

## Contractors Astute Portal Payroll Guide & Payroll Information

### 1. Overview

Astute Payroll Portal is the portal used for you to submit your timesheets and payroll details so that we can process your pay.

The Dashboard is your Home Page to view information about your job and timesheets.

The Profile function gives your access to update your details on an ongoing basis.

### 2. Getting Started:

Once you are assigned a job you will receive an email to log on and set up your profile (please check junk mail)

The email will be sent from [fetchrecruitment@portalmail.p.astutepayroll.net](mailto:fetchrecruitment@portalmail.p.astutepayroll.net) And it is the link under 2. That you click

Your Account with Fetch Personnel Pty Ltd Has Been Activated.

Fetch Personnel <fetchrecruitment@portalmail.astu...>  
To: Alexis Newland  
Thu 21/11/2024 8:54 AM

FP

Dear Alexis,

Welcome to the Fetch Personnel Pty Ltd online attendance management system.

1. Your user ID is: **alexis.testmay**  
2. You need to setup your password here:  
<https://fetchrecruitment.astutepayroll.com/security/password/set-password/token/697499E7E194CDEB8F2E>

Once your password is setup log in here: <https://fetchrecruitment.astutepayroll.com/security/password/set-password/token/697499E7E194CDEB8F2E>

This is where you need to login to submit your attendance each week for approval. Timesheets must be submitted by 10AM every Monday.

**IMPORTANT:**

**To ensure you can be paid it is essential that you promptly:**

1. Visit your astute portal and complete online registration, read all terms and conditions to your employment contract, and agree to them
  - a. Bank details
  - b. Tax declaration
  - c. Superannuation

**If this is not completed, you cannot be paid.**

2. Visit your profile and submit all relevant details, including:
  - a. Complete your WorkDex online induction - you will receive a separate email to this induction

If you do not receive this email within 24 hours after your assignment is confirmed, please check your junk mail folder.

### Logging In

## Fetch. Recruitment

- Click the URL hyperlink, you'll be prompted to set up a password and security questions. There is password requirements listed on the top of the screen to read prior on deciding your password.
- Enter and confirm the password, then select two security questions from the drop down fields and enter the answers to each > Set Password.

**Fetch. Recruitment**

**Password Requirements**

Your password must contain the following:

- Minimum 10 characters
- Maximum 128 characters
- Special character or number
- Uppercase letter
- Lowercase letter

Password cannot contain three repeated characters in a row.

