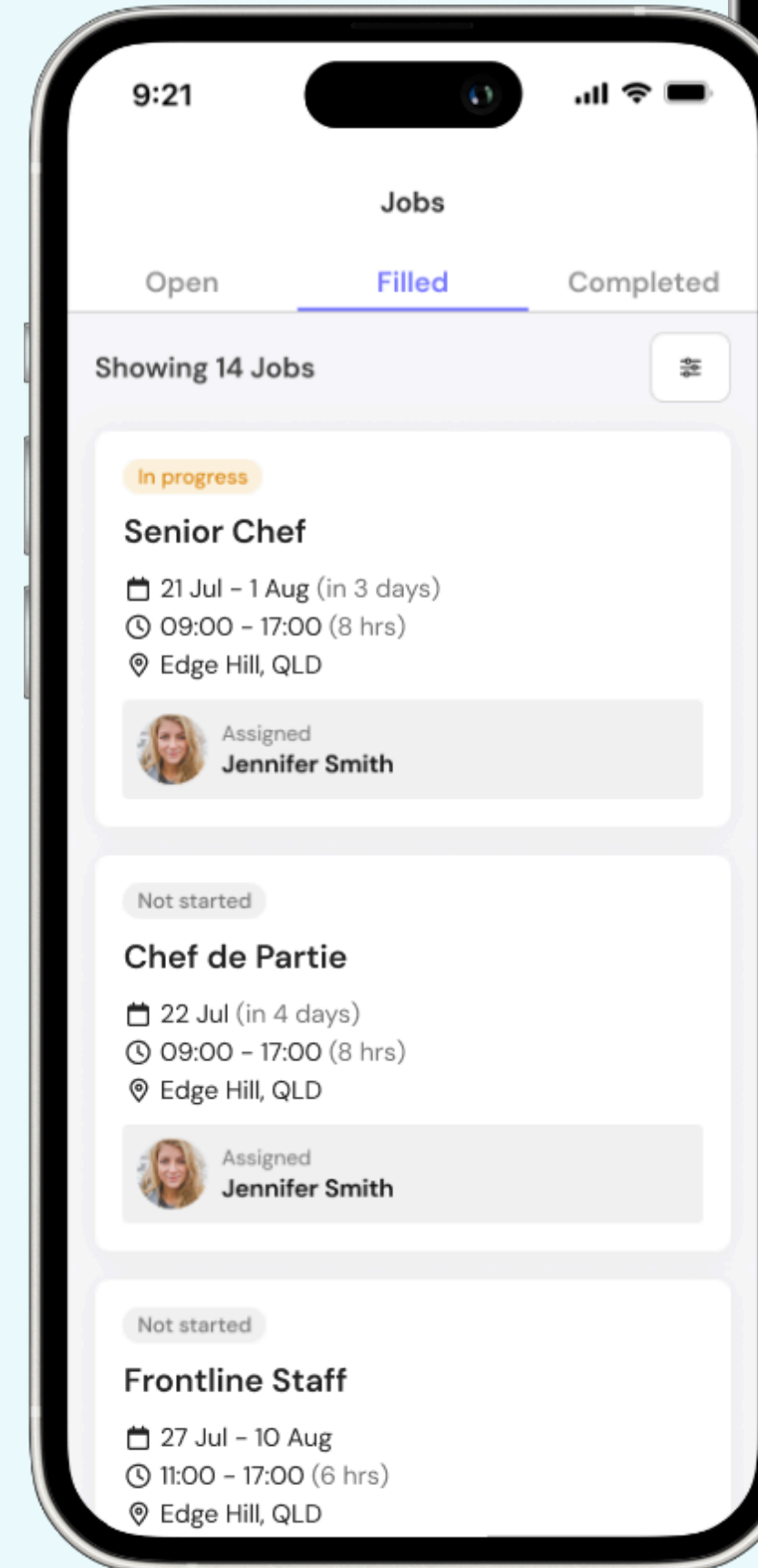
- See all unfilled jobs
- Two types:
 - Apply jobs: candidates submit applications
 - Auto-accept jobs: candidates can accept instantly
- Tap View Details for full job info
- For Apply jobs, view Applicants and Accept/Reject applications directly

2. Filled Jobs

- Includes in progress jobs and upcoming filled jobs
- View candidate details, job info, and status at any time

3. Completed Jobs

- All finished jobs appear here
- View and edit timesheets before invoicing
- Submit candidate reviews (more on this coming up)



Posting Jobs

Jump Straight In!

