global mobile app for contractors: my Randstad app
frequently asked questions.

about the app

Why do I need to download a new mobile app?

The new app will have a completely refreshed user interface and be more intuitive for talent. This new app will also make it easier for your talent to submit timesheets, indicate their availability for shifts and receive payslips.

There are multiple Randstad mobile apps; which one do I download?

The correct app to download is "my Randstad". If you're an iOS user, please click here to download the app on the App Store. If you're an Android user, please click here to download the app on the Google Play Store. The old version of the my Randstad app won't be available for access from June 2024.

How do I register on the app?

If you're a new contractor at Randstad, you will receive an email inviting you to download the app and create a password. Follow the instructions in the email to complete your password and activate your account. You can use your current login details to register on the new app if you're an existing contractor. If you haven't received the invitation email, please contact your Randstad consultant.
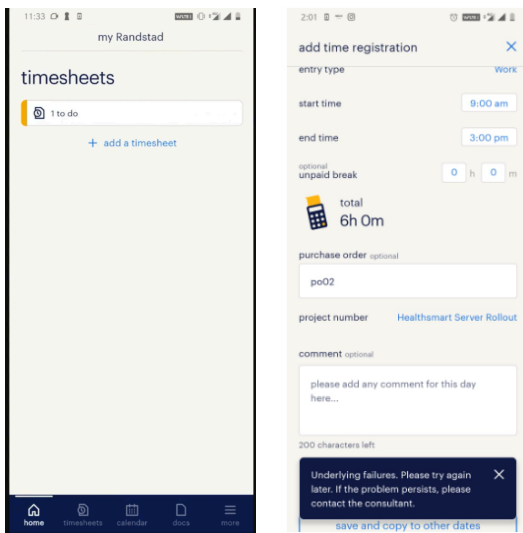
timesheets

Will my timesheets and payslips from the old app get ported to the new app?

Yes. Once you register and gain access to your profile on the new mobile app, please allow for 48 working hours for your past timesheets and payslips to be ported over. If you cannot access your past timesheets and payslips on the new app after 2 working days, please contact your Randstad consultant or the Contracts Admin team for assistance.

How do I submit a new timesheet?

Navigate to the timesheets module on the new app and tap "add timesheet". This will prompt you to select which booking you'd like to submit a timesheet for and then indicate a weekly period that this timesheet falls under. The app will display any timesheets you have already started working on or the next timesheet in your queue if you submit them via the portal. If you're a first-time user, there may be no timesheets waiting in your queue if you have not done any Randstad timesheets before. If that is the case, click the "add timesheet" button in the app to add a timesheet. From here, you can tap into each day and indicate your start and end times for each shift. You'll also have the option to copy these times to other days of the week.

Can I edit timesheets after I've submitted them?

Yes, as long as it wasn't approved yet. Suppose you have submitted a timesheet and would like to make additional changes before approval. In that case, you can tap the "recall" button to change the status of your timesheet. You can then make changes as you see fit and tap "submit" when ready to submit it for approval.

Please note that you cannot edit your timesheets after they have been approved. Please get in touch with your Randstad consultant or the Contracts Admin team for assistance if you need to edit your timesheet after approval.

When can I add my timesheets?

If you are starting on a new contract and/or assignment, your first month's timesheet will only be visible in the app a day after your contract start date.

What can I do if I can't enter my timesheets?

If you cannot enter your timesheet, please restart the mobile app. By logging in again, you should be able to enter your timesheets. Please write to the Randstad contracts admin team for assistance if you still need help.

How do I enter allowances into my timesheet details?

As you're adding your timesheet details, you'll also have the option to add any allowances. Simply tap the "add allowance" button and indicate what type of allowance it is from a preset of dropdown options and what date it applies to. Be sure to add the quantity of allowances and also any additional comments as you see fit.

How do I enter expenses into my timesheet details?

As you're adding your timesheet details, you'll also have the option to add any expenses. Simply tap the "add expense" button and indicate what type of expense it is from a preset of dropdown options and what purchase date it applies to. You will also need to indicate the cost in terms of price and GST. You will need to attach a copy of the receipt/tax invoice before you can successfully submit the expense, Expenses will not be processed without a receipt.

shifts and availabilities

How do I set up my availability?

