



Supply Staff User Guide

January 2021

User Guide for Supply Staff

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

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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?

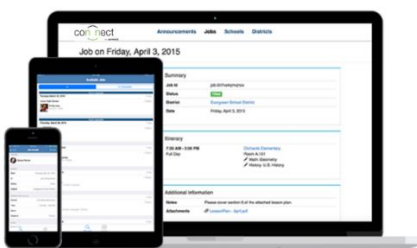
Connect is Sentient HR Service's state-of-the-art digital **connection** platform; a placement system for substitute child care staff.

As a Sentient Supply Staff employee, you can review and accept jobs, add your availability, and be requested for jobs for which you are qualified - all online! You can also track your work history, approve timesheets electronically, and receive announcements from centres which you will be visiting.


Sentient Supply Staff are also able to receive notifications in the manner that best suits your needs: e-mail, text message, or phone call.

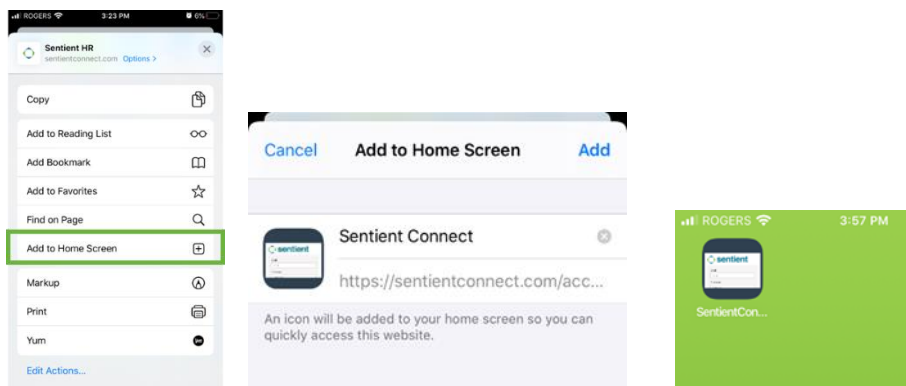
Available on any device, anytime, anywhere.

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.

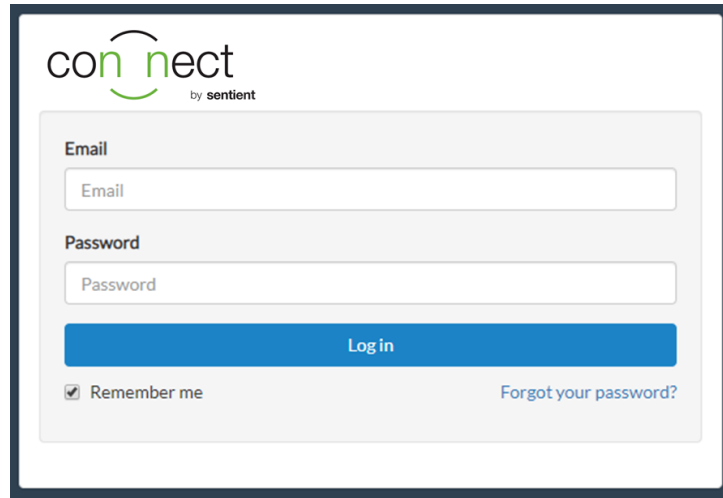
Log In

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

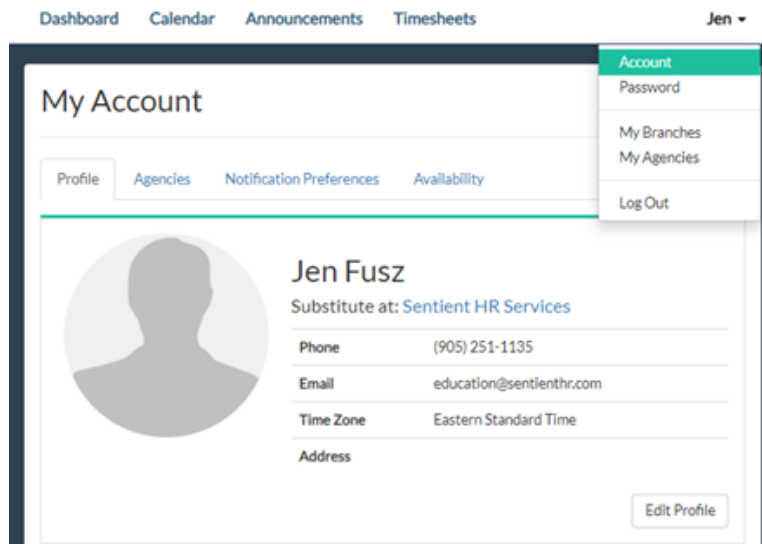
Enter www.sentientconnect.com into your internet browser, enter your **Email** and **Password**, and click the **Log In** button.

