

KAMS- Employment Hero - Employee Handbook



Welcome to KAMS' new HR System, Employment Hero! We have been working to set up this tool to help everyone better manage HR, and to better connect.

Below is a handbook explaining the different features of the platform and how they will make your life a lot easier.

Keep this guide saved to your desktop so you can come back to it whenever you need.

Contents

Clicking on each of the topics below will take you straight to the information about that feature.

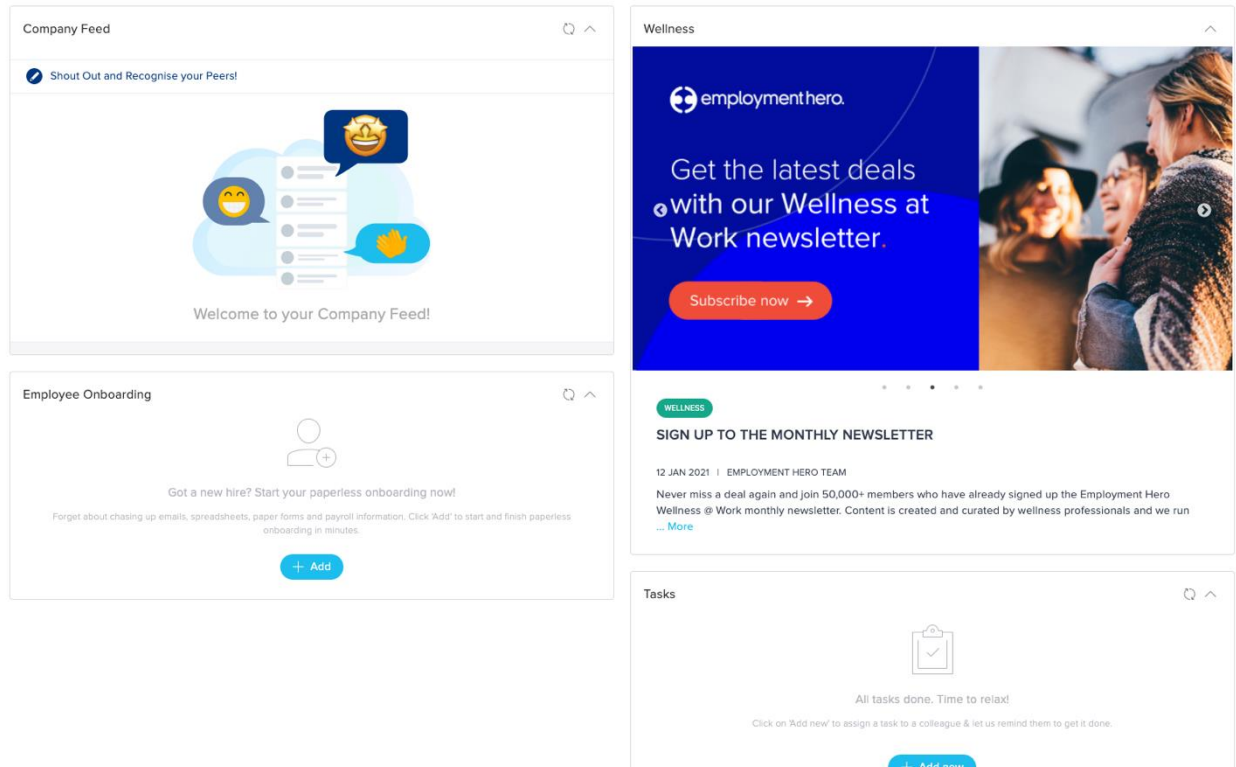
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The Dashboard

Once you've been onboarded, the dashboard is what you'll see every time you sign into Employment Hero via your desktop. Here you'll find the Company Feed. This is where you'll see Company Announcements as well as any other events happening across your organisation.



You may also see tasks that have been set for you, company surveys and leave balances.

On the left side of the screen is the main menu. This is where you'll find everything else that relates to your employment.

