user guide

Hender Portal User Guide

Quick Links

Welcome to the Hender Portal 2c9

Access to the Hender Portal

You will receive an email containing a link with your username to the Employee Portal titled "Welcome to Hender Portal". This link will direct you to create a password.

RE: Welcome to Hender Portal

HP Hender Payroll

To [redacted]

Cc Hender Payroll

Reply | Reply All | Forward

Thu 2/03/2023 1:00 PM

[redacted]

Hi [redacted],

Welcome to your Hender Portal.

To get started, go to: https://hendergroup.my.site.com/community/login?c=J4cWfDhEiv419chhje4_2y0OTOSz0HrBwDA7G4lLF4FWKntGymZpsUuO2CupD0nsGmfO6jN56YXhHLg8w1kv5PCc_4TUE7AWfGRyrw9J_urg8BDW197QS9kh6RvolhD4i27klasCL2YFTl21Hem79jR019AW7v1tkHPactS20lxt2ZdecoXx06pkSAN1e2M1q3D%3D

Your Username is: [redacted]

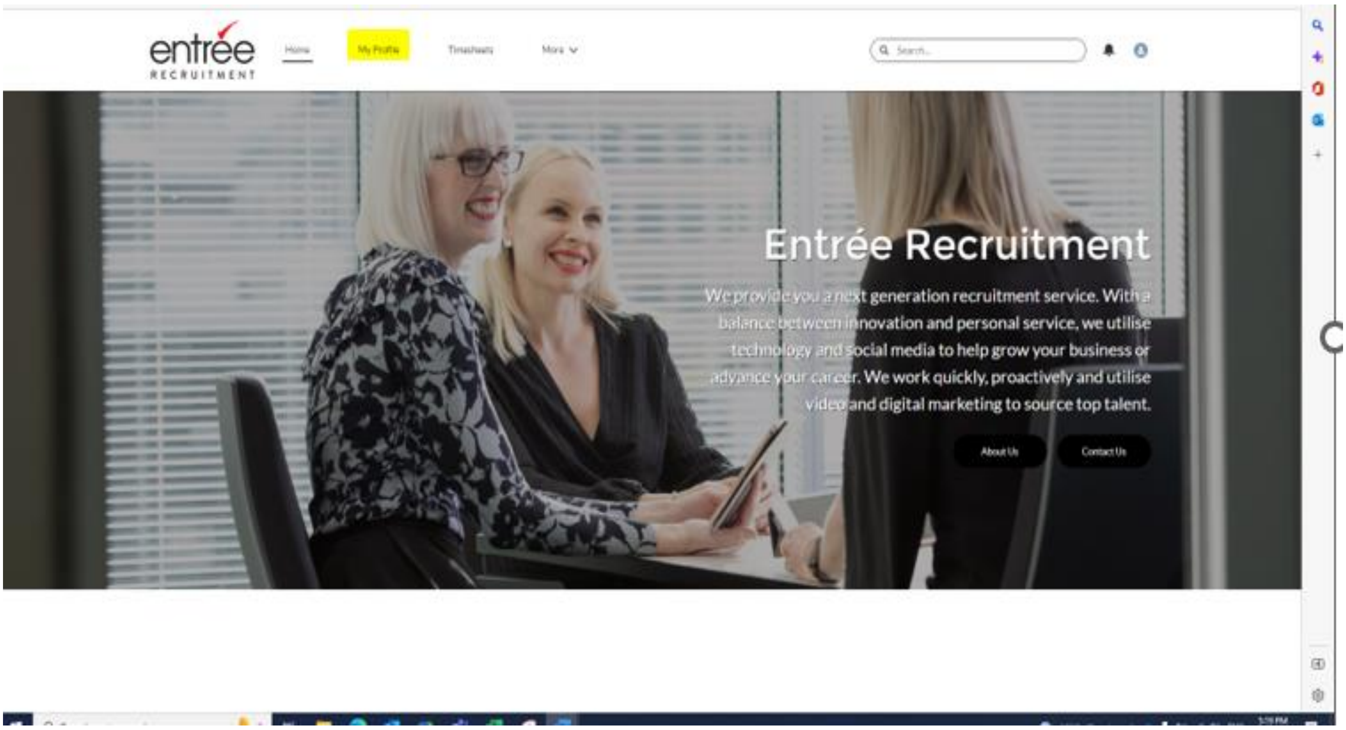
If you have any issues please contact: payroll@hender.com.au

Thanks,
Hender Payroll

Completing Your Details

When you first login you will see screen shot as below if on a computer.

To fill in and complete all relevant details required for pays to be processed, click on **My Profile** (as highlighted in yellow).



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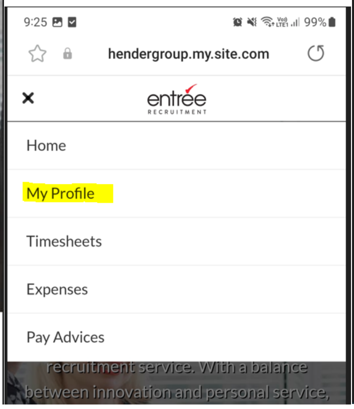
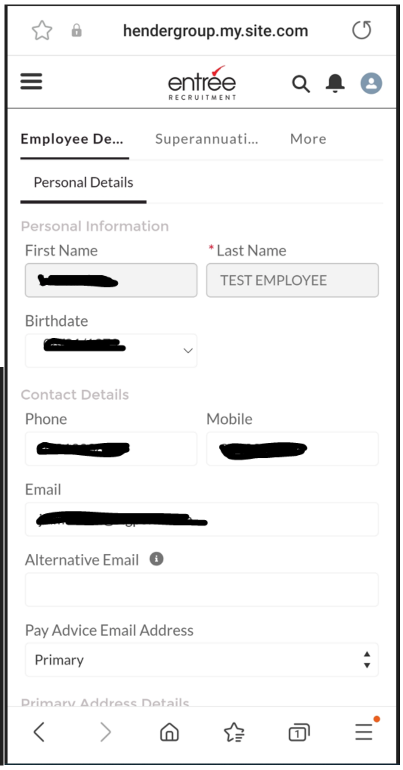
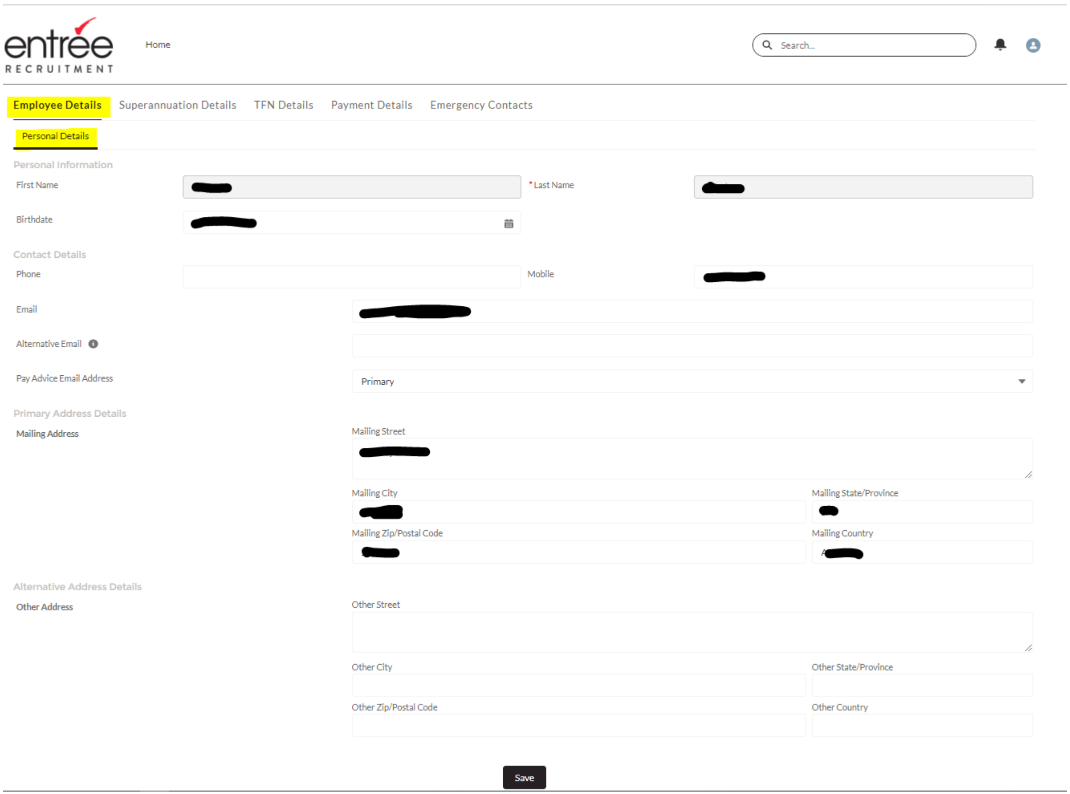
If you are using a mobile this is what you will see, the yellow highlight will then show the second snip and choose my profile.





Below will now appear (1st snip is computer, mobile phone is third picture above), you will need to complete all tabs Employee Details, Superannuation Details, TFN Details, Payment Details & Emergency Contacts.



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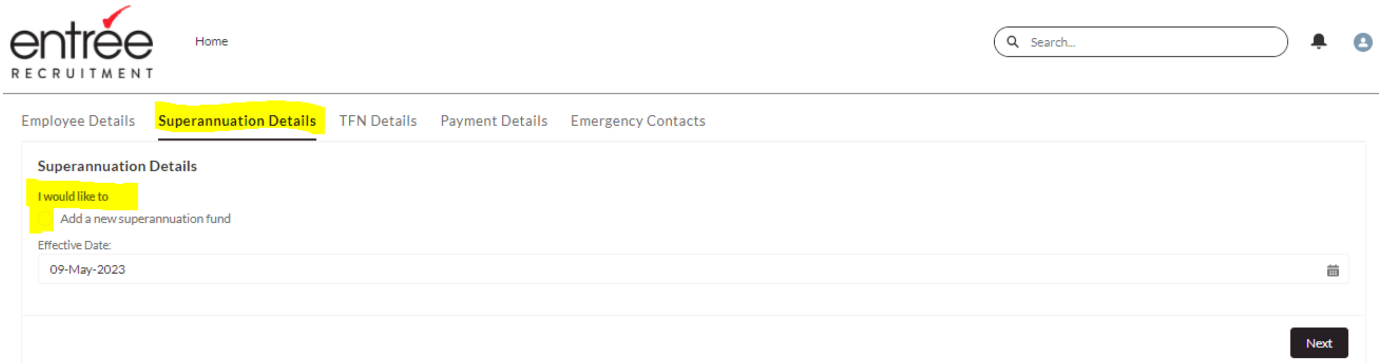
Employee Details: Personal Details (as shown above).

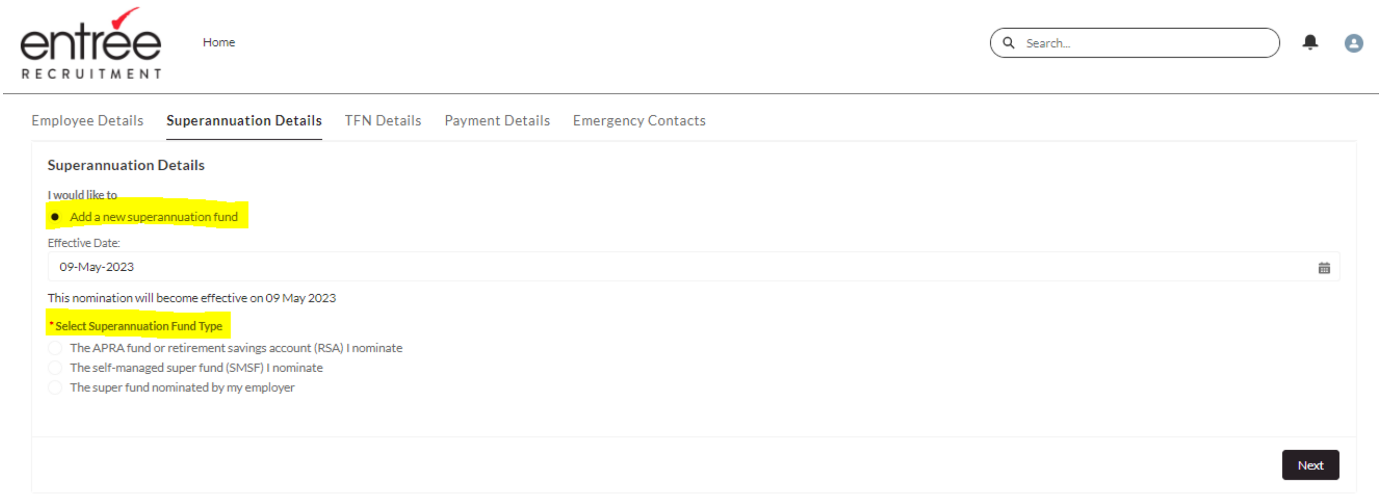
Personal Details: will show your First & Last name along with your date of birth in our system. These fields are not changeable in the portal, if incorrect please email payroll@hender.com.au with the changes required.

- The only fields that can be updated/amended under "**Personal Details**" are phone (if applicable), mobile, email and address.

Now go to the Superannuation Details Tab and select the radio button next to add a new superannuation fund. See next page for further details and screen shots.



Below will now appear, similar in both computer and mobile



The Select Superannuation fund type options are explained below:

1. The APRA fund or retirement savings account (RSA) I nominate:
   APRA / RSA funds are commercial or industry funds that most employees have their SGC / Super paid into. Examples may include: AustralianSuper (one word), CBUS, HESTA, Australian Retirement Trust, REST. They are generally retail and master trust funds such as industry super funds and those provided by banks and financial institutions.

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2. The self-managed super fund (SMSF) I nominate:
   A SMSF is a fund created and maintained by yourself or your family with the assistance of an accountant. It is only available to the people you allow to contribute and has an expectation of sharing

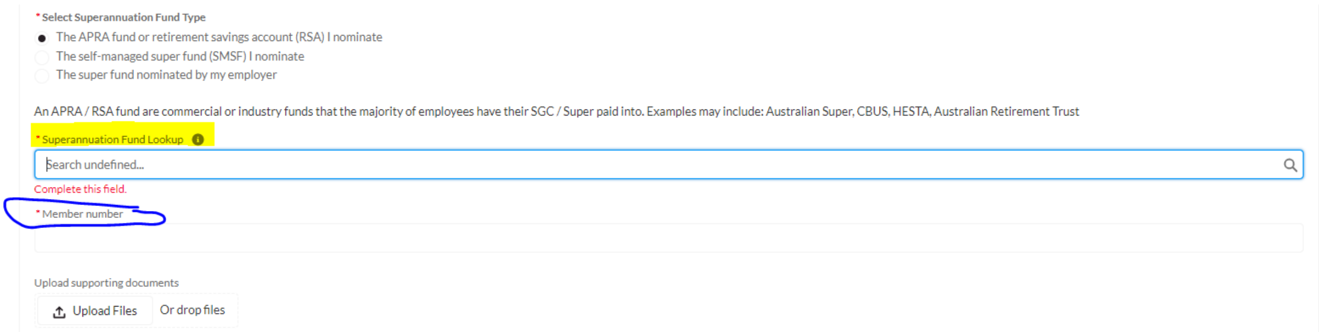
   the disbursements when the contributors reach retirement age. It is not available to the public like APRA/RSA funds.

3. The super fund nominated by my employer:
   Employers will have a default fund (ours is Hostplus) that you can have your SGC / Superannuation go into. You could potentially select this fund if you have no other super accounts (ie: this is your first job) or have no preferred fund. <u>Please note if you are already a hostplus member then choose the APRA option and complete your details from there.</u>

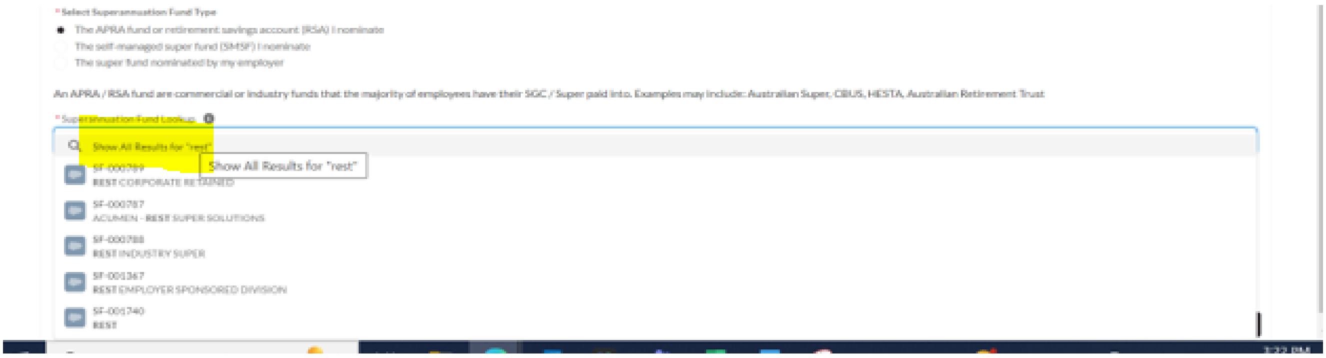
Effective Date: is your start date or the day you are changing it cannot be back dated.

<u>Option 1: details to complete shown below - APRA or Retirement Savings Account (RSA)</u>

Select "The APRA fund or retirement savings account (RSA) I nominate", below will appear with additional fields to complete.



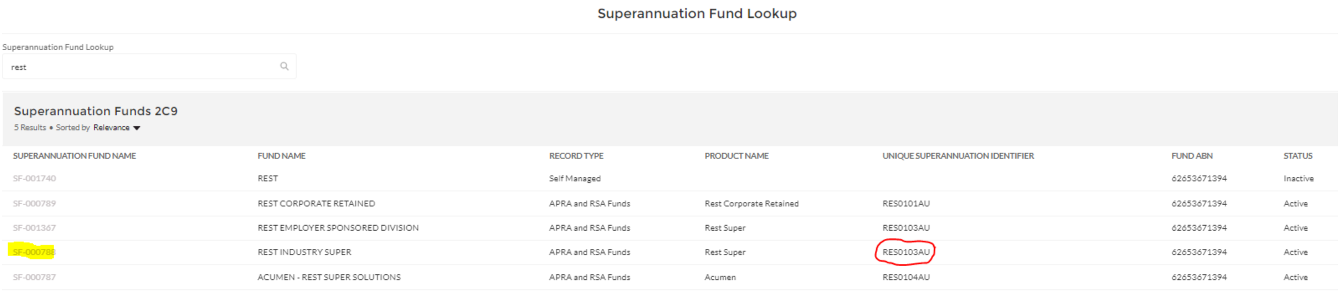
In the superannuation field as highlighted in yellow you need to enter the fund you are wishing to use. Below shows an example of choosing REST.



To ensure you pick the correct Super Fund as there could be several to choose from do the steps shown.

Select shown all results for rest, a list will appear (as below), find the correct super fund by using the USI (Unique Superannuation Identifier) as shown circled in red pen and then choose the right one by clicking on the Superannuation Fund Name as shown highlighted in yellow.

