

User Guide

Welcome to the HOBAN Time and Attendance system. Here you will be able to view the status of your timesheets and information related to your job(s).

This system is a key interface that enables you to manage the administrative tasks required of you by both HOBAN and your timesheet Approver at HOBAN's client site.

This Help Guide is designed to give a quick overview of the key functions of the system.

Getting Started

HOBAN will set up access for you on the system. This will automatically send you an email with your login details. If you have not received this email please contact HOBAN.

The new user email will provide you with your username. It will also direct you to the relevant URL to login.

The time and attendance system uses 2 Factor Authentication to keep data secure. This means you will be required to set up this level of security upon logging in to the system.

[Password Creation - how to video](#)

Logging In

1. Click on the URL provided in the new user email.
2. You will see a login screen that looks like this image. Set up your password.

HOBAN

Password Requirements

Your password must contain the following:

- Minimum 10 characters
- Maximum 128 characters
- Special character or number
- Uppercase letter
- Lowercase letter

Password cannot contain three repeated characters in a row.

New Password

Confirm New Password

Security question #1

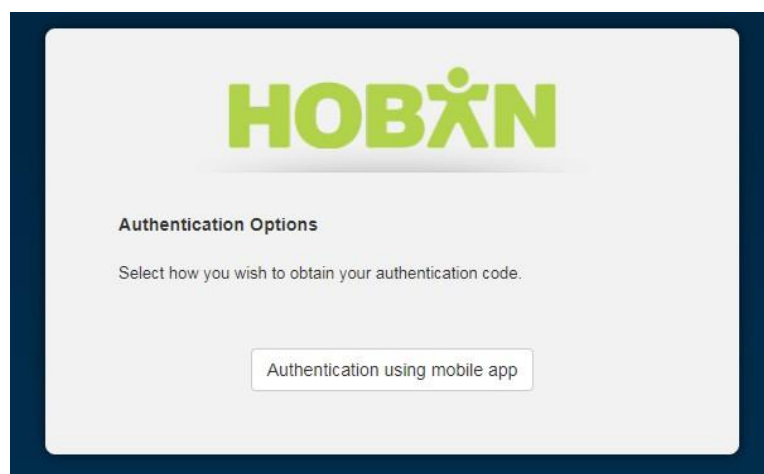
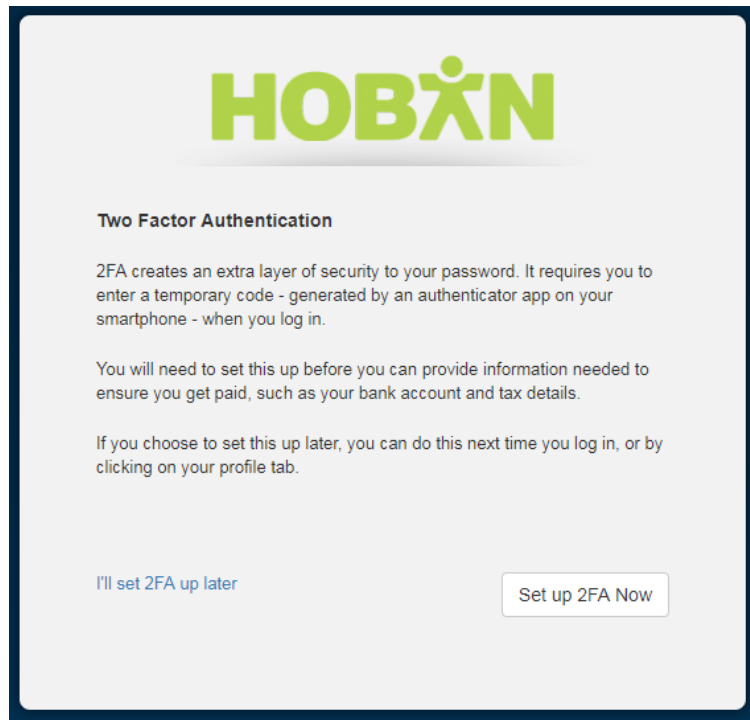
Security question #2

Answer #1

Answer #2

Set Password

3. You will then need to set up your Two Factor Authentication so that you can access all parts of your portal to complete your payroll details;