The image shows the login page for Sentient Connect. At the top left is the logo "connect by sentient". Below the logo are two input fields: "Email" and "Password". Below these fields is a blue "Log In" button. At the bottom left of the form is a checkbox labeled "Remember me" which is checked. At the bottom right is a link that says "Forgot your password?".

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 Profile

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

The image shows the "My Account" page in Sentient Connect. At the top, there are navigation links: "Dashboard", "Calendar", "Announcements", and "Timesheets". On the right, the user's name "Jen" is displayed with a dropdown arrow. The "My Account" section has four tabs: "Profile", "Agencies", "Notification Preferences", and "Availability". The "Profile" tab is active. It features a circular profile picture placeholder, the name "Jen Fusz", and the text "Substitute at: Sentient HR Services". Below this are fields for "Phone" (905) 251-1135, "Email" education@sentienthr.com, "Time Zone" Eastern Standard Time, and "Address". An "Edit Profile" button is at the bottom right. A dropdown menu is open from the "Jen" name, showing options: "Account", "Password", "My Branches", "My Agencies", and "Log Out".




You will see four tabs:

1. **Profile** - To edit your information, click on the **Edit Profile** button towards the bottom right portion of the screen.
2. **Agencies** – your Sentient classification details
3. **Notification Preferences** - The Notification Preference tab is an important tab when setting up your account properly. You can be notified via text, and/or e-mail, or by phone, when a job is created and you are requested or assigned, released or cancelled.

My Account

[Profile](#) [Agencies](#) [Notification Preferences](#) [Availability](#)

Notification Settings

Event	 Email Alert	 Text Message Alert	 Call Alert
New Job Available	✓		✓
I'm Requested for a Job	✓	✓	✓
Job Updated	✓	✓	
Job Assigned	✓	✓	
Job Released	✓	✓	
Job Cancelled	✓	✓	

Edit Notification Preferences

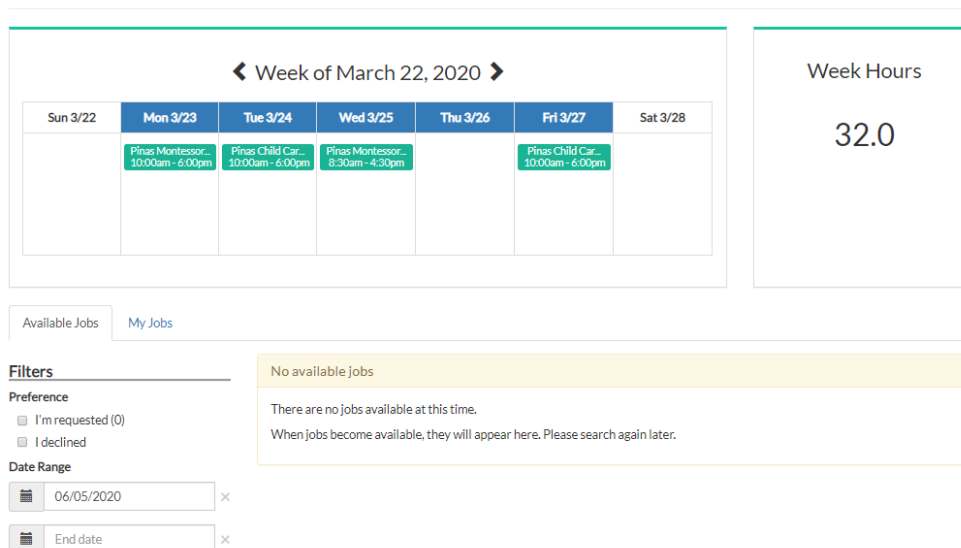
4. **Availability** – see **Calendar** section for details

Dashboard

The **Sentient Connect** Dashboard offers direct access to your existing jobs (via the **Week at a Glance**), as well as your scheduled hours for the week, and a listing of all open jobs including those for which you have been requested by a child care centre or staffing coordinator.