<u>BACK TO MENU</u>



Superannuation Fund Lookup

Superannuation Fund Lookup

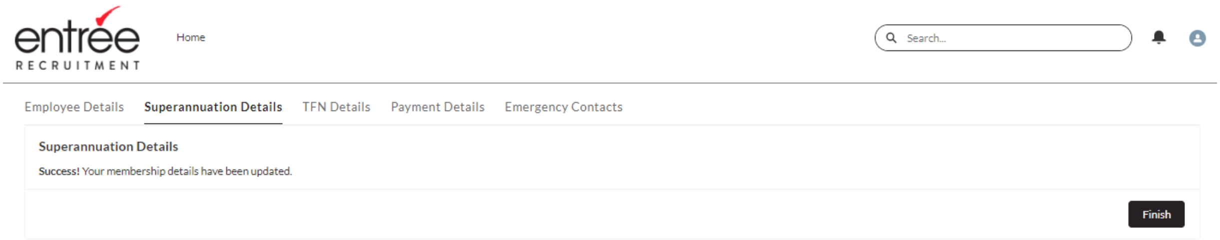
rest

Superannuation Funds 2C9

5 Results • Sorted by Relevance

SUPERANNUATION FUND NAME	FUND NAME	RECORD TYPE	PRODUCT NAME	UNIQUE SUPERANNUATION IDENTIFIER	FUND ABN	STATUS
SF-001740	REST	Self Managed			62653671394	Inactive
SF-000789	REST CORPORATE RETAINED	APRA and RSA Funds	Rest Corporate Retained	RES0101AU	62653671394	Active
SF-001367	REST EMPLOYER SPONSORED DIVISION	APRA and RSA Funds	Rest Super	RES0103AU	62653671394	Active
SF-000788	REST INDUSTRY SUPER	APRA and RSA Funds	Rest Super	RES0103AU	62653671394	Active
SF-000787	ACUMEN - REST SUPER SOLUTIONS	APRA and RSA Funds	Acumen	RES0104AU	62653671394	Active

Once the correct Fund has been selected, enter your membership number (as circled in blue in first screen shot on previous page) and click NEXT. Below should appear and click finish.



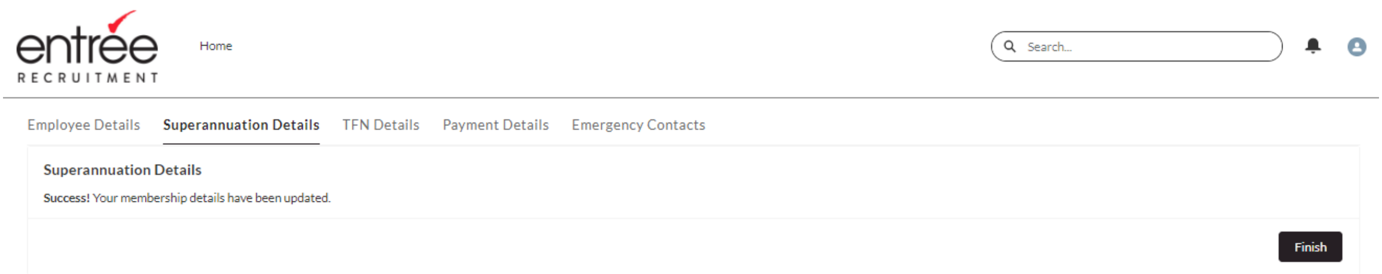
If you don't see your super fund in the *Superannuation Fund Lookup* list, please email payroll@hender.com.au include details such as the correct name of the Super Fund, its ABN, USI and your Member Number.

<u>Option 2: details to complete shown below for SMSF (Self Managed Super Funds Only)</u>

Select "The self-managed super fund (SMSF) I nominate", Complete fields as below & shown in screen at bottom.

- Super Fund ABN
- Super Fund Name – name of your SMSF
- Super Fund Address, Suburb/Town, State & Postcode
- Super Fund Phone
- Super Fund Email
- Super Fund Electronic Service Address
- Super Fund Account Name
- Super Fund BSB
- Super Fund Account Number

Now upload your document confirming the SMSF is an ATO regulated super fund, then click Next. Below should then appear and click finish.



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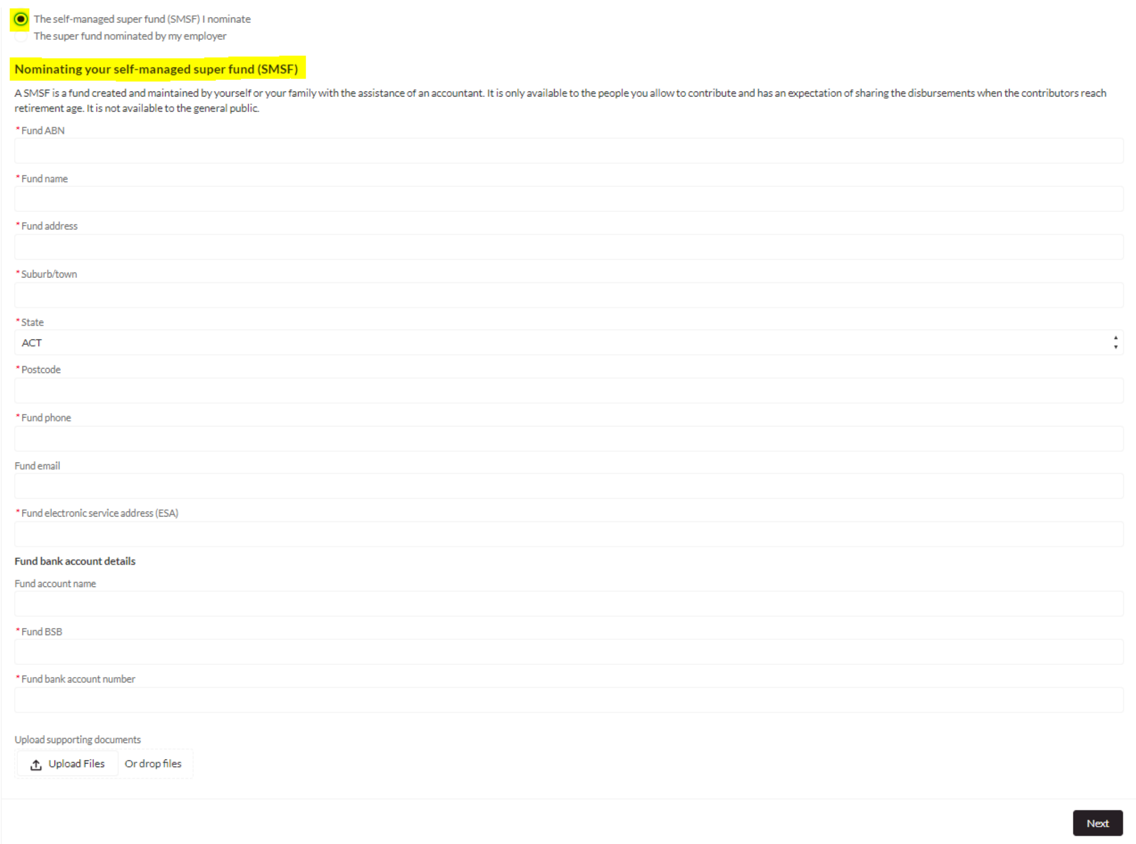
Without all the required information and documentation, we will not be able to process super contributions to your SMSF. Screen shot below of what appears when needing to enter the list above.



The self-managed super fund (SMSF) I nominate

The super fund nominated by my employer

Nominating your self-managed super fund (SMSF)

A SMSF is a fund created and maintained by yourself or your family with the assistance of an accountant. It is only available to the people you allow to contribute and has an expectation of sharing the disbursements when the contributors reach retirement age. It is not available to the general public.

*Fund ABN

*Fund name

*Fund address

*Suburb/town

*State

ACT

*Postcode

*Fund phone

Fund email

*Fund electronic service address (ESA)

Fund bank account details

Fund account name

*Fund BSB

*Fund bank account number

Upload supporting documents

Upload Files Or drop files

Next

Option 3: details to complete shown below for Employer Nominated Fund

Select “The super fund nominated by my employer”, below will appear with information of our nominate fund.

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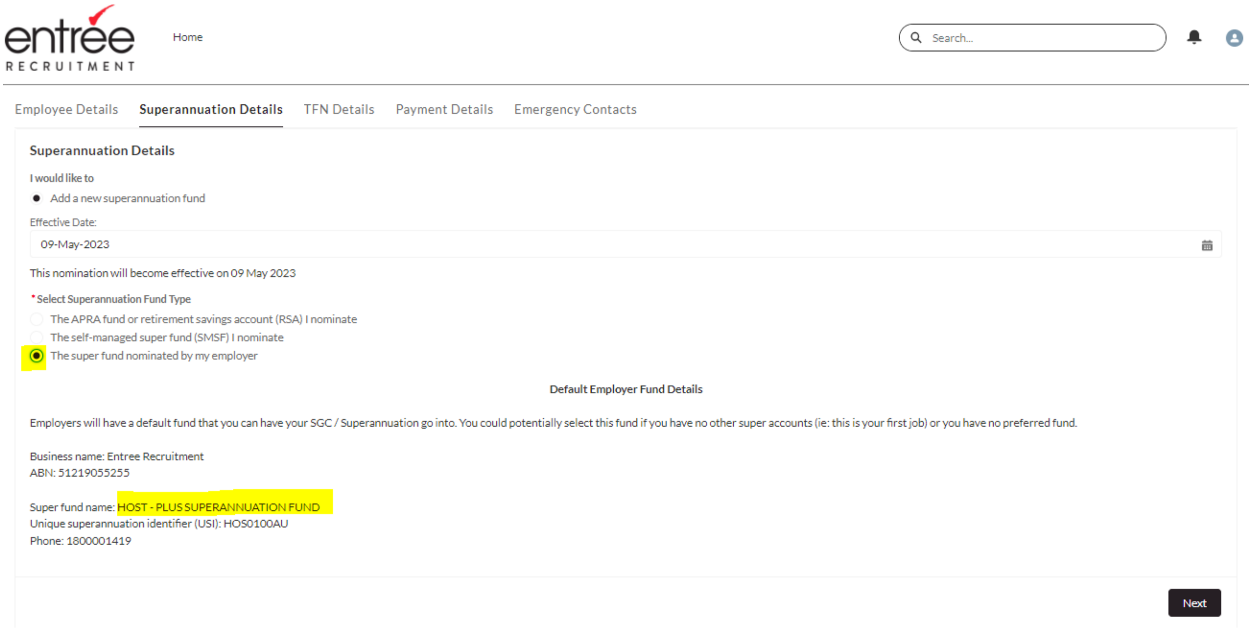
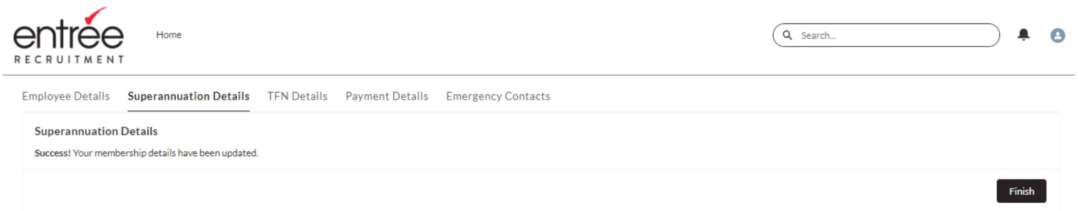


Now click next and below will appear and click finish.



Now go to the TFN Details tab: this is an electronic Tax File Number declaration. Below on this page is the computer snip, next page shows how to navigate using mobile. Information to be completed is the same regardless of where you complete it.

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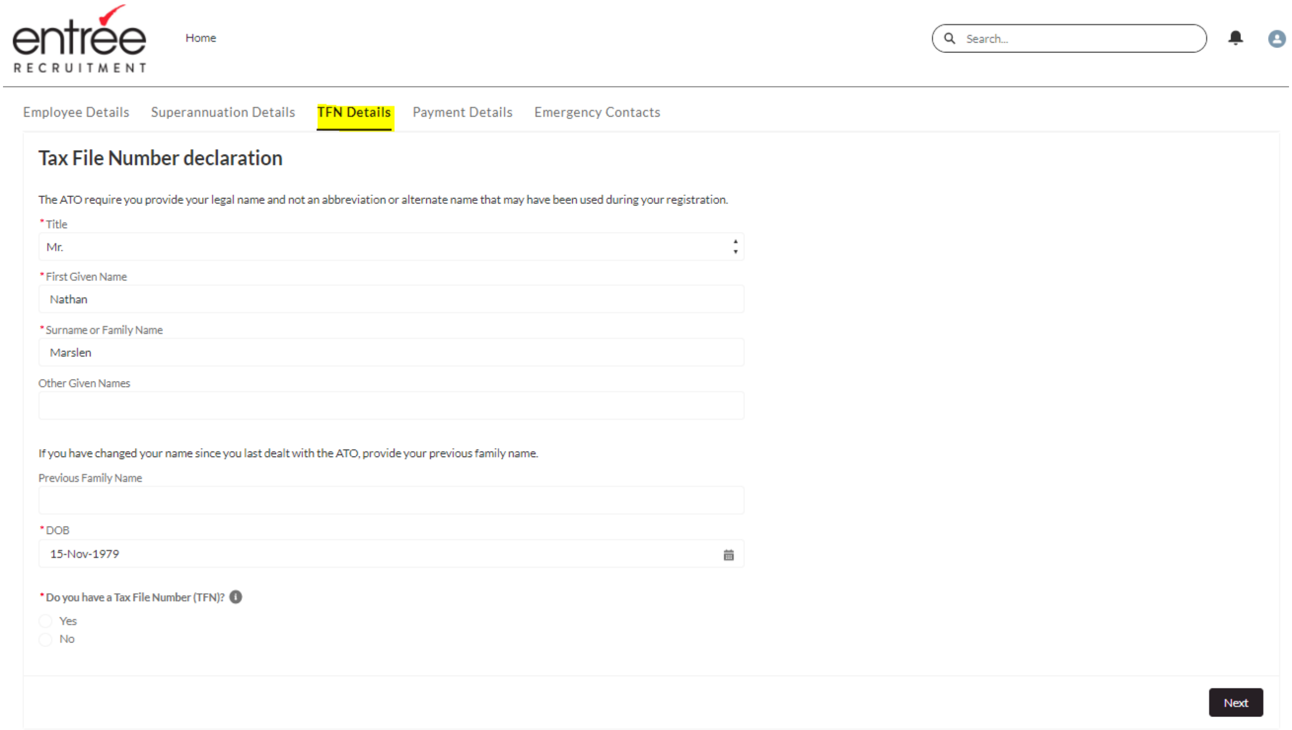
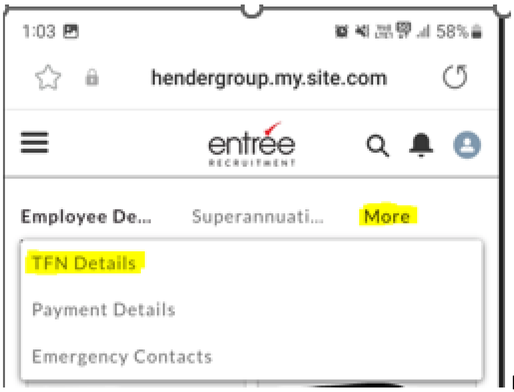
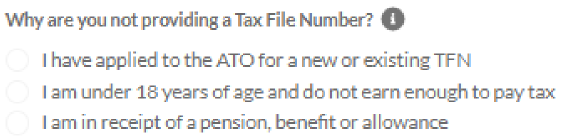




mobile view to select TFN details

- Go to the TFN Details tab (highlighted in yellow above) and fill in the details:
  - “Do you have a Tax File Number (TFN)”
    - If yes, then you will be asked to enter your number in “What is your TFN”.
    - If no, then there will be a choice as to why like below.



  - “On what basis are you paid” – this will generally be labour hire.
  - “Are you” (specify if Australian Resident, Foreign Resident or Working Holiday Maker)
    - ***If you are unsure if you are an Australian Resident for tax purposes, you will need to check with the ATO. Visit ato.gov.au/residency for more information.***

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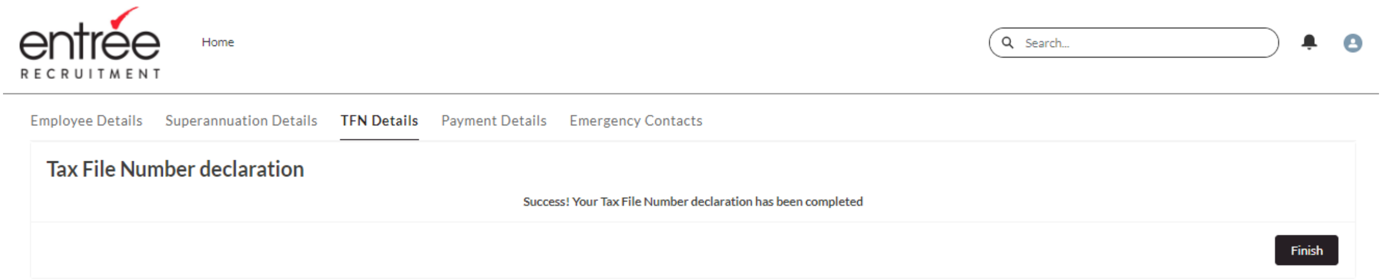
- "Do you want to claim the tax-free threshold from this payer?
  - ***Tax-Free Threshold** can only be chosen if an Australian resident and whilst the first $18,200 is tax free, this does not mean that you will not be taxed until this is reached by an Employer, as Employers must tax as per ATO tax tables they are supplied.*
- "Do you have a Higher Education Loan Program (HELP), VET Student Loan (VSL), Financial Supplement (FS), Student Start-Up Loan (SSL) or Trade Support Loan (TSL) debt".
- "I declare that the information I have given is true and correct".

- Click NEXT to save your details.

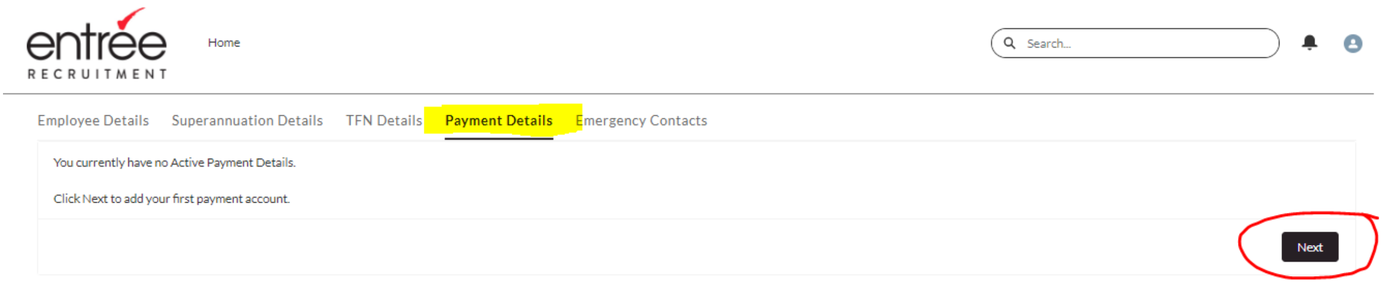
Below should appear and click finish to move on to next section

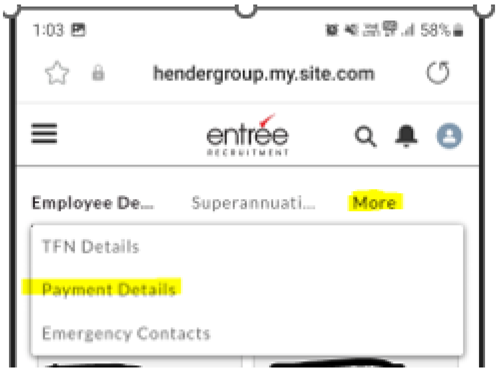


Payment Details: You can split your pay up to 3 different bank accounts.