1. Fill in Job Details

- Job Site: Where the work will take place. Confirm the site address is correct or select from the drop down box
- Skill Set Required: Specify the expertise needed
- Number of Candidates: How many temps you need
- Date & Time: Choose a single day or a date range
- Start & End Times: Specify job hours
- Job Description: Use the AI feature to generate a description quickly. Review and tweak as needed

2. Choose Job Type

- First in best dressed. Once Candidates are smart matched, they can accept instantly

3. Bulk Jobs

- If you need multiple roles, post additional jobs right from the same screen

9:21

Post New Job

Job 1

Job site

1 Pyne Street, Edge Hill QLD 4870

Select skill set

Senior Chef

How many workers do you need?

1

This will create 1 separate job postings

When do you need them?

15 Jul - 26 Jul

Start time

09:00 AM

End time

03:00 PM

Job description

Generate with AI

We are seeking an experienced Senior Chef to lead our kitchen team from Jul 15 at Edge Hill, QLD area.

The role will require you to oversee food preparation, and ensure the highest

1

This will create 1 separate job postings

When do you need them?

15 Jul - 26 Jul

Start time

09:00 AM

End time

03:00 PM

Job description

Generate with AI

We are seeking an experienced Senior Chef to lead our kitchen team from Jul 15 at Edge Hill, QLD area.

The role will require you to oversee food preparation, and ensure the highest quality of dishes are served. The Senior

Assignment type

Apply

Auto-accept

Post this job

+ Add new job

Jobs created

1

Post all jobs

Cancellations

Steps to cancel a job & candidate cancellations

Unfilled Jobs

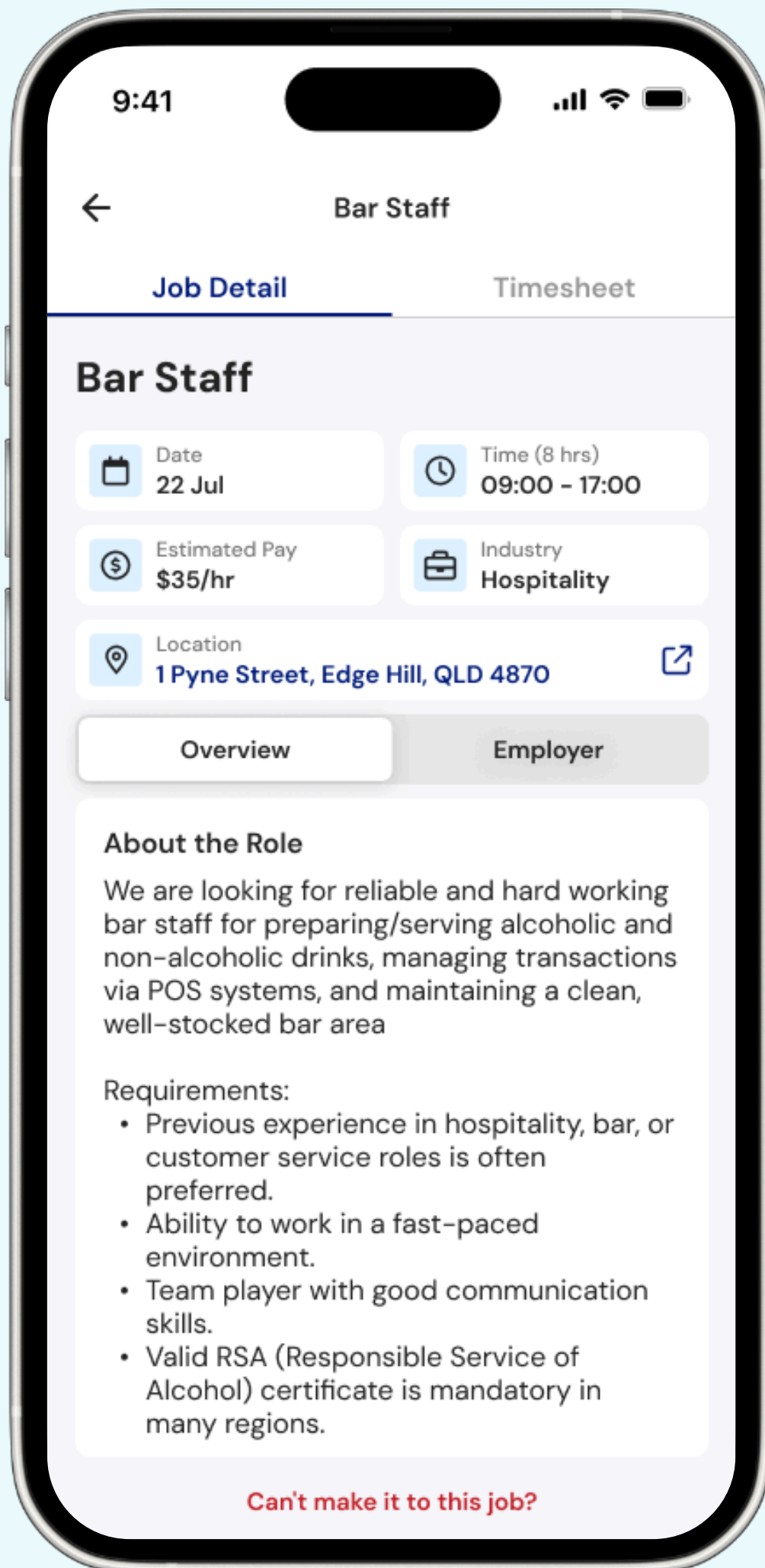
- Go to the Jobs tab → Open jobs → View Details
- Tap “Cancel This Job” to cancel at any time

