

HAYS ONLINE USER GUIDE FOR TEMPS



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Introduction

The Hays Online Portal is the easy and secure method to register your personal details with Hays and submit time worked. It also allows you full control over updating your details at any time, and you never lose access to your historical information.

You will receive a welcome email after you accept your first assignment with Hays. This email will provide details on how you log in, your payroll ID, plus other important and helpful information.

Example welcome email

WELCOME TO HAYS

Hi Julie,

Welcome to Hays. It is our pleasure to have you working with us.

To get started, your Hays payroll ID is: **501454**

Follow these 3 simple steps to set up your account and ensure we are able to pay you correctly:

1. Go to: <https://fst-do-iss-01.hays.com.au:8000/HaysOnline/NewUser/NewUser.aspx>
2. Enter your payroll ID (above) and date of birth, and you will be prompted to set up a password. Your payroll ID will be your login ID so please keep this information to hand to allow you to access the portal in the future.
3. Once you have created an account, you will be prompted to complete your onboarding requiring the information below:
 - **PAYG** - please ensure you have your tax file number, bank BSB and account number to hand as well as superannuation fund details, including your fund's USI (Unique Superannuation Identifier) if you wish to make Super choice changes
 - **Pty Ltd** - please ensure you have your company's ABN, bank BSB and account number to hand
 - **Work Rights** - if you are an Australian citizen, please ensure you have either your:
 - Australian passport, or
 - Australian Citizenship Certificate or Birth Certificate along with photo ID (eg. drivers' licence) available

If you are a New Zealand Citizen working in Australia, please ensure you have your New Zealand Passport available. If you do not hold the citizenship documentation outlined, have questions or encounter issues, please contact the Hays Customer Care team on customer.care@hays.com.au or 1800 805 051.

As required under the Fair Work Act, we must provide PAYG employees with a copy of the Fair Work Information Statement which can be viewed [here](#), and the Casual Employment Information Statement which can be viewed [here](#).

We are committed to ensuring your health, safety and wellbeing while on your temporary assignment. Should you have any concerns regarding your health, safety or wellbeing during your temporary assignment, please contact your Consultant or call our Health & Safety Hotline on 0800 562 669 (choosing Option 4). You are required to notify us immediately if you feel your work location is unsafe or of any injury or incident that occurs.

For further information and additional resources to assist with your health, safety and wellbeing while on assignment with Hays, click [here](#). You can also view our Policy for Equal Employment Opportunity, Anti-Harassment, Sexual Harassment & Bullying [here](#).

For some useful information regarding working in a temporary assignment with Hays, navigate to our website:

[Frequently asked questions](#)
[Payroll information](#)
[Working with Hays](#)
[Temp survival guide](#)
[Refer a Friend](#)

Kind Regards,

Hays Temporary Payroll Services Team
Australia and New Zealand
+61 2 8226 9818
payrollhelpdesk@hays.com.au

Logging in – first time

Before you log in, please have the relevant information available so you can complete your details.

- Your Tax File Number
- Your Superannuation Fund USI (Unique Superannuation Identifier)
- Your bank BSB and Account number

Without all these details you will not be able to complete your on-boarding.

Next:

- Open your Internet browser (Internet Explorer is recommended by Hays)
- In the address bar, enter <https://www1.hays.com.au/haysonline/Login.aspx>
- Click on 'New to Hays Online'

Menu

- Login
- Help
- New to Hays Online?
- Expense Claim – AU & NZ
- Kilometre Reimbursement – AU
- Kilometre Reimbursement – NZ
- Salary Sacrifice Form - Hays
- Fair Work Information Statement

Login

If you are logging in as a Temp, you should enter your numeric Payroll ID (as shown on your payslip) in the Temps Login box.
If you are working in New Zealand, precede your Payroll ID with N (e.g. N03024).

If you are logging in as a Line Manager, you should enter your email address in the Line Managers / Authorisers Login box.

Forgotten Password

If you have forgotten your password please [Click here](#)

Temps Login

Please enter your numeric Payroll ID.
If you are working in New Zealand, precede your Payroll ID with N (e.g. N03024).

Payroll ID

Password

Remember Me

SIGN IN ▶

Line Managers / Authorisers Login

Please enter your email address.