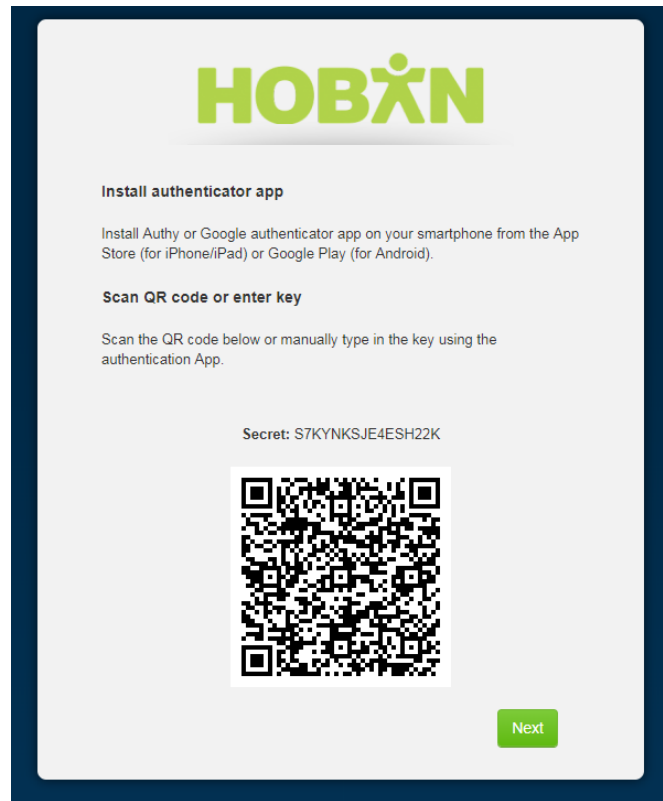
4. You can choose to authenticate using a Mobile App (Authy or Google Authenticator, available in the app store or google play) or via SMS.



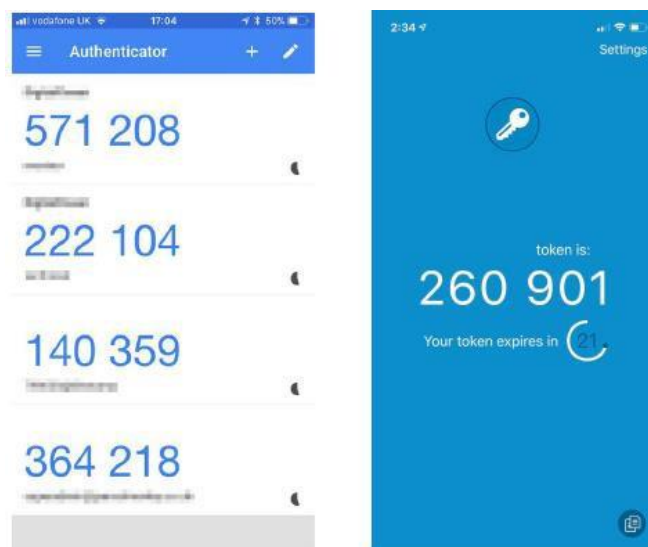
5. Click on your preferred authentication method

Using an Authenticator App

1. Download the app onto your smartphone



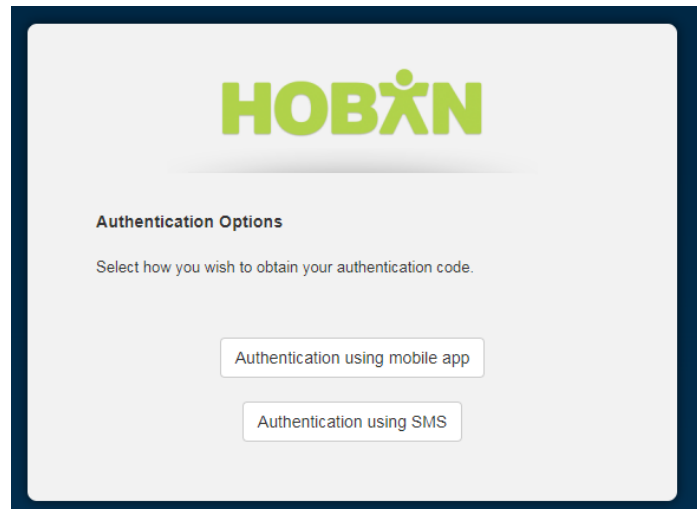
2. Scan the QR code on the setup screen to link the device to your payroll portal and click 'Next'. Alternatively, the Secret key can be manually typed in.
3. You will be prompted to enter the six-digit code from the authenticator app to verify the link.
4. Please note that the code in the authenticator app will expire and change regularly, so it's important to ensure that the code currently displaying in the app is the code you enter in your payroll portal.
5. An invalid code will be flagged on screen and you will need to re-enter this correctly to continue.



