



Client User Guide

January 2021

TIP: Ctrl +
Click on the
Topic to go
directly to the
page

User Guide for Clients

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HELP

If you need any support in using **Sentient Connect**, please contact the staffing coordinators at staffingcoordinators@sentienthr.com. You may also call (905) 752-8120 ext. 1 to speak with a staffing coordinator during Sentient's business hours.

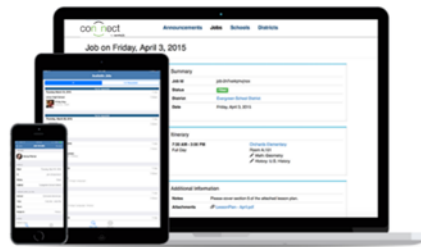
Introduction: What is Connect?

Connect is Sentient HR Service's state-of-the-art connection platform; a substitute staff placement system.


As a Client Administrator, you can easily create, assign, transfer, and cancel substitute jobs, as well as send notifications and view reports. Sentient's Supply Staff can review and accept your posted substitute jobs, be requested for jobs they are qualified for, see notifications, and track their work history directly in the system.

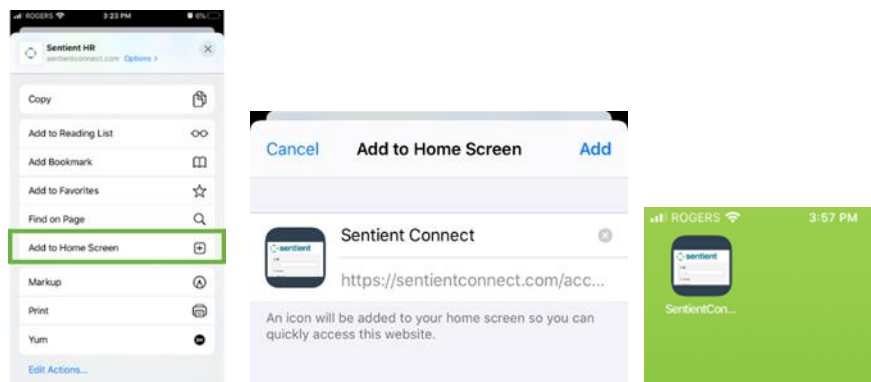
Available on any device, anytime, anywhere.

Connect makes your job simple whether you're at your PC or on the go, 24/7.



Create a 'Connect' Shortcut Icon on Your Mobile Phone Screen

On your mobile device, open Safari and navigate to the **Connect** website. To create a shortcut icon on an iPhone home screen, tap on the **Share Icon**  in the bottom toolbar. When the share options appear, tap on 'Add to Home Screen'. Optionally, change the shortcut name to Sentient Connect. Press **Add** at the top right and the shortcut will appear. *(the process is similar for other mobile devices)*



The icon will appear on your home screen like any other app, so you can drag it around and put it where you like.

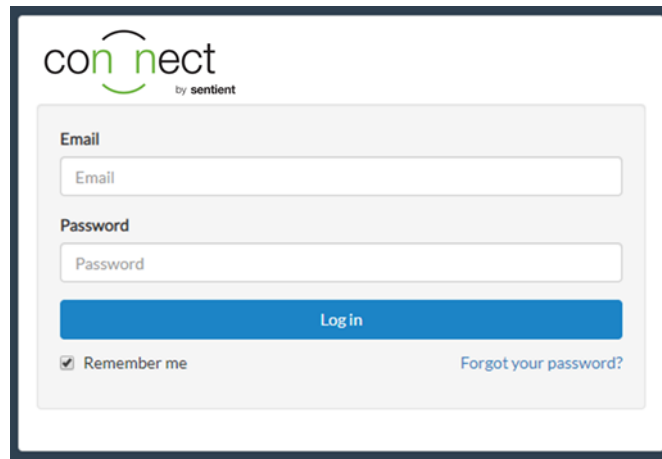
Log In

Once your account is activated, you will receive a **Welcome Email** with a temporary password. You can then update your password for future logins.

TIP: Keep your passwords strong! Use a minimum of 8 symbols, including numbers, both uppercase and lowercase letters, and special symbols.

www.sentientconnect.com

Enter www.sentientconnect.com into your internet browser, enter your **Email** and **Password**, and click the **Log In** button.



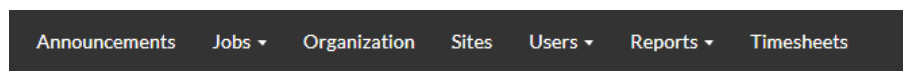
If you would like Sentient Connect to remember your username and password, make sure to check the **Remember Me** box towards the bottom left corner of the screen.

Your Company Account

What is an Organization?

An Organization is the parent entity and has one or more Sites operating beneath it. The relationship between an organization and its sites can be compared to that of a district and its schools.

For example, Centres for Early Learning (CFEL) is designated as an Organization. A site under the CFEL Organization would be: CFEL Denton Place, CFEL West Hill, CFEL Dawes Road, etc.



Organization Profile

The Organization Profile can be found on the main navigation menu under **Organization** and includes your organization's name, Client ID, physical address, phone number, website, and time zone. You can edit this information from the **Edit Profile** and **Edit Address** buttons.

XYZ Centre

[Profile](#) [Configuration](#) [Sites \(3\)](#) [Linked Agencies \(1\)](#)

Organization Profile

ORGANIZATION ID	org-1yruma1k138r5
PHONE	(416) 347-8888
WEBSITE	www.xyzcentre.ca
TIME ZONE	America/New_York
ADDRESS	123 Sentient Way Brampton, ON L7A 2B3

[Edit Profile](#) [Edit Address](#)

Configuration – Classifications / Positions

Classifications provides the details of the types of positions at your centre. Should you need to modify or update this section, please contact the staffing coordinators at staffingcoordinators@sentienthr.com. You may also call (905) 752-8120 ext. 1 to speak with a staffing coordinator during Sentient's business hours.

[Profile](#) [Configuration](#) [Sites \(3\)](#) [Linked Agencies \(1\)](#)

Configuration

Settings
9 settings

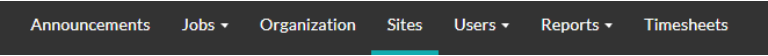
Classifications
6 classifications

Leave Balance
6 classifications

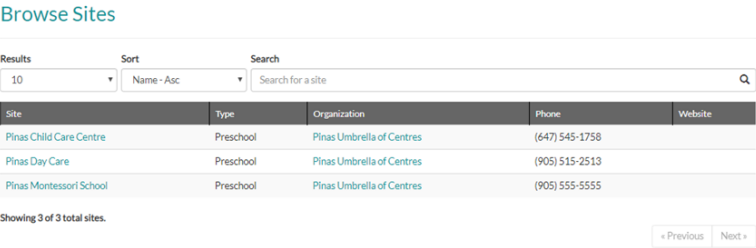
Sub Time
6 classifications

CLASSIFICATION	POSITIONS
ECA Only Sentient HR Services	11 positions show
Kitchen Coordinator Sentient HR Services	1 position show
Montessori Assistant Sentient HR Services	1 position show
Montessori Teacher Sentient HR Services	1 position show
RECE Only Sentient HR Services	11 positions show
RECE or ECA Sentient HR Services	11 positions show

What is a Site?

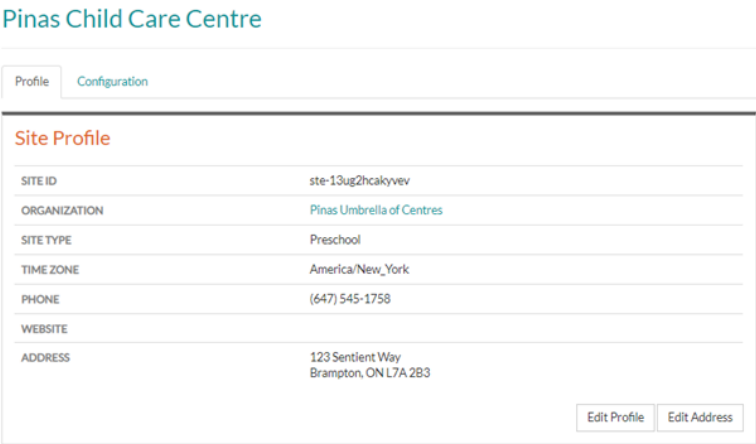


A Site operates underneath its parent Organization as a centre operates under its multi-site organization. **Sites** can be accessed from the main navigation menu and also have profile information including name, address, phone number, and URL.