If you do not complete **all** the details, we may not be able to process your timesheet and pay.

- Go to the Payment Details tab (highlighted in yellow below) and to start filling in the details click NEXT (circled in red):





mobile view to select payment details

- Advise how many bank accounts you want your pay deposited into and click NEXT.

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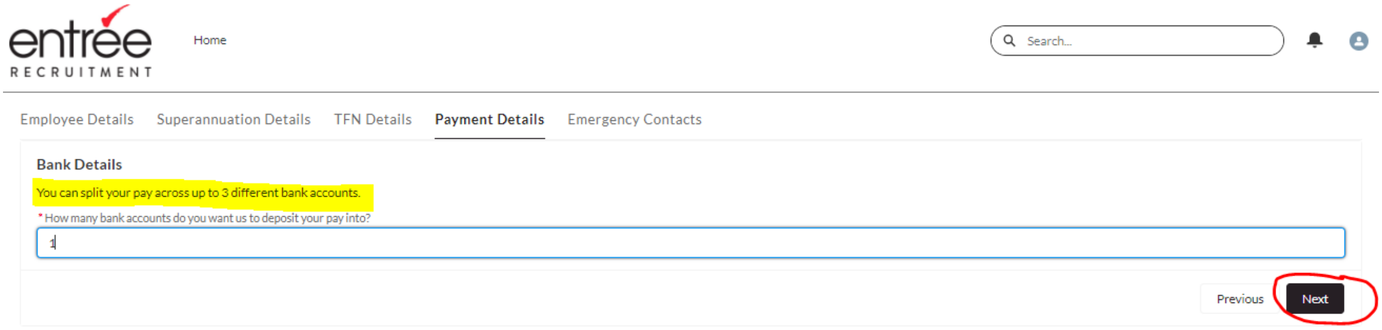
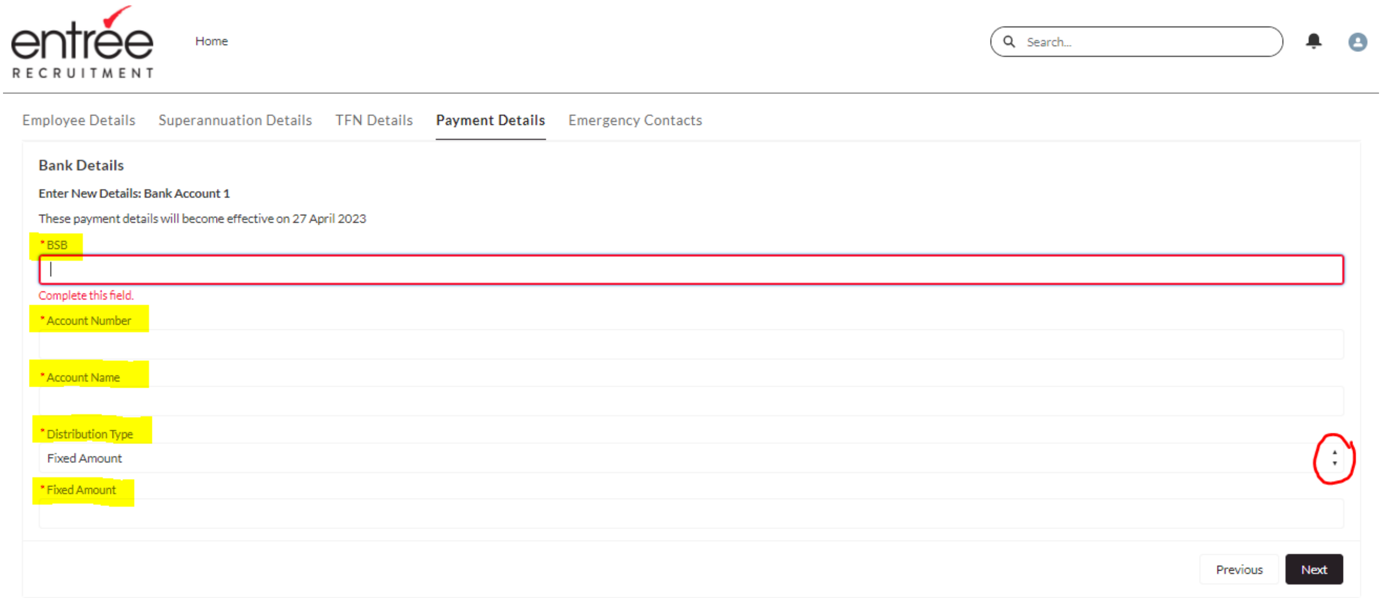
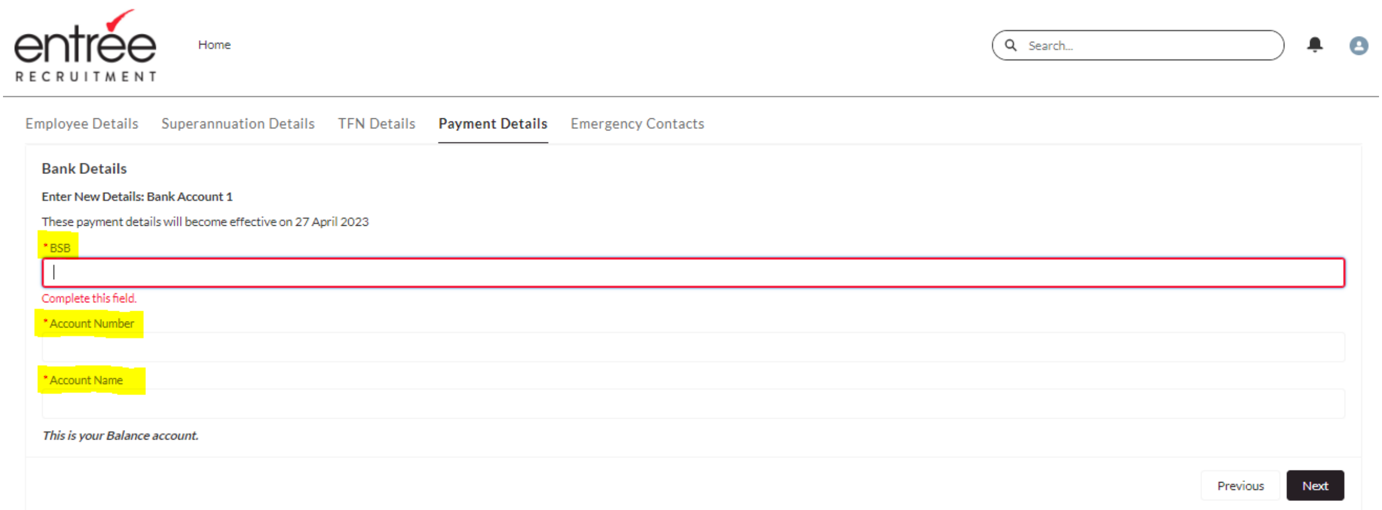


Depending on the number you have chosen you will either see the below screen with a fixed amount in the distribution type field (this can also be changed to a percentage) or the screen showing balance only (see screen on next page)





- Both will require you to enter the BSB, Account Number, Account Name (who the Account belongs to NOT what the Account type is)

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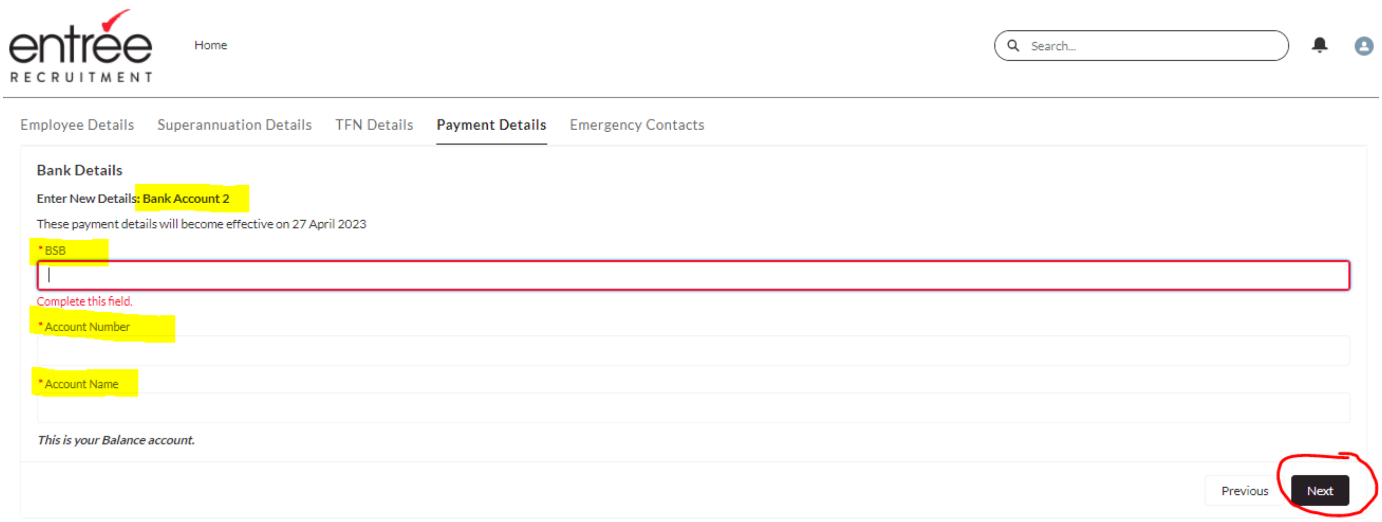
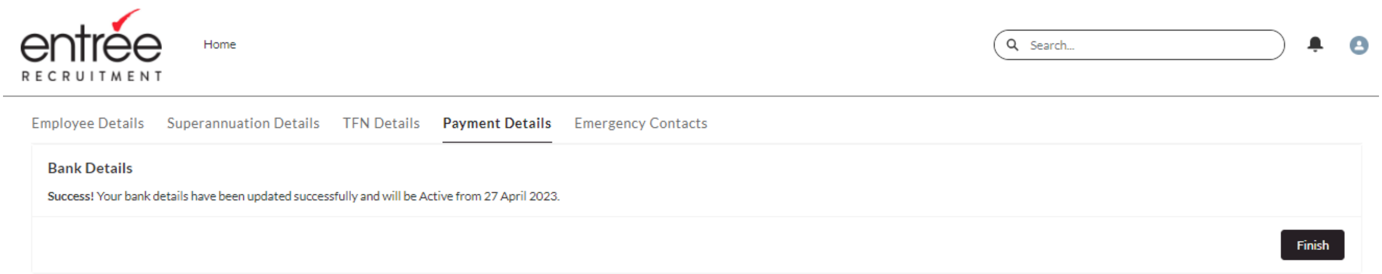
- If you have chosen more than one (1) bank account, then the additional fields Distribution Type (please use the arrows on the Right-Hand Side which are circled in red to toggle between Fixed Amount and Percentage as shown in previous screen shot) & amount or percentage need to be completed.
    - If Fixed Amount is selected, ensure you add in the $ Amount.
    - If Percentage is selected, ensure you add in the % Percentage.
- Then click next.
    - If you have selected more than one account then the option to enter the next account will appear (in the example shown below - this will be the second and final account), which will be the balance account. (The balance account will always go to the last Bank Account nominated)
    - Otherwise, the second screen shot will be what you should then see and click finish to complete





Emergency Contacts: Click on the update details to complete fields.

Once clicked you then complete all the fields applicable which include Name, Contact Number, relationship to you & their address. If you are entering a second, the click save (see snip on next page) otherwise use the toggle to turn to no before clicking save to enter one contact only. Adding in two (2) Emergency Contacts is preferred, but at least one is required.

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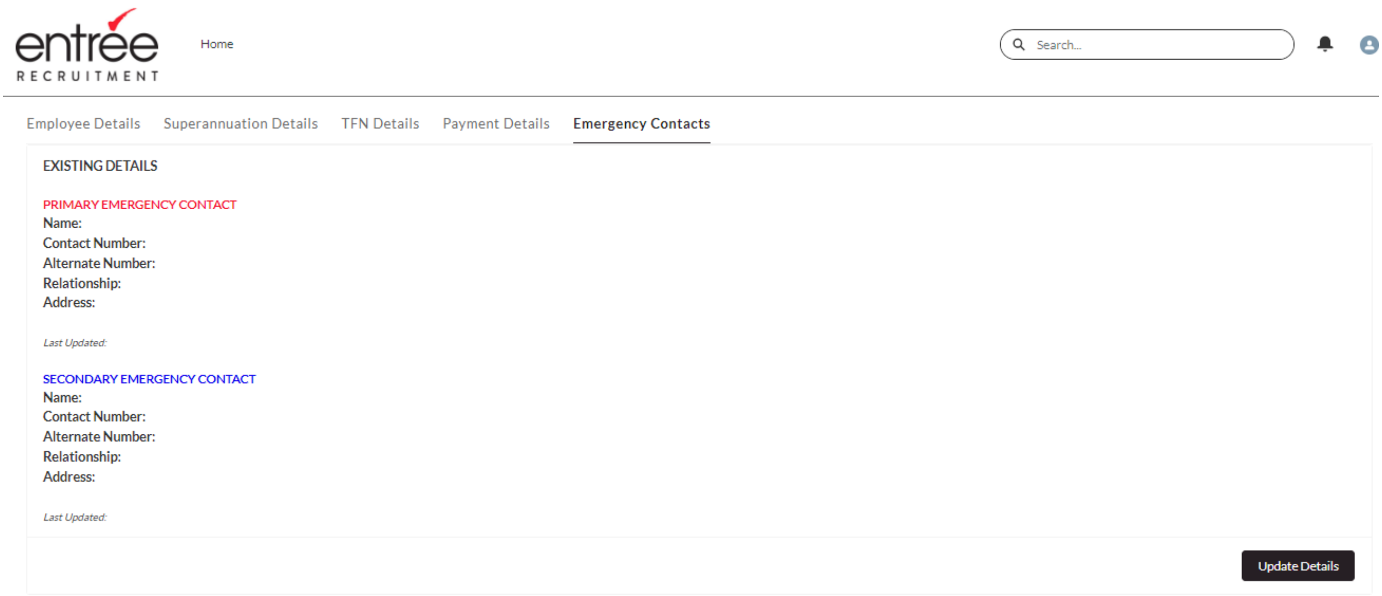
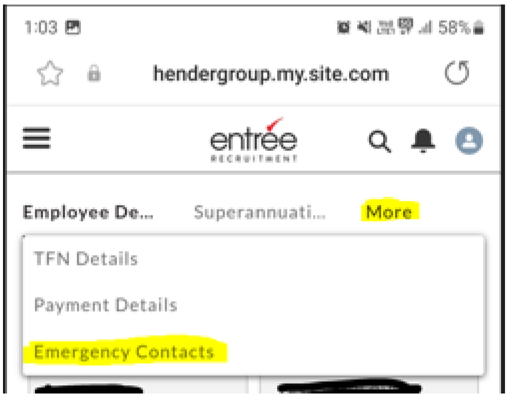
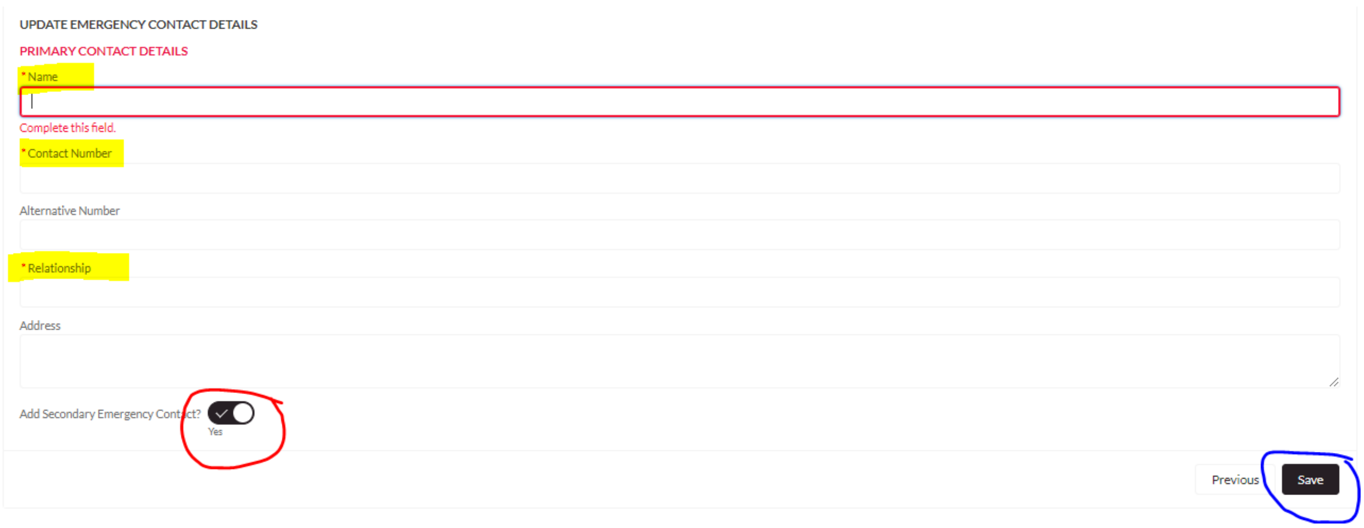




mobile view to select emergency contacts.



Once you have completed you will see the people you have entered appear. If you need to change then use the update details and change and save.