Week at a Glance and Open Jobs

Dashboard



Included in each **Open Job** are:

1. **Site** - location
2. **Classification / Position** - individual in need of a substitute
3. **Schedule** - the time
4. **Details** - the ability to view details and accept the position
5. The ability to **ACCEPT** the position

Existing Jobs

You can see your existing jobs via the **My Jobs** tab towards the bottom-lower portion of the page. You can narrow your search by date, centre, and subject via the filters to the left part of the screen.

Accept a Job

There are two methods for accepting a new job:

Option One - E-mail and Text Notifications or Telephone

To accept a job via **text message** or **e-mail**, click on the incoming link followed by the Job ID link.

- If you are already logged in to **Sentient Connect**, you will be taken directly to the **Job Details** page where you can review and accept the job.

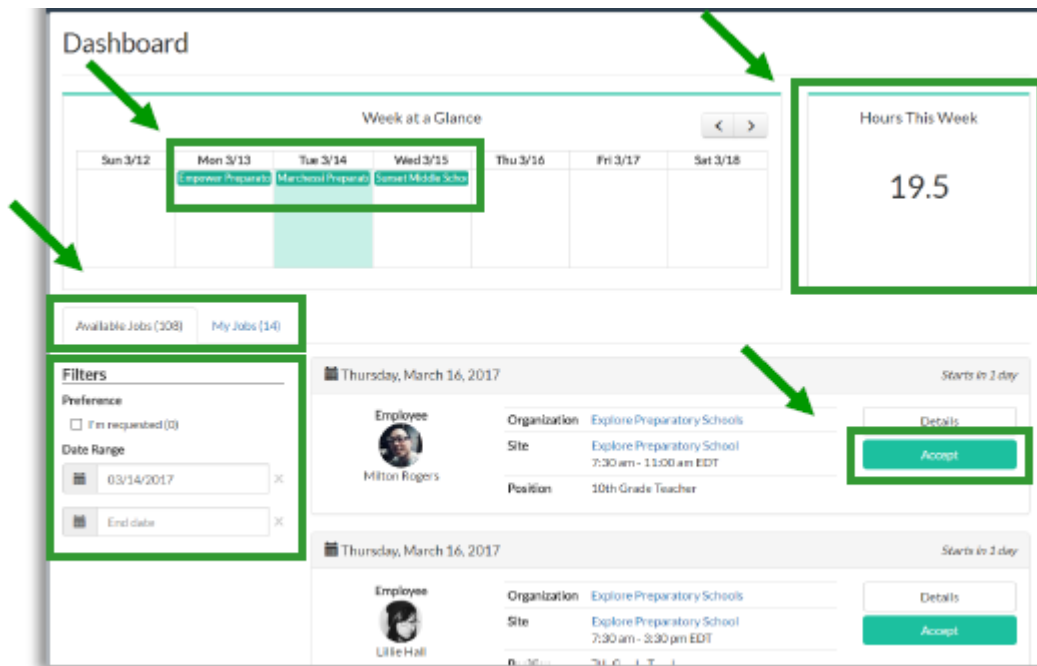
- If you are not logged into **Sentient Connect**, you will be taken to the **login screen**, where you can login to view and accept the job.

You may also choose to **receive a phone call** when a job is available to you. You may accept a job by following the instructions on your phone.

Option Two – Online: Sentient Connect Dashboard

To accept a job from your **Dashboard**, scroll down the page to view the list of available jobs. You can click on the **Details** link and accept the job from the Details page or directly from your Dashboard.

Once a job is accepted, it will be added to your **Calendar** and **Week at a Glance**. The child care centre requesting the absence and our staffing coordinators will receive a notification via e-mail that you have accepted the job.



If you attempt to access a job that has already been accepted by another substitute, you will be taken to a “**Job No Longer Available**” page with a link to your Dashboard.