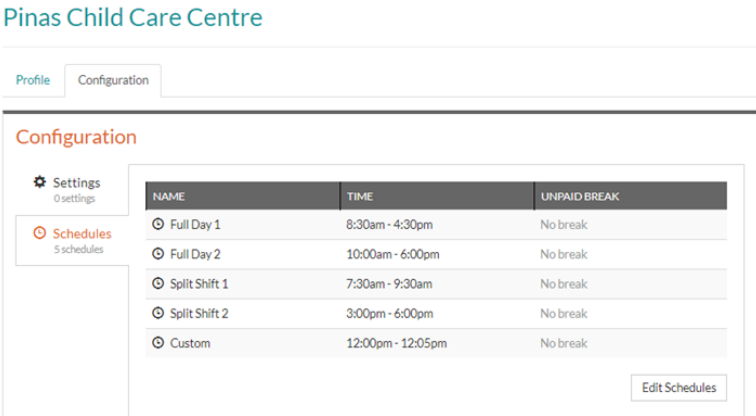
Site Profile

The Site Profile provides contact information for the Site and is unique from its parent organization. To view and/or update your Site information, click on the main menu **Sites** option followed by the name of the Site. Within the Site Profile tab, select **Edit Profile** and update the Site’s information accordingly.

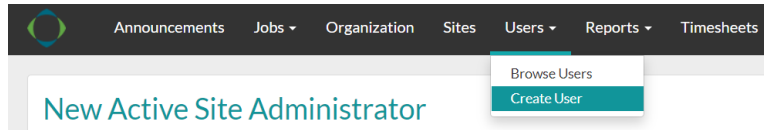


Configuration - Schedules

Schedules provides a typical time schedule. Administrators can adjust the times when posting a new job.



Administrator Account



To create an individual Administrator account, select **Create User** under the **Users** drop-down on the main navigation bar.

- **Step 1 - Account Type tab:** Select the Full or Site Administrator option followed by Active if you would like them to receive the welcome e-mail, or Inactive if you would like to activate them at a later time.

New Active Site Administrator

The screenshot shows the 'Account Type' tab of the 'New Active Site Administrator' form. The form has a progress bar at the top with four steps: Account Type (selected), Profile, Sites, and Finish. Below the progress bar, the 'Account' section contains two columns of radio button options. The first column, 'Account Type', has three options: Site Administrator (selected), Full Administrator, and Employee. The second column, 'Account State', has two options: Inactive and Active (selected). A 'Next' button is located at the bottom right of the form.

- **Step 2 - Profile tab:** Enter the Administrator's name, phone number, and e-mail address.

The screenshot shows the 'Profile' tab of the 'New Active Site Administrator' form. The form has a progress bar at the top with four steps: Account Type, Profile (selected), Sites, and Finish. Below the progress bar, the 'Summary' section contains four input fields: 'First Name' (with placeholder 'Enter first name'), 'Last Name' (with placeholder 'Enter last name'), 'Phone (optional)' (with placeholder 'Enter phone number' and a phone icon), and 'Email' (with placeholder 'Enter email address' and an email icon). There is also a 'Personnel Id (optional)' field with a placeholder 'Enter personnel id' and a barcode icon.

- **Step 3 - Sites tab (site Administrators only):** Select one or more sites, which will determine the jobs they can view, edit, and approve. Full Administrators are turned on for all sites.

The screenshot shows the 'Sites' tab of the 'New Active Site Administrator' form. The form has a progress bar at the top with four steps: Account Type, Profile, Sites (selected), and Finish. Below the progress bar, the 'Site Administrator Sites' section contains a list of sites with checkboxes. The first checkbox is 'Set/Clear All'. The next three checkboxes are 'Pinas Child Care Centre', 'Pinas Day Care', and 'Pinas Montessori School', all of which are checked. At the bottom right, there are 'Back' and 'Next' buttons.

- **Step 4 - Finish tab (site Administrators only):** Review and select Create User button when ready.

Update your Profile

To access your personal account information, hover over your **Name** at the top right corner of the screen and select the **Account** option from the drop-down menu.

You will see three tabs:

1. **Profile** - To edit your name, address, and phone number, click on the **Edit Profile** button at the bottom right of the screen.
2. **Notification Settings** - The setting is an important step when setting up your account properly. You may adjust your settings to be notified via e-mail when a job is created, edited, or cancelled, as well as when a substitute accepts or cancels a job (removes him/herself), and if they have provided feedback on their work experience. Select **Edit Notification Settings** button at the bottom right of the screen to edit.

Profile	Notification Settings	Permissions
---------	-----------------------	-------------

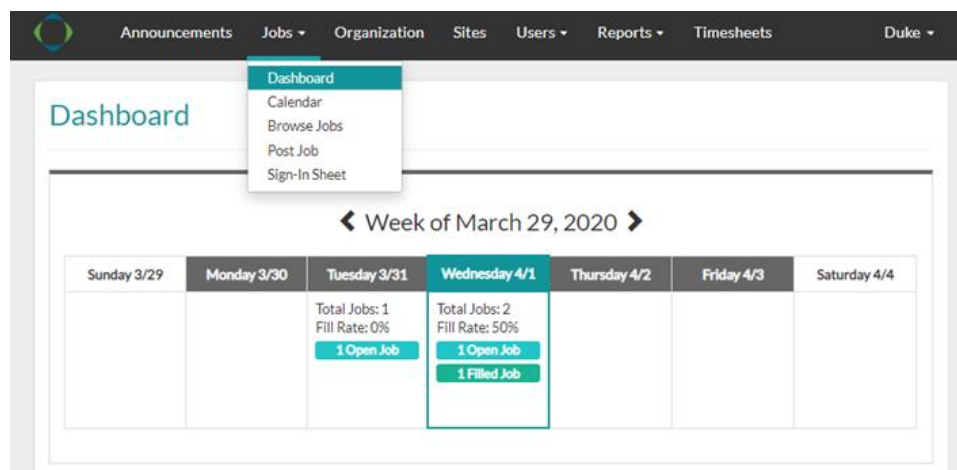
Notification Settings	
EVENT	EMAIL ALERT
Job Pending Approval	✓
Job Approved	✓
Job Denied	✓
Job Created	✓
Job Updated	✓
Job Assigned	✓
Job Released	✓
Job Cancelled	✓

Edit Notification Settings

3. **Permissions** - not used at this time.

Dashboard

The **Sentient Connect** Dashboard is a great tool for managing your scheduled substitute staff. At the top of the page is a weekly account of all open and filled jobs.



Towards the bottom of the page is additional job-related information for the selected day above (*in the above example, Wednesday 4/01 is selected*). This section has five tabs:

1. Personnel

The **Personnel** tab highlights all absences and scheduled substitutes for the day in question. You can also view the details of any job for that day by clicking the corresponding **Details** link.

Sunday 3/29	Monday 3/30	Tuesday 3/31	Wednesday 4/1	Thursday 4/2	Friday 4/3	Saturday 4/4
		Total Jobs: 1 Fill Rate: 0% 1 Open Job	Total Jobs: 2 Fill Rate: 50% 1 Open Job 1 Filled Job			

Personnel (1)	Jobs Pending Approval	Open Jobs (1)	Filled Jobs (1)	No Substitute Required Jobs
---------------	-----------------------	---------------	-----------------	-----------------------------

Scheduled Substitutes (1)		
Substitute	Site	Link
Jen Fusz	Pinas Day Care	Details

No Absent Employees

2. Jobs Pending Approval *(Only applicable if your centre uses Sentient Connect system to manage your employee absence requests*)*

The **Jobs Pending** tab shows absence requests pending Administrator approval. You can approve or deny absences by clicking the **Action** button followed by **Approve** or **Deny**. This is used when an employee of your centre inputs a request to be absent for a future date.

** It is optional to allow your employees to book days off using **Sentient Connect**. Please contact your Sentient Staffing Coordinator should you wish for your employees to request time off using this system.*

3. Open Jobs

The **Open Jobs** tabs shows all open jobs for the selected day.

Personnel (1)	Jobs Pending Approval	Open Jobs (1)	Filled Jobs (1)	No Substitute Required Jobs
---------------	-----------------------	---------------	-----------------	-----------------------------

Site	Status	Employee	Classification	Position	Schedule	Link	
Pinas Child Care Centre	Open	Vacancy	RECE or ECA	Sr. Toddler	8:30am - 4:30pm EDT	Details	Actions

Assign Job	Transfer Job	Release Job	Cancel Job
------------	--------------	-------------	------------

4. Filled Jobs

The **Filled Jobs** tab is a list of all filled jobs for the selected day. You can see the scheduled substitute and location of each job.

