



Manpower®

Instruction Manual
Planbition ESS App



Introduction

This manual is intended for employees whose work is scheduled through a schedule. This schedule is displayed in the Planbition app. The program used for this is called Planbition. In this tutorial you will learn how to view and change your own schedule. Topics covered are:

- *Logging in*
- *Viewing your schedule*
- *Processing your availability*
- *Requesting leave*
- *Notifications / messages*

The app is available for Android, Windows Phone and Apple IOS and can be found in the app- or play store.

The Planbition ESS app can be downloaded from any of the links below:

- **Windows:** <https://www.microsoft.com/nl-nl/p/planbition-ess/9wzdnrcrd2d7q?activetab=pivot:overviewtab>
- **Android:** <https://play.google.com/store/apps/details?id=nl.intoapps.planbition>
- **IOS:** <https://apps.apple.com/nl/app/planbition-ess/id998832095#!platform=iphone>

If you do not have a smartphone, you can use the WebApp. Please note that when using the WebApp, you cannot receive push messages. You can read more about push messages later in this manual.

The internet address of the WebApp is: <https://app.planbition.nl/#ready>

What is the Planbition ESS app?

You use the Planbition app to view your schedule, report your availability, request leave (if necessary for you) and receive notifications about your shift(s).

This manual will cover all of the features that might be available in the Planbition app. To use the Planbition app, you don't need anything other than a smartphone or computer/laptop.

Starting with the app

Once the app is downloaded, you can get started. For the app to work at its best, it is important that the settings on the device are set correctly.

Make sure 'messaging' is on, only then can you receive the messages sent from the schedulers. In addition, it is also important to turn on your Wi-Fi or mobile data so that messages can always be received. This way you will receive and see the messages from the planner immediately. The 'Location' button does not need to be on.

Log into the app

How to login?

From Manpower's planning department, you will receive an email with login information for the app that includes the following information:

- *Once again, the name of the app you need to download*
- *Your username*
- *The organization code required to log in*
- *A brief explanation on how to log in*
- *A link to this manual for the app*

First time login

When you log in for the first time you will need to create your own password:

1. Click on "Reset?" in the bar where you have to enter your password
2. In the 'reset password' screen enter the following information:
 - a. Organization: Manpower
 - b. Email: your personal email address, which is known to Manpower.
 - c. New password: choose a password between 8 and 16 characters with at least 1 capital letter and 1 number.
 - d. Confirm new password: enter your password again.
3. Now choose 'Retrieve password'.
4. An activation link will be sent to your email address. Activate your password by clicking the link in the email. When you do this, you will see another screen with the message 'reset password successful'.
5. Now go back to the login screen of the app and enter the organization code (Manpower) with your username and password that you created yourself. Check the box that says 'I agree to the Planbition terms and conditions'.

Planbition INFINITY

Welcome Back,
sign in to continue

Organisation
Manpower

Username

Password RESET?

I agree to the Planbition terms

LOGIN

Stay logged in Remember my credentials EN ↓

Privacy Statement

Before logging in, you still have the option to save your user data by clicking on the slider next to 'remember'. This will turn green when the function is enabled. This way you only have to enter your login information once.

Also on the login screen, you have the option to change the language of the app, choosing from Dutch (default), English, German, Italian, Polish, Spanish and French. By clicking on the box 'NL' with the arrow next to it, you get the screen where you can make a choice in language.

Dashboard

Once you have successfully logged in, you will enter the dashboard. As a user, you will see the next shift in the middle/at the bottom of the screen at all times, including any address details of the company you work for and additions to the shift.

If you click on unread messages, you will be navigated to the message center and if you click on changed requests, you can see more information about your leave requests.

From the dashboard, you can access the menu by clicking on the three horizontal, black stripes visible in the upper left corner.

