

2CLOUDNINE USER GUIDE: TEMPORARY EMPLOYEES

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Welcome Email and Onboarding

Welcome aboard! We're excited to have you join us as a temporary employee resource at one of Sharp & Carter's clients.

Once your employment is confirmed, you'll receive a Welcome Email. This email will include a copy of your employment contract and detailed instructions on how to log into the Sharp and Carter online Portal.

Here's what you can expect in the email:



Hello (),

Welcome to the Sharp & Carter Employee Portal - we are excited to have you working with us!

Please be aware there are steps that need to be followed to ensure your account is created successfully:

1. Click the Sharp and Carter Employee Portal Link below (please bookmark this portal URL)
2. This will present a "Forgot Your Password" screen. Enter your username which is located at the bottom of this email
3. After entering your username, you will receive a second email with a Password Change Link – please click on the link
4. Enter a new Password while following the minimum required complexity for security
5. Upon changing your password you will be redirected to the Employee Portal where you can begin your onboarding journey

[Sharp and Carter Employee Portal](#)



Employee Link.jsp

Please see attached a copy of your employment contract for review. As part of your onboarding in the Sharp and Carter portal, you will be asked to Accept the terms and conditions of the employment contract.

By clicking "I Accept" you acknowledge that you have read, understood, and agree to be bound by all the terms and conditions set forth in the employment contract.

You further acknowledge that you have had the opportunity to ask questions and seek clarification on any provisions therein before indicating your acceptance. Clicking the acceptance box constitutes your electronic signature and signifies your intent to be legally bound by the terms of the employment contract.

In addition to complying with Sharp & Carter's policies, you agree to adhere to and abide by all induction requirements, policies and procedures of the client as required while completing your temporary assignment.

Username: |

Thanks,
Sharp & Carter

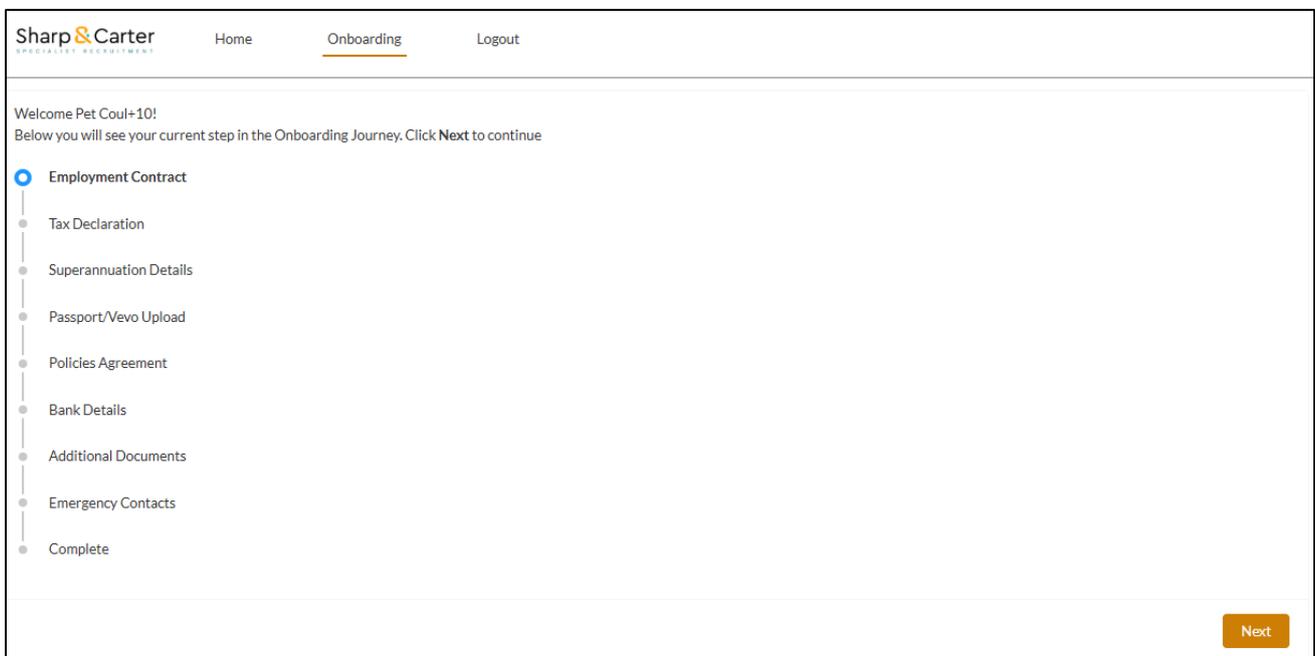
Onboarding and Portal Access

As mentioned in your Welcome Letter, your Employment Contract will be signed electronically during your Onboarding process. There's no need to return a signed copy to Sharp and Carter.