Email Address

Password

Remember Me

SIGN IN ▶

- On the next screen please enter your payroll ID (supplied on your welcome email) and date of birth

Menu

- Login
- Help
- New to Hays Online?
- Expense Claim – AU & NZ
- Kilometre Reimbursement – AU
- Kilometre Reimbursement – NZ
- Salary Sacrifice Form - Hays
- Fair Work Information Statement

New User

Step one

Enter your Payroll ID and date of birth. If you are working in New Zealand, precede your Payroll ID with N (e.g. N03024).

Payroll ID

Date of Birth

Validate

Step two

Enter an email address to receive notifications regarding your account.

Email Address

Set your password using **8 characters, with one alpha, one numeric, and one special (eg. #@!) character.**

Set Password

Confirm Password

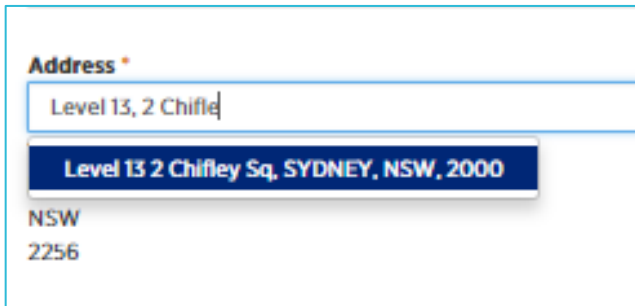
Password criteria |

Submit

- If you receive an error message, please call your consultant to confirm that the correct date of birth has been entered onto your Hays Tax & Bank profile
- Next you will be prompted to add your personal email address and set a new password. Please ensure it follows the password rules of minimum 8 characters, one alpha, one numeric and one special character (eg @ # !)
- You will be guided through to confirm and set up your account