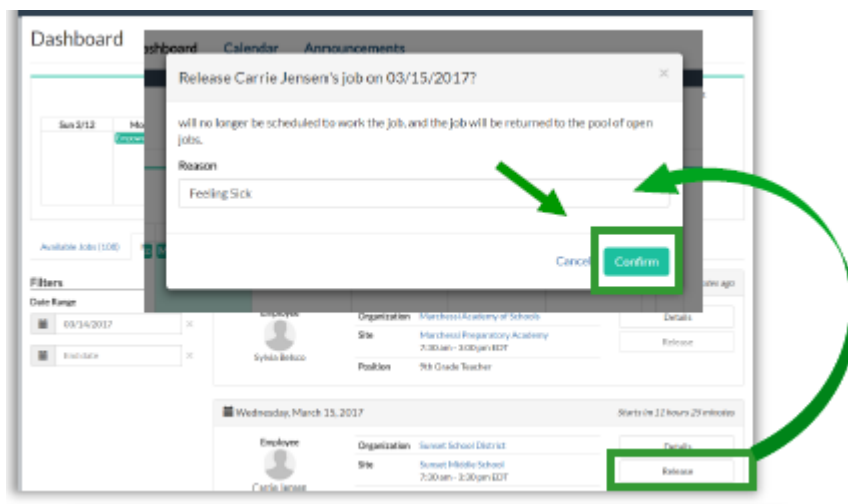
Release (Cancel) a Shift

More than 48 Hours: In the event that you are no longer able to work one of your jobs, you can release (cancel) the job if it is 48 hours or longer before the start date.

There are two options for releasing a job yourself:

Option 1 - On the **Dashboard**, click on your **My Jobs** tab and select **Release**.

Option 2 - On the **Job Details** page, click the white **Release** button to release the job.



You will be asked to submit a reason for releasing the job.

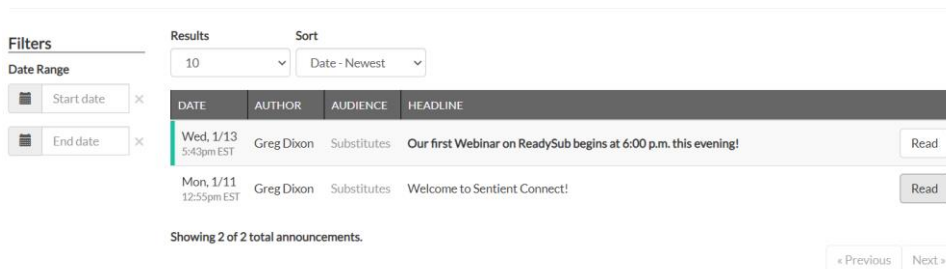
Once released, the job will be reposted, and other substitutes will be notified immediately so they can view and accept it.

Less than 48 Hours: To release a job with less than 48 hours before the shift date, you will need to call Sentient at (905) 752-8120 ext. 1 so we can consider releasing it for you.

Announcements

The **Announcements** feature provides you with notifications from the Sentient Administration team or from a centre administrator. Select the **Read** button to open the announcement.

Browse Announcements

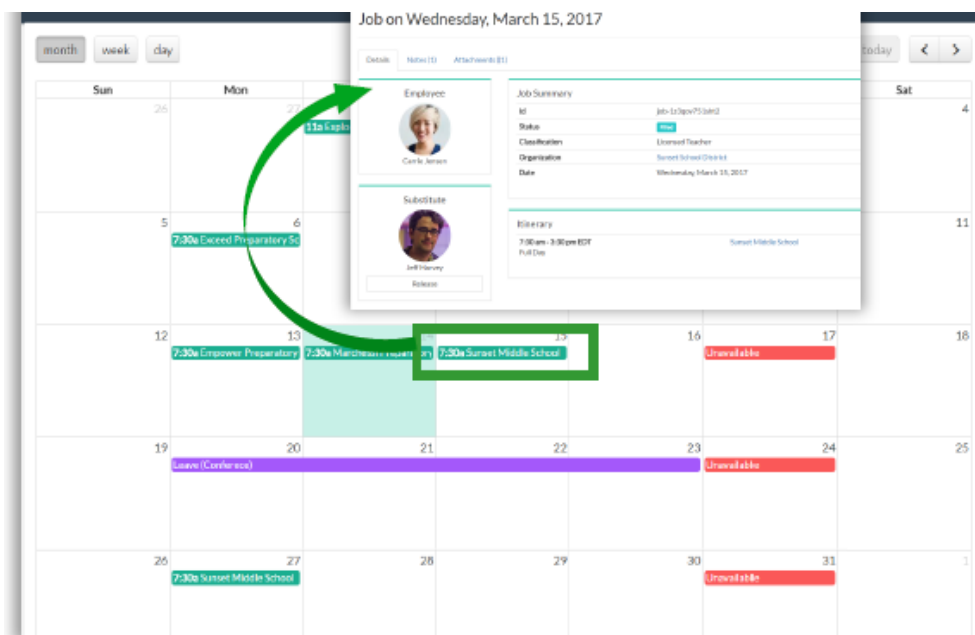


Calendar

The Calendar offers a monthly view of your jobs (**green**), any leave you have added to the system (**purple**) and/or the days of the week that you have said you cannot work (**red**).