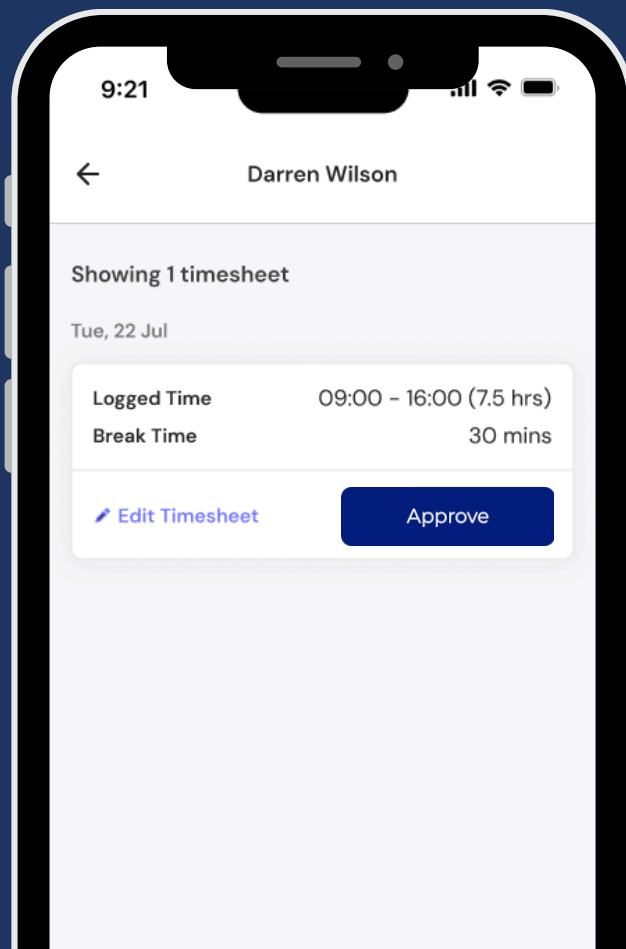
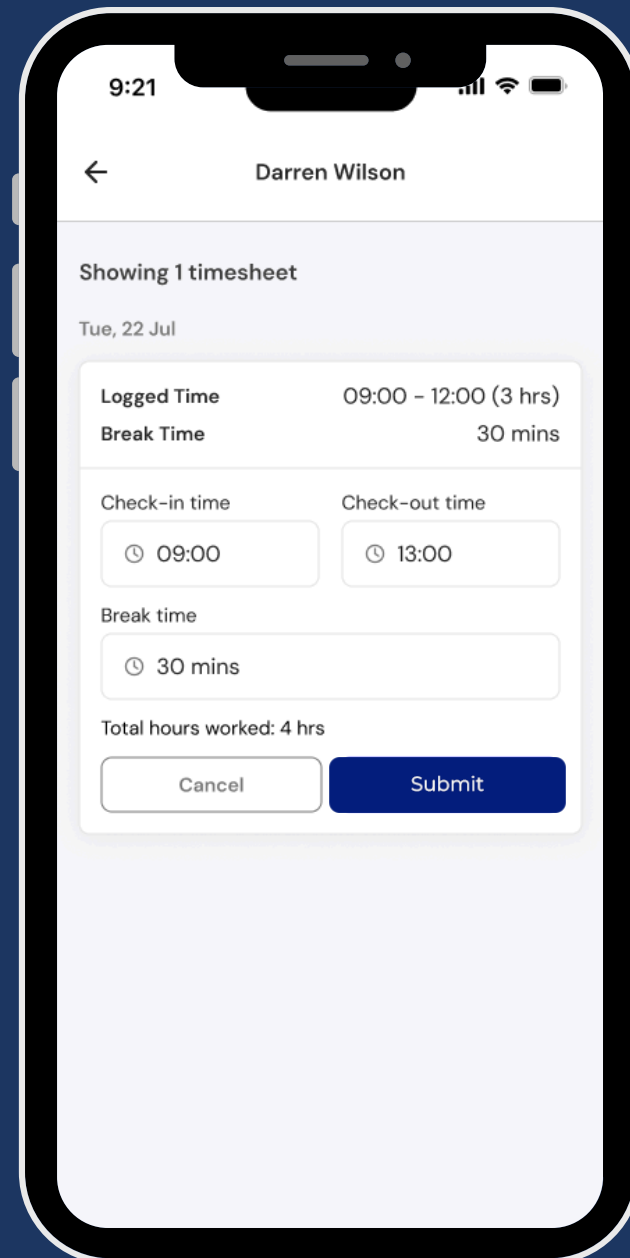
