Hygienist / Dental Nurse User Guide

Are you new to SimpleTemp? We're excited to have you on board!

SimpleTemp is dedicated to maintaining its position as the most efficient and convenient platform for dental practices to discover and reserve exceptional hygienists and dental nurses for temporary shifts.
Our mission revolves around assisting hygienists and dental nurses in enhancing their professional lives by offering quick, simple, and reliable methods to secure temporary shifts and ensure positive experiences during those shifts.

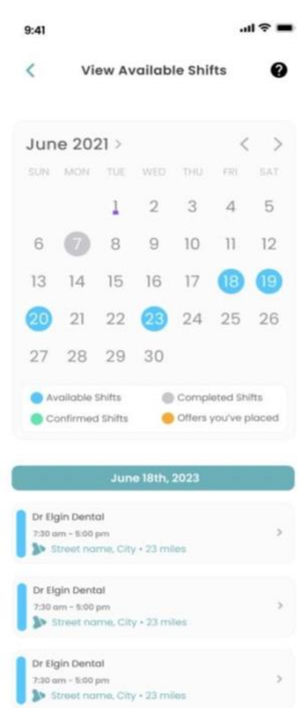
To help you get started quickly and make the most of your experience, we have prepared a user guide for you to review.

Step 1: View Available Shifts

When you first log into your account, click on 'View Available Shifts' to start browsing. A current calendar month is then presented.

Any date that has a blue tag means there are available temping shifts on that day.

When you click on the date, you can then browse through all the available shifts of that day.



Step 2: Viewing Shift Details

As you are browsing the shifts for the day you selected, you can click on an individual shift and that will take you to shift details.

Shift Details include:

- Dental Office Name
- Shift Date
- Shift Start Time / End Time
- Dental Office Address
- Software Information
- Parking Information
- Break Time

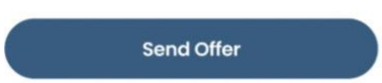
You can review these details and see if its suitable for you.

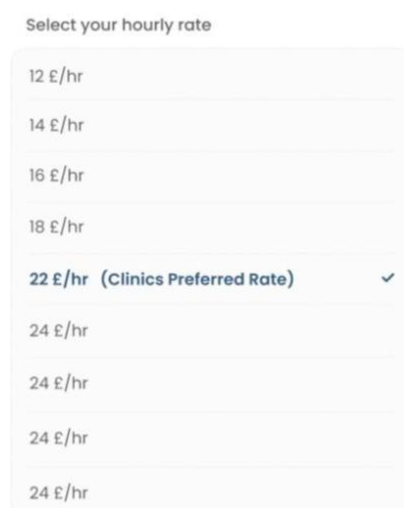
Step 3: Send an Offer to Work a Shift

What is an offer?
An offer refers to the proposition or suggested hourly rate you wish to propose for a specific shift. As the market fluctuates, the rate selector will automatically adjust. To submit an offer, simply select a shift, choose an hourly rate, and click "send offer." It's a convenient and straightforward process!

1. Review Shift Details
2. Click 'Select your Hourly Rate'.

3. From the dropdown menu select your preferred rate.
4. Click 'Send Offer'.





5. If you go back to the calendar, you will see an orange tag on that day. This means you have placed an offer on that day for 1 or more shifts.
    a. The offer remains active for a duration of 18 hours, during which you can remove it at any time without facing any repercussions. To remove the offer, simply click on the date and then select the "Cancel Offer" button, and the system will promptly eliminate it.
    b. For your convenience, you will receive real-time text and email notifications regarding any bookings, updates, or changes in the status of your offer.

Step 4: You Offer Was Accepted

Woohoo! Congratulations your offer was accepted, and the shift is now confirmed.

Once you get booked for a shift, you will promptly receive an email notifying you that your booking is confirmed with the respective office.

On the Calendar, you will notice a change in the appearance of the orange tag, which is now changed to a green tag (confirmed shift).

From here, all you need to do is arrive on time with a smile on your face, and you'll have a fantastic day with that office!

Step 5: Day of the Shift

If you're feeling a bit uncertain about what to expect on the day of your shift, there's no need to worry!
The SimpleTemp community is renowned for its positive and welcoming atmosphere, where members support and uplift one another.
Rest assured, your day is bound to be wonderful amidst this friendly and encouraging community!

Here are some valuable insights shared by our experienced members:

- Aim to arrive 10 minutes before your scheduled arrival time. This demonstrates your enthusiasm and readiness to make the most of the day.
- Foster a friendly and engaging rapport with the existing team. They are delighted to have you onboard to assist!
- Should you have any queries prior to the shift, utilize the in-app messaging feature to directly communicate with the office.

- If unforeseen circumstances cause you to be late (life happens, we understand), it's essential to call the office and inform them. This small gesture goes a long way in alleviating stress and demonstrating your commitment.
- If you have any questions, feel free to reach out to the SimpleTemp Member Support Team. They are exceptionally friendly and always available to help.
- And remember, once you complete your shift, remember to send an invoice for the hours you worked. It ensures smooth and efficient payment processing!

Step 6: Finishing your Shift, Invoicing & Find Another Shift

After successfully completing your shift (congratulations on a job well done!), it's important not to overlook the invoicing step.

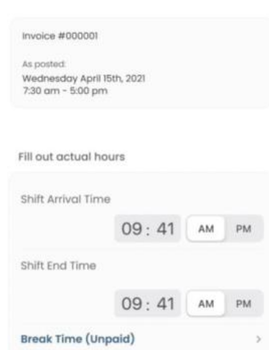
To send an invoice:

1. Navigate to your account's homepage, scroll down, and click on 'View All Confirmed Shifts' button.
2. Locate the shift and click on it.
3. Then, select "Mark Shift as Complete."
4. The green tag on the calendar page will change into a grey tag.
5. Once the shift is marked as complete, you can proceed to create and send the invoice. This step enables the office to initiate the payment process and ensure you receive your rightful compensation.
6. When you generate and send the invoice, the system will also provide you with a copy for your records. This makes it convenient to organize your finances when tax season arrives.

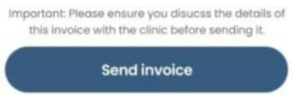
Here's a step-by-step guide on Creating your Invoice:

1. From the bottom tab bar select 'Money'.
2. Click on 'Unpaid' and locate the shift and click on it.

3. Provide the necessary details, such as the start time, lunch break duration, and end time. The system will automatically calculate the total payment.



4. Double-check the information you've entered and proceed to send the invoice. In case you discover a mistake after creating the invoice, simply contact us through the ticket system in the app by clicking on the help button on the top right of any page.
5. Then click on 'Send Invoice' button.



6. Upon clicking "send," a copy of the invoice will be sent to both the office and you for your records.

Step 7: Invoicing & Payments

After completing your shift, it's crucial to promptly invoice the office. Here are some helpful tips for effective invoicing and payment collection.

- Offices get busy and you might need to be the one to ask/bring up the subject and it's the best way to keep track of your payment agreements with the office.
- To ensure minimal delays, it's advisable to create your invoice immediately after finishing your shift. Ensure that the arrival time and end time are accurately recorded and remember to include your lunch break as "unpaid" time.
- The practice will pay you by cheque or by bank transfer:
  - Provide the office with the details they need to pay you such as IBAN number or address.
  - Regularly check your mail for any physical payments, monitor your bank account for potential Electronic Funds Transfer (EFT) directly from the office.
- Being proactive in monitoring these channels will help you stay on top of your payments.