Timesheets

If you are a casual or contracted employee, you may be required to submit timesheets

Submitting Timesheets

Timesheets can be submitted through Employment Hero, under the **Timesheet** tab. [Follow these instructions to create, edit and delete your timesheet.](#) You can also view and submit timesheets using your mobile app by clicking on the + button and tapping (weekly timesheets can only be submitted using a desktop device)

Editing a Timesheet

If your timesheet has not synced with your payroll, you can delete your timesheet by clicking on the **Action** button and clicking **Delete**.

Rejected Timesheets

If your timesheet has been rejected, your manager can give a reason. Resubmit your timesheet using their feedback. Please note that managers are also able to edit your timesheets. E.g. If you make a mistake on your start time, they can correct it and submit it on your behalf.

Leave

Under the 'Leave' tab, click either 'Request Leave' or 'My Leave'.

'My Leave' is a summary of all leave requests, (rejected and approved leave requests), pending leave requests and leave requests for future dates. For past leave requests, clicking on 'View Details' will open a summary of that particular leave request: leave type, start and end dates and total hours requested.

Requesting Leave

Desktop

Click on the 'Request Leave'. Select the leave category, the start and end dates of your leave and add a comment if necessary. If your employer requires you to provide documentation for certain leave types (e.g., a doctor's certificate), upload it here.

MY LEAVE REQUESTS

Start Date	End Date	Leave Type	Duration	Info	Status	Actions
01/03/2021	02/03/2021	Annual Leave	16.0 hours		Pending	Actions ▾

LEAVE BALANCE

(Last updated 25/01/2021 at 17:13:41)

[Get latest leave balance](#)

Values Champion Awards Leave Bonus	0
Family and Domestic Violence Leave	38
Jury Duty	0
Annual Leave	9.52347

Mobile App

Click on the + icon, then 'Leave Request'. Follow the same instructions as above. To upload a document, either take a photo of the document or share it from your photo library.

Approved Leave

As soon as you request your leave, your manager will receive an email to notify them. When your leave is approved or rejected, you'll receive an email with the status of your leave. If your leave is rejected, your manager may also include a comment explaining why.

Editing/ Deleting Leave

You can edit or delete leave under 'My Leave'. Click on the 'Action' and make the required changes.

Rostering

Shifts will be created based on your availability. You will receive these shifts via an email notification and can review these both on desktop ('Rostering' tab) or through the mobile app (you cannot accept or decline shifts on mobile, only view them).

You are also able to swap and bid for shifts with your coworkers, as well as mark yourself as unavailable. More information can be found below:

- [Managing my roster unavailability](#)
- [Managing my rostered shifts](#)

Profile (Employee File)

Under the 'Profile' tab you'll find your employee file. At the top of your employee file is a search bar- you can use this to find and edit specific fields in your employee file (eg. Personal details, Banking Details, BSB, Super Fund, Emergency Contact).

Employment Hero allows you to divert your pay into multiple bank accounts. You can choose to split the total pay using either a percentage of the pay or using specific amounts.

Certifications

Any certifications required from you will be displayed here. You can view or edit existing certifications under 'Actions'. Only your employer can delete certifications.

Medical Disclosure Statement

If you have any pre-existing injuries, illnesses, medical conditions or allergies that could impact your ability to safely perform the inherent requirements of your role, you must disclose them here.

If the above applies to you, you will need to provide:

- The nature or injury or condition
- Confirm whether you have medical clearance to safely perform the inherent requirements of your role, and
- Any current work restrictions

Files

(Contracts, Policies and Induction Content)

Under the Files tab, you'll find three sub-tabs: 'My Documents', 'Policies' and 'Induction'.

Documents

'My Documents' is where you'll find your employment contracts, or any other documents that are specific to you. You can only view these items; only your employer can edit or delete them.

Policies

Clicking on the name of a policy will show you the specific company policy. From here, you can:

- Read the policy
- Download or print the policy
- Acknowledge the policy (if required)

Induction

Clicking on the name of the content will allow you to download the file.

