

FREQUENTLY ASKED QUESTIONS

The link you emailed me is not working – what should I do?

Go to www.evertime.co.uk. If this does not work, please call accounts on 0203 475 4858 (option 3).

What do I do if I forget my username or password?

If you have forgotten your password, there is an option from the login page to reset it. If you have forgotten your username, then please call accounts on 0203 475 4858 (option 3) as we will reset it for you.

How do I change my password?

There is an option from the login page to change your password.

What do I need to do to successfully use the online timesheet system?

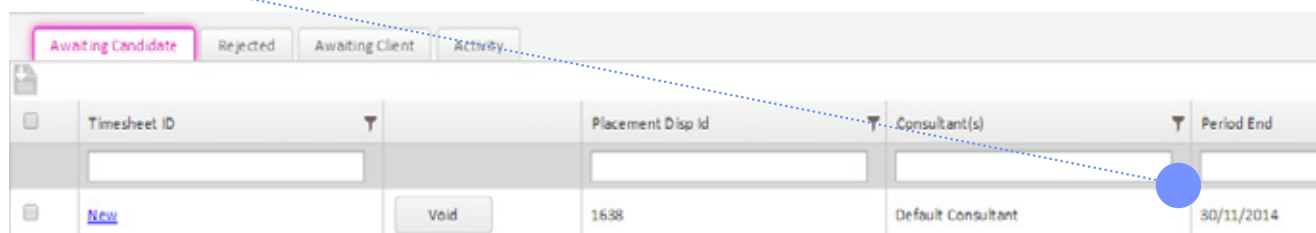
You will have been sent a guide to submitting timesheets. Please email locums@hg-ahp.com if you require another copy.

When do I submit an online timesheet? What is the deadline for entering my online timesheet?

Please submit every Friday and receive approval by midday on a Tuesday.

I cannot see the week-ending date to enter my online timesheet

It is here



If not, please call accounts on 0203 475 4858 (option 3).

I have entered my online timesheet incorrectly and submitted it for approval – how do I fix this?

Please call accounts on 0203 475 4858 (option 3) and we will rectify this for you.

My timesheet has been approved but I did not enter all the hours I worked – what should I do?

Please call accounts on 0203 475 4858 (option 3) and we will rectify this for you.

ONLINE TIMESHEET INSTRUCTIONS

My online timesheet has been rejected – what should I do?

If your timesheet has been rejected, you will be sent an email. Login to Evertime and click on manage timesheets section, then click on the rejected tab to view the reason for the rejection. Amend as necessary and resubmit for approval.

My timesheet Authoriser is on holiday – how do I get my timesheet approved?

Please speak to your consultant at Hunter Gatherer who can advise who should authorise your timesheet. Send the name and email of the new authoriser to locums@hg-ahp.com who will amend the system.

My authoriser hasn't yet approved my timesheet – will I get paid?

Timesheets must be approved in order for payment to be made. However, we will always try to be as flexible as possible.

What do I do if my chosen Authoriser cannot see my timesheet to authorise?

Please call accounts on 0203 475 4858 (option 3) and we will resubmit the timesheet for approval.

I think my pay is incorrect but my online timesheet has been entered correctly?

Please call accounts on 0203 475 4858 (option 3) and we will look at this as a matter of urgency.

What if I want to change my details?

Please email locums@hg-ahp.com to make any changes.

When will my Umbrella Company receive my self-bill invoice?

Your Umbrella Company will receive this on the same day payment is made to their bank account.