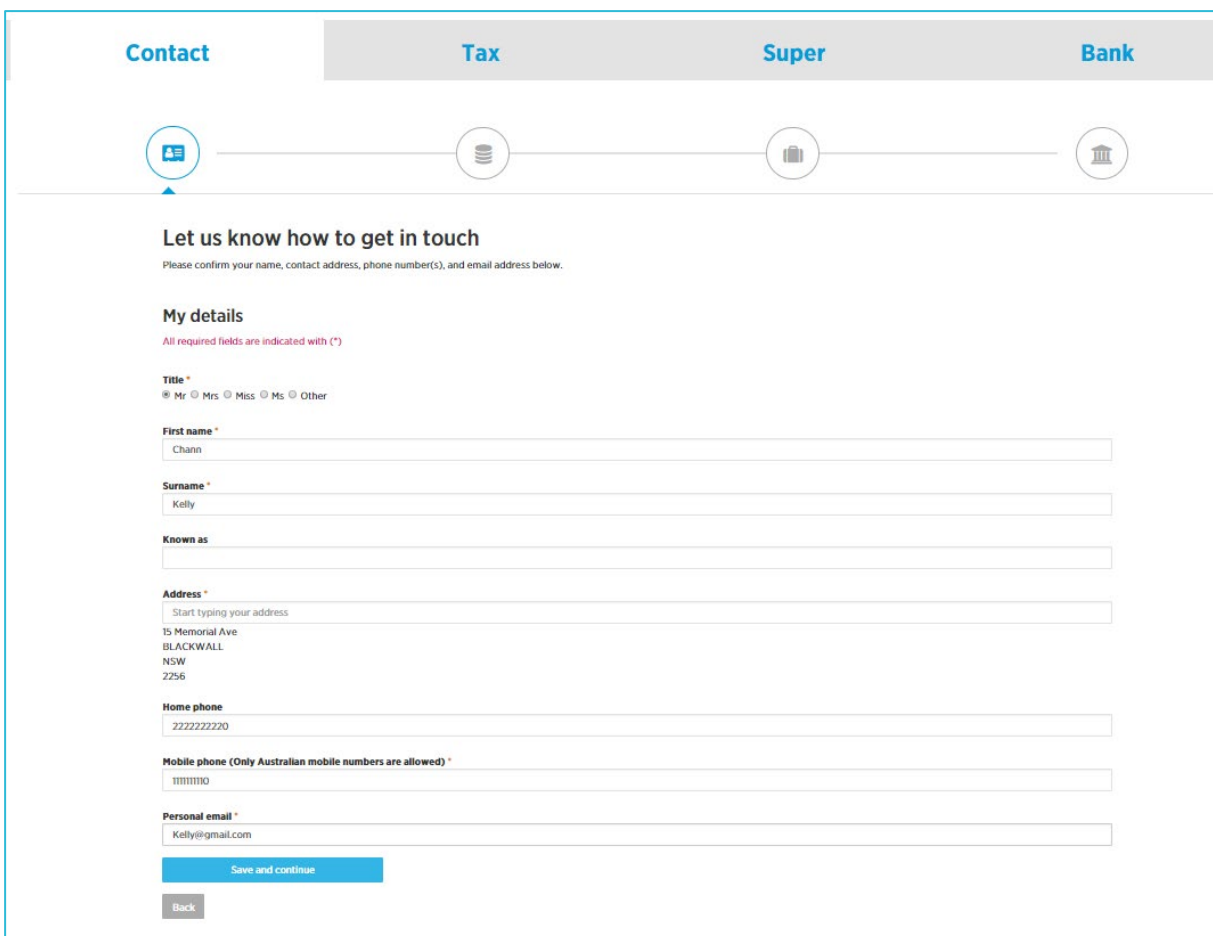
Contact

- Some information will pre-populate so please check the details and update any which are missing or incorrect. If your address is not recognised by the system, please key in Level 13, 2 Chifley Sq., Sydney NSW 2000
- As you type the address it will populate as below. Simply enter to select/accept this address. If your address is not recognised, do please advise your consultant of your correct address and they will update this for you on our system



The screenshot shows a form field labeled "Address *". The text "Level 13, 2 Chifley" is entered into the field. A dropdown menu is open, showing a highlighted option: "Level 13 2 Chifley Sq, SYDNEY, NSW, 2000". Below the dropdown, the text "NSW 2256" is visible.

- Enter all other information, then save and continue



The screenshot shows a user profile form with four tabs: "Contact", "Tax", "Super", and "Bank". The "Contact" tab is active. Below the tabs is a progress indicator with four icons: a person, a stack of coins, a piggy bank, and a bank building. The "Contact" icon is highlighted with a blue triangle.

Let us know how to get in touch
Please confirm your name, contact address, phone number(s), and email address below.

My details
All required fields are indicated with (*)

Title *
 Mr Mrs Miss Ms Other

First name *

Surname *

Known as

Address *

15 Memorial Ave
BLACKWALL
NSW
2256

Home phone


Mobile phone (Only Australian mobile numbers are allowed) *


Personal email *


Tax


- This form follows the ATO Tax Declaration Form questions. If you are unsure of how to answer these questions you can call the ATO on 13 28 61. Hays staff cannot advise you on these questions
- You must provide your **Legal** name on this form, however you can also add any 'known as' name under other given names

Contact
Tax
Super
Bank









Your TFN declaration

Please complete the required fields below then click "I agree and accept" in order for us to lodge the declaration.

These details are required in order to determine the amount of tax to withhold from your pay. Your information is protected by our privacy statement.

When capturing your personal information, it is passed through our secure server using encryption technology which scrambles the information to ensure it is protected over the internet. Your stored information is further protected from unauthorised access through the use of firewalls, passwords and sign in processes.

Please Note :

- This document will be provided to the ATO as per the information provided and if after 28 days you haven't provided your TFN to Hays then we will withhold tax at the top rate from all future payments.

To view the full Hays privacy policy please [click here](#).

All required fields are indicated with (*)

1. What is your tax file number (TFN) *

OR I have made a separate application/enquiry to the ATO for a new or existing TFN. OR I am claiming an exemption because I am under 18 years of age and do not earn enough to pay tax. OR I am claiming an exemption because I am in receipt of a pension, benefit or allowance.

2. What is your legal name?

Title *

Mr Mrs Miss Ms

If you wish to update your legal name, please contact your consultant

Surname or family name *

First given name *

Other given names

3. What is your home address in Australia? *

15 Memorial Ave
BLACKWALL
NSW
2256

4. If you have changed your name since you last dealt with the ATO, provide your previous family name.

- Once you complete the information, press 'I agree and accept'. These details will be saved in the portal as well as a PDF document so you can review at any time
- You can amend your answers if you have selected something in error, however it will hold all versions of the form completed by you in your portal
- Hays are a labour hire organisation, so at Question 6, this has been selected as a default

Super

On this screen you have several choices:

- Hays default superannuation funds (Australian Retirement Trust or Cbus)
 - Making this selection will pre-populate all the relevant information and you can finish by pressing 'I agree and accept'





Or

- The super fund you nominate
 - You will need to enter the Unique Superannuation Identifier (USI) of your fund. This is different to the ABN of the fund so please check with your super fund so you have this information. You can also use the link on the super page to find this information