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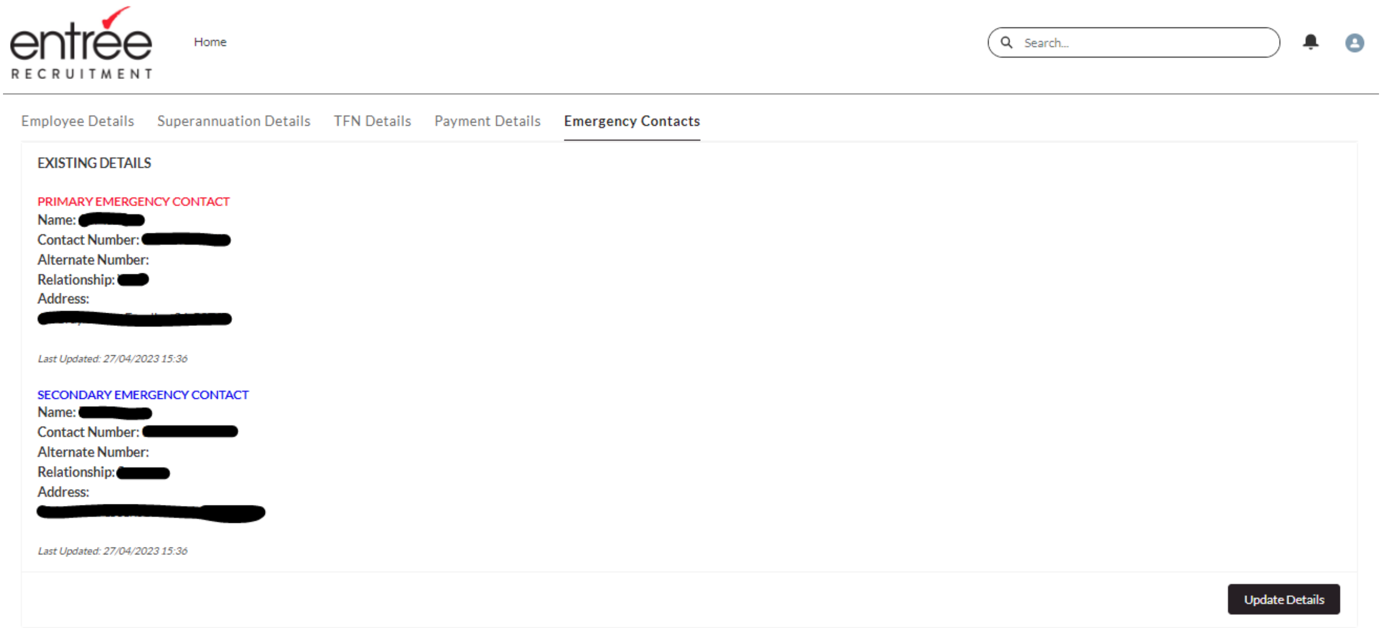
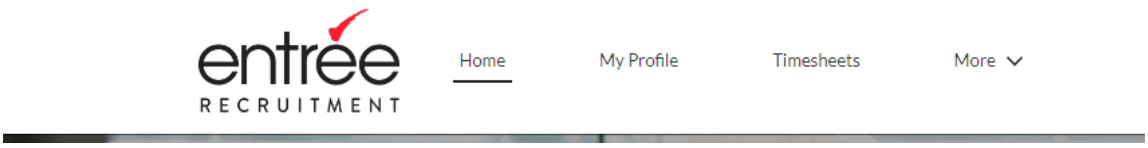
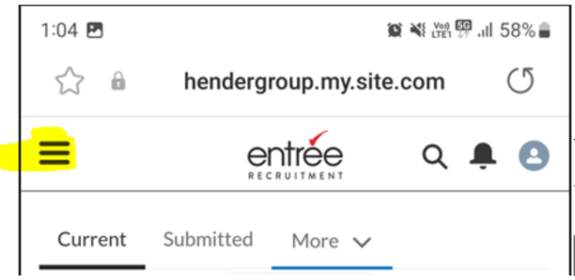


If you have completed all the above, then the details for allowing us to process your pay has been completed.

Please note that whenever you are on a secondary screen (shown below is the timesheet home screen) pressing the home button (as highlighted in yellow) will always bring you back to this MAIN HOME screen (as shown in second snip).



Mobile View – it is the same click on the three bar in the left and then second screen appears and press home.



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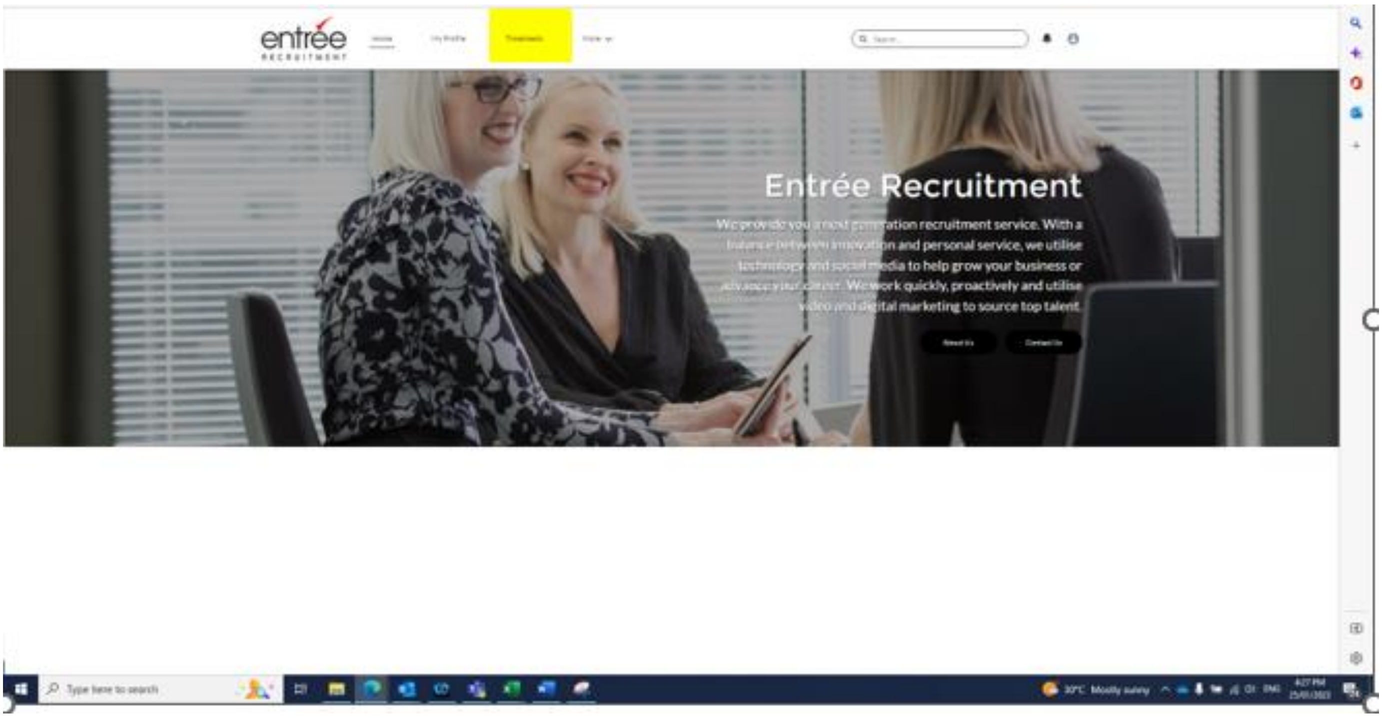
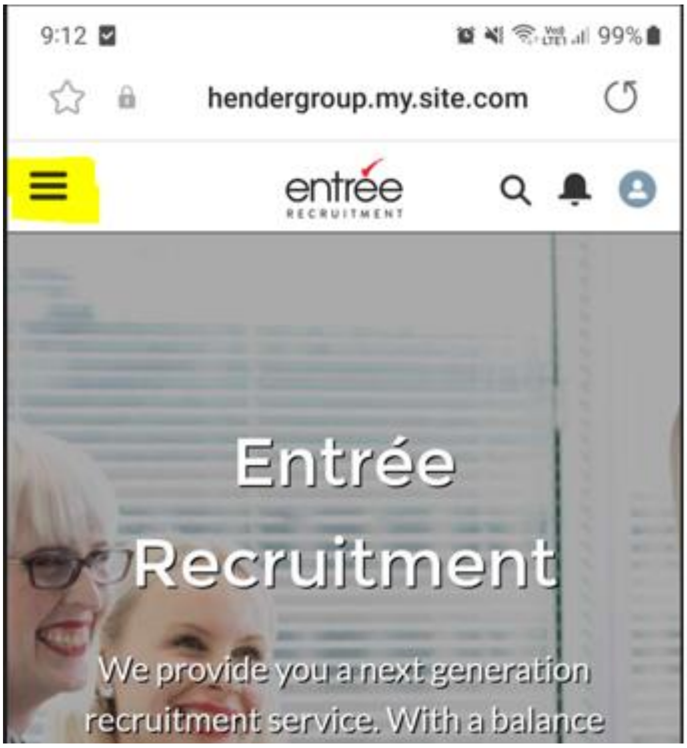
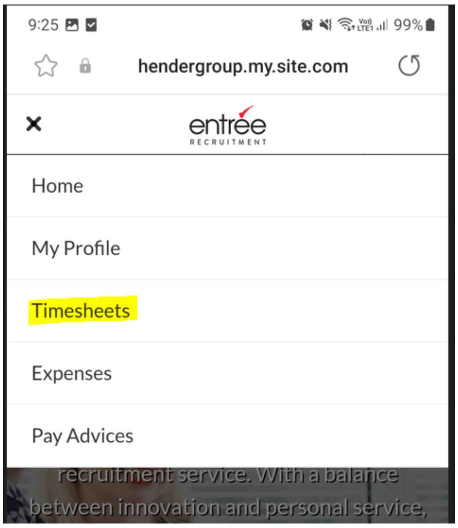
Below will show you how to submit timesheets, expenses, view pay advice and some general advice on using portal.

Submitting Timesheets

1. Click on the Timesheets tab, as shown below in yellow.







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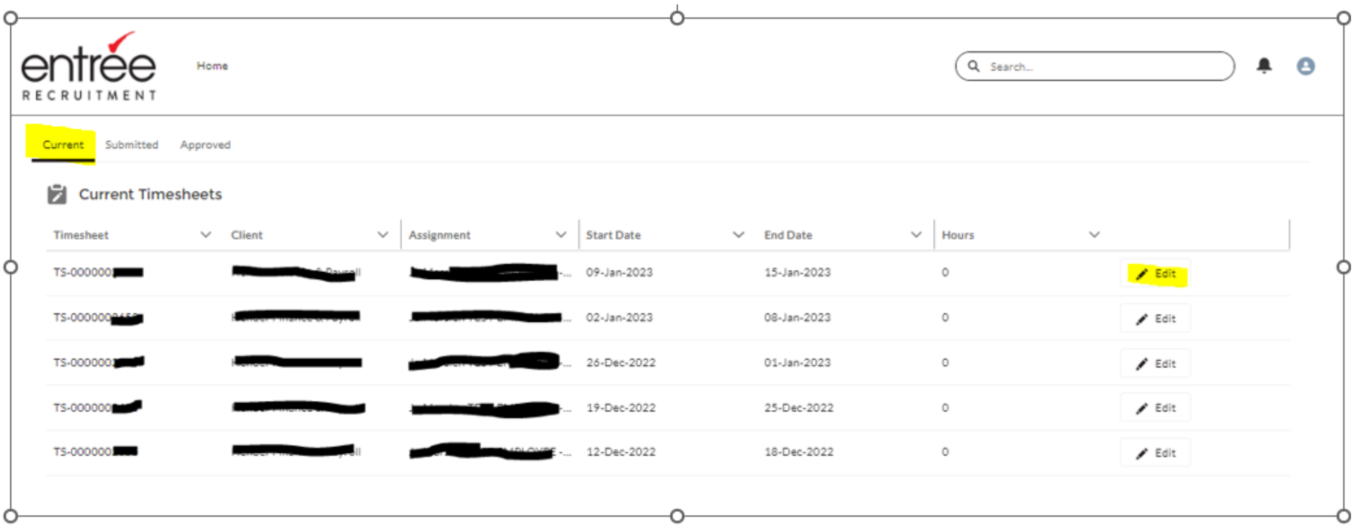
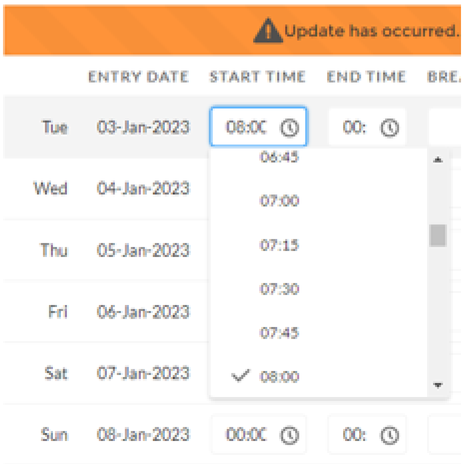
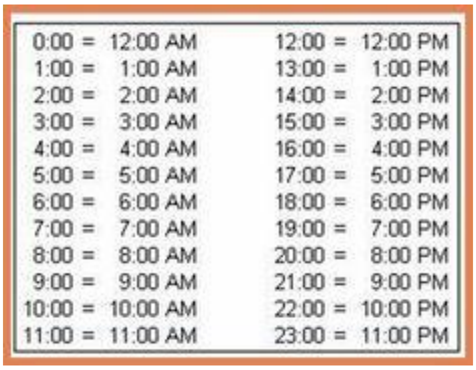
2. Under the Current tab (as shown below in yellow highlight) click on the Edit button (as shown in yellow also to the left with pencil) for the relevant week &/or centre to start entering hours into that timesheet. It is important to note that you need to fill each day on its correct date and in the correct centre or place of work if you have multiple sites you work at. Please note that timesheets will be



current week or past only.

3. Ensure you are on the correct day and complete start, end and break start/end times in 24-hour format and click Save. When entering your hours worked for the day/week, please remember to select the times from the drop down menu (looks like a clock symbol for each field that requires a time to be entered) as that will display the 24hr clock format – which is what we use or alternatively you can type the numbers however ensure you use the correct numbers as per list below and format is XX:XX





0:00 =	12:00 AM	12:00 =	12:00 PM
1:00 =	1:00 AM	13:00 =	1:00 PM
2:00 =	2:00 AM	14:00 =	2:00 PM
3:00 =	3:00 AM	15:00 =	3:00 PM
4:00 =	4:00 AM	16:00 =	4:00 PM
5:00 =	5:00 AM	17:00 =	5:00 PM
6:00 =	6:00 AM	18:00 =	6:00 PM
7:00 =	7:00 AM	19:00 =	7:00 PM
8:00 =	8:00 AM	20:00 =	8:00 PM
9:00 =	9:00 AM	21:00 =	9:00 PM
10:00 =	10:00 AM	22:00 =	10:00 PM
11:00 =	11:00 AM	23:00 =	11:00 PM

4. There is also a space to record a note for your timesheet approver as shown in the example below. Please if you have left work early or started late for any reason (it could be to attend an appointment, started feeling sick, picking kids up from school) ensure you use the "NOTES FOR THIS ENTRY" field to record the reason.

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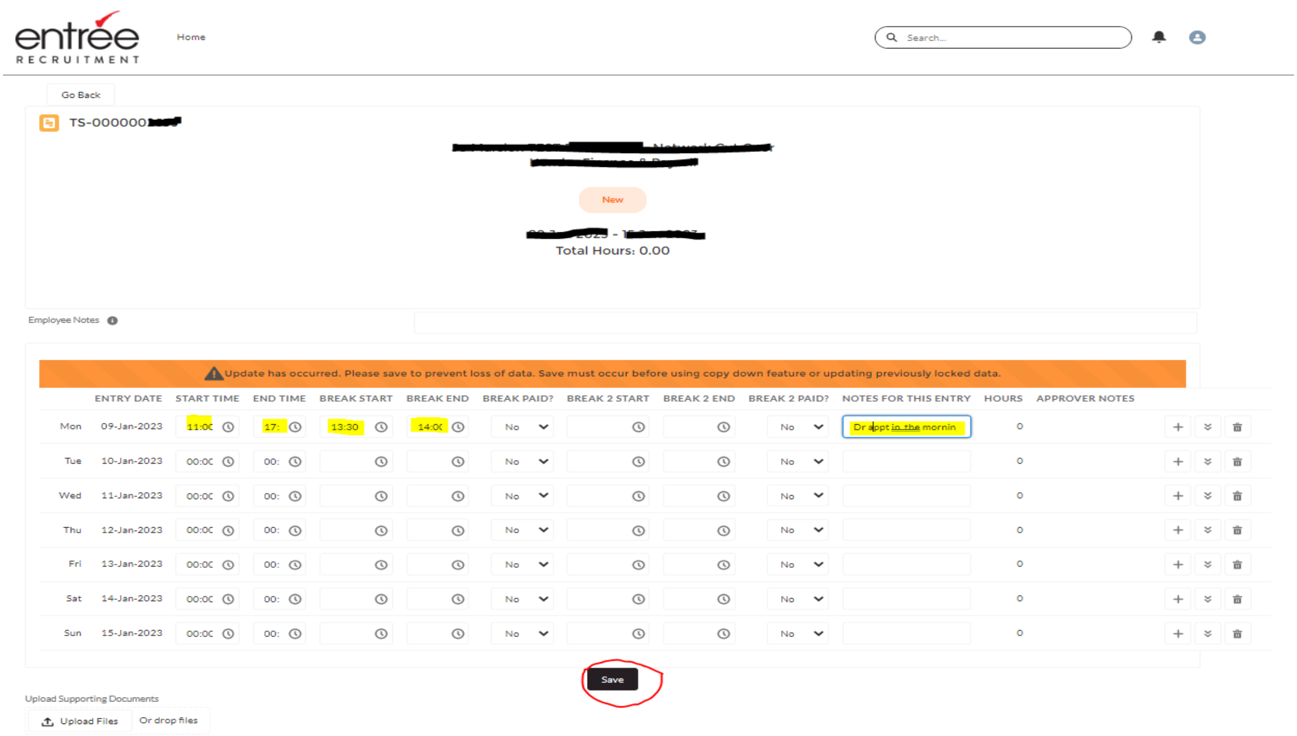
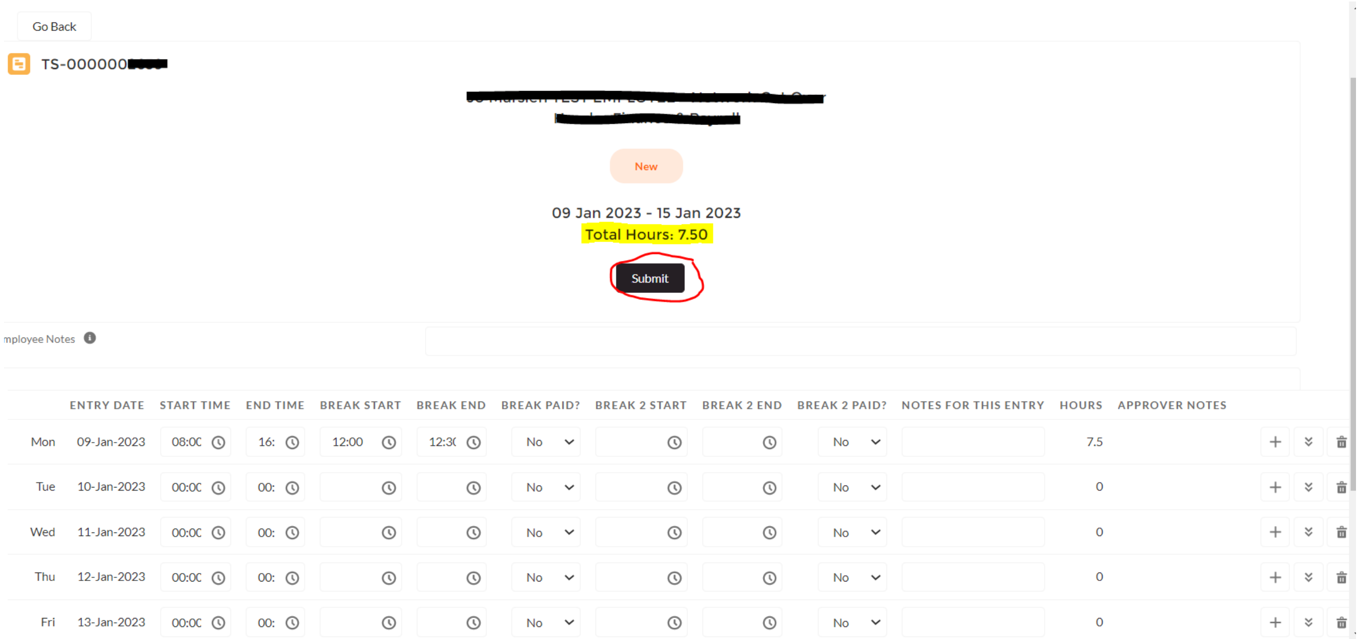


5. Repeat for every day you worked during the week. You can do this daily or all together at the end of your working week.

