



How to Guide



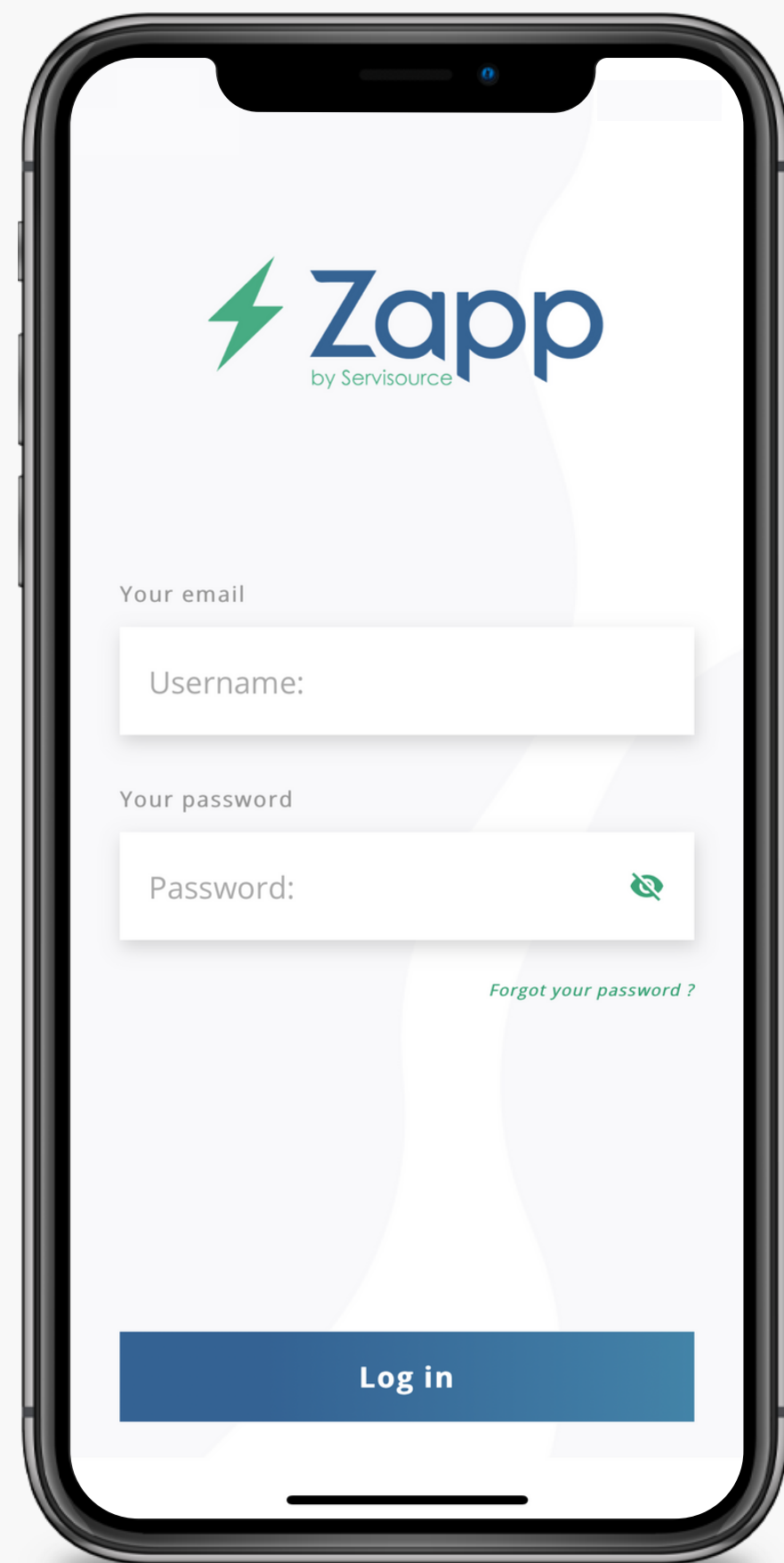


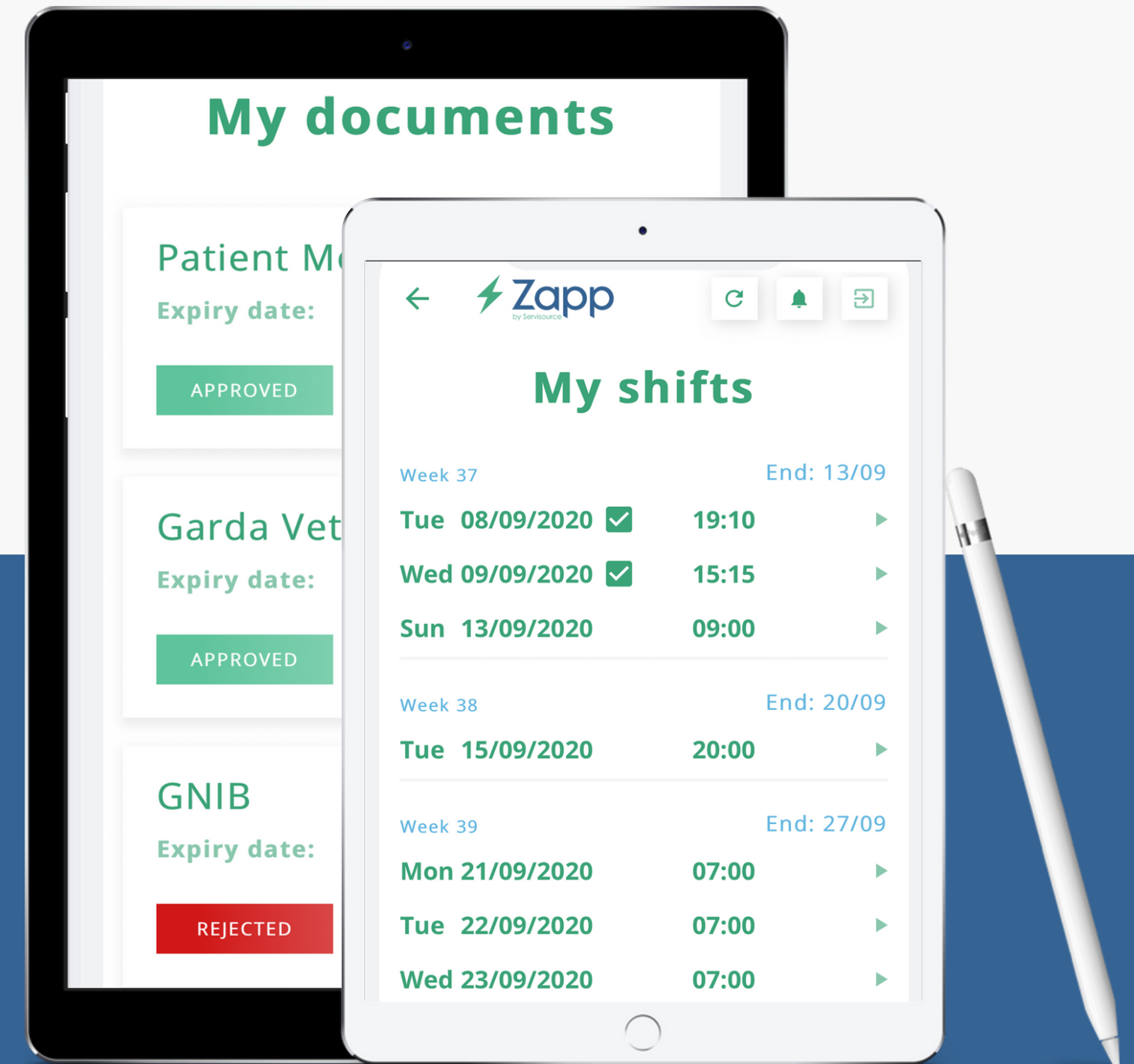
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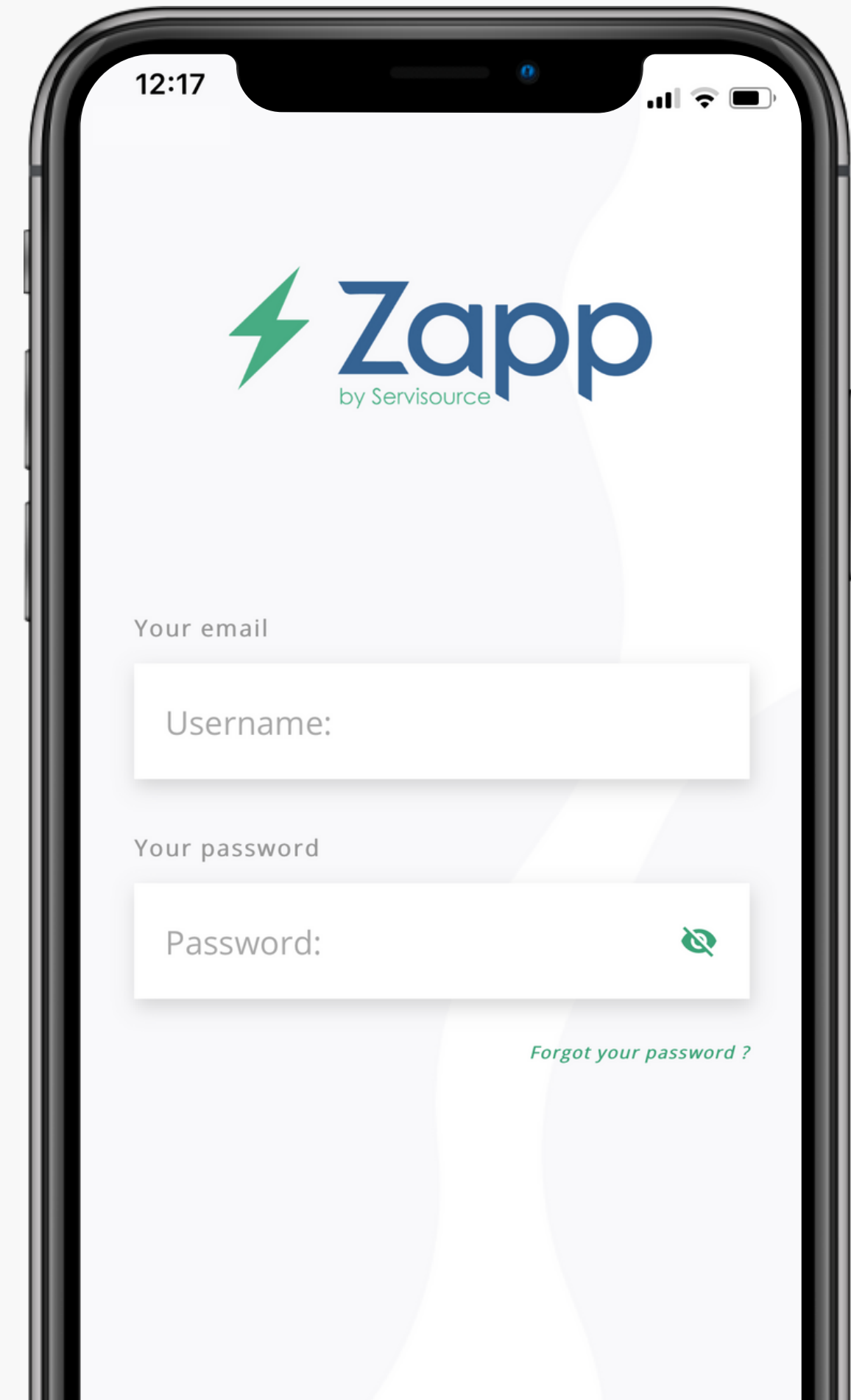
WHY CHOOSE ZAPP?

