


Guide for using the timesheet Portal

Logging in and getting started


**LOGIN
HERE**

You will have already received your **Userid** and **Password** via email. *(Please do not copy and paste your password into the login page, as it will not be accepted).*




Sign In

[Forgot username?](#)
[Forgot password?](#)



email or username...



password...

☐ Remember me?

Login

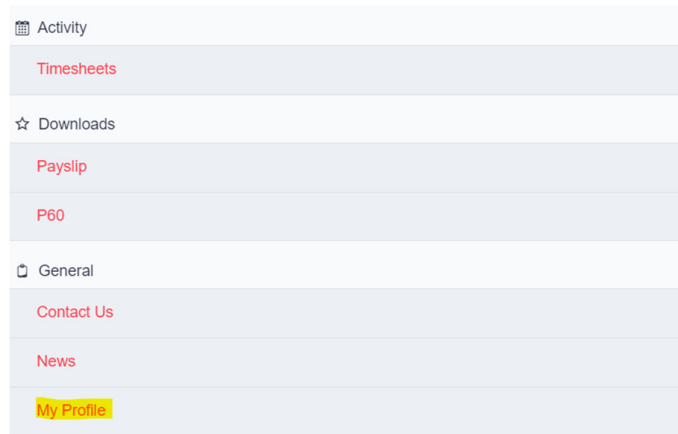
Great you are all set up!

Once you have logged in you will see a screen similar to below:

Activity		
Schedule		
Timesheets		
Downloads		
Payslip		2
P60		0
General		
Contact Us		
News		
My Profile		

Personalize your profile

Click on 'Profile' from the home page; from here you will be able to amend your personal details, your username and upload a headshot.



We advise that you change your password once logged in, which can be accessed via the 'profile' section; password setup:

Password Setup

Please enter your new password. It must be at least 6 characters long. It must include:

- At least 1 Upper Case Character
- At least 1 Lower Case Character
- At least 1 Numeric Character

Change Password

Confirm Password

Update Password

Entering hours/expenses on the timesheet

Click on '**Timesheets**'

📅 Activity
Timesheets
☆ Downloads
Payslip
P60
📄 General
Contact Us
News
My Profile

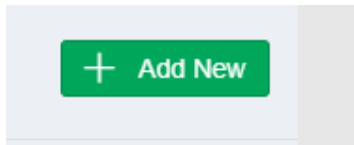
You will be presented with the following **timesheet categories**:

Total Timesheets
Action Required
Awaiting Authorisation
Payroll Ready

To **enter your hours** select '**Action Required**' - this will allow you to view all timesheets that you are able to enter hours/expenses against. Select your timesheet required and enter the hours per day that you have worked.

EXPENSES - If you need to claim expenses (mileage, travel etc):

Once you have entered this you can then click on Expenses and click on the Add New button



Here you will be asked to select an expense type along with the total for claiming and the description against the expense – **then click Save.**

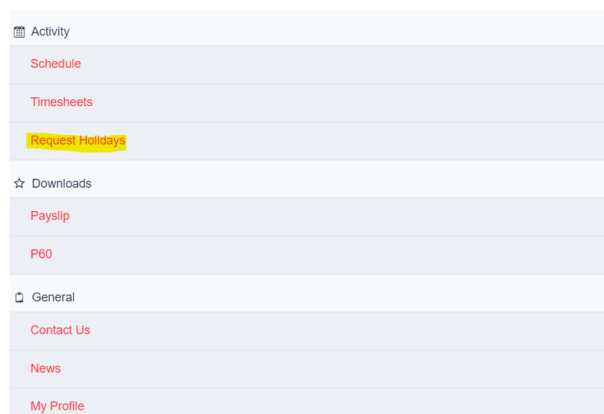
Once all the timesheet hours and expenses are added click on the **Submit Timesheet** button



Your timesheet will now be sent for authorisation, and you will be able to track its progress via the timesheets page.

Requesting holiday




Select '**Request Holidays**' from the home page





From this page you will be able to send us a message with the details of your holiday request. Please include the start date / end date / amount of days you will be taking as holiday.

Checking your pay and downloading payslips

Click on 'Payslips'

 Activity
Timesheets
 Downloads
Payslip
P60
 General
Contact Us
News
My Profile

You payslips will be displayed as follows, with the date upload date, total pay (before tax) and net pay (after tax):

Help		
 22 2023	Total Pay: £351.5 Net Pay: £338.36	

Click the download button on the right hand side of the screen to view your payslip as a pdf

If you have a query with your payslip or any payroll related issue (holiday / tax / pensions etc) you can click on '**Contact Us**' from the home page – this will open the screen below where you can send an email to the Smith & Reed finance team

Feel free to contact us

Subject

Message..

Send Message

We will always aim to respond within 24 hours, but if your query is urgent please call 01872 222338 and ask for a member of the finance team. Our office hours are 9AM – 5PM, Monday to Friday.

P60's

At the end of the tax year (April 05th) we will upload your P60 to the online portal. Please note that all P60's from April'23 will have been emailed, and copies previous years P60's are available on request.

If you are to leave Smith & Reed at the end of your assignment we will email your P45 and your access to the portal will be suspended.