6. The total hours worked for the week will show on the top above the Submit button (highlighted in yellow below).



7. When you are finished, click Submit (circled in red above). Do not click submit until you have completed the hours for **every day** you worked for that Client within that week.

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8. Timesheets need to be submitted by Friday at 7pm (19:00)

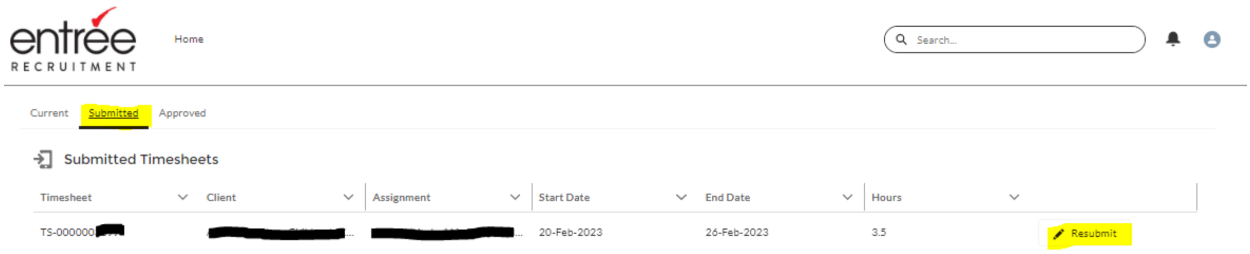
9. Also, lunch breaks are a ***requirement*** and need to be taken, these are also unpaid breaks.

10. If you have any queries, please email payroll on payroll@hender.com.au ASAP, do not wait until 5pm on Monday as it will be too late.

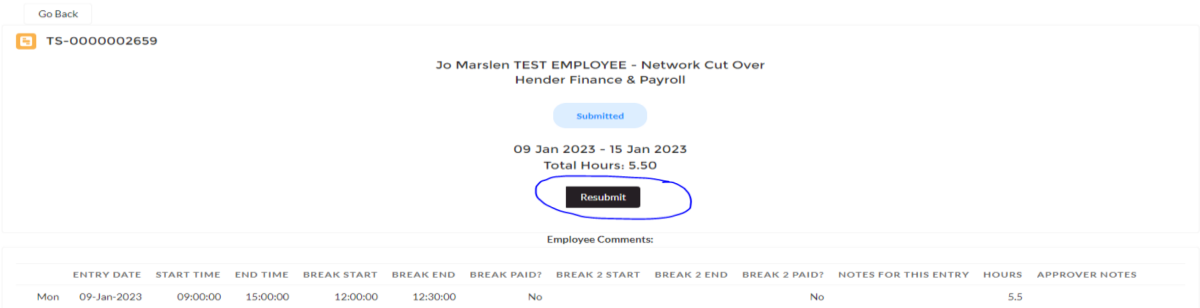
Editing a timesheet that has been submitted but not yet approved

1. Click on Timesheets

2. Click on the Submitted Tab (highlighted in yellow on the left-hand side) then click on the Resubmit button (highlighted in yellow on the right-hand side).



3. Now click on the black resubmit button as circled in blue below.



4. Then once the Resubmit button has been clicked the timesheet will come up and a message will appear asking if you are sure that you want to resubmit your timesheet (as per below) – click the Resubmit (circled in red)

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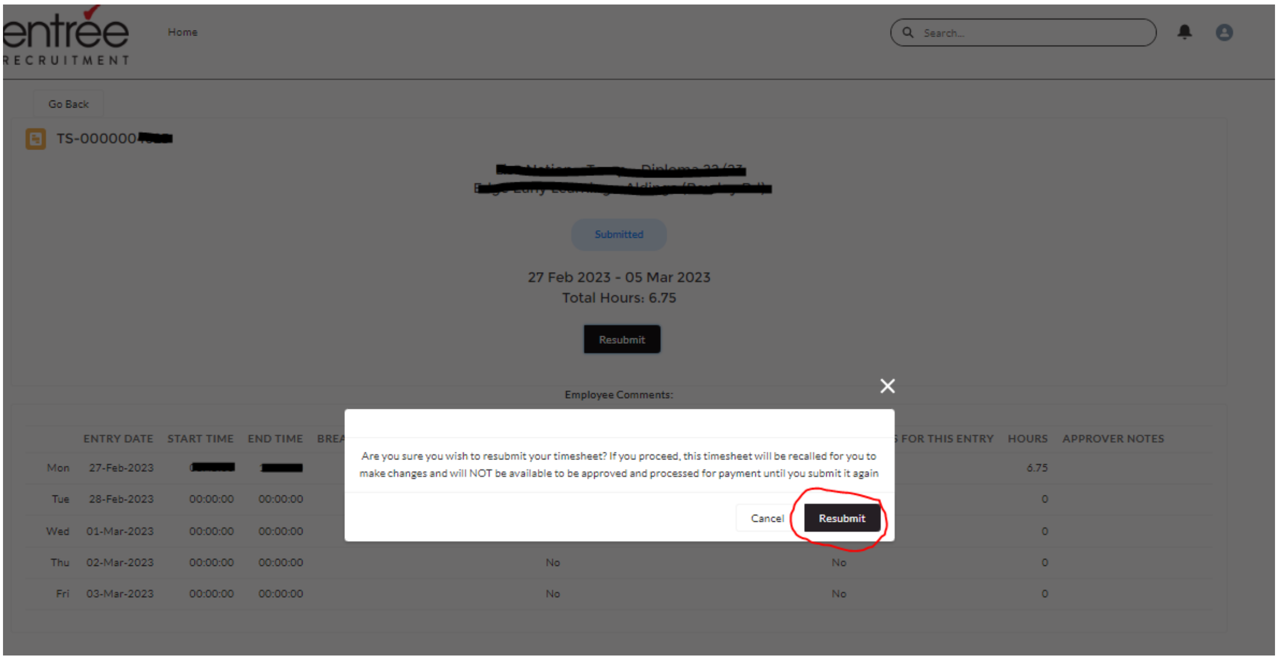
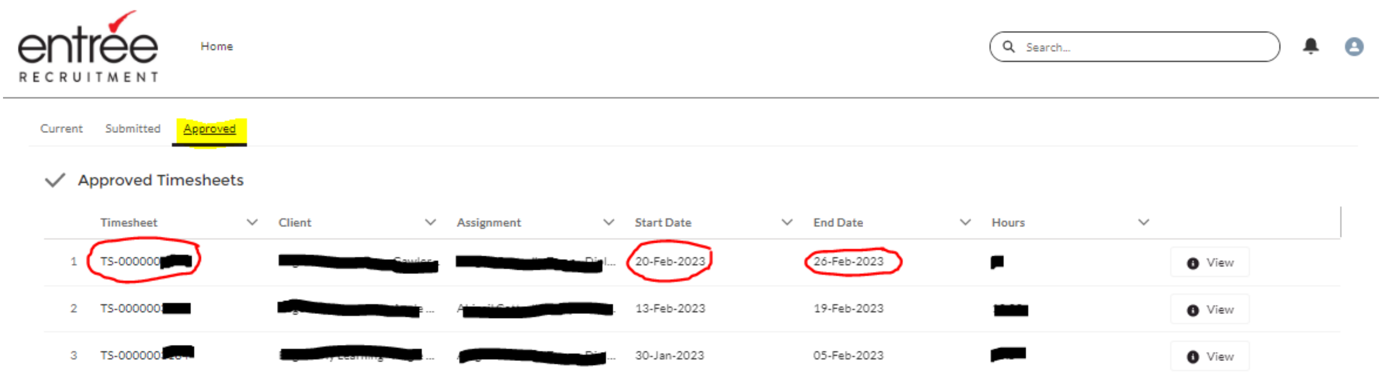


5. Once the details required to be changed or updated have been done then save and then click Submit again as per normal process.

Editing a timesheet that has been submitted and approved.

1. If the timesheet is Approved and you need to edit it, you will need to email our payroll team at payroll@hender.com.au to have the timesheet reverted to NEW.

2. You will know if the timesheet has been approved by clicking on the Approved (highlighted in yellow) tab in the portal (you can identify the timesheet by the name of the Client and the date range of the timesheet (all circled in red):



3. To send the email to our payroll team you will need to include the following details:
   - Your name as it appears in the portal, Client's name, date and the reason for the revert of the timesheet ie, submitted with zero hours, forgot to include Friday hours just as some examples.

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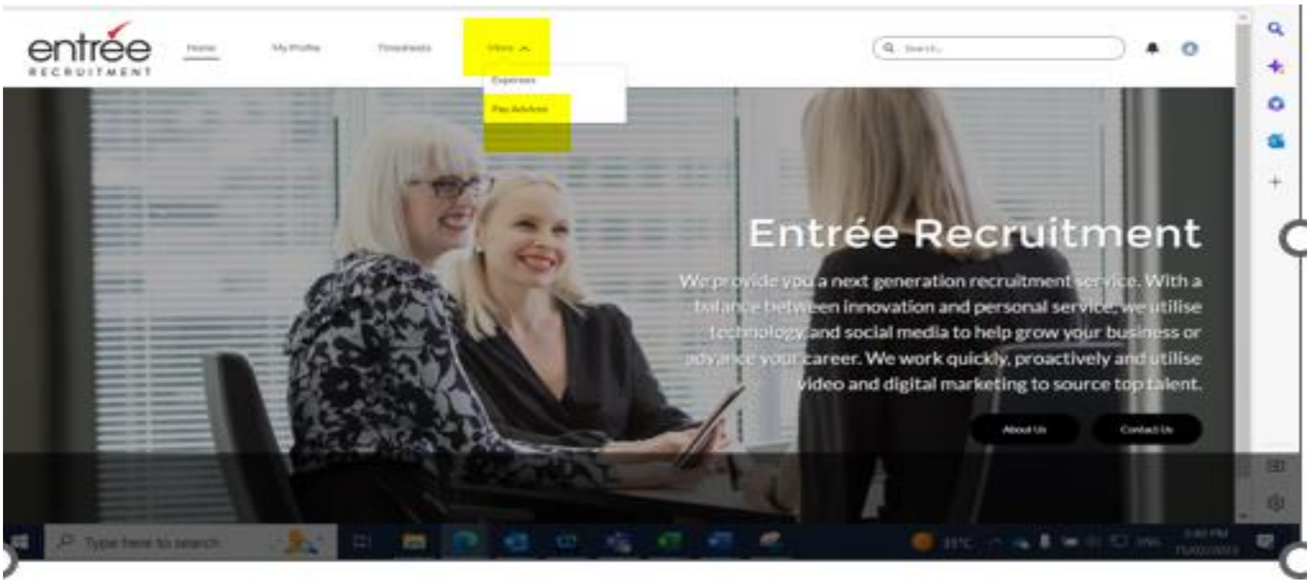
Pay Advices

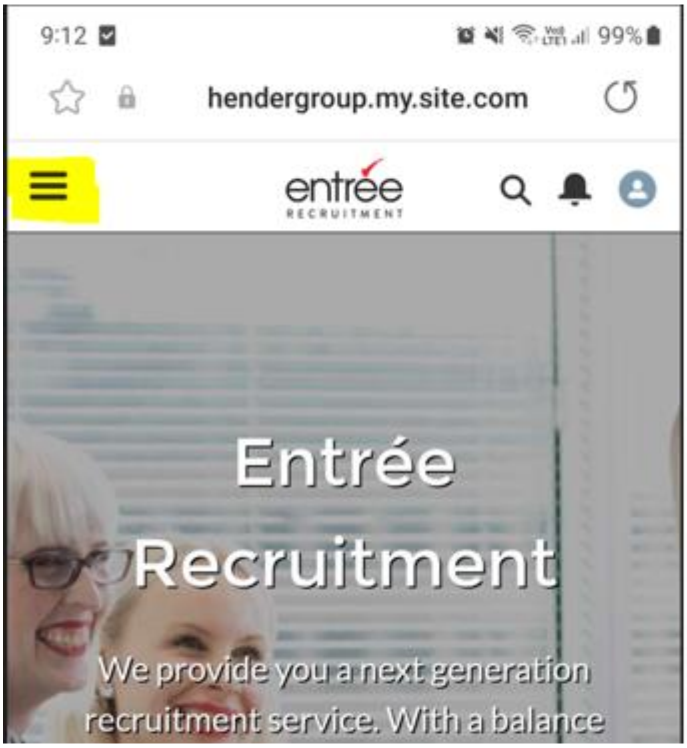
Please download and/or print your payslips when received. When you finish working for Entrée, the portal access will be deactivated therefore if you want to keep copies, we suggest you save them in your own folders.

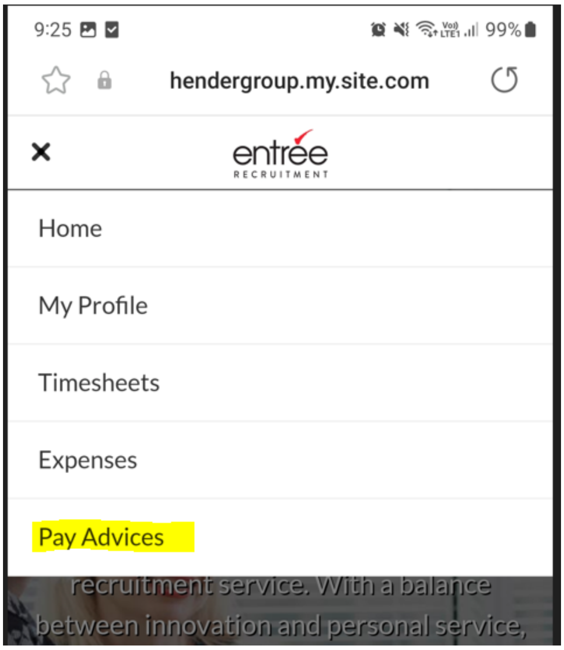
Your payslips are available to view in the portal.

1. Click on the More Options and as shown below, select Pay Advices.



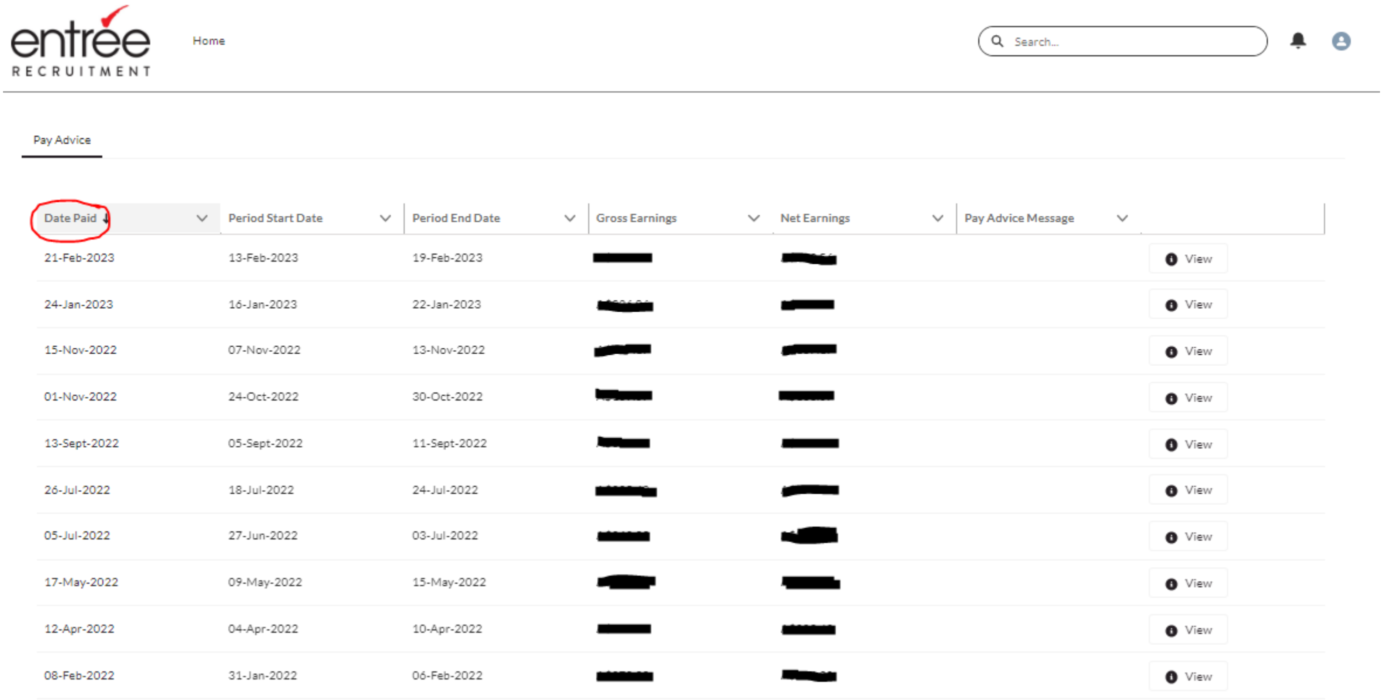
Mobile View – once here turn phone to landscape to see better





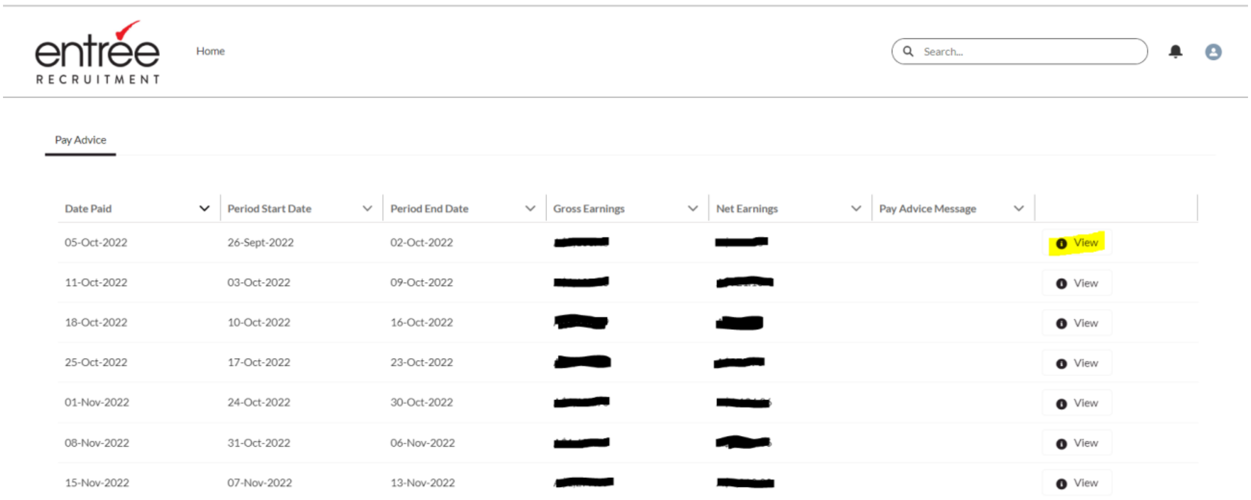
[BACK TO MENU]

2. Below is what will appear, then click on the date paid column (as circled in red below) twice which will sort in newest to oldest order.