- App is free
- No more time sheets
- Less time spent trying to get in contact with placement coordinator
- No payment delays
- Messages sent instantly to your smartphone
- Lines of shifts unaffected.



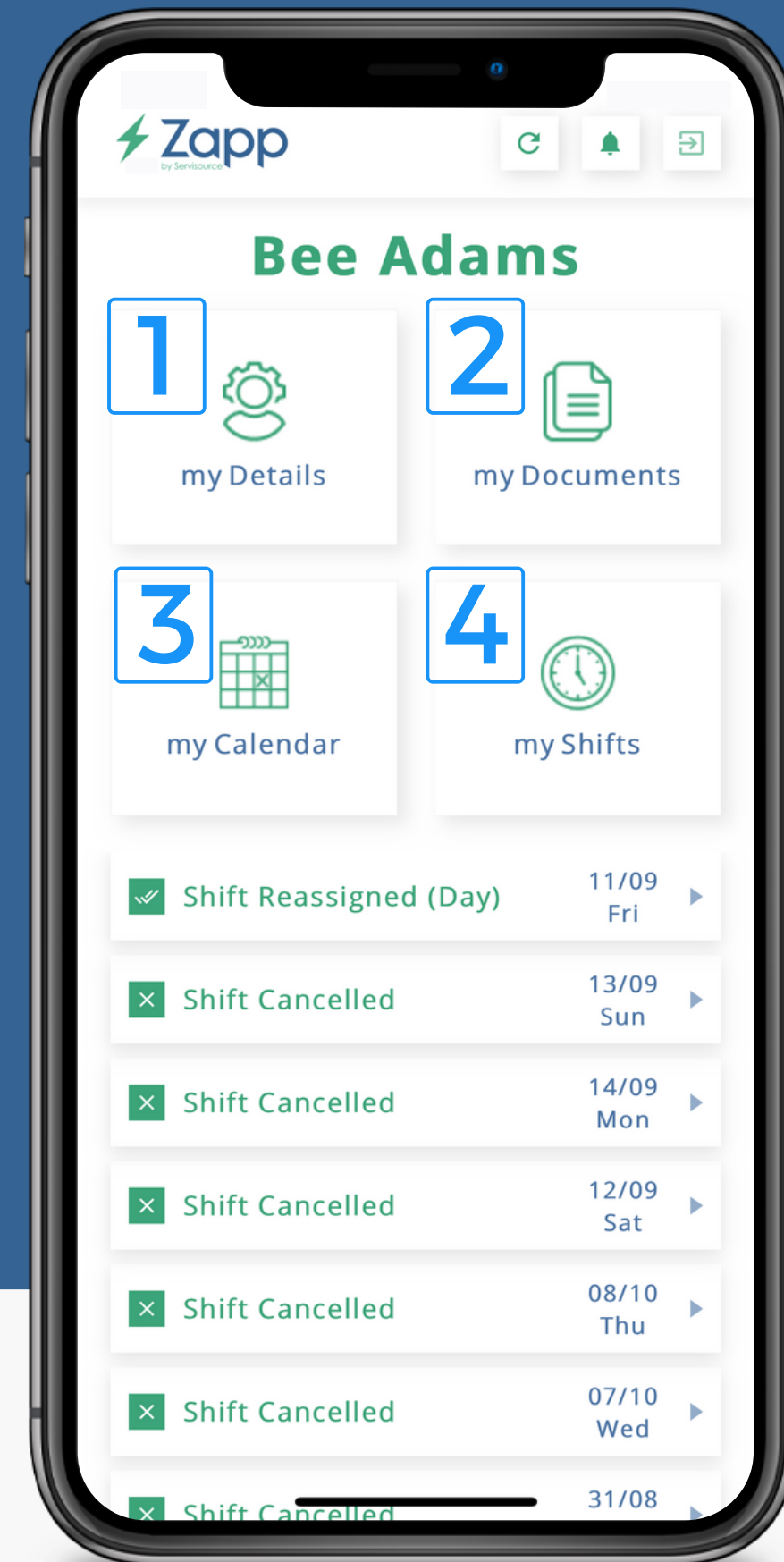
Login

Please download '**Zapp** Mobile App' from the Appstore or Play Store and log in with the email address and password you are provided by **Zapp**.



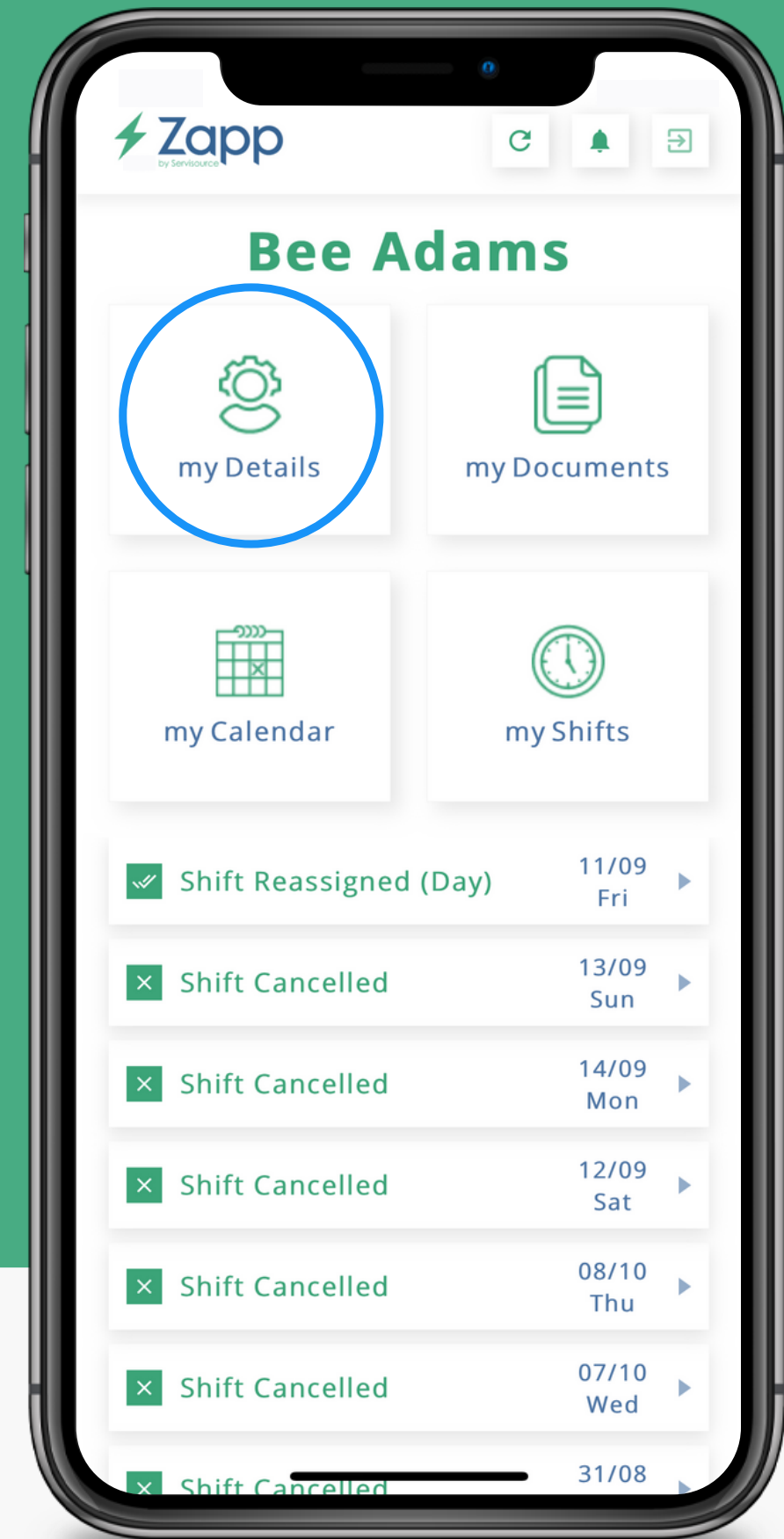
With the **Zapp** app you can:

1. Update your personal details
2. Upload your documents and training certifications.
3. Set your availability patterns.
4. View your shifts



My Details

This tab on **Zapp** allow yous to update your personal information such as your mobile number, home address etc.