There is an **Actions** button which allows you to **Release** the scheduled substitute from the job or **Cancel** the job altogether (up to 4 hours before a shift commences).

You can **Release** a substitute staff up to 4 hours before a shift commences. The job will then be sent out to the substitute team available and the staff will be notified that he/she are no longer required.

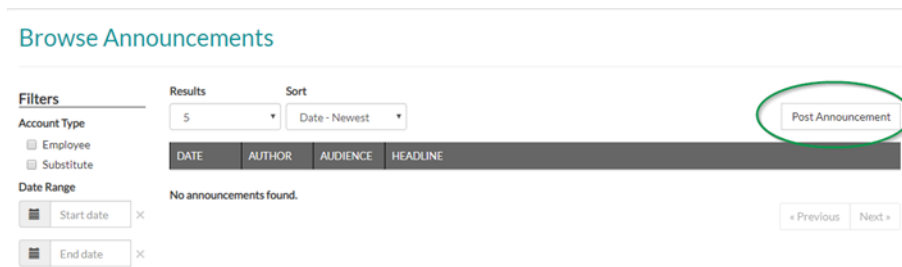
Personnel (1)		Jobs Pending Approval	Open Jobs (1)	Filled Jobs (1)	No Substitute Required Jobs			
Site	Status	Arrival	Employee	Substitute	Classification	Position	Schedule	Link
Pinas Day Care	Filled	Awaiting Arrival	Vacancy	Jen Fusz	RECE or ECA	Preschool	8:30am - 4:30pm EDT	Details <div> Assign Job Transfer Job Release Job Cancel Job Update Arrival </div>

5. No Substitute Required Jobs *(module not in-use at this time)*

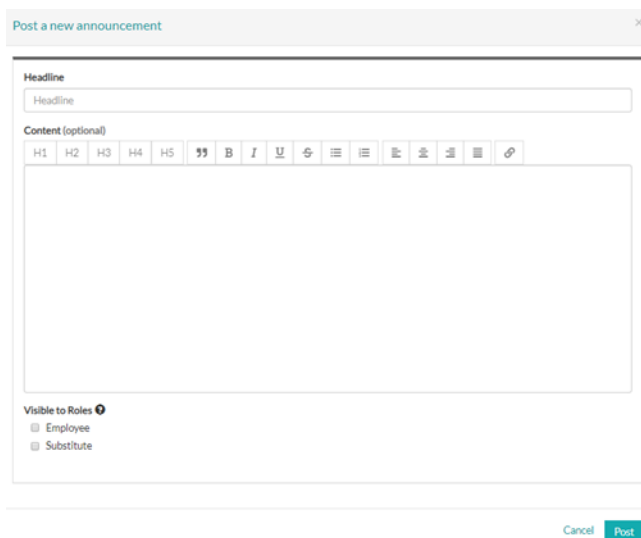
Announcements

As an Administrator, you can post announcements to your substitutes, which they will view immediately as an e-mail notification and by viewing their **Announcements** tab.

To post an announcement, hover over the **Announcements** tab and select **Post Announcement**.

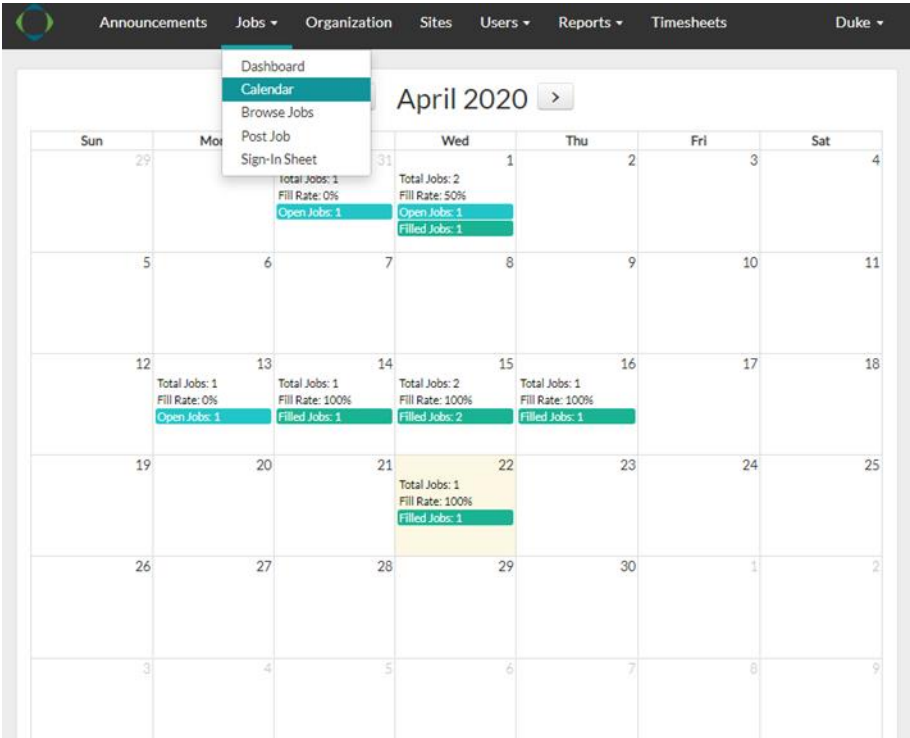


Fill out the **Headline** and **Content** of the post and select the account type(s) (**Visible to Roles**) that will receive the announcement. Once the information has been added, click **Post** at the bottom right to 'go live' with the announcement.



Calendar

The **Sentient Connect Calendar** – found under **Jobs** in the main navigation menu - provides a monthly view of all open and filled jobs, and those pending approval.



To view jobs for a specific day, click the corresponding **Status (Open, Filled, or Pending Approval)** to access a list of those jobs. From there, you can click the **Details** of a specific job for additional information.

Jobs on Monday, April 13, 2020

STATUS	APPROVAL	SITE	EMPLOYEE	REASON	SUBSTITUTE	LINK
Open	No Approval Required	Pinas Montessori School	Vacancy	Substitute Needed		Details Actions

Showing 1 of 1 total jobs.

Assign Job

Transfer Job

Release Job

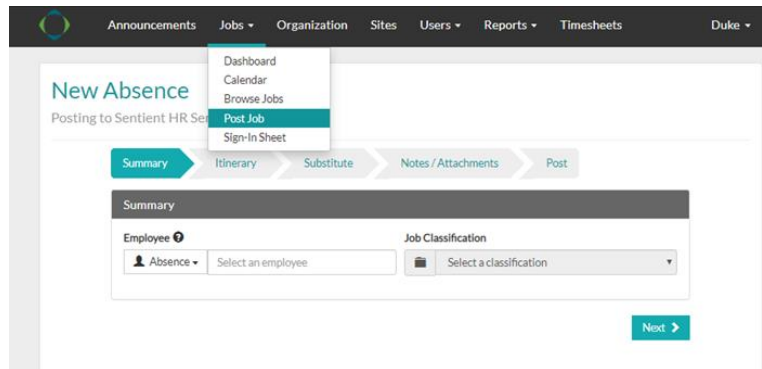
Cancel Job

In addition to the time, date, organization, and site, you can see notes, attachments, substitute preferences and the job’s history. You can also assign, release, transfer, confirm, split, edit and cancel the job from this page.

Post a Job (Absence)

Post a Single-Day Absence

To post a new single-day absence, hover over the **Jobs** drop-down menu and select **Post Job**. Administrators can cancel jobs within four hours of a shift commencing from the **Dashboard**, **Calendar**, and **Browse Jobs** pages.



For more complex job postings, including separate substitute hours, multiple reasons, and multiple sites, see the corresponding section of this guide.

Step 1 - Summary: Click the arrow next to **Absence** and select **Vacancy**, then choose the classification of the job. Only the applicable classifications will be visible.

New Absence

Posting to Sentient HR Services

New Vacancy

Posting to Sentient HR Services

Step 2 - Itinerary: Select **Single-Day** and enter the **Job Date(s)**. In the Itinerary section, you must select **Add Segment** and select your site if you have multiple sites.

New Vacancy

Posting to Sentient HR Services

Summary

Itinerary

Substitute

Notes / Attachments

Post

1

Single Day

Multi Day

Date

Job Date

05/06/2020

Itinerary

No segments are selected for this itinerary. Click the "Add Segment" button below to add a segment.