Menu

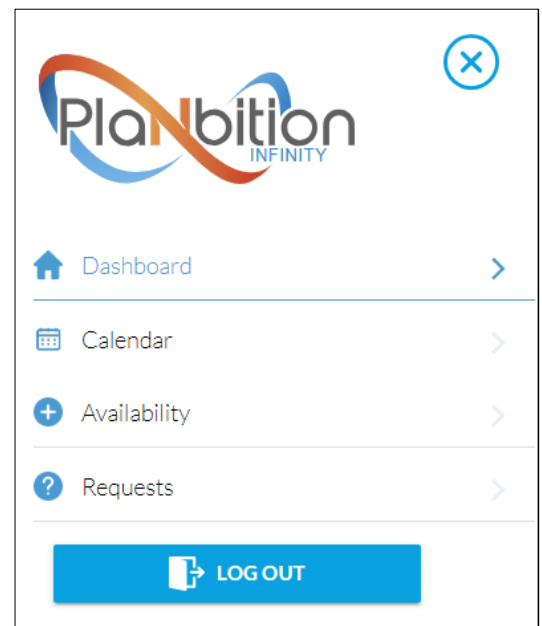
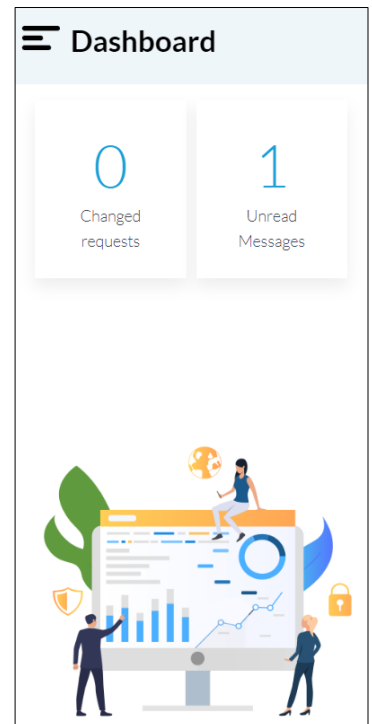
Je hebt meerdere opties in menu. Er is ingesteld tot welke opties je toegang hebt, omdat dit afhankelijk is van welke functies er voor jou van toepassing zijn.

Door op de menuopties te klikken word je doorgeleid naar het juiste scherm.

De meest algemene opties zijn:

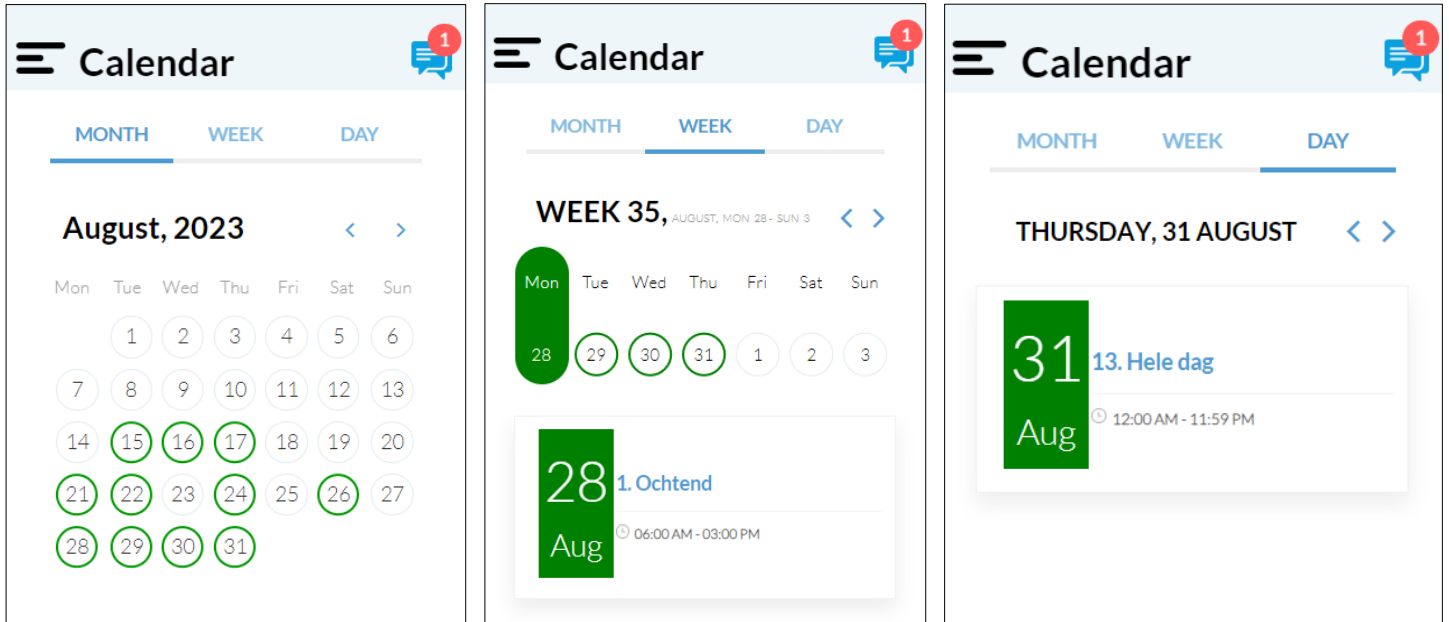
- **Dashboard** → hiermee kom je terug op het startscherm van de app
- **Kalender** → hier kan je de kalender zien, waarin jouw diensten, beschikbaarheden en verlof staan
- **Beschikbaarheid** → hier kan je jouw beschikbaarheid opgeven
- **Aanvragen** → hier kan je jouw verlofaanvragen indienen