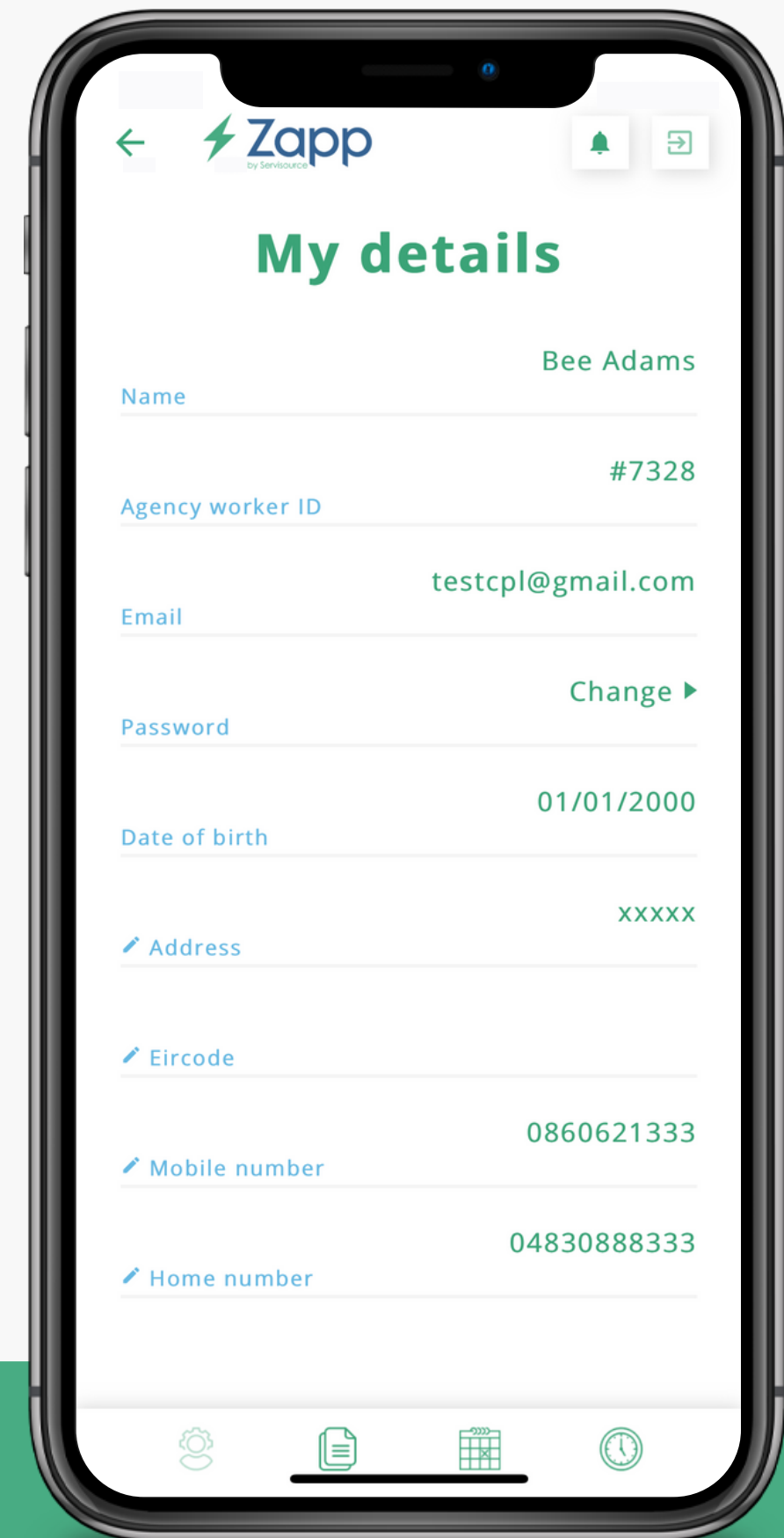


To update your details simply click on the info you wish to update.

The info which can be edited from the mobile app is:

- Password
- Address
- Eircode
- Phone Number

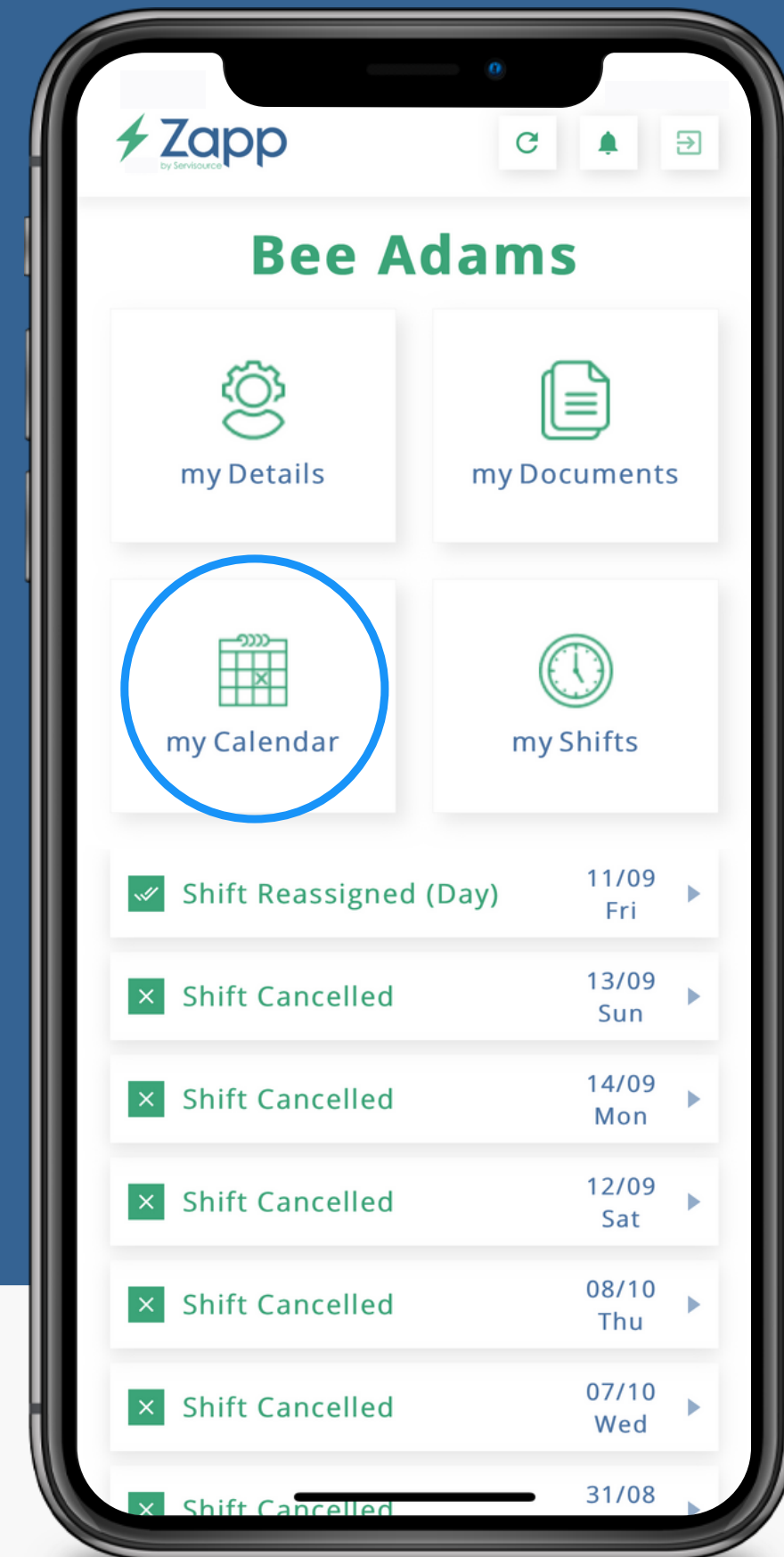
If any other information needs to be updated please contact zapp@servisource.ie



My Calendar

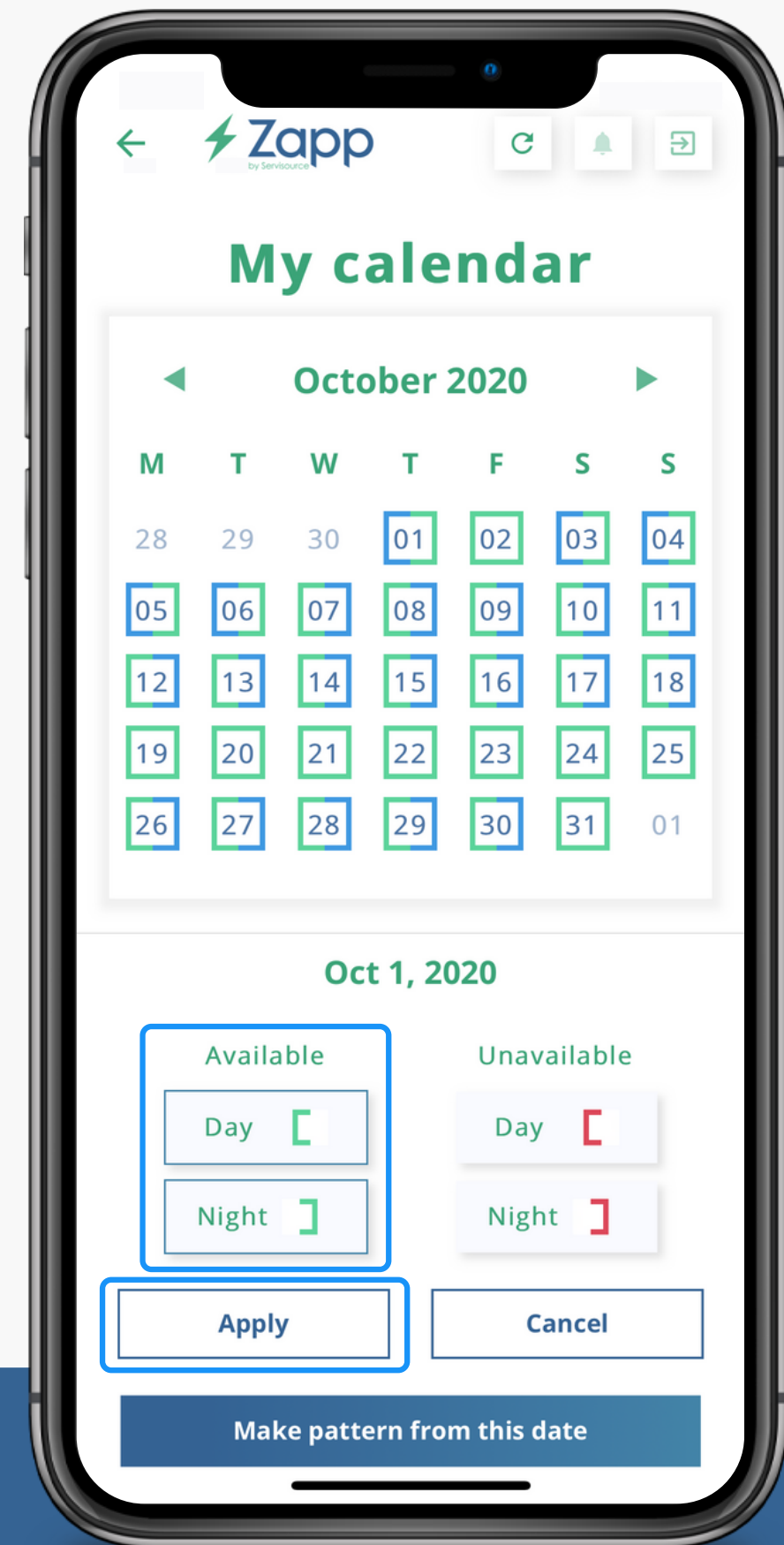
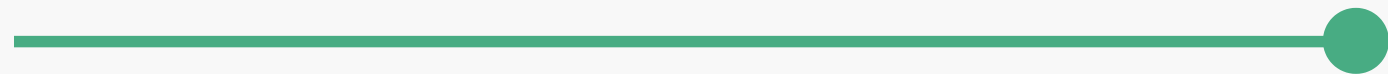
The **Zapp** calendar allows you to plan your shifts(s) ahead of time, set patterns etc.

You must mark yourself as available in order to receive shifts.



In **My Calendar**, you can choose individual dates to set your **availability** and **unavailability**.

After choosing the preferred date, tap **Apply** to update your calendar.