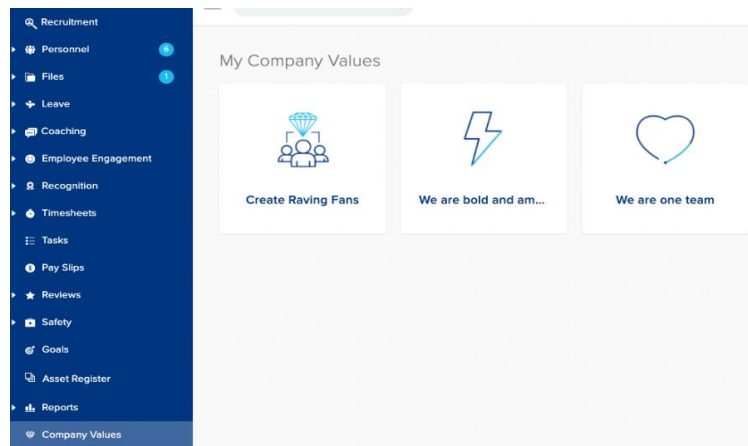
If you have policies or induction content that require your acknowledgement, a badge will appear next to 'Policies and Induction' in the main menu, telling you how many items you have outstanding. The 'Files' tab will also have a badge icon showing the total number of both policies and induction content that need to be acknowledged.

Pay Slips

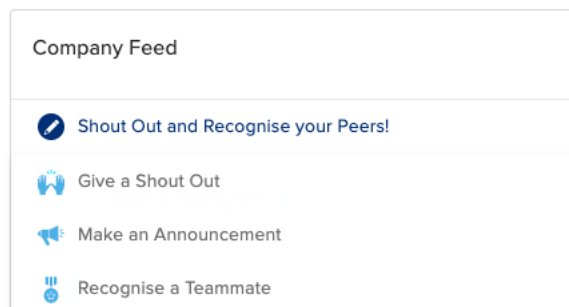
Every pay slip can be found under the 'Pay Slips' tab. You can print or download these pay slips if you require.

Company Values

Company Values form an important part of a company's brand, identity and culture. This is where you'll find your company's values along with an explanation of each of them.



Reward and Recognition



Shout Outs

'Shout Outs' were built to make it easier for you and your colleagues, managers and employers to recognise each other when they do a great job

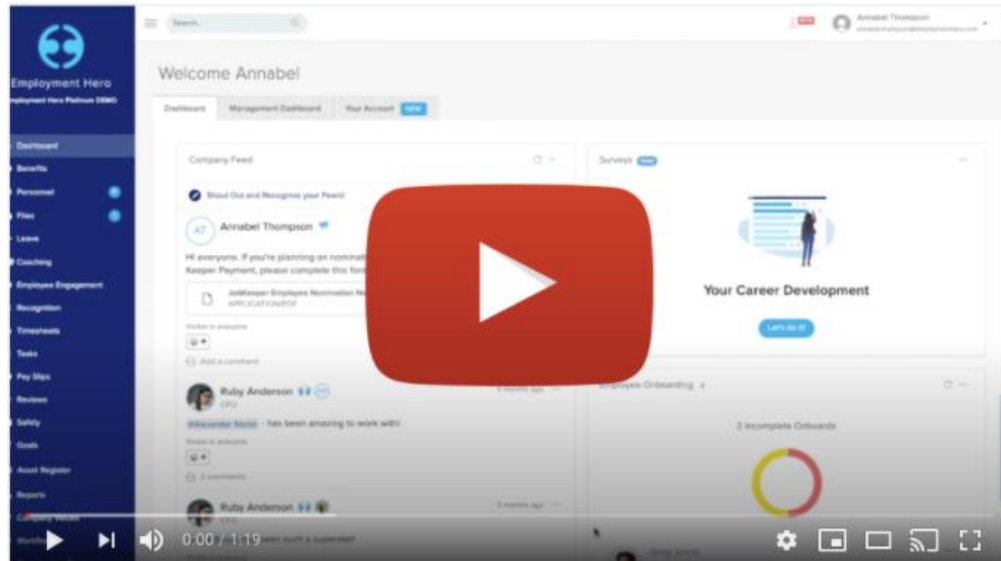
To create a Shout Out on desktop, navigate to the Dashboard and click on 'Shout Out and Recognise your Peers'. From here, you will see the option to Give a Shout Out. Fill in the details, use the @ symbol to tag the relevant coworker you'd like to acknowledge and choose who you'd like to share it with (everyone, or just your team). Click 'Send' and your Shout Out will be posted on the Company Feed.