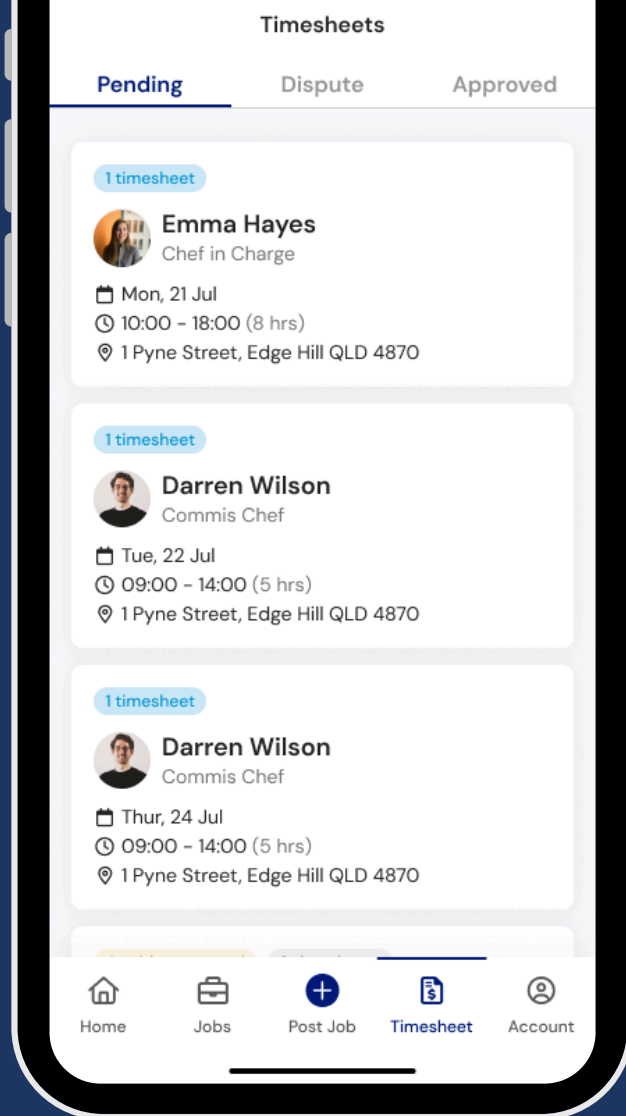
Filled Jobs