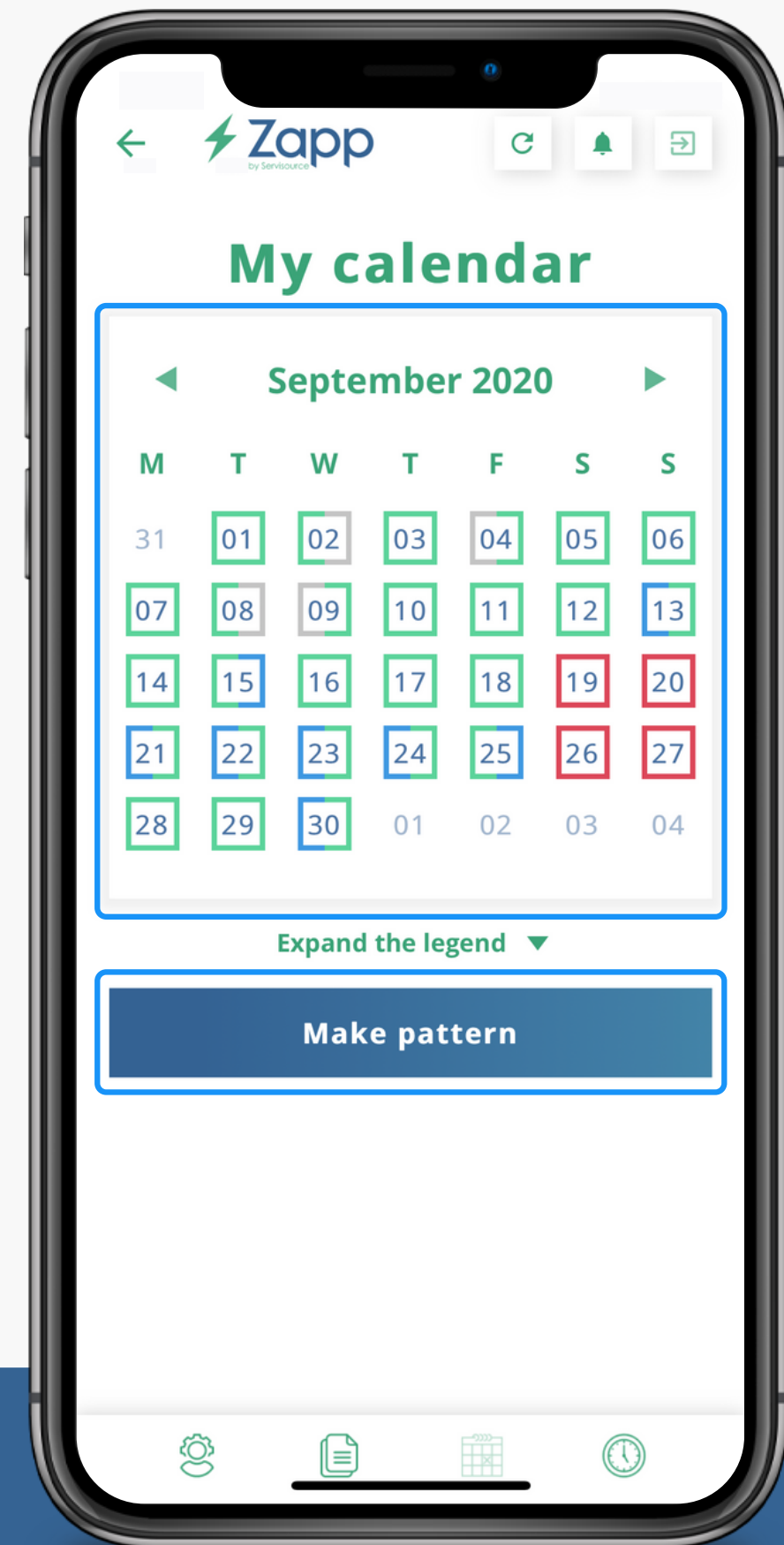
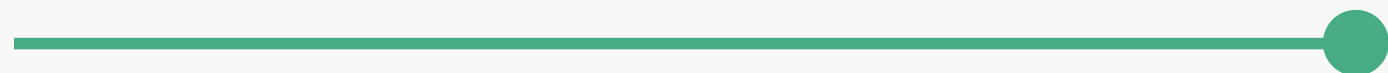


Alternatively, you can mark yourself available or unavailable to work in advance using the Pattern function.

Pattern is a useful tool that allows you to set the same sequence of availability for as long as you wish.

You can either set your preferred pattern, or you can choose individual dates to set availability to receive shifts.

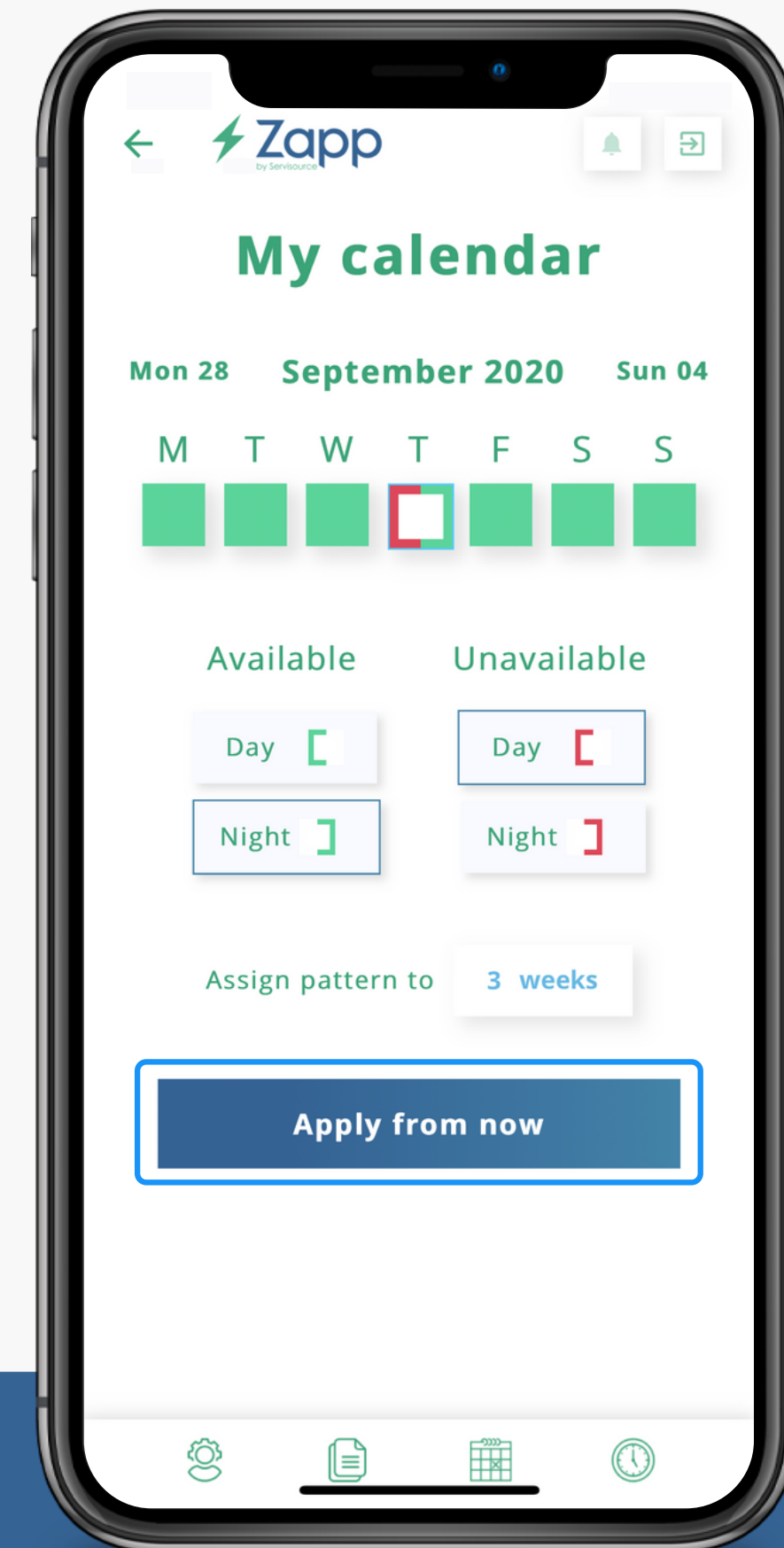
Simply click the '**Make Pattern**' button.



For example, within 7 days, Monday, Tuesday, Wednesday, Friday, Saturday and Sunday show full day availability.

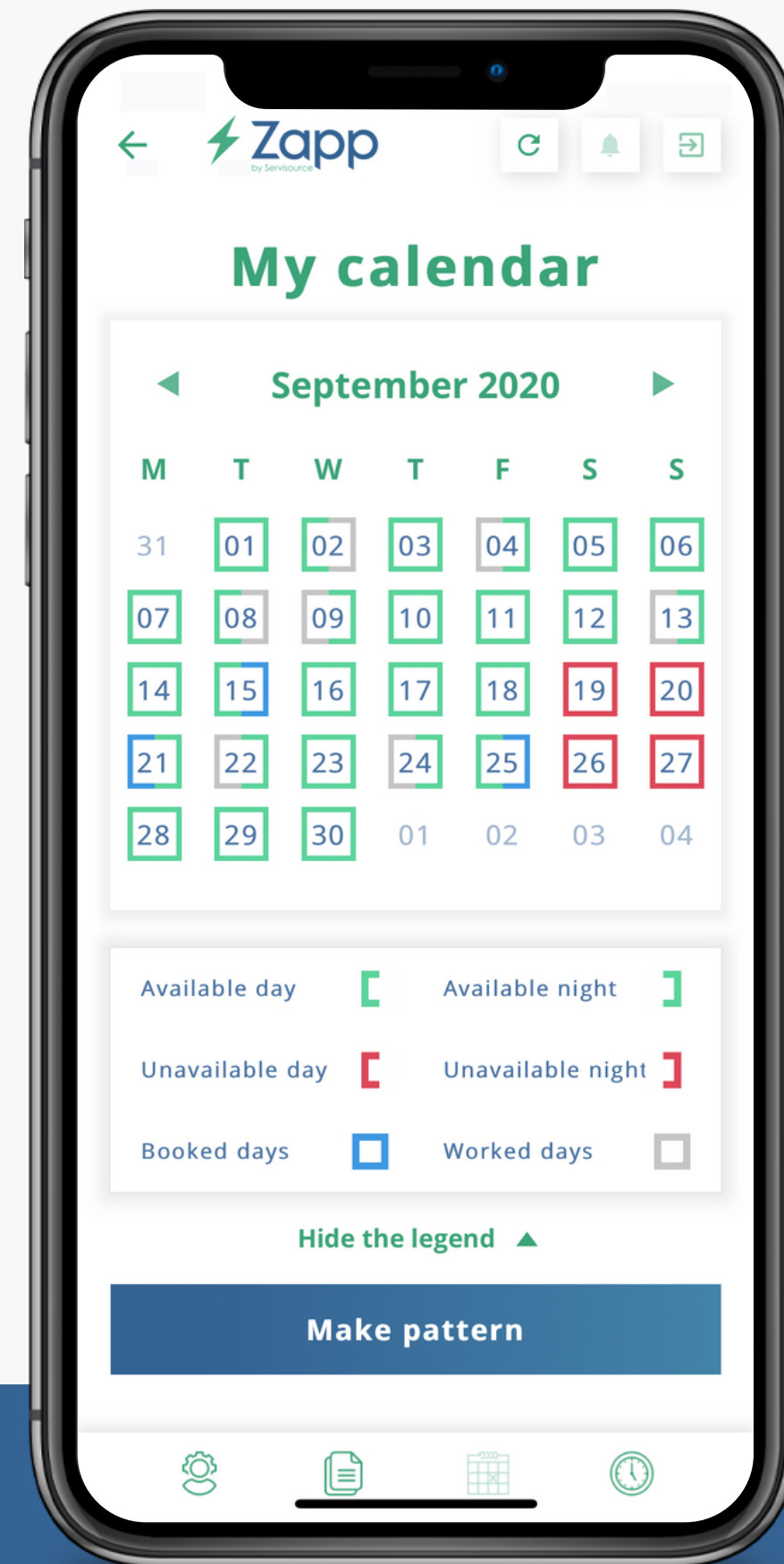
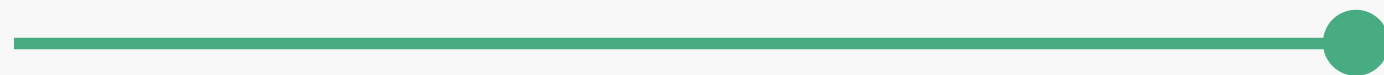
On Thursday however, the agency worker is only available in the day time and unavailable in the evening. This pattern will apply for the next 3 weeks.

