OPUS user guide for Support Workers
Opus
Support Worker user guide

Code of Conduct

- It is your responsibility to keep your username secure. Never allow anyone else to access it.
- Keep your password secret; don’t use your name, your partner’s name, your car registration or anything else that someone else might guess. If you have to write it down, disguise it. Change your password regularly. If you think someone might have watched you typing it in, change it immediately.
- Don’t leave a logged-in session unattended, even for a moment.
- Make sure you log out when you finish using the computer.
- Never use anyone else’s account, with or without their permission.
- It is your responsibility to submit your timesheets on a weekly basis to your students.
- It is your responsibility to monitor the status of your timesheets and act accordingly. This includes having knowledge of what timesheets are processed for payment by the advertised deadline.
- It is your responsibility to inform the Disability Resource Centre (DRC) of any change to your personal details.

Getting started

Here are some key points to note when using Opus:

- Please be aware that Opus will only work on Internet Explorer 6, 7 and 8. It will not work with Mozilla Firefox, Safari or Google Chrome.
- Avoid using the back button. Unlike most web pages, if you use the back button you will find the system logs you off and any changes you were making at the time will not be saved.
- If you are using Internet Explorer 8 then you’ll need to ensure that your pop up blocker is off as some actions open in a new window.
- All mandatory fields will have a red asterisk next to them. The system will not allow you to confirm something if the mandatory fields have not been completed.
- Standard users are unable to delete records from the system. You will need to contact the Administrator if you need a record deleting / amending.
Logging into the system
You will be provided with a username and password by the IT department. Type in https://opus.randstad.co.uk into the web browser, enter your username and password, then click submit.

Changing your password
We would advise you to change your password on your first login for added security. You can do this by clicking on the 'change password' link on the main screen. You will be asked to provide your old password, then create a new password then click on save. This password must contain at least 1 letter and 1 number.
Home page
Wherever you are in the system, clicking ‘home’ will take you back to your record containing all of your personal details.

- **Candidate**: Clicking this will refresh the screen and keep you in your candidate record
- **Change password**: change or reset your password
- **Logout**: click here to logout rather than closing the web page

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**Candidate Information**

Please enter the candidate information below. Fields marked with an * are mandatory.

**Applicant Details**

<table>
<thead>
<tr>
<th>Reference No:</th>
<th>H00200994H</th>
</tr>
</thead>
<tbody>
<tr>
<td>Candidate Name</td>
<td>Demonstration Candidate</td>
</tr>
<tr>
<td>Agency Name</td>
<td>DRC</td>
</tr>
<tr>
<td>Status:</td>
<td>Active</td>
</tr>
</tbody>
</table>

**Personal Details**

<table>
<thead>
<tr>
<th>ID: *</th>
<th>Demo</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name:</td>
<td>Demo</td>
</tr>
<tr>
<td>Last Name: *</td>
<td>Candidate</td>
</tr>
<tr>
<td>Username:</td>
<td>Demo</td>
</tr>
<tr>
<td>Birth Date: *</td>
<td>12/12/1982</td>
</tr>
<tr>
<td>Gender: *</td>
<td>Male</td>
</tr>
<tr>
<td>NINO: *</td>
<td>TH2345678A (exp. All234565)</td>
</tr>
<tr>
<td>Nationality: *</td>
<td>British</td>
</tr>
<tr>
<td>Education Level:</td>
<td>Higher</td>
</tr>
</tbody>
</table>

**Assign Students**

You can see which students have been assigned to you.

**Candidate Unavailability**

This tab is not currently in use.

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**Your candidate record**

Your details will have been created from the information you have provided to the DRC.

- **Personal details**: Contains your basic contact details
- **Assign Students**: You can see which students have been assigned to you
- **Candidate Unavailability**: This tab is not currently in use.
Creating and entering timesheets

It is your responsibility to ensure that your timesheet has been submitted and approved by the weekly deadline, which is **5pm each Wednesday**. All hours worked in the preceding week (Sunday – Sunday) must be submitted on Opus by 5pm on the following Monday to allow students time to approve the hours. You cannot save timesheet submissions and try to enter them collectively as the system will not allow you to do this. Any timesheet that is not submitted by the deadline will not be processed and may result in a delayed payment.

- Click on Add Timesheets to create a new timesheet, or click on Search Timesheets to search for a timesheet that has already been successfully created.

**Applicant Information**

Please enter the applicant information below. Fields marked with an * are mandatory.

- **Reference No.**: H000000034
- **Candidate Name**: Demonstration Candidate
- **NIN**: T0138238M
- **Agency Name**: 
- **Status**: Active
- **Eligibility Expiry Date**: 31/10/2014
- **Do not send any non-work-related emails**

- **Add Timesheets** | **Search Timesheets**
- **Submit All Timesheets** | **Back to Candidate Search Result**

- When adding a timesheet, click on the ‘+’ on the day that you want to enter the timesheet for. Any day that has not had a timesheet entered will contain a ‘+’. Alternatively click on the hours that have already been entered if you need to amend them or add more hours to that day.

**Candidate Timesheet**

- The date will say 'No records found' if there have been no timesheets entered within that date. To add a timesheet, click ‘Add’
Tick the box of the relevant student(s) in the assignment section (in the case below, there is only one to choose) and then click ‘Select’. This will select the relevant student(s) and insert their name into the timesheet below.
Once you can see that the student's name has populated in the 'Displaying students' section below, you will know it has entered correctly and you will be ready to add the times.