- Go to the Jobs tab → Filled jobs → View Details
- Scroll to the bottom of the page
- Tap “Cancel This Job”
- If there’s enough notice, the job will cancel successfully
- If too close to the start time, a pop-up will appear asking you to contact support
- Contact us as soon as possible so we can assist with the cancellation

How will I know if a Candidate Cancels?

- Candidates can cancel shifts through the app as long as it’s within the allowed notice period (set by us, the agency).
- You’ll receive an instant notification when a candidate cancels with enough notice.
- For last minute cancellations, candidates must contact us directly.
- When this happens, we’ll reach out to you immediately to help refill the job as quickly as possible.





Timesheets

Checking-in/out, Job Statuses & Disputes

Candidates log their start and end times for each job. You can confirm or action timesheets when required. These are the different job statuses:

1. Approved

- Timesheet is confirmed. No further action required.

2. Pending

- Candidate's times differ from the original job.
- You can:
 - Approve: moves to Approved status.
 - Edit: submit new times, which are sent to the candidate for confirmation.
- Once the candidate approves, the job moves to Approved.

3. Disputed

- If the candidate disagrees with your proposed times, the job moves to Disputed status.
- We will coordinate with you and the candidate to resolve the correct times.

Ratings & Favourites

Lock in the candidates you like!

Rate Candidates

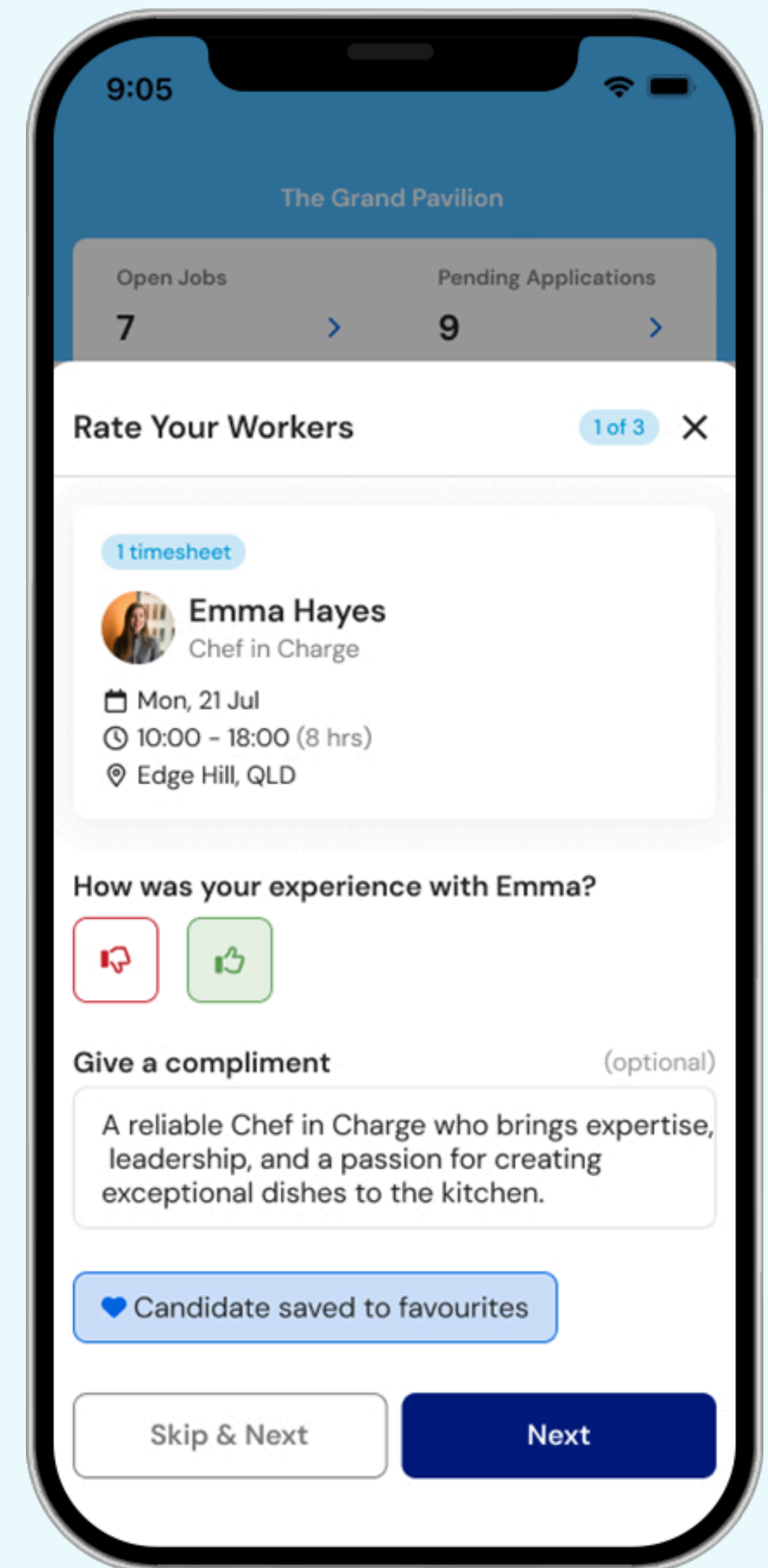
- After a job, rate and leave feedback for candidates.
- Prompts appear or go to Jobs → Completed → Submit Review.
- Use Thumbs Up / Down and add a comment.
- Your feedback is only visible to our team. Please be completely honest. It helps us maintain high quality candidates and services.