Or

- Self-Managed Super Fund (SMSF)
 - This is where you have your own Self-Managed fund. You will need the ABN of your fund plus the fund address, ESA (funds electronic service address), contact details of who manages your fund, and the bank account of your fund. You are required to upload compliance information and only complying funds can be accepted

Contact **Tax** **Super** **Bank**

 —  —  — 

Choose your super fund

Please select one of the fund options below to begin

The super fund nominated by Hays (Australian Retirement Trust (previously Sunsuper))

OR the super fund nominated by Hays (CBUS)

OR the super fund I nominated

OR the self-managed fund (SMSF) I nominated

Your details

Employee name

Employee number

Tax file number

Your nominated super fund details

All required fields are indicated with (*)

Please refer to your superannuation fund for correct Unique identification number (USI) or please click on the link below to search for your USI *

<https://supernumber.com.au/>

Bank

- This is a very important screen as this is where all your payments will be directed. Please ensure you have the correct details to enter so as not to delay payment to you

Contact **Tax** **Super** **Bank**

Your bank account details

Please enter the BSB and bank account number in which you wish to receive payment from Hays. The branch name and address will be displayed upon entering your BSB.

All required fields are indicated with (*)

BSB code *
012 - 012

Branch name
ANZ ANZ E Trade Support

Branch address
6/75 Dorcas Street
South Melbourne
VIC
3205

Account number *
XXXXX1111

I agree and accept 14/09/2018

Back

- Once you agree and accept this last screen you are then finished your on-boarding

Options within Hays Online Portal

You can see options on the left-hand panel so please take some time to peruse these.

Menu

- Job Listing & Timesheet Entry
- Timesheet History Search
- My Contact Details
- My Tax Details
- My Super Details
- My Bank Details
- My Payslips
- My Payment Summary
- Change Password
- Update Security Questions
- Hays Online User Guide
- EEO, Anti-Harassment, & Bullying Policy
- Temping with Hays
- View your TFN Declaration
- Child and Youth Risk Management Strategy
- Logout
- Home

YOU ARE LOGGED ON AS:

Your Safety, Our Priority

Have your job duties changed? Do you have any safety concerns?

Please contact your consultant immediately if you have any safety-related issues or if your host client has changed the work you are being asked to perform. Alternatively you can email payrollhelpdesk@hays.com.au with your concern.

General Information

Online Payslips

You may obtain your payslip from the "My Payslips" link located in the menu. This area contains all of your current and historical payslips.

Timesheet Assistance

If you require further information regarding the Hays Online Timesheet process, please click the 'Help' link on the left hand menu to download the user guide.

Should you require further assistance, please contact the payroll support team by phone on (02) 8226 9618 or email payrollhelpdesk@hays.com.au

Superannuation

Superannuation is calculated based on the Sunday weekending date of when you are paid, not necessarily when you worked. Payments are made monthly in arrears by 28th of each month. For example, any payment made to you with a Sunday Pay Period date in June, will be paid by 28th July, and so forth.

Policies

Policy for Equal Employment Opportunity, Anti Harassment, Sexual Harassment & Bullying

Our Hays Policy for temporary contractors regarding *Equal Employment Opportunity, Anti-Harassment, Sexual Harassment and Bullying* has recently been updated please [click here](#) to view.

Working with Children Checks

Certain industries and professions require you to have a Working With Children Check. As a temporary worker or contractor of Hays, please read our policy [here](#) which outlines your responsibilities should you be working around children and young people.

Refer a Friend

[Join Hays referral program](#) to be rewarded with a \$200 e-gift card for every eligible friend you refer.

Entering timesheets

- Click on 'Job Listing & Timesheet Entry' on the left hand panel to view all active all active jobs

- Click on 'Select' on the company's name
- Leave 'Cost Code' empty unless you were provided with one

- Select the 'Weekending' date from the drop-down menu
- Times should be entered as minutes and not decimals (eg 07:30 not 7:50)

- Start filling in your timesheet, remember to use 24 hours format when needed (eg 15:30 for 3:30 PM) if you are on daily rate please leave the days not worked blank, 00:00 is midnight in our system
- Scroll down and click on 'Submit for Authorisation' or 'Save' to save the timesheet

	Date	Start Time	Lunch	Finish Time	Total Hours
Monday	18/10/2021	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Tuesday	19/10/2021	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Wednesday	20/10/2021	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Thursday	21/10/2021	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Friday	22/10/2021	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Saturday	23/10/2021	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Sunday	24/10/2021	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Total Hours					<input type="text"/>

Notes to Line Manager:

I hereby certify the above time worked is a correct record of the hours worked by me under the terms of assignment with Hays Specialist Recruitment(Australia) Pty. Ltd.