Date Paid	Period Start Date	Period End Date	Gross Earnings	Net Earnings	Pay Advice Message	
21-Feb-2023	13-Feb-2023	19-Feb-2023	[redacted]	[redacted]		View
24-Jan-2023	16-Jan-2023	22-Jan-2023	[redacted]	[redacted]		View
15-Nov-2022	07-Nov-2022	13-Nov-2022	[redacted]	[redacted]		View
01-Nov-2022	24-Oct-2022	30-Oct-2022	[redacted]	[redacted]		View
13-Sept-2022	05-Sept-2022	11-Sept-2022	[redacted]	[redacted]		View
26-Jul-2022	18-Jul-2022	24-Jul-2022	[redacted]	[redacted]		View
05-Jul-2022	27-Jun-2022	03-Jul-2022	[redacted]	[redacted]		View
17-May-2022	09-May-2022	15-May-2022	[redacted]	[redacted]		View
12-Apr-2022	04-Apr-2022	10-Apr-2022	[redacted]	[redacted]		View
08-Feb-2022	31-Jan-2022	06-Feb-2022	[redacted]	[redacted]		View

3. Once done you can then select View (as shown in yellow below) on the right-hand side to view the details. This will then display the pay information for the period you have selected.



Date Paid	Period Start Date	Period End Date	Gross Earnings	Net Earnings	Pay Advice Message	
05-Oct-2022	26-Sept-2022	02-Oct-2022	[redacted]	[redacted]		View
11-Oct-2022	03-Oct-2022	09-Oct-2022	[redacted]	[redacted]		View
18-Oct-2022	10-Oct-2022	16-Oct-2022	[redacted]	[redacted]		View
25-Oct-2022	17-Oct-2022	23-Oct-2022	[redacted]	[redacted]		View
01-Nov-2022	24-Oct-2022	30-Oct-2022	[redacted]	[redacted]		View
08-Nov-2022	31-Oct-2022	06-Nov-2022	[redacted]	[redacted]		View
15-Nov-2022	07-Nov-2022	13-Nov-2022	[redacted]	[redacted]		View

4. To save a copy, click View File (circled in red below) then you can download the payslip.

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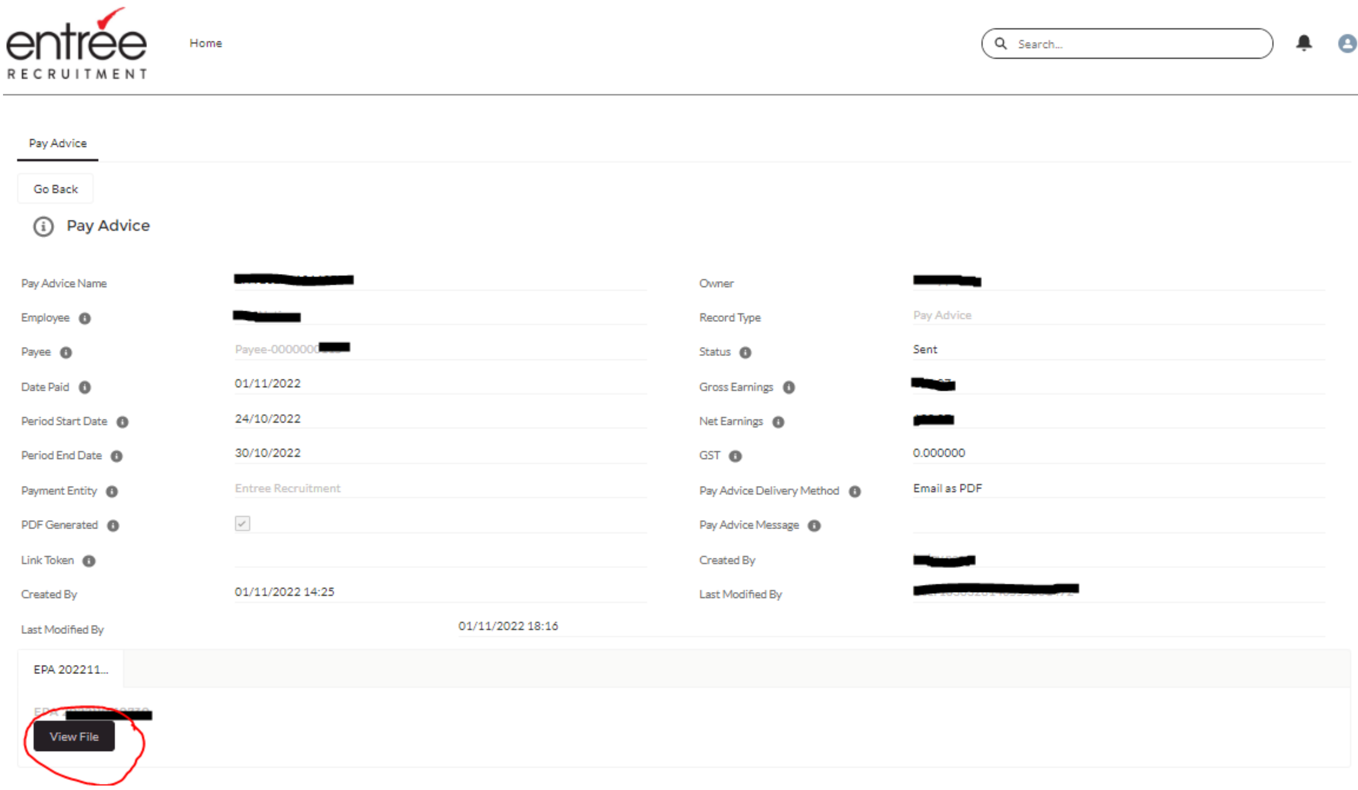
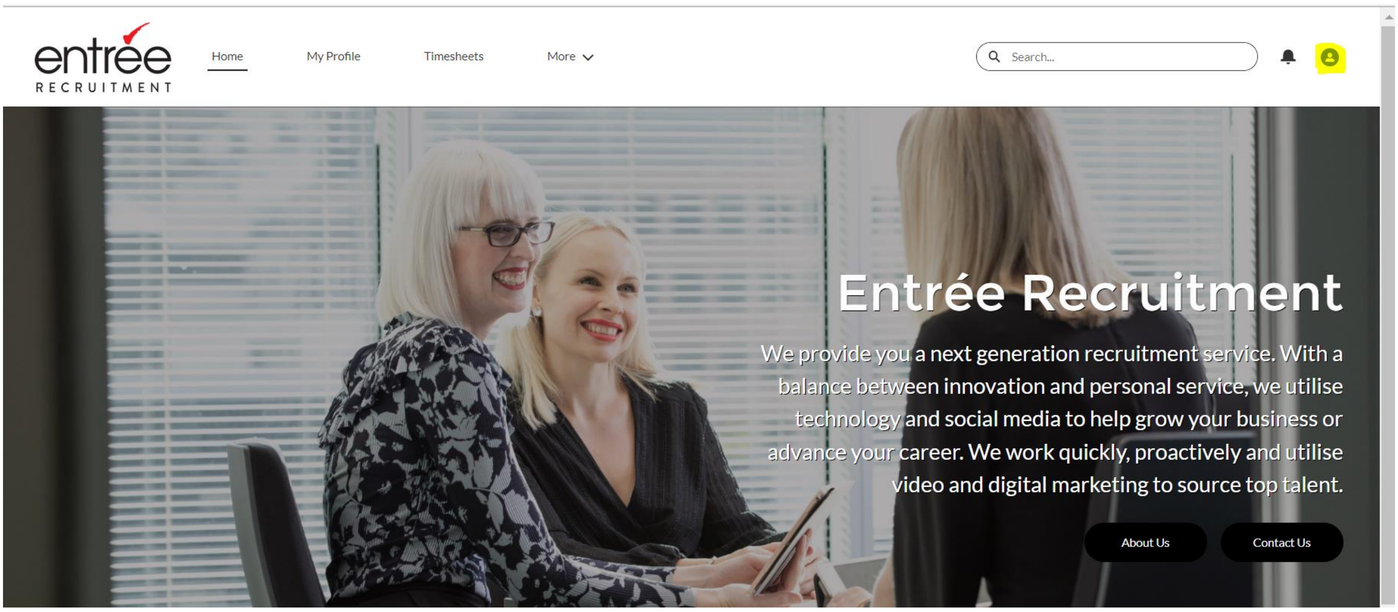


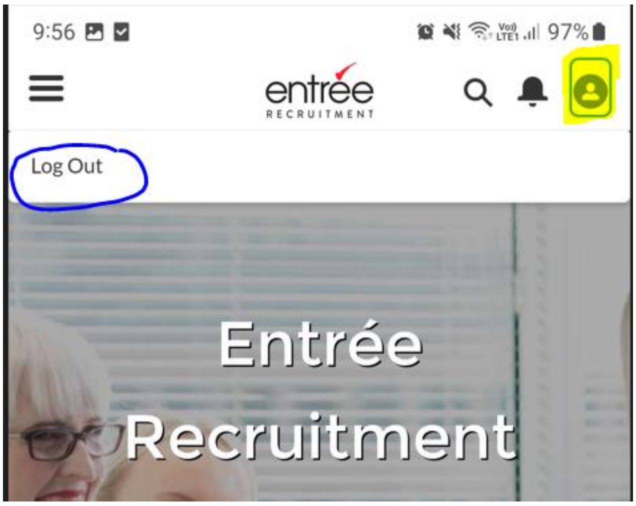
Logging Out

To Log Out you will need to click on the icon on the Right-Hand Side of the Portal (highlighted in yellow below) and select "Log Out"



BACK TO MENU

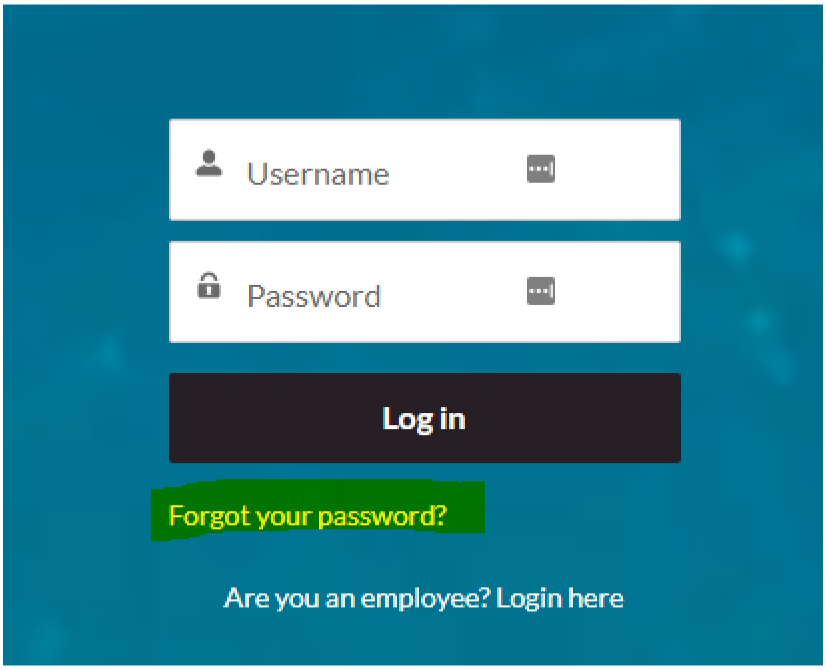
Mobile view -



Forgotten Password

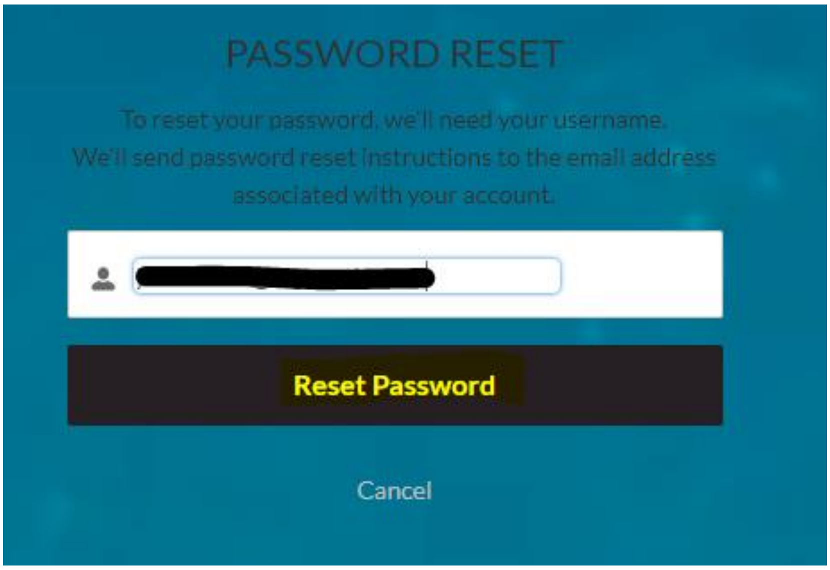
If you have forgotten your password, please follow below steps to change.

1. On the log in screen press forgot your password? (as shown on screen below highlighted in yellow)

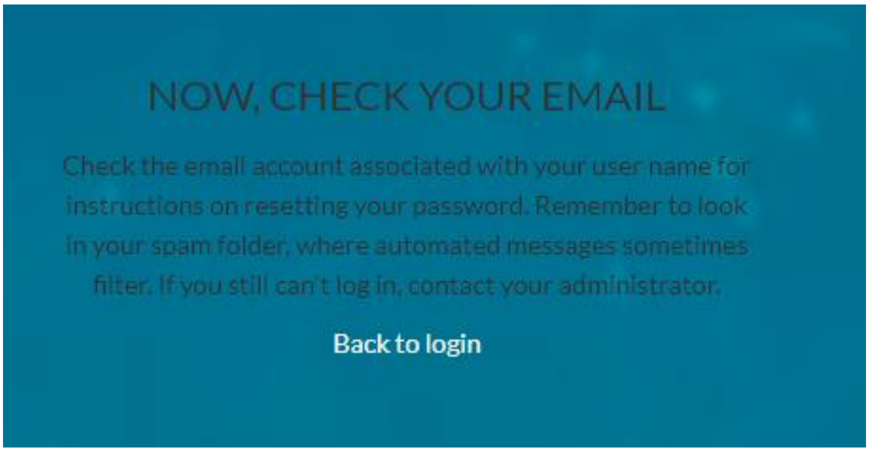


BACK TO MENU

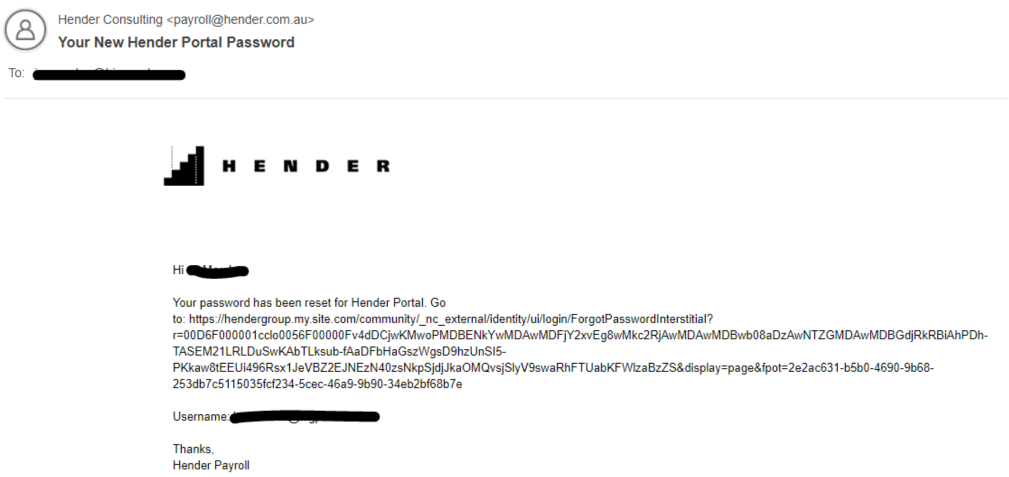
2. Now enter your username (this is generally your email) and then the black reset password button



3. Below will appear



4. Now go to where you receive the emails from us, there should be an email that looks like below, this may appear in your spam/junk folder, it should be within about 5 minutes.



Hender Consulting <payroll@hender.com.au>

Your New Hender Portal Password

To: [redacted]

HENDER

Hi [redacted]

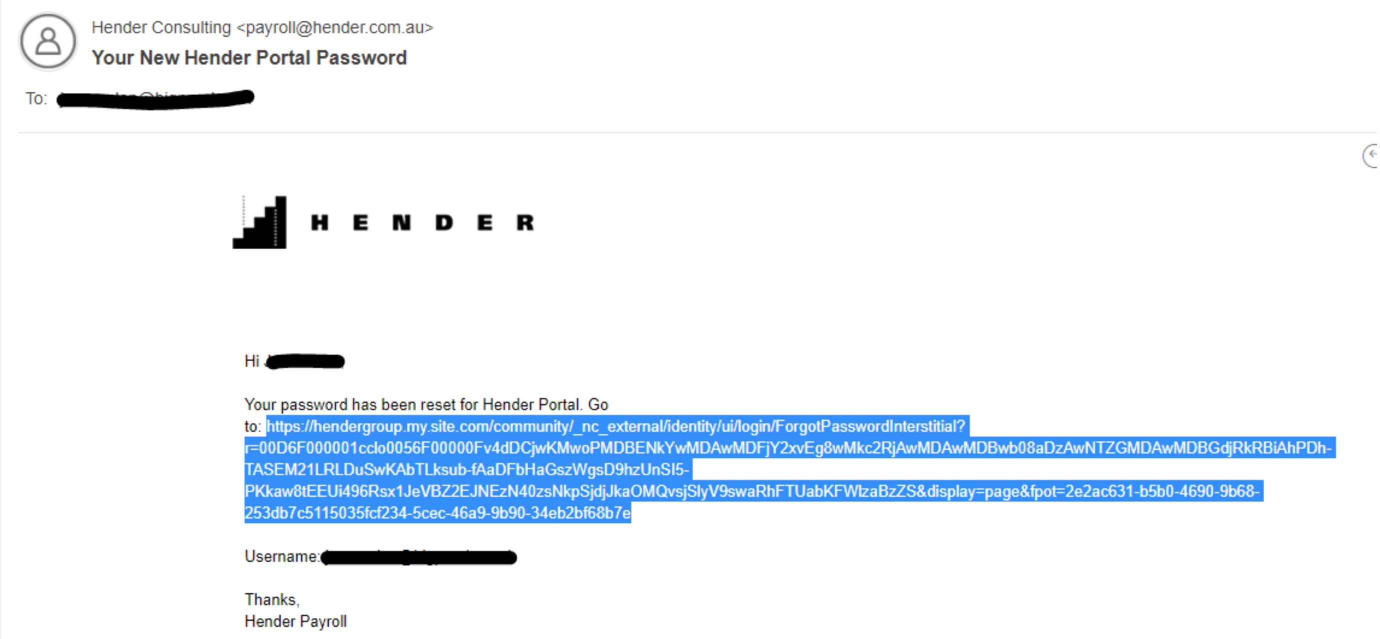
Your password has been reset for Hender Portal. Go to: https://hendergroup.my.site.com/community/_nc_external/identity/ui/login/ForgotPasswordInterstitial?r=00D6F000001cclo0056F00000Fv4dDCjwKMwoPMDBENkYwMDAwMDFjY2xvEg8wMkc2RjAwMDAwMDBwb08aDzAwNTZGMDAwMDBGdjRkRBiAhPDh-TASEM21LRLDuSwKAbTLksub-fAaDFbHaGszWgsD9hzUnSI5-PKkaw8tEEUi496Rsx1JeVBZ2EJNEzN40zsNkpSjdjJkaOMQvsjSlyV9swaRhFTUabKFWlzaBzZS&display=page&fpot=2e2ac631-b5b0-4690-9b68-253db7c5115035fcf234-5cec-46a9-9b90-34eb2bf68b7e