Add Segment

Back

Next

Set the schedule, start and end times, reason, position, room, and report-to person details and then click **Next**.

New Vacancy

Posting to Sentient HR Services

Summary

Itinerary

Substitute

Notes / Attachments

Post

1

Single Day

Multi Day

Date

Job Date

05/06/2020

Itinerary

Pinas Child Care Centre

remove

Schedule

Full Day 1 (8:30am - 4:30pm)

Start

8:30am

End

4:30pm

Unpaid

0

min

Job Reason

Substitute Needed

Job Position

Toddler

Room (optional)

Enter the job room

Report To (optional)

Duke Ellington

Add Segment

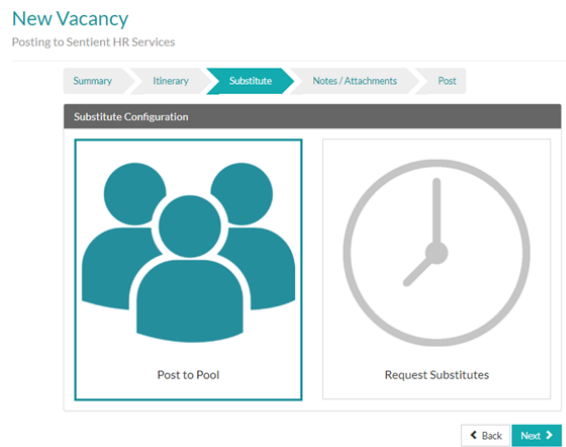
Back

Next

Step 3 - Substitute: There are 2 options:

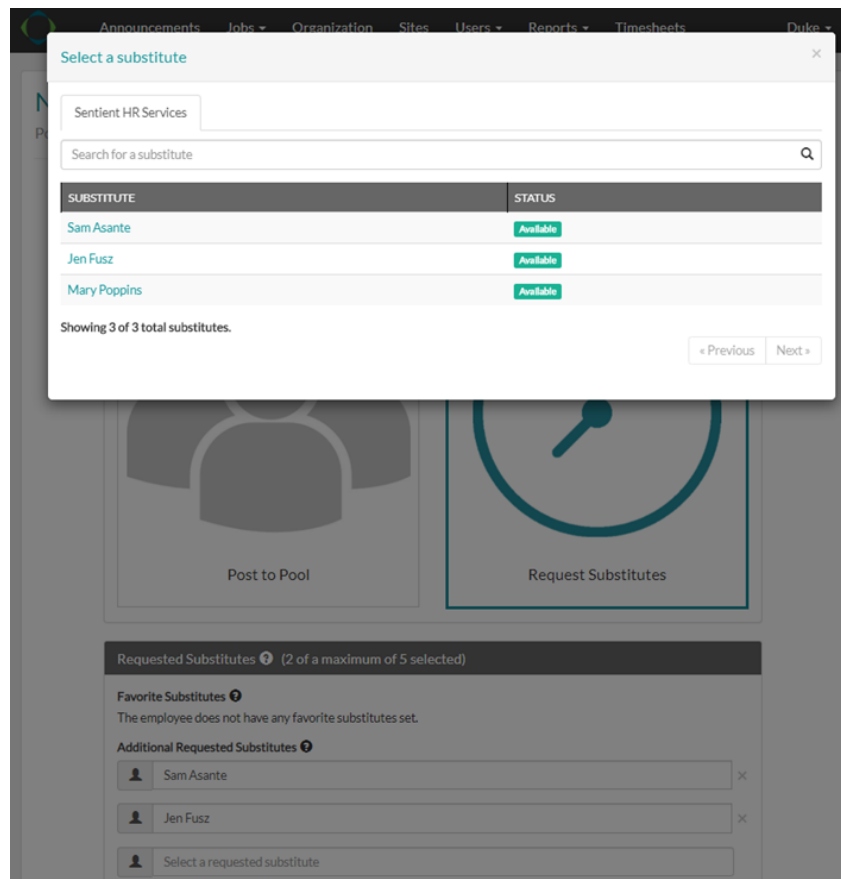
I. Post to Pool

Select this option to post to the pool of available/qualified substitutes, followed by the **Next** button. Posting to the Pool provides you with the best chance of filling your shift.



II. Request Substitutes

Select this option to request one or more (to a maximum of 5) of your substitute favourites.



Once you choose and submit your request(s), all requested substitutes and employee favourites will have 72 hours from the time the job is submitted or until 8:00 p.m. the night before (whichever is sooner).

If the job is still open after the requested period has expired, **Sentient Connect** will automatically post the job to all qualified and available substitutes.

Step 4 - Notes and Attachments: Add notes to substitutes and/or administrators and attach up to five (5) files.

New Vacancy

Posting to Sentient HR Services

The screenshot shows a web interface for posting a new vacancy. At the top, there is a horizontal navigation bar with five steps: Summary, Itinerary, Substitute, Notes / Attachments (which is highlighted in teal), and Post. Below this, the main content area is titled 'Notes and Attachments'. It contains two sections: 'Job Notes (optional)' and 'Attachments (optional)'. The 'Job Notes' section has three tabs: 'Substitute', 'Administration', and 'Agency'. The 'Substitute' tab is selected, and below it is a large text area with the placeholder text 'Write notes or special instructions for the substitute'. The 'Attachments' section shows the message 'You have not added any attachments.' and a button labeled 'Add Attachments'. At the bottom right of the form, there are two buttons: 'Back' and 'Next' (which is highlighted in teal).

Step 5 - Post: Review, then click **Post Job** and you will be taken directly to the **Details** page of the newly posted job.

Post a Multi-Day Absence

To post a multi-day absence, hover over the **Jobs** drop down menu and select **Post Job**.

Step 1 - Summary: Click the arrow next to **Absence** and select **Vacancy**, then choose the classification of the job. Only the applicable classifications will be visible.

Step 2 - Itinerary: Select **Multi-Day** and select each date of the job in the multi-day calendar. If there are unique schedules for different days of the job, click the “+” button to add multiple itineraries. Once the dates and itineraries are set, enter the schedule, reason, start and end times, position, room, and report-to person.

Summary Itinerary Substitute Notes / Attachments Post

Single Day Multi Day

Dates 3 days

Itinerary 1 +

Itinerary 1 Dates		
Wed	4/15/2020	remove
Thu	4/16/2020	remove
Fri	4/17/2020	remove

Step 3 - Substitute: Options include: Posting to the Pool of available/qualified substitutes or requesting up to five (5) substitutes. *See above for details.*

Step 4 - Notes and Attachments: Add notes to substitutes and/or administrators and attach up to five (5) files. *See above for details.*

Step 5 - Post: Review then click Post Job and you will be taken directly to the Details page of the newly posted job.

Post an Absence with Multiple Sites

To post an absence with multiple sites, hover over the **Jobs** drop down and select **Post Job**, then follow these steps:

- Step 1 - Summary:** Click the arrow next to Absence and select **Vacancy**, then choose the **classification** of the job. Only the applicable classifications will be visible.
- Step 2 - Itinerary:** Select the date, followed by the schedule and hours for each site. Make sure the start and end times of each schedule do not overlap. Enter the leave reason, position, room, and report-to person and click Next.

The system will automatically populate your **Itinerary** tab with your sites. If you don't need one of them in your absence for any particular day, click on **remove**.

The screenshot shows the 'Post Job' form with the 'Itinerary' tab selected. The 'Date' section shows 'Job Date' as 04/22/2020. The 'Itinerary' section lists two sites: 'Pinas Child Care Centre' and 'Pinas Day Care'. Each site has a 'remove' link and a 'Schedule' section with 'Start', 'End', and 'Unpaid' dropdowns. There are also fields for 'Job Reason', 'Job Position', 'Room (optional)', and 'Report To (optional)'. At the bottom right is an 'Add Segment' button.

- Step 3 - Substitute:** Options include: Posting to the Pool of available/qualified substitutes or requesting up to five (5) substitutes. *See above for details.*
- Step 4 - Notes and Attachments:** Add notes to substitutes and/or administrators and attach up to five (5) files. *See above for details.*
- Step 5 - Post:** Review then click Post Job and you will be taken directly to the Details page of the now posted job.

Browse Open and Filled Jobs

The **Browse Jobs** page (from the main **Jobs** menu) is a chronological list of all **open** and **filled** jobs, and those **pending approval**. You can search for specific jobs using the filters to the left of the page.