6. Once the authentication code is entered, click 'Next' to move onto setting up a backup email address.
7. Click 'Back' to return to the previous screen.

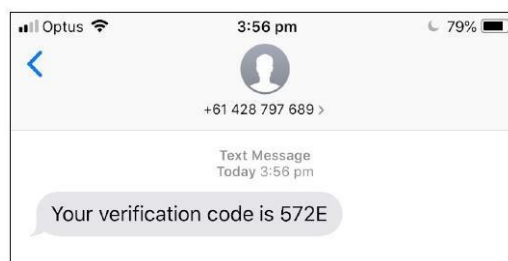
Using SMS Authentication

1. Select SMS in your authentication options
2. Enter your mobile number in the prompt field (this is the mobile number that will receive your secure codes)
3. Click 'Next'



NB: An invalid phone number will be flagged in red if the format is incorrect (e.g. invalid characters are entered or the mobile number is incomplete). International mobile numbers are not supported for 2FA registration. If you do not have an Australian mobile number, you will need to restart the 2FA process and select the authenticator app method instead.

4. Once a valid mobile number is entered, an SMS containing a verification code will be sent to the registered number.



5. Enter this code to verify the number then click 'Next'

Registering a Backup Email Address for 2FA

The backup email address for 2FA is used when a user is unable to access their usual authentication method.

1. Enter your preferred email address and click 'Next'.
2. The next screen will ask you to 'Enter Code'. You will receive a verification code in your inbox, please copy and paste this into the field
3. Click 'Next' and a message will appear that 2 Factor Authentication is complete

Dashboard

Once you have logged in you will see your dashboard.

The Dashboard is your home page and provides a snapshot of what is happening in the system.

It provides a quick way to access commonly used tasks via the tabs on the top left of the dashboard.

From your dashboard you can access your timesheets, enter time worked, view and update your personal details.

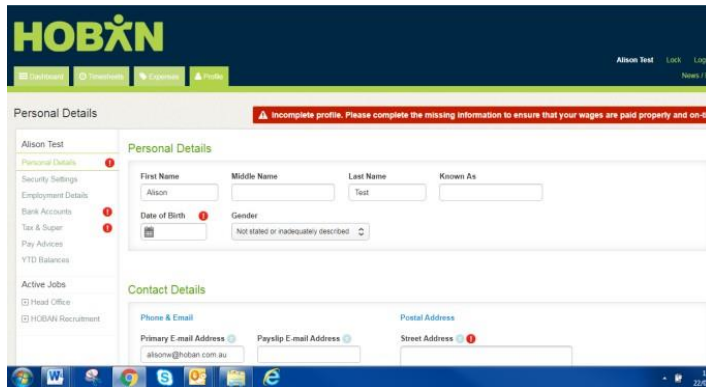
Date	Status	Time
24th Mar, 2019	Not Opened	10th Mar, 2019
24th Mar, 2019	Not Opened	20th Feb, 2019
17th Mar, 2019	Not Opened	10th Mar, 2019
17th Mar, 2019	Not Opened	20th Feb, 2019
10th Mar, 2019	Not Opened	10th Mar, 2019

System Overview

The system supports the following functions:

Menu	Description	Location of Function
Your Profile	Enables you to provide your personal and banking details so that you can get paid.	<p>Managed through the Profile Tab</p> <p>If any information is missing you will be taken to this section when you login and missing information will be highlighted.</p> <p>To access this information, you will be required to set up 2 Factor Authentication.</p>
Profile Tab	<p>Here you can update your personal details at any time.</p> <p>You can review and update your address, bank account details, tax and Super information and review information about your jobs. You will need to ensure you have 2 Factor Authentication set up to access this area of your portal</p>	<p>Range of places on the system:</p> <p>Dashboard: Downloads</p> <p>Profile Tab: personal/banking details; job history</p>
Timesheets	<p>Enables you to access timesheet details, enter time worked and submit timesheets for approval and payment.</p> <p>Please note: <i>that many HOBAN client sites operate on group timesheets and client time & attendance systems. If you are working at those client sites, you will not be required or have access to enter online timesheet details directly.</i></p>	<p>On the Dashboard:</p> <p>Click on “Timesheet” tab in the top left hand corner.</p> <p>Your consultant will advise you if an individual timesheet is not required.</p>
Expenses	<p>Enables you to submit Expense reports with attached receipts.</p> <p>NOTE: this function will only be available if the job you are on allows/requires you to submit Expenses.</p>	<p>On the Dashboard:</p> <p>click on “Expenses” tab and complete the Expense Summary</p>

Profile



The Profile Tab is the section where your personal and employment details are kept. You can edit your own information directly here.

