G2 RECRUITMENT SOLUTIONS LTD.

CLIENT AUTHORISER – FREQUENTLY ASKED QUESTIONS

FREQUENTLY ASKED QUESTIONS

To help you get an understanding of what g2's online timesheet system entails and how it will affect you as a Client Authoriser – a set of 'Frequently Asked Questions' has been compiled.

FREQUENTLY ASKED QUESTIONS

Q: What is the new online timesheet system?
A: A simple, user-friendly, online replacement of our manual paper timesheet process.

Q: When will I receive my login details?
A: You will receive an email from the online portal no-reply@g2recruitment.com which will contain your username, automated password and a link to the portal. Alternatively you can visit https://portal.g2recruitment.com

If you have not received the email from the online portal please contact Helpdesk support at:

(e) payroll@g2recruitment.com

(t) 0117 968 9019

Helpdesk support is available 9am to 5.30pm GMT Monday to Friday.

As an Authoriser you will also require a PIN number. The PIN number is an additional security measure required when authorising timesheets. Please ensure you keep your PIN as you will need this every time you authorise and reject timesheets. Your PIN can be changed by using the 'Change PIN' menu option on the online portal.

Note: the PIN number will be sent in a separate email

Q: The link you emailed me doesn't work - what should I do?
A: Please contact Helpdesk support.

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Q: How do I access the online timesheet system?
A: The online timesheet system is a portal that is accessed via an internet connection. The portal is compatible with most web browsers and devices including Android and IOS.

The URL for g2's online portal is: https://portal.g2recruitment.com

Q: What do I do if I forget my username or password?
A: Passwords can be re-set easily via the online portal by following the 'Forgotten Your Username/Password' link on the homepage.

If you require a new PIN number please contact Helpdesk support to arrange for a new PIN number to be emailed to you. Helpdesk support can be contacted at:

(e) payroll@g2recruitment.com

(t) 0117 968 9019

Helpdesk support is available 9am to 5.30pm GMT Monday to Friday.

Q: How do I change my password?
A: The first time you log in you will be prompted to change your password (your password can be up to 16 characters long). Complete the fields and click 'change'. You will then be asked to set up a secret question - follow the on-screen instructions to complete this step.

Q: What if I lock my account or forget my secret question?
A: Helpdesk support can be contacted at:

(e) payroll@g2recruitment.com

(t) 0117 968 9019

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Q: Will one login to the g2 Online Timesheet Portal work for all my Contractors?
A: Yes.

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Q: What do I need to do to successfully use the online timesheet system?
A: An overview of the steps that you need to take is available on g2's website.

Q: How do I authorise an online timesheet?
A: Log in to the online portal and click the 'Authorise Timesheet' link. A list of all timesheets, pending authorisation, will be displayed. Select the appropriate timesheet number, check timesheet details and click 'Authorise' - by selecting authorise you are agreeing to our terms and conditions.

You will then be asked for your 4 digit PIN number, enter this number and click 'Verify PIN'. The timesheet has now been authorised, and should not appear in your list anymore.

Note: You also have the option to bulk authorise by checking the box next to timesheets and clicking 'Authorise selected Timesheets'. Further information is available in the User Guide that is available on g2's website.

Q: How do I reject an online timesheet?
A: Log in to the online portal, select the appropriate timesheet number and click 'Reject'. You will then be asked to provide a reason for the rejection, which will be sent back to Contractor along with the timesheet. The contractor will have to amend and resubmit the timesheet for your approval.

Further information is available in the User Guide that is available on g2's website.

Q: I am having problems authorising a timesheet.
A: Please refer to the User Guide that is available on g2's website. If you are still experiencing difficulties please contact Helpdesk support at:

(e) payroll@g2recruitment.com

(t) 0117 968 9019

Helpdesk support is available 9am to 5.30pm GMT Monday to Friday.

Q: What is the deadline for authorising an online timesheet?
A: The deadline for online timesheets be submitted by a Contractor and approved by the Authoriser is:
Tuesday, 12pm (GMT).

Q: Can the Authoriser be changed during the course of a contract?
A: Yes. The online timesheet system allows for multiple Authorisers to be allocated. Authorisers are added to the online timesheet system based on information provided by you and the Contractor.

Additional Authorisers can added to the online timesheet system by contacting Helpdesk support (it is strongly recommended that this does not occur last-minute so as to avoid service disruption).

Q: How will I know if a timesheet is awaiting my approval online?
A: You will receive an automated email notification advising that a timesheet is awaiting your approval. The automated reminder emails will be sent from no-reply@g2recruitment.com

Q: How will a Contractor know if their online timesheet has been approved?
A: The status of the online timesheet will change from 'Pending' to 'Approved' in the Contractors version of the online timesheet portal.

Q: What if an online timesheet has been submitted to me for authorisation and I am on holiday / away from the office for a few days / off sick?
A: The online timesheet system allows for multiple Authorisers to be allocated. Authorisers are added to the online timesheet system based on information provided by you and the Contractor.

Additional Authorisers can be added to the online timesheet system by contacting Helpdesk support (it is strongly recommended that this does not occur last-minute so as to avoid service disruption).

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Q: Can Contractor expenses be authorised online?
A: No. At present the online portal does not accommodate expense payments. The existing expenses process will remain the same (please speak to your Consultant if you require further information).

Q: If an online timesheet is completed incorrectly and submitted, can the Contractor correct it?
A: Yes. If the online timesheet is pending approval, it can be recalled and amended by Contractor using the recall button on their timesheet screen.

Alternatively, as the Authoriser you can 'Select' the appropriate timesheet and click 'Reject'. You will then be asked to provide a reason for the rejection, which will be sent back to Contractor along with the online timesheet. The Contractor will have to amend and resubmit the timesheet for your approval.

Q: The Contractors who work for me are based 'off site' and do not have access to email, will they be able to receive their timesheets by post?
A: No. The online timesheet system is a portal that is accessed via an internet connection. The portal is compatible with most web browsers and devices including Android and IOS.

Q: My organisation uses our own timesheets for all contractors – will your system be able to accommodate this?
A: If your organisation currently uses an online timesheet management system you can continue with the process. Please ensure that this is communicated clearly to your g2 Consultant.

However, if your organisation does not currently operate its own timesheet process, the g2 online portal should be used for your Contractors. Using the g2 online portal allows for reduced administration, authorisation of timesheets 'on the move', full tracking of timesheets, and access to historical timesheet information.

Q: If I have contractors working for me through g2 intermittently throughout the year will I receive new login details to the g2 online timesheet system each time a new Contractor starts?
A: No. As long as the period in between assignments is within a 12-month period, you will still be able to access the portal as before.

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Q: Will other managers within my company who also use this system have access to details about the contractors working for me?

A: No. Only you will have access to the details of contractors that have worked for you.

Q: As an Authoriser who controls the timesheets that I can see?

A: You should be able to see all timesheets for Contractors that you are responsible for. If you cannot see all of your Contractors timesheets please contact Helpdesk support at:

(e) payroll@g2recruitment.com

(t) 0117 968 9019

Helpdesk support is available 9am to 5.30pm GMT Monday to Friday.

Q: If I have trouble accessing or using the system is there a helpline I can call?

A: Yes. You can contact Helpdesk support at:

(e) payroll@g2recruitment.com

(t) 0117 968 9019

Helpdesk support is available 9am to 5.30pm GMT Monday to Friday.

NEED MORE INFORMATION?

If you have questions about the online timesheet system please contact Helpdesk support, or, contact your g2 Resourcing Consultant.

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