Payroll FAQ's

Online Portal

- **What happens if I forget my password?**
 - If you have forgotten your password for the online portal you can click the "[Forgotten username or password](#)" button on the log in page of the online portal. This will then issue you with a new activation email to change your password.
- **What happens if I can't see a timesheet for me to enter?**
 - If there isn't a timesheet for you to enter on the portal, you will need to contact us so that we can update this. You can either do this via the 'Contact Us' section of the online portal or by emailing us at finance@smithandreed.co.uk.
- **How do I know what counts as overtime when I enter my timesheet?**
 - You will have received a booking confirmation email when you were booked to work. This email will explain all the information you will need including what counts as basic and overtime.
- **How can I update my personal details?**
 - Please email the Smith & Reed finance team using the 'Contact Us' page on the portal or emailing finance@smithandreed.co.uk. This can be anything from a new address to a change in bank details.

Our 'E-Timesheets Manual' for entering timesheets can be found on our website: [Online Timesheets | Smith and Reed Recruitment](#)

Holiday

- **Am I entitled to holiday as an agency worker?**
 - All agency workers are legally entitled to 28 days statutory annual leave. Some of our clients may decide to pay more than the minimum 28 days, but you will never be entitled to less.
- **How is Holiday Accrued?**
 - Holiday is accrued based on the number of hours you work, up to the maximum 40 hours per week. It is accrued at a rate of 12.07% per hour. For example, if you work 40 hours in a week, you will accrue roughly 5.02 hours of holiday.
- **How can I request holiday?**
 - To request holiday, submit a request via the online portal. You will need obtain authorisation from your supervisor and send to us with at least a 1 week notice in order to ensure it is paid on time.
- **How do I know how much holiday I have left to take?**
 - To find out how much holiday you have remaining you will need to send an email to our finance department (finance@smithandreed.co.uk) or sending a message via the **Contact Us** page, and we will get back to you as soon as we can.
- **How long do I have to take the holiday?**
 - Our holiday year runs from 1st October – 30th September each year. You will be able to take holiday at any time during the year. Please take into consideration the fact that holiday does not carry over from one year to the next. This means you will lose any accrual that is not taken. We will also be sending a reminder email before the holiday end of the year.

Pay

- **Who pays me and how often?**
 - You will be paid weekly by Smith & Reed Recruitment.

- **When will I receive my payslip?**
 - You will be able to access your Payslip on a Wednesday afternoon each week. To see what to expect from your payslip, please see the annotated payslip on our website.
- **What to do if I think my pay is incorrect?**
 - If there is an issue with your pay you will need to query this with our finance department. Please follow the link and submit your query via the 'Contact us' page via the online portal
- **I am currently off sick, can I claim Statutory Sick Pay (SSP)?**
 - SSP is payable from the fourth qualifying day of sickness. For the first 7 days of your illness you can self-certify by filling out the following form (SC2): [LC Forms \(hmrc.gov.uk\)](https://www.hmrc.gov.uk/forms/sc2.htm) . After 7 days of illness we will require medical evidence in the form of a fit note that can be obtained from your medical practitioner. Once we are provided with a self-certification form or fit note, we will assess whether you are eligible for SSP. To be eligible you must currently be on an assignment with Smith & Reed recruitment.
- **I have requested my P45, what happens now?**
 - Once we have received a P45 request from you will organise for this to be processed in the relevant week. You will receive a final payslip with any outstanding holiday accrual on it and a P45. Just like a usual payslip, you will have access to this on a Wednesday to be paid into your bank on Friday. You will see a document section on the portal where your P45 and other documents will be kept.
- **I am pregnant and would like to claim Statutory Maternity Pay (SMP). How do I do this?**
 - You will need to provide us with a MAT B1 form that can be obtained from your medical practitioner. We will then assess your eligibility for SMP and will email you of the outcome, providing details of your next steps.

Pensions

- **What does having a pension scheme mean?**
 - As a company we legally must enrol you on to our pension scheme. This means that each week you will be paying a certain amount into it.
- **How much will be deducted from my payslip for pensions?**
 - Once you have earned over £120 per week you will start paying into your pension fund. We will deduct 4% of your wages to contribute towards your pensions, and as a company we will also contribute 3% of your wages. An additional 1% of tax relief will be contributed to your pension pot. This gives you a total of 8% of any wages over £120 to be paid into your pension scheme.
- **How do I opt-out of the pension scheme?**
 - You will receive a letter by email or post stating that we have auto enrolled you into the NEST pension scheme. On this letter it will give you all the information about NEST and what to do if you want to opt out of the pension scheme.

Tax

- **What does my tax code mean?**
 - Your tax code is quite simply a code that HMRC allocate which dictates how much tax you will pay. Please see below a link to the HMRC website that shows all the different types of tax code and exactly what they mean to you: [Tax codes: What your tax code means - GOV.UK \(www.gov.uk\)](https://www.gov.uk/tax-codes)
- **If my tax code is wrong how can I change this?**
 - If you think there is an issue with your tax code you can do one of two things. You can either send us a copy of your P45 from your last employer and we can update that on our system. If not, you will need to contact HMRC directly and discuss and tax code issues with them. They will then send us a notification to update your tax code.
- **I have been taxed too much; will I receive a rebate?**
 - It is likely this will happen when there is a change in your tax code, or when we have received your year-to-date earnings. If you are eligible for a rebate, you will see this in the deductions section of your payslip.