You should check your Profile page to see if there is any outstanding data to be completed when you first log in. Please complete all fields that are flagged to help ensure your profile is complete and you can be paid correctly.

You will be prompted to use 2 Factor authentication any time you wish to access your profile page to ensure your personal data is kept secure.

Accessing your Profile tab using 2FA

You will be prompted to verify with 2FA when you access the Profile tab in your portal.

If you are using an authentication app for 2FA, enter the six digit code from the app and click Authenticate.

Enter Code
Enter the 6 digit code from the authentication app.

Remember this device for 30 days.

[Next](#)

[Go to recovery options](#)

If the authentication fails (e.g. the code is entered incorrectly), you will be prompted to try again.

When SMS authentication is being used, click 'here' to send an SMS code to your registered mobile number. Enter this code in the verification screen and click Authenticate.

Enter Code
[Click here to receive authentication code via SMS on your registered mobile and enter the code you received.](#)

Remember this device for 30 days.

[Next](#)

[Go to recovery options](#)

You will be directed to your Profile tab once you have successfully authenticated your access.

If the verification from the SMS code fails, you can request a new SMS code by clicking 'Back' and restarting the authentication process.

[Entering Personal Details - how to video](#)

For ease of reference, your profile is separated into the following Tabs:

Menu	Description
Personal details	Name, birth date (required for tax purposes), address and contact details as well as Emergency Contact information.
Security Settings	You can change your password from here.
Employment details	Details your employment type (for tax purposes) e.g. PAYG. Eligibility - this is a tax term and refers to your on-hire employment status.
Bank accounts	Please ensure your account details are correct to receive your salary. You can provide details of your primary bank account and additional accounts - please refer to page 9 for further details Entering Bank Account Information - how to video
Tax and super	Enter your Tax details and details of your superannuation fund. Entering Tax & Super Information - how to video
Pay Advices	Displays your pay advice and pay period. You can click through multiple pay periods to review historic information.
Active Jobs	Lists each of your active jobs and provides details, including: <ul style="list-style-type: none"> Start dates Job details Pay rate Timesheets and any expenses Please note that the system has a default setting which specifies “End Date”. Please be aware that this is a system estimate only. It is NOT the actual end date of your assignment. Assignment lengths and end dates are subject to change for a variety of reasons, including but not limited to our client’s operational requirements. You can also access details of your timesheets and any expenses from this tab.
Inactive Jobs	Lists each of your inactive (previous or future) jobs.

Bank Accounts

You can enter details of the primary account you would like HOBAN to use to pay your wages.

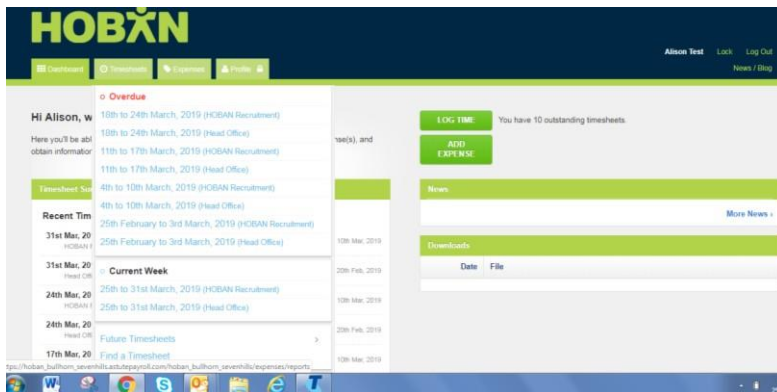
You can also enter a secondary bank account and advise us of the percentage or dollar amount of your wages that you would like to be paid to this account.

[Entering Bank Account Information - how to video](#)

Your profile page will provide an alert if any essential details are missing. Please ensure you enter these details correctly so that HOBAN can pay you on time into the correct bank account.

Timesheets

If you are not working on a site where a group timesheet or time and attendance system operates, you will need to complete an online timesheet via your portal each week.



By clicking on the timesheet tab you can enter the times you have worked each week. The timesheet tab will also show you details of any overdue timesheets which have not been completed.