Browse Jobs

Filters

Site

Site

×

Substitute Status

☐ Open

☐ Filled

☐ No Substitute Required

Approval Status

☐ Pending Approval

☐ Approved

☐ Denied

☐ No Approval Required

Substitute Arrival

☐ Awaiting Arrival

☐ Arrived

☐ No Show

Cancellation Status

☐ Cancelled

☒ Not Cancelled

Date Range

04/07/2020

×

04/22/2020

×

User

Employee

×

Substitute

×

Results10

SortJob Date -

Search

Search for a job by id

Q

Mon, 4/13

Open

Ended about a week ago

Employee

⊗ Vacancy

Substitute

Not assigned

SITE

Pinas Montessori School

8:30am - 4:30pm EDT

POSITION

Preschool

CLASSIFICATION

RECE or ECA

DAYS

1 day • 0 remaining

Details

Actions

Tue, 4/14 - Thu, 4/16


Filled

Ended 6 days ago

Employee

⊗ Vacancy

Substitute



Mary Poppins

LAST SITE

Pinas Montessori School

4/16, 8:30am - 4:30pm EDT

POSITION

Montessori Teacher

CLASSIFICATION

Montessori Teacher

DAYS

3 days • 0 remaining

Details

Actions

Wed, 4/15


Filled

Ended 7 days ago

Employee

⊗ Vacancy

Substitute



Jen Fusz

SITE

Pinas Day Care

8:30am - 4:30pm EDT

POSITION

Kindergarten

CLASSIFICATION

RECE or ECA

DAYS

1 day • 0 remaining

Details

Actions

To view the details of any job, click the corresponding **Details** button. In addition to the time, date, organization, and site, you can see notes, attachments, substitute preferences, and job history. You can also assign, release, transfer, and cancel jobs from this page.

In all cases, substitutes and employees can be notified via e-mail and text of any changes to their jobs passed on their notification settings.

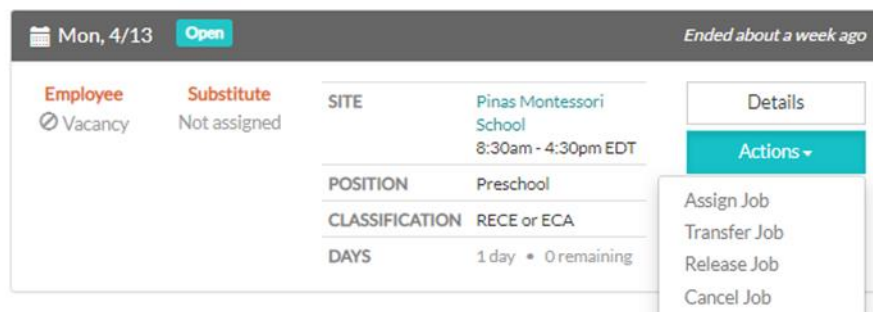
Edit a Job Post

Administrators can edit a job's schedule type, start and end times, room number, classification, or position. To make these edits, navigate to the Job's **Details** page from your Dashboard, Calendar, or Browse Jobs page.

From the **Job Details** page, select **Edit Segment** or **Edit Summary** to edit the relevant fields.

Change the Status of a Job

To change the status of a job, click the corresponding **Actions** button towards the right of the screen, and a drop-down menu will appear.

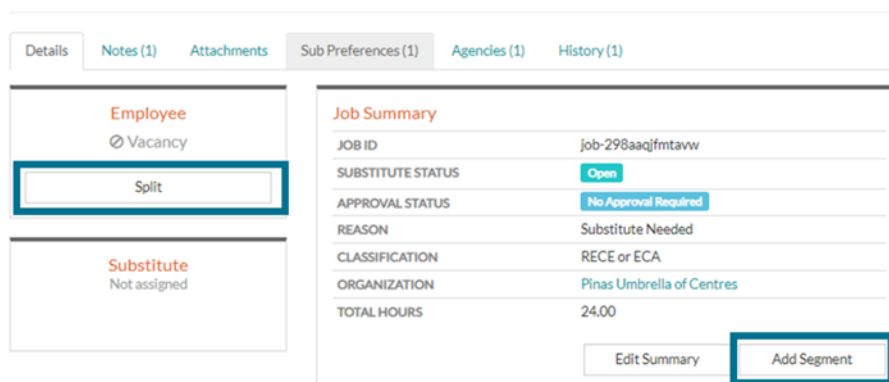


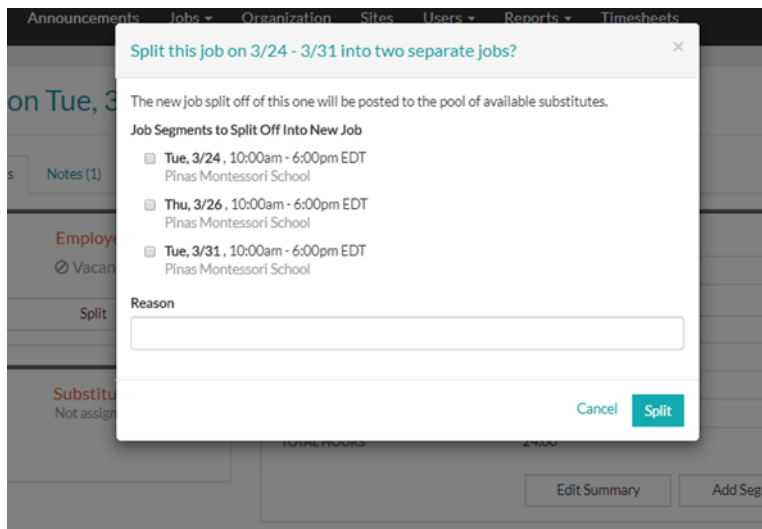
You can **Transfer** the job to another substitute, **Cancel**, or **Release** the job and **Sentient Connect** will send the job out to other available and qualified staff.

Split an Absence

To split an absence that already has multiple segments - Click the Split button from the Details page and select which segments you would like to split out. Once split, **Sentient Connect** will automatically split the segments out into their own absence.

Job on Tue, 3/24 - Tue, 3/31





TIP: To quickly navigate between absences that have been split, you can use the Child Job and Parent Job links on the Details page of the absence.

To split an absence with only one (1) segment - First you will need to add a segment to the existing absence. Make sure the new segment start/end times do not overlap with the original segment.

Release a Substitute

As an Administrator, you can release a substitute from a job prior to 4 hours before a shift via the **Dashboard**, **Calendar**, and **Browse Jobs** pages.

From the **Dashboard**, search for the job via the **Week at a Glance**. Once you have located the job, select the **Actions** drop-down menu followed by **Release Job**.

Dashboard

◀ Week of April 12, 2020 ▶

Sunday 4/12	Monday 4/13	Tuesday 4/14	Wednesday 4/15	Thursday 4/16	Friday 4/17	Saturday 4/18
	Total Jobs: 1 Fill Rate: 0% 1 Open Job	Total Jobs: 1 Fill Rate: 100% 1 Filled Job	Total Jobs: 2 Fill Rate: 100% 2 Filled Jobs	Total Jobs: 1 Fill Rate: 100% 1 Filled Job		

Personnel Jobs Pending Approval Open Jobs (1) Filled Jobs No Substitute Required Jobs

Site	Status	Employee	Classification	Position	Schedule	Link	
Pinas Montessori School	Open	Vacancy	RECE or ECA	Preschool	8:30am - 4:30pm EDT	Details	<div> Actions <ul style="list-style-type: none"> Assign Job Transfer Job Release Job Cancel Job </div>

Browse Jobs

The screenshot shows the 'Browse Jobs' interface. On the left, there are filters for Site, Substitute Status (Open, Filled, No Substitute Required), Approval Status (Pending Approval, Approved, Denied, No Approval Required), and Substitute Arrival. The main area displays search results for 'Wed, 4/22' with a 'Filled' status. A job card for Mary Poppins is shown, including details like LAST SITE (Pinas Child Care Centre), POSITION (Preschool), CLASSIFICATION (RECE or ECA), and DAYS (1 day, 1 remaining). An 'Actions' dropdown menu is open, showing options: Assign Job, Transfer Job, Release Job, Cancel Job, and Update Arrival.

You will be prompted to confirm the release, at which point the previous substitute will be notified that he/she has been released and all other available and qualified substitutes will be notified of the new available job.