Favourites

- Favourites receive special privileges, including:
 - Jobs sent directly to them by you during job posting
 - First priority for new jobs posted by you
- Priority duration has been configured by us for how long the favourite has exclusive access.
- Favourites help ensure consistent, reliable service and let you lock in top candidates for upcoming jobs.

How to add a candidate to favourites

- At the bottom of the rating, tap “Save Candidate to Favourites.”
- You can also add favourites via Account → My candidates → Heart Icon.



Your Account Page

Your Profile & App Settings

Your Details

View and update company info, personal details, and password.

Jobs

Access your cancelled and completed jobs.

Manage candidates

View any candidates that have worked at your company.

View their details, access their compliance documents, or favourite them.

App Preferences

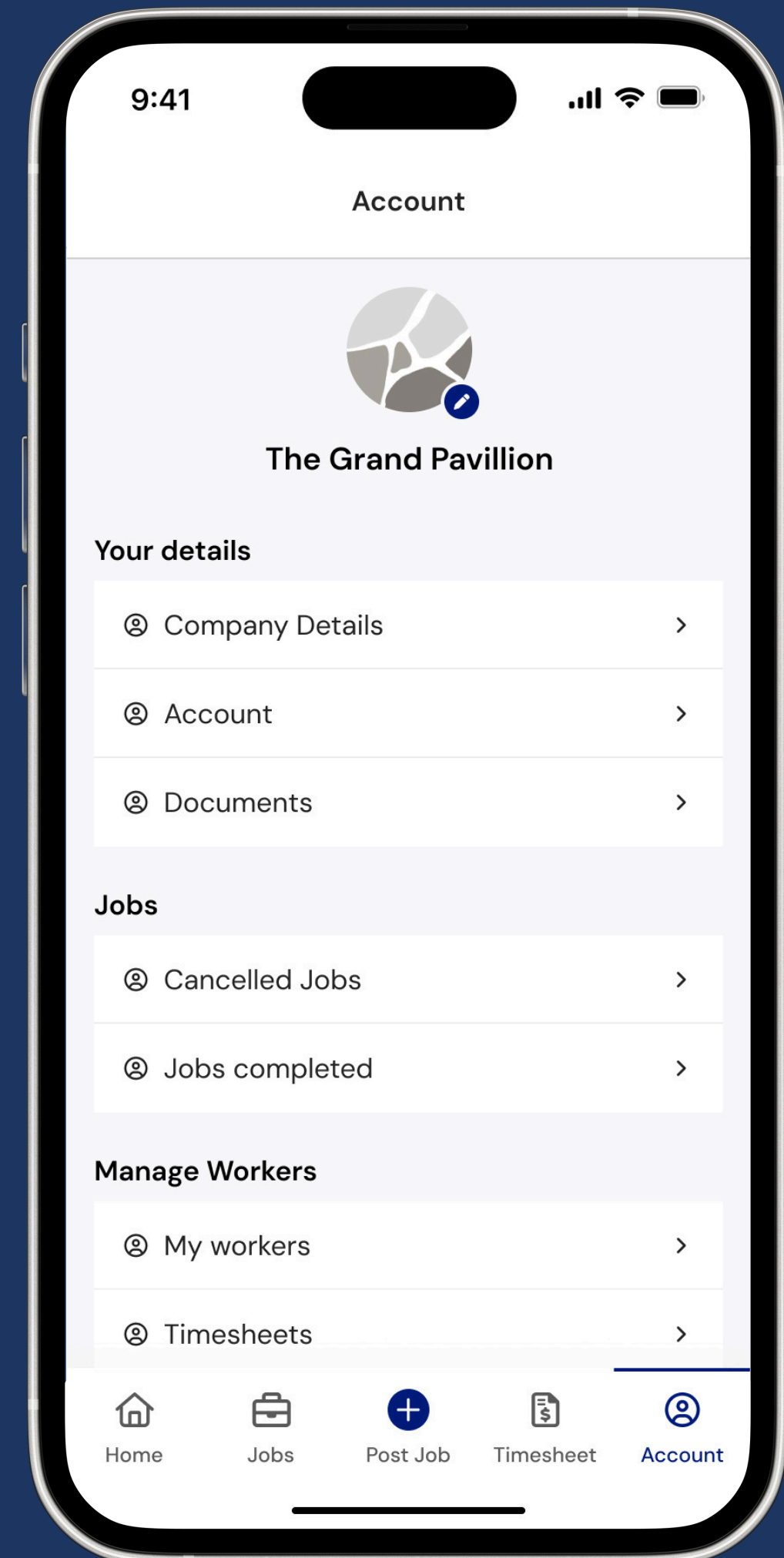
Manage notification and location settings. Keep these on to stay updated.

