

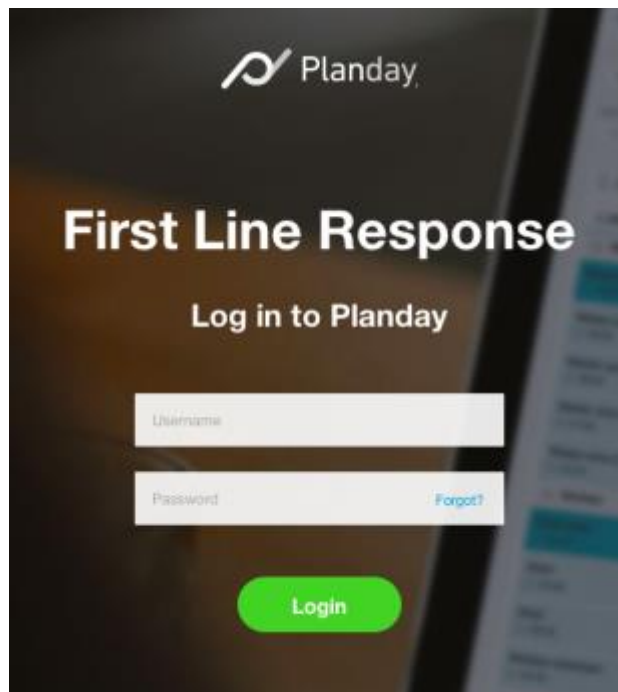
INSTRUCTIONS



How to Log In

In order to log in to your portal, you will need to input the portal web address which is:

firstlineresponse.planday.com



Please login using the following access details:

Username: **firstinitialsurname** (e.g. Joe Smith would be jsmith)

Password: Password£01 (please change once logged in)

You will need the same information, including the portal URL, in order to sign in to the Planday app.

If you haven't done so already, download the app for your smartphone here:

- Download [Planday for iOS](#)
- Download [Planday for Android](#)

Inbox & Schedule

In the top right corner in your Planday portal, you will find your Inbox with messages and

documents that have been sent to you. This can include shift requirements, event details and updated company policy.

All information in your Planday Inbox will conveniently be mirrored in the Planday app.

Your schedule

When you step from the front page to your schedule, you will get a detailed overview of your future shifts. This is your personal shift plan, which will always be up-to-date.

If you want, you can copy the appointments to your calendar, e.g. in Outlook or iPhone, by clicking the button 'Save all shifts'. However, the appointments will not be synchronised, so we recommend that you check the Planday app for updates and messages.

Availability

To avoid situations where you need to find someone to take over shifts you can't work, or hunt for extra work, you can report your availability to us beforehand.

Go to the Planday portal and select YOUR AVAILABILITY, click EDIT ALL and report your availability for each day, one by one.

You can choose between *"Not decided,"* *Cannot work"* and *"Can work"*, and even add a comment if there is anything that we should take into account.

We may require more details on when you can or cannot work, in which case you can mark your availability using one of the pre-defined intervals or writing both a start and an end time.

Working more: Open shifts

To find available shifts, go to the Planday portal and select YOUR SCHEDULE > OPEN SHIFTS. There you'll find a list of unassigned shifts that need to be covered, the list will only show you open shifts for positions you are qualified to work. Simply click on a relevant shift and mark 'Take this shift' (click the shift again to cancel your request). We will be notified and can assign the shift to you. Multiple colleagues may have requested the open shift, if you are selected for the shift, confirmation will be sent through.

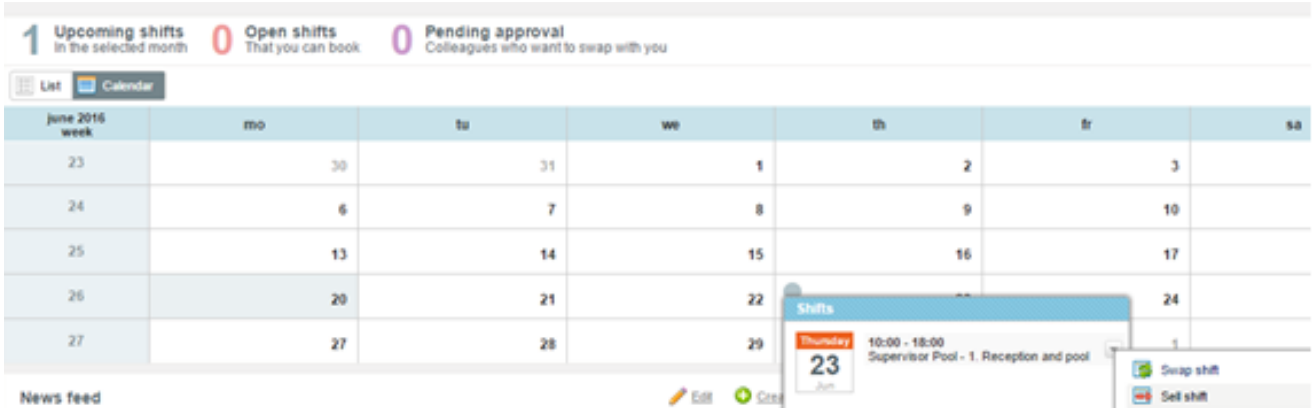
Working less: Swapping or selling shifts

In YOUR SCHEDULE you can see a list of all the shifts assigned to you. If you need to change a shift, you can do one of two things:

- **Sell shift:** You can release the shift and make it open for any colleague in the relevant group who may be interested. If no one requests to take it off your hands, the shift is still yours.
- **Swap shift:** You can find a specific colleague and agree for him/ her to cover your shift in

your place. You can either hand over the shift to the colleague or agree to take one of his/her shifts in return (swap).

- **Cancel shift:** Please contact us on 03455200999, email events@firstlinerresponse.co.uk or message a supervisor through the portal/app.



1 Upcoming shifts In the selected month 0 Open shifts That you can book 0 Pending approval Colleagues who want to swap with you

List Calendar

| June 2016 week | mo | tu | we | th | fr | sa |
|----------------|----|----|----|----|----|----|
| 23 | 30 | 31 | 1 | 2 | 3 | |
| 24 | 6 | 7 | 8 | 9 | 10 | |
| 25 | 13 | 14 | 15 | 16 | 17 | |
| 26 | 20 | 21 | 22 | 23 | 24 | |
| 27 | 27 | 28 | 29 | | | |

News feed

Shifts

Thursday 23 Jun

10:00 - 18:00

Supervisor Pool - 1. Reception and pool

Swap shift

Self shift

Edit Create

Time Clock

It is important that you use the PUNCH CLOCK on your app/desktop site through your phone browser to log the start/end of your shift. You will not be able to start/end the time clock unless you are at the location of your shift.

This allows us to automatically verify shifts to ensure payments are made promptly.

Please do let us know if you have any issues or problems with the system.

Questions/Problems

Should you have any questions, please contact us on:

T: 0345 5200 999

E: enquiries@firstlinerresponse.co.uk