[Show Print View](#) [Clear](#)

[Save](#) [Submit for Authorisation](#)

If you have any concerns about your health and safety while at work please contact your Hays Consultant immediately or email ohs@hays.com.au.

- You can save the timesheet before submission

Viewing payslips

- Click on 'My Payslip' on the left hand panel
- Click on 'View' next to the Week Ending Date
- Click 'Open' to view the file (please note this will require having a PDF reader on your PC)

View Payslips

Adobe Reader is required to view payslips.

Week Ending Date	
20 Aug 2017	View
13 Aug 2017	View
6 Aug 2017	View
23 Jul 2017	View
< >	

If you require copies of payslips prior to 1st January 2009, please contact Hays payroll at payrollhelpdesk@hays.com.au

Setup payslips via email

- Click on 'My Payslip'
- Tick the box next to 'Receive Payslips by Email' (the date of consent will show automatically)
- Enter your email address in the 'Email Address to send Payslip' field
- Enter your email again to Confirm
- Click 'Save Details'

Payslips
Email Payslip Now Available!

Email Payslips
[Disclaimer](#)

Please ensure the email address you've specified is secure as your pay and bank account details will be sent to this address. By agreeing to receive your payslips by email, you will not receive any additional copies by post.

Receive Payslips by Email:

Date Consent Given: X

Email Address to send Payslips: X

Confirm Email Address: X

[Save Details](#)

Viewing payment summaries (group certificates) for years prior to 2019

- Click on 'My Payment Summary'
- Click on 'View' next to the year
- Click 'Open' to view the file (please note this will require having a PDF reader on your PC)

Menu

- Job Listing & Timesheet Entry
- Timesheet History Search
- My Contact Details
- My Tax Details
- My Super Details
- My Bank Details
- My Payslips
- My Payment Summary**
- Change Password
- Update Security Questions
- Hays Online User Guide
- EEO, Anti-Harassment, & Bullying Policy
- Temping with Hays
- View your TFN Declaration
- Child and Youth Risk Management Strategy
- Logout
- Home

Year
< >

End of year summaries are now called Income Statements. Earning details are sent each week to the ATO so you are able to view your YTD earnings at any time via MyGov www.my.gov.au

Viewing timesheet history

- Click on 'Timesheet History Search' on the left-hand panel
- Select the company you wish to check (leave it empty for all companies)
- Select the status of the timesheet you want to view (approved/rejected/both)
- Select the authoriser (leave it empty for all authorisers)
- Select the week ending date from the drop menu (leave it empty for all timesheets)
- Click 'SEARCH'

- Click on 'Display' to view the detailed timesheet

Click on a column heading to sort by that column, again to sort descending

	Weekending Date	Temp Name	Status	Total Time	Authoriser	Auth Time (AEST)
▶ Display	26/06/2016	Demo Temp	Approved	40:00	Demo Line Manager	28/06/2016 11:50:35 AM

Changing your password

- Click on 'Change Password' on the left hand panel
- Enter your 'Current Password'
- Enter your 'New Password' - Note: Your new password must be at least 8 characters, with one alpha, one numeric and one special character (eg @#!). Your new password cannot match your current password
- Confirm your password by entering it again

Menu

- Job Listing & Timesheet Entry
- Timesheet History Search
- My Contact Details
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- Home

Change Password

To change your password, enter your current password and then your new password.

Please use at least 8 characters, with one alpha, one numeric & one special (eg. @#!) character. Your new password cannot match your current password.

Current Password

New Password

Confirm Password

Password criteria

GO

- Password criteria will change to Valid when the new password criteria are correct

Password criteria No letters used

GO

Password criteria No numbers used

GO

Password criteria No special character used (eg. @#!)

GO

Password criteria Minimum 8 characters required

GO

Password criteria Valid

GO

- Click 'GO'

Viewing/changing security questions

- Click on 'Update Security Questions' on the left hand panel
- Your current secret questions and answers will be displayed as below

Menu

- Job Listing & Timesheet Entry
- Timesheet History Search
- My Payslips
- My Payment Summary
- Change Password
- Update Security Questions**
- Hays Online User Guide
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Update Secret Questions

Update your secret questions and answers.

