



## Frequently asked questions

Hays Connect is a system for workers and approvers that enables timesheets to be submitted and authorised online. Hays Connect also allows you to:

- Maintain your bank details
- Review and update your personal details
- View your payment details
- Cessation of employment
- Access and print any manual forms you may require

## FAQ Contents

- Getting started
- Entering time and expenses
- Updating your personal details
- Viewing payments
- Holiday pay
- Cessation of employment
- Reference request

## Getting started

### When will I receive my Hays Connect registration?

This is normally sent 48 hours after your consultant has confirmed the start of your contract, with our Hays Shared Service Centre team.

Your Hays Connect registration link is contained within your payroll registration email from [portal@haysconnect.ie](mailto:portal@haysconnect.ie) with the subject 'Welcome to Hays – Payroll Registration'.

Your welcome pack is attached to the email and contains any relevant payroll documents required. To activate your Hays Connect account use the 'Register Now' link contained in the email and follow the onscreen steps to complete registration as soon as you can after receiving this email.

To activate your account we'll ask you to enter some details about yourself so we can correctly identify you. You will then be asked to set your own login ID and password. Finally you will be asked to choose a question and response that can be used if you ever forget your password in the future.

If you don't receive the registration email within two days of starting your assignment, please contact your consultant in the first instance as they will be able to confirm whether your contract has been sent to the Hays Shared Service Centre team, failing

that you can also contact the Hays Shared Service Centre on 01 5710017. Our hours of operation are Monday to Friday (9:00am - 5:30pm).

### **The link you emailed me doesn't work. What should I do?**

Please contact the Hays Shared Service Centre on 01 5710017. Our hours of operation are Monday to Friday (9:00am - 5:30pm).

### **When I first try to log in, why am I being asked to enter my date of birth, Eircode and PPS Number?**

Hays treat the security of its online processes as a key priority. When you first activate your Hays Connect account, it is important that we are able to correctly identify you. We do this by asking you to provide two out of three pieces of personal information mentioned above and validate these against the information that you have already supplied to your Hays Consultant.

### **I notice from the 'Review of Personal Information' that you do not have my PPS number. What should I do?**

In the first instance please contact your consultant and they will be able to update your personal details on the record they hold for you. If you are not able to contact them please contact the Hays Shared Service Centre on 01 5710017 with your PPS number. Our hours of operation are Monday to Friday (9:00am - 5:30pm).

### **I also noticed that you do not have my bank account details. What should I do?**

As part of the initial review of personal information you should enter your bank account details via the Hays Connect portal, so we can pay you by electronic transfer. This is the easiest, quickest and most secure way for you to receive your payments from Hays. Please note that if you work through your own limited company then you must enter your company's bank account details rather than your own personal account details.

### **I am trying to enter my bank details using the IBAN search function. I am being shown a bank address that does not match my branch. Why is this?**

Many banks are consolidating their IBAN numbers into one centralised location. This is the address you are being shown in the Hays Connect system. This is nothing to worry about as long as you are sure you entered the correct IBAN number for your account.

### **What if I have my own Limited company?**

If you have your own limited company and are VAT Registered please email your VAT registration Certificate, Certificate of Incorporation and if applicable any Indemnity insurance documentation to [supplierssetup@hays.ie](mailto:supplierssetup@hays.ie). Please note this requirement is a Hays policy.

## **What do I do if I forget my password?**

At the bottom of the login page there is a 'Forgot Password?' link. When you click on this you will be asked to validate your details. On successfully validating your details you will be sent an email with a link which will allow you to reset your password.

## **Entering time and expenses**

### **How do I submit a timesheet?**

Click on the 'Submit Timesheets' menu option, then the 'Submit/Amend Timesheet' link on the left-hand navigation menu. Choose your current assignment. The current week-ending date will automatically be displayed, ready for total hours worked excluding breaks to be entered. If you wish to submit hours for a previous week-ending date, select the appropriate date from the drop down menu at the top of the page. Then enter your hours / days as appropriate and select from the list of authorisers at the top of the screen whom you wish to submit your timesheet to. Then click 'Submit'.

### **When do I submit a timesheet?**

You should complete your timesheets at the end of every week to allow time for timesheet authorisation and payment processing. Please note the timesheet needs to be authorised no later than midday on Tuesday.

### **How do I view my timesheets?**

Click on the 'Submit Timesheets' menu option, then the 'Historical Timesheet' link on the left-hand navigation menu. You have the option of searching for previous timesheets based on the week-ending date and / or approver that you worked for.

If you notice that you need to enter additional hours onto a timesheet after that timesheet has been submitted and authorised, you can simply go back into the original timesheet and create new rows for the extra hours that you want to add, using the 'Insert Row' function.

Please note that you will not be able to change the hours that have already been authorised, you will only be able to add additional hours by creating a new row.

### **My approver has rejected my timesheet. What should I do?**

When the approver rejects your timesheet they are prompted to give an explanation for the rejection. You may need to discuss with your approver what changes to the timesheet are required.