To access your Calendar, please select the Calendar menu button. You can navigate between months, weeks, and days using the corresponding buttons.

To view a more detailed account of a particular job, including any available notes and attachments, click on the corresponding job to access the Details page.



Schedule Leave

The Calendar screen allows you to **select periods of time** when you are unavailable. The requested dates will be stored so that you will not receive any notifications for jobs during those dates and the Sentient staffing coordinators will know you are unavailable to work.

To add your Leave, hover over the date that you wish to be on Leave. Click on the button with the “**Set Leave**” icon, which pops up once you hover over a day. Add the start date, end date, and reason before submitting.

Daily Availability

You can enter **days and times of the week** when you are unavailable. This is a recurring form of availability so by turning off Monday, or Thursday afternoons for example, you will not be notified of jobs during those times. Sentient staffing coordinators will also see that you are unavailable to work.

 [Set Availability](#)

To update your daily availability, click through to the Calendar screen. Below the day of the week, you will view the “**Set Availability**” button. Click the Daily availability, followed up by whether you have ‘**No Availability**’ or ‘**Partial Availability**’.

Timesheets

The Timesheets link on the main navigation bar allows you to **view your timesheets** and **submit your hours worked** through the platform.

Dashboard Calendar Announcements **Timesheets**

Timesheet Status

There are three types of hours within the timesheets feature:

Pending Submission

Submitted

Reconciled

1. **Pending Submission (Orange)** – The hours that you were scheduled to work.
2. **Submitted (Blue)** – The actual hours that you worked, according to you.
3. **Reconciled (Teal)** – The actual (approved) hours you 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 / Submit Timesheets

Timesheets

View	Submit	STATUS	DETAILS	TIMESHEET	DURATION	
Timesheet Status <input type="checkbox"/> Pending Submission <input type="checkbox"/> Submitted <input type="checkbox"/> Reconciled		Pending Submission	Date: Fri, 12/11/20 Site: XYZ1 Child Care Centre Employee: Vacancy Position: Jr. Preschool	Scheduled: 7:30am - 9:30am (0min break)	2.00hrs	⋮
Flags <input type="checkbox"/> Submitted Time Mismatch <input type="checkbox"/> Reconciled Time Mismatch		Submitted	Date: Thu, 10/29/20 Site: XYZ1 Child Care Centre Employee: Vacancy Position: Jr. Preschool	Scheduled: 7:30am - 9:30am (30min break) Submitted: 7:30am - 9:30am (30min break)	1.50hrs 1.50hrs	⋮
Date Range Start date × 01/15/2021 ×		Reconciled	Date: Wed, 4/1/20 Site: Pinas Day Care Employee: Vacancy Position: Preschool	Scheduled: 8:30am - 4:30pm (0min break) Submitted: 8:30am - 4:30pm (0min break) Reconciled: 8:30am - 4:30pm (0min break)	2.00hrs 2.00hrs 2.00hrs	⋮ Details Open Job
		Reconciled	Date: Tue, 3/17/20 Site: XYZ1 Child Care Centre Employee: Vacancy Position: Toddler	Scheduled: 7:30am - 9:30am (0min break) Submitted: 7:30am - 9:30am (0min break) Reconciled: 7:30am - 9:30am (0min break)	2.00hrs 2.00hrs 2.00hrs	⋮

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

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

If the timesheet has already been submitted or reconciled (this means **approved**), 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.

You can also view specific timesheets using the filters to the left portion of the screen.