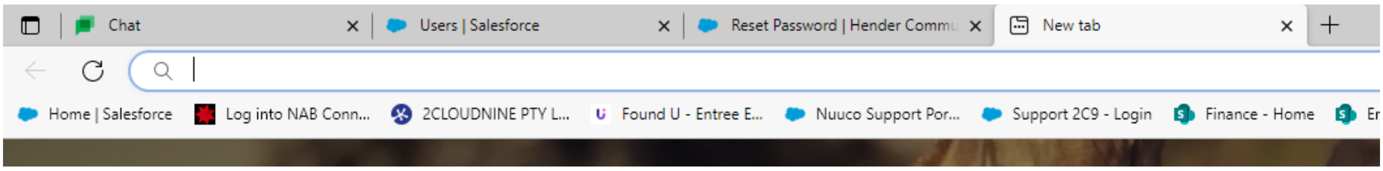
Username: [redacted]

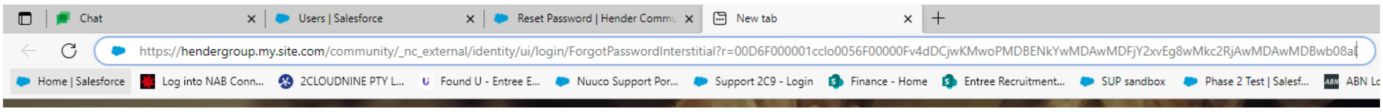
Thanks,
Hender Payroll

BACK TO MENU

5. You will then use the link to reset the password, this will either be in a blue hyperlink style you can click on or alternatively you copy and paste the whole link (as shown below in blue highlight) into your web

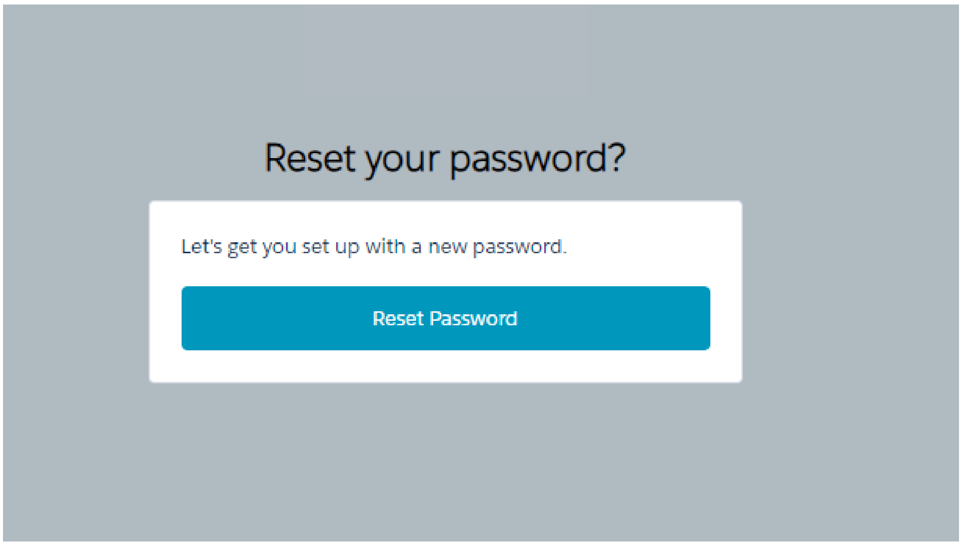






browser

6. This should now take you to this screen



7. Click on the blue reset password and the below screen will appear

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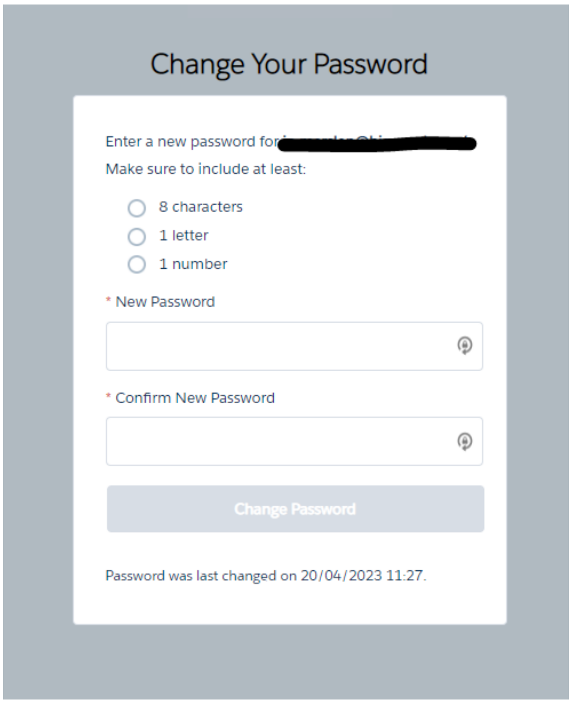
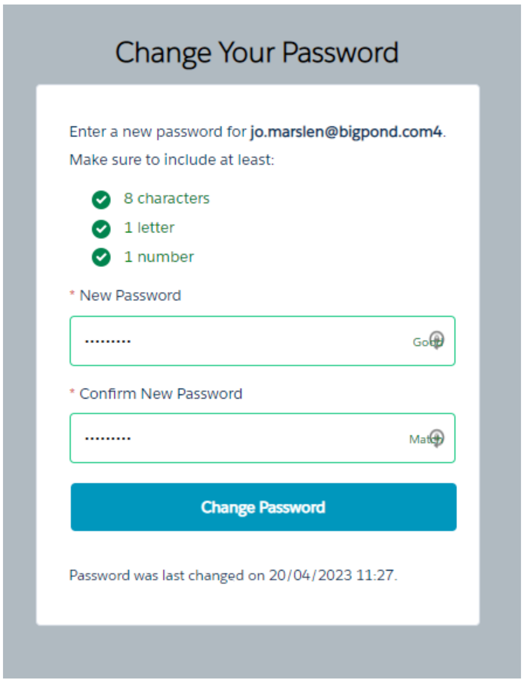


8. Now enter in a new password that has the minimum requirements as listed. The re-enter in the confirm new password box. If both match in will advise you as shown below. Please note you cannot re-use the same passwords or previous password. Then press the change password blue button and it will take you to the home screen of logged in.



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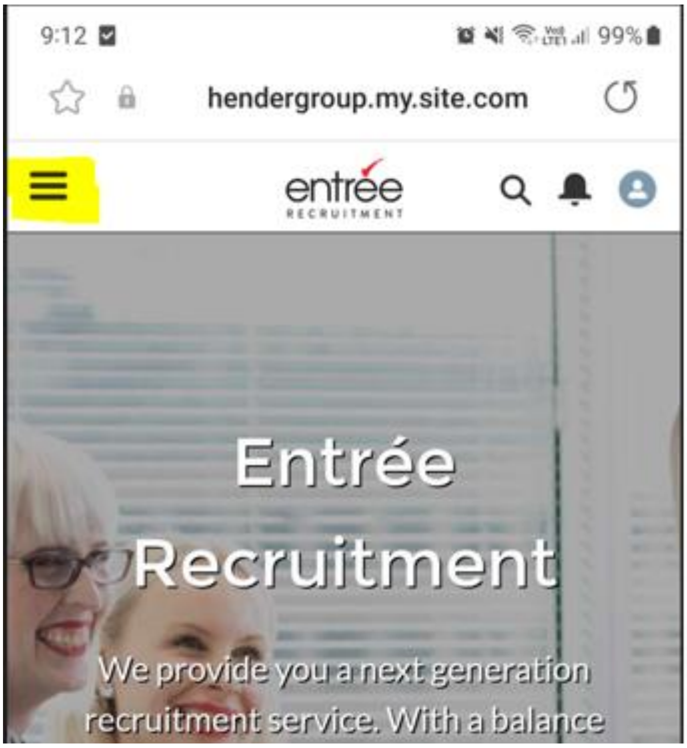
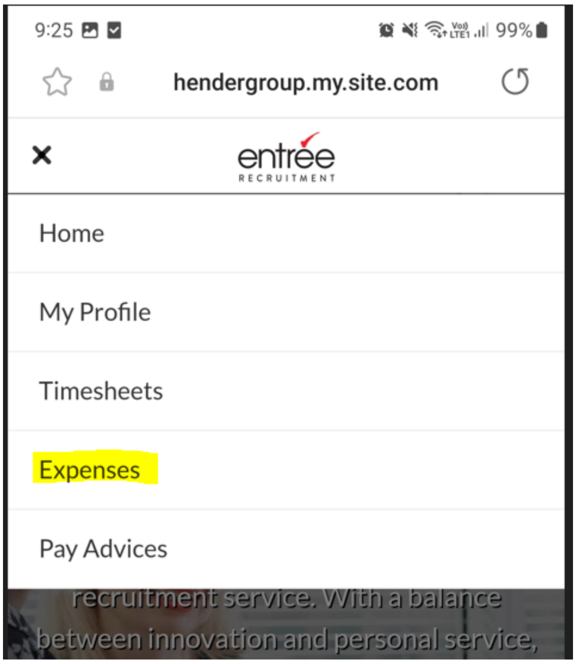
Appendix 1: Submitting an Expense Claim.

1. Click on the More Options and as shown above, select Expenses.





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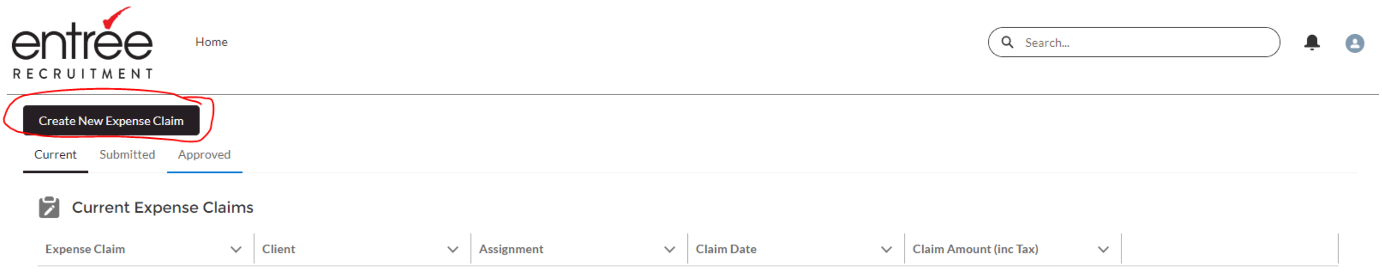
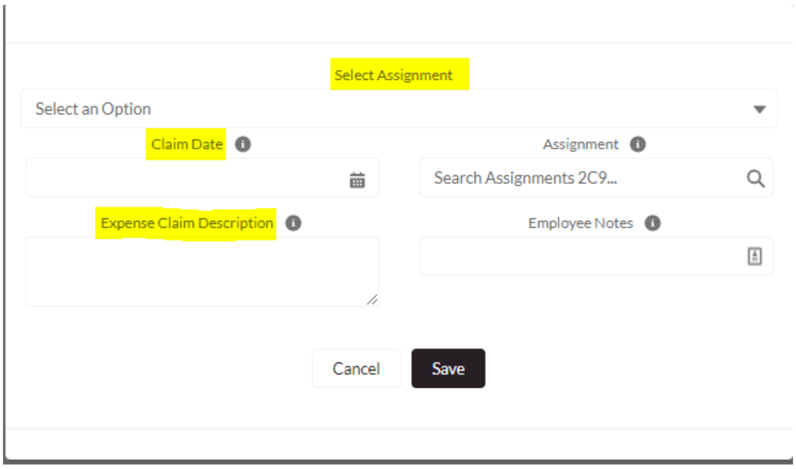
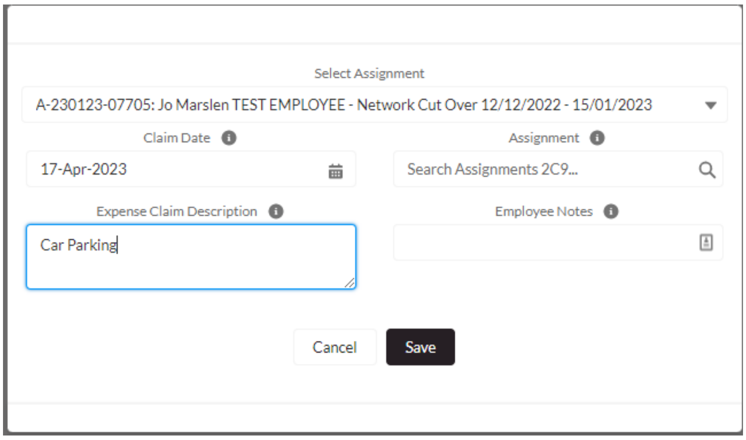
2. Above the Current Tab, click the Create New Expense Claim (circled in red below)



3. Then fill in the details as outlined below:
    - Select Assignment – Select the Assignment the Expense Claim applies to
    - Claim Date – Identifies the date that the Expense Claim is made.
    - Expense Claim Description – Description given to the Expense Claim eg Car Parking, NDIS Check, Working with Children Check (WWCC).



4. This is what it looks like once those fields have been entered:



5. Once all details are complete click Save.
6. Then that will take you back to the first screen. Now click on the Edit button (as shown below)

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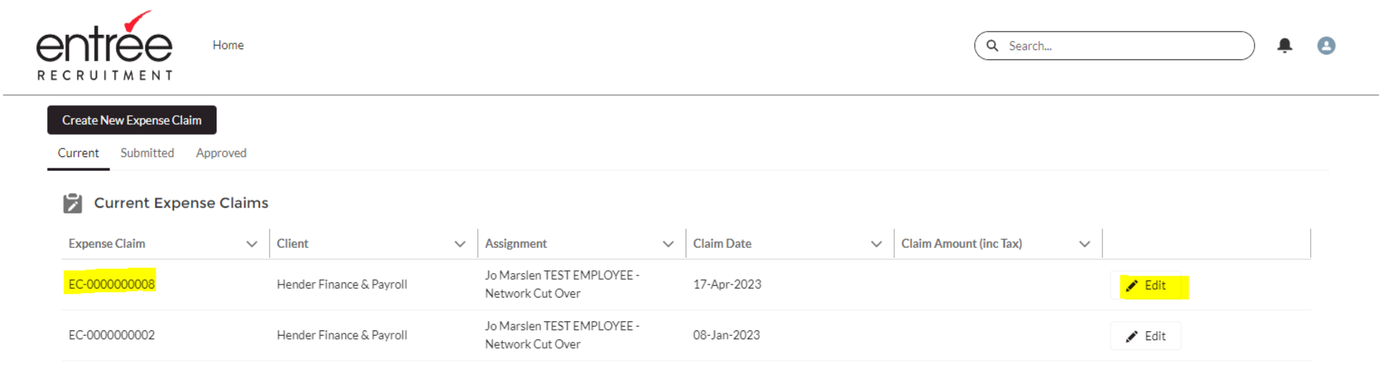
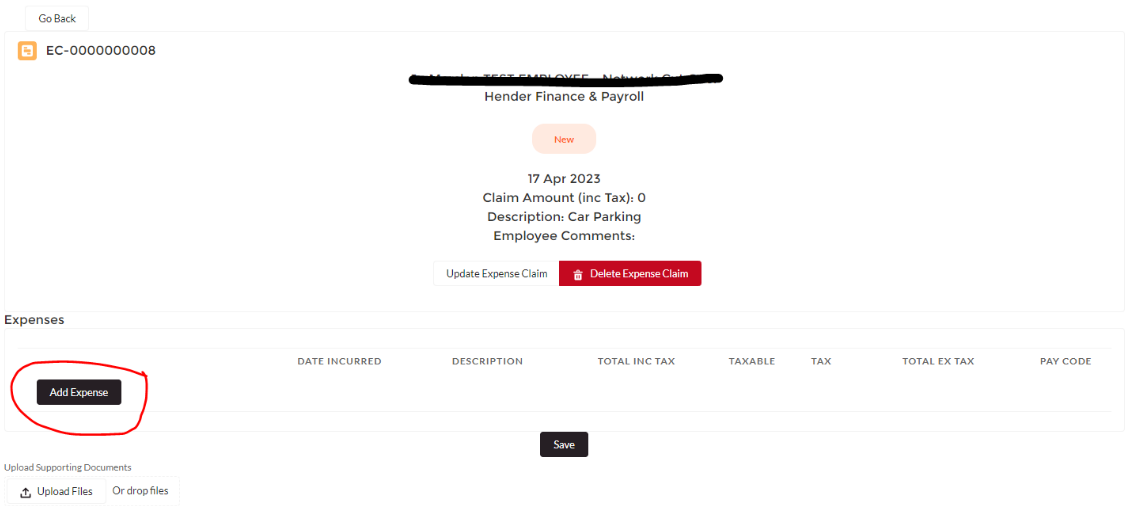
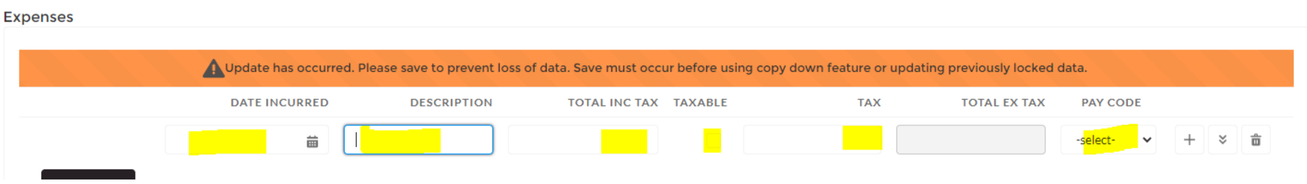


7. This will take you to another screen where you will need to enter more details for the Expense Claim:

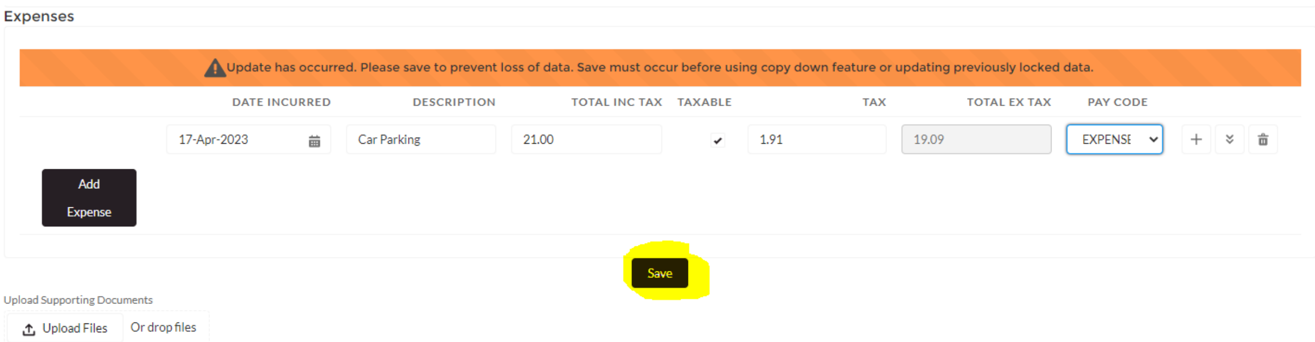


8. Click on the Add Expense button (as circled in red above)

9. Fill in the details – Date incurred, Description, Total Inc Tax, Taxable (if applicable), Tax and Pay Code (Pay Code will always be "EXPENSE".