Navigate to the calendar module on the new app. You will then have to select an upcoming date to set up your availability. If you are available all day, simply turn on "all day". If you are only available for a certain period of time, select "I am available" and choose your start time and end time. If you are NOT available for a certain period of time, you can select "I am available" and select your start time and end time of unavailability.
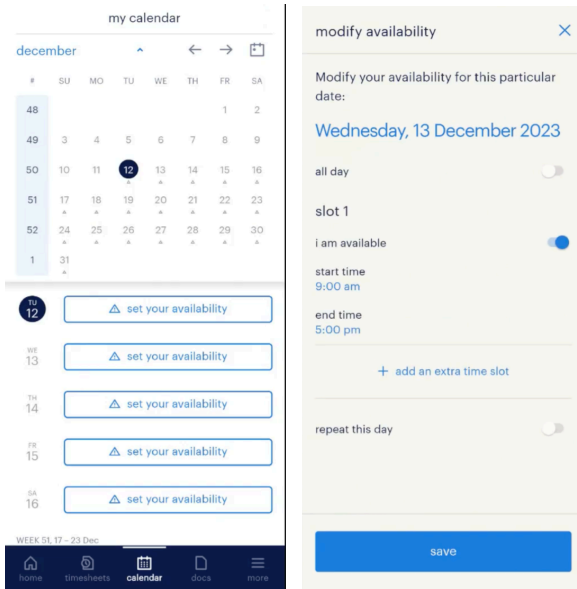
Can I edit availability after I've set it up?

Yes! Simply click on the date you need to edit and change the details of the availability.

What can I do if I can't update my availability?

If you cannot update your availability, please restart the mobile app. By logging in again, you should be able to update your availability. Please write to the Randstad contracts admin team for assistance if you still need help.

How do I view available shifts?

On the home screen, check if there are any available open shifts for you. Tap on the open shifts available to navigate to the open tab in the Shift Overview screen. You can also tap on any shift box to see detailed information about that shift.
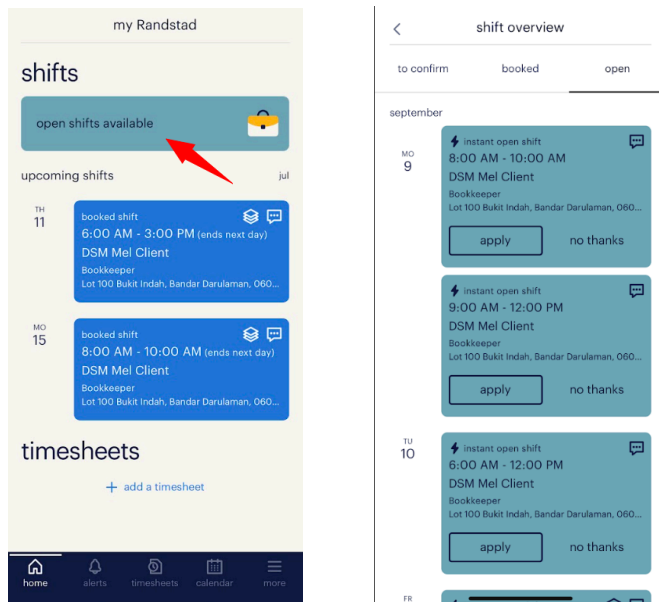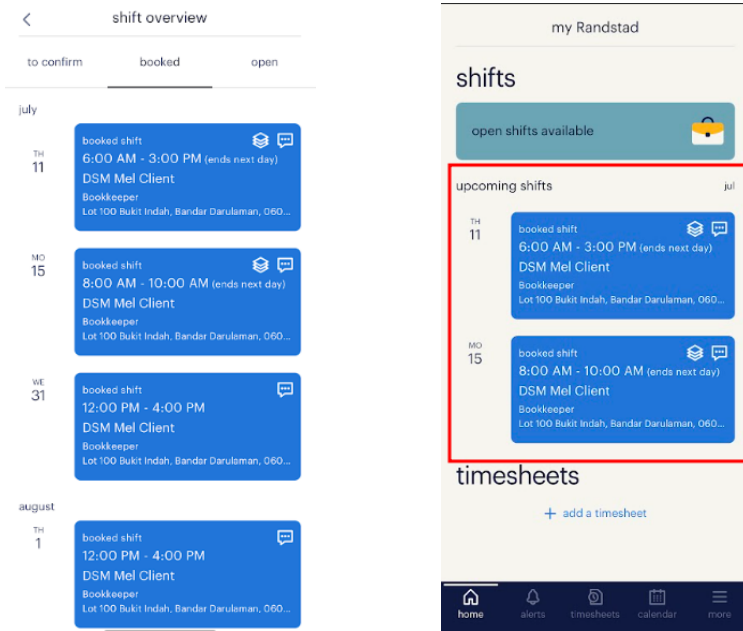
How do I accept a shift?

Go to Open tab screen to accept a shift, simply tap on the shift you are interested in and select Apply.

Where can I see my booked shift?