Submitting Timesheets

There are three ways in which you can submit Timesheets on the system:

- Dashboard: click on “Log Time”
- Dashboard: click on the relevant Timesheet in the Timesheet Summary
- Timesheets Tab: provides you with access to all Timesheets, including future and archived Timesheets.

Entering your hours on an individual timesheet

If you are working in a single assignment with HOBAN, you will have one timesheet to enter. If that assignment only requires single start/stop and break times the format of the timesheet will be:

Timesheet for Alison Test – HOBAN Recruitment 4th Mar, 2019 - 10th Mar, 2019

Date	Start	Finish	Breaks	Notes	Copy	Total
Mon 4 Mar	9:00am	5:00pm	30	Notes	Copy	7.50 hr
Tue 5 Mar	9:00am	5:00pm	Minutes	Notes	Copy	0.00 hr
Wed 6 Mar	9:00am	5:00pm	Minutes	Notes	Copy	0.00 hr
Thu 7 Mar	9:00am	5:00pm	Minutes	Notes	Copy	0.00 hr
Fri 8 Mar	9:00am	5:00pm	Minutes	Notes	Copy	0.00 hr
Sat 9 Mar	9:00am	5:00pm	Minutes	Notes	Copy	0.00 hr
Sun 10 Mar	9:00am	5:00pm	Minutes	Notes	Copy	0.00 hr
						7.50 hr

Notes for this period

I did not work for this period
 My employment finishes this week
 I did not sustain a reportable workplace injury this period

Buttons: Save, Submit, PDF, Print, View all jobs on one timesheet, View Timesheet, Attached Files, Add, History (Timesheet has no History)

1. Enter a start time i.e. 8:00
2. Enter a finish time i.e. 17:00
3. Enter the break time in minutes i.e. 30
4. If Allowances are applicable for you to select, they will be available under the 'Allowances' Heading.

NB: if you have worked the same hours each day, you can use the 'copy down' feature to the right of the 'Notes' and this will copy the hours for each day

[Entering a Timesheet - how to video](#)

Timesheets with Shifts or Time Blocks

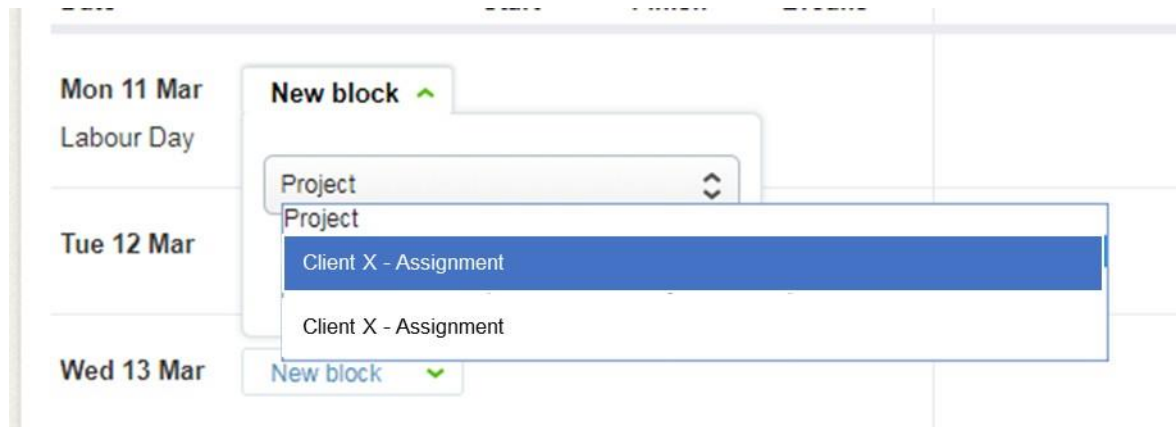
If you are required to work various shifts or assign time to different 'activities' in your assignment, you will need to enter time 'blocks' on your timesheet.

To enter the time, click on 'New Block'. If there are activities that apply, you will be able to choose the relevant activity from the drop-down menu. If there are no activities, simply enter the relevant start/stop and break time for that block.

With Shifts

Date	Start	Finish	Breaks	Notes	Copy	Total
Mon 4 Jun New block					to all	8.50 hr
⊗ HOBAN Recruitment Time Block 1	10:00am	2:00pm	Minutes	Notes		4.00 hr
⊗ HOBAN Recruitment Time Block 2	5:00pm	10:00pm	30	Notes		4.50 hr
Tue 5 Jun New block					⊕	
Wed 6 Jun New block					⊕	

With Shifts or Activities



If your assignment involves working across multiple activities or pay rates within the same client, your job may be set up to use 'activities' on your timesheet. If this is the case, your time blocks will be entered by activity.