Billing

Access your billing details and payrun information.

Compliance

View your contracts, policies, and compliance documents anytime.



Top Tips!

Need your job filled fast?

If you need a job filled ASAP, post as an “auto-accept” job to immediately notify all matched candidates!

Keep notifications turned on!

Keep app notifications turned on so you never miss a new application, cancellation, or urgent alert.

Favourite your top candidates

Loved a candidate? Add them to Favourites! You will be able to send jobs directly to them in future to make filling jobs faster and more reliable.

Rate candidates honestly

After each job, use the rating pop-up to provide honest feedback. Ratings help track how candidates perform, highlight who’s reliable, and give guidance to improve where needed. This ensures you are always working with top quality candidates.

Block candidates who are not a good fit

Have a candidate who does not work well with your team? Blocking them is an easy way to stop them from seeing or accepting any of your future jobs.

Check your “apply” jobs

Do not leave great candidates waiting! Once a candidate has accepted a job elsewhere, you can not accept their application anymore. Review applications often so you’re not missing out on the best talent!

Track timesheets

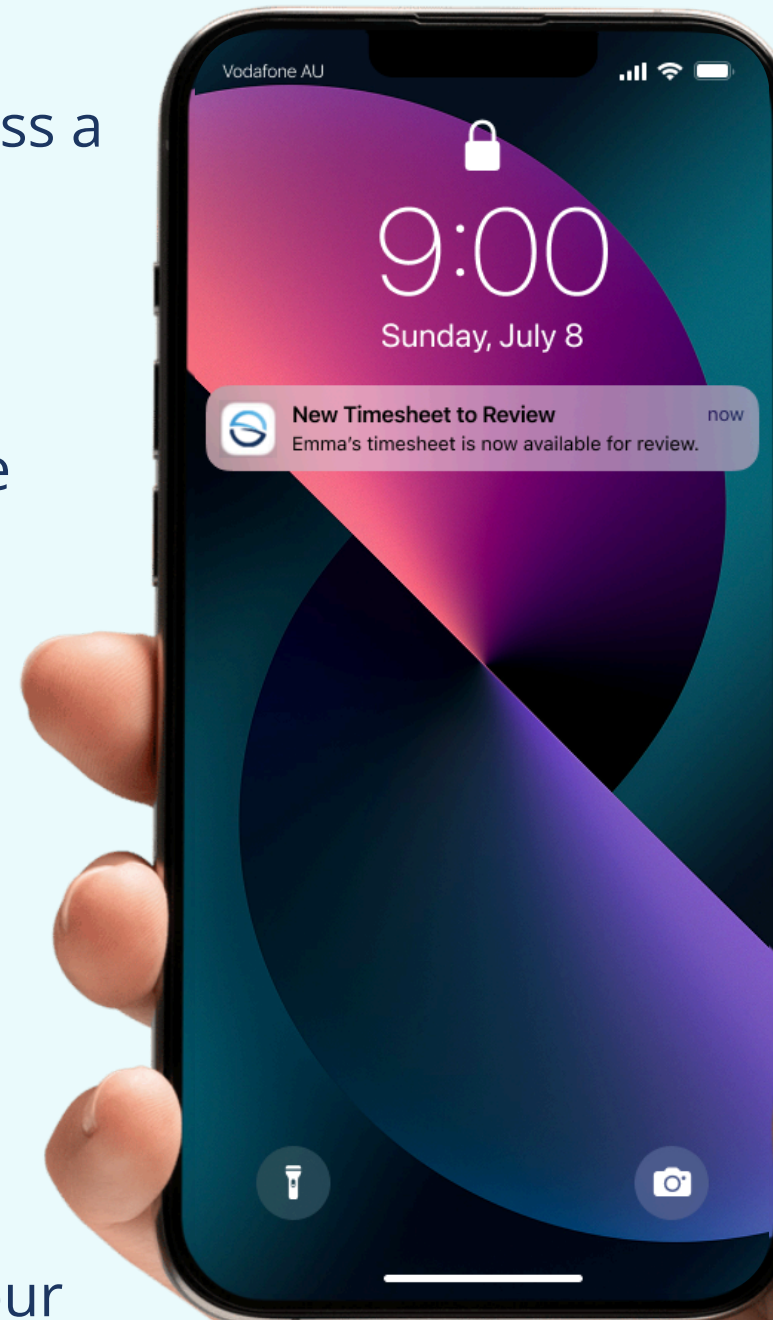
Check pending timesheets regularly so any discrepancies or disputes can be addressed quickly. This keeps your payroll and records accurate and avoids delays.

Post early

Give candidates plenty of notice by posting jobs in advance. Early postings give more time for applications and increase the chances of the jobs being accepted.

Be flexible where possible

Adjusting start times, end times, or job length slightly can make jobs more attractive. A small change can be enough for more candidates to accept.



FAQs

What happens if no candidates accept the job?

You may have posted the job too close to the start time or without enough notice, which limits the likelihood of finding a candidate to fill the job. We're keeping an eye on things in the background, so you will likely get a call from us. However, if you're concerned about the job being filled for any reason, please give us a call.

