GETTING TO KNOW JOBSTACK

FREQUENTLY ASKED QUESTIONS

Q: I'm new to PeopleReady. Do I need to go to the branch before I start using the app?

A: No! You can register to work with PeopleReady all on JobStack. Just download the app to get started.

Q: What do I need to download the app?

A: You need internet access or a cell phone with a data plan. The JobStack Worker App is compatible with mobile devices on either iOS or Android operating systems. The app is not compatible with Windows. If you have a limited data plan, we recommend connecting to Wi-Fi prior to downloading the app.

Q: What if I don't have a smartphone?

A: The JobStack Worker app is available for smartphones. If you do not have a smartphone, you can continue to accept jobs as you do now. Check in regularly with your local branch to learn about job opportunities available to you.

Q: How do I know if I have the latest version of the app on my device?

A: You will get a notification on your device alerting you when there is an update. Due to the size of the app, we suggest updating it using Wi-Fi.

Q: Why don't I get text messages after downloading the app?

A: JobStack will now act as the main point of communication between the branch and you. Enabling notifications allows you to receive in-app notifications about changes to assignments. If you wish to continue communicating with the branch via text, text YES to 42800 to re-opt in.

Q: Why do I need to let JobStack access my location?

A: JobStack needs to access your location in order to find you jobs that fit within the travel radius you set. You can change this location in your profile.

Q: Why am I not seeing jobs available when I sign in?

A: When looking for a job, make sure that your information is up to date and that you are using the latest version of the app. Jobs may not appear due to conflicting job times or search locations. If you need further assistance, call your branch or our support center at 800.518.0104.

Q: Can I confirm that I've made it to the jobsite on the app?

A: Yes. When you arrive at the site, the app will allow you to confirm that you have arrived. This feature is only available an hour before the start time and up to an hour after.

Q: Can I call off a job using the app?

A: Yes. Once you've accepted a job, you will see the option to call off from each shift. If you must call off, be certain to contact the branch right away. Keep in mind, frequent call offs may affect your ability to see jobs in the future.

Q: How do I know if I've been paid?

A: Once a customer submits hours, you will be able to confirm your hours worked and rate the job in the app. If you do not agree with what was submitted, you will be prompted to call the branch. If you have a paycard, you can request alerts when your pay has been processed. Associates can rate and confirm hours for previous shifts as soon as customers submit hours via the customer app or hours are entered by our branch staff.

Q: What happens if I need PPE for a job that I accepted?

A: You are responsible for bringing the correct PPE to a jobsite. Contact the branch if you are in need of any PPE necessary for your assignment, including hardhat, boots, goggles, or hearing protection. Please allow enough time for arrangements to be made.

FREQUENTLY ASKED QUESTIONS — CONTINUED

Q: Can I update my profile with new skills?

A: You can. Click Menu in the top right hand of the app and then click on the Profile section. From there you can now update the following:

- The job titles you can perform and the amount of experience you have in that job type
- Any new, relevant job skills you've acquired
- Any new, relevant certificates and licenses
- Your highest level of education

Please Note: Some of the job titles, skills, certificates and licenses you can update require your branch to verify. Once approved by the branch it will show up in your profile.

Q: I earned a new certification. How do I show this in my JobStack profile?

A: You can update your certifications and licenses in the profile section of the app.

Q: Why do I have to update my profile?

A: Updating your profile lets the branch staff and JobStack know what jobs you are able to work. JobStack will only show you assignments that match your qualifications.

Q: What are confirmation notifications?

A: Confirmation notifications allow you to confirm that you will be attending the jobs you select and to let the branch know when you are on your way to the jobsite. Use these to ensure the jobsite and branch know they can expect you.

Q: JobStack won't let me update my profile information. What do I do?

A: Please contact your branch and they will assist you to update your profile.

Q: Do I have to accept the jobs I see on the app?

A: No, but keep in mind that jobs in the app are visible to many qualified associates. You are more likely to get the job you really want if you check JobStack regularly for open assignments and respond quickly. If you are on a repeat job it's best to accept your repeat invitation to secure your assignment. Be sure to contact your branch if you are unable to return to an assignment due to a scheduling conflict.

Q: Are the jobs on the app different from the jobs I can find at my local branch?

A: No. All of our available jobs will be posted to the app. However, you will only see the jobs you are qualified to work.

Q: Can I use the app to contact branch staff?

A: You will not be able to send text messages or emails to the branch using JobStack. You will be able to provide feedback about jobsites using the rating system.

Q: What if I don't like the app? Can I stop using the app?

A: We encourage all our associates to try the app. When trying anything new, it takes time to adjust. If you get used to checking the app regularly, you will have access to jobs in real time. One thing to keep in mind is that jobs in the app are visible to many qualified associates so you'll need to respond quickly. Our branches are always available to help you find jobs either on the app or in the branch.

Q: Who can answer my questions if I get stuck?

A: You can always contact your branch, or you can contact our support center at 800.518.0104.