1. Click 'New Block'
2. In the drop-down box, select the correct activity for that time block
3. You now have the option to add:
 - a. Start time (e.g. 9:00am)
 - b. Finish time (e.g. 5:00pm)
 - c. Breaks (e.g. 45 minutes)
 - d. Leave (if assigned to you - select the category and then applicable time taken)
 - e. Allowances (if assigned to you - select the allowance type)
 - f. Notes (any notes you need your approver to see)
4. If you need to add another time block for a different activity on the same day, click 'New Block' and follow the same process
5. Enter the time for each day worked in that week
6. If all days are the same, you can use the 'Copy Down' button
7. Submit

Managing Multiple Jobs

If you are working multiple jobs concurrently in a timesheet period, you have the option to submit one timesheet containing all hours for all jobs.

You will also have the option to access the individual job timesheets via the "Available Jobs in Timesheet" menu on the right hand side of the timesheet. See the following screenshot for further directions.

Please note: if you are working in only one job within a timesheet period, you will only be able to submit hours for that job on the timesheet.

Timesheets for This Week 3rd Nov, 2014 - 9th Nov, 2014

Click "Save" or "Submit" to save the entire overlay timesheet

Date	Start	Finish	Breaks	Allowances	Notes	Copy	Total
Mon 3 Nov	New block					to all	
Tue 4 Nov	Pool Centre, Dandenong Road					to all	
Today Wed 5 Nov	New block					to all	
Thu 6 Nov	New block					to all	
Fri 7 Nov	New block					to all	
Sat 8 Nov	New block					to all	
Sun 9 Nov	New block					to all	

Notes for this period

I did not work for this period
 My employment finishes this week
 I did not sustain a reportable workplace injury this period

Click "View Timesheet" for individual job to enter hours and submit without Timesheet Overlay

Not Opened

PDF Print

Save Submit

Jobs in Timesheet

Viewing all jobs on one timesheet

Pool Centre, Dandenong Road Not Opened View Timesheet

Council Finance Department Not Opened View Timesheet

Attached Files Add

History Pool Centre, Dandenong Road Timesheet has no History

Timesheets for This Week 3rd Nov, 2014 - 9th Nov, 2014

Date	Start	Finish	Breaks	Allowances	Notes	Copy	Total
Mon 3 Nov	New block					to all	
Tue 4 Nov	Council Finance Department					to all	
Today Wed 5 Nov	Base Hourly					to all	
Thu 6 Nov	New block					to all	
Fri 7 Nov	New block					to all	

Select the relevant job (if you have multiple jobs in the one period).

Not Opened

PDF Print

Save Submit

Jobs in Timesheet

Viewing all jobs on one timesheet

Pool Centre, Dandenong Road Not Opened View Timesheet

Council Finance Department Not Opened View Timesheet

You now have the option to add:

- Start time (e.g. 9:00am)
- Finish time (e.g. 5:00pm)
- Breaks (e.g. 45 minutes)
- Leave (if assigned to you - select the category and then applicable time taken)
- Allowances (if assigned to you - select the allowance type)
- Notes (any notes you need your recruiter or approver to see)

You can also press 'Copy Down' which copies all of the information from that Time Block onto the other days of the week.

If you need to add more time to the same day, you can press 'New Time Block' and enter in information for that time block. Otherwise, you can add in time blocks for the rest of the week.

Adding Timesheet Attachments

You can add attachments to a timesheet (manual timesheet or mileage form etc) by clicking on the Attached Files "Add" button.

Timesheets for This Week
3rd Nov, 2014 - 9th Nov, 2014

Date	Start	Finish	Breaks	Allowances	Notes	Copy	Total
Mon 3 Nov	New block						
Tue 4 Nov	Pool Centre, Dandenong Road						
Wed 5 Nov	New block						
Thu 6 Nov	New block						
Fri 7 Nov	New block						
Sat 8 Nov	New block						
Sun 9 Nov	New block						

Notes for this period

- I did not work for this period
- My employment finishes this week
- I did not sustain a reportable workplace injury this period

Not Opened

Jobs in Timesheet

Viewing all jobs on one timesheet

Pool Centre, Dandenong Road
Not Opened [View Timesheet](#)

Council Finance Department
Not Opened [View Timesheet](#)

Attached Files

History Pool Centre, Dandenong [↕](#)