On mobile, click on the + button, then 'Give a Shout Out'. Follow the same instructions as above.

Recognition

Recognition is reserved for coworkers whose great efforts reflect one of your company values. Recognise a Teammate on either mobile or desktop and align the recognition to a particular company value. Recognising a co-worker rewards the nominated person (after it's been approved by your employer), with Hero Dollars or other incentives.

The more you use Shout Outs and Recognition, the more likely you are to receive your own. Watch a quick demonstration of recognising a team mate [here](#).



Coaching

Feedback

This feature enables you to send and receive constructive feedback to help with the development of your peers. Anybody in the company can give feedback to another person.

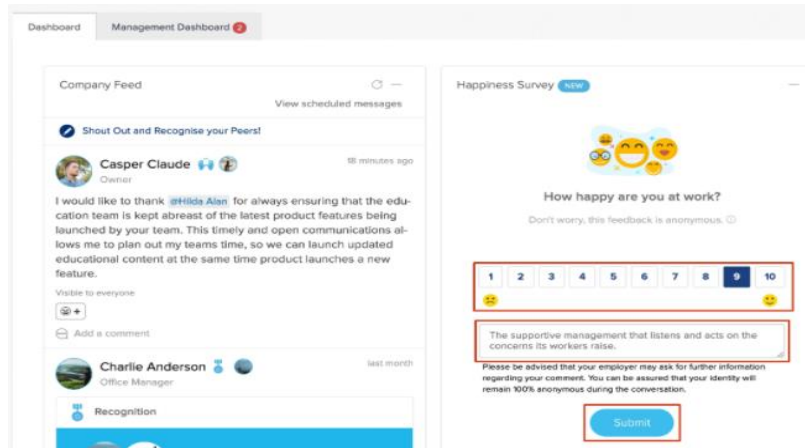
Under the 'Coaching' menu, select 'Feedback'.

Here you can see the feedback you have sent and received. To give feedback, select 'Give Feedback'.

Select who the feedback is for, write your feedback and then choose to share it with the recipient themselves or the recipient's manager.

Employee Happiness Surveys

These surveys are used by your employer to gauge how happy you and your coworkers are at work and to address any issues you may be having. Once a survey is live, you will receive an email with a link to complete the survey. You will be asked to rate your happiness at work on a scale of 1 to 10. Happiness Surveys are completely anonymous.



Tasks

From time to time, your employer or manager may assign tasks to you. Any tasks that are assigned to you and have yet to be completed will display on your dashboard. You can also create new tasks (either for yourself or members of your team).

When a task is assigned to you, you can either accept the task or decline it.

Under the Tasks tab, you will see tasks assigned to you, as well as who assigned them, who the task was assigned, the status of the task, it's due date and when it was completed.

You can filter the view to show only tasks that are pending, completed or have been declined, as well as toggle between tasks that were created by you and those that were assigned to you.

For tasks that you have been assigned, there are no actions available. For the tasks that you have assigned to others, you can edit, reassign or delete them.