Your booked shifts will appear in the "Booked" tab within the app. You can also view upcoming booked shifts under the "Upcoming Shifts" section.
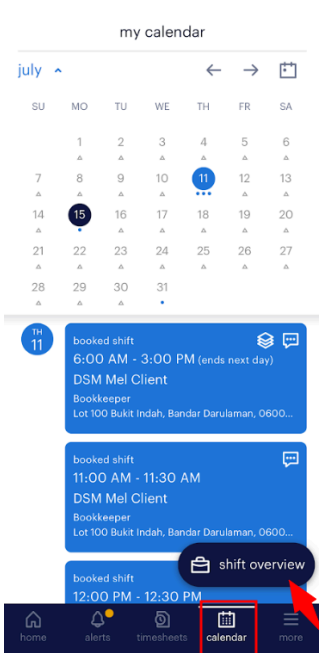

How can I reject open shifts I am not interested in?

You can reject open shifts that you are not interested in by tapping "No thanks" on the selected shift box.

How can I view an overview of all my shifts?

You can view an overview of all your shifts on the Calendar within the app.

Why can't I sometimes see the latest detail of the shifts in the app?

You need to refresh the page to retrieve the latest updated shifts and information by scrolling down and refresh the screen.

bookings

How can this new module improve my experience as a candidate?

This module provides details of your current and past bookings. The details include site address, start and end time of the booking. By having these details, it will reduce the effort for you to call and confirm the booking details.
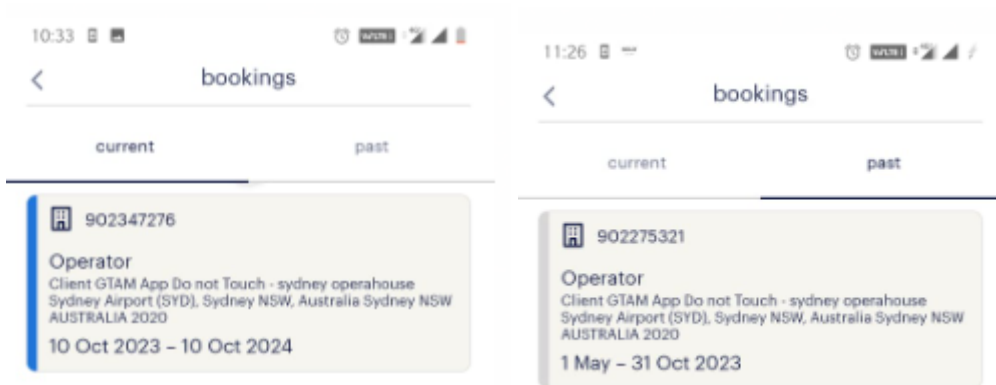
Can I submit a timesheet from the booking list in the bookings module?

Not at the moment. You can only submit a timesheet through the timesheets module.

profile

How can I change my email address?

You cannot change your email address within the app. If you need to change the email address associated with your my Randstad account, please contact your Randstad representative.

Why can't I see all my personal information?

The mobile app does not support displaying all your personal data. Please login to your my Randstad account at the web portal on your desktop to view it.

notifications

### Will I receive notifications for my bookings and shifts up for grab?

Yes, you will receive push notification for booking confirmation and shifts up for grabs. For open shifts notifications, they are consolidated and sent at 9 AM, 12 PM, 3 PM and 6 PM everyday.

How do I enable or disable notifications on my app?

You can manage your notification settings in your phone app settings menu.

What if I missed any push notification on my app?

You can still find all the shift notifications in the Alerts section of the app.
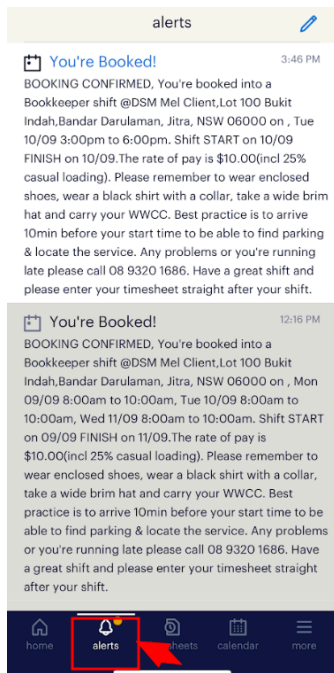
any other business

Can I apply for leave through the app?

Not at the moment. It is a functionality we are working on to add to the app in the near future. While this functionality is unavailable, please apply for leave using the web portal.

Can I submit expenses on the new app?

Yes. As you're adding your timesheet details, you'll have the option to add any expenses. Tap the "add expense" button and indicate what type of expense it is from a preset of dropdown options and what purchase date it applies to. You will also need to indicate the cost in terms of price and GST. For record-keeping purposes, we will also require you to upload a photo of the expense before you can successfully submit it.

What should I do if I need help?

If you need help with the app or have any questions related to your work, please get in touch with your Randstad representative.