To log into the Portal for the first time, follow these steps:

1. **Click the Portal Link:** You'll find this link in your Welcome Email. This will be your ongoing link to access the Portal. **Tip:** Save the Portal link to your browser bookmarks or keep the Welcome Email handy for easy access.
2. **Enter Your Username:** Use the username we provide you within the Welcome Email. Note that this might not be your email address; it could be a slight variation if you've logged into any Salesforce environment previously used at other roles. **Change Your Password:** You'll then receive a 'Password Change' link via email. Follow the instructions to set your password, and you'll be redirected to log into the Portal. This could take up to 5 minutes.
Tip: Remember to check your spam folder if you don't see the email right away.

Once logged in for the first time, you will be presented with the following screen after clicking on the Onboarding menu:



Follow the steps in the portal to complete your onboarding. Please move through each tab one by one. Once you have completed your onboarding. Your screen should look like this

Sharp & Carter
SPECIALIST RECRUITMENT

Home Onboarding Logout

✔ Employment Contract You have completed your onboarding - please [click here](#) to be taken to the next navigation.

✔ Tax Declaration If you wish to change any details please refer to the my **My Profile** section of your Employee Profile within the portal.

✔ Superannuation Details

✔ Passport/vevo Upload

✔ Policies Agreement

✔ Bank Details

✔ Additional Documents

✔ Emergency Contacts

✔ Complete

Please click on “click here”

☰ 📁 All Bookmarks

Sharp & Carter Home My Profile Timesheets Pay Advices WHS Incident Logout

Sharp & Carter Portal

Finding and attracting the best talent in the market
and delivers people-focused solutions for some of
Australia's leading businesses.

If you have any difficulties during the process, please refresh your screen. If you encounter any other issues, please contact us at admin@sharpandcarter.com.au.

You will then be presented with a Dashboard with the following selections:

- **My Profile:** Update any of your personal details.
- **Timesheets:** View your Current, Rejected, Submitted, and Approved Timesheets.
- **Pay Advice:** Access your payslips.
- **WHS Incident:** Report a Workplace Health and Safety Incident.

Managing Your Profile

To update your personal or employment details, click on My Profile from the Dashboard.

You can update:

- Personal details (name, DOB, contact info)
- Emergency contact
- Bank account details
- Tax File Number and Superannuation info.

Tip: Double check to make sure all required fields are completed to avoid delays in payroll processing.

How to Enter Timesheets

To enter information into your timesheets correctly, please keep the following in mind:

- **Weekly Submission:** Timesheets should be prepared and submitted by 10am on Monday for approval on a weekly basis. Submitting your timesheets promptly will avoid delays to your pay being processed.
- **Start and End Times:** Enter both a start time and an end time for each day you work.
- **Breaks:** If you work 5 hours or more in a day, **you must enter an unpaid break time**. This is important for your health and safety, as regular breaks are essential. **Tip:** You won't be able to save the timesheet without it.
- **Daily Rate Contractors:** Please note there is a difference with the new system in that you must enter hours for the day (which will be converted to a daily rate). Please ensure for a full day worked that you enter a minimum of 7.6 hours (after breaks)
- **Public Holidays:** Public Holidays will be automatically allocated in the Notes for that day. Only enter time on a Public Holiday if you **actually worked on** that day.
- **Overtime:** Please ensure that any overtime hours have been agreed to in advance by your Manager
- **Notes:** Provide detailed information in the notes for each entry to help your approver understand and confirm your Timesheet.
- **Total Hours:** After clicking save, the Timesheet will display the total hours worked for the week. **Tip:** Double check everything is correct at this point.
- **Submitting:** Once you've completed the Timesheet, click Submit. It will be forwarded to your Approver via email and will appear in the Submitted tab on the Portal until it is approved. You will receive an email confirmation once your Timesheet has been approved.

