

# G2 RECRUITMENT SOLUTIONS LTD.

## CONTRACTOR (UMBRELLA COMPANY) – 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 Contractor working through an Umbrella Company – 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: Once our on-boarding team have received all your details, you will be registered for our online portal and emailed your login information from [no-reply@g2recruitment.com](mailto:no-reply@g2recruitment.com).

If you have any issues with your login information or access to the portal, please contact us immediately using the contact details outlined below:

(e) [payroll@g2recruitment.com](mailto:payroll@g2recruitment.com)

(t) 0117 968 9019

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

**Q: The link you emailed me doesn't work - what should I do?**

A: Please contact Helpdesk support.

**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>





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**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 this does not resolve your issue please contact Helpdesk support at:

(e) payroll@g2recruitment.com

(f) 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

(f) 0117 968 9019

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

**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 as a Contractor working through an Umbrella Company is available on g2's website.



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### **Q: How do I submit an online timesheet?**

A: Log in to the online portal and click the 'Timesheet Entry' link.

Select the 'Edit' option for the timesheets that you wish to complete and fill out the timesheet, select your authoriser from the dropdown menu, and select 'Submit'. Your timesheet will now be sent to your manager to authorise and its status will change to pending.

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

### **Q: I am having problems entering my time.**

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: When do I submit an online timesheet? What is the deadline for entering my online timesheet?**

A: The deadline for online timesheets to be submitted by a Contractor and approved by the Authoriser is Tuesday 12pm (GMT).

To ensure you get paid on time you should aim to submit your online timesheet at the earliest opportunity so as to give your line manager as much time as possible to approve it.

### **Q: How do I view my online timesheets?**

A: Choose the 'Timesheet History' option on the left-hand navigation menu where you will be able to see all of the timesheets that you have submitted via the portal.

### **Q: I haven't entered my time - will I get paid?**

A: If you miss the deadline submitting the online timesheet you should submit it immediately, and contact your Consultant to inform them of the delay. If you do not enter a timesheet for your hours you will not get paid.



**Q: I have entered and submitted my online timesheet - when will I get paid?**

A: If your online timesheets have been submitted by and approved by the Authoriser in advance of the deadlines you will receive payment in accordance with your contract.

**Q: I cannot see the week-ending date to enter my online timesheet.**

A: 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: I have entered my online timesheet incorrectly and submitted it for approval - how do I fix this?**

A: If your timesheet is pending approval, it can be recalled and amended by using the recall button on the timesheet screen.

If your timesheet has already been authorised, you will need to 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: My timesheet has been approved but I did not enter all the hours I worked - what should I do?**

A: 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: My Authoriser has rejected my online timesheet - what should I do?**

A: If for any reason your Authoriser has rejected your timesheet, you will receive an email notification. The timesheet will be displayed in the 'Timesheet List' with a status of 'Rejected' by client. Click

'Rejected' to access the timesheet and view the reason for the rejection. Make the necessary adjustments, save, and resubmit for approval.

**Q: How will my Authoriser know when to approve my online timesheet?**

A: When you submit your timesheet, an email is sent to the Authoriser with a link to login and view your submitted timesheet.

**Q: My timesheet Authoriser is on holiday - how do I get my timesheet approved?**

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 your Consultant.

To select your Authoriser choose the 'Timesheet Entry' option from the left-hand navigation menu and then select the timesheet that is in question. Towards the middle of the screen you will see a drop down menu labelled 'Select Authoriser' that contains a list of potential Authorisers for your timesheet, Select the Authoriser you want to send the timesheet to and click 'Submit'.

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).

**Q: My Authoriser hasn't yet approved my timesheet - will I get paid?**

A: Authorisers will receive automated reminder emails to approve timesheet. The automated reminder emails will be sent from [no-reply@g2recruitment.com](mailto:no-reply@g2recruitment.com)

Please contact your Consultant to notify them that your Authoriser has not approved your timesheet.

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**Q: What do I do if my chosen Authoriser cannot see my timesheet to authorise?**

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

You can do this by using the 'Timesheet History' option 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 status of the timesheet is showing as 'Pending' then you should check which Authoriser you have chosen to send the timesheet to. You can do this by clicking on relevant timesheet. If you have submitted your timesheet to the wrong approver then select the Authoriser you want to send the timesheet to from the drop down menu labelled 'Select Authoriser' and click 'Submit'.

If the Authoriser still cannot see your timesheet then you should 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: Shall I fill in my timesheet daily or once a week?**

A: You can fill it in whenever you like, but make sure you press the 'Save' button.

**Q: How do I submit my expenses?**

A: 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: How do I view my payslips and self-bill invoices?**

A: Choose the 'Payment History' link on the left-hand navigation menu. You are then given the choice of seeing all of your payslips.

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**Q: I cannot see my payslip for a certain week-ending date in the 'Payment History' menu?**

A: Please contact Helpdesk support.

**Q: I think my pay is incorrect but my online timesheet has been entered correctly?**

A: 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.

## **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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