Indien bepaalde opties niet zichtbaar zijn, zijn deze niet ingesteld voor jouw werkgever omdat ze niet van toepassing zijn.



Calendar

Selecting 'calendar' from the menu will take you to the screen where your schedule, availability and leave for the upcoming period is displayed. There are several options for displaying the schedule; in a monthly overview, weekly overview or in a daily overview.



You can navigate between particular time periods by clicking on the arrows to the left and right of the month, week or day indication.

Each code has its own color:

- A green circle means you put in availability for this day
- A light blue circle means you are scheduled for a shift on this day
- A bright blue circle means you are on leave on this day
- An orange circle means that you have called in sick and/or are still on sick leave
- A red circle means that there is 'NOKD (no show)/no show on this day. In this case, you did not show up for a scheduled shift.

If there is a combination of colors on one day, it means that there are several 'particulars' on one day. This often happens with, for example, green and light blue. In that case, you have entered availability for a particular day or part of the day and are also scheduled for a shift on that availability.

When you select a day by clicking on it, the scheduled dates will appear. This can be a shift, availability, sick call, leave day or NOKD, for example. Clicking on the shift/day will show the details of it, such as start and end time.

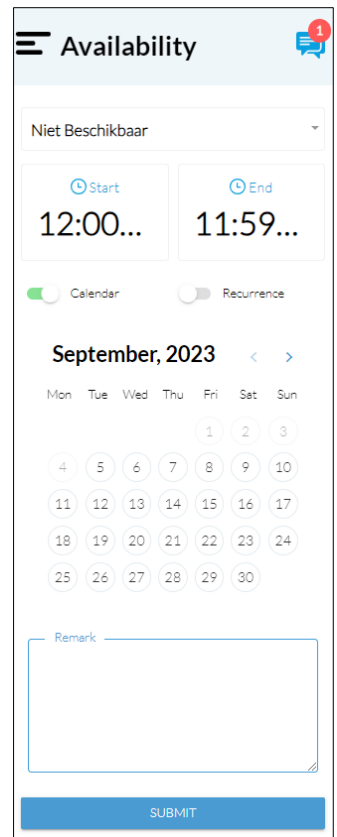
In addition to the shift details, comments associated with the scheduling are also displayed. These comments can be entered by the scheduler.

- **General day remark** is the remark recorded in the duty roster at the occupation for that day.
- **Personal day remark** is the remark recorded with your scheduled shift for the day in question.
- **General remark** is the note recorded in the memo field for the shift.

Availability

You can enter your availability via the 'availability' menu (if this is set for the company where you work)

1. **Make your choice** > here you choose 'available', 'not available' or one of the availability time blocks that you can choose if this is used at the company you work at.
2. **Start & end** > here you enter the start and end date of the availability you want to specify. This can be for one day or for several days.
3. **Calendar** > clicking on the slider next to 'calendar' opens a calendar layout. This makes it easier to select days.
4. **Recurrence** > the recurrence can be set if an availability is the same for several weeks or a longer/certain period of time. Here you can choose a specific availability that returns every so many weeks on the days you specify.
5. **Remarks** > remarks can be mandatory. This field can also be used by you to provide additional details about your specified availability.