- Select a start time and an end time. The number of hours will automatically populate based on the end time that you enter.

- You will not need to enter anything into the Barcode No. box – please ignore.
Click save and when this has advised you that the information successfully uploaded, click the ‘close’ button next to the save button.

The timesheet you have just entered will be displayed within the View Timesheet section for that date. If there is no student or University information, you have not successfully attached the student to the timesheet. Click on Edit on the right hand side and follow from point 3 of this section (See overleaf).
Below shows how it will look when you have entered a timesheet into a particular date, in this case 2 hours on 2nd August 2011.

**Candidate Timesheet**

Below shows how it will look when you have entered a timesheet into a particular date, in this case 2 hours on 2nd August 2011.
There are two main methods of submitting your timesheets.

1. You can click the submit button on the individual timesheets. This will send e-mails/texts to the relevant students for approval. The screen shot below should show this section.

![Timesheet Submission](image)

2. Once you have completed a week’s timesheets, you can click the Submit All Timesheets button on your candidate record homepage ‘Applicant Information’. This will submit all new timesheets for approval and send e-mails/texts to the relevant students for approval.

Applicant Information

When timesheets have been successfully submitted, the status of the timesheet will change from ‘New’ to ‘Pending’ and when the student approves the timesheet, they will be ‘Approved’.

Checking the Status of your timesheets

You can check on the status of your timesheets (new, pending, approved, and rejected) by clicking on the search timesheets button on your candidate record (See the previous screenshot – ‘Search timesheets’ is next to ‘Add timesheets’. This will bring up a list of timesheets (defaulted to the last 6 months) that can be filtered and ordered by clicking on the particular title.)
You will see the timesheet for 2nd August that has just been entered is ‘New’. This means it has successfully been added to the record, but the student has not been notified of this. To send it to the student and change the status to pending, click on ‘Submit all timesheets’ as discussed above on the homepage.

Once the student has approved the timesheet, it will sit as approved and will be processed for payment.

Your timesheets must be submitted on a weekly basis to ensure your payments are going through regularly and the student’s funding entitlement is up to date when clients and funding bodies are viewing the student’s records. If you submit timesheets after the 5pm...
Wednesday weekly deadline, we cannot guarantee that the approval will go through in time and you will risk not being paid in that particular week.

If you have any technical issues with the system, please speak to Aless McCann, DRC Finance Administrator, email disability@admin.cam.ac.uk or call 01223 332301.

Candidate questions:

Q. How often should I enter timesheets on to the system and submit them to my students?
A. As per University guidelines, once a week

Q. When I delete a timesheet, why does the timesheet still show on my monthly timesheet page? What can I do to remove this?
A. You cannot completely delete a timesheet. If you book a timeslot for the incorrect student, simply replace the name of that student. If you book the wrong time, simply change the times to reflect the name of that student but this can only be done when the status is ‘new’. If you book the wrong day entirely, leave the student name blank, this will not send an email to anyone and contact the DRC Finance Administrator to delete the actual timesheet.

Q. I want to edit a timesheet that I have submitted to the student but I cannot do this. Why?
A. You can only edit timesheets with a new or rejected status. A timesheet that has been changed to pending has been sent to the student for approval and therefore cannot be edited unless it is rejected by the student. Approved timesheets can also not be edited by anyone but the DRC and Randstad, unless it has already been paid to you.

Q. How will I know if a student rejects a timesheet?
A. You will receive an email outlining all hours that are approved and rejected. You can also use the search timesheet function.

Q. What should I do if a timesheet is rejected?
A. You should firstly check the timesheet for any errors you may have made. If nothing appears to be incorrect, you should speak to your student and find out why they rejected it and try to resolve this. At this stage, if nothing can be resolved, you will need to speak to the DRC for resolution. A timesheet will not be paid until it is approved.

Q. What if I find my pay rate is incorrect?
A. Avoid entering any timesheets if possible and inform the DRC to investigate and clarify. If necessary, they can then inform Randstad of any changes that need to be made.

Q. I can’t enter a timesheet for a student I have worked with because the student’s name does not appear on the top of the timesheet for me to select. What do I do?
A. Inform the DRC, who can assign the student to you so you can enter timesheets.
Q. **What is the cut-off date for timesheets to be entered, approved and paid to me?**

A. There is no time restraint on when timesheets can be entered. To ensure timesheets are paid, make sure they are approved by the weekly cut-off date i.e. 5pm each Wednesday.

Q. **What do the different words under timesheet status mean?**

A. New – newly entered, not sent to the student, will stay in the system until you press the submit button.
   Pending – sent to the student for approval
   Approved – student has approved timesheet and it is waiting for payment
   Rejected – Student has rejected the timesheet, so this will not be paid until this can be resolved.

**Student Questions:**

Q. **I have lots of emails coming through but some of the codes don’t work when I paste them into the box. Can you help?**

A. Only the most recent approval code and email will work for timesheets from the same support worker, other approval emails from the same worker that you have not responded to previously will become invalid. All outstanding timesheets you need to approve will be on the most recent email from that worker.

Q. **What if I get more than one email / text message asking me to approve the same session?**

A. Please use the most recent email / text message and approval code and ignore the previous emails. A student may resubmit this timesheet for approval if they do not get a response from the first email. The system makes the first email / text message invalid.