New Password

Confirm New Password

Security question #1

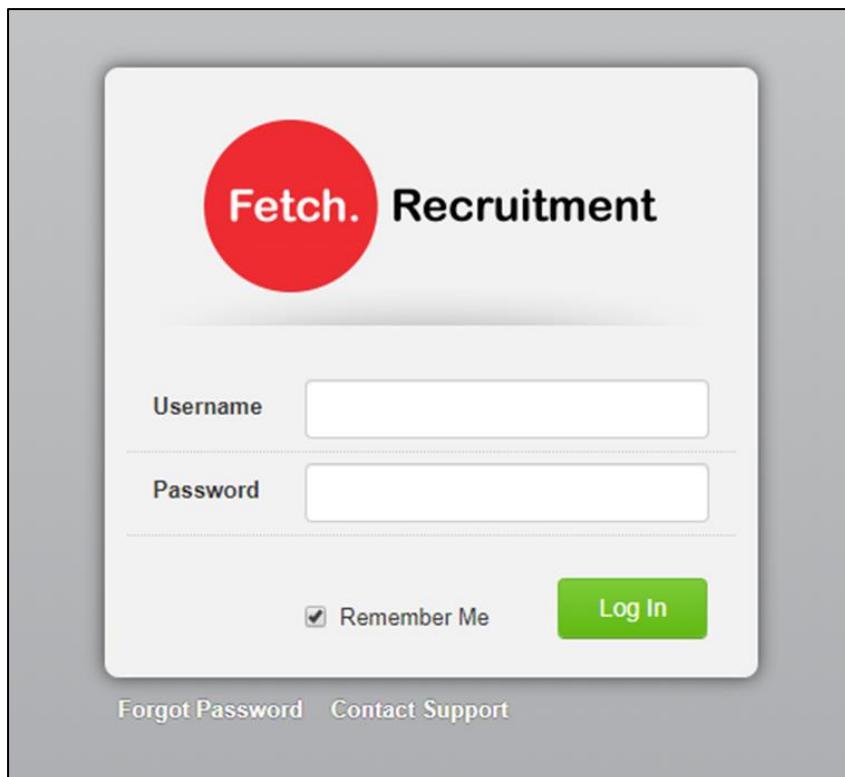
Security question #2

Answer #1

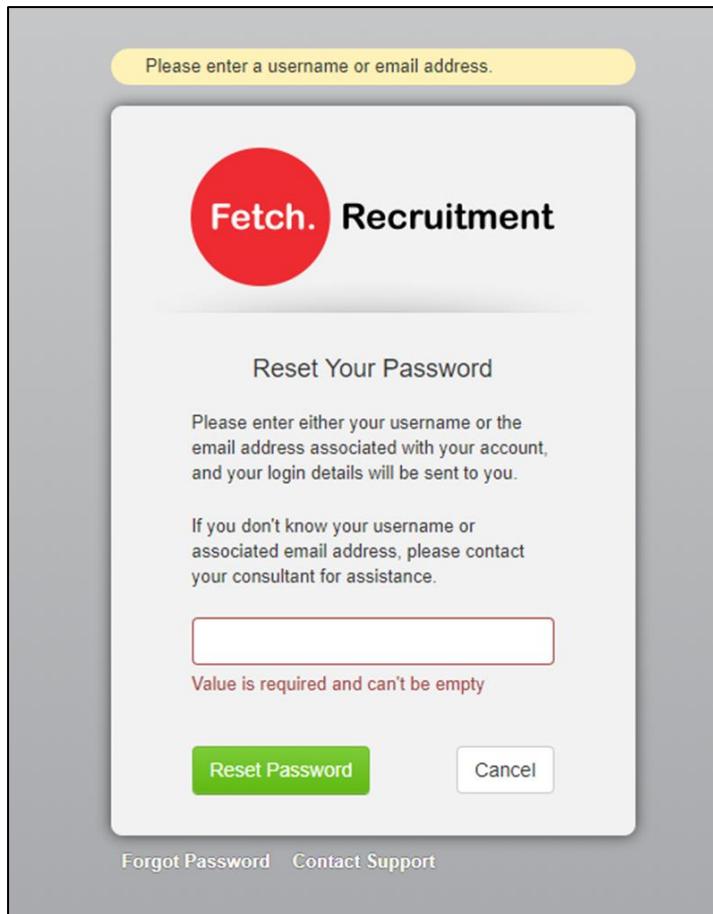
Answer #2

**Set Password**

- Next time you log on to your timesheet portal, you'll be able to directly enter your username and password to gain access.  
USERNAME IS ALWAYS FIRST.LAST NAME E.G alexis.newland



- If you forget your Username or Password, select “Forgot Password”
- You will be prompted to enter your username or email address and an email will be sent to your registered email address with URL link to take you to the Password reset page.



The image shows a password reset form for 'Fetch. Recruitment'. At the top, there is a red circular logo with the text 'Fetch. Recruitment'. Below the logo, the heading 'Reset Your Password' is displayed. A text input field is present with the placeholder 'Please enter a username or email address.' A red error message 'Value is required and can't be empty' is shown below the input field. Below the input field are two buttons: 'Reset Password' (green) and 'Cancel' (white). At the bottom of the form, there are links for 'Forgot Password' and 'Contact Support'.

- Once logged in, you can change your password in the Profile Section.

**\*You are not able to change your username. And this will always be first.lastname**

It will then come up with two options to set up an authenticator to protect your payroll details.

Please click "using sms" the second option as the first option you will need to download an app whereas using SMS a code gets sent to your phone.

### **3. Accepting Terms and Conditions**

You will need to accept these Documents please take the time to read through and if you have any questions please contact your recruiter.

## Compliance Documents

Document Compliance			
Workplace	Document	Accepted On	Status
Winslow Constructors	Casual Employment Contract V2	7.11.2024 9:48pm AEST	Accepted
Winslow Constructors	Drug & Alcohol Declaration	7.11.2024 9:48pm AEST	Accepted
Winslow Constructors	Fairwork - Casual Employment Information Statement	7.11.2024 9:48pm AEST	Accepted
Winslow Constructors	Health & Injury Declaration	7.11.2024 9:48pm AEST	Accepted
Winslow Constructors	Health and Safety Management Plan	7.11.2024 9:48pm AEST	Accepted
Winslow Constructors	Issue Resolution - Ministerial Direction	7.11.2024 9:48pm AEST	Accepted
Winslow Constructors	Privacy Policy	7.11.2024 9:48pm AEST	Accepted
Winslow Constructors	Return to Work Infomation	7.11.2024 9:48pm AEST	Accepted
Winslow Constructors	Steps - If Injured at work	7.11.2024 9:48pm AEST	Accepted
Winslow Constructors	Toolbox Talks - Manual Handling	7.11.2024 9:48pm AEST	Accepted
Winslow Constructors	Toolbox Talks - Slips, Trips & Falls	7.11.2024 9:48pm AEST	Accepted
Winslow Constructors	Workplace Discrimination & Harassment Policy	7.11.2024 9:48pm AEST	Accepted
Winslow Constructors	Astute Terms Of Use	7.11.2024 9:42pm AEST	Accepted
Winslow Constructors	Astute Privacy Policy	7.11.2024 9:42pm AEST	Accepted