Transfer Substitutes

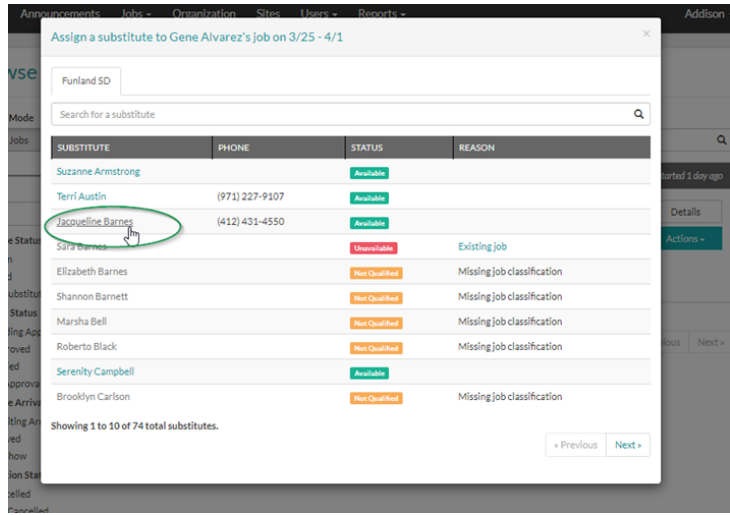
As an Administrator, you can transfer a job from one substitute to another prior to 4 hours before a shift via the **Dashboard**, **Calendar**, and **Browse Jobs** pages.

Search for the date of the job and click the corresponding **Filled** button. You will be prompted with a pop-up listing all the filled jobs for the day. Once you have located the job, select the **Actions** drop followed by **Transfer Job**.

Browse Jobs

This screenshot is identical to the one above, showing the 'Browse Jobs' interface with filters, search results, and a job card for Mary Poppins. The 'Actions' dropdown menu is open, showing options: Assign Job, Transfer Job, Release Job, Cancel Job, and Update Arrival.

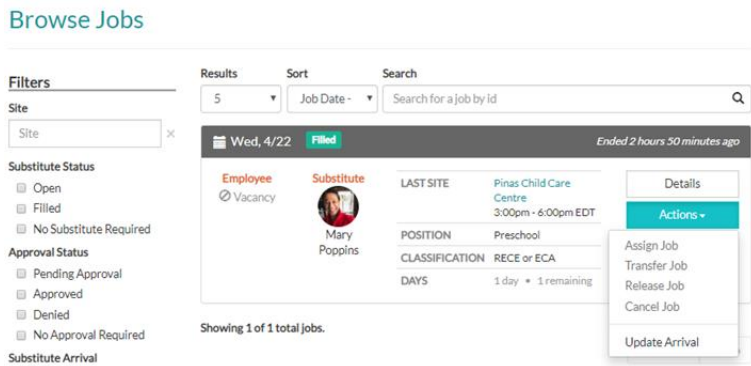
You will see a pop-up listing the available substitutes for transfer. Select your substitute followed by **Confirm** to finalize the transfer.



Once confirmed, the previous substitute will be notified of their release and the new substitute will be notified of their assignment.

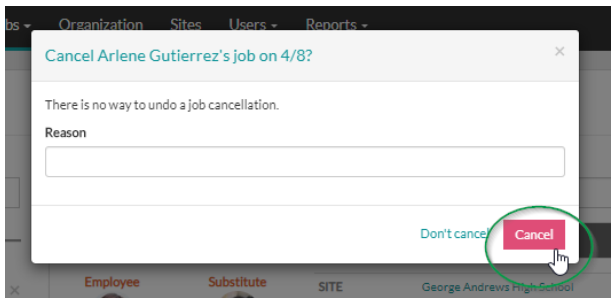
Cancel a Job

Administrators can cancel jobs within four (4) hours of a shift commencing from the **Dashboard**, **Calendar**, and **Browse Jobs** pages.



Using the **Browse Jobs** as an example, search for the job by employee and date. Once you have located the job, select the **Actions** drop-down, followed by **Cancel Job**.

The assigned substitute will receive notifications that the jobs have been cancelled.



Substitute Arrival and Sign-In

Confirm Arrival

Administrators can confirm that a substitute has arrived at their scheduled job within the **Sentient Connect** system.

Confirm the arrival of a substitute from your **Dashboard**, **Calendar**, **Browse Jobs**, or **Job Details** pages by selecting **Update Arrival** from the **Actions** drop-down list. You can also edit the status after the job has started.

Browse Jobs

Filters

Site

Site

Substitute Status

☐ Open

☐ Filled

☐ No Substitute Required

Approval Status

☐ Pending Approval

☐ Approved

☐ Denied

☐ No Approval Required

Substitute Arrival

Results

5

Sort

Job Date -

Search

Search for a job by id

Q

Wed, 4/22

Filled

Ended 2 hours 50 minutes ago

Employee

Vacancy

Substitute

Mary Poppins

LAST SITE

Pinas Child Care Centre

3:00pm - 6:00pm EDT

POSITION

Preschool

CLASSIFICATION

RECE or ECA

DAYS

1 day • 1 remaining

Details

Actions

Assign Job

Transfer Job

Release Job

Cancel Job

Update Arrival

Showing 1 of 1 total jobs.

Update substitute arrivals for Mary Poppins

SEGMENT	ARRIVAL STATUS
Tue, 4/14 , 8:30am - 4:30pm EDT Pinas Montessori School	<input type="radio"/> Awaiting Arrival <input checked="" type="radio"/> Arrived <input type="radio"/> No Show
Wed, 4/15 , 8:30am - 4:30pm EDT Pinas Montessori School	<input type="radio"/> Awaiting Arrival <input checked="" type="radio"/> Arrived <input type="radio"/> No Show
Thu, 4/16 , 8:30am - 4:30pm EDT Pinas Montessori School	<input type="radio"/> Awaiting Arrival <input checked="" type="radio"/> Arrived <input type="radio"/> No Show

Cancel

Save

Once confirmed, the **Sentient Connect** system will show the job as **Confirmed** on the administrator **Dashboard**, **Browse Jobs** page, and in the **Payroll Report**.

Sign-In Sheet

Administrators can view and print daily **Sign-In Sheets** from the main **Jobs** drop-down menu to confirm substitute arrivals. Included in the sign-in sheets is the substitute name, schedule, job duration, and column for the substitute signature.

Note: You may also use the current Sentient timesheet in replacement of the Sentient Connect sign-in sheet.

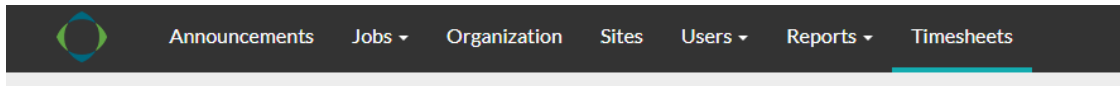
DETAILS	SCHEDULE	EMPLOYEE	SUBSTITUTE
job-243s0zphuchuc RECE or ECA	7:30am - 9:30am 2hr Split Shift 1	-- VACANCY --	Mary Poppins X
job-243s0zphuchuc RECE or ECA	3:00pm - 6:00pm 3hr Split Shift 2	-- VACANCY --	Mary Poppins X

Substitute No Show

If the substitute fails to arrive for the job, you can select the **No Show** option.

Timesheets

The Timesheets link on the main navigation bar allows substitutes to submit their hours worked and administrators to reconcile them online through the platform.



Timesheet Status

There are three types of hours within the timesheets feature:

Pending Submission

Submitted

Reconciled

1. **Pending Submission (Orange)** – The hours the substitute is scheduled to work.
2. **Submitted (Blue)** – The actual hours the substitute worked, according to the substitute.
3. **Reconciled (Teal)** – The actual (approved) hours the substitute worked, according to the child care centre administrator. This may also be reconciled by Sentient HR administration.

In many cases, the pending, submitted, and reconciled hours are the same. When this is not the case, discrepancies are flagged by Sentient Connect for Staffing Coordinators to review. Substitutes and administrators are required to digitally sign the hours they submit and reconcile.

View / Reconcile Substitute Timesheets

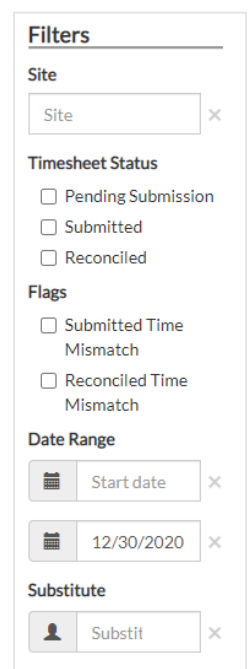
STEP 1: Click the **Timesheets** link on the main navigation bar. You can see additional job **Details** by selecting the **three dots** on the right side of the time submission. Select the **View** button, on the top left, to see all timesheets.