Once you set your availabilities, tap **'APPLY'** to save the update.



Once you set your availabilities, you will see a half green square for the shift you have made yourself available e.g. **Wednesday 2nd September**.

A full red square shows that you're **unavailable** for the whole day e.g. **Saturday 26th September**.

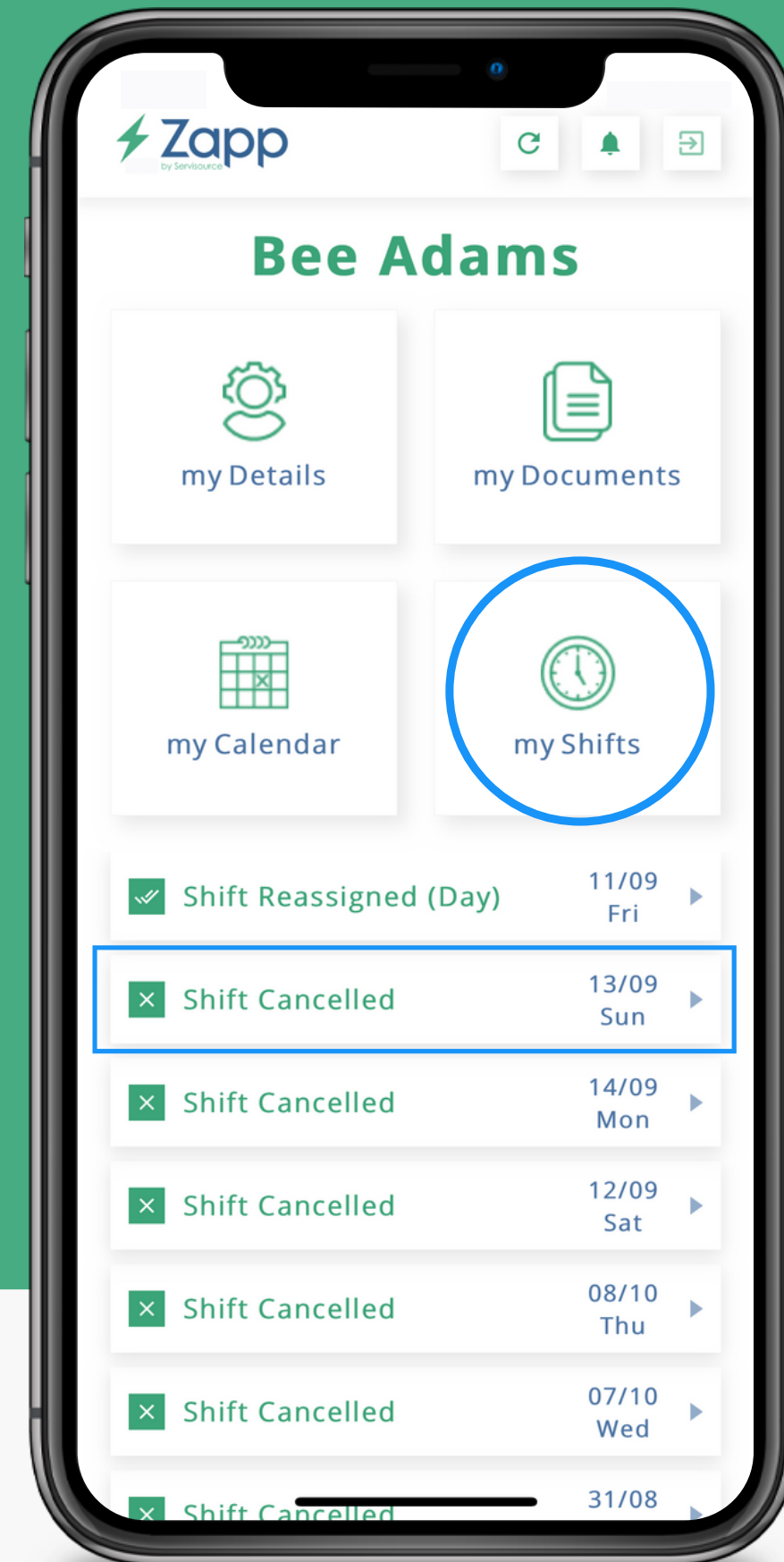


My Shifts

My Shifts tab shows all your shifts.

A. Awaiting new shift request

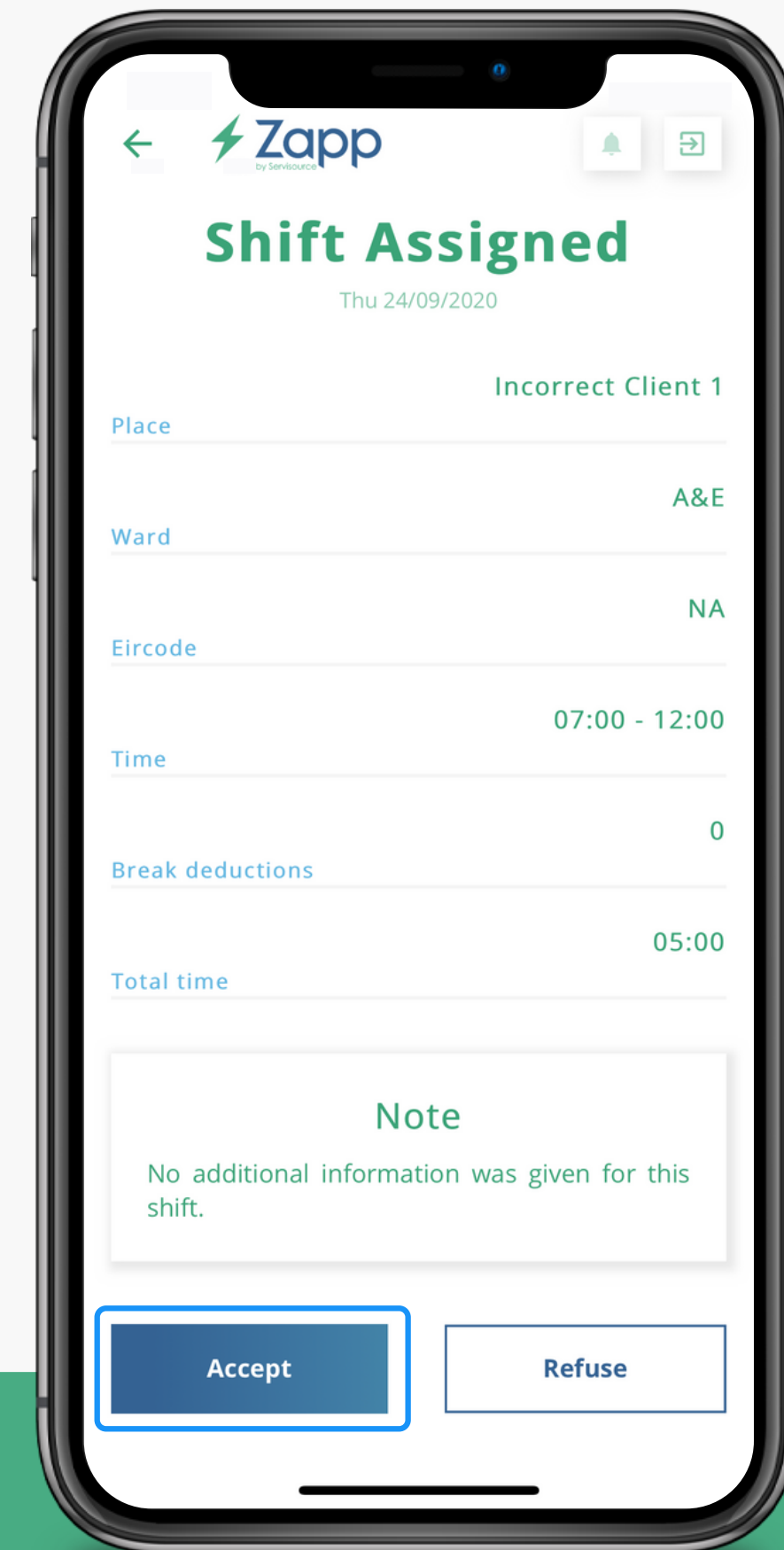
B. Details all shifts - Accepted shifts.



Once you tap, **Shift Requested**, this screen will appear and you can either **Accept** or **Refuse** shift.