## 4. Profile

Once you have accepted the terms you can now go in and insert all your information this includes

Personal Information – Phone number, Address, DOB

Emergency Contact

Bank Details

Tax Declaration

Super Details

You can also change your password, display payslips and see details of your active/ inactive jobs.

## Timesheets:

At the end of your work week you will be required to submit your timesheet.

The deadline to submit timesheets is each Monday before 10am – if you are required to submit your timesheet with signed paper dockets please ensure you do so with all information necessary.

This is to give Approvers enough time to review and approve your timesheet before our weekly Wednesday pay run.

Your timesheet will show different statuses throughout the timesheet function process.

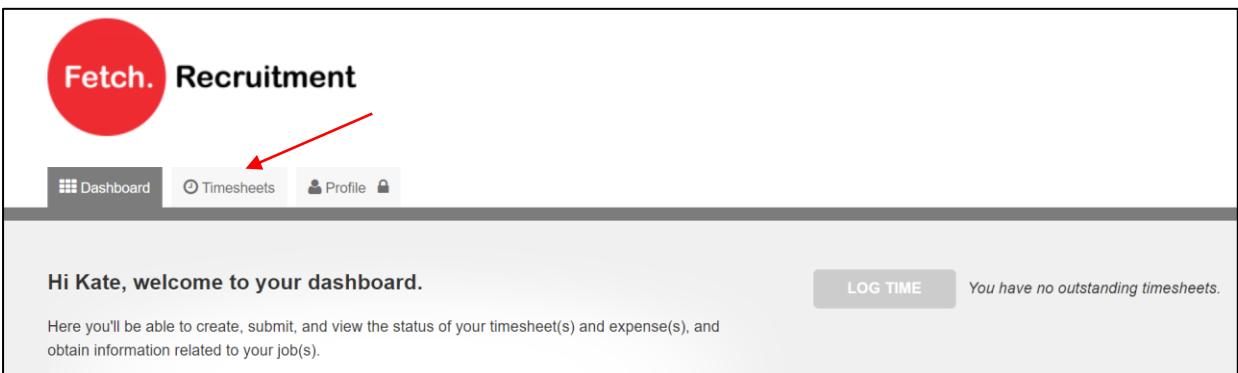
	Function	Action
 Not Opened	Not Opened	You have not opened your Timesheet to enter any information
 Pending Submission	Pending Submission	Currently in draft stage, not yet submitted Timesheet for approval
 Pending Approval	Pending Approval	Your submitted Timesheet is awaiting to be approved
 Rejected	Rejected	Timesheet has been questioned and not approved (Review rejection details, update Timesheet and resubmit)
 Ready for Interpretation	Ready for Interpretation	Timesheet has been approved and is awaiting payroll processing

## Automated Timesheet Reminders

Automated timesheet reminders will be sent to your registered email address and a text message is also sent on a Friday afternoon which has a link straight to timesheets.