Timesheet has no History

Submitting Timesheets

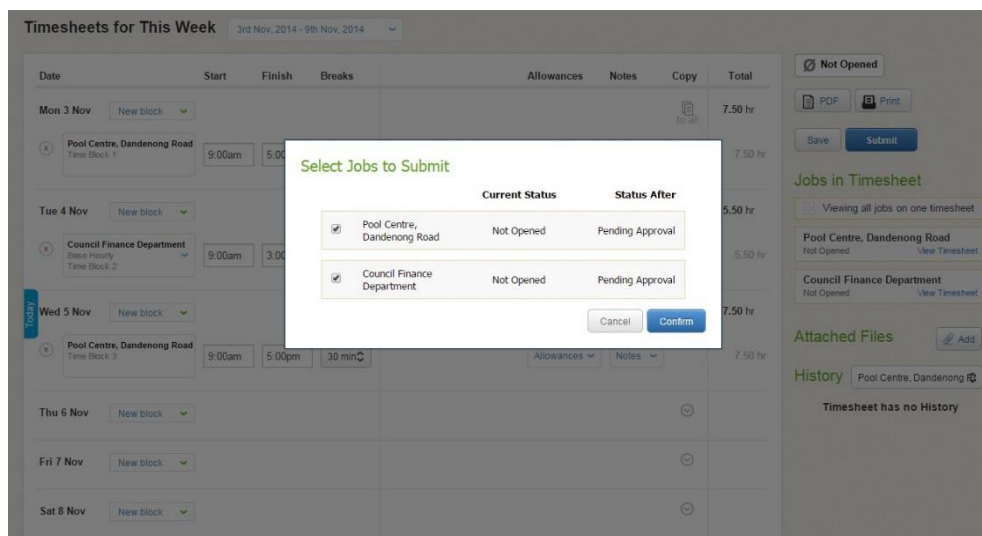
Submitting a timesheet is very simple. If you haven't worked for that week, rather than not submitting the timesheet, you can tick the "I did not work for this period" check box. This will prevent any further timesheet reminders being sent to your email address.

Please ignore and do not tick the check box which says, "My employment finishes this week", as HOBAN has set up an automation in our system to advise us of any assignments which are ending.

If you want to make any notes to your timesheet approver, these can be added in the "Notes" section. If you have entered in hours on one timesheet for one job, pressing 'Submit' will send your timesheet to your approver via email to be approved.

If you have entered in hours on one timesheet for multiple jobs, pressing 'Submit' will bring up a list of the jobs contained on that timesheet. Select the jobs you would like to submit the timesheets for and press 'Confirm'.

If you only submit one timesheet out of multiple, the remaining timesheets will be saved and retain a status of Pending Submission.



Missing Timesheets

If you are unable to see a Timesheet for your current week, it is likely that the finish date for your job has lapsed and Timesheets will no longer be presented.

Please contact your HOBAN Consultant to extend the finish date of your job.

Once a job has finished and all Timesheets have been completed, you will no longer be able to access active timesheets. You will still be able to access information and the Timesheet archive for the job in your Profile > Job Profiles > Inactive Jobs.

Resetting a Timesheet

Once you have submitted a Timesheet you will no longer be able to edit it.

If the Timesheet is Pending Approval you can ask your Approver to reject the Timesheet.

Once the Timesheet has been approved, it can only be reset by a Portal Administrator at HOBAN. Please contact the HOBAN Payroll support team systemsupport@hoban.com.au or 1300 554 750 to arrange for this to happen.

Automated Reminders

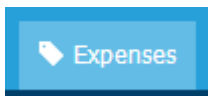
You will receive the following email reminders related to your Timesheets:

1. Friday afternoon - First submission reminder: please remember to complete your Timesheet for the week. Needs to be submitted by COB Monday.
2. Monday 9am - Final submission reminder: if your Timesheet isn't submitted by 10am you will miss payroll deadline and your pay may be delayed.
3. Monday 12.30pm - Approval Reminder: your Approver will be reminded of any outstanding approvals.
4. Monday 12.30pm - Approval Reminder: you will be notified if your submitted Timesheet has not been approved (go and speak with your Approver).
5. Timesheet Approved/Rejected: you will be notified
6. If a Timesheet (requiring) has not been actioned by 12.30pm Monday, the Primary Approver will receive a system generated reminder. If a Primary Approver has not actioned a Timesheet by 2.00pm Monday, the Secondary Approver will receive a system generated reminder.

Once a Timesheet is approved, it will be ready for payroll. If a Timesheet is rejected, it will be returned for correction and resubmission.