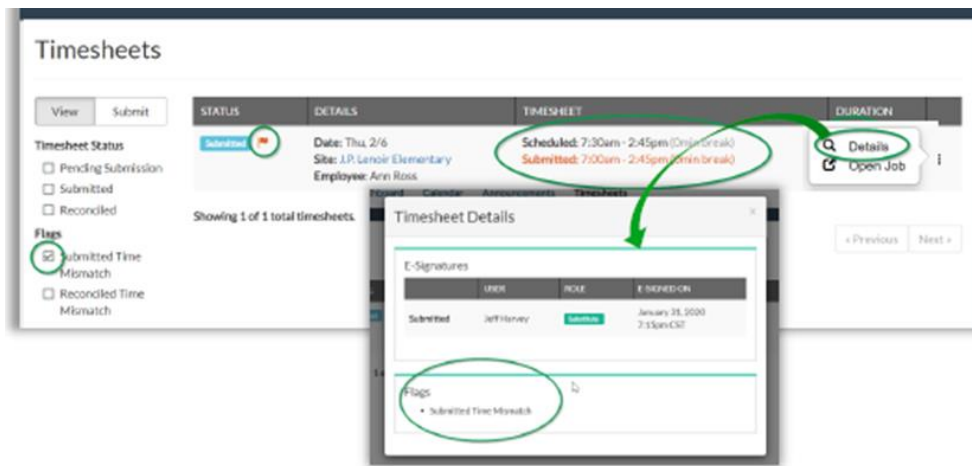
The screenshot shows the 'Timesheets' interface. On the left, there are filters for 'Timesheet Status' (Pending Submission, Submitted, Reconciled), 'Flags' (Submitted Time Mismatch, Reconciled Time Mismatch), and 'Date Range' (01/30/2020 to 02/14/2020). The main table has columns: STATUS, DETAILS, TIMESHEET, and DURATION. A 'View' button is circled in green. A 'Pending Submission' status is circled in green. A 'Scheduled: 8:15am - 12:00pm (0min break)' is circled in green. A '3.75hrs' duration is circled in green. A 'Details' link is circled in green. A 'Timesheet Details' pop-up is shown, with a 'Flag' section circled in green.

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

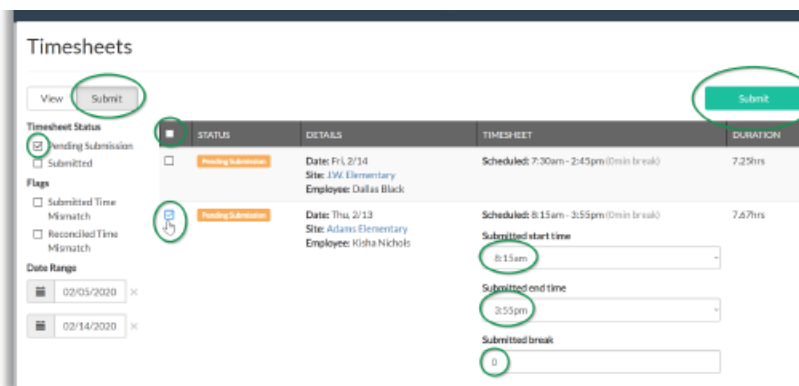
Use the **Pending Submission** filter on the left of the screen to filter down to just timesheets that are pending your submission and check the box next to the timesheets that you wish to submit.

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

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

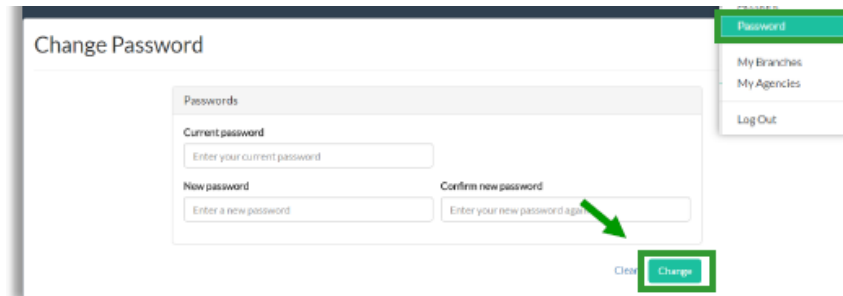
You can view previously submitted timesheets from the View or Submit tab. To edit the previously submitted timesheet, navigate to the Submit tab and locate the timesheet. Click the check box and edit the times, then resubmit. This is allowed as long as the timesheet has not yet been reconciled (approved)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

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

Password

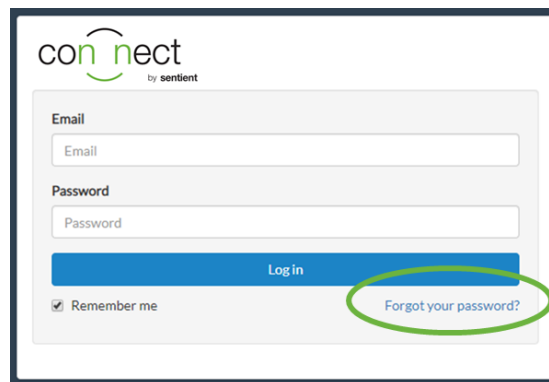
Change Password

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.sentientconnect.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.