STEP 2: Select the **Reconcile** tab to see only the timesheets that require approval. Filter to the timesheets that are pending your reconciliation by clicking the **Submitted** filter under **Timesheet Status**.

You will see a list of all timesheets within the specified date range, including:

- **Status** - the timesheet status
- **Details** – date and site
- **Substitute** – name of substitute
- **Timesheet** - scheduled start/end time
- **Duration** - scheduled hours

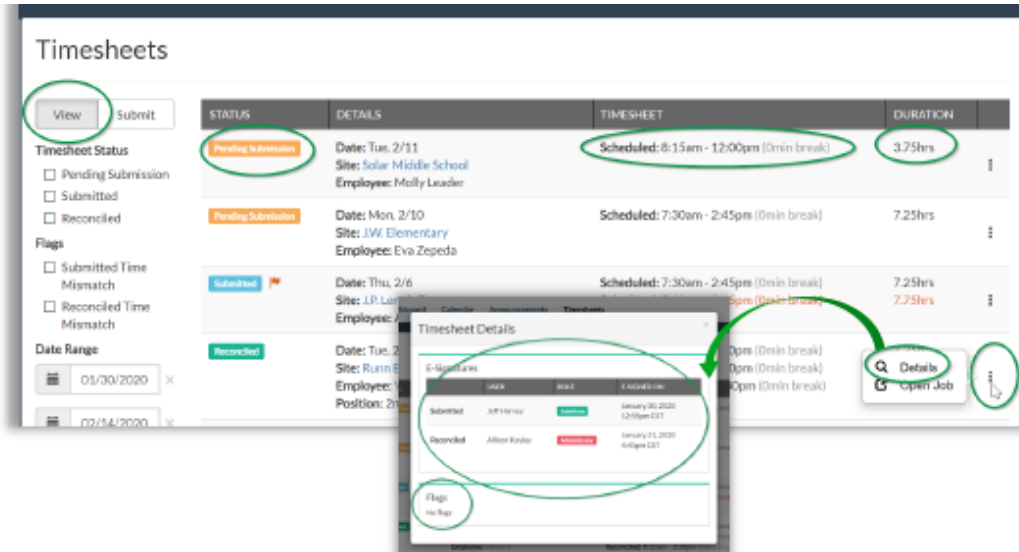


STEP 3: Check the box next to the timesheet(s) that you would like to reconcile. You can reconcile all timesheets in the list by checking the box within the grey column header to the left of **Status**.

STEP 4: When a timesheet is selected, it will drop down to show the reconciled start time, reconciled end time, and reconciled break. The scheduled times will populate into these fields by default.

- To edit the reconciled start time or end time, click the drop-down menu.
- To edit the reconciled break, type the change into the open text field.
- Once changes have been made and your timesheets are ready to reconcile, click the Reconcile button

If the timesheet has already been submitted or reconciled, you will also see the submitted and/or reconciled start time, end time and hours.



To view the history of any timesheets including e-signatures or flags, click the **three (3) dots** next to any timesheet, followed by the **Details** link.

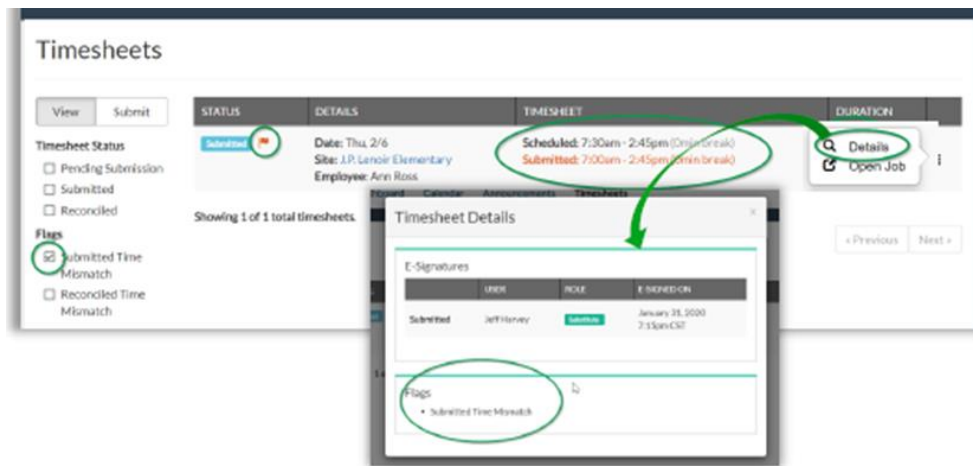
Note: You are not able to submit times on behalf of a Substitute and can only reconcile times that have been previously submitted by the Substitute.

Managing Discrepancies (Flags)

Discrepancies are marked with an orange flag indicator to indicate any discrepancies between the times scheduled, submitted by the substitute, and reconciled by you or another administrator. The mismatched start time, end time and hours will be highlighted in orange.

<input type="checkbox"/>	Reconciled	Date: Wed, 4/15/20	Mary Poppins	Scheduled: 8:30am - 4:30pm (0min break)	8.00hrs
		Site: Pinas Montessori School		Submitted: 8:15am - 4:30pm (0min break)	8.25hrs
		Employee: Vacancy		Reconciled: 8:30am - 4:30pm (0min break)	8.00hrs
		Position: Montessori Teacher			

You can also see the flag details by clicking the three (3) dots at the right of the timesheet, followed by the **Details** link.



Submit Timesheets

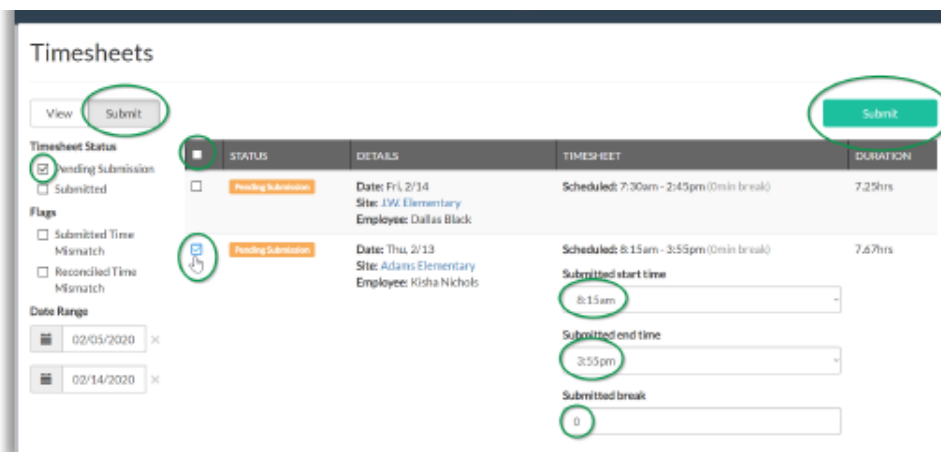
Use the **Pending Submission** filter on the left of the screen to filter down to just timesheets that are pending your submission and check the box next to the timesheets that you wish to submit.

TIP: You can also submit all timesheets in the list by checking the box on the gray column header next to

When a timesheet record is selected, it will drop-down to show the submitted start time, submitted end time, and submitted break. The scheduled values will populate into these fields by default.

To **edit the start or end time of your shift** click the drop-down to adjust the submitted start time or end time. To edit the submitted break, type the change in the open text field.

Once any necessary changes have been made and your timesheets are ready to submit, click the **Submit** button.



View Previously Submitted Timesheets

You can view previously submitted timesheets from the View or Submit tab. To edit the previously submitted timesheet, navigate to the Submit tab and locate the timesheet. Click the check box and edit the times, then resubmit. This is allowed as long as the timesheet has not yet been reconciled (approved) by the child care centre or Sentient administrator.

Once a timesheet has been reconciled by an administrator, it can no longer be resubmitted.

Reports

Daily Jobs Report

Highlights the job activity for any day of the week.

- You can see the number of Filled, Open and Total Jobs in three different formats including a pie chart.
- To change the date, select the Date filter and adjust.
- To print and/or export the Daily Jobs Report to Excel, click print or save to xlsx.