NB: Automated reminders are not issued for Expenses.

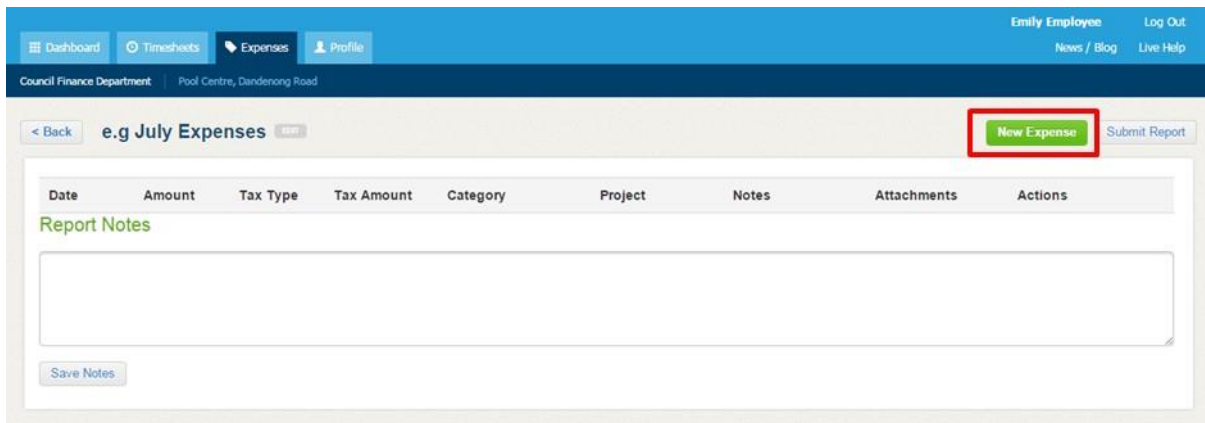
Expenses



The Expenses tab is an optional feature that must be activated by HOBAN for it to appear as a menu option. An Expense claim is very simple to complete and submit:

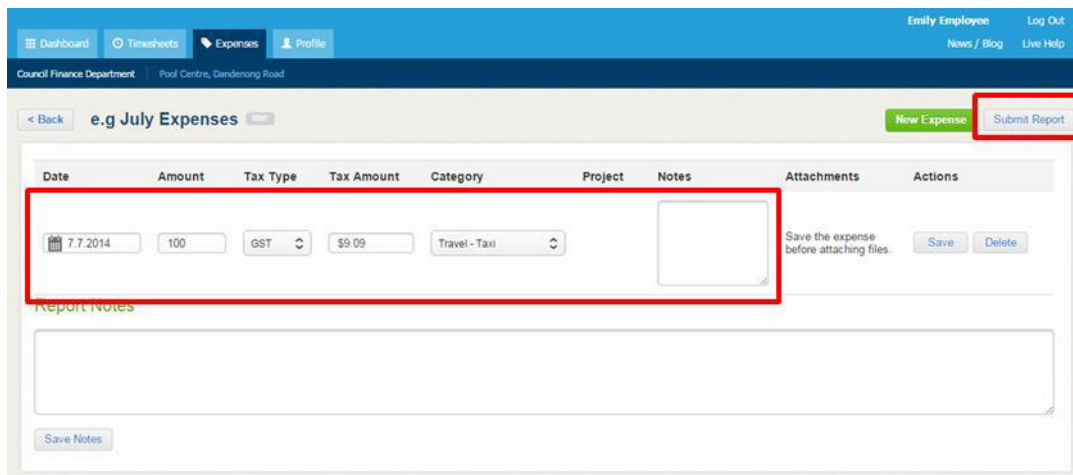
1. Select 'New Expense Report' - a box will appear requesting a name for your Expense Report (e.g. January 2018)
2. Insert the name for your Expense Report (e.g. July Expenses) and click Save

3. Select the Expense Report name to open it and select 'New Expense' to add your Expenses.



4. Complete the details in each field and click 'Save'. You can then:

- Attach a copy of your invoice or receipt
- Add additional Expenses by selecting 'New Expense' and click 'Save'
- Click 'Back' if your Expense Report is incomplete or you don't yet wish to submit for approval
- Click 'Submit Report' to submit your Expense claim for approval.
- Add any notes relating to the expense claim.



5. Once an Expense is approved, it will be ready for payroll. If an Expense is rejected, it will be returned to you for correction and resubmission.

[Entering an Expense - how to video](#)