 Home My Profile Timesheet Pay Advices WHS Incident Logout

[Go Back](#)

 TS-0000116575

Timesheet Statuses

Each timesheet will display a status to help you track its progress:

- Not Started – No data entered yet.
- Pending Submission – Saved but not yet submitted.
- Submitted – Sent to your Approver for review.
- Approved – Approved and ready for payroll.
- Rejected – Returned for correction. Review notes and resubmit.
- Did Not Work – Used to indicate no hours worked for the period.



Current Submitted Approved

Current Timesheets

How to Enter Expenses

To enter information into your expense correctly, please click on the timesheet and at the bottom of the timesheet you will see expense please provide your details and receipts.

Screenshot #1:

TS-0000052418

Payroll Manager
Kindred Pty Ltd

New

27 Jan 2025 - 02 Feb 2025
Total Hours: 0.00

Submit

Employee Notes

ENTRY DATE	START TIME	END TIME	BREAK MIN	NOTES FOR THIS ENTRY	HOURS	APPROVER NOTES
Mon 27 Jan 2025	12:00 am	12:00 am	0		0	+ ⌵ 🗑
Tue 28 Jan 2025	12:00 am	12:00 am	0		0	+ ⌵ 🗑
Wed 29 Jan 2025	12:00 am	12:00 am	0		0	+ ⌵ 🗑
Thu 30 Jan 2025	12:00 am	12:00 am	0		0	+ ⌵ 🗑
Fri 31 Jan 2025	12:00 am	12:00 am	0		0	+ ⌵ 🗑

Save

Expenses

DATE INCURRED	DESCRIPTION	TOTAL INC TAX	TAXABLE	TAX	TOTAL EX TAX	PAY CODE
EXP-0000000030 4 Feb 2025	gch	500.00	✓	45.45	500.00	Expenses

Add Expense

Timesheet Reminders

To help you stay on track, the system may send automated reminders:

- Submission Reminder – Sent before the end of the pay cycle.
- Final Reminder – Sent on the last day of the pay cycle.
- Approval Reminder – Sent to your Approver if action is pending.

To avoid reminders for a week you didn't work, tick "did not work" before submitting.

Help and Support

If you need assistance:

- FAQs and Help Portal: [Insert link once available]
- Technical Issues: Refresh your browser, clear cache or try a different device first.
- Still stuck? Email us at admin@sharpandcarter.com.au

FAQ's:

Login & Access

Q: How do I log into the 2cloudnine portal for the first time?

A: You'll receive a welcome email with a portal link, username, and instructions. You'll also be prompted to set a password and use the Salesforce Authenticator app for secure access.

Q: What if I forget my password?

A: Use the "Forgot Password" link on the login page. You'll receive an email with instructions to reset it.

Q: Why do I need the Salesforce Authenticator app?

A: 2cloudnine uses multi-factor authentication (MFA) for security. The app is required for your second and subsequent logins.

Timesheets

Q: How do I submit my timesheet?

A: Go to the Timesheets tab, enter your start and end times, breaks, and any notes. Click "Save" to draft or "Submit" to send it for approval.

Q: Can I edit a submitted timesheet?

A: No, once submitted, it must be rejected by your approver before you can make changes. If you'd like to request a reset, please email admin@sharpandcarter.com.au

Q: What if I didn't work this week?

A: Tick the "I did not work this period" option to avoid reminder emails.

Q: How do I know if my timesheet is approved?

A: You'll receive an email notification once it's approved. You can also check the status in the portal.

Expenses

Q: How do I submit an expense claim?

A: Go to the Expenses tab, create a new report, enter the details, upload receipts, and click "Submit Report."

Q: Do I need approval before submitting expenses?

A: Yes, always get verbal or written approval from your supervisor before submitting expenses in the portal.

Q: What file types can I upload for receipts?

A: Accepted formats include PDF, JPEG, PNG, and GIF.

Profile & Pay

Q: Where can I update my personal or banking details?

A: Go to "My Profile" in the portal to update your contact info, bank account, tax file number, and super details.

Q: When will I be paid?

A: We payroll every fortnight on the Wednesday (please note depending on who you bank with you will received the funds that afternoon or overnight)

Q: Where can I find my payslips?

A: Payslips are available under the "Pay Advices" section in the portal.

Technical Support

Q: What should I do if the portal isn't loading properly?

A: Try refreshing your browser or clearing your cache. If the issue persists, contact your admin team.

Q: Who do I contact for help?

A: Email admin@sharpcarter.com.au or call your local Sharp & Carter office.