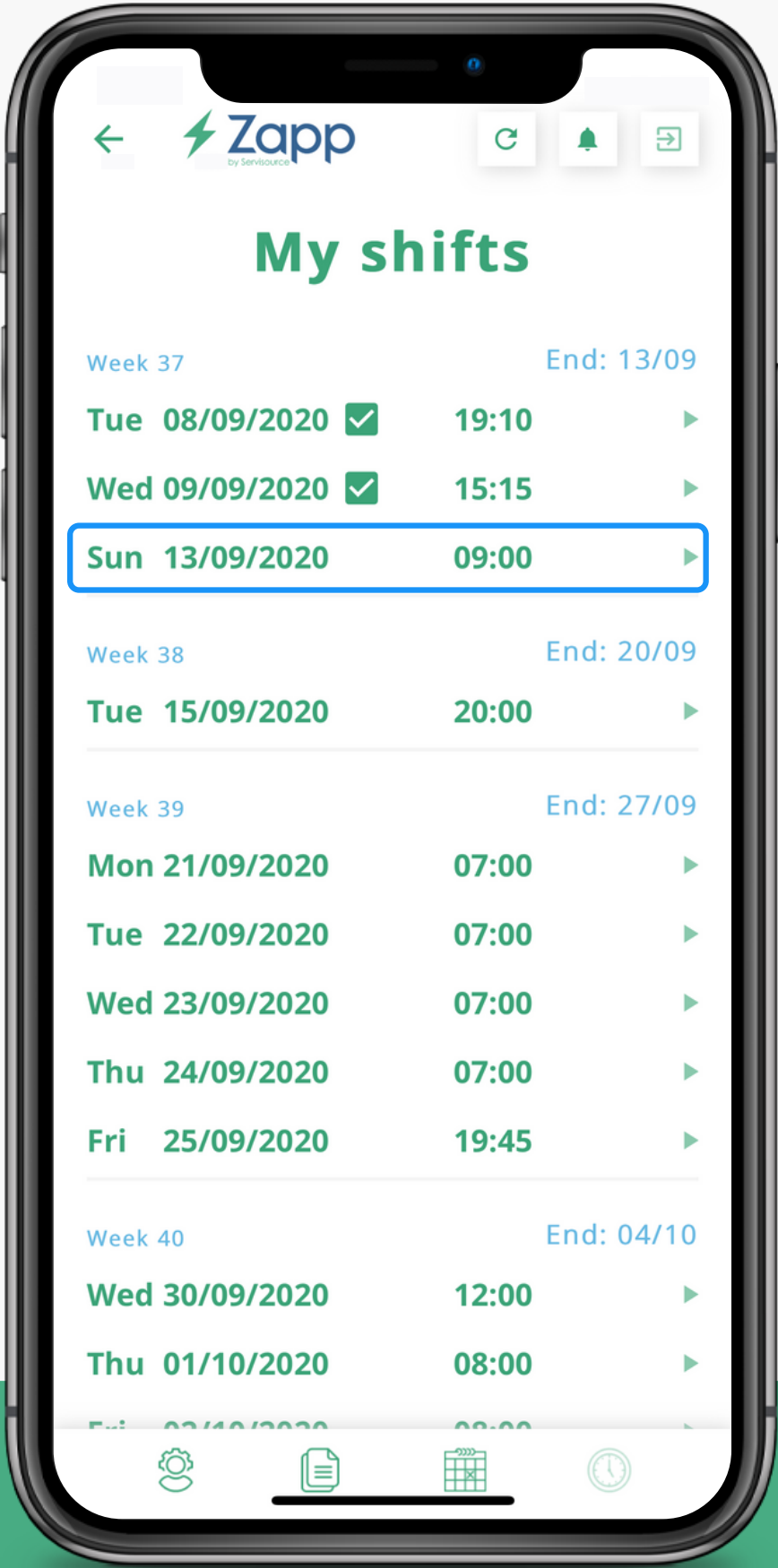
You can view where the shift is, hospital and ward, duration of the shift, breaks and notes.

Notes can be special instructions sent by the service.



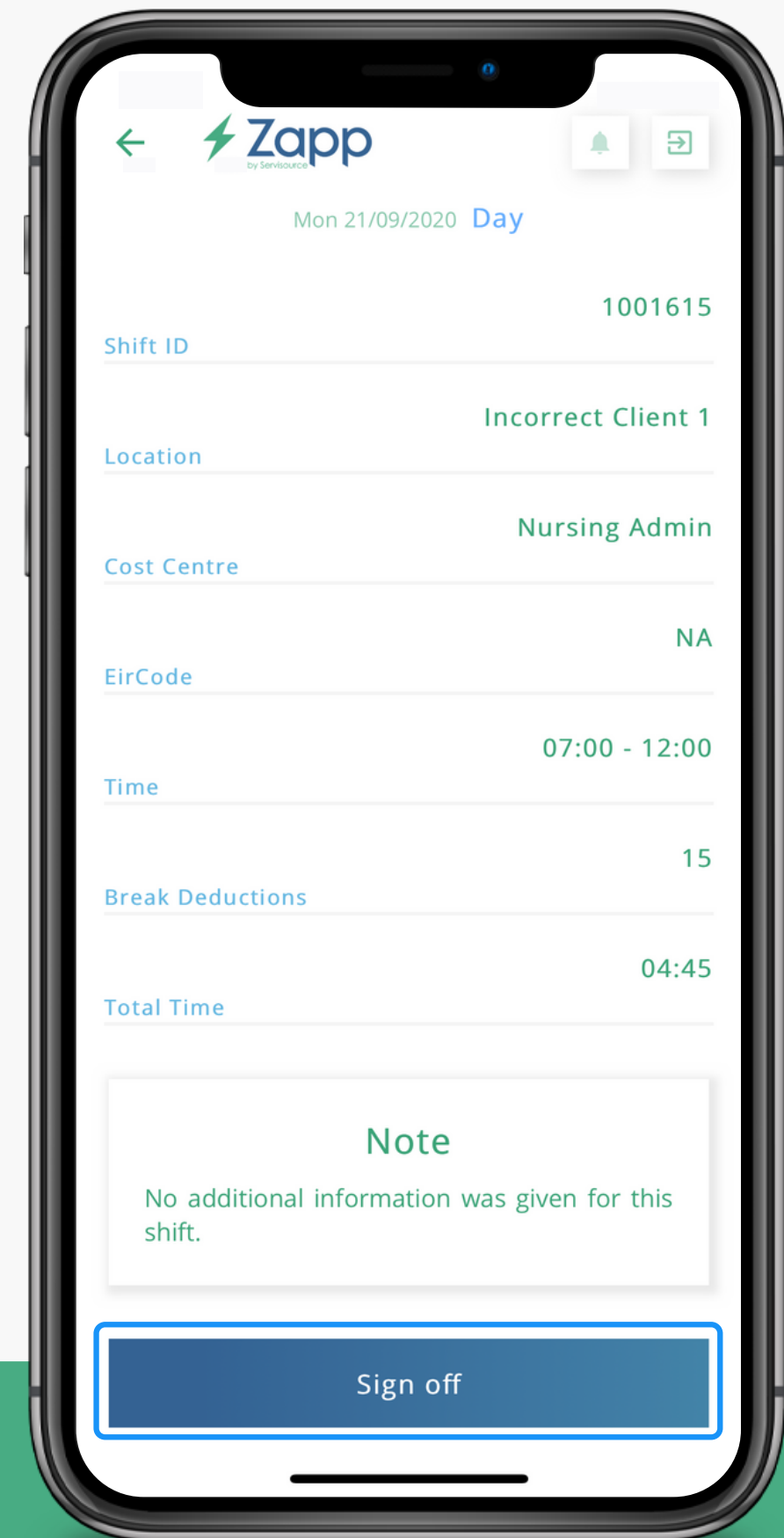
At the end of your shift, you must make sure you are signed off by the hospital admin in ward and hospital.

Click the shift you wish to sign off.



Scroll to the bottom of the details and click **'Sign off'**

This allows you to enter the number of hours you have worked and your break time.



At the end of your shift, if you must **Self-submit**:

- Please make sure all the hours are entered correctly including your break time and tap **Submit** at the bottom.
- Once it is done, your approver will sign this off from the **Zapp** web application.
- PLEASE NOTE: if you are having your manager approve via PIN please select '**Client sign off**'.

The screenshot shows the Zapp mobile application interface. At the top, there is a navigation bar with a back arrow, the Zapp logo, and a notification bell icon. Below the navigation bar, there are two buttons: 'Self submit' (highlighted with a blue border) and 'Client sign off'. The main form area contains the following fields and values:

Field	Value
Hospital name	Incorrect Client 1
WARD	Nursing Admin
Start time	21/09 07:00
End time	21/09 12:00
Breaks	15 mins
Total	04:45

At the bottom of the form, there is a large blue button labeled 'Submit'.

At the end of your shift, if you must get **Client sign-off**:

- Please make sure all the hours are entered correctly including your break time.
- Once this is completed, please select the email address of your line manager and present your phone to them to enter their PIN.
- PLEASE NOTE: if you are having your manager approve via PIN please select '**Client sign off**'.

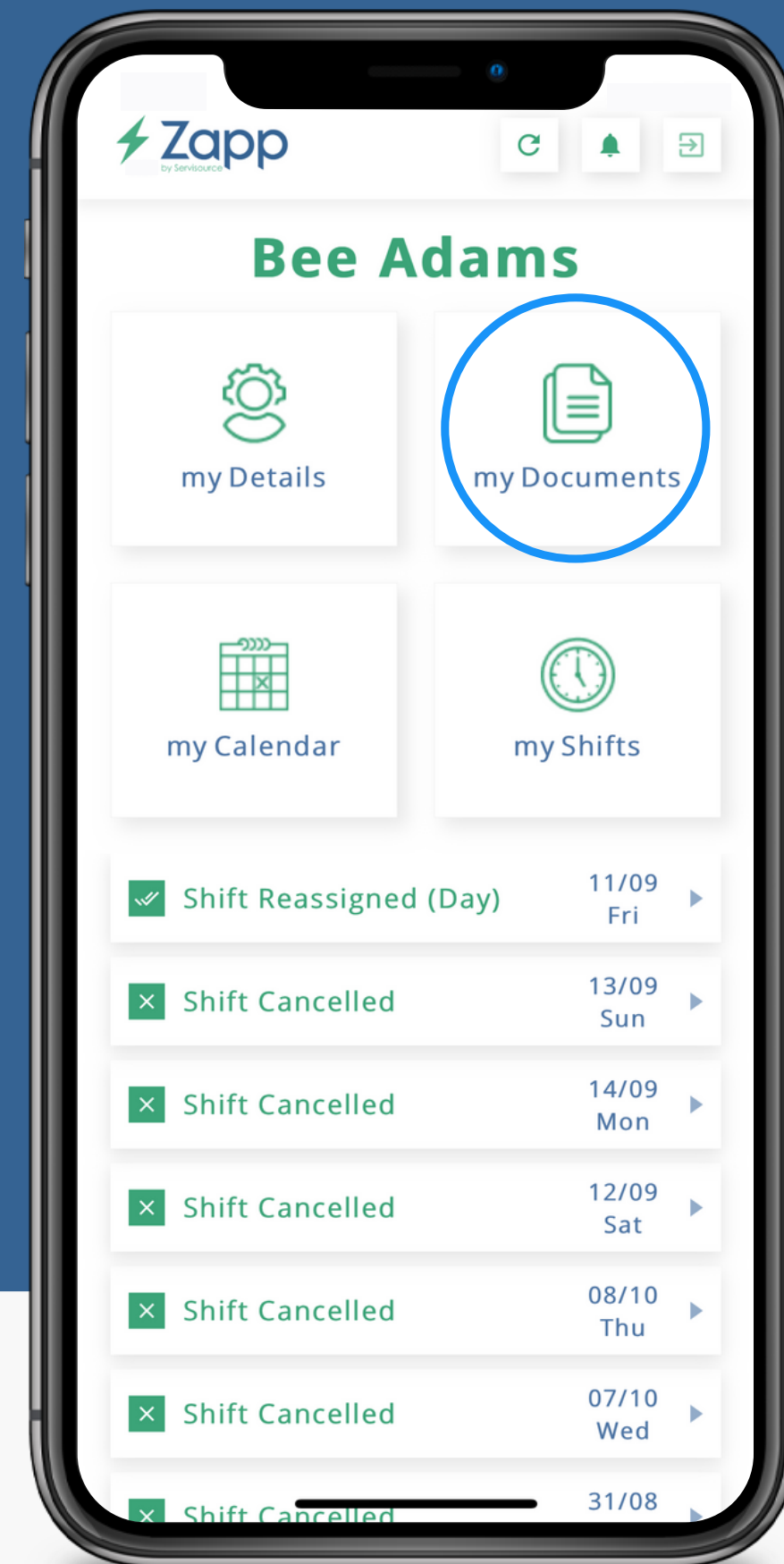
The screenshot shows the Zapp mobile app interface. At the top, there's a header with the Zapp logo and navigation icons. Below the header, there are two buttons: 'Self submit' and 'Client sign off'. The 'Client sign off' button is highlighted with a blue border. Below these buttons, there's a section titled 'Incorrect Client 1' with the following fields: 'Hospital name', 'WARD', 'Start time' (21/09 07:00), 'End time' (21/09 12:00), 'Breaks' (15 mins), and 'Total' (04:45). Below these fields, there's a 'Select your email' dropdown menu and an 'Add note' button. At the bottom, there's a section titled 'Enter your PIN below:' with four input boxes and a 'Submit' button.