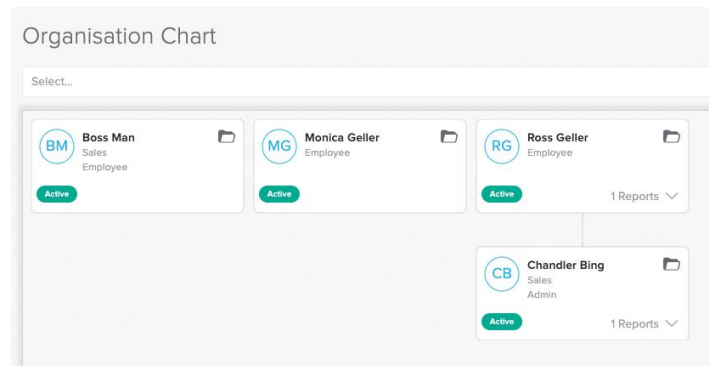
Staff Directory (Mobile Only)

Using mobile app, you can search the Staff Directory for your co-worker's details. Simply type in their name and you'll find their email, position title, team structure and email. The email icon will open a new email to that contact and the team structure will allow you to click through to their manager and direct reports.

Some employees also choose to upload a profile picture and mobile phone number, making it even easier for their coworkers to identify them and reach out in emergencies. If there is a mobile number attached, you can text or call straight from the app.

Organisation Chart

Available only on desktop devices, the Organisation Chart gives you complete transparency over your company's internal structure.



Email Notifications

Notification Settings

This allows you to toggle off and on which email notifications you would like to receive from Employment Hero

Notification Frequency

This allows you to set how often you receive email notifications (daily or weekly) and at what time of day you'd like to receive them.

Account Security

When you log in to Employment Hero using your desktop device, you will see your name and email in the top right-hand corner. Click on your profile and select 'Account Security' from the drop down menu.

[Two Factor Authentication \("2FA"\)](#)

This provides an additional verification level when logging into your account, ensuring that you are the only person who can access your account and the personal data it holds. It is strongly recommended that all Employment Hero users enable 2FA.

To enable, click **'Setup'**. You will be asked to set up 2FA using either an authentication app or your mobile

Change Passwords

Enter your current password, followed by your new password twice, then click 'Submit'.

If you forget your password, you can click on the **Forgot Password?** link at sign in (on desktop and mobile).

Hero Passport

If you part ways with your employer, your account will no longer exist in its current form. Instead, all of the data you still need to access like payslips and past invoices, will be transferred to your Hero Passport. To access your Hero Passport, you need to use the same email address and password as your Employment Hero account.

Learning

Under the Learning tab, you'll find Employment Hero's learning management system, also known as an LMS. The My Learning tab will show you an overview of what courses you have been enrolled in, the status of those courses and the start date. The 'View' button will open the course in a new browser window.

Courses will be assigned to you by your employer, but you're also able enroll in other available courses.

Performance Reviews

In Employment Hero, both you and your manager will complete the review then meet to discuss your individual responses.

If you have been assigned a review, you will find it under the 'Reviews > My Reviews' tab. Here you will find the description of the review, the start and end dates of the review (you will need to complete the review in between these dates), your completion status and your managers completion status. To complete your review, click on the description of the review. Once your responses have been submitted, you can edit your responses until the end date of the review. When the review is completed, you can return to it at any time to review both your responses and the responses of your manager.

Troubleshooting

Forgot your password:

Visit <https://secure.employmenthero.com/users/password/new> and enter the email address you use to login to Employment Hero. You'll be sent an email from Employment Hero to this account with a link to create a new password.

Can't sign in with 2FA:

If you don't have access to your mobile or have changed your mobile number and have 2FA enabled, you won't be able to access your account.

When you set up 2FA, you were given a recovery code. Use this instead of the authentication code.

If you don't have your recovery code, we will have to manually disable 2FA temporarily. Email support@employmenthero.com and be sure to include the following information:

- Your full name
- The email address that you use to sign into Employment Hero
- The name of the organisation you work for

Locked out of your Account:

If you've attempted to login to Employment Hero with incorrect details too many times, then you will be locked out of your account. Please look out for an email from Employment Hero with a link to gain access to your account.

If you do not receive this email, email support@employmenthero.com.

Mobile app isn't working:

Make sure you have the latest version of the app. Either update the app, or delete the app and then redownload it.

If the problem is still occurring, take screenshots of the problem and send these to support@employmenthero.com.