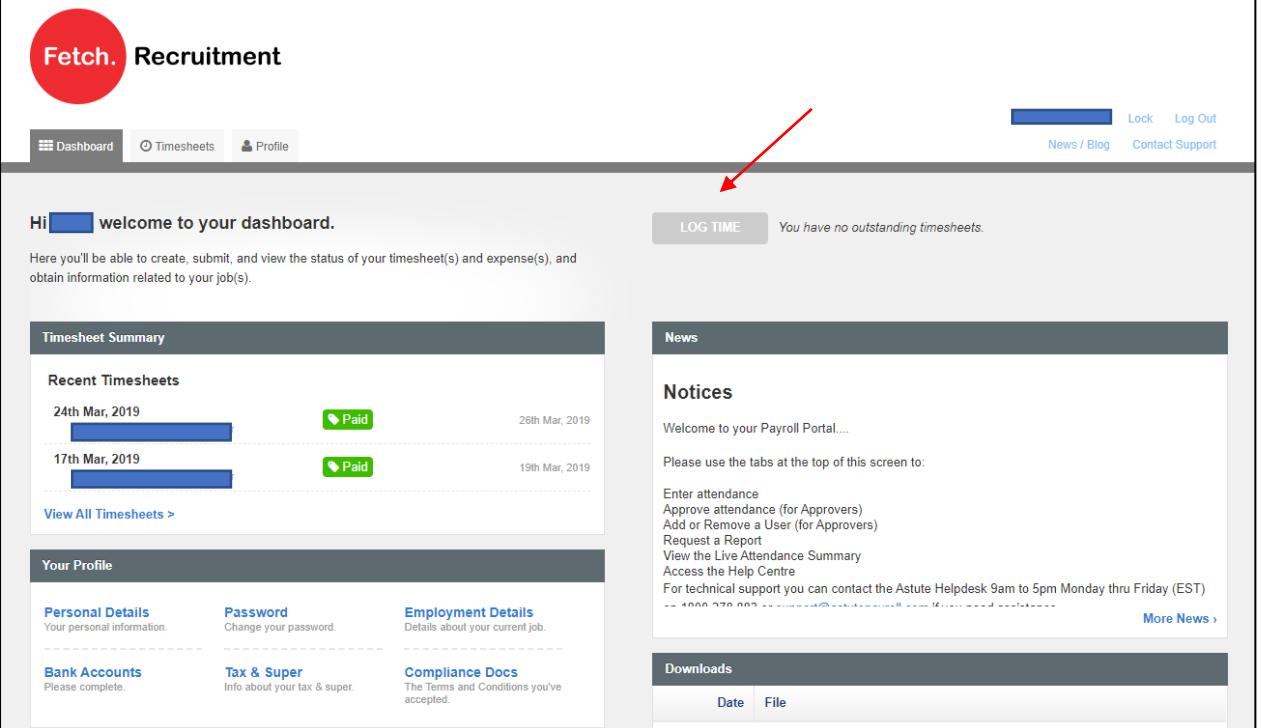
### 5. Submitting Timesheets

- If you have multiple jobs or working at more than 1 site, make sure you select the relevant job from the drop-down list under the Timesheets Tab



The screenshot shows the Fetch. Recruitment dashboard. At the top, there is a red circular logo with the text "Fetch. Recruitment". Below the logo is a navigation bar with three tabs: "Dashboard" (highlighted in dark grey), "Timesheets" (highlighted with a red arrow pointing to it), and "Profile". The main content area has a grey header bar with the text "Hi Kate, welcome to your dashboard." and "LOG TIME" on the right. Below the header, there is a message: "Here you'll be able to create, submit, and view the status of your timesheet(s) and expense(s), and obtain information related to your job(s)." To the right of this message, it says "You have no outstanding timesheets."

- Or go to Log Time



Fetch. Recruitment

Dashboard Timesheets Profile Lock Log Out News / Blog Contact Support

Hi [REDACTED] welcome to your dashboard.

Here you'll be able to create, submit, and view the status of your timesheet(s) and expense(s), and obtain information related to your job(s).

**Timesheet Summary**

**Recent Timesheets**

Start Date	End Date	Status
24th Mar, 2019	26th Mar, 2019	Paid
17th Mar, 2019	19th Mar, 2019	Paid

[View All Timesheets >](#)

**Your Profile**

**Personal Details** Your personal information.

**Bank Accounts** Please complete.

**Password** Change your password.

**Employment Details** Details about your current job.

**Tax & Super** Info about your tax & super.

**Compliance Docs** The Terms and Conditions you've accepted.

**News**

**Notices**

Welcome to your Payroll Portal....

Please use the tabs at the top of this screen to:

- Enter attendance
- Approve attendance (for Approvers)
- Add or Remove a User (for Approvers)
- Request a Report
- View the Live Attendance Summary
- Access the Help Centre

For technical support you can contact the Astute Helpdesk 9am to 5pm Monday thru Friday (EST)

1-800-378-002 [More News >](#)

**Downloads**

Date File

- If you haven't worked for that week, rather than not submitting the Timesheet, you can tick the "I did not work for this period" check box > Submit. This will prevent any further Timesheet reminders being sent to your email address.
- When submitted your Timesheet you will have access to log your:
  - Start time (e.g. 7:00am)
  - Finish time (e.g. 4:00pm)
  - Breaks (e.g. 30 minutes)
  - Notes (any notes you need your recruiter or approver to see like a job code for example)
  - Please do not click "did not work" if there was a missed day as it will clear all of your hours
- Once hours have been entered on your Timesheet for the relevant job, press 'Submit' this will send your Timesheet to your approver via email to be approved. If you would like to add hours daily you can press "Save"

## Missing Timesheets

If you are unable to see a Timesheet for your current week, your job may have lapsed and will need to contact your Fetch Consultant to extend your job.