### **There are two ways in which your approver can reject your timesheet:**

i. Your approver can 'Reject for Resubmission' your timesheet – in this case you can simply change the original timesheet as necessary and click 'Resubmit'.

ii. Your approver can 'Reject' your timesheet – this will not allow you to resubmit your timesheet and is intended for when you did not work.

### **I have entered time for a day I did not work by mistake. How do I fix this?**

If you know that your timesheet is waiting for approval, then simply ask your approver to "Reject the timesheet for Resubmission" and you can then make the necessary corrections to the timesheet and resubmit it for approval.

If your approver has already approved the timesheet, you will need to contact the Hays Shared Service Centre on 01 5710017. Our hours of operation are Monday to Friday (9:00am - 5:30pm).

### **My timesheet authoriser is on holiday. How do I get my timesheet approved?**

Click on the 'Submit Timesheets' menu option, then the 'Submit/Amend Timesheet' link on the left-hand navigation menu. Choose your current assignment and select the timesheet in question. Towards the top of the screen you will see a list of potential authorisers for your timesheet, with a tick against the authoriser to whom the timesheet has been sent for approval.

To send your timesheet to a different approver, click in the box next to the person you wish to submit the timesheet to and click 'Submit'.

### **I cannot see the week-ending date to enter my timesheet.**

Please contact the Hays Shared Service Centre on 01 5710017. Our hours of operation are Monday to Friday (9:00am - 5:30pm).

### **There are days greyed out where I want to enter my time.**

Please contact the Hays Shared Service Centre on 01 5710017. Our hours of operation are Monday to Friday (9:00am - 5:30pm).

### **How do I submit my expenses?**

If you are allowed to claim expenses then please put the total amount you are claiming as one line under the expenses code on your timesheet. Using the Expense Form that you can access via the 'Forms and Documents' menu option within Hays Connect detail your expenses and provide back up by email to [Irelandpayroll@hays.com](mailto:Irelandpayroll@hays.com)

If you are set up to use paper timesheets then you should enter the mileage (as outlined above) on the timesheet that you send to us. All other expenses must be submitted. Any expense claims other than mileage must be backed up with receipts for the sum claimed.

You can enter mileage online as part of your timesheet if you have an agreed mileage rate with your Hays Consultant. Please ensure that you enter your business related journey details in the appropriate section (failure to do so may result in your payment being taxed). 'Mileage only' claims do not require receipts.

### **What do I do if I cannot see the company name for the timesheet I need to submit?**

Please contact your Hays Consultant directly.

### **What do I do if my approver does not receive their Hays Connect login?**

Please contact their Hays Consultant directly.

### **What do I do if my approver cannot see my timesheet to authorise?**

Firstly, you should check that you have correctly submitted your timesheet for authorisation.

You can do this by clicking on the 'Submit Timesheets' menu option and then the 'Submit/Amend Timesheet' link in the left-hand navigation menu. If you cannot find a record of the timesheet then you may have made an error and should therefore recreate and submit the timesheet.

If the timesheet is showing as 'Awaiting Approval' then you should check which Approver you have chosen to send the timesheet to. You can do this by clicking on 'View Timesheet'. If you have submitted your timesheet to the wrong approver then simply click on the box next to the name of the approver you want to send your timesheet to and click 'Submit'.

If your approver still cannot see your timesheet then you should ask them to contact their Hays Consultant.

## **Updating your personal details**

### **What if I want to change my details?**

It is important that we hold correct and up to date information in order to ensure fast and accurate payments and communications. When you first log in to activate your Hays Connect account, you will be prompted to review your personal details and make any amendments as necessary. You will also be asked to enter your bank account details if we do not already hold them.

After your initial review, you can use the 'My Details' menu option on the left-hand navigation menu to change or update your details.

## **How do I change my bank details?**

Click on the 'My Payments' menu option, then the 'Personal Bank Accounts' link on the left-hand navigation menu. To change your account details you must first delete any existing account details already held in the system, enter the new details and click 'Save'. If you are a limited company then you should always enter your business account details.

## **I have changed my bank details but my pay has not been credited in either my new or old account?**

Please contact the Hays Shared Service Centre on 01 5710017. Our hours of operation are Monday to Friday (9:00am - 5:30pm).

## **Viewing payments**

### **How do I view my payments?**

Click on the 'My Payments' menu option, then the 'View Payments' link on the left-hand navigation menu. You are then given the choice of seeing your most recent payments, all payments for the current tax year, or all payments within a specific time period that you can define.

### **I cannot see my payment for a certain week-ending date in the 'My Payments' menu.**

Please contact the Hays Shared Service Centre on 01 5710017. Our hours of operation are Monday to Friday (9:00am - 5:30pm).

## **Cessation of employment**

### **How do I request a cessation of employment?**

Request a cessation of employment directly via your Hays Connect portal by clicking on the 'My Payments' menu option, then the 'Cessation of Employment Request' link on the left-hand navigation menu.

Remember, you should only request your cessation of employment once you have finished your contract with Hays and have been paid for timesheets, expense and mileage claims.

The request date should be the same as the last day worked.

Alternatively, you can request a cessation of employment by contacting the Hays Shared Service Centre on 01 5710017. Our hours of operation are Monday to Friday (9:00am - 5:30pm).