Daily Jobs Report for 4/22/2020



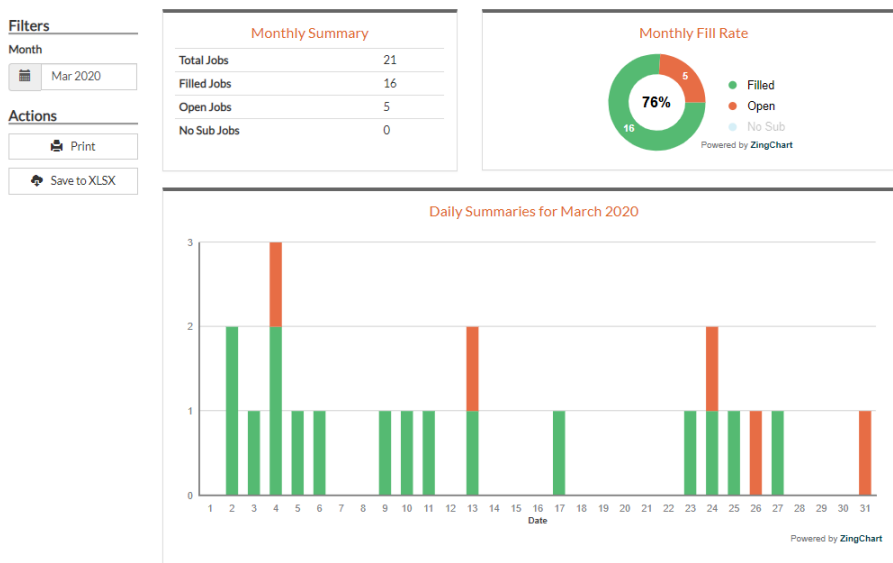
Monthly Jobs Report

Shows Open, Filled and Total Jobs for the selected month.

- Jobs highlighted in pie and bar chart formats. Within the bar chart, orange and green bars indicate the number of open and filled jobs for each day of the month.
- To change the month, select the Month filter and adjust.
- To print and/or export the Daily Jobs Report to Excel, click print or save to xlsx.

Monthly Jobs Report

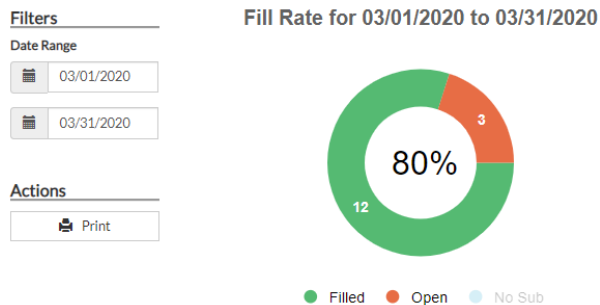
Jobs in March 2020



Fill Rate Report

- The Fill Rate Report is similar to the Daily and Monthly Jobs Report but allows you to adjust the time period beyond a specific month or date.

Fill Rate Report



Supply Staff On-the-Go Package

What is an On-the-Go Package?

Each Supply Staff will have an On-the-Go Package with them, which includes all required documentation by the Ministry of Education.

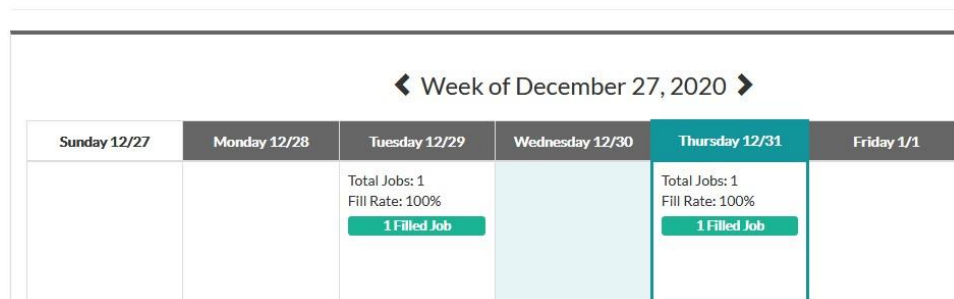
With Sentient Connect, you can always retain digital copies of the supply staff's On-the-Go package, and documents can be requested to be e-mailed.

Vulnerable Sector Checks (VSC): Original copies of a Supply Staff's VSC are carried with them to every shift. In addition, a copy is available within their On-the-Go Package.

Accessing a Supply Staff's On-the-Go Package

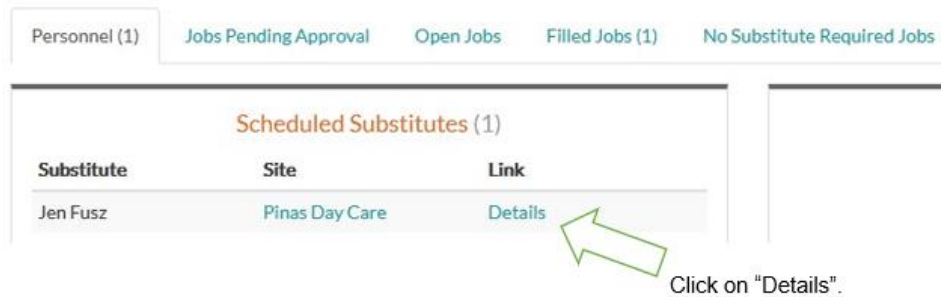
Dashboard: Starting from your Dashboard, please view the upcoming filled shifts.

Dashboard



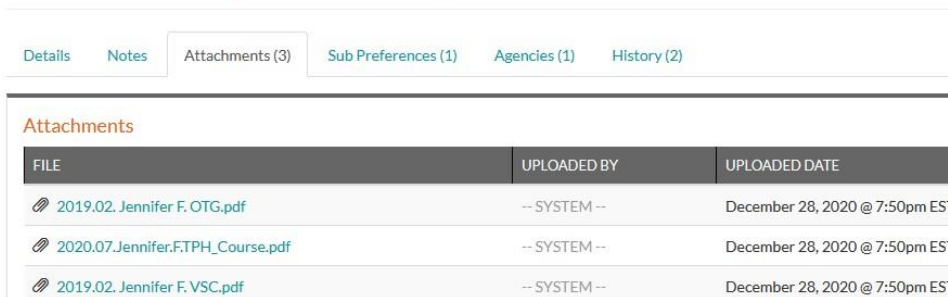
Click on the Date of Interest: By highlighting the date (see above, 12/31) you will be able to view the details of that particular shift.

View Scheduled Substitutes: Below the calendar, you will find the "Personnel" tab. This tab shares with you the Scheduled Substitutes for the day.



Job Details Page: You will be brought to the Job details page. Please click on Attachments to view a supply staff's On-the-Go Package.

Job on Thursday, December 31, 2020



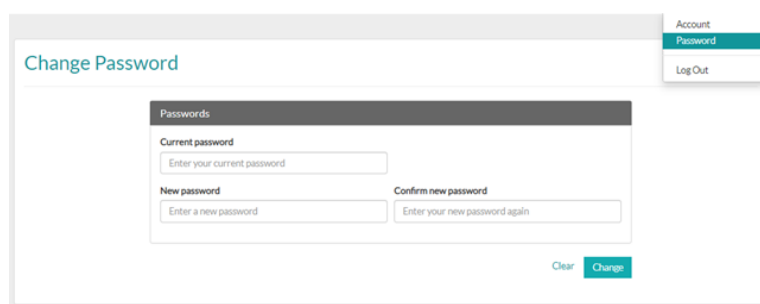
Download the Files: Please click on the file name (i.e., "2019.02.Jennifer.F.OTG.pdf") and this will initiate the download of the file to your computer.

Remember which location on your computer file downloads are saved to, as the supply staff files will be located in that file folder or desktop location.

Password

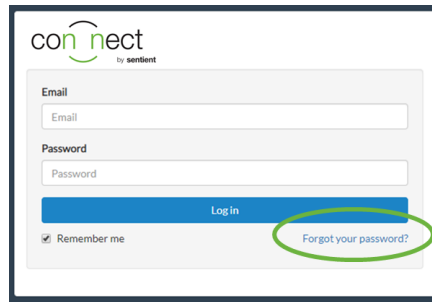
Change Password

To change your password, hover over your **Name** and select Password from the drop-down menu. Input your current password followed by your new password. Select Change to finalize the newly created password.



Forgot Password

In the event that you forget your password and need to generate a new one, go to the log-in page at <http://www.sentienconnect.com> and select **Forgot your password?**



You will be redirected to the Forgot Password page, where you can input your e-mail address. Upon selecting **Send Reset Link**, you will be e-mailed a link to create a new password.

The link is valid for 24 hours and connects you directly to the page where you can input and confirm your new password.

Log Out

To log out of **Sentient Connect** from any page on the platform, hover over your **Name** and select Log Out from the drop-down menu. You will be taken directly out of the system and back to the login screen.