## 6. Resetting a Timesheet

Once you have submitted a Timesheet you will no longer be able to edit it.

If the Timesheet is Pending Approval or already approved and you need to add or amend hours you can ask your consultant or payroll team here at Fetch to reject it

## 7. Contractor FAQ's

### What Information do I need to provide as a PAYG employee?:

- Blue/White Collar Registration Form, included mandatory details:
  - Personal Details including your Emergency Contact
  - Bank Details
  - Superannuation Details
  - Tax Declaration Form
- Copy of your Passport or Full Birth Certificate/ Australian Citizenship Certificate (not an extract) and your Driver's License
- Relevant tickets including your White Card
- Workpro Heath & Safety Modules (2 x modules)

### Who do I contact at Fetch if I have any issues?

Site issues – Fetch Consultant directly

Payroll Issues – [payroll@fetchrecruit.com.au](mailto:payroll@fetchrecruit.com.au) or office line 03 9867 3051

### What OH&S training do I need to complete?

Fetch has partnered with Workpro an online OH&S induction to best ensure you are aware of hazards in your workplace and stay safe at work. Prior to you commencing your we require you to complete 2 modules.

Detailed instructions on how to access and complete this induction will be emailed to you. Once you arrive on site you may need to complete an ohs site induction depending on the clients request.

### When do I need to submit my timesheets?

Your timesheets need to be submitted at the end of your work week, either on Friday OR if you work weekend hours submit your timesheet when your workday is complete – the sooner the better.

Once you have submitted your timesheet, your approver will be automatically be notified.

### My Manager/ Approver is not available to approve my timesheet, what do I need to do?

If your Timesheet Approver is on leave, please contact your Fetch Consultant to organise a secondary Approver. We ask you to notify us as soon as you have been made aware.

### I've forgotten my Username

Your username is first.last name – it will never be email address

**How do I contact Payroll?**

Should you have any urgent payroll enquiries, please call our main reception line on 03 9867 3051 or email [payroll@fetchrecruit.com.au](mailto:payroll@fetchrecruit.com.au)

**When do I get paid?**

Fetch does everything to guarantee that you get paid each week, to ensure this happens we require you to submit your timesheet at the end of your working week with the cut off being 10am on Monday.

This gives your approver enough time to approve or request changes to be made to your timesheet for their Tuesday 12pm cut off time.

To make sure your Timesheet does not get rejected, it is important that you complete your Timesheet correctly including the date and time you commenced each day, as well as your unpaid breaks.

You will be paid on a weekly basis for the work period of (Monday to Sunday). You pay will arrive in your account on a Wednesday day but potentially overnight depending on your bank.

**Why did I not get paid?**

Below are possible reasons that may have resulted in you not being paid:

- Did you submit the correct Timesheet for the relevant week?
- Did you complete the hours on your timesheet accurately?
- Have you provided your bank details correctly? You can check these by logging into your Payroll Portal.

**Where do I access my payslips?**

You will be sent your pay slips to your email address every Wednesday late afternoon. You can also view previous pay slips in your portal under your Profile tab.

**What happens if I don't have an elected superannuation Account?**

If you do not have an elected superannuation account, you can select to be set up with Fetch's default super fund – CBUS  
Super is paid quarterly

**What do I do if my personal details change?**

You can update banking and emergency contact details via your Payroll Portal. If your address, email or phone number changes please let your consultant know so that we can update this on our system.

**Why am I getting taxed so highly?**

You could be getting taxed highly due to the Tax File Declaration form you submitted to us. Check your Tax File Declaration form you completed as you may have filled it in incorrectly.

If you fail to provide a signed Tax File Number Declaration Form when Registering with Fetch Recruitment, by law we must submit you at the highest marginal tax rate.

If you have provided a signed Tax Declaration Form, yet you are still getting taxed highly consider the following reason why you are being taxed so high:

- You have selected the incorrect Residential status (Question 7.)
- You have selected that you 'Do not have to claim the Tax-Free Threshold' (Question 8)

If you are unsure how to complete your Tax File Declaration form visit the Australian Tax Office website on how to fill out a Tax File Declaration Form

<https://www.ato.gov.au/Forms/TFN-declaration/?page=2#Instructions> or read our Guide on how to complete a Tax Declaration Form (hyperlink)

### **Payment Summaries**

After the end of the financial year your group certificate are uploaded to MyGov

### **What if I am unable to attend work?**

It is extremely important that you let your direct contact at Fetch know as well as the supervisor you are working alongside with.