Choose your secret question 1: Which phone number do you remember ▼

Secret Answer 1: 1

Choose your secret question 2: What was your favourite place to visit as ▼

Secret Answer 2: H

Confirm

- Change the questions from the drop-down menu and enter a new answer
- Click 'Confirm' to save
- Note: if you do not want to give personal information you can simply choose an answer that you will remember

Logout

- To log out of Hays Online, click on 'Logout' on the left hand panel
- Click 'GO' when the screen below appears

The screenshot shows the Hays Online interface during the logout process. On the left, a 'Menu' sidebar lists various options, with 'Logout' highlighted by a blue box. The main content area features the heading 'Logout' and the text 'This will log you out of Hays Online.' Below this, it says 'To continue press' followed by a blue 'GO' button with a right-pointing arrow.

Troubleshooting

Timesheet troubleshooting

Re-entering rejected timesheet

- Click on 'Job listing & Timesheet Entry' on the left hand panel
- Job list page will display all active jobs
- Click on 'Select' next to the company name you want to submit a timesheet for

Job List

All active jobs you have been assigned to are listed below.
Select a job to view/amend timesheet information.

	Company	Job Number	Cost Code	Temp Rate	Line Manager	Start Date	Last Timesheet Received
▶ Select	Demo Company	01/2253654	TEST NICK	\$0.00	Demo Line Manager	1/01/2002	11/06/04 12:00 AM

- Choose the weekending date from the drop menu

Timesheet Entry

This page must be completed in full. Payment may be delayed if this page is not completed.

Temp's Name	Demo Temp
Company	Demo Company
Line Manager	Demo Line Manager
Alternate Line Manager	Demo Line Manager
Cost Code	<input type="text" value="TEST NICK"/>
Job Number	01/2253654
Weekending Date	<input style="background-color: #d9ead3; border: 1px solid #00a0e3;" type="text" value="01/10/2017"/>
Status	Open

IMPORTANT: Please check weekending date before submitting.

- If your Line Manager rejects your timesheet, you can simply re-enter the hours
- Please note if the timesheet was approved and then requested to be deleted you will need to submit a paper timesheet. Please contact your consultant to assist with this.

Unable to see your assignment

- If you are unable to find your assignment under job listings please contact your consultant
- Please note that jobs will go inactive if no work is done for 4 weeks.

Nothing happens when clicking select to enter your timesheet

- Make sure the start date next to your job is correct
- Call or email your consultant to advise, if emailing attach a screenshot if possible

Login troubleshooting

The Hays website does not accept your password

- If the Hays website appears to be going in a loop and keeps taking you to verification page, this is likely the result of incorrect details being entered, eg your Employee ID or password



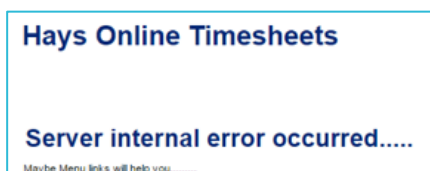
- To return to the home page, enter the verification code and click verify
- To reset your password, click 'Click Here' under 'Forgotten Password'
- Enter your 'Employee ID and click 'RESET'
- You will receive an email with temporary password to your email address
- Please note: if your account is locked you will not receive a temporary password
- If you do not receive a password please follow the steps below:
 - If you are not receiving a password using the forgotten password link your account may be locked, this is to protect your security after multiple failed attempts to login with the incorrect details
 - Please call or email your consultant and request they reset your account
 - An email with a temporary password will be received to your email address and your account, including your security details (password and security questions) will be reset
 - On receiving your new temporary password please login and update your password and security questions

You have received a new temporary password

- Please log in with your new 4 digit password
- You will then be requested to change your password
- Please re-enter the 4 digit password received using this as the 'Current Password'
- Please enter a 'New Password' - Note: your new password must be at least 8 characters, with one alpha, one numeric and one special character (eg @#!?)
- Confirm your password by entering it again
- The 'Password criteria' field will change to green when your new password criteria is acceptable
- Click 'GO'

Receiving server internal error

- A 'Server internal error' can occur when there is a large amount of traffic attempting to access the website, please wait and try again after 15 minutes



- If the 'Server internal error' continues to occur, please follow the steps below to troubleshoot your issue:
 - Attempt using a different web browser and/or using a different device (eg PC/phone/tablet)
 - If you are still receiving the error, please call your consultant or the Hays Payroll Helpdesk via payrollhelpdesk@hays.com.au