My Documents

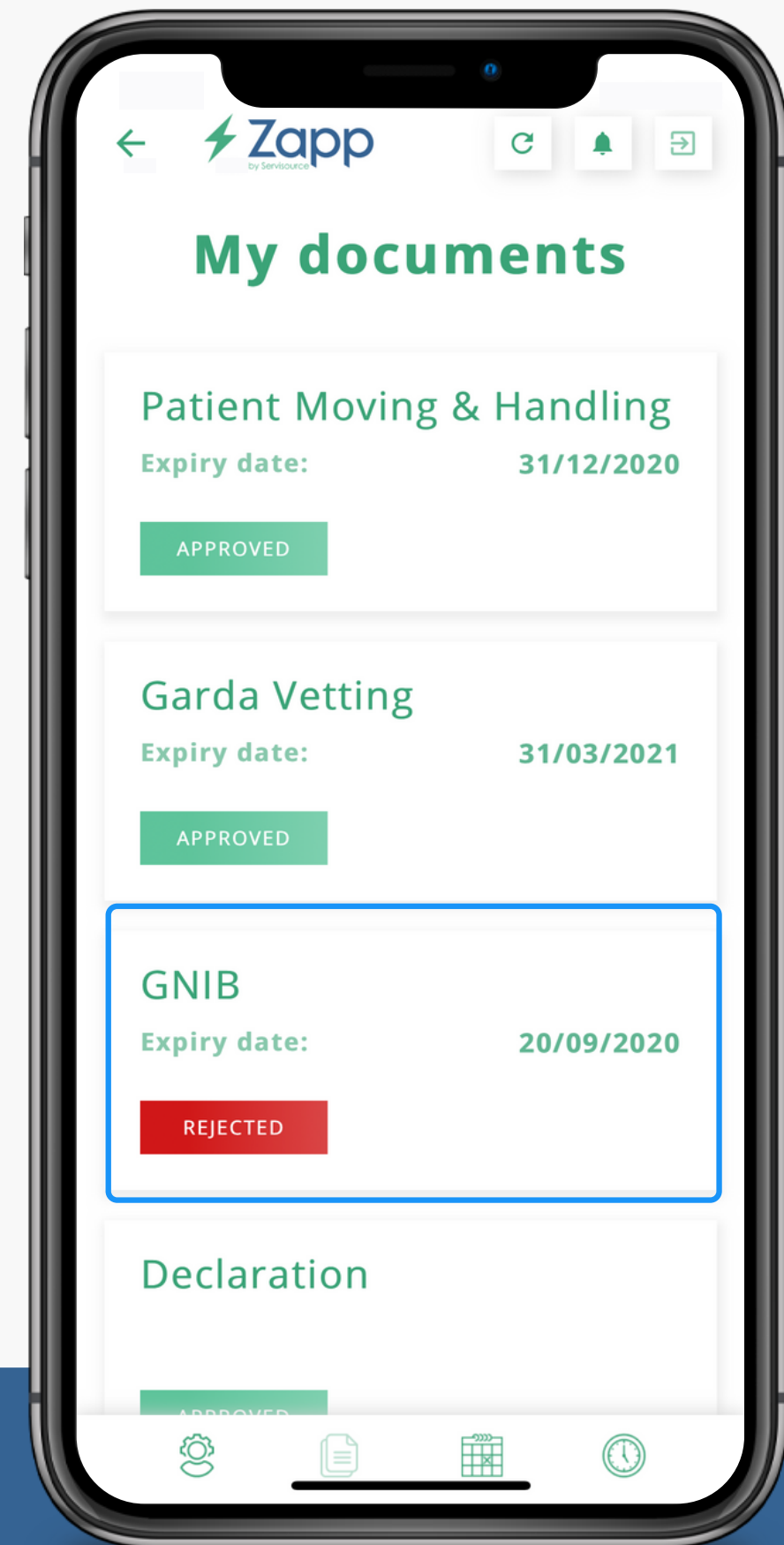
This tab allows you to view the list of relevant documents required, and their expiry dates.

To upload a new document

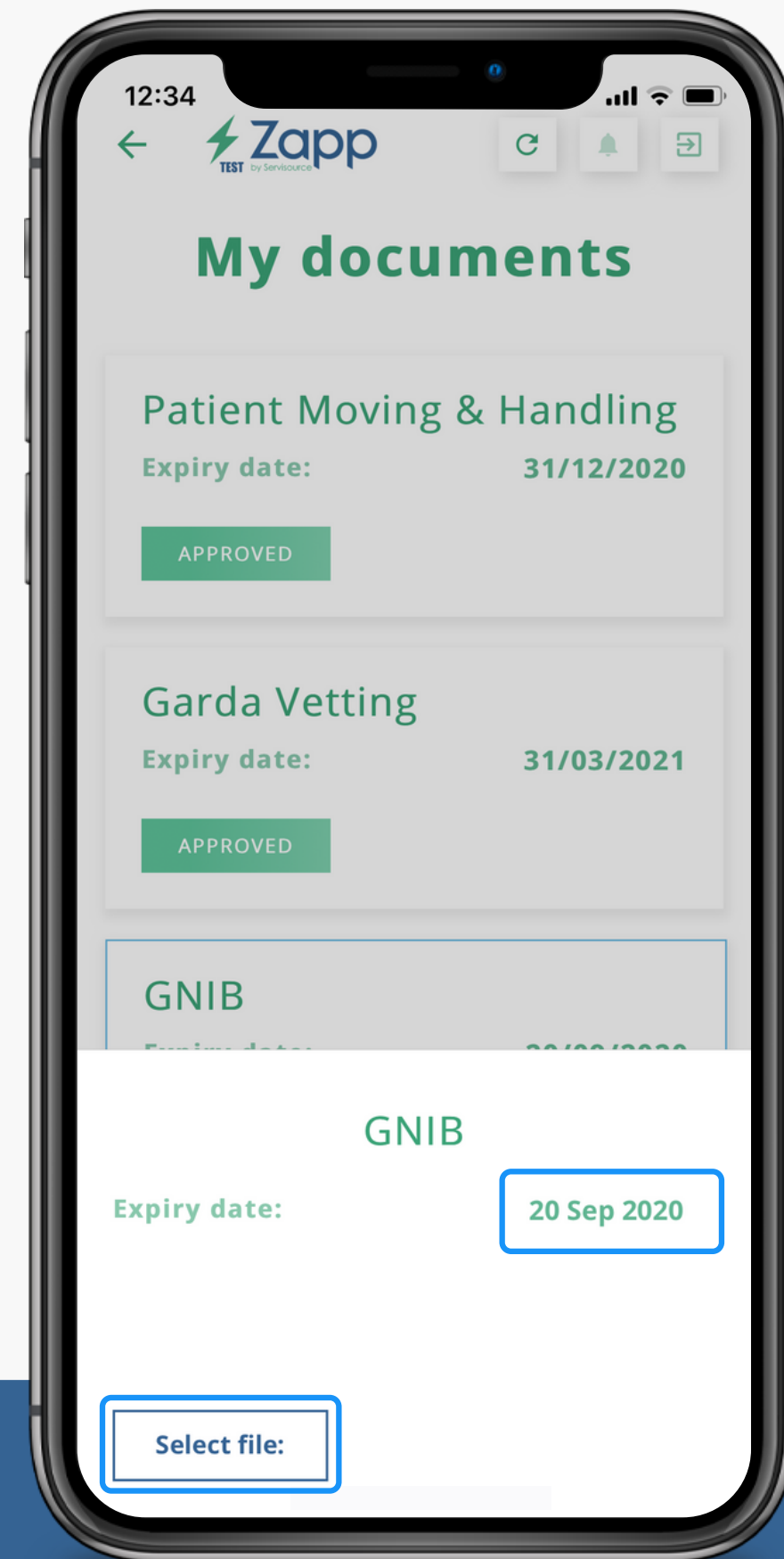
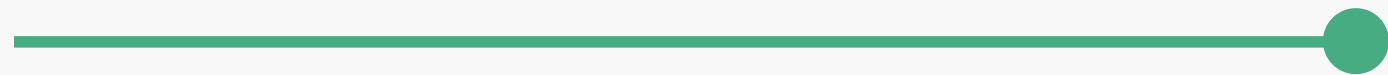
Step 1: Tap on 'My Documents'