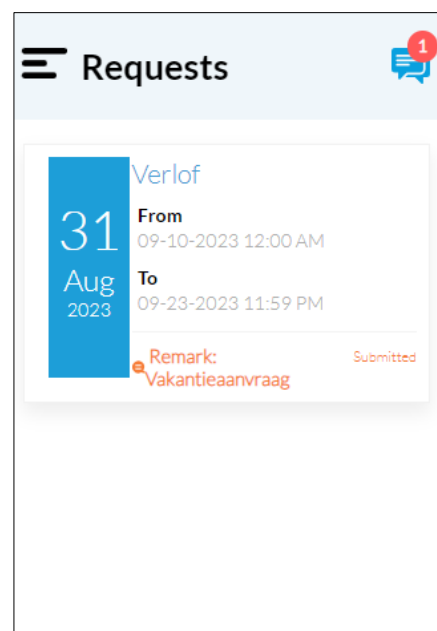
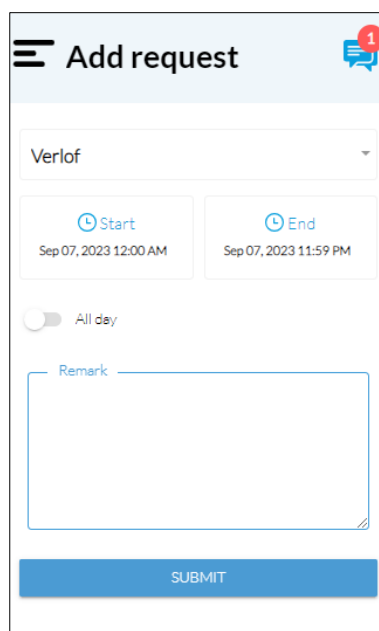


Requests (for leave)

In the menu you can click on 'requests' to get to the screen where you can request leave.

You can make a request by clicking on the '+' symbol in the lower right corner of the screen. In the menu that opens, the user first selects 'Leave' and then enters the start and end dates of the leave. You can choose specific times if you request leave for one day or choose the option 'whole day' if you request leave for several days.

Next, you need to add a comment stating the reason you are requesting leave. Clicking 'submit' sends the request to the scheduling department. Requests are not processed automatically, as they must first be approved or disapproved by the scheduler. Leave is therefore only valid when 'Accepted' is indicated behind it.



Notifications / push messages

From the planner, you can receive push messages. You can receive push messages only if you are logged into the app, so not via the web version. On Android devices, messaging may be blocked by other apps such as 'live wallpapers' or a security tool.

The message center can be accessed from the dashboard by clicking on the 'unread messages' button. The number indicates how many unread messages are currently open. When you click the button, you will be directed to the message center. Here you will see a preview of the messages. Clicking on the preview opens the message.

There are two types of messages; notifications (information) and plan service messages (work requests). What the content of these different messages is will be explained later, under the appropriate headings.

As a user, you can respond to both messages. Once you respond to the message, the message moves to the archive, where the 'read' messages are located. You can switch between the windows of 'read' and 'unread' messages by using the computer/message icon in the top right corner.

Messages in the 'read' message window (archive) that are older than 30 days are automatically deleted.

Informative notifications

Notifications are messages sent to you from the scheduler. The example on the right is a notification message. These messages are sent to provide information. When you, the user, click "agree," the scheduler will receive a read confirmation.

Schedule shift (plan dienst) notifications

Plan Service notifications can be sent by the planners containing a work request. If the customer requests additional services and these therefore become 'open shifts', these services will be communicated through a work request. This message will state which client, service, date and times it concerns.

If you cannot work this shift, ignore the message or click 'no'. If you can and want to work the shift, click 'yes'. Once you click yes, the shift will be scheduled. You can find this shift immediately in the app's calendar.

If the shift has already been filled by another employee, this will be mentioned in the message when you open the notification. It will say 'shift is filled' at the bottom of the message. You can then no longer respond to the work request.