Can I request the same candidate again for future jobs?

Yes, we can assign any preferred Candidate to one of your jobs, please give us a call! You can also favourite Candidates after they check out on the job. You can then send jobs directly to your favourites list, next time you post one in the App.

What happens if a candidate is running late or no shows?

If a candidate is running late or does not arrive, please contact us straight away. We will follow up immediately and work quickly to arrange a replacement if needed. Once a late candidate arrives, they will check in at their actual start time, so you are only charged for the time worked.

Can I change job details after posting?

Yes, while the job is unfilled, you can update the job details at any time. Once a job is filled, any changes will need to be confirmed with the candidate. Simply contact us and we will check availability and confirm the update for you.

What happens if there is a dispute over hours worked?

If a job is in disputed status, it means the candidate and you could not agree on the timesheet. We will contact both parties to resolve it together and confirm accurate hours.

How do I give feedback or raise an issue about a candidate?

After a job is completed, you can provide feedback using the rating pop-up. Add any notes so we can follow up with the candidate if needed. For urgent issues during a job, call us directly and we will assist immediately.

Can I block a candidate from accepting future jobs?

Yes, you can block a candidate via "Manage Candidates" in the settings.

What are the break times I need to provide & overtime rules?

Please check the Terms of Business and the relevant Award for guidance on break times and overtime. You can also contact us directly if you need clarification.

I need to extend the hours while the candidate is on job

If you need a candidate to stay longer, ask them directly while they are on site. Make sure to review any overtime costs, and the candidate can check out for the later time so they are paid correctly for the extra hours.

Support Resources

Need more help?

Contact us directly on:



temp@signaturestaff.com.au



0418 533 357



www.signaturestaff.com.au