10. Once all details are complete, click Save.



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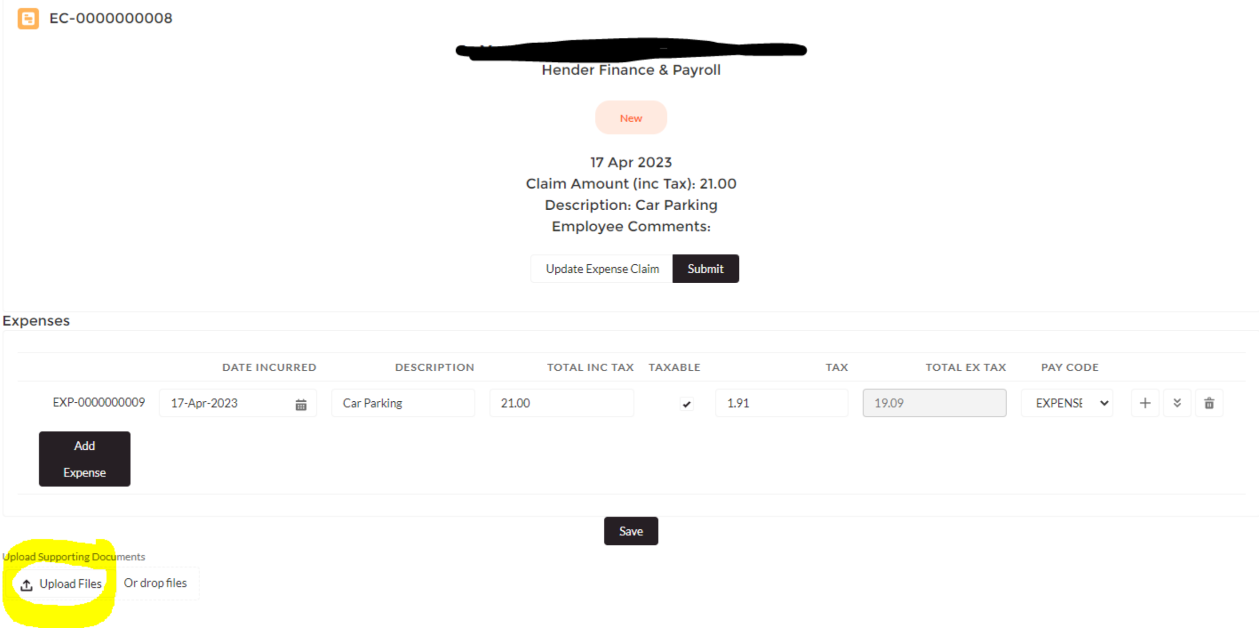
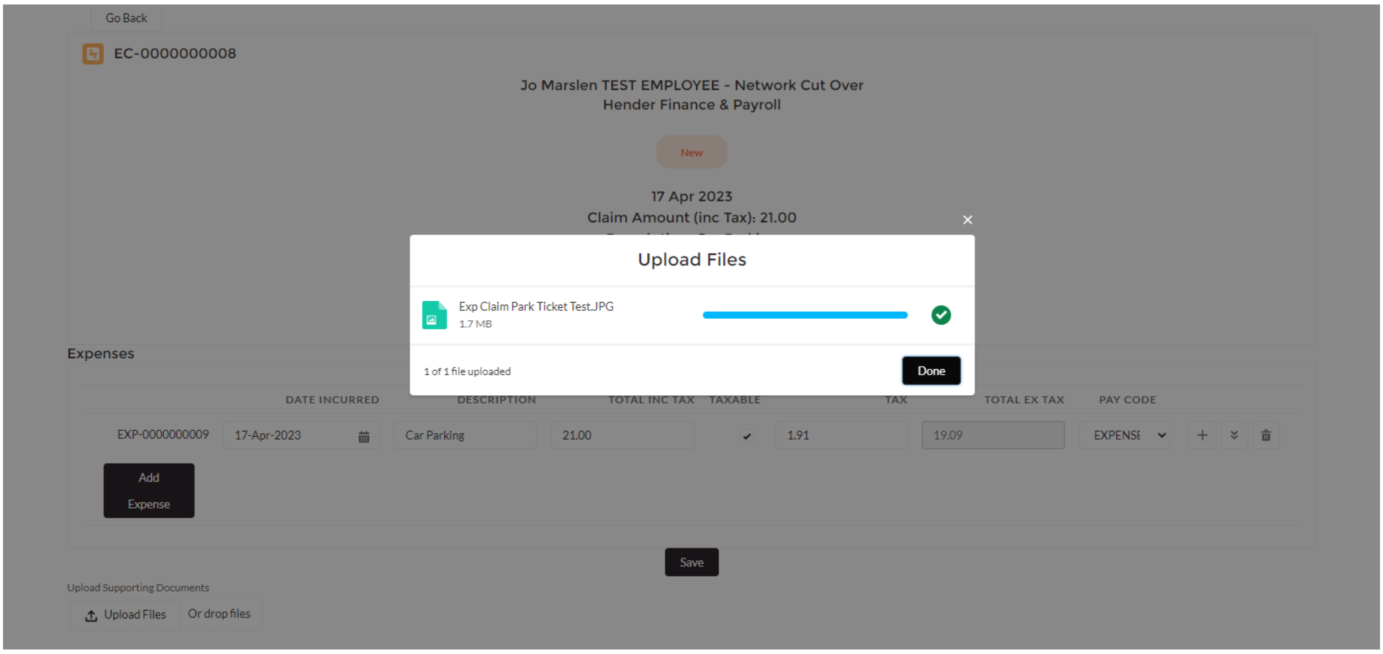
11. This is what it looks like once completed:



12. Click Upload Files (highlighted in yellow above) to upload the tax invoice as supporting documentation for the expense.

- Select the file that needs to be uploaded then click "Open".
- Once it has uploaded this screen appears:



- Click Done
- Note: your expense ***WILL*** not be approved for reimbursement without appropriate supporting documentation

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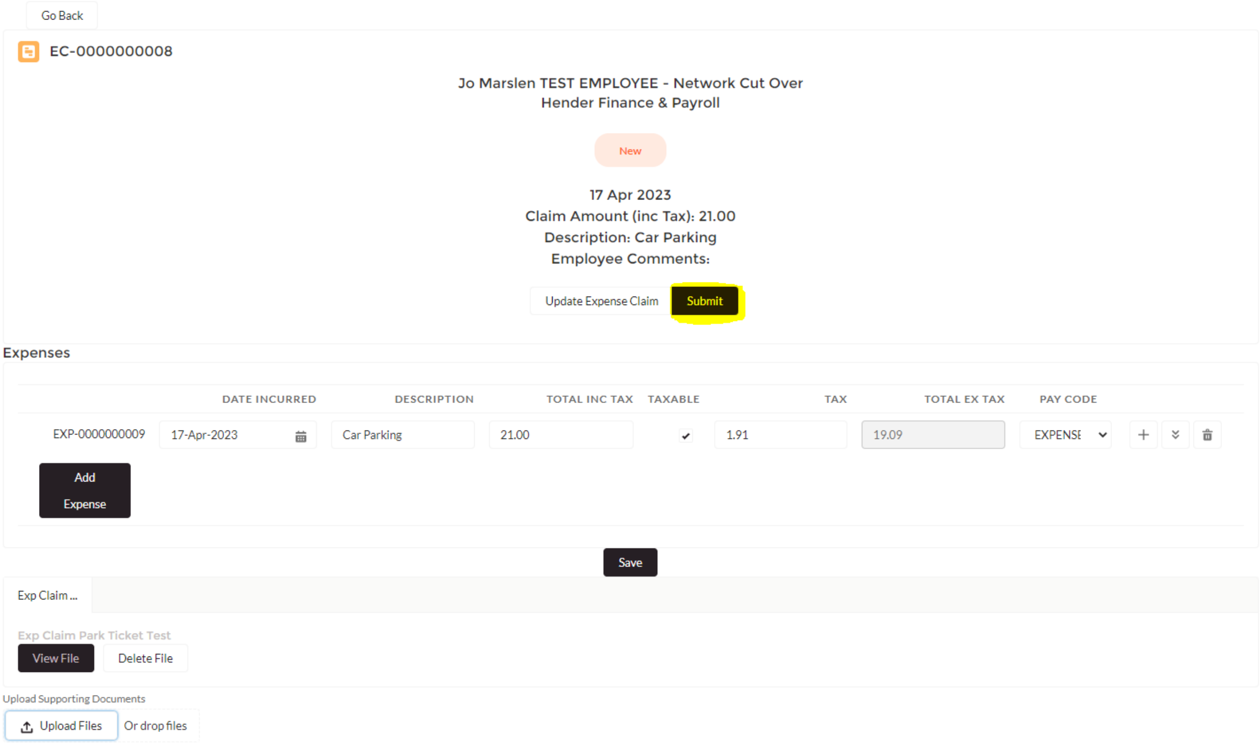
13. Finally click Submit – there have been some issues with this working, if so then just email payroll@hender.com.au to advise you have an expense claim you wish to submit and we can action on your behalf.



14. If you have made an error and wish to remove the expense line, click and it will ask “Are you sure you would like to delete the record” If you are certain, then click “Delete Entry”

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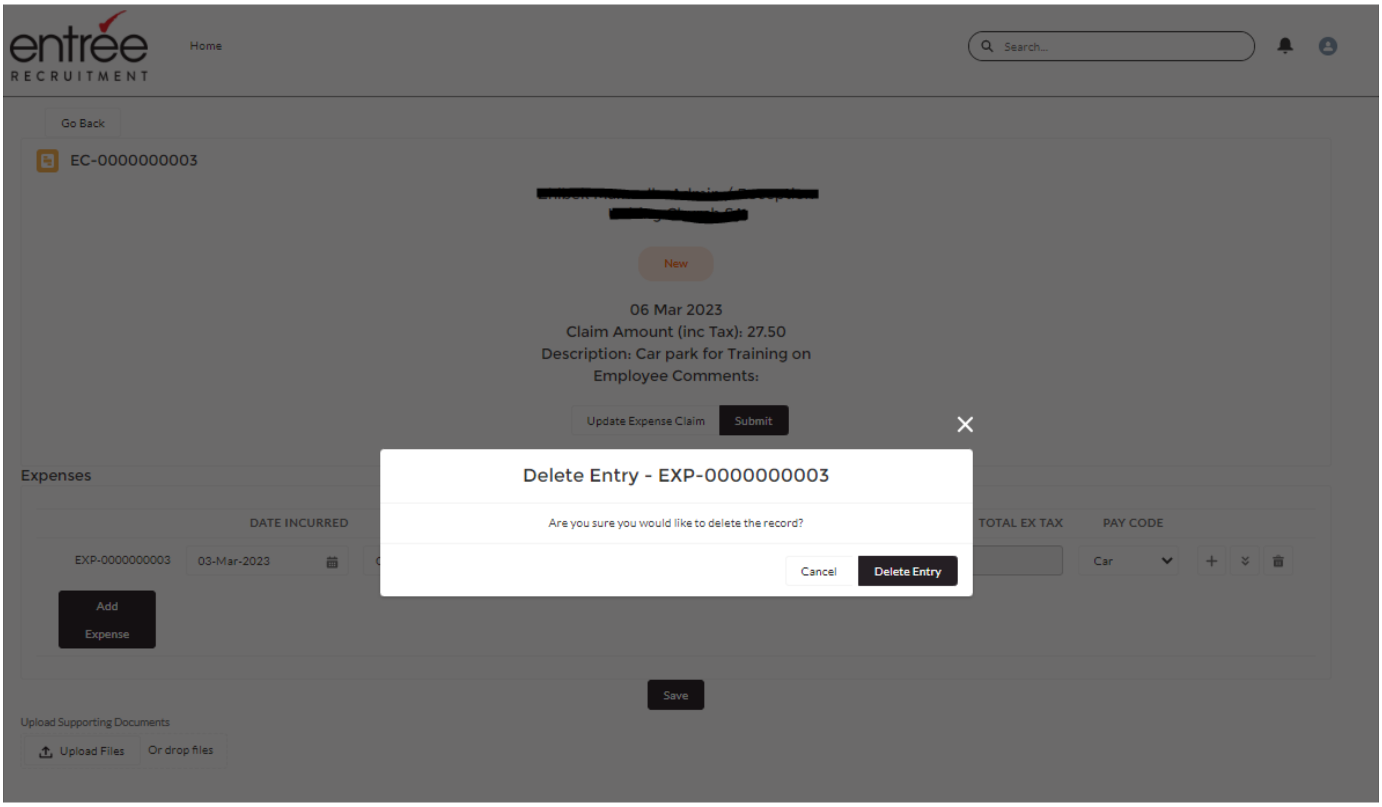
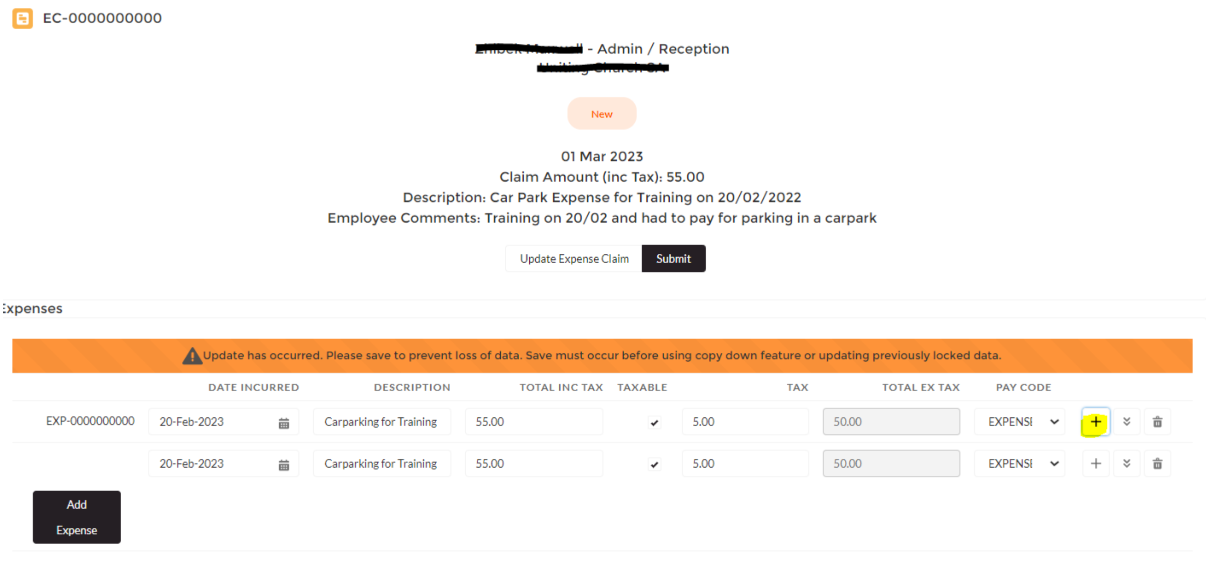


15. If you require additional lines, you will need to click the “+” (highlighted in yellow) to enter the details for the next Expense Claim you are claiming on this Assignment.



16. Alternatively you can click on the Add Expense button and that will create a new line for you as well.
17. If you have entered something incorrectly and would like to fix it before you submit, you can click on the Edit button from the Current Tab and simply type over the field that needs to be corrected ie Date Incurred, Description, Total Inc.Tax, Taxable, Tax and Pay Code.
18. If you have entered something incorrectly and has been submitted but not yet approved, you will need to click the Submitted Tab and click on the Resubmit button (highlighted in yellow below)

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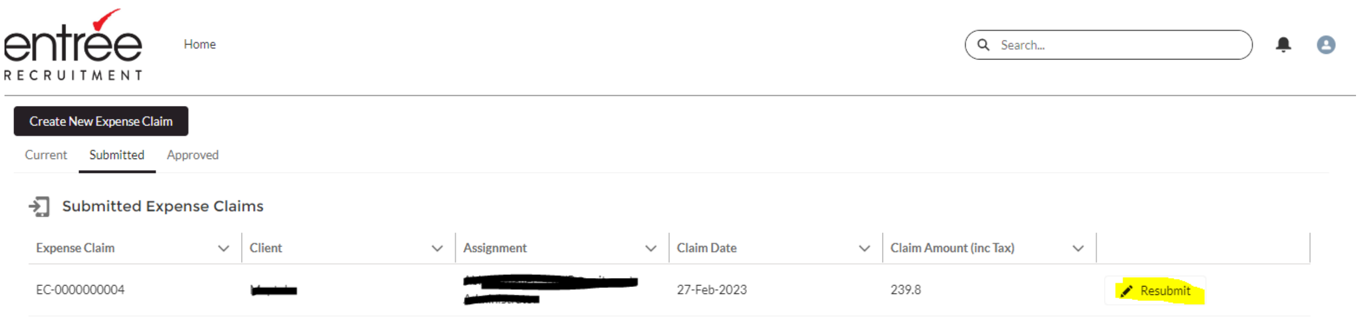
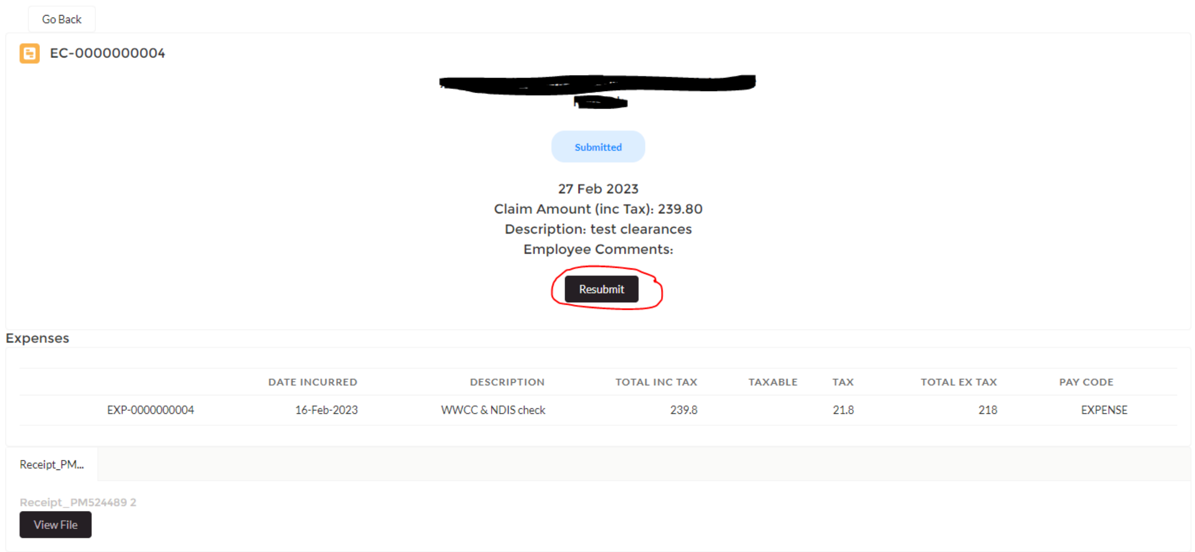


19. Then click on the Resubmit (circled in red) once in the screen below:



20. A message will come up (below) asking if you would like to resubmit the Expense Claim, you need to click Proceed (circled in red) so as you can make the changes you require. This will revert the Expense Claim back to NEW. Now make the necessary changes required then SAVE and Submit as per the normal process.

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