

# Dental Clinic User Guide

## Step 1: How to Post a Shift

Posting a shift for temping is quick and easy!

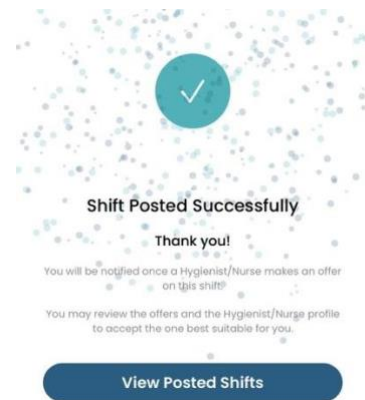
1. Start by clicking on 'Post a Shift' on the bottom tab bar of the app.



2. Fill out the shift details (Position needed, start time, end time, break time, and hourly rate)

3. Click on 'Post Shift' button and there you go!

4. You can now go back to Calendar, and you will see a **red** tag on the day of the posted shift. This means you have no offer on that shift yet. Please be patient while the temp community reviews your shift and watch the offers pouring in!



To remove a shift simply click the shift date from your calendar, locate the shift you want to remove and click the trash icon. You can only do this before the shift is confirmed.



## Step 2: I Received an Offer from a Temp

Offers are valid for 18 hours before expiration. Keep an eye on your inbox and download the app for notifications. With each offer, you'll have access to essential details such as the hygienist's/nurse's graduation year, resume, star rating, and hourly rate.

Rest assured, there's no need to constantly monitor your account if you prefer not to. As soon as someone submits an offer for a shift, we'll promptly notify you via email. Additionally, by downloading our free app, you'll receive convenient notifications, ensuring you stay well-informed and up to date on your shifts. Adopting our app is the optimal method for staying connected and receiving the latest updates regarding your shifts.

If the offer expires after the 18-hour period, you still have the opportunity to request the temporary staff member to resubmit their offer. Once they do, you can review their updated offer alongside other offers and choose the one that best suits your needs. To request a resubmission, simply locate the expired offer on the calendar for the specific shift day and click the "Request for Resubmission" button. This action notifies the temp that you are still interested. Afterward, all you need to do is wait for their response.

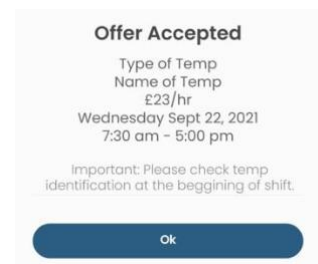


## Step 3: Accepting an Offer

When you receive an offer, you gain access to valuable information that allows you to make an informed decision about accepting and inviting someone to your office. After carefully reviewing the hygienist/assistant's details and hourly rate, and feeling satisfied with your choice, you can proceed to accept the offer that aligns best with your requirements. Congratulations!

By accepting an offer, you automatically secure and confirm the hygienist/assistant for your shift. It's as simple as that!

Throughout the process, you will receive confirmation emails at each stage, ensuring you are well-informed and aware of the progress. These emails provide all the necessary information for a successful shift, giving you peace of mind and clarity every step of the way



## Step 4: What to Expect the Day of the Shift

Here are valuable insights shared by our experienced dental office members:

- Foster a friendly atmosphere and actively engage with the incoming hygienist/assistant; they are enthusiastic about contributing to your office today!
- Begin the shift by reviewing your established protocols to ensure seamless operations.
- Clearly communicate your expectations for the day to avoid any potential miscommunication.
- Utilize the in-app messaging feature to directly communicate with your booked hygienist/assistant, whether you have questions or need to share important information.
- Feel free to reach out to the SimpleTemp Member Support Team for any inquiries you may have. They are always ready to assist you with their exceptional friendliness and expertise.

## Step 5: Paying your Temp's Invoice

Once a shift is completed at your office, the hygienist or dental nurse will directly invoice you for their services.

You will then receive a copy via email, and it will also be accessible within the app through notification. To view the invoice, click on the notification titled 'Shift Completed', then click 'Pay Now' and view the Invoice.

To pay the temp, refer to the 'Money' page via the bottom tab bar and locate the shift by scrolling left and Select 'Pay Now'.

**'Pay Now'** Involves writing a cheque or wiring the money directly to the hygienist or assistant. Kindly request the temp's bank information (i.e., IBAN number). In case you are unable to obtain this information due to a busy schedule, our support team is available to assist you in coordinating communication with the temp to obtain the necessary details.

## **Step 6: SimpleTemp fee per Successful Placement**

To provide flexibility for your office, we have deliberately set a low fee per completed shift for our temping services.

This fee, which amounts to £28.00 for hygienists and £20.00 for dental nurses, is charged only AFTER a successful temping shift.

We believe in transparency and simplicity, which is why we don't have any surprises such as membership fees or registration fees.

Our system automatically charges the fee to the credit card registered with your office, and we send you a paid receipt for your accounting records.

Rest assured, you don't need to worry about remembering to make the payment or being bothered by follow-up calls or emails from us. It's our responsibility to collect our fee after providing our services effectively.

Please note that we do not retain these receipts in our system, so it's essential that you maintain all the necessary records for your accounting requirements.