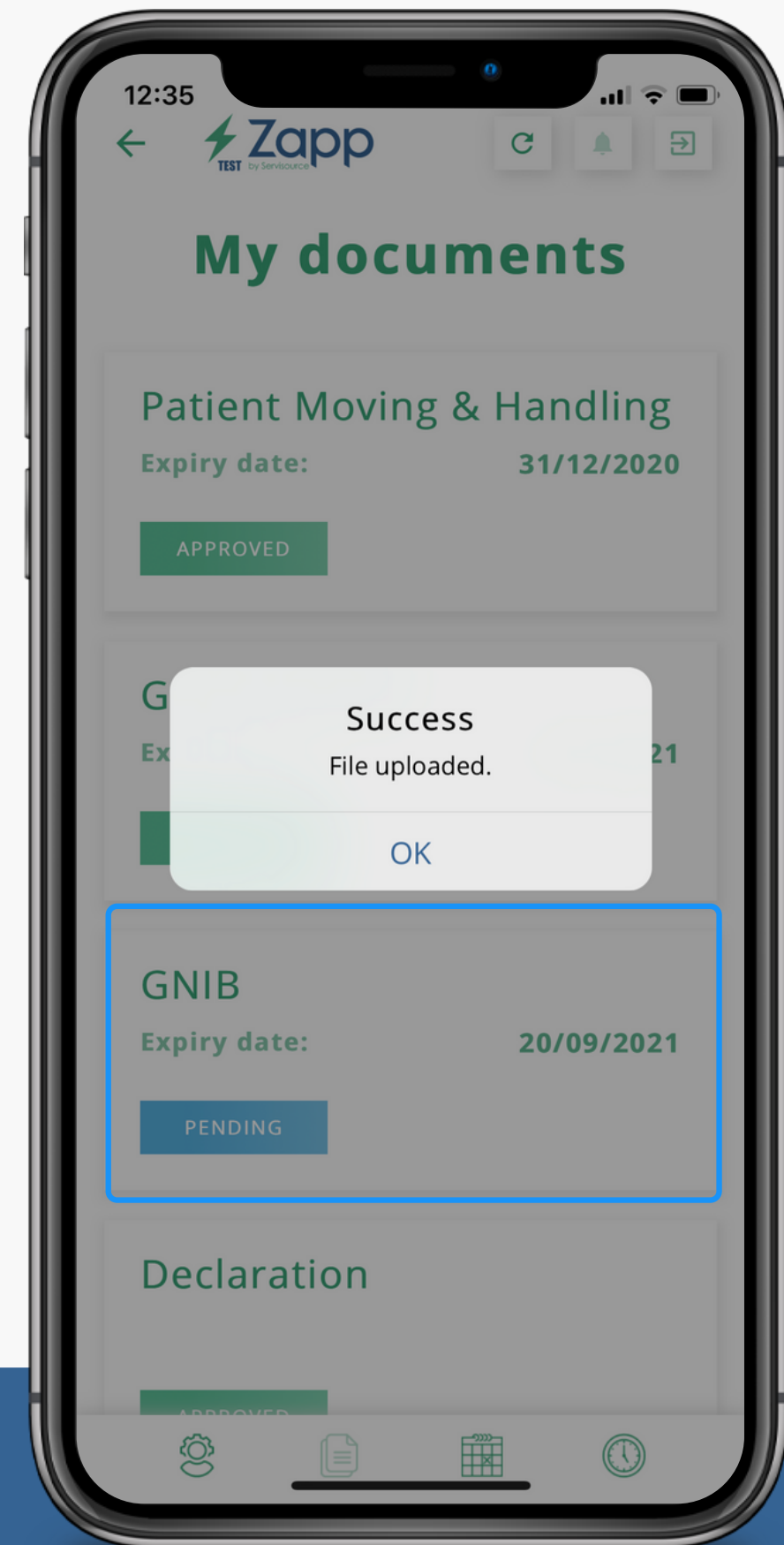
Step 2: Click on the relevant document e.g. **GNIB**.



Step 3: Please choose the appropriate document from your phone and make sure you enter the **correct expiry date** for the respective document.



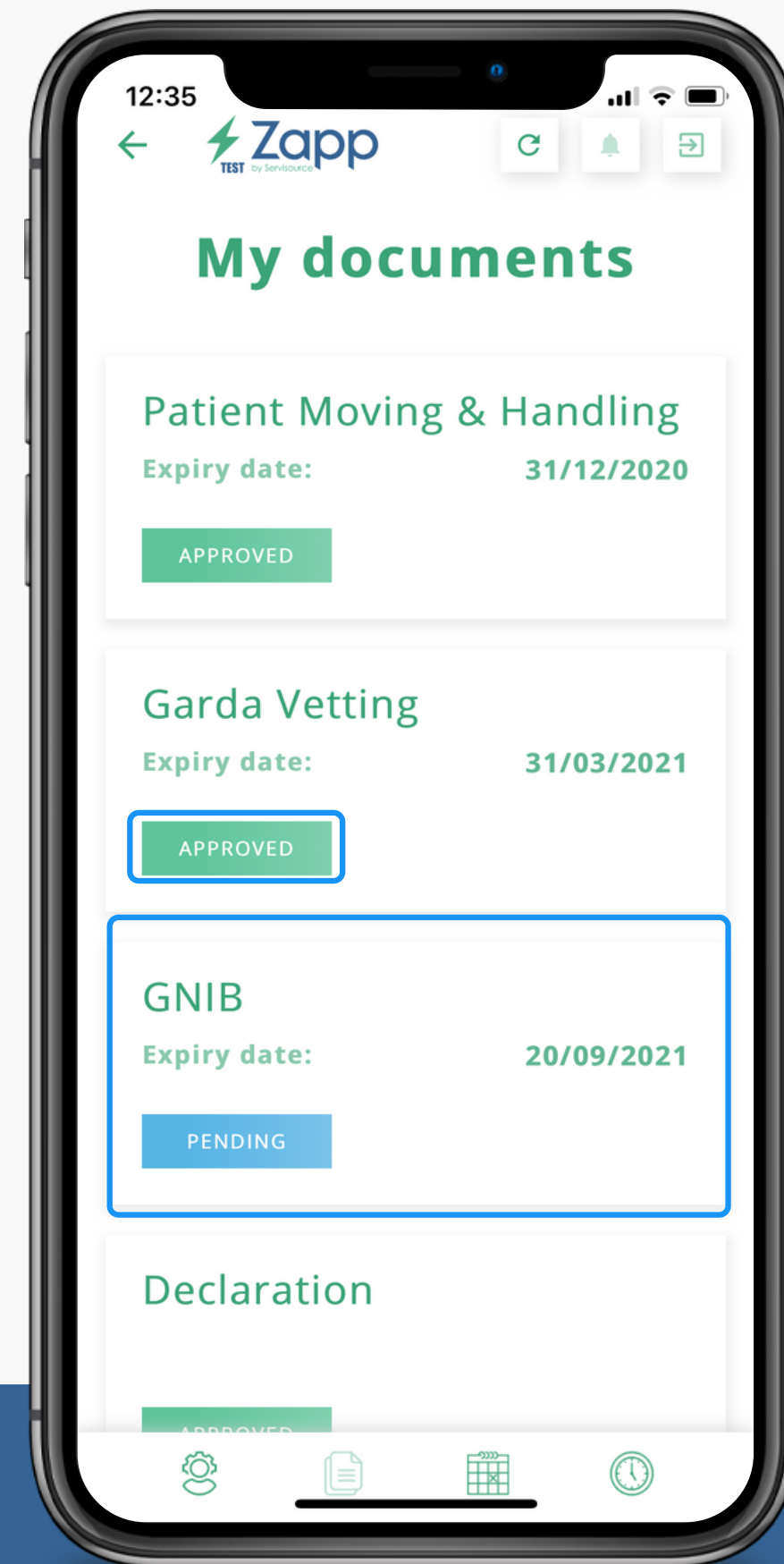
When the document is successfully uploaded, this **“Success - File uploaded”** message will pop up.



Once your document has been uploaded, it will appear as **“Pending validation”**.

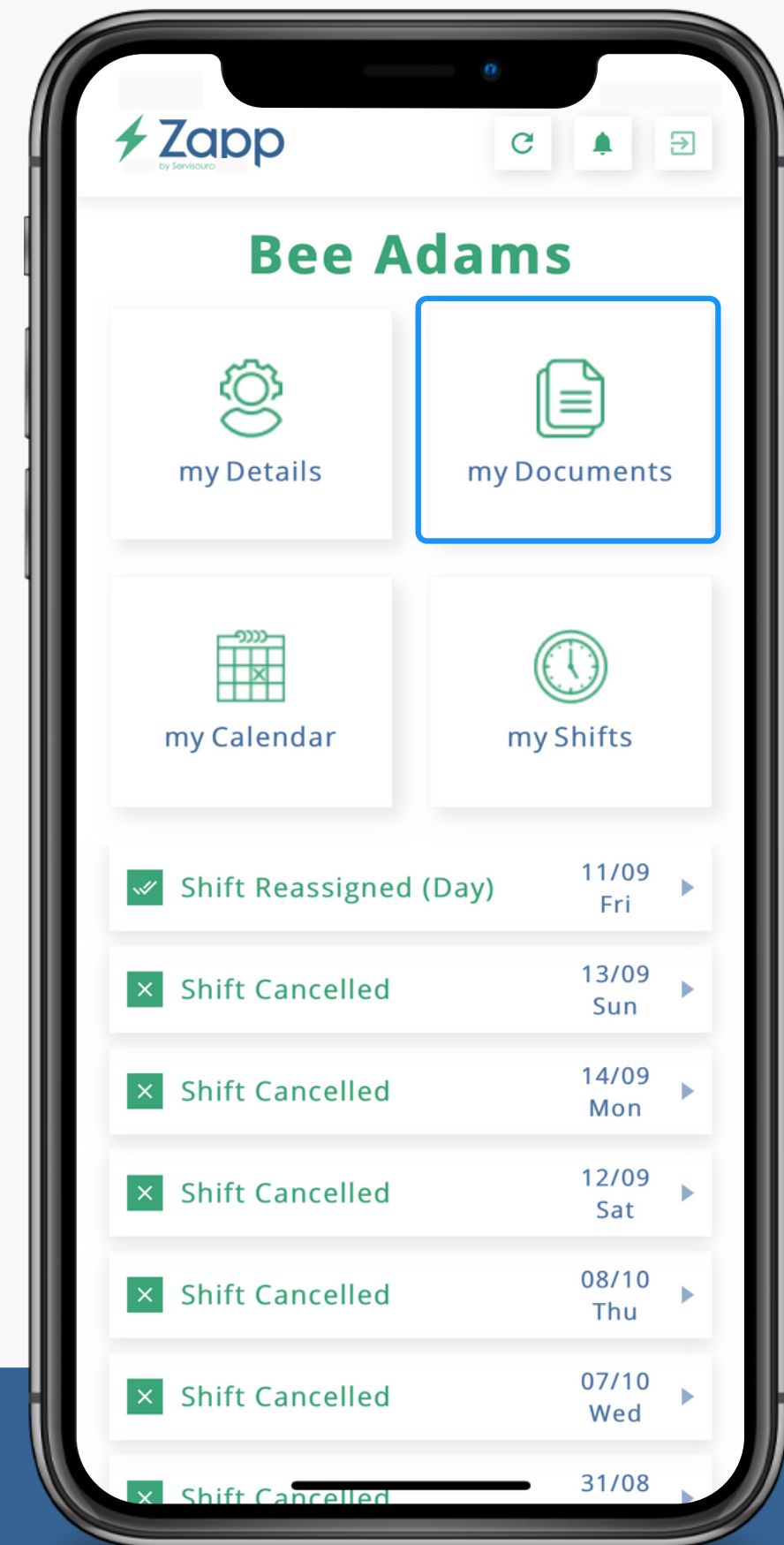
After the document is validated by the Servisource compliance team, the status button will appear green.

It is essential to ensure your documents remain valid and up to date so that you remain eligible to work.



Please follow the above steps for all the documents you are required to upload.

- You can view the documents that are uploaded and will be able to view their expiry dates and stay up to date by logging into your web application on zapp.servisource.ie
- When your document is nearing its expiry date, the Zapp app will send notification to your phone that you need to renew/upload your updated document



Quick Links

We have implemented a number of '**Quick Links**' which allow you to navigate through the app faster and easier:

1. The bell will toggle on and off app notifications
2. Log out
3. My Details
4. My Documents
5. My Calendar
6. My Shifts

